



The Waterfront

EID Offers Assistance with Managing Your Water Bills Year-Round

We understand that managing your bimonthly water bills can sometimes be a challenge, especially as seasonal changes can cause fluctuations in water usage and bills. Our Customer Service team is here to help you plan ahead and effectively budget your water and sewer bills throughout the year.

Estimate Upcoming Bills

One of the ways we can assist you is by providing a report showing your individual usage and bill history upon request. This report can help you get an idea of your historical water usage and bills, allowing you to estimate your upcoming bills more accurately. To request a usage and bill history report, you can:

- Call our Utility Billing at 530-642-4000
- Email us at billing@eid.org
- Visit our office in person at 2890 Mosquito Rd, Placerville, CA 95667

Ease the Impact of Future Bills

In addition to helping you estimate your bills, customers may opt to pay a portion of the estimated upcoming bill in advance. This approach can help you reduce the impact of future bills, making it easier to manage your finances.

Convenient Online Bill Pay

To make payments even more convenient for you, we offer an online bill pay system that allows you to make one-time payments, set up reoccurring payments or schedule payments in advance. This way, you can ensure that your payments are made on time without having to worry about missing a due date.

Payment Plans Available

We understand that there may be times when it is difficult to pay your bill in full by the due date. If you are ever unable to pay your bill in full by the due date, please do not hesitate to contact Utility Billing to discuss possible payment plan options or request a payment plan via our website at www.eid.org/customers/my-account/request-for-extended-payment-plan. We are here to help you through any financial challenges you may face.

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Would You Like Help Paying Your Water Bill? LIHWAP Can Help

The El Dorado County Low Income Household Water Assistance Program can assist you in paying your water and wastewater bills.

ELIGIBLE APPLICATIONS

- El Dorado County resident
- Have a current water bill or waste water bill
- You must meet the income guidelines or currently be receiving CalWorks, CalFresh and or LIHEAP

REQUIRED DOCUMENTS

- Current water bill or waste water bill
- Proof of income for all household members 18 or older
- Government issued ID for the applicant
- Proof of citizenship for the applicant

HOW TO APPLY

- Fill out an application
- Obtain all necessary documents

To submit your application please call for an appointment
530-621-6150

Gross Annual Monthly Income Guidelines

Household Size	Maximum Monthly Income
1	\$2,700.17
2	\$3,531.00
3	\$4,361.83
4	\$5,192.75
5	\$6,023.59
6	\$6,854.43

For more information or to pick up an application, please call 530-621-6150 or visit the Health and Human Services Agency, HEAP Program, 937 Spring Street, Placerville, CA 95667.



For more information call **530-621-6150**
or visit our website at edcgov.us/heap
Placerville Senior Center, 937 Spring St, Placerville



Low-Income Assistance Options

For our residential wastewater service customers who qualify for low-income assistance, we have implemented a program that offers up to \$25 off their bimonthly wastewater bill. This program is available to income-eligible customers who already receive a discounted rate through PG&E's CARE program.

We are also enrolled in the federal Low Income Household Water Assistance Program (LIHWAP). The federal program provides financial assistance to low-income customer to help manage their residential water utility costs. Applications for the LIHWAP program can be made through El Dorado County's Health and Human Services.

For more information about either of these low-income assistance options, please visit EID's website at www.eid.org/lowincome.

At EID, we are committed to providing exceptional customer service and support. We encourage you to reach out to us with any questions or concerns you may have regarding your water bills or any other utility-related issues.



Jim Abercrombie

Message from the General Manager

Building a Resilient Future by Reinvesting in Our Community Infrastructure

At the core of our community is a vital network of pipelines, reservoirs, and treatment facilities spread out over 220 square miles that are indispensable to our everyday life. Annually, through our ongoing capital improvement program, we channel funding to rejuvenate this vast infrastructure, ensuring that we continue to have access to clean drinking water and efficient wastewater disposal.

As the years pass, the wear and tear on this infrastructure increases. At the same time, mounting expenses—especially from rising inflation—challenge our ability to fund essential replacements and upgrades, critical to maintaining the reliability and safety of our systems.

To address the rising costs, we initiated a Cost of Service Analysis (COSA) earlier this year. With the expertise of external consultants, this study aimed to identify the necessary annual revenue needed to ensure the delivery of safe and reliable services both now and in the future.

Our efforts align with the mandates of Article XIII D of the California Constitution, known as Proposition 218. This statute establishes the guidelines for adjusting our water, wastewater, and recycled water rates. Simply put, we are mandated to set rates that reflect the actual costs of these vital services. Nothing more, nothing less.

Since the kickoff of the COSA process, our Board and staff has been engaged in discussions about policy objectives, revenue requirements, and financial strategies. These deliberations, coupled with insights from our consultant, culminated in the draft financial plans presented on August 14.

