

Current water bill: The enclosed bill for water service **covers the period from the date potable water was restored in your area to November 18, 2021.** At this time, the District is waving all volumetric charges. Our basic rate of \$68.97 for a 30-day billing cycle is being used to calculate billing. Some customers will have a pro-rated charge based on the number of days they had access to potable water. See the table below for the charges by area:

Area	A	B	C	D	E	F	G	H	I	J	K	L	M	N
Start Date	11/12/21	-	11/12/21	11/12/21	10/14/21	10/28/21	-	11/12/21	10/28/21	-	11/12/21	10/28/21	10/14/21	10/14/21
End Date	11/18/21	-	11/18/21	11/18/21	11/18/21	11/18/21	-	11/18/21	11/18/21	-	11/18/21	11/18/21	11/18/21	11/18/21
# of Days	6	-	6	6	34	21	-	6	21	-	6	21	34	34
Charge	\$13.79	-	\$13.79	\$13.79	\$78.17	\$48.28	-	\$13.79	\$48.28	-	\$13.79	\$48.28	\$78.17	\$78.17

No Late Fees in December – there will be no late fees charged in December 2021, but starting in January 2022, we will get back to our normal billing cycle with payments due on the 15th of the following month.

Customer Service Hours – Due to limited staffing and the tremendous workload created by the Caldor Fire, we must make a temporary change to our customer service hours. Customers who have questions about their bill or water service are encouraged to submit those questions by email to gfwater@sbcglobal.net. Please include your name, property address and specific questions. Those calling our main office line can leave a message with the same information. Customers can expect a response in 1-2 business days.

Water Emergency Line: If you need to report a leak or another urgent issue with your water service after office hours or on weekends, please call our emergency line at **(530) 497-4666**. Please be sure to provide your name, phone number and description of the issue (including location). Operators have no information regarding your bill or water account. Please use this line for water emergencies only.

Winterizing Tips: Don't forget to winterize your water lines! Every winter season, homeowners in mountain communities are at risk of the damage and expense caused by frozen pipes. Please remember that all water charges due to frozen/broken pipes are the homeowner's responsibility. California law prevents us from making adjustments for these charges. However, just a few precautions can greatly reduce your risk. Check with the local hardware stores for winterizing supplies such as pipe insulation and heat tape! **DISCONNECT & DRAIN ALL OUTDOOR HOSES.** Detaching hoses from outdoor faucets allows water to drain from the pipe. An empty pipe can't freeze. **INSULATE PIPES OR FAUCETS IN UNHEATED AREAS.** If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes to protect them when temperatures plummet. **FIND THE MASTER SHUTOFF VALVE.** In case of a leak, everyone in the family needs to know where it is and what it does. It's usually where the water line comes into your house from the street. **Also, know where you water meter is (make sure you can find it in the snow) and how to shut off the water at your meter box!**

WHAT IF IT'S TOO LATE AND YOU WAKE UP TO FIND THE PIPES ARE FROZEN? We recommend that you keep a plumber's number handy in case of an emergency. We also recommend that you have a friend or neighbor check your home regularly if you are not in the area.

Keep in mind that maintaining low heat in your home does not necessarily ensure that your pipes will not freeze. This is especially true if we experience long electrical outages. If you think you know where the freeze-up occurred and want to try thawing it yourself, do not under any circumstances use a torch with an open flame! The whole house could catch fire. Also, overheating a single spot can burst the pipe. Heating a soldered joint could allow it to leak or come apart. The easiest tool is a hair dryer with a low heat setting. Wave the warm air back and forth along the pipe, not just on one spot. If you don't have a hair dryer, you can wrap the frozen section with rags and pour hot water over them. It's messy, but it works. Be careful because the pipe may already be broken. It's not leaking because the water is frozen. When you thaw it out, water could come gushing out. It's best to shut off water at the master shut off valve before attempting to thaw the lines. Turn water back on slowly, watching for leaks!

CALDOR FIRE RECOVER INFORMATION

Included with this newsletter is the most recent Water Restoration map and project schedule. **For the most up-to-date information on the District's recovery from the Caldor Fire:**

- Visit our website's "Caldor Recovery" page: http://grizzlyflatscsd.com/?page_id=2280
- Check our Facebook page: <https://www.facebook.com/grizzlyflatswater>

Residents should expect intermittent interruptions to their water service as we continue with repairs to the water system from damage sustained during the Caldor Fire. We will do our best to provide notice, but customers may experience reduced pressure or loss of water without prior warning. Issues with your water service can be reported to our main office line Monday – Friday, 9:00 a.m. to 2:00 p.m. at (530) 622-9626 or outside of those hours, please call our emergency line at (530) 497-4666.

The District has been working closely with the Federal Emergency Management Agency (FEMA) and California Office of Emergency Services (Cal OES) to obtain funding to repair and rebuild our community's water system. This is funding that will help us to restore the water system to its pre-fire condition. We are also working on obtaining hazard mitigation funding, which will harden our system and help it to survive similar events in the future. This is a process that will take time. We look forward to working together to rebuild our community!

