

RUSSIAN RIVER COUNTY WATER DISTRICT

P.O. Box 954
Forestville • CA 95436

707-887-7735
1-800-244-5518
Fax 707-887-9445



April 21, 2009

Sonoma County Water Agency
Lynn Florney, Program Specialist
PO Box 11628
Santa Rosa, CA 95406

re: Response to April 17, 2009 letter to Russian River Watershed Purveyors"

Dear Lynn,

Enclosed, as page 2, is the Russian River County Water District's (RRCWD) actual diversion for the period of July through October 2004.

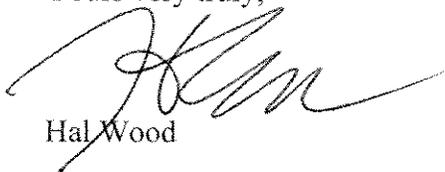
Our average monthly service demand for 1,200 customers was 7,491 gallons/month for July 2008; 6,660 gallons/month for August 2008; 6,888 gallons/month for September 2008; and 6,273 gallons/month for October 2008.

The District's annual diversion since 2004 was 76.59 MG in 2005; 66.46 MG in 2006; 72.7 MG in 2007; and 89.31 MG in 2008. We repaired a leak on River Road in December 2008. This cast iron fitting was leaking for a long period, until the water surfaced in December.

The District distributed 100 free toilets in 2001, and another 100 in 2007. The District does not have sufficient funds in reserve to distribute another 100-200 HET toilets. Question: Will the SCWA participate in a toilet program with RRCWD? See April 18, 2001 (Page 17) memo attached.

The "Water Conservation Program" results for the 2007 toilet replacement is attached on Page 1. The resulted savings is 7% to 14% during the winter months.

Yours very truly,



Hal Wood

encl.
sv

Missing
Attachment
Pg 3

WATER CONSERVATION PROGRAM

- 100 Toilets distributed in 2001
- Second distribution in July 2007
- Analyses of potential water savings from second distribution

100 USERS WHO RECEIVED TOILETS IN JULY 2007

<u>USAGE WINTER MONTHS</u>	<u>GAL/3 MONTHS</u>
12/06, 01/07, 02/07	1,224,040
12/07, 01/08, 02/08	1,139,480
12/08, 01/09, 02/09	1,061,090

Reduction in usage: Winter 2007/2008: 84,560 gal/3 months, or 338,000 gal/year
Reduction in usage: Winter 2008/2009: 162,950 gal/3 months, or 651,800 gal/year

Water savings: 7% to 14%

FINANCIAL ANALYSIS

Water Rate: \$1.50/1,000 gal (first 4,000 gal)

Pumping cost: \$1.00/1,000 gal

Net Loss in Revenue: \$0.50/1,000 gal, or \$170 in 2007/2008
\$326 in 2008/2009

Total Capital Cost: \$14,000

Prepared April 6, 2009

4/20/09

1



P.O. Box 730
 Forestville • CA 95436-0730
 Phone (707) 887-7735
 Fax (707) 887-9445

FILE COPY

March 7, 2005

James L. Jasperse, Deputy Chief Engineer
 Sonoma County Water Agency
 P O Box 11628
 Santa Rosa, CA 95406

re: Russian River County Water District
 Russian River County Water Conservation
 File WC/42-4.1 & 6.1-9

Dear Jim:

The following information is submitted in response to your February 25, 2005 request for water supply data:

Total amount of water delivered July 1999 – December 2004 in Million Gallons/Month:

	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January		6.52	3.92	8.64	5.12	5.29
February		3.94	3.99	4.92	4.64	6.00
March		4.5	4.11	6.26	5.53	6.04
April		6.91	4.85	6.43	5.21	6.55
May		7.72	5.79	8.50	7.39	9.32
June		9.25	9.60	11.21	9.42	10.35
July	10.0	10.47	9.80	12.20	11.33	11.02
August	10.5	10.70	9.60	10.60	9.95	10.81
September	8.5	8.45	7.40	8.00	7.88	10.47
October	6.5	6.00	7.00	6.55	6.64	8.00
November	5.0	4.20	6.00	4.68	5.23	5.38
December	<u>5.0</u>	<u>4.76</u>	<u>5.00</u>	<u>4.71</u>	<u>4.99</u>	<u>6.00</u>
Total	45.5 mg	83.4 mg	77.1 mg	92.7 mg	83.3 mg	95.2

The District encourages water conservation; however, the community's driving force is reduction in water use through septic and leech fields. Even during maximum use months of July and August, the 1,190 services use less than 8,500 gallons/month or 275 gallons/service/day. The median household usage is less than 2,600 gallons/month or 84 gallons/service/day.

