

New Water Sources and Community Outreach Among Priorities of New General Manager

Trying to catch up with SSWD's new General Manager, Rob Roscoe, is a difficult task these days with all the activities at the District. But between meetings, Roscoe, who started in March 2003, paused for a few moments to provide his thoughts on future projects, changes at the District, rates, and his vision for SSWD.

What changes are in store for SSWD?

The Board of Directors began initiating significant changes prior to my arrival in March, such as adopting a new ethics policy and a new policy on director compensation. They also hired an independent auditor to conduct an extensive review of the District's financial records, and implemented additional internal financial controls. We are continuing to upgrade our accounting systems to provide improved

fiscal controls and increase reporting capabilities.

Additionally, we are looking forward to implementing more efficient systems for operations, expanding our customer programs and services, and working with neighboring water purveyors to ensure a long term, reliable water supply.

As the new General Manager, what is your vision for SSWD?

My vision is to make sure we operate this District like a business that plans to be here for centuries. We need to make decisions that will benefit our customers with reliable, high quality water at reasonable rates far



Rob Roscoe and "Mr. Leaky" at the SSWD Community Outreach Event at Sam's Club.

continued on page 2

SSWD Hosts Inaugural Community Outreach Event

Sacramento Suburban Water District held two community outreach days to provide customers an opportunity to ask questions about water conservation, billing, capital improvement projects,

and water quality. More than 400 people attended both events. "The outreach program was a tremendous success and we are already planning for our next event," said Annette O'Leary, SSWD's Customer Service Manager. "It allowed our staff to talk with customers, distribute valuable conservation supplies, and answer questions about water service," O'Leary added.

During the two outreach days SSWD also held a drawing for a chance to win one of five \$25 gift certificates to Emigh Hardware for the purchase of water conservation supplies. The gift certificate winners are listed on page two.

SSWD extends a special thank you to Raley's and Sam's Club for providing space at their stores to hold the community outreach days and to Emigh Hardware for their generous donation of the gift certificates. Their contributions significantly added to the success of the inaugural outreach events. 💧



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Priorities...

continued from page 1

into the future. A main component of that vision involves diversifying our water sources.

Up until a few years ago, SSWD relied solely on ground water to serve its customers. But well levels have been dropping over the years and that means other water sources need to be developed. Prior to the formation of SSWD, both predecessor water districts began construction of facilities – and we’re continuing to construct facilities – to better balance the use of river water and ground water.

A few years ago, we contracted with Placer County Water Agency to purchase raw water from the Middle Fork of the American River to reduce our dependency on ground water.

Within the next 60 days, we expect to contract with the City of Sacramento for treated surface water from the Fairbairn Plant, capping a planning process that started in the 1960s.

We’re also looking at a future project—in conjunction with the City of Sacramento, the City of Roseville, and Placer County Water Agency—a new surface water treatment plant to be built on the Sacramento River.

What is your career history?

My first job after college was with the East Bay Municipal Utilities District. I left for graduate school and was in private consulting for 13 years, focusing on environmental engineering. *[Editor’s note: Roscoe earned a bachelor’s degree in civil engineering from UC Davis and a master’s degree in civil engineering from Cal State, Sacramento.]*

I was also General Manager of an investor-owned utility, Citizen’s Utilities Company of California, which served about 200,000 customers in 13 separate water systems in Northern California. Since nine of those systems are in Sacramento

County, I’m very familiar with and have been very active in the Sacramento water community for the past dozen years.

What changes have you seen in the water industry?

We’ve seen an explosion in new technology. For example, the new water meters we’re installing are remotely read via radio signals. That means our people are able to read meters from their trucks as they drive by. The technology is initially more expensive, but in the long run, it pays off substantially in labor savings.

In addition, the laboratories doing water quality analyses now can measure extremely tiny trace levels of contaminants in the water. It used to be parts per million, now, readings are at parts per billion and even parts per trillion.

With that increased capability, however, regulatory agencies are imposing new drinking water standards at lower levels than ever before. The challenge for us is to keep the cost of drinking water reasonable with all the new regulations.

What other issues are putting upward pressure on water rates?

While the new lab testing methods are more expensive and we’re required to do more of them than ever before, the single largest cost to produce water is energy. We’re directly affected by increased energy costs, just like our customers. Funding replacement programs for aging infrastructure, the wells, pumps, pipes, valves, and hydrants also puts a huge pressure on rates.

SSWD has held two community outreach days since you became General Manager. Will these continue?

