



The Waterfront

September Tours: EID Water and Wastewater Treatment Plants

EID is pleased to announce that it will be offering tours of its water and wastewater treatment plants in September. These informative tours provide a unique opportunity for participants to gain insights into the intricate processes involved in ensuring safe water and wastewater treatment.

Tours will be held at the District's Reservoir A water treatment plant in Pollock Pines on September 6, Deer Creek wastewater treatment plant in Cameron Park on September 13, El Dorado Hills water treatment plant on September 20, and the El Dorado Hills wastewater treatment plant on September 27.

Participants will learn about the complexities of the water and wastewater treatment systems that work tirelessly to deliver safe and reliable services. In addition, attendees will gain a deeper understanding of the infrastructure, technologies, and resources necessary to ensure the delivery of safe water and the biological processes involved in the treatment of wastewater, as well as the critical importance of reinvesting in these essential systems that we all rely on, 24/7.

The tours offer an excellent opportunity for participants to witness firsthand the dedication and expertise involved in providing these vital services to our customers and community.

Whether you are interested in the science behind water and wastewater treatment, have questions about the District's operations, or simply wish to appreciate the significance of these essential services, the tours promise to be enlightening and educational experiences.



Mark your calendars for these Wednesday tours in September and **register to attend a tour by sending an email to Communications@EID.org**.

The tours will be on EID's website calendar at www.EID.org. To be notified by email of the location and times for each tour, sign up for email notification of the public tours by going to www.eid.org/eNews. Under the Calendar section, choose Public Tours. Note, if you are already a subscriber you may log in and add this notification. New subscribers will need to verify their email to activate their subscription. If you have further questions, please contact us at Communications@EID.org.

Sewer Concerns and Customer Responsibility

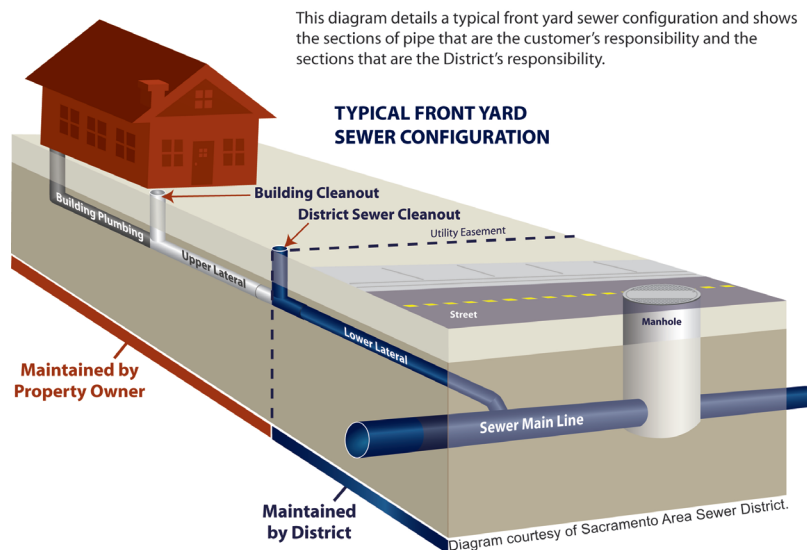
The EID Collections Team is committed to delivering reliable and efficient sewer services. Their responsibilities include maintaining lateral sewer lines, a task that requires precision, dedication, and high-tech equipment. Using advanced camera technology, they can inspect the pipes to ensure no blockages occur and prevent possible disruptions.

Over time, ground settlement can cause pipe connections to misalign. Our team checks this to avoid any issues. They also mark the sewer cleanout location on our maps to respond quickly in emergencies and plan future work. You can help us by keeping your cleanout box clear and easy to see. This helps our team do their job and avoids service disruptions.

Sewer Backups, Call the District First

Please reach out to the District before contacting a plumber. If you're an EID sewer services customer, we'll promptly inspect your sewer lines to determine if the issue resides on your end or ours. If the problem lies with us, contacting us first can prevent unnecessary repairs or expenses from plumber inspections.

For assistance, dial (530) 622-4513 or (916) 965-0930 to connect with our customer service. They will either arrange for a technician to conduct an inspection or return your call to address any detailed inquiries.





Message from the General Manager

Reinvesting in Your Community's Vital Services

Jim Abercrombie

After a remarkably mild spring, summer is here and in full swing. Significant winter and spring storms created a snowpack that melted slowly—just as we want it. From a water supply point of view, things are looking strong not only for 2023, but also for carryover supplies into 2024.

As I contemplate the many projects EID undertakes every year to maintain and rehabilitate an aging and costly system, I think about the complexity of the system that ensures our customers receive reliable and safe drinking water, wastewater treatment, or recycled water irrigation services.