The projected increase in demand for the year 2020 is less than 1.1% year; year 2003 usage of 83 mg/yr; year 2020 usage projected 96 mg/year.

4/29/09 2

April 8, 2009

The 1999-2004 data represents the total amount of water pumped from the underflow of the Russian River. This supply is considered ground water under the influence of surface water.

The past water conservation actions are included as attachments with this letter.

1. **1997** Bill stuffer offering showerheads and faucet aerators (Exhibit A)
2. **1998** Report summary from our consultant John Olaf Nelson, Water Resources Manager (Exhibit B)
3. **March 2001** Distribution of 100 free low flush toilets. Worked with El Molino High School donating \$1,500 to the student activities program.
4. **2001** Letter to SCWA requesting a coordinated toilet distribution program in the Forestville area (Exhibit C)
5. **February 11, 2002** Letter to State Water Resources Control Board – Environmental Specialists (Exhibit D)
6. **September 14, 2004** Letter to SCWA Water Conservation 2004 (Exhibit E)
7. **July 2007** Distribute 100 free low flush toilets. Cost: \$14,000

The Russian River County Water District may implement a third free low flush toilet distribution program. However, an area-wide program administered by the SCWA is preferable.

Russian River County Water District will provide funds for the actual cost of the toilets distributed within the Russian River County Water District boundaries.

These funds can be secured from the “depreciation” reserve for emergency and will amount to approximately \$20,000.

Yours very truly,

Hal Wood
Contract Operator

cc: Board of Directors, Russian River County Water District
George Roberts, Forestville Water District
Jack Locey, Engineer, Brelje & Race
Elizabeth Palmer, Merrill Arnone, et al
Vicky Mwangi

4-20-09 4

The 1999-2004 data represents the total amount of water pumped from the underflow of the Russian River. This supply is considered ground water not under the influence of surface water.

The past water conservation actions are included as attachments with this letter.

- 1 - 1997 Bill stuff offering showerheads and faucet aerators (Exhibit A).
- 2 - 1998 Report summary from our consultant John Olaf Nelson, Water Resources Manager (Exhibit B).
- 3 - March 2001 Distribution of 100 free low flush toilets. Worked with El Molino High School donating \$1,500 to the student activities program.
- 4 - 2001 Letter to SCWA requesting a coordinated toilet distribution program in the Forestville area (Exhibit C).
- 5 - February 11, 2002 Letter to State Water Resources Control Board – Environmental Specialists (Exhibit D)
- 6 - September 14, 2004 Letter to SCWA Water Conservation 2004 (Exhibit E).

The Russian River County Water District intends to implement a second low-flush toilet free distribution program. However, an area-wide program administered by the SCWA is preferable.

Russian River County Water District will provide funds for the actual cost of the toilets distributed within the Russian River County Water District boundaries.

These funds can be secured from the “depreciation” reserve for emergency and will amount to approximately \$20,000.

Yours very truly,



Hal Wood
Contract Operator

cc: Board of Directors, Russian River County Water District
George Roberts, Forestville Water District
Jack Locey, Engineer, Brelje & Race Labs



P.O. Box 730
 Forestville • CA 95436-0730
 Phone (707) 887-7735
 Fax (707) 887-9445

Web Site: rruwater.com
 E-Mail: rruwater@sonic.net

FAX TRANSMITTAL SHEET

DATE: 7-21-07
 TIME: _____

TO: JAY JASPERSE FAX: 544-6123

SCWA

TELEPHONE: 547-1959

NUMBER OF PAGES INCLUDING THIS SHEET: _____

MESSAGE: Russian River Co Water District

	JULY	AVG	SEPT	OCT
2004	11.02	10.81	10.47	8.0

2007 RRWD WILL DELIVER 100 FREE TOILETS
 TO RRWD CUSTOMERS ON JULY 28

100 TOILETS WERE DISTRIBUTED IN 2001

AVG USAGE AT PEAK MONTH 11 mg/d

FROM: _____ IS 290 GAL/~~PER~~ SERVICE/~~PER~~ DAY
 OR 9,100 gallons/month

RUSSIAN RIVER COUNTY WATER DISTRICT
PO BOX 954 7131 MIRABEL ROAD FORESTVILLE, CA 95436
TEL: 707-887-7735 FAX: 707-887-9445

FREE TOILET REPLACEMENT PROGRAM

Dear RRCWD Customer,

Please read the following carefully and completely for instructions and information on recycling your old toilet and picking up your new one:

RECYCLING YOUR OLD TOILET

CANYON ROCK 7525 HIGHWAY 116 (at the corner of Martinelli Road), FORESTVILLE.

