

# Sacramento Suburban Water District

## Year in Review 2024

### Meeting Our Mission

As we reflect on the past year at Sacramento Suburban Water District (SSWD), I am proud to share the many ways in which SSWD has advanced our mission to deliver safe, reliable, and sustainable water services to the communities we serve. The past year has been one of both progress and resilience, marked by achievements in infrastructure, innovation, financial stewardship, and environmental responsibility.

Despite ongoing challenges, ranging from evolving regulatory requirements to the persistent realities of drought and climate variability, our dedicated SSWD Team rose to meet each obstacle with professionalism, integrity, and an unwavering commitment to public service. Together, we completed several key capital improvement projects, strengthened our emergency preparedness, and made strategic investments in technology to enhance operational efficiency.

Equally important, we deepened our engagement with the public through expanded outreach efforts and transparent communication, ensuring that our ratepayers remain informed and empowered. As stewards of this critical resource, we understand that trust must be earned continually, and we are committed to building that trust every day.

I invite you to explore this Year in Review 2024, which outlines our accomplishments, highlights the milestones reached, and offers a glimpse into the exciting initiatives ahead. Thank you for your continued support and confidence in SSWD.



A handwritten signature in black ink, appearing to read 'Dan York'.

**DAN YORK**  
General Manager

### MISSION STATEMENT

*To deliver a high quality, reliable supply of water and superior customer service at the lowest responsible water rate.*

### VISION STATEMENT

*Sacramento Suburban Water District is a model public agency that maintains stakeholder trust through responsibility, environmental stewardship and leadership.*



## WATER SUPPLIES

### Boosting Groundwater by Increasing Surface Water Use in 2024

The 2023-2024 winter brought “nearly average” conditions in the American River watershed, providing SSWD with an opportunity to continue boosting groundwater levels through in-lieu recharge.

In-lieu recharge is the combined management of both surface water and groundwater use, resulting in the replenishment of groundwater supplies within the aquifers. Every gallon of surface water served to customers in lieu of groundwater results in water saved in the groundwater aquifer.

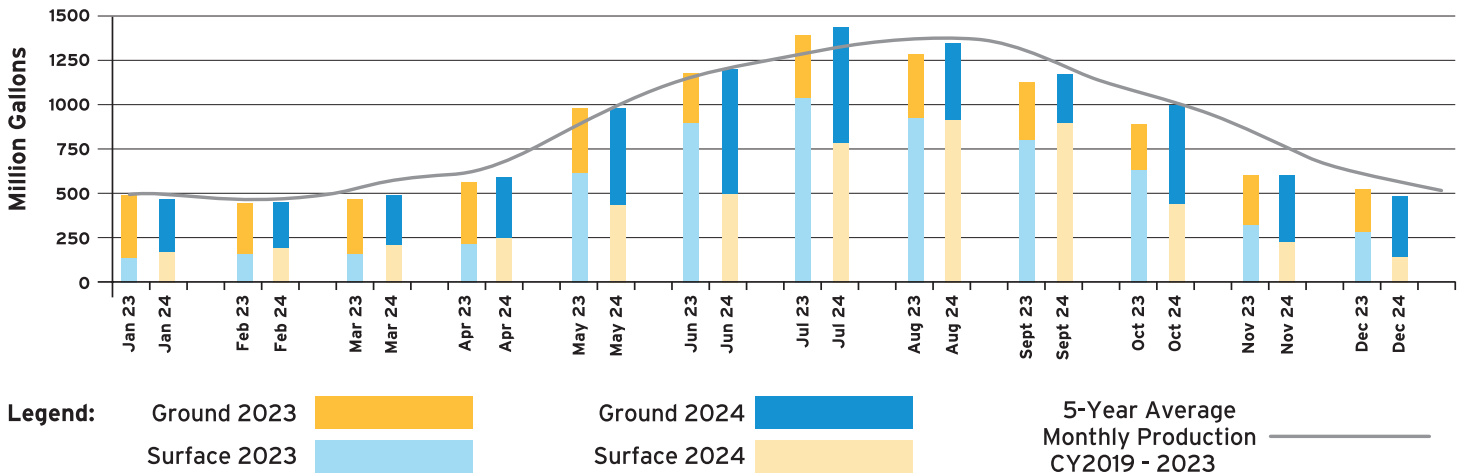
In 2024, SSWD maximized its use of surface water by serving over 5.2 billion gallons of surface water to customers. This use of surface water significantly increased SSWD’s banked water supplies in the groundwater aquifer, helping replenish local water supply reserves for future water needs.

