



# The Waterfront

## Prioritizing Leak Repairs



When an EID customer or community member reports a leak, EID dispatchers first determine if the leak is in our service area. If it is, then dispatch notifies a water distribution operator who schedules a site visit. Very large breaks that create—or have the potential to create—

large outages or cause damage to property are treated as emergencies and crews are sent to the site immediately.

Sometimes a member of our community will notice a small leak that may go unfixed for a longer period. Due to finite resources and staff, sometimes it's necessary to put off a fix in order to focus on more pressing project elsewhere. Please rest assured that we take seriously each and every leak we find in our system. Sometimes, even during drought conditions, we must take a bit longer to repair some leaks.

To report leaks you can call 530-642-4000 or visit our website at [www.eid.org/ReportWaterLeak](http://www.eid.org/ReportWaterLeak).

## STAGE 1 Water Alert

Voluntary  
**15% reduction**  
water and  
recycled water



Scan with your smartphone camera

EID recognizes and thanks our customers who have already taken steps to reduce water usage. We appreciate your continued efforts, and know that customers have achieved lasting reductions in comparison to 2013, before the last multi-year drought. In light of the continuing Caldor Fire (updates related to EID found at [www.eid.org/CaldorUpdates](http://www.eid.org/CaldorUpdates)), we would like to ask all our customers to continue to look for ways to conserve where possible.

Below are a few simple ways to reduce your water consumption. Printable lists of more tips on how to contribute are on our Drought Information web page at [www.eid.org/drought](http://www.eid.org/drought).

### Outdoor Tips (for indoor tips, go to page 4)

- Apply irrigation water during evening and early morning hours only (7 PM to 10 AM)
- Reduce the number of days irrigating
- Inspect irrigation system for leaks and then repair or replace
- Adjust sprinkler run times to avoid runoff
- Reduce irrigation cycle by two minutes, or eliminate one irrigation cycle per week
- Make irrigation efficiency upgrades, visit EID's Water Efficiency web page at [www.eid.org/WaterEfficiency](http://www.eid.org/WaterEfficiency).

## Online Bill Pay Enhancements

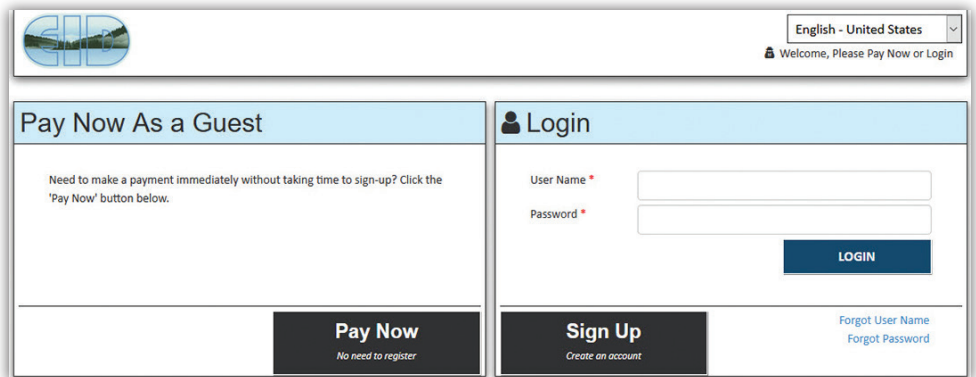
Are you an existing user of EID's online bill pay service? Not currently a user but interested?

El Dorado Irrigation District is pleased to announce that the online bill pay portal was recently updated to provide a new and enhanced customer experience for payment and viewing of statements.

### What's New in the Portal?

- **Improved mobile device experience:** The application automatically adjusts to better fit mobile devices
- **Quick payment option:** You can now make a one-time payment without logging in or enrolling
- **Save your payment information:** You now have the ability to manage your online wallet and save card information
- **Single login:** Manage multiple bill accounts under one user name
- **Language options:** Select between English or Spanish options

Why use online bill pay? Convenience. It allows you to view and receive your bills online, 24 hours a day. Go paperless—you can receive email notifications about new statements, reminders, and payment receipts and save on paper. You can pay with Visa or MasterCard without incurring any fees. Also, by signing up for recurring payments, you will avoid missed payments and any associated late fees. Online bill pay makes it easy to schedule one time or future payments. To sign up, visit EID's website at [www.eid.org/payment-options](http://www.eid.org/payment-options).





