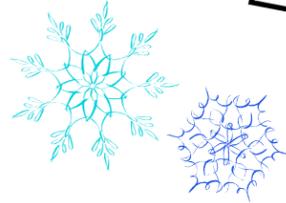


Customer Service Office
1275 Meadow Crest Drive
South Lake Tahoe, CA 96150

Phone: 530.544.6474
Fax: 530.541.0614
info@stpud.dst.ca.us

Basic services for a complex world

We're on the web!
www.stpud.us



The South Tahoe Public Utility District is a special district formed in September 1950, and provides environmentally and fiscally responsible water and wastewater collection, treatment, and recycling for the community of South Lake Tahoe. Special districts are a form of local government that are usually created to provide specific services that are not being provided by other governmental entities. The District is governed by a five-member Board of Directors that are elected in staggered four-year terms. Directors must reside within the service area of the District. Special districts provide focused, specialized service and are considered, by many, the most responsive form of local government. Board meetings are held on the first and third Thursday of each month at the Board Meeting Room located at 1275 Meadow Crest Drive. The District welcomes your attendance and participation.

Weather the Winter!

(Continued from Page 1)

Winterize Your Vacation Home

If you leave your house for several days or months, the following tips will help protect your pipes and plumbing from freezing:

- Turn off your home shut-off valve
- Turn the water heater off or down
- Open indoor and outdoor faucets to drain pipes. Remember to close faucets once the pipes have drained.
- The Insurance Information Institute (www.iii.org) recommends keeping your house heated to a minimum of 65 degrees. The temperature inside the walls where the pipes are located is substantially colder than the walls themselves.
- Keep all bedroom, bathroom and closet doors opened, along with cabinet doors beneath kitchen and bathroom sinks.

This will allow the warm air to circulate in all your rooms and around the pipes under the sinks.

- Make sure the District has a current emergency contact number on your account in case we need to contact you.



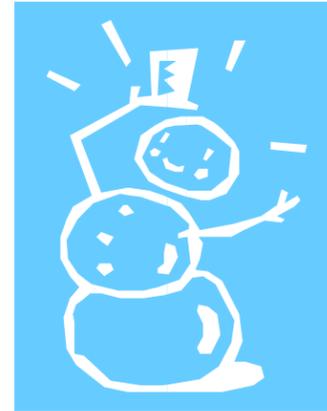
Emergency Service

South Tahoe PUD maintains the water supply

system from the well to your property line. Homeowners are responsible for protecting water pipes from freezing, and for repairing broken pipes, on the property.

District crews and phone operators are extremely busy during freeze emergencies, but we will do everything in our power to help with your emergency. Please keep in mind, however, that our response may not be quick enough to prevent water damage caused by broken pipes.

If pipes on your property break and you are unable to turn off the home shut-off valve or do not have one, please call 530.544.6474 during normal business hours. Nights, weekends or holidays please call the emergency line at 530.544.4964. If you lose all water service during a freeze and still have problems after taking the emergency measures suggested, you may need to contact a plumber.



South Tahoe Public Utility District

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Special points of interest:

- How to Winterize Your Vacation Home
- Tips for Fixing Household Leaks
- Winter Water Conservation Ideas
- Save Water in Your Landscape

District Digest

Winter Quarter

January 2015

Weather the Winter!

Winters in the Sierra can pose some challenges for Tahoe residents that homeowners from lower elevations and more temperate climates might not have to contend with. However, with a few cold weather tips and some common sense, you can weather the winter with relative ease. Here are some ideas to help ensure old man winter doesn't pay you an unwanted visit:

- Insulate all exposed pipes and faucets.
- Temporarily close foundation vents.
- Regularly shovel a path to your home shut-off valve. If you do not have a home shut-off valve, consider installing one in the spring.
- Fill holes in doors, windows, and walls near water

pipes. A small crack in a door, window, or wall acts like a blow torch in reverse during sub-zero temperatures. High winds can freeze a nearby pipe even though the surrounding room temperature may be 68 degrees.

Pipes that have frozen in the past, despite precautionary measures, can be wrapped with



electrical heat tape and insulation. Look for the Underwriters Laboratory seal of approval on any electrical product. Remember that electrical heat tape products will not function during a power outage.

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If Your Pipes Freeze

Open a faucet near the frozen point to release vapor from the melting ice. Wrap the pipe with towels and repeatedly pour hot (not boiling!) water over the towels. **Never use an open flame or hair dryer to thaw frozen pipes—the risks of fire or electrocution are too great.**

If Your Pipes Break

If your pipes do break, shut off your water using your home shut-off valve to control flooding and potential water damage. If you cannot get the water turned off, or do not have a home shut-off valve, call the District at 530.544.6474, day or night, and help will be on the way.

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STPUD Receives Multiple Awards

The South Tahoe Public Utility District (STPUD) recently received multiple awards from two separate agencies. Awards were given by the California Water Environment Association (CWEA) Sierra Section including: 2014 Plant of the Year, 2014 Laborato-

ry Person of the Year - Phyllis Powers and 2014 Operator of the Year - Rod MacLean. One additional award was given by the Association of California Water Agencies (ACWA) in recognition of outstanding outreach participation as the top agency in

ACWA's Region 3.

The Plant of the Year award qualifies STPUD for the CWEA State Competition. CWEA is a California nonprofit public benefit corporation that is dedicated to the educational development of its

Continued on Page 3

Fix a Leak Week - Simple Steps to Big Savings!

