



The Waterfront

El Dorado Irrigation District • March - April 2005

Mark May 13 on your calendar and join us at EID!

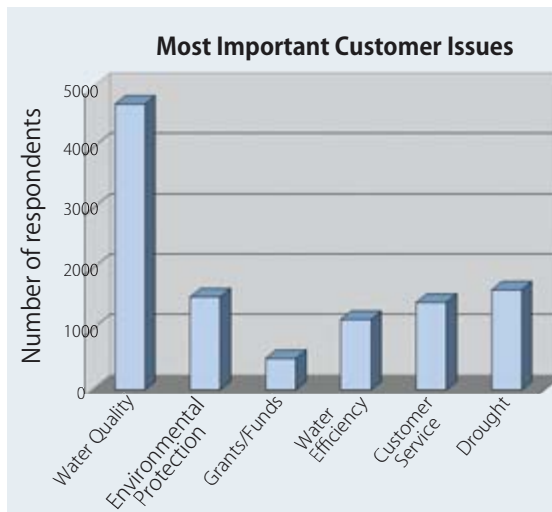
Our 3rd annual Customer Appreciation Day BBQ is set for May 13, from 10 am to 3 pm, at EID's Customer Service Building (2890 Mosquito Road, Placerville). We invite you to join us for hot dogs and drinks as we celebrate May as "Water and Watershed Awareness" month. Our History in Motion education exhibit will be on hand — a great opportunity to learn about the history of water in the development of the county. EID staff will be there to discuss our on-going water efficiency programs (read more about them on this page) and the full spectrum of EID's operations. We look forward to seeing you on what promises to be a fun-filled and informative day.

Water quality and reliability: top issues say EID customers

Results from EID's September/October 2004 customer survey clearly show that water quality and water reliability are top priorities across our service area. Next in importance are drought preparation, environmental protection, customer service, and water efficiency programs.

We made the issues you identified the focus of EID's Annual Strategic Planning Workshop in mid-January, 2005. Several members of the community joined our staff to map out ways to ensure that the issues are well integrated into the District's long-range planning and management.

Surveys went to all EID customers, and 17% were returned — a high response rate by any standard! Our thanks go to all of you for participating. We encourage you to stay involved with your water utility. We are listening. If you would like more information about the survey, please contact Dorine Kelly at (530) 642-4051.



May is the month to be water aware

May is "Water and Watershed Awareness" month, and you can benefit from a host of water efficiency programs offered by EID in May and year round.



EID's "take-a-toilet-home" event occurs on May 13 at our Customer Appreciation Day BBQ. Through this residential/multi-family toilet distribution program, you can purchase ultra-low flow toilets for \$25 to replace toilets installed during or before 1992.

For more information about all current programs, visit the Water Efficiency section of our website (www.eid.org) under "Customer Service" or call (530) 642-4126.

Your bill has a new look



All the information you are used to seeing is still there, but we've added a graph to show your historical water consumption. If you have questions about the new bill format call (530) 642-4000.



PUBLIC NOTICE TO CUSTOMERS OF EL DORADO IRRIGATION

EID UPDATE ON RESERVOIR LINE AND COVER PROGRAMS

The Department of Health Services requires that EID notify its customers quarterly of the District's progress to make reservoir improvements. EID water delivered to you is tested regularly and all laboratory tests meet State and Federal health levels. However, the concern of the State and EID is that the customers served by the EID two remaining uncovered treated water reservoirs are subject to a "potential" for a health hazard, and you are encouraged to read the information in the State mandated notice. Certain consumers should consider taking the individual protective measures that are described in **bold** print in this notice.

Areas within EID's water system that are *not* affected by the State's Compliance Order include Pollock Pines, Cedar Grove, Sierra Springs, Lakewood Sierra, Gold Ridge Forest, Sly Park Hills, Camino, City of Placerville, Swansboro, Rancho Del Sol, Lotus/Coloma, Gold Hill, Strawberry, Outingdale and El Dorado Hills are *not* affected by the Order. To check whether you are receiving water from the open treated reservoirs, please check the "Public Information" section of EID's website at www.eid.org or call us at (530) 622-4513.

SURFACE WATER TREATMENT REGULATIONS AND HEALTH ADVISORY

El Dorado Irrigation District provides complete treatment for its water supply in modern water treatment plants that use filtration and disinfection before it is distributed to its customers. This full-level treatment system ensures that the water is safe and healthy as it enters the District's distribution system. The distribution system initially included 16 treated water reservoirs that were open and uncovered. Today, only one remains. Design of the remaining two are in progress and scheduled for completion in the next two years. Because of these unprotected reservoirs, the stored water is vulnerable to sources of contamination. Although the water receives additional disinfection at the open reservoirs, this treatment cannot be relied upon to assure absolute safety of the water at all times.

The District is making a concerted effort to prevent pollution of the water at its open reservoirs. This effort consists of a number of mitigation measures which include daily security patrols, cleaning of the reservoir sites, repair of fencing, drainage improvements, posting of signs, increased chlorination treatment, increased water quality testing, and system operational changes. These measures will greatly reduce the possibility that serious pollution will enter the water supply. EID water quality test results have consistently met all current State and Federal health standards.

The State Department of Health Services, Office of Drinking Water requires the District to provide this notice to its customers and to include the following language:

"Since pollution events in segments of the water system served by uncovered reservoirs could occur and because these events are random and unpredictable, certain consumers should consider taking individual protective measures. Consumers that should take special precautions include pregnant women, elderly persons, and those people that may have an abnormally weak immune system response. These immuno-compromised individuals include people infected with the HIV virus, organ transplant patients, and cancer patients who are receiving radiation or chemotherapy treatments. Parents and guardians should also take special precautions with infants, young children, and all others who may not be capable of comprehending the significance of this notice.

The recommended protective measure is to use commercial bottled water or to heat the tap water to a rolling boil for one minute before using it for any purpose that may result in ingestion of the water. The water may be used without restrictions for bathing, showering, and laundry.

The State of California Department of Health Services (DHS) sets drinking water standards and has determined the presence of microbiological contaminants are a health concern at certain levels of exposure. If water is inadequately treated, microbiological contaminants in that water may cause disease. Disease symptoms may include diarrhea, cramps, nausea, and possibly jaundice, and any associated headaches and fatigue. These symptoms, however, are not just associated with disease-causing organisms in drinking water, but also may be caused by a number of factors other than your drinking water. DHS has set enforceable requirements for treating drinking water to reduce the risk of these adverse health effects. Treatment such as filtering and disinfecting the water removes or destroys microbiological contaminants. Drinking water which is treated to meet DHS requirements is associated with little to none of this risk and should be considered safe."

ATTENTION: School administrators, owner/ operators of residential property, and owner/operators of business property are obligated to ensure that copies of this notice are provided to each user of your facility within 10 days. The most appropriate methods of notification may include, but are not limited to, the sending of a letter to each water user and the posting of a notice at each site where drinking water is dispensed. The State of California stipulates that you can be civilly liable up to \$1,000 per day for failing to provide this notice to your students (and parents if they are minors), employees, or tenants.