



The Waterfront

El Dorado Irrigation District • March - April 2004

Automated voice response will serve in emergencies

An expanded automatic voice response system was approved January 19 by the El Dorado Irrigation District board of directors. The new telephone system will provide customers with a host of service options, from emergency warnings to advisories of scheduled shutdowns.

Both emergency and routine automated telephone contacts will be available to customers, as well as a host of additional customer services.

Scheduled to be on line within six months, the new telephone system will provide automated notification to customers. It will become a major component in the district's emergency notification plans when unplanned service interruption or natural disaster disrupt water delivery to homes and businesses.

"This system will not interfere with or replace personal contact, and it will become a cost-effective way to help with routine customer contact," said General Manager Ane Deister.



Settlement over high Sierra lakes works for all parties

Nearly a decade of argument and lawsuits over water and recreation rights in the high Sierra was put to rest early this year when the El Dorado Irrigation District Board of Directors accepted a settlement agreement with the League to Save Sierra Lakes.

"This agreement marks a solid win for the public," said George Wheeldon, Board President of EID. "It reaffirms our commitment not only to environmental enhancement in the Sierra, but to our communities' fundamental water rights."

The EID Board agreed to adopt a resolution confirming a common interest with the League to Save Sierra Lakes and its allies in the recreational values at Caples and Silver lakes—located in Alpine and Amador counties. In addition, the EID operating staff and management will work in good faith to carry out previously agreed-to commitments related to the Relicensing Settlement Agreement of Project 184.

Project 184 is a hydroelectric system involving water flow from Caples and Silver lakes, and from Echo Lake and Lake Aloha in El Dorado County. Last year EID successfully negotiated a Relicensing Settlement Agreement for the future operations of Project 184, which the district acquired from PG&E in 1999. This new agreement builds on those existing commitments and eliminates legal challenges to a yearly 15,080 acre-feet drinking water diversion for EID to serve the all the communities in the district.



Spring forward and sign up for a free water survey

Spring is just around the corner and now is the time to do irrigation system maintenance and get prepared for the warmer days ahead. The District has entered its ninth year of providing free and valuable water efficiency services to businesses and residential customers.

This popular and successful water survey program includes a thorough assessment of your irrigation system, an evaluation of your business or home for water leaks, free water saving devices such as low-flow showerheads and faucet aerators, water displacement devices for the toilets, a hose nozzle, and a packet filled with water publications and conservation ideas.

If you would like to schedule an appointment for this free service or obtain information about other water saving programs, please call Cari DeWolf at 530.642.4126.

It's a fact:

97.2 percent of our planet's water supply is salt water.

2.8 percent is fresh water, and most of that—2.2 percent—is held in glaciers and icecaps.



PUBLIC NOTICE TO CUSTOMERS OF EL DORADO IRRIGATION DISTRICT SURFACE WATER TREATMENT REGULATIONS AND HEALTH ADVISORY

El Dorado Irrigation District provides complete treatment for its water supply in modern water treatment plants that utilize 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. However, the distribution system includes a number of treated water reservoirs that are open and uncovered. 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 meet all current State and Federal health standards. Reports of the increased monitoring will be sent quarterly to District customers beginning in the Fall of 1998.

The State Department of Health Services, Office of Drinking Water, has found the District to be in violation of the State Surface Water Treatment Regulations because of the uncovered storage reservoirs. Consequently, the District is required to provide this notice to its customers and to include the following language:

Since pollution events in the water system 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.

In addition, the District has been found in violation of the State of California Surface Water Treatment Regulations because of surface water drainage into the uncovered reservoirs. Consequently, the District is required to provide this notice to its customers and to include the following language that is mandated by the regulations:

"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 contaminates 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 you students (and parents if they are minors), employees, or tenants.

Some customers within the City of Placerville that are billed by the City for their water service receive water directly from the El Dorado Irrigation District system. These customers are therefore, affected by this notice. El Dorado Irrigation District will send this notice to those City customers that are affected. If you are a City of Placerville water customer and you would like additional information, please call the Water Treatment Plant Supervisor at (530) 642-5229. If you are an El Dorado Irrigation District customer and would like additional information, please call the Customer Service office at (530) 642-4000.

EID UPDATE ON RESERVOIR LINE AND COVER PROGRAMS

This is the twenty-fifth notice that EID has sent you regarding our efforts to line and cover or replace our open treated water reservoirs. The Department of Health Services Compliance Order, specifies that EID notify their 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 uncovered treated water reservoirs have the "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 and Outingdale. The El Dorado Hills service area is also not affected by the Order, however, the upper area of Serrano and Serrano's Club House are served treated water, which has the potential to come from uncovered reservoirs. With this potential, customers in these areas will continue to be subject to the Order.