

Grizzly Flats Community Services District  
PO Box 250 / 4765 Sciaroni Road  
Grizzly Flats, CA 95636

Office: (530) 622-9626  
Fax: (530) 622-4806  
Emergency Pager: (530) 890-0102  
Website: [www.grizzlyflatscsd.com](http://www.grizzlyflatscsd.com)

## Grizzly Flats CSD Newsletter February 2022



### **NORMAL BILLING & LATE CHARGES RESUME!**

In August 2021, we suspended late charges to help our customers with the financial impacts we all experienced due to the Caldor Fire. The District will resume normal billing this month.

That means **accounts with a balance exceeding \$5.00 on February 21, 2022 will be subject to late charges.** This applies to all accounts, including those who had a balance prior to the Caldor Fire. Volumetric (usage) charges will resume next month (bills dated February 28<sup>th</sup>). Staff read meters in January to establish a baseline read so customers will not be charged for water lost to leaks during the Caldor Fire and its aftermath.

The Governor's Executive Order N-42-20 which prohibited water service disconnections for non-payment has expired. **If customer accounts are sixty (60) days or more days past-due, the service will be at risk of disconnection.** If you have questions about your account balance or want to set up a payment arrangement, contact us at [gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net) or (530) 622-9626.

Our Disconnection Policy, Billing & Penalty Schedule, and Payment Arrangement forms can be found under the "Customer Info" tab on our website at the following

link: [http://grizzlyflatscsd.com/?page\\_id=10](http://grizzlyflatscsd.com/?page_id=10)

### **RETURNING CUSTOMERS**

For residents who lost homes to the Caldor Fire, **if you are planning to return to your property and need water service, please contact our office at (530) 622-9626 or [gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net)** so we can establish a temporary water connection for you. Many meters were heavily damaged in the fire and need to be replaced. We are working diligently with FEMA to obtain funding to assist us with replacing damaged meters and service lines, but in the meantime, we can set up a temporary connection to ensure you have water when you return to your property.

### **SELLING YOUR PROPERTY OR HOME?**

For those who are selling land or homes with a water meter, be sure to contact us to clear up any past due charges as soon as possible! Water accounts are transferred to new owners as of the date escrow closes. **All charges must be paid in full prior to the transfer of ownership.** If accounts are past due, a property lien may be filed with El Dorado County.

### **MONTHLY BOARD MEETINGS**

The time of our regular board meetings have changed! Our meetings are still held on the 2<sup>nd</sup> Thursday of each month but have moved to 9:00 AM. Agendas can be found on our website's home page:

[http://grizzlyflatscsd.com/?page\\_id=2](http://grizzlyflatscsd.com/?page_id=2)

They are posted 72 hours prior to each meeting. A call in number is provided if you wish to participate.

## **RATE STUDY UPDATE**

HDR Engineering has started work on a rate study for GFCSD. They will evaluate our current financial condition and make recommendations to the Board in the next few months on the next steps our District may take as we continue to recover from the Caldor Fire. Watch for updates on our website, future newsletters, Facebook posts and emails sent to all customers who have an email on file with the District office.

## **PRESSURE SYSTEM UPDATE**

We have been working hard to restore the pressure system that was destroyed during the Caldor Fire. We lost two hydro-pneumatic tanks and 3 pumps that kept our system pressurized. Unfortunately, we have run into severe supply chain issues that have created unexpected delays. Parts to make the repairs have been extremely difficult to get. We have installed two pumps that have been wired in by our electrician. There are a few more parts needed to complete the installation that have been delayed but we hope to receive within the next week or so. We estimate both pumps will be operational by February 11, 2022.

Until the system is re-pressurized, you may experience lower than normal pressure or unexpected swings in water pressure. This is normal and should be resolved once the pumps are operational.

## **WATER EMERGENCY?**

Just a reminder that we have an on-call operator available to respond to water emergencies after office hours. **You can reach the On-call operator at (530) 497-4666.** Please leave a detailed message about the issue, the location and how to contact you for more information. Sit tight until we call you back. Customers may be charged for a service call if the issue is found to be on your side of the meter.

## **DISTRICT OFFICE HOURS**

Our District office was severely impacted by the Caldor Fire. We still don't have phone or internet service at the office. We also don't have running water until that pressure system is up and running! Our administrative staff has been working remotely for the last six months but will start to transition back to the main office soon. For now, we ask that you make payments online or by mail if possible. We will let you know once we have a regular customer service hours established at the District office.

## **CALDOR RECOVERY**

The staff of GFCSD and H2O Urban Solutions have been working closely with FEMA and California Office of Emergency Services (Cal OES) on our District's Caldor recovery projects. Although FEMA assistance for individuals was denied, it was approved for public agencies and utilities. FEMA will reimburse the District 75% of all fire related damage. Cal OES will reimburse another 18.75% which leaves the District to cover 6.25%.

We have not received any funding yet but do have several projects "obligated" by FEMA and hope to start receiving funds soon. FEMA works on a reimbursement basis, so all expenses incurred by the District have to go through an extensive review by FEMA. We look forward to moving forward on permanent projects and rebuilding with our community!

## **CUSTOMER CONTACT INFORMATION**

After the fire, many customers phone numbers have been disconnected, addresses have changed, and mail has been difficult. We have a stack of returned mail on our desks each time we mail out notices. Those who are still displaced or have moved on to new homes, we still need your current contact information to keep in contact with you about the water meter at your property! Please email your updated information (mailing address, phone numbers, emails, etc.) to: [gfwater@sbcglobal.net](mailto:gfwater@sbcglobal.net).