PLEASE CALL CANYON ROCK - 707-887-2207 - TO FIND OUT WHERE TO DROP OFF YOUR TOILET.

- **TOILETS MUST BE STRIPPED OF ALL HARDWARE, SEAT, AND ANY PARTS THAT ARE NOT PORCELAIN.**
- **ONLY PORCELAIN PARTS WILL BE ACCEPTED BY CANYON ROCK.**

PICKING UP YOUR NEW TOILET

Your scheduled pick up time is _____ to _____.

If there is a conflict, please call Russian River Utility at 707-887-7735.

- Toilets will be available for pick up Saturday, July 28 between 9 a.m. and 12:00 p.m. and 1:00 p.m. and 3 p.m. at 7131 Mirabel Road, Forestville.
- As a control measure, please bring the porcelain lid to your old toilet's tank to receive your new toilet.
- Please be prepared to lift heavy boxes, or bring someone to assist you if you are unable to lift heavy items.

Please call 707-887-7735 if you have any questions regarding these procedures.

Your conservation efforts are greatly appreciated!

Russian River County Water District

A-20-09

6

RUSSIAN RIVER COUNTY WATER DISTRICT

P.O. Box 954
Forestville • CA 95436-0954

707-887-7735
1-800-244-5518
Fax 707-887-9445



Stuffed / Posted / Mailed
7-9-07

RUSSIAN RIVER COUNTY WATER DISTRICT FACT SHEET

The Russian River County Water District is a publicly owned, user-controlled unit of local government created in 1983 to acquire and upgrade old privately owned water systems. Systems serving the Rio Dell, Russian River Terrace, Summerhome Park, and Hacienda neighborhoods have been acquired and improved. The District's territory was recently expanded to include the Hollydale neighborhood and the Rural Canyon neighborhood on Velluntini Road. The District is run by a five-member elected Board of fellow customers. Day to day operations are currently contracted to Russian River Utility, a privately owned company. The District has approximately 1,200 connections, serving about 2,900 persons.

Water supply is derived from two wells located on the south bank of the Russian River just west of Steelhead Beach Park. Water is diverted from the underflow of the Russian River under two water rights permits that are distinct and separate from those of the Sonoma County Water Agency. The District is not a customer of the Agency and, as such, is not subject to their recent mandate to reduce water use by 15% between July and November, although the District does support wise water use on a year-round basis. As part of the District's ongoing water conservation efforts, low flush toilets will again be distributed in July and August, the last distribution having been implemented in 2001.

The District's service area is divided into three primary pressure zones, each zone having one or more storage tanks. The majority of the customers are located in Zone 1, the lowest pressure zone. Zone 2 consists of properties generally above 300 feet elevation. Zone 3 consists of a small number of customers in the Hacienda neighborhood, which is too high to be served by Zone 2. The system includes three additional very small pressure zones, each served by a hydro-pneumatic pressure system.

Current fees and charges for water service are set forth in Resolution No. 274, adopted by the Board of Directors in November 2000. A typical water bill includes two components: a water service charge that is intended to cover the basic operations and maintenance costs associated with the system irrespective of water usage, and a water usage charge that covers the costs of producing, treating and delivering water to the customer. The current water service charge is \$12.00 per month for 5/8" through 1" meters. The current water usage charge is \$1.50 per 1000 gallons of metered water. Both charges have been at this level since July 1999.

During preparation of the District's budget for fiscal year 2007/2008, the Board of Directors noted that income from water sales no longer covered the cost to provide water to its customers. In response, District staff undertook a review of its rate structure and recommended that the Board consider changes to the fees and charges. The Board has determined that the staff-recommended changes appear both necessary and appropriate and have scheduled a public hearing during which the public may comment whether the proposed charges and fees should be adopted. The public will also have an opportunity to provide a written protest to the proposed changes.