Drip. Drip. Drip. The average American household wastes more than 10,000 gallons each year from easy-to-fix water leaks—that's the amount of water needed to wash 270 loads of laundry. If that doesn't seem like a lot, consider that across the country, easy-to-fix household leaks can add up to more than 1 trillion gallons of water lost every year.



**Fix a Leak Week
March 16-22, 2015**

That's why the U.S. Environmental Protection Agency (EPA) is encouraging homeowners to find and fix leaks during the annual Fix a Leak Week, March 16 through March 22, 2015. Sponsored by EPA's WaterSense® program, Fix a Leak Week reminds homeowners of the easy steps they can take to help save water in their community now and for future generations.

Fixing household leaks not only saves water but reduces water utility bills—by about 10 percent. Be for water and start saving today with three simple steps: Check. Twist. Replace.

1. Check

First, check your home for leaks. An easy way to start is to examine your winter water use. If it exceeds 12,000 gallons per month for a fami-

ly of four, you probably have leaks. Walk around your home with eyes and ears open to find leaks, and don't forget to check pipes and outdoor spigots. You can also detect silent toilet leaks, a common water-wasting culprit, by adding a few drops of food coloring to the toilet tank and waiting 10 minutes before flushing. If any color appears in

the bowl during that time, your toilet has a leak. Visit www.epa.gov/watersense for do-it-yourself repair tips or contact a plumbing professional.

2. Twist

Apply pipe tape to be sure plumbing fixture connections are sealed tight and give leaking faucets and showerheads a firm twist with a wrench. If you can't stop those drops yourself, contact your favorite plumbing professional. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. Faucet aerators cost a few dollars or less and can save a house-

hold more than 500 gallons each year—the amount of water it takes to shower 180 times!

3. Replace

If you just can't nip that drip, it may be time to replace the fixture. Look for WaterSense labeled models, which use at least 20 percent less water and are independently certified to perform as well or better than standard plumbing fixtures. Replacing an old, inefficient showerhead with a WaterSense labeled model will shrink your household's water footprint by 2,900 gallons annually while still letting you shower with power, thanks to EPA's efficiency and performance criteria. With less hot water passing through, WaterSense labeled showerheads can also save enough energy to power a television for a year.

"Across the country, easy-to-fix household leaks can add up to more than 1 trillion gallons of water lost every year."

Because we want to ensure water supplies last for future generations, the South Tahoe Public Utility District is showing that we're for water by supporting Fix a Leak Week. Stop by the Customer Service Department during the month of **March** to pick up your Toilet Leak Detection kit. If you are interested in finding more ways to save water in your home, contact the Water Conservation Specialist at 530.543.6268.

Turf Buy Back Program 2015

The South Tahoe Public Utility District (District) recognizes that lawn areas help to provide defensible space, play areas for children and pets, and serve an integral role in a comprehensive landscaping plan. However, turf is one of the most water intensive landscaping options and requires substantial maintenance. Non-functional lawns - those that are rarely used - waste water and represent an ongoing cost in both time and resources for the home and business owner.

The District is excited to announce that it will be offering the Turf Buy Back Program to our residential and commercial customers again in



the summer of 2015. The Turf Buy Back Program is a rebate program that allows home and business owners the opportunity to remove their maintained lawn and replace it with Tahoe-friendly native or adaptive vegetation.

There is currently a waiting list for the 2015 program. If you are interested in learning more, or would like to be added to the waiting list, please contact the Water Conservation Specialist today at 530.543.6268.

STPUD Employees Give Back During the Holidays

The employees of South Tahoe Public Utility District are making donations to Christmas Cheer and Live Violence Free this holiday season!

For the past month, staff has collected food, toys and monetary donations for Christmas Cheer. They have also generously given of themselves filling wish lists for 15 families of Live Violence Free, for whom they hope to make the season a little brighter. "I like participating because I know that these gifts go directly to the community" said District employee Matthew Mendoza.



STPUD Employee holiday donations

For more than a decade District employees have supported various local charities including Barton's Skilled Nursing Facility, National Alliance of Mental Illness, Christmas Cheer and this year Live Violence Free.

Water Conservation Winter Challenge

Snow and rain may be falling, but California is still experiencing a major drought. This winter, challenge yourself and your family to make small changes to conserve water. Here are some simple practices that could save your household 10 gallons of water a day or more:

- * If you don't use a dishwasher, fill the sink with soapy wash water, clean your dishes, and put them aside. Then rinse them all together afterward.

- * Turn off the water while brushing your teeth, soaping up your hands, washing your face or shaving.
- * Shorten your shower by a minute or two. When running a bath, plug the tub before turning the water on, then adjust the temperature as the tub fills up.

If every household in the United States reduced their water use by 10 gallons for just

one day, it would save more than 1 billion gallons of water! There are a number of ways to save water, and they all start with you.

For more information on how to conserve water in your home or business, contact the Water Conservation Specialist at 530-543-6268.

Enjoy the season!

STPUD Receives Multiple Awards

members, who are wastewater professionals. CWEA conducts training, disseminates information, produces training manuals, tests for competency, and has been the leader in wastewater training and certification since 1927.

ACWA is the largest statewide coalition of public water agencies in the country. Its 430 public agency members collectively are responsible for 90% of the water delivered to

cities, farms and businesses in California. ACWA's mission is to assist its members in promoting the development, management and reasonable beneficial use of good quality water at the lowest practical cost in an environmentally balanced manner.



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