## Message from the General Manager

### Caldor Fire Impacts EID Infrastructure

**Jim Abercrombie**

As I write this column, the Caldor Fire continues to burn.

While some important infrastructure has been spared so far, we know now that we have lost some sections of our important flume system.

And while the fire is still dynamic and active as this column goes to press, I want to express my heartfelt gratitude for the valiant efforts of fire protection services who fought and continue to fight to safeguard our communities. My thanks and gratitude goes to dedicated EID teams who acted quickly to protect infrastructure as best they could. They have done all they can to protect our community's infrastructure, while always ensuring staff and public safety.

Soon after conditions allowed, EID personnel began initial damage assessments. The assessment confirmed at least three flumes have suffered significant damage, and multiple others still remain at risk. A full damage assessment and restoration plan will be ongoing in the coming days after fire officials have determined the fire threat in the area has been fully mitigated.

Three of the sections of EID's canal and flume system that were destroyed are located 24 miles east of Placerville, perched on steep, hard-to-access terrain along the south side of Highway 50. EID's 22-mile-long Project 184 system has a mixture of above ground flumes and in-ground canals. Some flume sections, especially those rebuilt in recent years as part of the District's ongoing capital improvement program, are made of concrete. Many older flumes, however, are made of wood. EID continues to replace the wood flumes with concrete each year.

The flume sections that burned include the 400-foot-long Flume 4, the 179-foot-long Flume 5, and the 146-foot-long Flume 6.

As I indicated in a public release just after we learned of the damages, I want to again let our customers and community know that this does not mean we will run out of water.

EID's water system is a complex, interconnected system that allows us to make operational changes to continue to safely serve water from other sources, such as Sly Park's Jenkinson Lake, even with the loss of the flumes. The areas that depend most on the flumes for their water, including Camino and Pollock Pines, are able to be served by Jenkinson Lake water that is delivered to Camino and then pumped back towards Pollock Pines.

In normal operating years, each fall season the flumes are shut down for about 3-months to perform important annual repairs and undertake construction projects. With the damage to these flumes, that shut down period comes a month early.

As soon as the Caldor fire broke out, EID personnel

immediately began to optimize emergency water storage levels in its Forebay Reservoir in Pollock Pines in the event the canal and flume system was damaged. Our customers and community are now benefiting from increased storage in Forebay as a result of a recently completed project to raise the dam by 10 feet. Raising the dam at Forebay allowed the District to not only meet the needed regulatory improvements, it also allowed us to recover lost reservoir storage capacity from 94 years of sediment deposition.

We are thankful for that storage as it will help us bridge the gap between the end of summer when demands are higher, and the fall period when water demands are reduced.

As a result of ongoing drought conditions, the District is currently under a voluntary call for a 15 percent reduction in customer water use compared to 2020. With this reduction, EID estimates that water supply will be adequate to meet customer demands when evacuation orders near the fire are lifted and our customers can return home.

Until then, EID continues to deliver key fire fighting water supplies to help suppress the fire.

The resiliency of our system is what allows water to continue to flow to our customers when such an important conveyance has been damaged.

Significant work will need to be done in the coming weeks and months to ensure our system is restored. Large construction efforts will be launched to repair the damaged flumes. EID is focused and ready to restore our community's vital infrastructure.

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# EID Flumes Damaged by Caldor Fire



Clockwise from top left: Flume 4, 5, and 6. The flume and canal system is a vital component of EID's water system

At the time this Waterfront goes to press, EID personnel have identified four flumes that have been damaged in the Caldor Fire while some others are still vulnerable. The Project 184 flumes are a vital part of EID's overall water supply, but the loss of these flumes does not mean EID customers will be without water. The District is able to safely serve much of its service area with water from Jenkinson Lake at Sly Park Recreation Area.

