



The Waterfront

Attention EID Sewer Customers

This bill reflects your newly calculated sewer charge. The residential sewer commodity charge is normally recalculated annually based on what we call the “winter quarter average” — the household 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 calculated sewer charge will remain in effect for one full year. If you have questions please contact Utility Billing at 530-642-4000 or billing@eid.org.

Update Your Information for Emergencies and Opt-in to Receive Text Notifications

Have you signed up to receive text notifications for water outages or emergencies yet?

EID uses an automated phone and email notification system to notify customers during outages and other emergencies. Coming in early 2023, the District will be implementing a new option for customers to receive text notifications.

In order to receive important notices about your services, it is vital that EID has your current phone number and/or email address listed on your account to receive a call or message from EID during an outage or emergency.

To update your contact information and/or opt in to begin receiving text messages, please visit our website and complete the Update My Contact Information form (www.eid.org/about-us/forms/update-my-contact-information), or scan the QR code at right with your mobile phone or tablet. You may also call Customer Service at (530) 642-4000 or email billing@eid.org.



Don't Trash Your Drain or Toilet

This is a reminder for our sewer customers to not flush anything but bodily fluids and toilet paper down the toilet—or wash liquids down your sink or drains that can clog pipes.

Your toilets and drains are part of a very important network of pipes and pumps that send sewage and wastewater through the sanitary sewage system.

Sewage overflows are a concern for public health and safety, and they can affect our community’s drinking water supplies and potentially damage the environment and health of our local waterways.

Toilet paper is designed to go through the sewer system—it begins to breakdown almost immediately after it touches water. Other products, even the ones that say they are flushable, can cause clogs in sewer pipes and damage essential pumps that move sewage and wastewater through the sanitary sewer system.

Visit our "Don't Trash Your Drain" web page on our website under the Industrial Pretreatment and Pollution Prevention section to learn more. Or scan the QR code at right with your smartphone or tablet camera.



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Take the 10 Minute WaterSense Challenge

DETECT AND CHASE DOWN LEAKS

Did You Know
That easy-to-fix water leaks account for nearly 1 trillion gallons of water wasted each year in U.S. homes! In fact, the average household leaks nearly 10,000 gallons of water per year, or the amount of water it takes to wash 300 loads of laundry, and could be costing you an extra 10 percent on your water bills.

In just 10 minutes, you can search your home for leaks and crack down on water waste. Many common household leaks are quick to find and easy to fix. Worn toilet flappers, dripping faucets, and leaking showerheads all are easily correctable and can save on your utility bill expenses and water in your community.

So put on your detective hat, lace up your running shoes, and take this 10-minute challenge to detect and chase down leaks!

www.epa.gov/watersense/fix-leak-week

Look for WaterSense Meets EPA Criteria

- Check Your Utility Bill**
A place to start is to examine your utility bill for January or February. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons (or 16 CCF) per month. You can also look for spikes—*is your water use a lot higher this month than it was last month?* Learn more about your water bill. www.epa.gov/watersense/understanding-your-water-bill
- Read Your Water Meter**
Find your water meter, which is usually near the curb in front of your home but can be inside your home (e.g., in the basement) in cold climates. Use a screwdriver to remove the lid on your meter, which is heavy and usually marked "water."
Now that you've found the meter, take a reading during a period when no water is being used. If the meter does not read exactly the same after two hours, you probably have a leak. Here's a tip on how to read a water meter: www.smartmetersenseguide.org/how-to-read-your-water-meter
- Take a Toilet Test**
Put a few drops of food coloring into the tank at the back of your toilet and let it sit for 10 minutes. If color shows up in the bowl, you have a leak. Make sure to flush afterward to avoid staining, and consider replacing your old toilet flapper if it is torn or worn. Check our Fix a Leak web page for handy videos that show you how to do it.
While you're waiting to see if your toilet has a leak, walk around your house with the checklist on the next page and see if you can chase down any other water wasters.

epa.gov/watersense

THE FACTS ON LEAKS

- 10** percent of homes have leaks that waste 90 gallons or more per day.
- 3,000 gallons** per year from a leaky faucet dripping at the rate of one drip per second can waste more than.
- 1** trillion gallons of treated water each year and is equal to annual household water use in nearly.
- 11** million homes.
- 13,000** gallons of water savings for the average family.
- A shower leaking at **10 Drips** per minute wastes more than **500** gallons per year.
- Homeowners can save **10 percent** on their water bills.
- Look for WaterSense Meets EPA Criteria**

Replace old toilets with WaterSense models to save.