Let's look back for some context. We knew by the end of 2022 that we would need to increase revenue to match the costs of providing service. In December 2022, the Board endorsed an operational budget that indicated an eight percent rise in drinking and recycled water rates was needed to ensure we had adequate revenue for yearly operations, maintenance, and debt settlement.

In addition to our ongoing capital replacement program, recent condition assessments of our water treatment facilities revealed the need to begin investing in phased upgrades to these water treatment assets as well. As such, two of our five treatment facilities have been prioritized for upgrades, one in El Dorado Hills and the other in Pollock Pines. In the coming five years, we are anticipating approximately \$89 million in investments to these treatment plants to replace aging components and improve treatment processes. Plans are underway to phase in improvements over the next five to 10 years.

Our draft plans coming out of the COSA process identify the

need for a 12 percent annual revenue boost for drinking and recycled water, with a three percent rise for wastewater. These adjustments are fundamental for covering expenses, funding capital replacement projects, establishing financial cushions, ensuring bond security, and meeting our debt commitments—all of this is vital for to the long-term health of our water and wastewater systems.

Over the next half-decade, we anticipate investing over \$35 million in water service and line replacements. This will address deteriorating infrastructure and amplify resilience. The devastation of the 2021 Caldor Fire underscores the urgency of continuing to rehabilitate our 22-mile canal and flume system. The work of converting wooden flumes to durable concrete structures is a costly and important effort that we engage in every year.

Similarly, on the wastewater side, we have earmarked \$10 million for lift station enhancements and \$22 million for pipeline overhauls. These steps are critical for the proficient movement, processing, and disposal of wastewater at our facilities.

Looking ahead, we understand the impacts of the decisions before us.

While the need for additional revenue is urgent, we are committed to ensuring that your hard-earned funds are invested wisely in the vast system of infrastructure we all rely on. Every additional dollar raised will be put into service to increase the resilience and health of our services.

Beyond the already noted \$35 million for water services, the insights from our recent COSA sessions have also led us to consider simplifying our rate structure. The proposed modifications aim to make our rates more comprehensible and user-friendly.

As we push beyond the revenue needs, now our consultant and EID staff are looking at what rate adjustments are necessary to meet those revenue requirements. Please have a look at the COSA process at www.eid.org/COSA to get more details on this important effort.

EID staff and your elected representatives on EID's board of directors take the task of maintaining our lean, right-sized community agency very seriously. Now we need to make some adjustments to account for the rising costs we have all experienced. We all shoulder the responsibility of ensuring every penny is invested into your community's vital services with integrity, transparency, and wisdom.



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Comprehensive Plan for Water Treatment Plant Modernization

At the August 28 EID Board meeting, District staff presented a draft of the Water Treatment Plant Asset Management Plan (WTP AMP).

This plan serves as a roadmap, proposing cost-effective solutions to upgrade aging facilities, improve operations, and adhere to regulatory standards. The plan will guide the renewal and upgrade strategy for essential water treatment plant assets over the next 20 years.

Historically, comprehensive evaluations of these assets were incomplete until 2019. However, recognizing the critical importance of maintaining its vast water infrastructure, the District partnered with Carollo Engineers for an extensive two-phase project.

The first phase assessed the current state of assets and projected their lifespan. The subsequent phase conducted a thorough review, laying out master plans, budget projections, and formulating a holistic strategy for future improvements.

The District oversees five major water treatment plants, with four—El Dorado Hills, Reservoir 1, Reservoir A, and Strawberry—serving about 99 percent of its customers. EID's Outingdale water treatment plant was not included in the review due to its more recently rehabilitated infrastructure.

Core Findings and Proposed Strategies

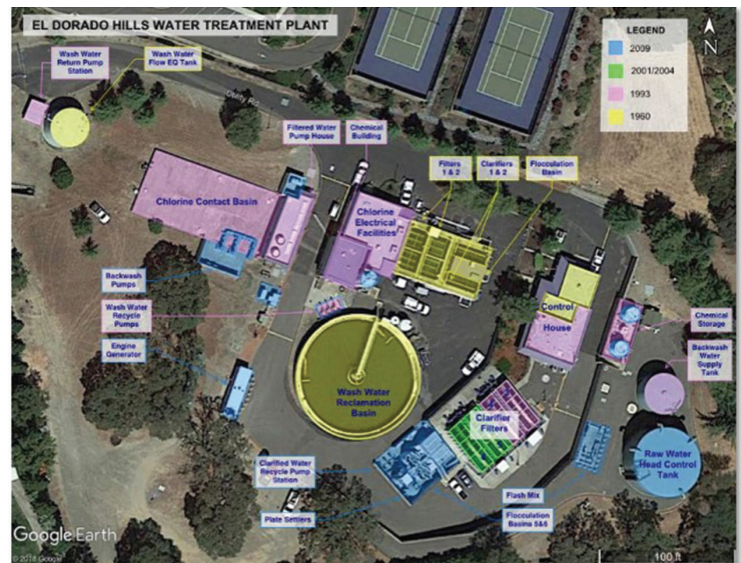
Central to the WTP AMP will be a forward-looking 20-year Capital Improvement Plan (CIP), which provides a sequenced project list, budget forecasts, and strategic timelines. The plan addresses essential asset management questions set by the American Water Works Association, including asset health, service standards, business risks, viable strategies, and sustainable financing.