The ability to use both surface water and groundwater according to availability, known as conjunctive use, has provided SSWD with a more diverse and sustainable water supply. The conjunctive use program, made possible by ratepayers and agreements with neighboring providers, has also helped improve the health of the Lower American River during droughts by enabling SSWD to use groundwater, leaving more water in the river.



## MONTHLY WATER PRODUCTION

MONTHLY WATER PRODUCTION



## WATER QUALITY

### Consumer Confidence Report Verifies Safe, High-Quality Water

SSWD issued its annual Consumer Confidence Report, sharing important water quality data from samples taken during 2021-2023. The report confirms that SSWD met all state and federal drinking water standards, verifying that customers receive a safe water supply. This transparency is part of SSWD’s commitment to providing high-quality water. Regular testing and reporting keep customers informed about the safety of their water. Access the latest report at [sswd.org](http://sswd.org) or by scanning the QR code.



## INFRASTRUCTURE

### Proactive Maintenance and Sustainable Funding Keep Water Flowing Smoothly

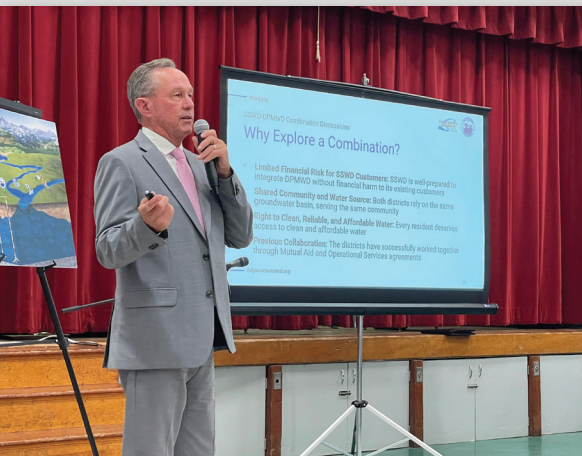
SSWD takes a proactive, long-term approach to both infrastructure maintenance and financial planning to provide reliable service. Through its Preventive Maintenance Program, launched in 2007, SSWD has prioritized the care and longevity of key infrastructure, including mainline valves, fire hydrants, water meters, and groundwater production facilities. This helps reduce costly repairs and service interruptions.

To support these efforts, the District implemented a pay-as-you-go program, which allocates a portion of customer water bills to fund the Capital Improvement Program (CIP). This steady revenue stream allows for ongoing infrastructure maintenance and improvements.



#### 2024 CIP highlights include:

- **Well 80** – The construction of this new well facility is complete and operational.
- **Wells 81, 82, and 83** – Construction continues on these new well facilities that are anticipated to be operational in fall of 2025.
- **Well 84** – Construction is progressing on this new well facility and is anticipated to be operational in fall of 2025.
- **Well 85** – Preliminary planning and permitting are underway for this new well facility.
- **Dudley-Dudley Main Replacement** – Design work has reached 90% completion.



### SSWD and Del Paso Manor Water District Take Key Step Toward Reorganization

In December 2024, the SSWD and DPMWD Boards of Directors approved resolutions to apply for reorganization, formally requesting consideration by the Sacramento Local Agency Formation Commission (LAFCo).

This approval set the stage for a joint application, with LAFCo reviewing the proposal, establishing conditions, and making a final decision in 2025. By merging, DPMWD has the potential to achieve greater financial stability and access to grant funding for upgrading infrastructure that would not be available without reorganization. At the same time, SSWD is well-positioned to integrate DPMWD customers and staff without exposing existing SSWD customers to financial risk.

### SSWD Passes Water Rates Adjustments for Future Reliability

The SSWD Board of Directors in October passed Resolution No. 24-10, approving amendments to the District's Regulation No. 3, to show the proposed adjustments in water service rates and charges for 2025 through 2029. This series of rate adjustments was based on findings from the 2024 Comprehensive Water Rate Study (conducted by an independent firm) that reviewed SSWD's finances including current revenues, costs, and future investments in infrastructure.

The study indicated that SSWD's current income and expenses are currently well-balanced and managed. However, the study recommended that SSWD apply annual rate increases over the next five years to address inflation, rising construction and operational costs, and expanded investments in capital infrastructure.

