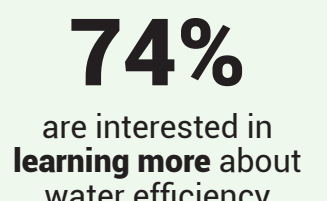
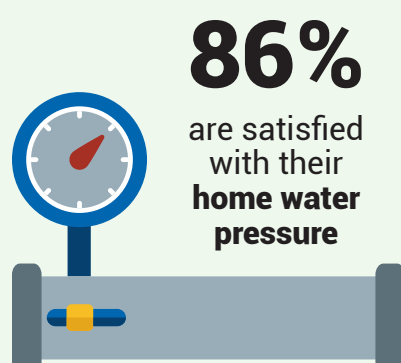
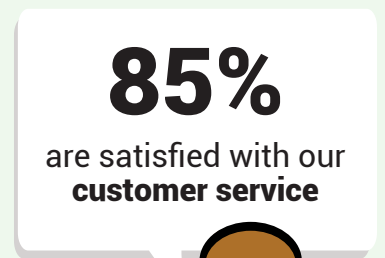
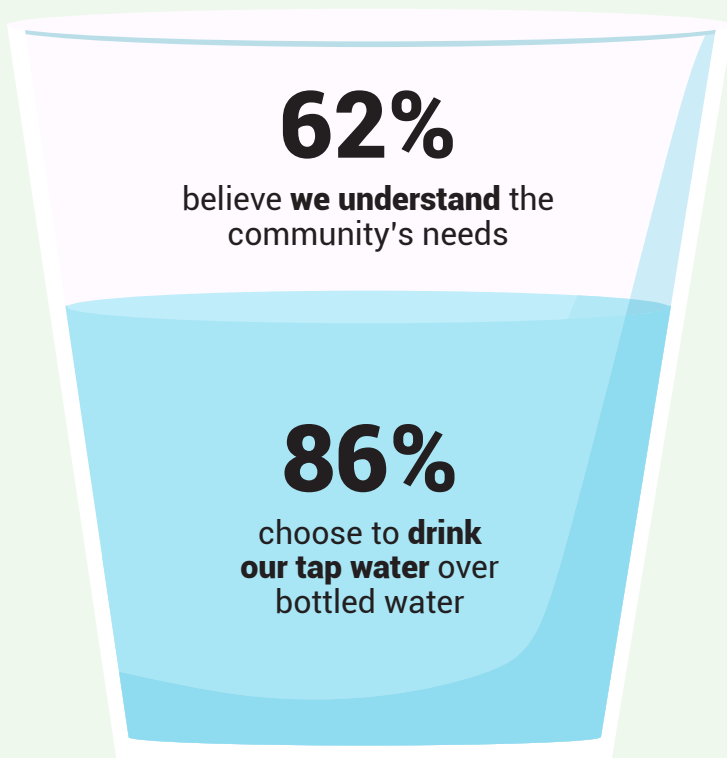




**DELIVERING
HIGH-QUALITY,
RELIABLE
WATER**

CUSTOMER SATISFACTION SURVEY: THE RESULTS ARE IN!

Our highest priority is providing reliable, clean water at reasonable rates, along with outstanding customer care. Your feedback is essential in helping us to maintain and enhance our services. Our recent survey gathered feedback from more than 500 of our customers, and we're proud to share the results.

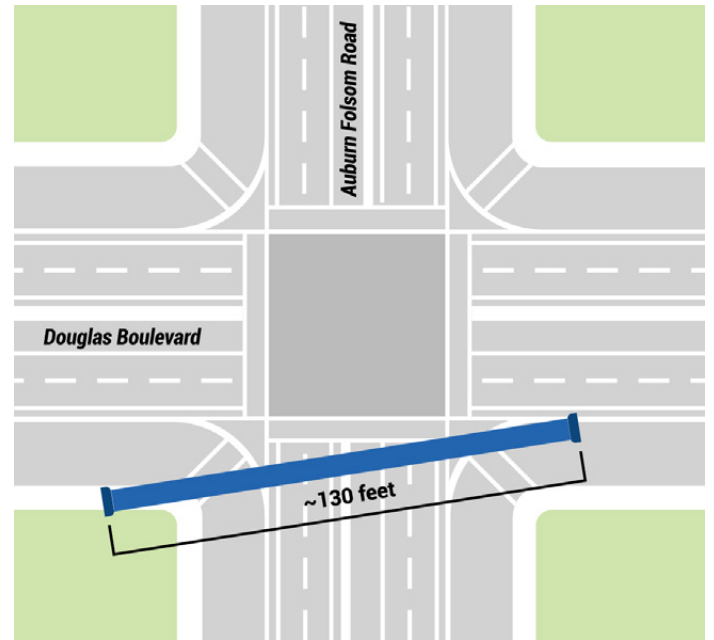


ENHANCING OUR WATER SERVICE:

NEW PIPELINE

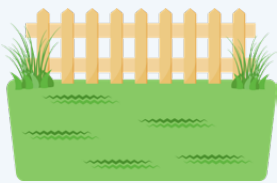
Our team is always looking for ways to maintain reliability in the delivery of high-quality drinking water. We fund these proactive initiatives primarily through the water rates collected from our Wholesale and Retail services, along with property taxes and state and federal grants.

One of our recent system improvement projects is the pipeline replacement along Douglas Boulevard and Auburn Folsom Road. Completed in September 2024, this project entailed replacing a six-inch water main with about 130 feet of new 10-inch ductile iron pipeline. This upgrade improves water flow and pressure, increases durability and leak resistance, and lowers maintenance costs. Plus, the larger diameter pipeline positions us to better meet future water demand!



WINTER READY: YOUR SEASONAL PREP GUIDE

As winter approaches, it's time to prepare your home and watering habits for the colder months ahead. Here are a few tips to help you transition smoothly:



Outdoor:

Give your lawn a break. During the winter, grass goes dormant and needs little water. Let nature do its part and save on your water bill.



Indoor:

Thaw frozen meat in the refrigerator instead of using running water. This small change can save 50 to 150 gallons of water a month.



Outdoor:

If you have a pool, cover it to prevent evaporation. This can save between 900 and 3,000 gallons of water each month.



Indoor:

Reduce your shower time by five minutes to lower water use and heating costs – each minute saves three to seven gallons.

OFFICE CLOSURES

Our office will be closed on the following dates:

- November 28-29
- December 25
- January 1

For any water-related emergencies, please call 916-791-0115.



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