The proposed changes include an increase in the water service charge to an amount that covers the monthly obligation to Russian River Utility for basis system operation and generates sufficient funds for the ongoing system maintenance which is beyond the contractual obligation of Russian River Utility. The Board is also choosing at this time to implement a tiered water rate so that there will be an economic incentive to use water wisely. The water usage charge for the first 4,000 gallons used per month will remain at the current rate of \$1.50 per 1,000 gallons. Monthly water usage above that amount will be charged at a rate of \$3.00 per 1,000 gallons.

July 5, 2007

4 20-09- July

OCSO

OCCIDENTAL COMMUNITY SERVICES DISTRICT
WATER CONSERVATION

JULY 2007

Occidental receives their water supply from an allocation of Sonoma County Water Agency's (SCWA) Russian River water permit.

The SCWA has requested all Russian River watershed water purveyors to implement water conservation measures.

The Occidental Community Services District Board of directors request that you follow the following practices:

- (1) When washing your car, use a bucket and sponge; reduce the time that a hose is used; use a commercial car wash, which recycles wash water.
- (2) Hand-water your landscape.
- (3) Reduce in-house water use.

Thank you for your past conservation measures.

Board of Directors,
Occidental Community Services District

July 20, 2007

4-20-07 8

887-9258

RUSSIAN RIVER COUNTY WATER DISTRICT

P. O. Box 954 • Forestville, CA 95436

707-887-7735 • 1-800-244-5518 • FAX: 707-887-9445

Free Toilet Replacement Program

Dear RRCWD Customer,

As you may know, the majority of the homes within our Russian River County Water District were built well over 25 years ago, putting most of our septic systems toward the end of their useful lives. As you may also know, perhaps the best way to extend the life of a septic system is simply to reduce the amount of water flowing through it. Research shows that the single biggest source of water flowing into a household's septic system is the toilet.

Replacing older, water-wasting toilets will help households to:

- Extend the life of their septic systems
- Avoid health problems
- Reduce wear and tear on our water system
- Maintain property values

In pursuit of this goal, your board of directors has planned a second replacement program of free low-flush (1.6 gallon) toilets to District customers, just as we did several years ago.

Here's what you can do to receive this new toilet:

- Fill out the form on the other side of this sheet and mail, fax or bring to the District office to reserve your toilet. (DO NOT mail with your bill.)
- Or, call the District office at: 887-7735 to reserve.
- Deadline to reserve is Friday, June 1, 2007.

Our office will let you know when you can pick up your new toilet.

(As a control measure, you will need to bring in the porcelain lid to your old toilet's tank to receive your new toilet.)

Please be responsible and recycle your old toilet for free at Canyon Rock (7525 Highway 116, at the corner of Martinelli Road).

We look forward to working with you to extend the life of your septic system, to avoid health problems, to make your home more water-efficient and to maintain your home's value.

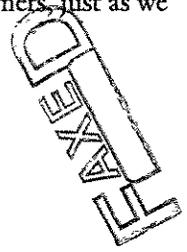
Sincerely,

Wayne D. Gibb
President
RRCWD Board of Directors

Har Wood
887-1502

Continue
on back
→

1 SF 100 toilet
2007
2nd
100 toilet
2007



To Reserve Your Low-Flush Toto Brand Toilet

***** Reservation Deadline: Friday, June 1, 2007 *****

Fill out the form below and do one of the following:

- Mail: RRCWD, P.O. Box 730, Forestville, CA 95436 (*DO NOT mail with bill*)
- Fax to: 887-9445
- Deliver to District office:

Russian River Utility, 7131 Mirabel Road, Forestville (across from fire dept.)

Or, call the District office at: 887-7735.

Pickup Date

Once we know how many toilets are needed, we'll place our order and, within a few weeks, will contact you to set a convenient time on a subsequent Saturday when your toilet can be picked up. *Please be aware that, as a control measure, we will require that you drop off the porcelain lid from your old toilet's tank to receive your toilet.*

Pickup, Installation and Recycling

Each customer will be responsible for pickup and installation of their new toilet. Your old toilet can be dropped off at Canyon Rock (7525 Highway 116, at the corner of Martinelli Road), where it will be recycled for free.