#### THE APPROVED RATE INCREASES ARE:

- 5% in 2025 and 2026
- 4% annually from 2027 to 2029

## COMMUNITY ENGAGEMENT

### Insights on Water System

**Consolidation:** SSWD General Manager Dan York (GM York) participated in a panel hosted by the Association of Women in Water, Energy, and Environment. GM York shared his experiences with Carmichael Water District, San Juan Water District, and Del Paso Manor Water District, discussing how consolidation can improve efficiencies, water access, and affordability.

**Fifth Annual Open House:** SSWD's Fifth Annual Open House in October allowed customers to explore water system improvements, water-wise technologies, rebate programs, and careers in the water industry while engaging with Board members and staff.

### Groundwater Tour for Water

**Professionals:** SSWD hosted participants from the Water Education Foundation's Sustainable Groundwater Management Act class, including water professionals, engineers, and government officials. They toured an SSWD groundwater well and learned about the District's conjunctive use program and sustainable groundwater management efforts.

**Annual Mulch Mayhem Event:** SSWD held its annual Mulch Mayhem event, providing free mulch to customers. Mulch helps conserve water by reducing evaporation, moderating soil temperature, and controlling weeds while enhancing yard aesthetics.

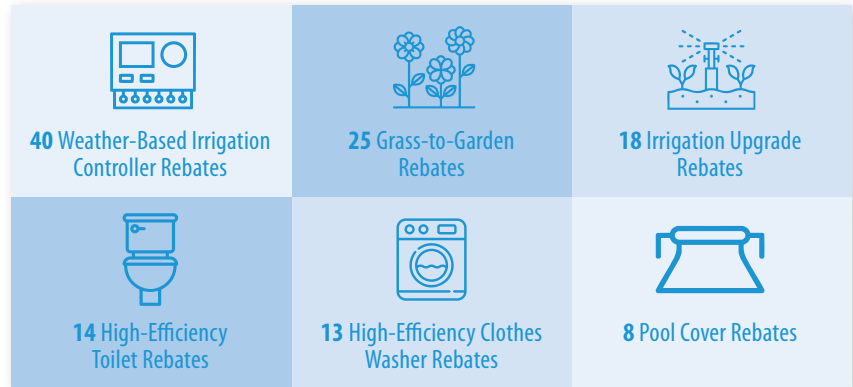
### International Leadership Program:

SSWD welcomed 10 Iraqi water professionals as part of the "Water Is Life—Make Every Drop Count" program. Participants learned about SSWD's conservation efforts, including advanced metering for leak detection and toured a groundwater well site.

## WATER CONSERVATION

### Encouraging Water-Saving Practices: SSWD's 2024 Rebates & Programs

In 2024, SSWD issued over \$77,000 in rebates to customers, with much of the funding provided by a state grant. These rebates supported water-saving upgrades, helping customers reduce water usage while improving their homes and landscapes. Here's a breakdown of the rebates issued:



### Expanding Options for Customers: Grass-to-Garden Rebate

In 2024, SSWD expanded its rebate program to include the Grass-to-Garden rebate. This new initiative encourages customers to replace water-thirsty lawns with low-water-use plants and ground cover. By removing traditional grass lawns, customers can significantly reduce water consumption while transforming their landscapes into beautiful, sustainable gardens.



— before —



— after —



**SSWD's LeakBusters Video Wins Award:** SSWD's LeakBusters video won an Influence Award from the Public Relations Society of America in October. The humorous video, inspired by the 1984 Ghostbusters commercial, promoted SSWD's leak investigation services and \$500 leak repair rebate. Following its release, SSWD saw a 39% increase in leak investigation requests, identifying 30 million gallons of water lost to leaks.



**Customer Services Manager Honored for Innovation and Leadership:** SSWD Customer Services Manager, Julie Nemitz, received a Women Who SPARK Award in September at the Utility 2030 Collaborative's annual meeting in Nashville. She was recognized for her innovations in optimizing billing and payment systems, improving efficiency, and her leadership in mentoring staff, creating career advancement opportunities within SSWD.

