



Connections

Recycled Water Pilot Project Update — Construction Nearly Complete

The first phase of construction on a pilot project that expanded the use of recycled water for irrigation purposes at parks, commercial landscaping, and common area residential landscaping has been completed and the second phase is almost finished. In mid-2009, the City embarked on an expansion of recycled water service to properties with large landscapes along Stony Point Road from approximately W. College Avenue to Occidental Road. Construction along Stony Point Road from approximately W. College Avenue to Glenbrook Drive has been completed.



Construction along Stony Point Road from Glenbrook Drive to Occidental Road and along



Occidental Road to Brittain Lane is almost finished, with only final paving and customer connections to be completed once weather conditions allow.

Customers along the first phase are using approximately 30 million gallons per year of recycled water for irrigation purposes. Once completed, customers along the second phase will use an additional approximately 15 million gallons per year for irrigation. By switching the existing customers from potable to recycled water for irrigation purposes, approximately 45 million gallons per year of potable water will be saved and available for other uses, such as human consumption.

Not only is water reuse beneficial because it reduces demand on other water resources, such as groundwater and the Russian River and its tributaries, it also helps reduce the amount of water that the Santa Rosa Subregional Water Reuse System needs to discharge to the Laguna. On average, the Subregional System recycles up to 98 percent of the water it produces. In addition to landscape irrigation, the recycled water is delivered to the Geysers steamfields where it is used to produce clean energy. Surrounding agricultural lands also use recycled water to irrigate crops.

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Water Smart Expo It's that time of year again!



People enjoyed the activities at the Water Smart Expo public event.

The City of Santa Rosa's Water-Use Efficiency team will be hosting their annual Water Smart Expo, on Wednesday, May 25th, from 5-8:30 PM at the Downtown Market at the intersection of Fourth and D Streets in downtown Santa Rosa.

This is a great way to kick off the 2011 Downtown Market and a grand ending for May, which is Water Awareness Month. The Expo provides an opportunity for you to talk to employees from both City and County agencies, meet with representatives from local business, and enter into a raffle to win great prizes.

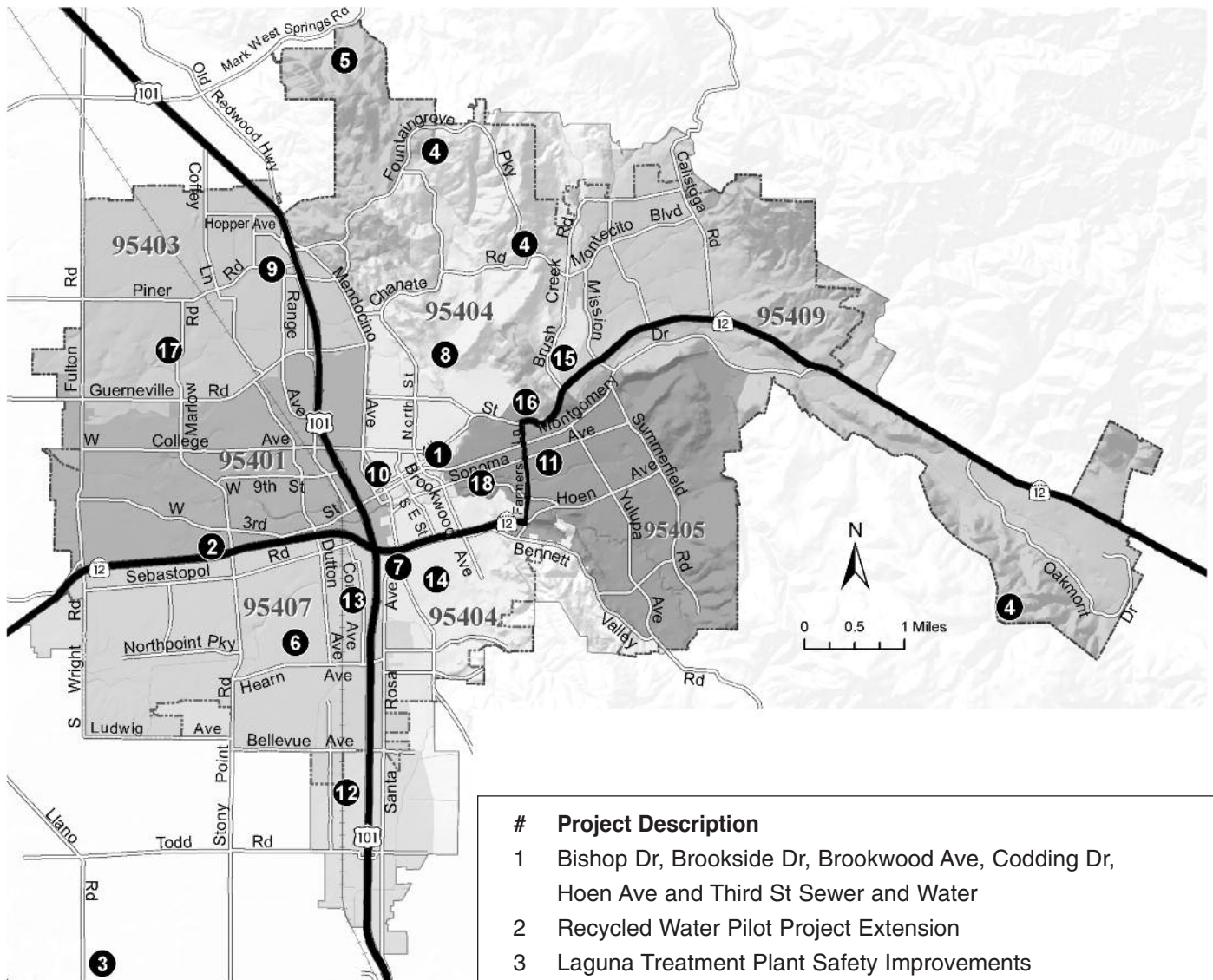
The Water-Use Efficiency team will be available to answer questions and

