



TCPUD

QUARTERLY

NEWS

A Report to Our Community

April 2015

Kayak & Paddle Board Racks Available Now

Starting May 1st the TCPUD will be offering lakefront kayak and paddle-board storage space for rent. Secure kayak and board racks at Commons Beach, Skylandia Park, and Lake Forest Beach will be available from May 1 - Sept 30, or year-round May 1 - April 30, 2016. Renters will be responsible for supplying their own locks and cables. Space is limited and will be issued on a first-come, first-served basis. We will begin accepting reservations from TCPUD residents on April 16, and open to TCPUD non-residents on May 18th. For more information or to request an application visit <http://www.tcpud.org/parksrec.shtml>, or call 530-580-6279.

PLEASE SAVE WATER! Drought Continues - New Measures Expected

The drought is officially in its 4th year and is one of the most severe on record! Manual snowpack readings on Echo Summit by the Department of Water Resources show snow depths less than 8 inches and water content below 7% (less than 2 inches of water content) of the long-term average, and the northern Sierra at less than 16%! The TCPUD is under emergency water conservation regulations per the State Water Resources Control Board, and the TCPUD's declaration of Drought Stage 2 under Water Ordinance 264 is in effect. New information on these regulations will be forthcoming and TCPUD expects regulations to become even stricter as the summer months arrive. PLEASE CONSERVE WATER! For more information on the California drought visit <http://ca.gov/drought/>.

The TCPUD will continue to offer water conservation assistance to its customers in the following ways:

- The water conservation rebate program can provide up to \$100 rebate per approved toilet, irrigation equipment, or clothes washers
- FREE water conservation kits (these include low-flow showerheads and hose nozzles)
- Tips and suggestions for improved water management

For more information visit www.tcpud.org/water%20conservation/index.shtml or call 530-580-6281.

District-Wide Survey Results

Customer feedback is critical in understanding what you, our customers, think about the services and facilities we provide. After all, we, the TCPUD, work for you. Customer opinion is also very important in shaping the discussion for master planning, which the District is currently embarking upon. The TCPUD would like to sincerely thank the 440 people who took the time and effort to complete and return the customer survey that was included in the January 2015

billing. Of the 440 people who responded, 26% took the extra time to provide at least one written comment or suggestion. Although the majority of respondents were pleased overall with the performance of the District, there are certainly areas where we can improve. The most common concern centered on utility rates in general. In response, we developed a new "Frequently Asked Questions" document that is posted on the web site along with the general survey results (www.tcpud.org).

The District also really appreciates that 60% of the respondents provided an email address for emergency contact purposes. We will be sending out a single confirmation

email in April to ensure we have your email correct. If you do NOT receive a confirmation email from us but did submit your address, we likely have an error in your email address and ask that you contact us at info@tcpud.org so we can correct it. This will be the only email you receive from us other than for emergency purposes unless you opt in for additional information. For those who did not respond to the survey but would like to be added to our emergency email list, please send your customer number or billing address and the email you would like on record to info@tcpud.org.

Please Don't Flush Wipes!

There is nothing flushable about "flushable wipes", or paper towels, cotton swabs, feminine hygiene products, condoms,



facial tissues (Kleenex), dental floss, or essentially anything other than toilet paper and human waste. Toilet paper is the ONLY "product" that is designed to break down quickly and pass harmlessly through the sewer system. The sewer system is not designed to be a garbage disposal and the consequences of using it that way are often devastating. There is nothing pleasant about a sewer backup and a sewer backup in your home is not only stomach churning, but a very costly and significant health concern. TCPUD just recently responded to such an incident which caused tens of thousands of dollars in cleaning, repairs, and lost possessions. When you or your neighbors flush non-flushable items, the risk of one of these sewer backups increases significantly. Not only do these items clog District owned and maintained sewer lines and pumps, but they can clog sewer laterals which are the responsibility and liability of property owners. The District performs regular routine maintenance and inspections but this does not include private sewer laterals nor is it possible to catch every problem before it causes a backup. Please, keep it simple, nothing but human waste and toilet paper down the toilet. Flushing anything else will damage your household plumbing, the environment, and the wastewater system. If you need help call the District at 530-583-3796.

West Lake Tahoe Regional Water Treatment Plant

One of the largest proposed TCPUD capital project in the next 5 years is the West Lake Tahoe Regional Water Treatment Plant. This project will facilitate the removal of the temporary treatment plant and associated cement bunker on the beach at Chambers Landing and replace it with an enclosed year round permanent plant that will provide a consistent, drought resistant water source for the west shore. TCPUD will begin public outreach for this project in April and open house and public meeting schedules will be published soon.

NEW & IMPROVED PARKS & RECREATION WEBSITE!

TCPUD website improvements have begun starting with the Parks and Recreation section! Not only does the Parks and Recreation section look better with more photos and an easier-to-view layout, it's more functional too. You can now view, navigate, and sign up for programs on your mobile device. It should take less than 4 mouse clicks to get anywhere you want to go and no more searching twice to enroll in a program. The color coding helps keep a consistent look and feel and the pertinent information is front and center. If you haven't used the website lately please take a look at the newly improved section for parks and recreation and let us know what you think. Comments and suggestions are always welcome and can be sent to info@tcpud.org.



Concerts at Commons Beach & The Farmers Market are Back!

The first concert is scheduled for June 21 and every Sunday thru September 6.

The Farmer's Market will resume on Thursdays starting May 28th.

PUD INFO

Coming in July – Online & Credit Card Bill Pay!

We know that many of you have requested the ability to pay your bill online and/or by credit card and that request came through clearly again in the survey results. TCPUD is working hard to make these options available to you by July 2015.

Did you know?

TCPUD is still handing out cash! The Water Conservation Rebate Program is alive and well. Install irrigation efficiency equipment or replace old toilets or clothes washers and get up to \$100 cash for each. Visit www.tcpud.org/download/general/watreb.pdf for more information and the rebate application.

View Board Meetings Online

Interested in attending the Board Meetings but can't make it in person? No problem! All TCPUD Board of Directors meetings can be viewed online via live streaming or watch the recorded meeting anytime by visiting www.tcpud.org.

Stay up to Date with the District

For emergency, construction, recreation, general public information, or announcements sign up for our e-Notices by sending a request to info@tcpud.org.

Spring Recreation Events & Programs

- Spring Eggstravaganza and Egg Hunt, April 4, Commons Beach
- Spring Break Adventure Camp, April 6 - 10, Rideout Community Center
- Community Garden Registration opens April 17
- Summer Sign-up Day, May 2, Rideout Community Center
- Spring Swim Team starts May 18
- Community Rummage Sale, May 30, \$1 admission / \$10 booth space, Rideout
- Summer Sailing program starts June 2
- Adult Softball League starts 1st week of June
- Bocce League starts June 15
- Camp Skylandia starts June 22

Visit www.tcpud.org for more information or to register.