# SSWD Board of Directors

**Robert P. Wichert**  
President (Division 3)



**Craig M. Locke**  
Vice President (Division 5)



**David A. Jones**  
(Division 1)



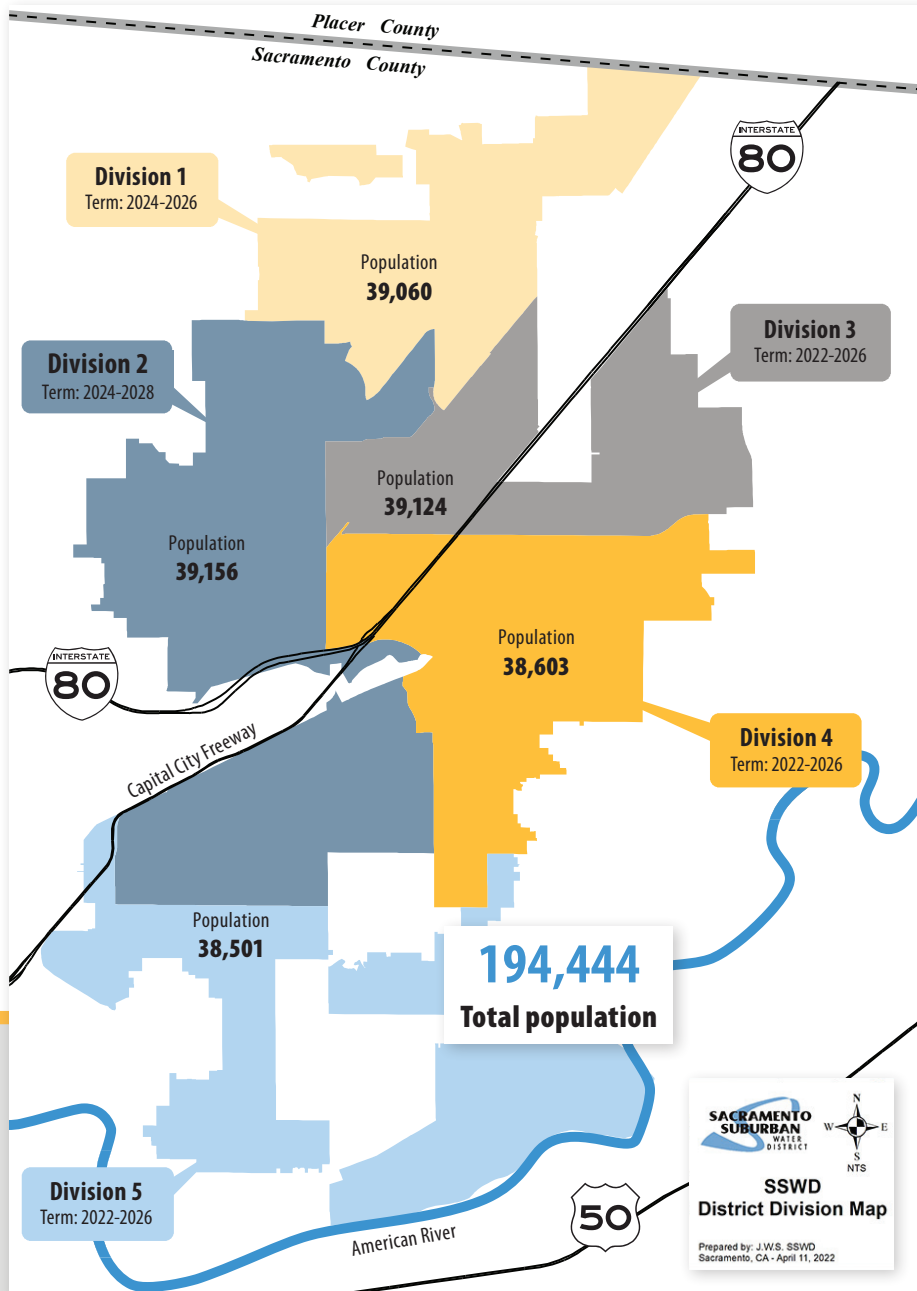
**Jay Boatwright**  
(Division 2)



**Kevin M. Thomas**  
(Division 4)



# SSWD Service Area and Division Map



Population is based on Federal Census as of 04/01/2020.