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Water and Sewer Capital Improvement Projects in Construction — April through June 2011



An important goal of your utility department is to be responsible stewards of the environment and the City's infrastructure. The Capital Improvement Program (CIP), funded by the water and sewer rates, ensures our ratepayers will have safe, reliable and efficient water and wastewater services today and in the future.

This map shows capital improvement projects that will be under construction during the second quarter of 2011.

The map reflects projects that are estimated to occur during the period April through June 2011 and, due to varying factors, are subject to change without notice. The data represented has been generated from Utilities Asset Management.

#	Project Description
1	Bishop Dr, Brookside Dr, Brookwood Ave, Coddling Dr, Hoen Ave and Third St Sewer and Water
2	Recycled Water Pilot Project Extension
3	Laguna Treatment Plant Safety Improvements
4	Water Tank Seismic Upgrades and Improvements
5	Skyfarm "A" Sewer Lift Station Wet Well Modifications
6	Biwana Sewer Main Replacement - Sonoma County Water Agency
7	Earle St Sewer Replacement - Hwy 101 to Santa Rosa Avenue
8	Parsons Dr Easement Sewer Improvements - Poppy to Terrace
9	Range Avenue Water Main Installation - Russell to Piner
10	3rd St from B St to E Street Sewer and Water
11	Spring Creek Dr Sewer and Water
12	West Robles Sewer Main
13	Olive St Sewer and Water
14	Aston Ave Sewer and Water
15	Sewer Lining Highway 12 - Mission Blvd Easement
16	Proctor Heights Walking Pathway
17	Marlow Siphon Lining
18	Bobelaine Dr and Spring Creek Dr Sewer & Storm Drain

Going Green Just Got Easier

Last year, the City of Santa Rosa Environmental Projects division was awarded a grant from the U.S. Department of Energy to fund a new program to spur the installation of solar photovoltaic (PV) projects throughout the county.

The pilot program, called the Clean Energy Advocate (CEA), is an independent and unbiased free service to Sonoma county residents. The program is intended to assist homeowners through the energy and water efficiency, and renewable energy upgrade process. The CEAs will assess the homeowner's current energy usage in order to provide pertinent information about solar and efficiency measures. Ultimately, energy upgrade projects may result in reduced utility bills and a more comfortable and energy-efficient home.

