



## AMADOR WATER AGENCY

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MORE INFORMATION IS AVAILABLE  
AT [WWW.AMADORWATER.ORG](http://WWW.AMADORWATER.ORG)

### AGENCY REORGANIZATION — WHAT DOES IT MEAN TO YOU?

Budget cutbacks and Agency reorganization have reduced AWA staff by 22 positions since 2008. At the same time, AWA must provide water and wastewater service that meets all state and federal regulations to a huge area of Amador County. How is this affecting AWA customers?

The short answer is — we hope you haven't noticed any difference in our service. If so, we apologize for any inconvenience you may experience resulting from reduced customer service staffing and cutbacks in field personnel and maintenance budgets.

**FURLOUGH DAYS:** Continuing the furlough program that began a year ago, the AWA customer service office will be closed one Friday every month. "Furlough Fridays" remaining for this fiscal year: **Nov. 18, Dec. 16, Jan. 27, Feb. 24, March 23, April 20, May 18, and June 15.** Reminders are posted at [www.amadorwater.org](http://www.amadorwater.org).

Customers may use the outside drop box at the Agency office to leave a payment if the office is closed. On-call personnel will be available to respond in the event of an emergency.

### ON-LINE eBILLING and ePAY COMING SOON

Soon you'll be able to pay your AWA bills from anywhere, on your computer! AWA Customer Service staff have been working with an internet billing company to bring on-line billing and on-line bill payment to AWA customers.



The new service will offer security and convenience to AWA customers who prefer to pay their bills on-line. Water Agency staff also anticipates significant cost savings and increased efficiency as customers sign up for the new service.

eBilling and ePay should be up and running by the first of the year. Watch for announcements on your regular water and wastewater billing statements, and on the Agency website.

# AWA WATER NEWS

NOVEMBER 2011

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### WINTER POWER & WATER OUTAGES — ARE YOU PREPARED??

Without power, we quickly lose access to many electrical essentials in the home. Dozens of times each year in rural Amador County, power outages also shut down the AWA water treatment plant and pumping systems, threatening drinking water supplies to customers and necessitating water conservation by homeowners.



**Since you never know when or how long you will be without power and water, here are a few tips:**

- ◆ Prepare an emergency kit (batteries, flashlight, food, drinking and cooking water) for at least 72 hours without power.
- ◆ Don't forget to store water for pets and for flushing toilets.
- ◆ Be fire safe! Fire hydrants may not be operational when water service is off and fire-fighting crews may be delayed in a winter storm.
- ◆ Protect your water pipes from freezing if your home will be without heat.

### FUNDING IS ON THE WAY FOR REPAIRS TO CAMANCHE WATER SYSTEM

Good news for Lake Camanche ratepayers — a request for \$553,555 for 200 service connection replacements and 5 tank liners has been approved by the California Dept. of Water Resources. The Water Agency applied for the Prop. 84 Implementation grant through the Upper Mokelumne River Watershed Authority. The funds are expected by next spring and work could begin by summer.



*Lake Camanche's Well 14 needs repair due to water quality problems.*

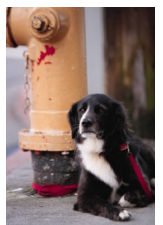
**Well 14 Update:** With the cooperation of a short, mild summer, AWA crews were able to meet Lake Camanche customer demand and keep Well 14 producing safe water by pumping at low volumes. Well 14, one of Camanche's two major wells, has been experiencing water quality problems, but the system currently has no funds to repair the well.

**Camanche Rate Increase "On Hold:"** Directors recently retracted a rate increase notification for the Lake Camanche water system, pending results of a rate study in progress on AWA's four water systems. The study should be complete by February.

### HYDRANT INSPECTION PROGRAM UNDERWAY BY AWA, FIRE AGENCIES

The Amador Fire Protection District and other county fire agencies are working with Amador Water Agency on a cooperative program to inspect the 1053 AWA fire hydrants in Amador County.

"This inspection program will help alert the Agency to problems with hydrants or other fire protection equipment," said AWA General Manager Gene Mancebo. Mancebo said that the Water Agency has had informal arrangements with fire agencies; recent AWA Board action approved a formal policy to allow fire personnel to inspect AWA hydrants.



AFPD Battalion Chief Dave Bellerive said the two agencies are working on a plan that will "ensure that the fire hydrants we have are in good working order."

### RECYCLED WASTEWATER: IS PURPLE PIPE IN THE FUTURE OF AMADOR?

A plan to make regional recycling and reuse of wastewater a reality in Amador County is underway. Historically, industrial facilities, landscaping and vineyards in the county use large volumes of water that could be replaced by recycled (or "reclaimed") wastewater. New development projects now include purple pipe plumbing, ready to deliver treated wastewater when it becomes available.

A panel including Lone, Sutter Creek, and Jackson city managers and Agency engineers hired an environmental consultant to study how a regional wastewater system could work in Amador County. The consultant will hold meetings with the public and local governments, identify potential reclaimed water users, and create a conceptual plan for financing and building reclaimed water facilities.

The first in a series of public meetings with stakeholders was held Oct. 25. More workshops will be held over the next year. The cost of the study is fully covered by a grant from the Sierra Nevada Conservancy.