**SACRAMENTO SUBURBAN WATER DISTRICT**

**SSWD District Division Map**

Prepared by: J.W.S. SSWD  
Sacramento, CA - April 11, 2022

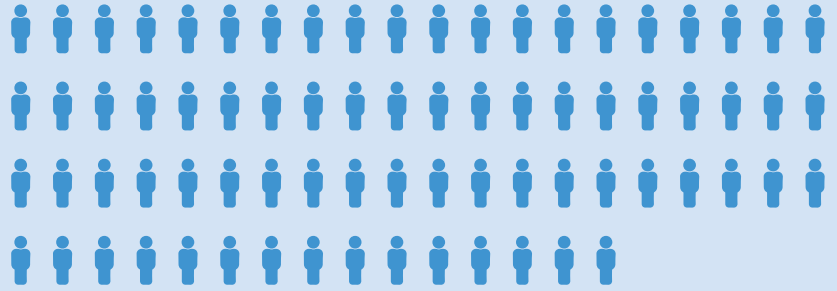
## STAFFING

### Employee Classifications



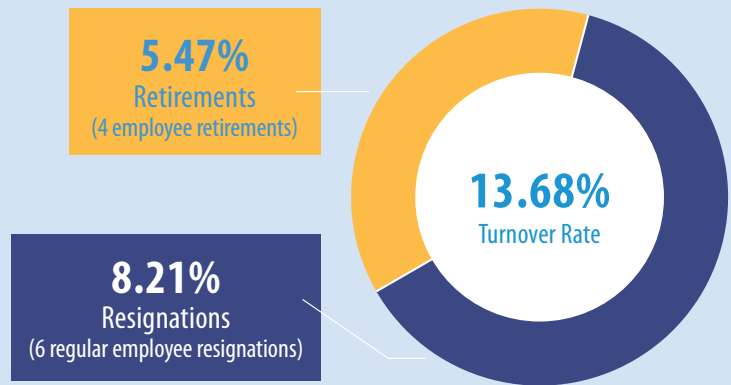
Regular Employees

75



### Employee Turnover Rate

SSWD is fortunate to have a stable workforce with an overall low turnover rate.



## Leading the Way on Safety

### ACWA/JPIA Awards for Workers' Compensation and Liability Performance

SSWD received two President's Special Recognition certificates from ACWA/JPIA for outstanding performance in the Workers' Compensation and Property Programs. Both programs maintained low loss ratios of 20% or less from 2020 - 2023, meaning the cost of claims remained well-managed compared to premiums collected.

### H.R. LaBounty Safety Awards

SSWD earned three H.R. LaBounty Safety Awards for employee-driven innovations that improve workplace safety:

- **Ergonomic Improvement for Air Release Valve Enclosures:** Distribution Foreman introduced a solution to reduce safety risks by replacing heavy, 120-pound air release valve enclosures with

lighter, 40-pound enclosures. This change reduces strain on staff and improves efficiency.

- **Safety Motivation Posters:** Safety Officer created 10 personalized safety posters featuring Field Operations employees. Displayed in key work areas, these posters remind staff of the importance of safety, resulting in increased engagement and positive feedback.
- **Grant Award for Confined Space Response Trailer:** SSWD received a \$10,000 grant from ACWA/JPIA to purchase a confined space entry equipment storage trailer. This specialized trailer is designed to safely store and organize equipment for confined space work, improving both safety and emergency response capabilities.



### SSWD Competes in National Top Ops Competition

A team of SSWD employees placed second in the California-Nevada AWWA ACE 24 Top Ops competition, earning them a spot in the American Water Works Association (AWWA) national championship. In the competition, teams answered a range of technical questions within a time limit, earning points for correct answers. The team then went on to compete in the national championship in Anaheim.



# FINANCE

## 2024 Financial Snapshot

### Credit Outlook

**AA+**  
Standard & Poor's rating  
(majority in the water industry  
are A+ and AA-)

**0.10**

Leverage ratio  
(debt-to-capitalization)  
The median ratio for water is 0.35

**5.13**

Debt service coverage ratio  
(The West Region median ratiion  
for water is 2.35)

### Assets and Net Position

**\$300,381,856**

Net investment in capital assets

**\$53,818,349**

Cash and investments (Reserves)