A water system as large and complex as EID's with more than 1,300 miles of pipeline, 36 storage reservoirs, 250 pressure reducing stations, and 38 pump stations requires regular rehabilitation and repair. Those pump stations, tanks, and corresponding pressure reducing stations are key to moving water up and down the beautiful Sierra foothills where we live.

All of those facilities—including the equally complex network of infrastructure that our wastewater treatment and recycled water services rely on, as well as our federally licensed hydroelectric project including 5 dams and 22 miles of canal, flumes, tunnels, and siphons—require regular and sustained reinvestment so that our services can remain safe, secure, and reliable.

In recent years, the infrastructure of our water and wastewater systems has been under considerable strain. We have been diligently working to address these challenges, implementing operating budget cuts, deferring some preventative maintenance, and reducing the cost of planned infrastructure replacement projects by \$23 million in the recent five-year capital improvement program. Unfortunately, these short term savings can result in long-term costs so each cut is evaluated carefully to ensure we carefully manage risk—both in terms of operational reliability and eventual replacement costs.

Yet, even with these proactive measures, it has become necessary to adjust rates for water, recycled water, and wastewater in the coming years. The current cost-of-service effort is identifying exactly what those needs are and what five-year schedule of rate adjustments will be necessary to adequately fund EID's vital operations for each of its services. The cost-of-service analysis will also help us map out how to manage these rising costs and boost funds for the crucial task of capital replacement.

Rate increases are not an arbitrary decision. They are a vital step to ensure the reliable and safe operations of our water, wastewater, and recycled water systems, and implement the necessary replacement of ageing infrastructure, and maintain or improve service levels. Without additional rate funds—your investment in your community infrastructure—EID will fall

short of its financial targets: funding daily operations, meeting bond obligations, and maintaining adequate cash reserves. These increases, while difficult, are essential for the continued safety and reliability of our services. The increases will be in line with the cost of providing our services, and no more. That is a legal requirement of the Proposition 218 process.

This additional rate revenue will be put on the ground immediately. For example, over the next five years there are plans for more than \$35 million to be invested in water serviceline and water line replacement replacements.

In addition to the required investment to replace aging infrastructure, the Caldor Fire's devastation in 2021 highlighted the urgency of our ongoing program of replacing wooden flumes in the District's 22-mile canal and flume system with resilient concrete structures.

Wastewater facilities will also see needed investment, with \$10 million in planned upgrades to wastewater lift stations and over \$22 million for pipeline replacements. Continued work like this is critical to our community sewage conveyance and treatment system, ensuring wastewater can be effectively transported, treated, and disposed of at our wastewater treatment plants.

Undoubtedly, these decisions and financial adjustments will not be easy. However, they are essential for the future of our water and wastewater services. We owe it to ourselves and the generations to come to support and understand these necessary changes. In the coming weeks, the cost-of-service analysis review in more detail these needed changes transparently and openly. I encourage you to visit our dedicated page on the District website to view some of this information.

EID's connection to the community it serves is personal, not just professional. As employees of the District, we are your neighbors, your friends, and your family. We live and work in our community, experiencing first-hand the impact of rate adjustments, and we do not take these changes lightly.

Our commitment is that every dollar you invest in us will be stewarded with the utmost care, discretion, and transparency. This principle isn't something new. It has guided us since our formation as a special district nearly a century ago and will continue to lead our way into the future. As we navigate these necessary rate adjustments, we aim to maintain a balance between providing high-quality services and respecting your hard-earned investments through rate payments. Together, as your community agency, we will build a future that supports a resilient and sustainable future for another hundred years and beyond.

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Customer Rates Fund Vital Projects: Water Line Replacement

EID has dedicated \$35.4 million in its 2023-2027 Capital Improvement Program to ensure the sustainability and reliability of our water supply through a targeted Water Line Replacement initiative.

Our water supply system is akin to the human body's circulatory system, with water pipes acting as arteries that carry life-sustaining water from treatment plants to our homes and businesses. EID's 220-square-mile service area contains over 1,200 miles of water pipes, many of which are more than 50 years old. These pipes can and do fail over time and when that occurs our customers experience an interruption of service. In fact, as I type this message our crews are developing and preparing to execute plans to conduct a significant repair to a leaking large diameter distribution pipe in El Dorado Hills Boulevard that was installed over six decades ago when the initial infrastructure for the community was first being developed.

As always, our goal is to minimize or avoid service impacts whenever possible during such repairs, but our overarching goal is replace this type of infrastructure before such failures occur when it has reached the end of its service life. Unfortunately, though, this is a common theme across our nation as aging infrastructure is showing its effects and the District is working to replace it in a fiscally responsible manner.

