

November 2024



Prop 218 Water Rate Adjustment Hearing Update

Please visit sswd.org to learn the results of the October 14th public hearing and to review the 2024 Comprehensive Rate Study (Study).

The Study reviewed SSWD's finances and recommended a series of rate adjustments to address inflation, rising costs, and future investments in infrastructure. While SSWD's finances were well-balanced at the time of the study, it advised annual rate increases to ensure continued reliability and support for necessary infrastructure improvement/replacement.

The proposed rate adjustments were:

- ▶ 5% in 2025 and 2026
- ▶ 4% annually from 2027 to 2029

Working Behind the Scenes | More Than Just Water

Sacramento Suburban Water District (SSWD) strives to always provide high-quality water whenever you turn on the tap. Though this primarily means pumping, treating, and delivering water, it also involves a host of other services and activities.

One of these activities is focused on promoting water efficiency through SSWD's Water-Wise House Calls (WWHC), Leak Investigations, and Rebates. SSWD customer Pamela recently set up a WWHC to get help in adjusting her sprinkler system. During the WWHC, Water Conservation Technician II, Vicki noticed some of the sprinklers were out of alignment. Vicki adjusted the sprinklers and showed Pamela how to make similar adjustments. Vicki also checked the programming of the sprinkler controller and walked Pamela through the process of programming it.

"I asked Pamela to program the sprinkler controller while I stood beside her to assist where needed. I find it easier to teach customers how to

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SSWD Holiday Hours

It's that magical time of year again when family and friends gather to celebrate the holidays and give thanks. SSWD's holiday closures are listed below. Please note you will still be able to make payments online at sswd.org.

SSWD Holiday Closures

SSWD will be closed on the following dates in November and December:

Thursday, November 28th
Thanksgiving Day

Friday, November 29th
Friday after Thanksgiving

Tuesday, December 24nd
Christmas Eve Day

Wednesday, December 25th
Christmas Day

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Hours: M-F, 8:00 a.m. to 4:30 p.m.



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program the controller functions when the customer is the one doing the programming,” Vicki said. “They touch the controller and get familiar with it. Even if they forget what we did, it won’t be as intimidating the next time, and the controller instructions make more sense.”

Vicki then told Pamela about all of the available rebates that could help her use water more efficiently and left her with a goody bag filled with water-efficient fixtures.

Customer Services Manager Nemitz Honored with a Women Who SPARK Award

This past September, SSWD Customer Services Manager, Julie Nemitz, was honored with a Women Who SPARK Award by the Utility 2030 Collaborative (U2030) at their annual SPARK Meeting in Nashville.

The SPARK Award celebrates the achievements of women who are driving transformation in utility companies. Ms. Nemitz was honored for the innovations she has brought to SSWD’s billing and payment system, including implementing a direct levy process for delinquent bills and spearheading the adoption of a new bill payment system.

These changes have improved the overall efficiency of the Customer Services and Field Operations Departments, reduced incoming phone calls regarding bill payment issues, and enhanced the bill-paying experience for SSWD customers.

Ms. Nemitz was also recognized for her mentorship and leadership in the Customer Services Department, including her creation of a Senior Customer Service Representative position, which provides a needed career path within the department.



Combination Exploration with Del Paso Manor Water District

On Wednesday, November 13th, the Board of Directors of SSWD and Del Paso Manor Water District will hold a Joint Board Meeting to continue to discuss the possibility of combining the two water districts. The meeting will occur at 6:00 p.m. in the SSWD Boardroom at 3701 Marconi Avenue.

Please visit <https://www.sswd.org/about/dpnmwd-sswd-2x2-committee> to read frequently asked questions and learn the latest developments in these discussions.

Inquiring Minds | Can SSWD Recommend a Contractor to Help With My Home?

While SSWD can't directly recommend specific contractors, plumbers, or handypersons, we're here to help with our WWHC and Leak Investigations!

Contact Customer Service at 916.972.7171 to schedule your WWHC and Leak Investigation today.

SSWD 2025 Calendar Magnets

Starting next month, SSWD’s latest and greatest calendar magnets will be available for pick up at the District Office at 3701 Marconi Avenue.

They’re a great way to stay updated on the days the SSWD office will be open and look fantastic on any fridge.

