



# The Waterfront

## The Helping Hands Outreach Program—Neighbors Helping Neighbors



From left: Lori Grace, EID customer services manager; Bill Roby, Community Foundation executive director; and Pat Johnson, EID staff liaison for the Helping Hands Outreach Program.

agency, cannot “deliver services for free. But we can make it possible for people in the communities we serve to send voluntary contributions that benefit customers in need.”

As the news release noted, EID is working on an agreement with the El Dorado County Department of Human Service to define the eligibility criteria. The county would determine eligibility and provide vouchers for qualifying customers. After receiving the vouchers, the Community Foundation would forward monies from the program to EID to assist customers with their delinquent bills.

If you want to contribute to the program, just write a check payable to Helping Hands Outreach and send it to: El Dorado Community Foundation, 3097 Cedar Ravine Road, Placerville, CA 95667. Or if you pay your bills by mail, you can include a separate check—remember, made out to Helping Hands Outreach—in your billing envelope. EID staff will transfer the checks to the Foundation.

EID customers and others who live in El Dorado County have an opportunity to help their neighbors. The district is establishing a new community-based partnership—the Helping Hands Outreach Program—that will assist district customers whose water and wastewater bills are delinquent because of financial emergencies.

The partnership includes EID and the El Dorado Community Foundation. At their August 9 meeting, the EID board of directors authorized general manager Jim Abercrombie to move forward in setting up the program.

“Helping Hands is funded entirely by voluntary contributions from EID employees and customers or other residents of the county,” Abercrombie said. “We already have pledges of more than \$5,000 a year from our employees.” And Community Foundation executive director Bill Roby announced that, so far, he has raised an additional \$2,000 from individuals who regularly contribute to programs under the Foundation’s umbrella.

In a news release after the meeting, EID customer services manager Lori Grace explained that the district, as a public

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— Jim Abercrombie

### Tour a Water Treatment Plant in October



Filtration? Chlorination? What's this got to do with my tap water? The water EID treats and distributes to customers starts out as snowpack, high in the Sierra mountain range. As the snow melts, the water flows into various watersheds and

into reservoirs like Jenkinson Lake and Folsom Lake. But before it gets to your tap, that water needs to be treated. And filtration and chlorination are just a couple of the steps needed to ensure that safe drinking water courses through the district's complex distribution system to homes and businesses in your neighborhood. Want to learn more? Join us for a tour on **October 27 from 9:00 a.m. to 11:00 a.m.** Email James Murphy at [jmurphy@eid.org](mailto:jmurphy@eid.org) or call 530-642-4408 to reserve a place today. The tour is limited to 25 participants.

### Wastewater Treatment Plant Tours Still Available

Want to learn more about how wastewater is treated and about the geographic and regulatory challenges EID faces? You can also visit EID's successful solar photovoltaic project. Just sign up to join one of two remaining tours at the El Dorado Hills wastewater treatment plant. Each tour is scheduled for 10:00 am to 12:00 pm and is limited to 25 people.

Please contact James Murphy at [jmurphy@eid.org](mailto:jmurphy@eid.org) or 530-642-4408 to enroll. After you sign up, we'll send you the details for your tour, including directions to the plant. And see the related story on the back page of this newsletter.

2010 tour dates: **Thursday, September 23**  
**Friday, October 8**



## Message from the General Manager

### Cost-of-Services Study is Underway

**Jim Abercrombie**

You may remember that on February 4, 2010, the EID Board of Directors adopted a resolution that committed Board members and staff to a number of actions aimed at stabilizing the District's finances into the future. The actions included a cost-of-services study, which was suggested by participants during public hearings in January.

The resolution declared the study should be conducted by an independent expert, completed by the end of 2010, and advised by a panel of individuals from the communities we serve.

In July, the Board authorized a contract with Folsom-based HDR to conduct the study, and I convened the advisory panel. Work on the study has begun.