The July and August community outreach days focused on water conservation and were very well received. I’d like to have them quarterly, so we can communicate directly with our customers. These events will not just spotlight water conservation, but also provide information on our operations, customer programs, and future plans.

How can customers contact you with ideas or input?

Great question. Customers can call our office at 916.972.7171, or use email through our web site at sswd.org. In addition, we always welcome attendance and participation at our board meetings, which are the third Monday of each month at 6:30 p.m. 💧

Congratulations to the winners of the five Emigh Hardware gift certificates! The winners are:

- Jane Hereth
- Richard H. Langford
- Heather Dyson
- Eve Maitland
- Margo Taylor

Thank you to Emigh Hardware for generously donating the gift certificates to the community outreach events.

Customers Now Have Five Options to Pay Monthly Water Bill

MasterCard and Visa newest payment method

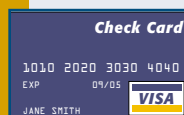
For your convenience, SSWD customers can now pay their monthly water bill with a credit card. MasterCard, Visa or bank card with the Visa or MasterCard logo are accepted over the phone by calling 916.972.7171, or in person at the District office located at 3701 Marconi Avenue.

SSWD now offers five easy ways to pay your water bill. You can choose any of the following:

- **Direct Payment Services (DPS).** DPS automatically deducts your payment from your checking account each month. To sign up, call 916.972.7171
- **U.S. Mail.** Using the return envelope provided in your statement (no cash please).

- **Credit Card/Bank Card Payment.** MasterCard or Visa payments are accepted over the phone or in person. Currently, recurring credit card payments are not an option, but may be available in the future.
- **Night Drop.** Two locations: 3701 Marconi Avenue and 5331 Walnut Avenue (no cash please).
- **In Person.** Monday-Friday, 8:00 am-4:30 pm at the District office at 3701 Marconi Avenue.

If you have any questions on using these payment options, call our friendly customer service representatives at 916.972.7171. Just another way SSWD is providing quality service and convenience to our customers. 💧



Board of Directors Meetings

The Sacramento Suburban Water District Board of Directors meets every third Monday of the month. Meetings are held at the District office located at 3701 Marconi Avenue starting at 6:30 p.m. SSWD Board meetings are open to the public. We encourage your attendance and participation. For agendas and minutes, please visit our web site at www.sswd.org.

Dan Bills Joins SSWD as Director of Finance

Dan Bills has recently been hired as the Director of Finance and the District Treasurer for Sacramento Suburban Water



District. Dan joins SSWD with more than 20 years of experience in finance and accounting.

As the Director of Finance and the District Treasurer, Dan

is responsible for managing all the financial and accounting functions of the District, including preparing financial statements and annual budgets, coordinating external audits, and updating accounting policies and procedures.

Prior to Dan's employment with SSWD, he was an Adjunct Professor of Accounting and Finance at California State University, Sacramento (CSUS). Dan also worked for AgAmerica, FCB/Western Farm Credit Bank in a variety of capacities: as a Financial Manager, a Financial Reporting Manager, and as the Assistant Controller.

Dan is a graduate of CSUS with a bachelor's of science degree in accounting and a master's of science degree in business administration, finance. In addition, Dan is a Certified Public Accountant (CPA) and a member in the California Society of Certified Public Accountants, American Institute of Certified Public Accountants, and Institute of Management Accountants.

Dan Bills can be reached by calling 916.972.7171 or by email at dbills@sswd.org.

Ask Bob:

SSWD Water Conservation Specialist



Bob Hovland is SSWD's conservation specialist. He provides helpful information on conserving water in our quarterly newsletters. Water is vital to each of us every day, but water is a limited resource, so we all should do our part to conserve!

Q Which uses more water, a bath or a shower?

A The answer depends on many factors such as how long you shower. However, since showers use approximately 5-10 gallons per minute and an average bathtub holds about 150 gallons, taking a short 5-10 minute shower would help in our conservation efforts to reduce usage.

Q How much water is wasted if it is left running while brushing your teeth?

A Four to six gallons of water can go down the drain if water is left running for two to three minutes. Turning off the water while brushing will conserve water.

Q Will a brick in my toilet tank help conserve water?

