Message from the GM: Follow-up on the Westin report



As many of you know, I began working for EID on May 1. Since then, I've spent most of my time getting to know the District — its facilities, service area, and, most important of all, our customers, Board members, and employees. I've been

Tom Gallier

quite impressed with everything I've seen and everyone I've met.

I arrived just a few days before Westin Engineering, Inc.—a consulting firm specializing in water utility business practices—delivered a report to the Board of Directors. The Board commissioned the report earlier this year to provide an independent review of our organization as we transition to a new administration. Such assessments are normal best practices in our industry, and it's been several years since the last assessment occurred at EID.

I'm using the report in my own evaluation of the District, and we're already working on its major recommendation: preparation of a three-year strategic plan. We have long-term plans in place for our major functions, and now is the time to consolidate and improve our efforts. The objective is to make sure we have the right business practices in place to continue to provide you, our customers, with reliable service—now and into the future.

We convened four committees, each consisting of managers and line staff, to devise strategic goals, objectives, and performance measures. This work will be reviewed by senior managers, and I will consider all recommendations, consult with Board members, and proceed with any organizational or other changes that are needed.

We'll keep you updated on our progress. And I thank you all for the warm welcome that my wife Kathleen and I have received throughout El Dorado County.

Statewide drought declaration—what does it mean for EID and our customers?

In early June, Governor Schwarzenegger issued an executive order that declared a statewide drought. He cited this year's dry spring as a major reason that some local governments are calling for greater conservation efforts or, in some cases, have begun to ration water.

It is indeed a dry year, the second in a row, for many areas of the state. And each water district faces its own set of challenges. For example, the lakes supplying water in our service area are at fairly normal levels for this time of the year. But if below-normal precipitation occurs this coming winter and next spring, the situation could change quickly.

Our drought preparedness plan, which the Board of Directors adopted earlier this year, contains a number of criteria that help determine whether we'll need to declare an official drought. It also divides drought into three stages, each one with specific steps—both voluntary and mandatory—that the District and our customers can take to lessen the impacts of the drought.

We encourage all of you to visit our website at www.eid.org and review the summary of the plan, which explains the drought stages and the steps associated with each. Or call 530-622-4513 and ask for a copy of the summary.

In the meantime and as always, we encourage you to use water wisely. As you may remember from the last newsletter, the District has adopted a water waste regulation that we are enforcing. We sent a notice in your bills of two workshops scheduled for August that will focus on water waste and how we can all work together to prevent it. We hope to see you at one of the workshops.

And check out the tips in the box on this page. If all EID customers take these simple steps, it will result in a huge deposit into the water savings account.

Water Waste Workshops

Date: August 19, 2008 EID headquarters building 2890 Mosquito Road Placerville

Date: August 26, 2008 El Dorado Hills Fire Station 1050 Wilson Boulevard El Dorado Hills

Presentations start at 5:30 p.m., 6:00 p.m., 6:30 p.m., and 7:00 p.m.

Ten ways to avoid water waste

- **1.** Water outside only when necessary.
- 2. Try morning watering.
- **3.** Sweep, don't wash, paved areas.
- Wash cars with buckets of water; rinse with hoses equipped with close-off nozzles.
- 5. Repair leaky faucets.
- **6.** Don't use the toilet as a trash disposal.
- 7. Don't dawdle in the shower.
- Wash when your dishwasher is fully loaded—not half loaded.
- Same as # 8 for clothes make every load count.
- Don't run water continuously while shaving, brushing teeth, peeling vegetables, or washing dishes.

A report on EID's response to the threat of invasive quagga and zebra mussels



The District is very concerned about the introduction of quagga and zebra mussels into California water bodies and is working to stop the mussels from establishing in reservoirs that provide our water supply, including Jenkinson Lake, Caples Lake, Silver Lake, Echo Lake, and Lake Aloha. The District is working closely with the California Department of Fish and Game, the lead state agency in the fight to control the

spread of the mussels, to implement monitoring and outreach efforts.

Getting the word out—We have posters on kiosks in our recreation areas, including the Sly Park-Jenkinson Lake and Silver Lake boat launches, that describe the damage that mussels cause and explain how to inspect and clean your boats. We're also handing out brochures with the same information to visitors.

Our website—www.eid.org—contains a special section on the mussels and provides links to other sites for more information. We use two excellent films from the Pacific States Marine Fisheries Commission provided by the California Department of Fish and Game. One illustrates the environmental and economic impacts caused by the mussels including increased costs of water treatment. The other is a step-by-step guide to boat inspection and cleaning. Both of these videos are available to watch online

Asking the right questions—At the entrance to Sly Park, our rangers question our boating visitors using a survey developed for this purpose. It is possible that boats may be turned away for inspection and cleaning before they can return and enter the park.

Monitoring at the lakes—We are placing monitoring devices in our lakes to aid in early detection of mussels. The devices will be checked on a regular basis. Early detection will help concentrate control efforts. It is also an opportunity to adjust operations and maintain a safe and reliable water supply.

We encourage all visitors at our recreation sites to learn more about this dangerous threat and take all precautions to make sure they aren't transporting the mussels into our lakes and streams.



This informational poster is placed at various points at our recreation areas.

Quagga/zebra mussels in
California waters could result
in an environmental and
economic disaster. They can
cause a shift in native species
and disrupt the ecological
balance of entire bodies of
water. The mussels clog water
pipes, cover piers, and ruin
boat motors. Californians
could spend hundreds of
millions of dollars protecting
the state's water system from
an infestation of the mussels.

Employee spotlight: Thomas Keller



Thomas Keller joined EID in 2002 as a heavy equipment mechanic. In late May of this year he marked a significant milestone: he became a U.S. citizen.

Keller was born in Zürich, Switzerland, and moved to the United States twenty years ago. In Switzerland, he trained as an apprentice auto mechanic. He also holds an Associate in Science degree in Electronics Technology from Cosumnes River College.

"Thomas is a great team player who is unafraid of challenges. He's a real asset to our group," said EID fleet manager **Jerry Foote**.

"My co-workers surprised me after I passed the citizenship," said Keller. "When I got home there were American flags lining my driveway and lawn, and they gave me apple pie, Coca-Cola, and Cheez Whiz." When asked what he misses from Switzerland, he says, with a smile, "The cheese."

Congratulations, Thomas!

tentatively scheduled

Produced by the EID Public Information and Outreach Unit