**\$36,559,809**

Capital assets currently under construction

**\$43,419,549**

Outstanding debt

**13 Years**

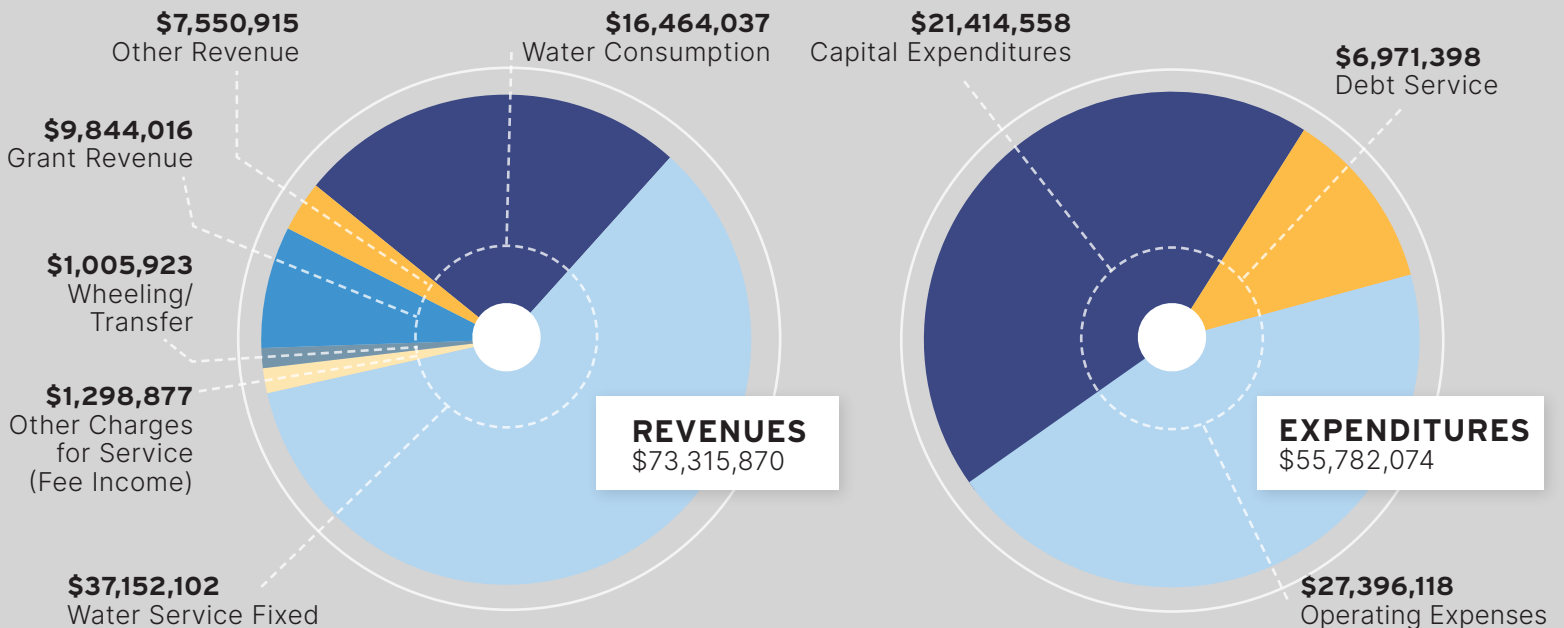
Consecutive years SSWD has received top honors from the Government Finance Officers Association for the completeness and readability of our annual reports.



## 2024 Financial Notables

Billed approximately \$13.8 million against the \$18.8 million well/pump station grant mentioned above.

## Water System Finances





3701 Marconi Ave  
Sacramento, CA 95821

PRSR STD.  
US POSTAGE  
**PAID**  
Sacramento, CA  
Permit No. 516

## INSIDE...

Boosting Groundwater by Increasing Surface  
Water Use in 2024

Proactive Maintenance and Sustainable  
Funding Keep Water Flowing Smoothly

SSWD and Del Paso Manor Water District  
Take Key Step Toward Reorganization

SSWD Passes Water Rates Adjustments for  
Future Reliability

## LEADERSHIP

*SSWD is governed by a dedicated five-member Board of Directors elected to serve four-year terms.*

Robert P. Wichert, President (Division 3)

Jay Boatwright (Division 2)

Craig M. Locke, Vice President (Division 5)

Kevin M. Thomas (Division 4)

David A. Jones (Division 1)



## SACRAMENTO SUBURBAN WATER DISTRICT

Dan York, General Manager

3701 Marconi Ave., Sacramento, CA 95821  
916.972.7171 | [sswd.org](http://sswd.org)