



The Waterfront

El Dorado Irrigation District • July - August 2004

YOU'LL GET "HOOKED" ON OUR NEW PHONE SYSTEM

Starting in July 2004, you will discover a number of handy telephone options when you call the District's new and improved Customer Service Line at (530) 622-4513. You will be able to *check your account balance, or get your payment or billing history* after you enter your EID account number.

We're also introducing some additional features to our phone system, including *one-stop calling to request emergency services or new construction water service (hook-ups and metering) and access to interesting and useful facts and figures on EID's services and history.*

You may still speak with a "live" customer service representative during normal business hours and for emergencies, 24 hours a day, seven days a week, of course!

But here's the best news of all: when we need to reach *you* – to notify you of a planned or emergency outage, or a new service or benefit, for example – our new phone system will allow us to place automated calls to every affected ratepayer.

While we also may use door-hangers for back-up notification, our new system will help ensure rapid communication when it's most needed. For questions or comments, please feel free to call us at (530) 622-4513 or click on the Customer Service Link at www.eid.org.

EID TO LOSE MILLIONS IN PROPERTY TAX REVENUES DUE TO STATE BUDGET DEFICIT

The EID Board of Directors voted on June 21, 2004 to take steps to make up lost funds due to the Governor's budget proposal that will shift \$1.3 billion in property tax revenues from cities, counties and special districts. This shift is intended to help cover the State budget deficit, and means a two-year loss of nearly 40% of EID's revenues from property taxes, or \$2.6 million per year.

To minimize the impact on any temporary rate increase for this time period, EID has been cutting costs and immediately decreased the number of temporary employees (who work in non-critical areas) by 95%. Additional savings and cost cutting are expected to reach approximately \$1 million per year. However, staff ensured the Board that the District will continue to provide high-quality water and customer services despite these budget reductions.

To further help cover the revenue shortfall, the EID Board approved the adoption of a modified rate schedule to increase water and wastewater rates through 2007. The new rate schedule will become effective August 1, 2004. For the average gravity water customer, the increase will amount to about 22¢ a month for the rest of 2004, 26¢ a month in 2005, 30¢ a month in 2006 and 34¢ per month in 2007. For wastewater customers in 2004, the increase will represent approximately \$1.06 per month, 81¢ per month in 2005, 89¢ per month in 2006, and 96¢ per month in 2007. These are estimates only and will vary by customer and actual usage.

The Board decided that if the Governor's proposal takes away less than 40% of EID's property tax revenues, that reduction will be reflected in an even smaller increase to EID customers. At its public hearing on June 21, 2004, the EID Board also directed staff to continue to look at additional ways to save money.

If you have any questions, please contact Dee Brookshire, EID's Director of Finance and Management Services at 530-642-4005, Dorine Kelly at 530-642-4051, or visit the District's website at www.eid.org.

EID REBATES ON SELECTED CLOTHES WASHERS



El Dorado Irrigation District, in partnership with the U.S. Bureau of Reclamation, now offers customers up to a \$100 rebate to purchase and install some specific ENERGY STAR® labeled clothes washers. EID

and City of Placerville customers, who are also PG&E customers, may qualify for up to \$125 in additional rebates for a total of up to \$225. To qualify for the rebate, you must show that your eligible ENERGY STAR® water efficient clothes washer was purchased after January 1, 2004. It must be installed within the District's service area. Applications will be accepted on a first-come, first-served basis while funding is available or until discontinued. Please be advised that not all ENERGY STAR® labeled models qualify for this rebate, so it is important for you to check before you purchase. Application forms, with a complete list of program rules, are available on the EID website (www.eid.org – Residential Water Efficiency Page under Customer Service) or through the District's Office of Water Efficiency at (530) 642-4126. You can contact PG&E, at 1-800-933-9555.

TIME FOR A NEW WASHER?





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 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 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 two remain. 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 immunocompromised 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.