EPA epa.gov/watersense

Turn to the last page to get more information about finding and getting rid of leaks during Fix a Week Leak or anytime during the year!



Message from the General Manager

Cost of Service Study to Identify Rates that Meet EID's Cost of Providing Services

Jim Abercrombie

At its February 13 meeting, the El Dorado Irrigation District board of directors heard an information item about EID's more than 50 above ground storage reservoirs. These facilities are vital components of our community's drinking water, wastewater, and recycled water systems critical for ensuring our customers' access to safe and reliable services.

More than half of these storage facilities are welded steel tanks that range in age from 13 to 63 years. Industry standard is to recoat tanks every 15 years to minimize the need for structural repair and maintain the life expectancy of the facility.

Unfortunately, the District has been unable to maintain this pace due to fiscal limitations and staffing resource allocations, which has resulted in increased repair costs and sometimes the need for full replacement.

In that information item presented to the board (available on the District's website along with every board agenda item for each board meeting) and in our ongoing capital improvement program, District staff is urging increased efforts to undertake these projects so as to manage costs and minimize service impacts going forward.

These types of investments are present in EID's most recent operating budget and we will continue to advocate for additional efforts as our investments continue to age. It is not only storage tanks. The CIP includes projects of equal importance to every EID ratepayer to support their expectation to receive safe and reliable services.

These projects span from important flume construction, to water and sewer main replacements and ongoing service line replacements that affect each customer across EID's 220-square-mile service area in one way or another. Whether or not you see construction trucks on your street or if District crews are working 20 plus miles away performing necessary upgrades to our treatment plants to continue delivering you clean, safe drinking water, be assured we are at work for our customers.

While the financial needs of the District's infrastructure may seem daunting, your qualified staff complemented by a team of outside experts are carefully examining proposed funding plans for the board of directors' consideration. The forthcoming Cost of Service Study will integrate the required costs, allowing the Board to make a fully informed decision in balancing service reliability and health and safety needs with rate affordability.

It is essential to keep in mind that, similar to those maintenance activities you complete at home or on your vehicle, the cost of deferred maintenance is far more significant in the end, in terms of both finances and the potential risks.

It is the responsibility of EID's board and staff to maintain the tanks and reservoirs, the flumes and canals, the service mains and service lines, and ensure the community's access to safe and reliable water. The forthcoming cost of service study will provide an opportunity to balance the financial needs of this approach with rate affordability, and staff will urge EID's board of directors to make a fully informed decision to protect the community's access to safe and reliable water services.

Over the coming months, EID will be working hard on an updated cost of service study. We encourage any customer interesting in following this process to sign up for project notifications on the website once available. Cost of service studies are just that: an instrument for determining if EID's cost of providing its existing and/or proposed vital services are adequately funded by its rates.

With the range of important projects on our schedule to complete held alongside our mandate to provide safe and reliable services, we anticipate needing to adjust current rates to account for the rising cost of undertaking vital infrastructure replacement and exceedingly high inflationary pressures.

The costs of maintaining our services are unfortunately not immune to the same factors affecting your other living expenses and we are aware of these effects while also maintaining our charge of meeting the health and safety needs of our community.

EID personnel are working to develop the leanest possible rate schedule while still ensuring rates generate enough revenue to help pay for critical projects—like recoating the storage reservoirs—that have become too pressing to defer any longer.

We are mindful of the effects any rate adjustment has on our customers and the communities we serve. As we go further in the cost of service analysis, we are committed to developing rates that meet, but do not exceed, the costs required to provide each of EID's vital services.

“With the range of important projects on our schedule to complete held alongside our mandate to provide safe and reliable services, we anticipate needing to adjust current rates to account for the rising cost of undertaking vital infrastructure replacement and exceedingly high inflationary pressures.”