A Toilet flushing uses a lot of water, and putting something in the toilet tank that takes up space means less water will be used each time the tank refills after a flush. However, putting a brick in your toilet is not a good idea. It may crumble and cause damage. Instead, use a plastic bag or bottle filled with water and place it away from the flushing mechanism. SSWD offers a FREE indoor water conservation kit that includes a plastic bag for the toilet, a low flow shower head and a water hose nozzle. To get your FREE conservation kit, stop by our office at 3701 Marconi Avenue, Suite 100 during business hours.

Please submit your Ask Bob water conservation questions to Bob Hovland via email at bhovland@sswd.org.



Conservation reminders:

1. SSWD has a goal of a 10% reduction in water use. Please help us achieve our goal by implementing these conservation ideas.
2. SSWD is offering FREE outdoor water evaluations to provide you with information on the effective use of water outside your home or business. To schedule a water evaluation, contact our Water Conservation Specialist Bob Hovland at 916.679.2890 during business hours or via email at bhovland@sswd.org. An evaluation takes approximately one hour for a typical residence.
3. Soon the weather will be cooling down, so don't forget to set your timers to water your landscapes less throughout the fall and winter and turn them off when it rains.

SSWD Hours and Emergency Number

Sacramento Suburban Water District's Administrative Building is located at 3701 Marconi Avenue, Suite 100, Sacramento, CA 95821. Our building is 1/4 mile east of Watt Avenue. Feel free to stop by during our business hours of 8:00 am to 4:30 pm, Monday through Friday. You may also phone us directly at 916.972.7171.

If you have an emergency during non-business hours, we have personnel standing by to assist you. Simply call 916.972.7171 and our answering service will contact our emergency on-call technician.

Water's Way: The Journey To Your Faucet

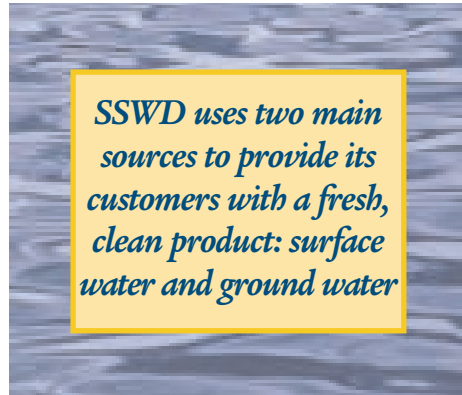
Have you ever wondered where your water comes from, or how it gets to your faucet? Do you know how often your water is tested for quality? Sacramento Suburban Water District has the answers:

SSWD uses two main sources to provide its customers with a fresh, clean product: surface water and ground water. In the Arcade Service Area, customers receive water pumped from ground water wells. In the Northridge Service Area, a balance of surface and ground water is supplied. Surface water accounts for 60% to 70% of water supplied in the Northridge Service Area.

Surface water is pulled directly from Folsom Lake. The water is thoroughly treated and rigorously tested by state certified water quality staff. Samples are then compared against state and federal standards to confirm water is of the highest quality. The surface water then flows into SSWD's transmission and distribution mains and into your home or business. Transmission and distribution mains average 24" in diameter and 8" in diameter, respectfully. A portion of the water is stored in 5 million gallon reservoirs, which

are strategically positioned in the District's service area, to assure SSWD meets fire flow requirements and peak summer demands.

Ground water is pumped from the approximately 100 wells located throughout SSWD. Most wells are located in residential



areas. The depth of a well can range from 200' to 1,000'. The water is pumped from the ground, into a tank (typically 5,000 gallons in size) and through a flow meter. The flow meter allows the District to monitor the amount of water produced by the system. Just after the water leaves the tank, the water

is disinfected with liquid chlorine. After being disinfected, the water flows into the transmission and distribution mains and directly into your home or business.

To determine if our water continues to meet the rigorous regulations for quality, each week SSWD collects 54 samples of water for bacteriological testing. Additional tests are done for physical parameters and chemical compounds. All water samples are collected by the District's state certified water quality operators. These tests are required by law to ensure the water meets all county, state, and federal standards.

In June of each year, SSWD distributes a Water Quality Consumer Confidence Report (CCR) to customers. The CCR is a summary of detected constituents from sampling of the previous calendar year. SSWD meets all state and federal drinking water standards. To obtain a copy of the report or for more information regarding surface or ground water procedures, please call Doug Cater at 916.679.2887. The latest CCR can also be found at www.sswd.org; from the home page click on the "2002 Water Quality Report."💧

In This Issue:

- General Manager Outlines Vision for SSWD
- Community Outreach Days
- Five Options To Pay Your Water Bill
- The Journey to Your Faucet



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