



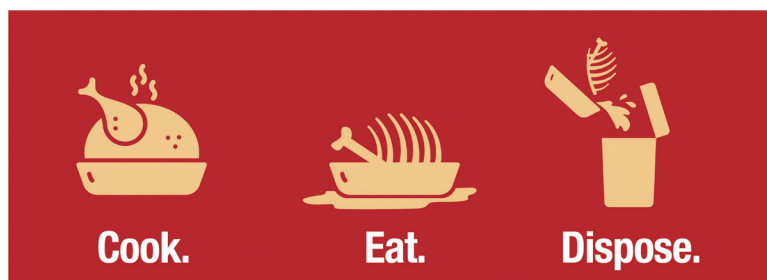
The Waterfront

Smart Investments Keep Customers in Service

In the early hours of the morning on Wednesday, October 9, the power was shut off in the majority of EID's 220-square-mile service area as a result of Pacific Gas and Electric Company's (PG&E) Public Safety Power Shutoff (PSPS) program. This was the second time EID had been challenged by widespread power outages since PG&E rolled out its Community Wildfire Safety Program (CWSP) in 2018, which included planned outages under the PSPS program. In spring of 2019, PG&E announced that it would significantly increase the program in response to increasing fire hazards across its service area.

So when the power went out that Wednesday morning, EID personnel were poised and ready to implement previously developed plans of action built on months of planning, pre-positioning of assets, and investments in resources. What became even more challenging was the three additional power shutoffs that would follow through the end of October—a total of four outages within a three-week window.

see INVESTMENTS, page 3



Cook.

Eat.

Dispose.

Don't FOG Your Drain!

During this holiday season, be mindful of kitchen waste and take care not to FOG your drain!

When fats, oils and grease (FOG) are put down your drain they can cause many problems further down the sewer pipe. Liquefied grease and fat from animal products will solidify and clog pipes much like a clog in a human artery. Liquid oils can also coat pipes and contribute to blockages. Blockages may cause a sewage backup into your home, resulting in expensive cleanup costs and repairs to your sewer pipes, home, and belongings.

And the damage might not stay localized to your household. Blockages may also trigger an overflow or backup of sewage into streets or waterways creating a public health risk and threatening the environment.

By following a few commonsense guidelines, you can help avoid sewer overflows, backups, and costly repairs at home:

- Pour cooking oils and grease into an empty milk carton or other sturdy paper container
- Remove remaining FOG by scraping greasy pans and absorbing oil with a paper towel

To get more information about FOG, go to the EID website at www.eid.org/FOG.

Conserve Water During Winter to Save on Sewer Bill All Year Long

The residential sewer commodity charge is based on what we call the "winter quarter average" or the water consumption during the winter months.

You can positively affect your sewer bill for the rest of the year by conserving water during this period.

For billing cycles 1, 2, 3, or 4, the water consumption on the February bill is used to calculate a new sewer commodity charge to go into effect on the April bill.

For billing cycles 5, 6, 7, or 8, the water consumption on the January bill is used to calculate the new sewer commodity charge to go into effect on the March bill.

The new commodity charge will remain in effect for one full year. Here are just a few tips to get you started.

- Stop irrigating during the winter.
- Cover your irrigation control valves to prevent cracks and leakage caused by the winter weather.
- Install insulating wrap around pipes to guard against freeze. This saves on potential leaks and expensive repairs!

Power Outage? Don't Forget Your Irrigation Timer!

Were you affected by the PG&E power shutoffs? If you were, it could mean your irrigation timer is reset to its default factory settings, which may cause your timers to go off on non-watering days or times. In addition to resetting your clocks and other electronic appliances after a power interruption, don't forget to check your irrigation timer as well. It's a great idea to just turn off irrigation for the winter!



Message from the General Manager

Long-Term Reliability and Resilience Requires Investment

Jim Abercrombie

As I write this column in late October, portions of EID’s service area have experienced four of PG&E’s Public Safety Power Shutoff (PSPS) events in the space of three weeks: four events that ensured that much of our service area has been without power for up to 48 hours at a time. It was also four events that tested our meticulous preparations. During each frustrating event, EID’s vital water and wastewater treatment services remained safe and reliable.

EID has been making preparations for these power shutoffs since 2018. After analyzing the areas in our system that would need to be bolstered in the event of large-scale power outages—pump stations or other facilities without backup power—we asked the EID board of directors to approve \$800,000 to purchase generators that could be utilized across our 220-square-mile service area.

The board’s recognition of the urgency of having this backup power was timely and helped us not only increase the resilience of our system, it kept our customers in service throughout the PG&E outages. The Board has also approved grant applications to offset the costs of further purchases of generators for other critical locations over the next couple of years as we respond to the new norm of large-scale outages.

