

Update Rancho Calaveras Estates Water Supply Status



The CCWD Board of Directors met August 9, 2006, to hear customer comments and relay information about the status of water distribution in Rancho Calaveras Estates. At Wednesday's meeting 43 customers shared concerns and suggestions.

District staff assured customers that water supply was not the problem, rather mechanical problems in the water distribution system (i.e. the District's ability to get the water to certain customers in the "B-Tank" pressure zone) was the problem (see the water service map that follows). The lowering water level in "B-tank" was noted late in the week of July 16, but only after electrical power spikes damaged surge-protection equipment and pump control panels did an emergency result. The time lost in making repairs and putting the system onto back-up generator power meant that the tank could not refill fast enough to meet high customer demand. Through the water conservation efforts of area residents, tank levels have been restored

The Board adopted the action plan outlined below to ensure continuous water service in the "B-Tank" area and to reduce the possibility of a similar outage occurring:

Voluntary conservation for landscape watering is requested through September 30 2006. Following the preferred schedule will help to minimize peaks in customer demand and will allow the distribution tanks to re-fill to serve other daytime uses and fire protection. The following voluntary conservation measures are requested of residents in the "B-Tank" service zone:

- Water landscape only after 6:00 p.m. or early in the morning (before 10:00 a.m.)
 - Even number street addresses should water on Monday, Wednesday, Friday
 - Odd number street addresses should water on Tuesday, Thursday, Saturday
 - Avoid watering on Sundays, if at all possible.
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- Some small 4" valves and pipes located during an investigation of the emergency will be replaced with 8" equipment as soon as the parts arrive. This should be accomplished within a few weeks.
 - Adjustments will be made to the distribution system that will move some customers in the "B-Tank" service zone affected by the emergency to another zone to reduce water demand
 - 2500 linear feet of new pipe will be installed near Highway 26 and Jenny Lind Approach Road to allow greater water flow into the southern portion of the service area. This should be accomplished by next year.
 - New back-up pumps at "A- Tank" have been ordered to avoid any downtime in the event of a pump failure.
 - PG&E and the District are conferring to ensure the proper voltage is sent to District facilities in accordance with regulations to provide protection to public utilities. More technologically advanced "switching" mechanisms will ensure District equipment is protected and can switch to back-up generation power as necessary.
 - The District has already begun reviewing its communication procedures, to ensure more effective and timely customer notification of problems and emergencies. Customers can assist by contacting CCWD to make sure the District has a current phone number and/or email address where they can be reached in the event of a water emergency.

Please click here for a map of the affected area: www.ccwd.org/RC_B-Tank_Zone.pdf

If you have any questions, please contact Customer Service, (209) 754-3543