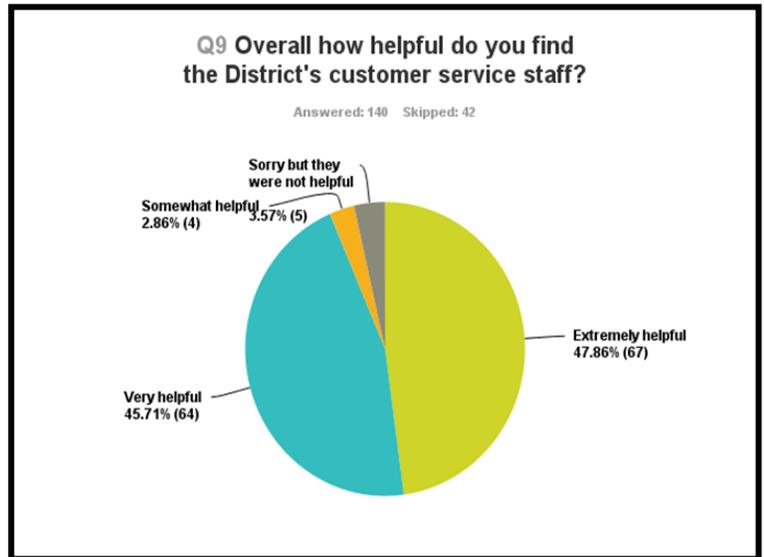
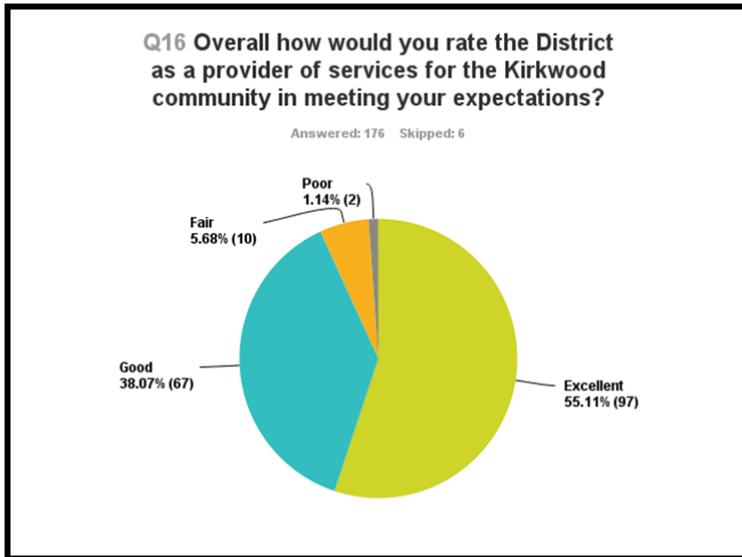


## Customer Satisfaction Survey

Thank you to those of you who took the time to respond to the Customer Satisfaction Survey. We appreciate the feedback on the District's performance as well as your comments. The results will be presented at the Board Meeting planned for Sunday, July 3 beginning at 8 am at the Community Services Building on Loop Road. You can view the results posted on the website by following this link [www.kmpud.com/departments/customer-service/](http://www.kmpud.com/departments/customer-service/) or at kmpud.com under Services/Customer Service.

A couple of the results we are most proud of:



In 2013, 86.93% rated the District as Excellent or Good; that increased to 93.18% in 2016. In 2013, 83.95% found District staff to be extremely or very helpful; that increased to 93.57% in 2016.

These results show a steady improvement in the perception of the overall service and the customer service we are providing. While still room for improvement, the District is committed to resolving issues addressed and we thank you for your candid comments and feedback.

## Kirkwood Summer Festival

In addition to the opportunity to catch up with neighbors and friends during the Kirkwood Summer Festival on the afternoon of July 2, be sure to visit the Silent Auction filled with unique items consistent with this year's theme, "For the Love of Kirkwood". Look for photography and paintings depicting Kirkwood and the Sierra. New this year, show your love of Kirkwood by purchasing a very limited number of Golden Tickets for an opportunity to win a round trip airline ticket to any city on JetBlue, plus other fabulous prizes. Everyone wins in Grab a Bottle; donate \$25 and take home a bottle of wine valued at \$25 - \$100+. A number of gift baskets with carefully selected items representing counties in Northern California from the Gold Country to the Bay Area will be available. Tickets are available online at [KMPUD.com](http://KMPUD.com) or by following this link <https://www.kmpud.com/departments/fire-department/volunteer-fire-department-donation/>. The price for adults is \$40 through June 30. Please give generously to support the Kirkwood Volunteer Fire Department.