The CEA will also provide property owners with the latest information on financing options, rebates and incentives applicable to their property. "We are a resource to help homeowners make the best energy and budget decisions for their home," says Julie Carlton, CEA with the City of Santa Rosa.

This City program also helps homeowners access local qualified contractors. The CEA offers free informational meetings where homeowners can meet several

vendors and discuss their potential solar projects. "By providing a way for contractors and homeowners to meet face-to-face and discuss their potential renewable energy project, we're providing a valuable resource for homeowners who may have questions or are unsure about solar PV in general," says Claire Nordlie also a CEA with the City of Santa Rosa.



Additionally, the CEA program offers an educational resource to homeowners through their Clean Energy Education series — a monthly

workshop featuring guest speakers who highlight their experiences with energy efficiency, renewable energy or water efficiency.

The CEA program is aiming to contribute to the installation of solar PV or solar thermal systems on 30 homes by spring of 2012.

If you would like more information about this FREE program, contact the CEA at 707-543-3886, via email at CEA@srcity.org or visit srcity.org/CEA.



Urban Water Management Plan Update

The City of Santa Rosa is preparing an update to our Urban Water Management Plan (UWMP). An UWMP is a long-term planning document that describes the reliability of water sources to meet existing and future water demand over a 20 year planning horizon. The State of California requires every urban water supplier that provides over 3,000 acre-feet of water per year or has more than 3,000 connections to pre-

pare an UWMP every 5 years, typically in years ending in 5 and 0.

Due to recent legislation that required additional analysis, the deadline for the 2010 UWMP was extended to July 1, 2011. The City is currently preparing our 2010 UWMP and the public is encouraged to participate. To learn more about the 2010 UWMP schedule and how to participate, please visit srcity.org/2010UWMP.

What is an Illegal Connection to a Sewer Lateral?

Your sewer lateral, which is the pipeline between your home and the City's sanitary sewer main usually located in the street, drains wastewater from sinks, toilets, showers and tubs



and transports it to the City's sanitary sewer system. An illegal connection to a sewer lateral allows stormwater to enter the sanitary sewer system rather than flowing into the storm drain system or soaking into the ground.

Illegal connections include any connection that allows rain water or ground water to enter the sanitary sewer system. Examples of illegal connections include downspouts and outside yard drains connected to the sewer lateral, and broken or faulty sewer laterals. Sump pumps are also prohibited from being connected to the sewer lateral and should ideally be discharged to a landscape area.

Allowing stormwater to flow into the sanitary sewer system from illegal connections can overload the system. Once the system is overloaded, wastewater has nowhere to go and may back up in sewer mains, into sewer laterals and, if severe enough, into local homes and businesses potentially causing property damage. Manholes may also overflow causing untreated wastewater to spill onto surrounding properties, and into creeks and storm drains, potentially contaminating our local creeks and jeopardizing wildlife. Excess flow in the sanitary sewer system from illegal connections not only poses overcapacity issues, it also increases unnecessary costs for transporting and treating wastewater.

If you need assistance determining if you have an illegal connection to your sewer lateral or have any other questions, please contact the Utilities Department at 543-4200.

offer suggestions about:

- How to reduce your water bill
- How to install rainwater harvesting and graywater systems
- How to make your irrigation system more efficient
- What beautiful low-water-use plants will thrive in this climate
- How much water you can save by switching to high-efficiency indoor fixtures
- How much water you can save by using a front-loading washing machine
- What rebates are available

In addition to learning what you can do to become more water efficient, you'll learn about a comprehensive suite of rebate programs to assist you in implementing the changes. For example, the Green Exchange Rebate is a program that pays you to remove your lawn and/or upgrade your irrigation system. There are also rebates available for front-loading washing machines, rainwater harvesting systems, graywater systems and much more.

Staff from the City's Storm Water and Creeks team, Environmental Projects team, and Water Resources team will be available to discuss many of the City's efficiency and environmental programs and how you can participate. You can learn about protecting local creeks, using recycled water, reducing your greenhouse gas emissions, upcoming restoration projects and volunteer events.