The panel consists of five people from across the county and five EID staff technical advisors. The impressive backgrounds of the community members are summarized on the District's website at the Cost-of-Services Study page, but I want to introduce them to you here. They are Kim Beal (Cameron Park), Government Affairs Director for the county Realtors Association and board member of Marshall Medical; Albert Hazbun (El Dorado Hills), more than 50 years as a civil engineer who introduced recycled water into the Serrano Project; Tom Heflin (Camino), Professor Emeritus at Sacramento State University and District III representative on the county Planning Commission; Doug Leisz (Placerville), retired from a 32-year career with the U.S. Forest Service and his own consulting firm and active on numerous county and EID water-related issues; and Greg Prada (Cameron Park), a former executive in the specialty health services industry who led an initial public offering.

I am pleased with the team we have assembled—from the consultant to the community and staff members on the panel. I trust that the advice and recommendations we come up with will help inform the Board as the study progresses.

Visit our website for updates. And you're more than welcome to attend the Board's meetings and voice your thoughts on this important work.

## The News—Briefly

### Escrow Closes on Land Exchange

The district received a \$294,065 check from the U.S. Forest Service as the final step in a major land exchange. The EID board of directors approved the exchange in April of this year, and the check signals the completion of the process, including escrow.

As a result of the exchange, EID now owns seven parcels of land once managed by the Forest Service, including acreage at Reservoir A, the district's largest water treatment plant.

The Forest Service payment covered disparities in the value of the lands that were exchanged.



### EID Earns PG&E Rebate Check and Golden Orb Award

The district received a rebate check for \$33,105 under PG&E's new construction incentive program for customers who install energy efficient equipment above and beyond industry standards. EID installed new energy-efficient infrastructure at the El Dorado Hills wastewater treatment plant. Dave Hinshaw, PG&E's regional representative, said these improvements "save the district more than 300,000 kilowatt hours annually, and that's enough to serve 25 homes for a year."

And for the fifth year in a row, EID received PG&E's Golden Orb award for 100-percent participation in the company's demand response/critical peak pricing programs. EID water operations manager Dana Strahan, who accepted the Golden Orb award, said the district "saves an average \$250,000 on our electricity bills every year through these programs."



L to R: Mike Hodges, Dave Stabenow, Larry Olson, Mark Cumbra, Tim Sullivan.

### Wastewater Plant Wins 2010 Project of the Year Award

The Sacramento Chapter of the American Public Works Association has selected the Phase IIIA El Dorado Hills Wastewater Treatment Plant Expansion for its 2010 Project of the Year, for large agency projects costing \$50–\$100 million. This award recognizes projects that demonstrate excellence in management, administration, design, construction, and community relations in a public works project. The Sacramento chapter covers a 24-county region in northern California.



Clockwise from bottom left: 1) On the overlook platform, Dena explains how the water clarity is already much better now that the meadow is properly working to filter sediment from Hazel Creek before it gets to the lake.

2) Dena pauses on the boardwalk to explain how ladybugs use the meadow as a stop on their seasonal migration.

3) The boardwalk includes information points that describe aspects of the "functioning" meadow. The boardwalk also allows visitors to get up close to the meadow without harming it.

## Hazel Meadow—Model Restoration, Beautiful Recreation

Earlier this summer, when the wildflowers were thick and high, Hazel Meadow—located on the northeastern shore of Jenkinson Lake in Sly Park Recreation Area—was dedicated in a small ceremony attended by representatives from the California Department of Fish and Game and the Sierra Nevada Conservancy. These agencies provided funding for different components of the project.

Dena McCann, EID environmental review analyst and project manager throughout the restoration process, was on hand to give a guided tour of the meadow.

“It is important for Fish and Game and the Conservancy to be here and see the successful components of the project come together,” said McCann, after the tour had concluded. “This collaborative project is vital for the health of our water supply. It’s also a big value to the EID staff and many volunteers who made this place a reality.”

In October of 2008, volunteers that included Girl and Boy Scouts, their leaders and parents, EID employees, and consultants from Foothill Associates planted native grasses and other plants in the meadow. Those plants took root, the boardwalk was built, and the meadow is functioning again.

