



# The Waterfront

El Dorado Irrigation District • November - December 2005

## Customer questions — you asked and we're responding

In the wake of the mid-October water quality advisory for the El Dorado Hills area, customers have asked us to explain the differences between health-related water quality issues and non-health-related water quality issues and how we respond to them. First, we want to assure you that providing safe, reliable drinking water is our number one priority. And we do have procedures in place to notify you when health-related water quality issues arise.

**Non-health-related water quality issues**, also called aesthetic issues, refer to the look, taste or smell of the water. For example, after “stirring” during fire hydrant flushing, your water may look cloudy. This is fairly normal: no substances have been introduced into the system since the water was treated to cause the cloudiness. Running your taps for a few minutes will usually clear up the water.

**Health-related water quality issues** may arise when the potential exists for contaminants to enter the water — perhaps carried by sediment that gets into a broken pipeline, as an example. These issues require that we put into action our emergency notification plan, on file with the state’s Department of Health Services (DHS).

At EID, we put public health first. That is why when just a slight chance of a health risk exists, we take the precautionary measure of issuing “boil water” or “do not drink” advisories — even though we are fairly certain that the risk is low.

Our notification procedure includes:

- First, determining whether there is any possibility that contaminants may have entered the system. If so, we take immediate appropriate action — such as shutting down a plant or delivery pipelines and notifying affected customers under our DHS-approved plan.
- In addition to alerting the media and local agencies, as described in our plan, we go a step beyond what is required by law and use an automated phone system to contact you. In our phone message, we explain the issue and how we will resolve it and ask you to take any necessary precautions such as boiling the water before normal household uses.
- If the location affected by the risk is small, we may use door hangers to alert you to the situation.
- We then notify you again, by phone or with door hangers, when the advisory is lifted.

## Save Water — Save \$

It's time to winterize your irrigation system. This is especially important for residential sewer customers. Remember:

- Residential 2006 sewer rates will be based on your water usage for the months of November 2005 through February 2006. Even more reason to conserve!

**Water  
Wiser**



Here are some winterizing tips:

- Adjust your automatic controllers to reflect daylight savings time and changes in moisture conditions. Fall and winter usually receive more precipitation than summer, so you probably don't have to water as often or as long.
- If you are shutting down your irrigation system for the season, turn off both the control valve and the water supply shut-off valve. Bleed the lines to prevent breakage caused by freezing temperatures.
- Insulate and cover irrigation control valves to avoid damage from freezing temperatures and ultraviolet rays.

If you have questions about this information, please contact us at 530-622-4513 or leave a message on our web site at [www.eid.org](http://www.eid.org). To help us notify you promptly, you may want to check with us and make sure we have your correct phone number.

## 184 EID customers join second 2005 "Take-a-Toilet Home" event

Three hundred Niagara™ Flapperless ultra low-flow toilets were distributed to EID customers through our second "Take-a-Toilet Home" event this year. Customers arrived early and steadily as EID's team of 10 employees directed traffic along a three-station distribution line, processed orders and helped lift the toilets into cars and onto pick-up beds.

One happy customer said, "This is working like a well-oiled machine," while another commented, "Just like clockwork!"

EID's Water Efficiency Division is already planning for the next event that will take place next spring. The water-efficient toilets are available at a discount to EID customers on a first-apply, first-served basis. The toilets save both water and money.

For more information, call EID's Office of Water Efficiency at 530-642-4126 or visit [www.eid.org](http://www.eid.org).



### EID receives state Flex Your Power award

EID joins 34 other public agencies, educational institutions and private businesses as a recipient of California's Flex Your Power awards for 2005. The award recognizes EID's leadership in creating an innovative "demand reduction" program initiated last spring that has saved upwards of \$123,000 on the District's electricity bill. We anticipate even more savings in the future.

Through our demand reduction program, we are able to reduce our use of electricity when the state needs it the most. In the summer of 2005, we moved nearly 2,100 kilowatts to off-peak hours by adjusting our pumping schedules at one water treatment plant and a water pumping station alone. This results in both energy and cost savings and helps keep the lights on in California.

More than 250 nominations were submitted this year for the awards. We are proud to be among the recipients.

For more information about the Flex Your Power program, visit [www.fypower.org](http://www.fypower.org).