Water Storage Tanks Scheduled for Multi-Year Rehabilitation and Replacement Effort

When treated water leaves EID’s water treatment plants, it enters a vast system of mains, booster pumps, storage tanks, and water service lines that deliver the water to our customers’ homes and businesses.

EID operates and maintains over 50 storage reservoirs and tanks in the drinking water, wastewater, and recycled water systems. Storage reservoirs and tanks are critical to the reliable operation of a water system and provide backup storage for fire flow, planned and unplanned outages, and other emergencies.

On a daily basis, storage tanks assist in managing water flow and demand throughout EID’s service areas.

The condition of each of EID’s storage reservoirs varies depending on age, environment, material, and construction methods. Recent inspections and preventative maintenance projects have illustrated the advancing deterioration of these assets.

Additional and sustained reinvestment in this infrastructure is necessary to maintain service reliability for our customers and to manage overall maintenance and repair costs.

Cost of Services Study Effort Underway

EID has many challenges ahead, including the ongoing need to fund repairs to costly infrastructure. But, like all other costs the District faces on a daily basis, the cost of rebuilding that infrastructure has increased significantly and is beginning to affect our ability to repair and replace EID’s aging assets. We need to continue our efforts to avoid disruptions to the key water and wastewater services our community relies on to function.

To that end, EID will be engaging in a cost-of-service study that takes into account the increasing costs of doing business and considers a corresponding five-year series of rate adjustments.

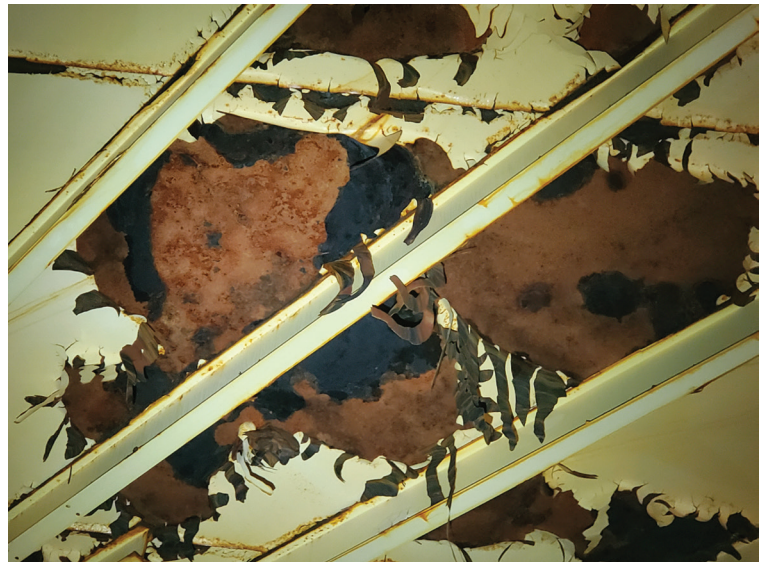
“These rate dollars are so vital for our ability to continue to invest in some of our community’s most important services,” said EID General Manager Jim Abercrombie

“One example of the impact of increasing costs is the steel treated water storage tanks located throughout our service areas. Recently EID has had to extend its schedule to recoat and rehabilitate the more than three dozen water tanks throughout its service areas due to inadequate funding in the face of increasing costs.”

“EID’s storage tanks are a necessary and vital part of effectively delivering water to its customers,” continued Abercrombie. “Because the costs have outstripped EID’s ability to pay for a workable and timely recoating/rehabilitation schedule, this increases the possibility of failure in our most fundamental service area.”



Welded steel tanks like the one shown in the pictures on this page deliver water from our eastern supplies into the El Dorado Hills area. They require regular recoating to prevent deterioration of the steel structure. The District has not been able to stay on pace with required recoating and accelerated efforts are needed to resume the required maintenance schedule. This year staff will be recoating one of the tanks on the ridge east of Bass Lake Road and next year staff are scheduled to recoat the tank within the Bridlewood community. At least one to two tanks per year need recoating to preserve these important investments.