Assets, defined as individual components of the overall facility valued over \$5,000 with a lifespan longer than a year, were assessed based on their Estimated Useful Life (EUL). The Remaining Useful Life (RUL) metric evaluates an asset's remaining functional period, while the Probability of Failure (POF) model anticipates potential malfunctions using diverse factors.

Assessments revealed that many assets across the four primary treatment plants are nearing the end of their lifecycle, necessitating immediate attention.

“With this comprehensive asset management plan complete, the District is well-equipped to plan its capital investments in the coming years,” said EID General Manager Jim Abercrombie. “These treatment plants are vital for every EID customer.”

The District's ongoing Cost of Service Analysis (for more information, visit www.eid.org/COSA) accounts for the need for additional revenue to begin upgrading these vital facilities. The financial plan accounts for approximately \$89 million in phased expenditures for water treatment plant upgrades over the next five years. The District will likely focus on the El Dorado Hills Water Treatment Plant and the Reservoir 1 Water Treatment Plant in Pollock Pines. These expenses will likely be covered by anticipated bond issues in 2024 and 2027.



Constructed in the early 1960s, the El Dorado Hills Water Treatment Plant serves the El Dorado Hills community



The El Dorado Hills plant treats water taken from Folsom Reservoir through the District's Folsom Lake Intake, accessing approximately a third of EID's total water supply stored there



Water from the Reservoir 1 Water Treatment Plant in Pollock Pines is used to serve a significant portion of EID's entire customer base (representing more than 100,000 people) from Pollock Pines all the way to Cameron Park and El Dorado Hills

How to Properly Dispose of Unused or Expired Medications

Did you know that treatment plants are not designed to remove medications from wastewater? Help support the health of our waterways, environment, and community by properly disposing of outdated or unused prescription or over-the-counter medications. It's now easier than ever to properly dispose of unused medications. The California Department of Consumer Affairs Board of Pharmacy website at www.dca.ca.gov/webapps/pharmacy/takeback_search.php includes links to pharmacies in our communities that will take unused medications for disposal.

In addition to the locations listed in the online searches, El Dorado Disposal and the El Dorado County Sheriff's Office Property Division also have disposal boxes.

El Dorado Disposal Materials Recovery Facility (MRF)
4100 Thowita Way, Diamond Springs
(530) 626-4141
Hours of acceptance: Friday, Saturday & Sunday 9:00 a.m. to 4:00 p.m.
Commercial customers need to call to set up an account prior to dropping off.

El Dorado County Sheriff's Department
200 Industrial Drive, Placerville
(530) 621-5655
Hours of acceptance: Regular Business Hours



Scan QR code above with a smart phone or tablet camera to go to Board of Pharmacy search page

If you are absolutely unable to take your unused medications to an authorized location we recommend the following disposing methods: Keep medications in the original bottle marking out all identifying personal information. Crush or dissolve solid medications in water. Mix dissolved, crushed or liquid medications with kitty litter, sawdust, coffee grounds, or another substance that makes it unsuitable for human or animal consumption. Seal the bottle. Place the bottle in a, preferably concealed, non-recyclable container, or label "do not recycle" and place the container in your trash right before your garbage pick up.

Prioritizing Leak Repairs

When a customer or community member alerts EID to a water leak, a protocol kicks into action. Upon receiving a leak report, EID dispatchers first ascertain whether the leak is within our service jurisdiction. If confirmed, a water distribution operator is notified and a site visit is scheduled. For significant breaks that pose immediate threats—such as causing large-scale outages or property damage—crews are dispatched urgently. These situations are treated as emergencies and dealt with immediately to prevent further escalation.

However, it's possible that minor leaks might not receive immediate attention. Due to limited resources and staff, EID sometimes postpones minor repairs to concentrate on more urgent matters. This doesn't imply neglect; rather, it's a calculated decision to maximize resource efficiency. Rest assured, EID takes every reported leak seriously, even if some repairs might take longer. Our aim is always to minimize waste and maximize efficiency, without compromising on service quality.

If you spot a leak, you can report it by calling 530-642-4000 or by visiting EID's leak report page at www.eid.org/about-us/forms/report-a-water-leak.



Rebates Available

Rebates of \$100 per account are still available for EID customers who purchase specific water-efficient devices in 2023.

Offered on a first-come, first-served basis while funds last, the eligible items include high-efficiency toilets, weather-based irrigation controls, and newly added options like rain barrels. Replace old appliances or upgrade your irrigation system to qualify.

Applications must be within 60 days of purchase. For more information, visit www.eid.org/WaterEfficiency or contact officeofwaterefficiency@eid.org or 530-642-4126.

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.