The Sonoma County Water Agency (SCWA) will be there to answer questions, as will several local water-related business owners. You'll have access to new technology in appliances, the most efficient irrigation products, water efficient product displays, and qualified professional landscaping and plumbing advice.

There will also be a raffle for City of Santa Rosa Utilities customers with a chance to win great prizes.

Don't miss this fun and informative event. For more information about the Water Smart Expo, contact Water-Use Efficiency staff at (707) 543-3985 or visit srcity.org/wue.

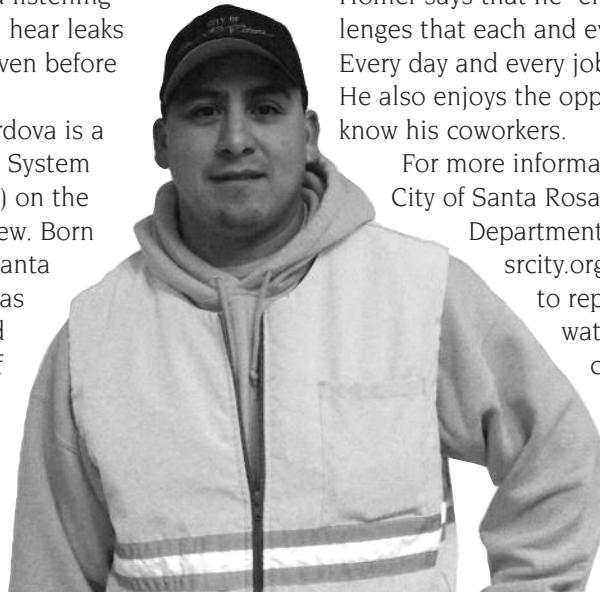
Your Utilities Department at Work for You

The Leak Repair Crew

Just like a homeowner, the City of Santa Rosa is concerned about water leaks. The Leak Repair Crew is responsible for City-side water service line repairs on more than 600 miles of water mains. They are also responsible for repairing fire hydrants that have been knocked down, usually by traffic accidents.

Visible water leaks are typically reported by our customers. However, the City also has a leak detection program that aggressively searches for leaks throughout the water distribution system. The Leak Repair Crew will walk a street using a listening device that can hear leaks underground even before they surface.

Homer Cordova is a Senior Utilities System Operator (USO) on the Leak Repair Crew. Born and raised in Santa Rosa, Homer has been employed with the City of Santa Rosa for over 13 years. During that time, Homer has worked in different areas



of customer service and believes those skills are an important aspect of working on the Leak Repair Crew. Repairing a water service line often means temporarily interrupting a customer's water service. Being able to effectively provide information on the interruption to their water service and respond to a customer's concerns is crucial to the successful completion of a job.

In addition to working on the service line repair itself, Homer's responsibilities as a Senior USO include overseeing and training the other members of the Leak Repair Crew. Homer says that he "enjoys the challenges that each and every day brings. Every day and every job is different." He also enjoys the opportunity to get to know his coworkers.

For more information about the City of Santa Rosa Utilities Department, please visit srcity.org/ut. If you need to report a City-side water leak, please call the City of Santa Rosa Utilities Department at 707-543-4200.

"Recycled Water Pilot Project Update" continued from page 1...

Expanding urban reuse is a high priority for the City because it provides a drought-proof water supply for irrigation and other approved uses while saving potable water for purposes such as drinking and bathing and creating an environmentally-friendly method of disposing recycled water.

If you have questions about recycled water or for more information and updates on the pilot project and other responsible recycled water projects being undertaken by your Utilities Department, visit Srcity.org/RecycledWater or contact the Recycled Water Program at (707) 543-4200.

Web Resources

Visit these websites to learn more about issues mentioned in this Update.

Recycled Water:

Srcity.org/RecycledWater

Water-Use Efficiency:

Srcity.org/wue

Clean Energy Advocate:

Srcity.org/CEA

Urban Water Management Plan:

Srcity.org/2010UWMP

Utilities:

Srcity.org/ut

Twitter:

twitter.com/SantaRosaWater