

Grizzly Flats CSD Newsletter March 2020



Customer Web Portal Upgrade – Auto Pay is now available!

Last year, we launched an online Customer Web Portal. The portal allows you to perform a variety of services for your water account such as verifying account balances, viewing water usage, connecting with customer service, and updating contact information. Payments can also be processed directly through the portal for a convenience fee of \$2.50 or 2.5% (charged by the payment processor, not GFCSD).

We recently installed additional hardware that has increased the portal's processing abilities and we can now offer auto pay!

To use the Customer Web Portal, you will need to sign up with your four digit customer code (account number) and the main phone number listed on your account. We can help you verify these if needed. You can also make quick payments using the portal without creating an account.

Customers who were previously signed up for the Customer Web Portal will need to re-register due to the software upgrade. We apologize for this inconvenience, but we were unable to do the upgrades without resetting the portal.

The Customer Web Portal can be found here:
<https://grizzlyflatscsd.azurewebsites.net/Account/Login?ReturnUrl=%2F>

Or click on the "Customer Web Portal" link at the bottom of our website's homepage:
www.grizzlyflatscsd.com

We are looking for a member of our community to volunteer as a board member.

Water industry experience is not required. The board provides oversight and accountability, so our board members come from many different backgrounds with a variety of skill sets and experience.

Join us at our next meeting on Thursday, March 12, 2020 to see the board in action. Meetings are held at the District office (4765 Sciaroni Road, Grizzly Flats) and begin at 6:30 p.m.

Qualifications:

1. Your primary home must be within the District boundaries.
2. You must be a registered voter in our District (we can verify this for you if you are unsure of your voting status).

Time commitment:

Monthly meetings (1-2 hours), currently held on the 2nd Thursday of each month at 6:30 PM, but can be adjusted to fit the personal schedule of board members. Special meetings and committee meetings may also be held on occasion.

Customer Survey

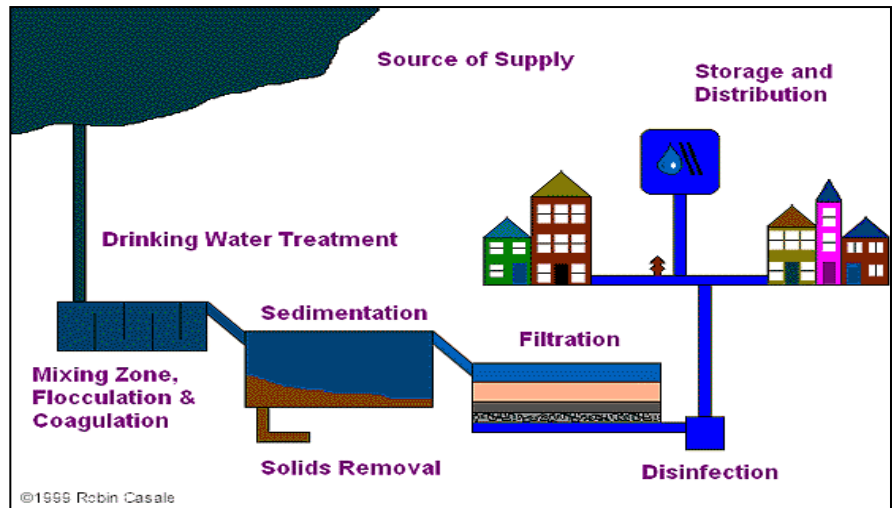
We will be sending out a short survey (using Survey Monkey) to customers via email this week! We would really appreciate your feedback. Those who don't receive the survey and want to submit input can contact our office at (530) 622-9626.



WATER TREATMENT AND DISTRIBUTION – HOW WATER GETS TO YOUR HOME!

The following describes the basic steps used to make the raw water from streams, rivers, and reservoirs safe to drink.

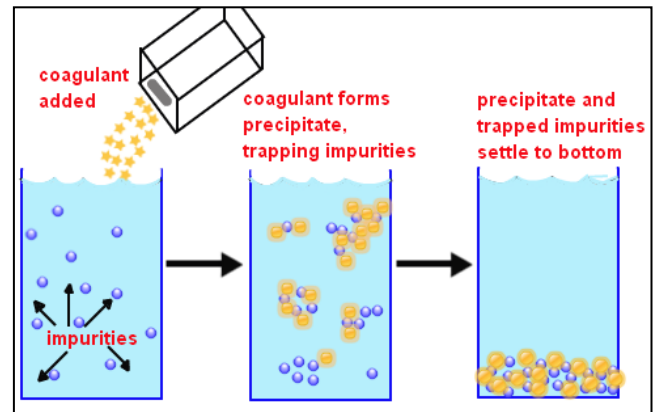
Having an adequate supply of water for our community ensures that everyone has safe, clean water delivered to our homes and that there is water available for fire protection when it's needed!



Source of Supply: GFCSD obtains its water supply from direct diversions of stream flows from North Canyon and Big Canyon Creeks, which are tributaries to the North Fork of the Cosumnes River. Water is diverted thru Eagle Ditch, a water conveyance system that dates back to the 1850's. It brings the water down to our raw water reservoir which serves as the headworks of our system.

Drinking Water Treatment: The District has two filter units to treat water. Treatment techniques remove soil, dirt, bacteria, viruses, parasites, and impurities from raw water. The steps include coagulation, flocculation, sedimentation, filtration, and disinfection.

- **Coagulation and Flocculation:** Gentle mixing of the water and treatment chemicals causes the impurities and particles to form larger floc particles. We currently use a coagulant called Sterling Chemical 8809.
- **Sedimentation:** The particles that are formed through coagulation and flocculation become increasingly larger and eventually settle out of the water in a sedimentation basin.
- **Filtration:** After sedimentation, the clarified water is passed through filters to remove particles of dirt, algae, harmful bacteria and parasites.
- **Disinfection:** Disease-causing bacteria, viruses, and parasites are destroyed by disinfection. GFCSD uses liquid chlorine for disinfection purposes.



GFCSD produces an average of 3.6 million gallons of water per month for 615 meter connections. That water requires about 4 gallons of 8809 and 47 gallons of chlorine to meet State and Federal Drinking Water Standards.

Storage & Distribution: There are four water storage tanks located throughout the District that hold a maximum of 600,000 gallons of treated water. The Distribution System is the system of pipes that allows water to travel from the drinking water treatment plant to the homes in our community. Water is distributed through the system mainly by gravity. Due to the varying terrain, pumping is required in limited areas to maintain adequate service pressures. There are also pumps, pneumatic tanks, valves, fire hydrants, and water meters.