March 20 through 26 is Fix a Leak Week

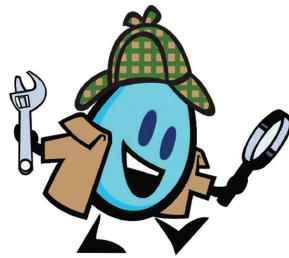
The average household's leaks can account for nearly 10,000 gallons of water wasted every year and ten percent of homes have leaks that waste 90 gallons or more per day.

Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

To check for leaks in your home, you first need to determine whether you're wasting water and then identify the source of the leak.

Visit our web pages devoted to leak detection at www.eid.org/leaks. There you'll find some of the most common household leak culprits, like toilets. Old or worn-out toilet flappers (valve seal) can cause leaks. Flappers are inexpensive rubber parts that can build up minerals or decay over time. Replacing them can be a quick and easy fix for your water woes. To fix this leak, consult your local hardware store, home improvement retailer, or licensed plumber.

The U.S. Environmental Protection Agency offers an excellent checklist for hunting down leaks on their WaterSense site at www.epa.gov/watersense. Scan the QR code at right to access a range of resources from U.S. EPA.



DETECT AND CHASE DOWN LEAKS



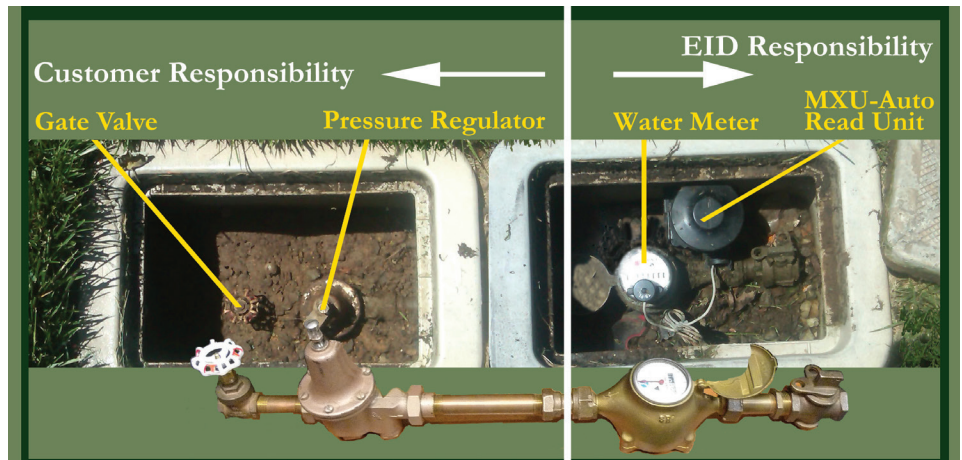
Water Meters: What is the Customer's Responsibility?

Spring is a good time to start thinking about your irrigation and water lines to your home. During variable weather patterns of warm or freezing temperatures and dry and/or wet conditions, your water lines are getting a lot of wear and tear.

With this in mind, we thought it would be a good time to remind customers of their responsibility when it comes to fixing and checking for possible leaks or line breaks.

Gophers, ants, and other bugs and varmints like to get in and around your meter box, filling it with dirt and debris. Cleaning out the box, and the area around your box, helps so that you can easily find and get to your shut-off valve and pressure regulator.

Once located, you can then clean around and inside the box and inspect your valve and pressure regulator. It's good to turn your shut-off valve off and then back on to be sure it is functioning properly. Look for signs of leakage or corrosion. If you see white or grayish build-up around the valve area or pressure regulator bonnet (cone shaped cover), then it may be a good time to replace those parts before a break occurs.



Shown above are a set of typical water meter boxes. This illustration helps designate one side as the customer's responsibility and the other as EID's.

The shut-off valve, pressure regulator, and the piping (see figure above) are the customer's responsibility for any needed repair or replacement.

If you have been experiencing pressure fluctuations and have inspected your meter and/or regulator and still have questions, please give us a call at 530-622-4513, 916-965-0930, or send an email at billing@eid.org.

2023 REGULAR BOARD MEETINGS

January	February	March	April	May	June	July	August	September	October	November	December
—	13	13	—	—	12	—	14	—	10 (T)	14 (T)	11
23	27	27	24	22	26	24	28	25	23	—	—

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.

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