## What is Project 184?

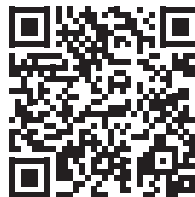
The El Dorado Hydroelectric Project is owned and operated under the Federal Energy Regulatory Commission (FERC) License 184.

It consists of four alpine reservoirs (Caples, Silver, Echo, and Aloha) located in three different counties, a diversion dam on the South Fork American River near Kyburz, and 22 miles of canals, flumes, and tunnels ending in Forebay Reservoir in Pollock Pines. From there, up to 15,080 acre-feet of water is sent to a water treatment plant for consumptive use and the rest is sent down a penstock to the El Dorado Powerhouse to generate electricity and then returned to the river. Power generation will not be able to resume until the canal system is restored.

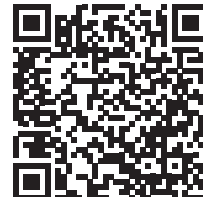
The El Dorado Canal system is the primary means of supply to the northeastern portion of EID's service area, including Pollock Pines and Camino, and also contributes significantly to supplying the rest of the service area by gravity. The Apple Hill and Gold Hill agricultural areas, the city of Placerville, and communities west of Placerville to Cameron Park and upper El Dorado Hills are served jointly by water from the El Dorado Canal and Sly Park's Jenkinson Lake. While Pollock Pines and Camino are primarily supplied by the canal system, the District is able to supply water from Jenkinson Lake to the Camino area and further pump it up the hill to supply the Pollock Pines area.



Sign up at [www.eid.org/eNews](http://www.eid.org/eNews) to receive electronic notifications regarding EID Caldor Fire updates and other topics of interest. The District will also be using its social media channels, including Facebook and Nextdoor to communicate important information.



Facebook



Nextdoor

Scan the QR codes to follow EID's channels on Facebook and Nextdoor.

## EL DORADO IRRIGATION DISTRICT

### What does it mean to save 15% indoors?

Conserving 15% of 1,500 cubic-feet of water use equals

**1,683 gallons of water savings.**

Follow these indoor tips to save water.

INDOOR TIPS	GALS OF SAVINGS	WEEKLY SAVINGS	NOTES
Wash only full loads in the clothes washer	15 to 45	210	Used average savings of 30 gals per wash, 7 loads per week
Don't leave water running while rinsing dishes	2.5	175	5 mins each 2 times per day with standard kitchen faucet
Run the dishwasher only when full	2 to 4.5	13	Used average savings of 3.3 gals per load, 4 loads per week
Reduce shower time from 10 minutes to 5 minutes	12.5	263	With 2.5 gal/min shower head, used 7 per week by 3 people
Install lower-flow shower heads (1.5 gals/min)	10.0	210	3 people taking a 10 min shower if replacing a 2.5 gal/min head
Fill the bath tub halfway or less with water	12.5	113	Average bath tub size of 25 gals, used 3 times/week by 3 people
Turn off the water when brushing teeth (or shaving)	10.0	210	Savings per day, 7 days per week, by 3 people
Install low-flow aerators on bathroom faucets	1.2	25	Savings is per person per day, with 3 persons in a household
Fix leaky faucets	15 to 20	123	Average 17.5 gals per day for 1 faucet, 7 days per week
Don't use the toilet as a waste basket	1.6	67	1.6 gals/flush, 2 times per day by 3 people in a household
Fix leaky toilets	30 to 50	280	Average of 40 gals per day for 1 toilet, 7 days per week
<b>POTENTIAL WEEKLY SAVINGS</b>		<b>817</b>	<b>GALLONS</b>

SOURCE: Regional Water Efficiency Program - Tips and Water Savings. Go to [BeWaterSmart.info](http://BeWaterSmart.info) to learn more.

CONTACT: EID's water efficiency staff at 530-642-4126 or [officeofwaterefficiency@eid.org](mailto:officeofwaterefficiency@eid.org) for water efficiency assistance.

### 2021 REGULAR BOARD MEETINGS

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

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



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](mailto:adacoordinator@eid.org).

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