Our intent is to provide one low-flow toilet per household during this phase of our replacement program, but please indicate when you make your reservation if your house needs more than one toilet replaced. We will make note and may implement another distribution.

I want one toilet in the RRCWD 2007 Toilet Replacement Program

My home needs _____ additional low-flow toilet(s)

Name _____

Address _____

Phone _____ Account # _____

(Account # found on the bottom left of your bill - if you don't have it, we will look it up.)

DO NOT MAIL with your bill. Bills go to an out of town address.

Your Board extends heartfelt thanks to the folks at Friedman Brothers Home Improvement Center in Santa Rosa for their cooperation in obtaining these high-quality Toto brand toilets at an affordable price, thus making this program possible.

4-20-09

10

RUSSIAN RIVER COUNTY WATER DISTRICT

P.O. Box 954
Forestville • CA 95436-0954



707-887-7735
1-800-244-5518
Fax 707-887-9445

FILE COPY

September 14, 2004

Pam Jeane, Deputy Chief Engineer
Sonoma County Water Agency
P O Box 11628
Santa Rosa, CA 95406

re: Water Conservation 2004
Order 2004-0035-EXEC

Dear Pam:

The Russian River County Water District contracted the services of John Nelson to assist the District in implementing a water conservation plan. As recommended, the District provided 100 free low-flow toilets to customers. The local El Molino High School students assisted in the distribution program.

The Board of Directors is very conscious of the need to conserve water especially where all our customers are connected to on-site septic and leach systems. Low flow shower heads and faucet adapters were purchased from the SCWA and distributed to RRCWC customers.

Our annual report includes information on water conservation. Pamphlets have been distributed to RRCWD customers.

The annual water usage for the past 4 years is included as an attachment. The current usage from January 1 to August 31, 2004 is 10.8 mg or 45,000 gallons/day or 37 gallons/day/service. The reduction in water usage from 2002 to 2003 is 10%.

Yours very truly,

A handwritten signature in black ink, appearing to read 'Hal Wood'.

Hal Wood

enc: Attachment A

RRCWD Conservation

4-20-09 11
EXHIBIT E
1/3

ATTACHMENT A

<u>Year</u>	<u>Million Gallons</u>
2003	83.3
2002	92.7
2001	87.2
2000	83.4

<u>Month</u>	<u>Million Gal/Day</u>
January	5.3
February	4.7
March	6.0
April	6.5
May	9.3
June	10.3
July	11.0
August	10.8

4-20-09 12

Attachment C - con't

John Olaf Nelson Water Resources Management

1833 Castle Drive, Petaluma, CA 94954

Ph: 707 778-8620 Fax: 707 778-3566 E-mail: jonolaf@eri.com

September 4, 1997

Randy Poole, General Manager
Sonoma County Water Agency
2150 West College Ave.
Santa Rosa, CA 95401

Dear Mr. Poole:

This letter is to acknowledge your consent to allow the Russian River County Water District to purchase the water conservation devices shown in the attached table from the Agency at cost. I understand that Ali Davidson is the contact to work with and that she and her supervisor Cheryl Woodward will determine how to handle the paper work. The person who will be calling with the District's order is Cindy Comb, ph: 707 887-1502.

These devices will be offered to the 1,012 homes served by the District this fall as part of an overall water conservation campaign aimed at increasing water efficiency and helping to minimize the District's impact on the salmon and steelhead fishery resources of the Russian River.

It is very necessary and appreciated that the Agency is willing to help a small water utility gain access to the economy of scale you are able to achieve when purchasing water conservation devices. On behalf of the Russian River County Water District Board of Directors and their customers, thank you.

Best Regards,

151

John Olaf Nelson

cc: Ali Davidson, SCWA
Cindy Comb, RRCWD

4-20-09 13

3B

RRCWD - Water Use

Annual water production and sales in the District service area are shown in Table 1. Trends in annual use have been relatively constant. Some relatively significant variation appears to occur in "unaccounted for water" use however.

Table 1
Historic Annual Use, million gallons per year (MG/yr)

Year	Production	Sales	%Unaccounted for
1991	60.39	56.25	6.8
1992	63.82	not avail.	not avail.
1993	64.67	57.45	11.2
1994	59.67	55.81	6.5
1995	62.14	56.50	9.1
1996	60.64	55.60	8.3
1997	59.60	59.55	nil

Typical variation in monthly demand using 1994 as an indicator (meters are read monthly) is shown in Table 2. The peaking factor of 1.5 (representing average day of the peak month divided by average day of the year) is fairly common to the inland coastal valleys of the region and primarily reflects irrigation of landscapes and gardens.