This year the fundraising efforts are focused towards outfitting our volunteer firefighters with wildland protective gear such as helmets, brush coats, pants, gloves and emergency fire shelters. The goal is to raise \$22,500 and we need your support. You can help by registering on our website to attend the event or by clicking on the Donation link to submit a monetary donation.

# Consumer Confidence Water Quality Report

Per State regulations, the District is required to annually produce a Consumer Confidence Report (CCR) on the safety and quality of the community's drinking water. The District is proud to be your water system manager, and of the quality of the water we supply. It is important to communicate to our customers the source of their water and what is in the water they drink. The Report also encourages consumers to consider and appreciate the challenges of delivering safe drinking water. Educated consumers are more likely to help protect their drinking water sources and understand the true costs of safe drinking water.

The Consumer Confidence Report for calendar year 2015 is now available on the District's website at this link [www.kmpud.com/departments/water-and-waste-water/consumer-confidence-report/](http://www.kmpud.com/departments/water-and-waste-water/consumer-confidence-report/) or at our website [kmpud.com](http://kmpud.com), under Services/Water and Wastewater. If you do not have access to the internet, a hard copy can be mailed to you by contacting Customer Service at (209) 258-4444.

If you would like any additional information regarding the data included in this report, please contact the District.

## Water Conservation

Kirkwood enjoyed receiving 429 inches of snow last winter season, slightly below the average of 500 inches but significantly better than the previous four years, and many areas in Northern California reported similar if not better winter results. Even so, statewide the drought remains. On May 9, 2016 Governor Brown, recognizing persistent yet less severe drought conditions, directed the State Water Resources Control Board to extend its emergency water conservation regulations through the end of January 2017, as well as adjust the regulations to recognize the differing water supply conditions across the state. The state has lifted the mandatory water conservation requirement. For the District, classified as a non-urban water supplier, the amended regulation will require the following actions:



1. Provide prompt notice to a customer whenever the District obtains information that indicates that a leak may exist within the customer's control; and
2. Submit a report by December 15, 2016 identifying total potable water production, by month, from December 2015 through November 2016, and total potable water production, by month, for the same months in 2013. The report will also include any actions taken by the District to encourage or require its customers to conserve water.

The amended and extended State Board regulations also retain and continue the hotel/motel and restaurant restrictions, and the specific prohibitions against certain water uses (e.g., use of a hose without a shutoff nozzle, watering within 48 hours of rainfall, overwatering landscape/impermeable surface runoff). Currently, the District is under a Stage Two Water Shortage which includes the above restrictions and a limit on irrigation watering to twice a week. The District's Board will be discussing this issue at their meeting on June 11<sup>th</sup>. Please let us know if you have any comments on this important subject. The District appreciates everyone's efforts to continue to conserve water.

## Rates Adjustment

After months of discussions, several mailings and two public hearings, the District's Board approved the adjustment to the Electric and Propane rates. This adjustment will come in three forms:

1. Modify the method of calculating Base Rates for Electric and Propane services.
2. Lower Propane Usage Rate from \$.0761 per cubic foot to \$.0645 per cubic foot.
3. Lowers Electric Usage Rate from the current \$.683 per kilowatt hour to \$.67 per kilowatt hour.

These changes will be reflected in your July 2016 utility bills. Please contact us if you have any questions.



Photo by: Amie Pfeiffer

**AMGEN Tour of California rides past Kirkwood on May 19, 2016**

### **KMPUD Board of Directors:**

**Bob Epstein - President; Eric Richert - Vice President;**

**Standish O'Grady -Treasurer; Peter Dornbrook - Secretary; Geoff Smith - Assistant Secretary**

**Website: [www.kmpud.com](http://www.kmpud.com) Call: (209) 258-4444 Email: [Info@kmpud.com](mailto:Info@kmpud.com)**

*Kirkwood Meadows Public Utility District is an Equal Opportunity Provider and Employer*