EID has deployed and used as many as 150 large and smaller generators during these outages. Our personnel have made detailed plans with fuel distributors and created precise schedules to ensure we have the fuel needed to run the generators should the power stay off for extended periods.

We have been fortunate. While running our many facilities on backup power is workable in the short-term, relying on emergency power to run power-hungry facilities is problematic should a power outage persist for multiple days. These generators are intended as a backup supply of power and represent our last line of defense against interruption of service to our customers.

That concern is why we ask our customers to use water sparingly during power outages. When customer demand is lower, it’s easier for our facilities—especially if they are running on backup power—to keep up with the demands of treatment, pumping, and distributing water or collecting and treating wastewater.

It’s important to remember: we only ask for conservation during the power outages. The conservation is necessary to preserve the District’s water quantity—not quality. The water quality is unaffected and is always perfectly safe to drink.

EID has an integrated drinking water system. Customers in the western end of our service area in El Dorado Hills and Cameron Park can receive water that has been released from Jenkinson Lake and treated in Pollock Pines—over 30 miles to the east. That means that any time we experience an outage across any significant portion of our service area, all of our customers are affected.

So when we asked our customers to reduce their water usage—an easy way to do that is stop outside watering, limit showers, and reduce dish and clothes washing—we were asking all of them, even customers whose power might have been unaffected, to conserve because an interruption of water service will affect everyone—even those with power.

Because even if your power is on, it’s very likely key infrastructure that your home and neighborhood relies on many miles distant may be without power and using backup emergency power.

Our customers responded tremendously well during the power shutoff events. We are grateful for our customers’ patience and understanding during power outages that also significantly affect EID infrastructure.

Without planning and purchasing the necessary supplies and equipment—fuel purchased and delivered to maintain days of backup generator power—our system would be defenseless. Planning has allowed us to ensure no customer goes without service during an emergency. But we also must plan for the long-term.

Planning for Long-Term Resilience

The PG&E PSPS events have become alarmingly regular features of life in our community and many other regions across California. *see GM MESSAGE, page 4*



IN LIGHT OF THE DEFERRED MAINTENANCE THAT HAS BROUGHT PG&E TO WHERE IT IS TODAY, I WANT TO ACTIVELY WORK HARD TO KEEP US FROM THAT PATH. TO DO SO WE WILL NEED SOME MODEST RATE ADJUSTMENTS TO HELP US CONTINUE TO PROVIDE UNINTERRUPTED SERVICE DAY AND NIGHT.

► INVESTMENTS, *continued from page 1*

“EID’s operations rely upon uninterrupted electrical power through approximately 170 separate electrical service connections from PG&E in order to ensure safe and reliable operations,” said EID Operations Director Dan Corcoran. “Most of these connections directly supply the electricity for the drinking water and wastewater treatment, distribution, pumping, and hydropower generation facilities critical to the 24/7 operational needs for these facilities. Any loss of power requires immediate action to protect public safety. When the lights went out, District staff, many of whom had no power at their own homes, responded without skipping a beat to support fellow members of our community by providing ongoing drinking water and fire fighting supplies as well as wastewater treatment during this challenging time.”

The EID Board of Directors, recognizing the critical need to ensure uninterrupted power and increasing risk to maintaining water and wastewater service under PG&E’s PSPS program, unanimously approved over \$800,000 in the past year alone for the purchase and installation of a number of back up electrical generators at critical sites. These recent acquisitions are in addition to dozens of generators EID has previously invested in and deployed at key locations to maintain water and wastewater services to the more than 126,000 people it serves in El Dorado County.

“During each of October’s four outages, EID deployed and maintained approximately 85 large generators to power various water, wastewater, hydroelectric, fleet, and administration facilities,” said Corcoran. “In addition to those large assets, we

had over 70 smaller generators assisting with backup power for radio communications and the SCADA software system EID personnel use to remotely monitor and control facilities. Since each outage affected the majority of EID’s service area, many of these generators were under heavy use.”

Generators need a consistent supply of fuel to maintain power for these key facilities, so EID personnel deployed comprehensive, pre-planned refueling schedules and routes to ensure every generator across the District’s wide service area was able to run without interruption to support our customers.

“These outages have been all-hands-on-deck moments,” said EID General Manager Jim Abercrombie. “Our customers were outstanding in helping us weather this challenge. Though we had backup power running critical infrastructure, we asked customers to use water sparingly and the response was tremendous—not having to worry about high demand on both the water and wastewater systems helped reduce the stress on facilities that are running on emergency power and ensuring continuous safe operation until normal conditions can be restored on utility grid power.

