



# The Waterfront

## 2021 Customer Survey Results

In April 2021, the District sent electronic surveys to 4,000 randomly selected customers. The eight questions previously used were once again asked. The response rate was the same this year, coming in just under 19 percent (752 responses). Consistent with past surveys and identical to the 2019 survey, water quality and reliability were identified as most important. Those were followed by security of water supply, and cost of water. 24-hour emergency response closed out the top five.

“EID’s bedrock mission is excellent customer service,” said EID General Manager Jim Abercrombie. “These surveys allow District staff to benchmark key performance indicators, listen to customer concerns, and guide our commitment to providing the high quality services our customers and community expect.”

The results of the survey are included below.

- In response to a question about water service, 91 percent said they are very satisfied or satisfied with EID’s water service—an increase of one percent compared to the 2019 survey.
- In response to a question about calling the District, 97 percent said they were very satisfied, satisfied, or had no reason to even call—an increase of one percent.
- On EID field responses, 96 percent said that EID’s response is excellent, very good, average, or had no

*see SURVEY, page 4*

## 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 continuing efforts, and know that customers have achieved lasting reductions in comparison to 2013, before the last multi-year drought.

One area where customers may continue to find water savings is in outside irrigation. Watering your plants is not necessary when nature is doing it for you. In fact, during the fall and winter months, when temperatures are lower and skies are more often overcast, it’s possible to go for long periods with little to no irrigation by turning sprinklers off in advance of storms and leaving them off until needed.

Determining how long to keep your irrigation off depends on the speed and amount of rainfall. It is recommended that you do not begin watering again until the top two inches of soil are dry. The screwdriver test is an easy and cost effective way to check if the soil is still moist. Take a screwdriver and stick it into a patch of soil. If it goes in all the way, there is enough water in the soil. If not, then it is time to water. You can also pick up a moisture meters that can probe into the soil for free at our main office.

Visit our water efficiency and drought information web pages for additional tools and tips for saving water both inside and outside your home. Printable lists of more tips on how to reduce water use are on our drought information web page at [www.eid.org/drought](http://www.eid.org/drought).

## Save on Sewer Bills Year Round

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

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.

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

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 that can potentially freeze. Our coldest temperatures are normally between December and March.



Scan for maintenance tips and more from EID Customer Service



## EID Redistricting Efforts Begin

All jurisdictions that have electoral divisions, including special districts like El Dorado Irrigation District’s Board of Directors, must equalize the populations of their respective divisions every 10 years following the decennial federal census. Redistricting is the process of adjusting the division boundaries to ensure that all districts have equal populations and are in compliance with all state and federal laws. Go to [www.eid.org/Redistricting](http://www.eid.org/Redistricting) to get information about activities related to the redistricting process.



## Message from the General Manager

### A Resilient Infrastructure Requires Long-Term Investment

Jim Abercrombie

As we speed through the final quarter of 2021, I am awed at how the District, its employees, and our customers and community have dealt with adversity and the complex challenges they have faced this year. From the ongoing pandemic and significant drought conditions to the destruction in the wake of the Caldor Fire, our community has shown resilience in the face of these steep challenges.

EID contractors and crews are busily rebuilding the flumes that were destroyed in the Caldor Fire. Roads have been cut to gain access to these sites, and personnel are working daily to replace the destroyed flumes on an accelerated schedule to get the water flowing again before the end of the year. The challenges are significant, but so are the stakes. A third of EID’s water supply is conveyed through the 22-mile-long canal and flume system. It’s a vital artery that we need to make whole so that water can flow into Forebay Reservoir for water supply and power generation and to Jenkinson Lake, our primary drinking water reservoir, for ongoing drought protection.

As this column goes to print, the District has experienced a significant atmospheric river rain event that brought more than five inches of precipitation to our area in a 24-hour period, not far removed from the devastating Caldor Fire which swept through our watershed. While any precipitation is welcome, we are wary of the intense rains that can bring extreme water flows in a short period of time.

With all the welcome water comes unwelcomed sediment that can cause additional damage to fire ravaged areas and impair source water quality in the District’s reservoirs. The potential for debris flows will remain a challenge not only this year, but for years to come.

Debris flows can include a significant movement of mud, ash, rocks and tree materials. Because the widespread Caldor Fire burned off the natural vegetation that “anchors” healthy slopes and acts like a sponge and natural filter, many landscapes within our watersheds are vulnerable to fast-moving rain flows. The District recently invested in equipment to clear away the debris that may block the flow of water entering our reservoirs. We must be vigilant that material-laden flows do not clog and ultimately damage important portions of our water diversion infrastructure, including tunnels that allow us to fill Jenkinson Lake with water.

In a year that has included the ongoing pandemic, emergency repairs to flumes and repairs to aging water lines, there is also the regular planning that must continue to reinvest in the District’s vast community infrastructure. In addition to emergencies, EID remains faced with the ongoing challenge of continuing

to finance the rehabilitation and reconstruction of important facilities and to properly maintain the infrastructure that so many in our community relies on.

The EID board of directors will soon have an opportunity to vote on the District’s annual five-year capital improvement plan (CIP) update that addresses many projects necessary to keep EID’s facilities in good condition so that service levels continue to meet our customer expectations. Projects include completion of the new Folsom Lake Intake, set for completion early 2022, which provides our sole means of accessing our water supplies in Folsom Lake. The Upper Main Ditch piping project, also set for completion in 2022, allows us to capture water previously lost to seepage and evapotranspiration and increases the quality of the water that comes into the water treatment plant. There is also a continued plan to replace many other wooden flumes with new concrete conveyance structures that will be more resilient to fire and landslides, and an extensive water service line and water line replacement program, which helps us to systematically replace the important service lines and pipelines that deliver water to customer homes and businesses. The plan also includes needed replacement of sewer collection pipelines and pump stations that safely convey wastewater for treatment and disposal at our wastewater treatment plants.