These failures can manifest in various ways, from smaller, tricky-to-locate service line breaks to larger, more disruptive ruptures that can cause traffic congestion, flooding, and even temporary water shortages. The causes of these pipe breaks are as varied as their impacts. Age, effects of previous repairs, historical installation methods, changes in water pressure due to equipment failure, corrosion, weather or environment-induced material changes, and even invasive tree roots can all contribute to the degradation of our water lines.

We recognize the urgent need for timely water line replacements to keep our water system robust and reliable. This action is important, not only for ensuring a steady water supply, but also for preventing potential damage to private property and disruption that unexpected pipe failures could cause.



The Water Line Replacement Program is designed to address these issues head-on. It focuses on replacing leaking and substandard water pipes, including those that were previously privately owned as well as individual service lines feeding your home – our most common source of leaks. By replacing these faulty pipes, we aim to increase supply reliability, cut maintenance costs, and reduce water loss.

To maximize the efficiency and effectiveness of this initiative, EID's Operations and Engineering staff will prioritize replacements based on the frequency of leaks, impacts to customers in terms of size of outages during failures, and repair costs. Our focus will be on the highest leak-prone areas. The District has recently awarded a \$4.2 million contract to replace approximately one mile of leaky steel pipe, 64 service lines, and nine fire hydrants in the Pollock Pines community.

As we strive to improve our community's water infrastructure, we must also acknowledge the challenges we face due to inflationary pressures across

EID's operations. Increases in the cost of materials and other operational expenses have significantly affected the execution of these important initiatives. As a result, we find ourselves needing to undertake a comprehensive cost of service effort. This will entail modest rate adjustments that allow us to continue investing in crucial projects such as the Water Line Replacement Program.

We understand that any change to rates requires careful consideration and sensitivity to the financial impacts on our customers. However, this adjustment is a necessary step to ensure we can maintain and replace our vital water infrastructure to meet the community's needs now and into the future.

Are you planning a digging project on your property? It's crucial to remember there could be utility lines beneath the ground. Thankfully, the Underground Service Alert (USA) system offers a free program for individuals initiating such projects. The process is simple: mark your proposed digging area with white paint or, in dry weather, flour. Following this, **contact USA at 811 or 800-227-2600, at least 48 hours before you commence digging.** USA then communicates with the local utilities, including EID, who will come and mark the locations of their pipelines near your planned digging area. However, please remember, marking service lines from the meter to any building on your property falls under the property owner's responsibility. Stay safe and make use of this beneficial resource.

Complimentary Landscape Surveys

If you live in a home with an average-sized lawn, you are likely using at least half of your water outdoors. Many people give their lawns too much water in normal years—not only is that wasteful, but it can also damage your lawn and leave it more susceptible to pests and disease. You can receive a complimentary landscape survey to learn more about irrigation efficiency and receive recommendations for system improvements. Leak detection assistance can also be performed using the water meter to help determine if you have an undetected leak. **Indoor efficiency upgrades can also be provided for customer installation during your landscape survey. Call 530-642-4000 to schedule an appointment.**



How Much Water Do You Need?

Want to make your lawn the healthiest it can be with the right amount of water? It depends on a few things: the depth of your grass's roots, what kind of soil you have, how your yard slopes, and even the type of sprinkler you use. Here's a simple plan to get you started:

- 1. Start From Your Current Routine:** Kickstart the process with your regular watering time during the summer months.
- 2. Investigate Your Root Zone:** After a pause of about 10-15 minutes post-watering, take a trowel or any convenient tool, and remove a patch of grass. Examine how deep your roots go into the soil (usually less than 2.5 inches), and check how far down the moisture reaches. Repeat this step, adjusting the watering duration until the moisture penetrates to the same depth as the root zone, and note down the total time. That's your perfect watering duration.
- 3. Prevent Runoff:** Once you've nailed down the ideal watering time, it's time to ensure no water waste. For instance, if your zone needs 20 minutes of watering, but runoff occurs after 10 minutes, employ a 'cycle and soak' method. Split the watering time into two 10-minute segments with a 30-minute to an hour break in between, to let the water absorb properly.

Wastewater Collections Relocation Complete



The District's wastewater collections group is comprised of staff who perform operations and maintenance of the wastewater pipes and lift stations in the District's service area. The project moved staff from Bass Lake to the El Dorado Hills plant and includes a new two-story maintenance building with office space, locker facilities, and rollup doors for equipment storage. The building architecture and color was designed to be consistent with existing buildings on the adjacent treatment plant property. The transfer of EID's old Bass Lake land to the El Dorado Hills Community Services District made additional space for a park that will serve the community there for generations to come.

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.