“On behalf of EID’s hardworking men and women, I want to thank our customers deeply for their patience during the multiple PG&E outages. It is extremely gratifying to maintain high-quality water and wastewater service to all of our customers during these challenging events. It’s very clear that our customers have worked together as one community to respond to this challenge.”

Odor Control Project at EDH Wastewater Plant Progressing

EID’s Odor Control Project at the El Dorado Hills Wastewater Treatment Plant is progressing according to schedule. When the El Dorado Hills plant was built, it was alone on the largely undeveloped landscape surrounding its location on Latrobe Road. Today, the plant has increasingly dense residential and business communities for neighbors.

The odor project was initiated in order to replace two deteriorating odor control devices along the north side of the facility as well as install additional air ducting at the headworks to capture odors associated with sewage as it enters the plant for treatment.

At this time, underground water and drain infrastructure has been installed and tested. Electrical components are being manufactured and ducting is ready to be installed.

A new biofilter (pictured at right) was delivered and placed. Odor and emission treatment systems like the biofilter rely on microorganisms present in the water that’s recirculated through the treatment vessel. Foul air is forced upward through the bottom of the vessel. On its way up, the air is dispersed through synthetic media and contacts water laden with microorganisms. The microorganisms metabolize the offending compounds, leaving clean air to be released from the vessel.

The project commenced in June 2019 and is anticipated to be complete by February 2020.



► **GM MESSAGE, continued from page 2**

EID personnel have been preparing to increase resilience in our infrastructure and facilities for many years. We use our five-year capital planning process, updated each year, to help identify the projects that must be addressed to keep our system running safe and reliably for our customers.

A part of this preparation is making sure our rates are fairly allocated and provide the necessary funds to maintain our infrastructure—a complex system of infrastructure with a historical value of more than a billion dollars. This system provides some of the most important services in our communities and it is aging and in need of continued rehabilitation and replacement.

In order to ensure rates are allocated reasonably, EID is undertaking an update to the cost-of-services study it undertook nearly a decade ago. Through this effort, we'll be able to refine our analysis about how much revenue EID will need to adequately ensure its services remain reliable and safe for years to come. The cost-of-service study will update revenue requirements, property tax allocations, and debt service goals as well as other critical components to help us design fair rates that will keep our services strong.

We do not take raising rates lightly. But over time, if we do not invest adequately in the infrastructure that we all rely on, our system can—and will—fall further into disrepair. Deferring needed rehabilitation and construction not only increases the likelihood of customer outages, it costs even more money over time.

Out of the cost-of-service update process, we will be initiating a Proposition 218 proposed rate adjustment notice in January where we lay out what is needed to help us keep up with some deferred maintenance. We will also offer open houses where you can see not only the valuable projects your rates have funded so far, but also projects that are on the immediate horizon to maintain the level of service you expect and deserve.

In a recent board budget workshop, we proposed some possible adjustments that would enable us to adequately fund our vital projects. Under staff's proposal, water and recycled water customers (medium usage) would see their bills rise each year by about four dollars per month for a total of five years. Wastewater would have no increases for the first three years and then small adjustments that track the consumer price index for two years. These are only draft proposals at this time. They will be carefully considered by EID's board prior to issuance of the Proposition 218 notice.

For the modest, five-year cumulative adjustments we will propose, EID will be able to help fund vital water construction projects like flumes in the high country that carry raw water for treatment and distribution to our customers, an expanded water line replacement program to address the increasing line breaks throughout our system, and a list of other key construction projects that increase the resiliency of a system that our customers rely on 24 hours a day, seven days a week.

In light of the deferred maintenance that has brought PG&E to where it is today, I want to actively work hard to keep us from that path. To do so we will need some modest rate adjustments to help us continue to provide uninterrupted service day and night.

EID will continue to plan for the long-term health of our system, intensively plan and implement the most financially prudent solutions, and always provide safe and reliable services to our community.




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2019 REGULAR BOARD MEETINGS

January	February	March	April	May	June	July	August	September	October	November	December
14	11	11	8	13	10	—	12	9	15 (T)	12 (T)	9
28	25	25*	22	28* (T)	24	22	26	23*	28	—	—

Board meetings generally occur on the second and fourth Mondays of each month. Dates marked (T) are scheduled on Tuesdays. Dates with asterisk are tentative.

 In accordance with the Americans with Disabilities Act and California law, it is the policy of the El Dorado Irrigation District to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact the ADA Coordinator at the number or address below at least 72 hours prior to the meeting or when you desire to receive services. Advance notification within this guideline will enable the District to make reasonable arrangements to ensure accessibility. The District ADA Coordinator can be reached by phone at (530) 642-4013 or e-mail at adacoordinator@eid.org.

The Waterfront is written and designed by EID's Communications Department.