American Rescue Act Funding –

Great news for Grizzly Flats Community Services District! The American Rescue Plan Act of 2021 (ARPA), which President Biden signed on March 11, 2021, provided nearly \$37.5 million to El Dorado County. The Board of Supervisors were tasked with distributing those funds within El Dorado County. GFCSD was awarded \$2.8 million for two projects unrelated to the Caldor Fire. The funding will be used to replace our Clearwell tank, improve controls and monitoring equipment on our treatment plants, and do some much needed maintenance related to our reservoir liner.

The Sierra Fund -

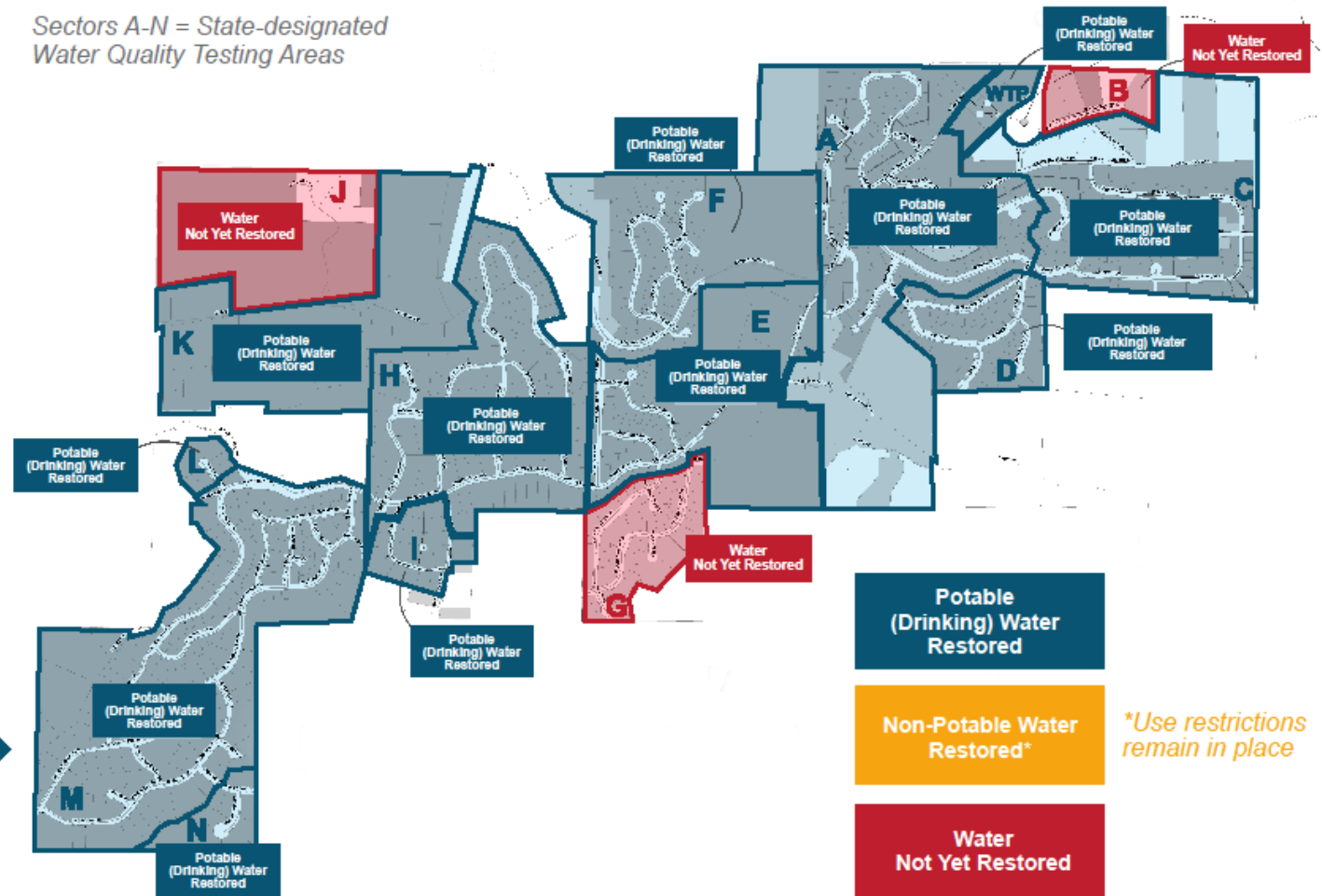
We want to thank The Sierra Fund who recently awarded the District a \$2,500 grant to assist in the identification of water quality, water access, and resiliency priorities in the face of the Caldor Fire. We appreciate the award of these funds and their support during this challenging time.



Where has water been restored?

As of November 11, 2021

Sectors A-N = State-designated Water Quality Testing Areas





Grizzly Flats Water System Restoration Schedule

As of December 8, 2021