As EID gets closer to completing its CIP update, this marks a good opportunity to think about the extensive and interconnected infrastructure that makes EID’s services so reliable. And in light of its fragility in the wake of natural disaster, we are recommitted to making it more resilient and long lasting.

It is also important to remember what it takes to keep this vast, interconnected system in working order. District staff care for a system of infrastructure sprawled over 220 square miles; a system that ranges from 500 feet in elevation in the western part of our county all the way up to 4000 feet in the Sierra Nevada range. The water system alone has 200 pressure-regulation zones and more than 1,245 miles of pipeline, 27 miles of ditches, five

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*see GM COLUMN, page 4*



## Folsom Lake Intake Project Update



Work continues at the Folsom Lake Intake. Drilling within the lake for casing supports took longer than expected, but was completed near the end of October. Marine crews will now take over the work within the lake erecting the remaining pipe casings, supports, and intake structures. Land-side work will continue on final grading, paving and concrete work, concluding with the erection of pump removal equipment and final pump placement. Due to delays with casing drilling and placement, the construction is now expected to be complete early February with final commissioning and testing of the pumps taking place February through April of 2022.

The Folsom Lake Intake supplies raw water from Folsom Lake to the El Dorado Hills Water Treatment Plant where it is treated and then delivered to customers in El Dorado Hills. The water supplied through this system is critical to providing reliable drinking water service, especially during the warmer months when water demands increase dramatically. The intake is EID's sole means of accessing water from Folsom Lake, which makes up approximately one third of the District's overall water supply.

## Upper Main Ditch Piping Project Update



The Upper Main Ditch Piping Project is progressing on schedule, despite delays due to the Caldor Fire and weather, with all critical activities in progress or completed. The new pipeline will be tested and operational by early Spring 2022 with final paving to occur in the Summer of 2022.

Approximately 75 percent of the pipe has been installed and back filled to date. The remaining portion to be installed in Blair Road is expected to be completed by early December, depending on the weather. Currently the Contractor has four crews working simultaneously towards each other to maintain and improve upon the current schedule. The crews are working to install pipe within the ditch near Forebay Reservoir and within Blair Road as well as installing pipeline appurtenances, such as blow off valves and air release valves, along the installed portions of the pipeline. Additionally, crews are working to construct the Reservoir 1 inlet structure. The project is estimated to be completed on time and within budget and has received positive feedback from residents along Blair Road.

Project background information and updates are available on the project webpage, if you have any questions about the project you can email us at [MainDitchProject@EID.org](mailto:MainDitchProject@EID.org).

EID appreciates the community's patience and support while we complete this important infrastructure improvement project.

Sign up at [www.eid.org/eNews](http://www.eid.org/eNews) to receive electronic notifications regarding project news updates and other items of interest. The District also uses its social media channels, including Facebook and Nextdoor to communicate important information.



Facebook



Nextdoor

Scan the QR codes with smart phone or tablet to follow EID's channels on Facebook and Nextdoor.

from SURVEY, page 1

need of a response—no change from 2019.

- Comparing to other utility rates, 61 percent said EID’s water rates are very reasonable or reasonable—no change from 2019.
- Comparing to other utility rates, 51 percent responded that the sewer rates are very reasonable or reasonable—no change from 2019.
- On ranking the importance of various responses, 628 customers ranked water quality as most important followed by water reliability with 570 customers ranking it as most important. Security of water supply and quality came in third with 506 responses; 396 said cost of water is most important, followed by emergency response with 383 responses, watershed protection with 362 responses, wastewater treatment with 342 responses, and additional water supply with 325 responses.
- On preferred method of receiving information from the District, email was once again the preferred source of information concerning EID for this online survey with 392 responses. The EID bimonthly newsletter, *The Waterfront*, with 267 responses remained in second position followed by the District’s website in third with 58 responses. The final three were "other" with 20 responses, trailed by newspapers with eight responses and local cable stations with seven responses.
- On a question requesting additional comments or questions, there were 198 responses.

To read more detail about the survey and customer responses, including the additional comments respondents had, scan the QR code at right with your smart phone or tablet (or go to <https://bit.ly/3jKVRzT>) to review the agenda item summary and associated documents from the August 9, 2021, EID Board meeting (Information Item No. 10, p. 139).



from GM COLUMN, page 2

water treatment plants, 26 storage reservoirs, and 37 pumping stations. Our wastewater treatment and recycled water systems are equally complex and highly regulated with 456 miles of sewer lines, 95 miles of recycled waterlines, 60 lift stations, and 4 treatment facilities.

With infrastructure as varied and valuable as EID’s—more than a billion dollars of historical value in pipes, treatment plants, a hydroelectric power plant, flumes, canals, and more—we must reinvest money wisely to ensure this system remains reliable. Planning for rehabilitation or replacement of this important infrastructure is costly. But it is vital for the continued health of the infrastructure our ratepayers and community relies on every day.

I am confident that we will meet and overcome these and other challenges. Continuing to proactively fund our long-term CIP is an important component to maintaining a resilient system that will be safe and reliable not only today, but for our children and our grandchildren as well.

## 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
- Dispose of these items in your green yard trimmings cart (if available) or garbage



To get more information about FOG, go to [www.eid.org/FOG](http://www.eid.org/FOG) or scan the QR code.

## 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.