“This is an amazing water quality project benefitting people of El Dorado county and the Sierra Nevada,” said Sierra Nevada Conservancy representative Lynn Campbell. “We were proud to provide the funds for constructing the boardwalk that helps ensure this fragile meadow stays healthy for generations to come.”

“This is a win-win for EID and the county, as well as the volunteers and youth who participated,” said Lisa Wolfe-Kolb, staff counsel at Fish and Game. “It really is a poster project for EID and I hope it sets an example for similar projects going forward.”

And it’s an award-winning example as well. In 2009, the restoration project earned the California Environmental Protection Award from the state-wide California Rural Water Association.



## Why is a Healthy Meadow Important?

A fully functioning Hazel Meadow is a huge asset to the larger ecosystem at Jenkinson Lake. The meadow and the area around it provides a great spot for picnics and relaxation in a spectacular outdoor setting.

But it also serves another important purpose.

The meadow prevents flooding by slowing and spreading flood waters. And meadow plants and grasses naturally filter out sediment, trapping any pollutants that might otherwise flow from the nearby road and campground into the lake.

Jenkinson Lake is a major source of drinking water for EID customers, and a healthy, functioning meadow provides many long-term benefits for customers and outdoor enthusiasts alike.

So come out and enjoy this beautiful and educational area. Also remember to stay on the boardwalk (no bicycles or skateboards, please)—this helps protect our water and the beautiful meadow for generations to come.

## Officials Dedicate New Caples Lake Boat Launch Facility

In late July, EID board and staff members joined Alpine County supervisors and representatives of the U.S. Forest Service and California Department of Boating and Waterways to dedicate the new boat launch facility at Caples Lake. The facility is receiving rave reviews from visitors to this popular recreation destination, according to Cheri Jagers, EID's parks and recreation superintendent.

The boat launch is required under the district's federal license to operate the El Dorado Project that delivers water from high Sierra lakes for EID customers and generates hydroelectric power. The new facility accommodates kayaks, canoes, and fishing boats and includes picnic tables and other amenities in addition to the boat launch ramp and parking area.

EID, the Forest Service, and the Boating Commission shared the costs of the facility.

The boat launch facility is open Memorial Day to Labor Day, 6:00 a.m. to 8:00 p.m. daily. The launch fee is \$10 and picnic/general parking is \$5.



## El Dorado Hills Wastewater Treatment Plant Tours

Ever wondered what happens to all the stuff that goes down your drains and toilets? Wonder no more! Just sign up for a tour of EID's El Dorado Hills wastewater treatment plant. The remaining tour dates are September 23, and October 8. Contact Jim Murphy at 530-642-4408, or by e-mail at [jmurphy@eid.org](mailto:jmurphy@eid.org), and let him know which date you prefer. All tours begin at 10:00 a.m., last about one and a half hours, and are limited to 25 participants.

The first tour, on July 28, proved to be a real eye opener for the participants, who like most of us do not often think about the wastewater treatment process until we get our bills and wonder how the costs are determined. And it was a great learning opportunity for three children whose mother brought them along while they were on summer break from school.

You can also read about the district's wastewater treatment and processes. Visit the EID website at [www.eid.org](http://www.eid.org) and click on Document Library, then scroll down to the Waterfront Archive and select the January/February 2010 edition. Or take a look at the District's *Sewer System Management Plan*, also on the Document Library page.



## Remember

A variety of household products can seriously damage your sewer pipes and the wastewater treatment system—possibly resulting in fines to EID and costly upgrades and maintenance of the collection pipes and treatment plants.

From pharmaceuticals and “disposable” diapers to kitty litter and fats, oils, and grease, it's important to know what may be harming your pipes. Click on “Don't F.O.G. your drain” at [www.eid.org](http://www.eid.org) for more information.

## 2 Regular Board Meetings

	January	February	March	April	May	June	July	August	September	October	November	December
0	11	8	8	12	—	14	—	9	—	12 (T)	8	13
1	25	22	22	26	24	28	26	23	27	25	—	—

Board meetings generally occur on the second and fourth Monday of each month. The first October meeting takes place on a Tuesday.

The Waterfront is a publication of EID's Communications Department.