Table 2
Historic Monthly Use

Month	MG/month
Jan	4.34
Feb	2.99
Mar	3.95
Apr	5.01
May	3.89
Jun	6.73
Jul	5.80
Aug	7.02 < peak month
Sep	5.35
Oct	2.73
Nov	4.00
Dec	4.00
Avg.	4.65

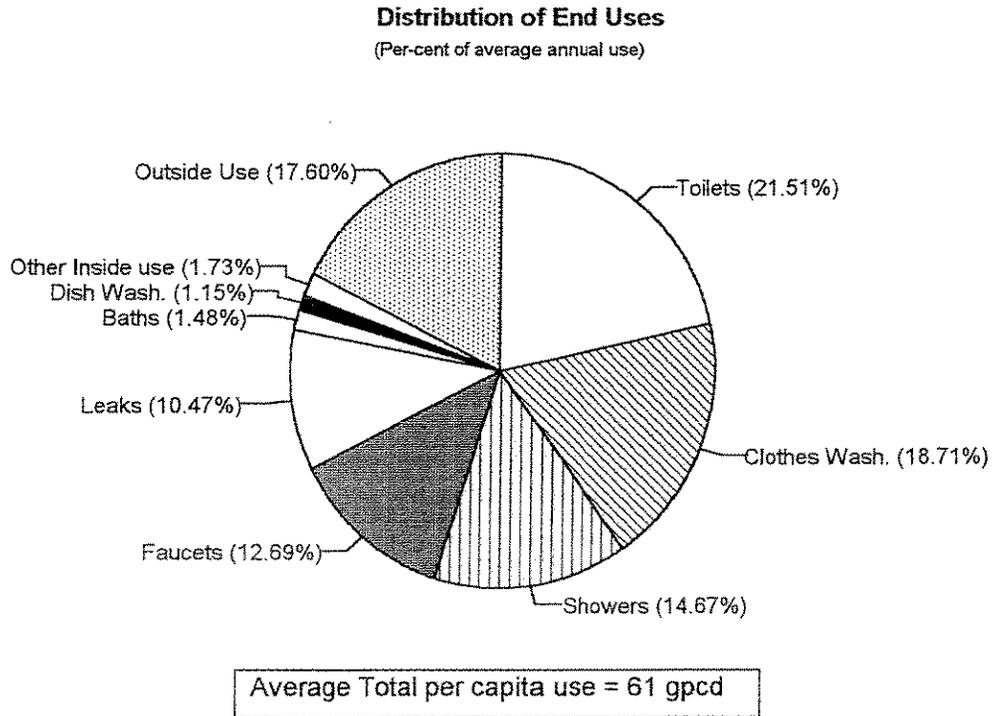
Staff indicates that sales are all residential and estimates that about 5% of total use is explained by summer home use.

Comparison of use in the four winter months (November - February) to other months indicates outside use is about 18% of total annual use. For 1994 this calculates to be about 10.7 gallons per capita per day (gpcd).

Analyzing the most recent source of information for how water is used in the home (1998 Residential Water Use Summary, John Olaf Nelson, web project for the American Water Works Association), it is calculated that per capita use of water for the various residential end uses in the District are:

Residential End Use	gpcd	% of Total
Toilets	13.1	21%
Clothes Washers	11.4	19%
Showers	8.9	15%
Faucets	7.7	13%
Baths	0.9	1%
Dish Washers	0.7	1%
Other Inside Use	1.1	2%
Leaks(includes outside)	4.5	10%
Outside Use	10.7	18%
Total	60.7	100%
Inside Use	50.0	82%
Outside Use	10.7	18%

Displayed in a pie chart, distribution of end uses for a typical home in the District's service area is:



4-20-05 15
5B

RUSSIAN RIVER COUNTY WATER DISTRICT

P.O. Box 954
Forestville • CA 95436-0954

707-887-7735
1-800-244-5518
Fax 707-887-9445



February 11, 2002

State Water Resources Control Board
Division of Water Rights
P O Box 2000
Sacramento, CA 95812-2000

FILE COPY

Attn: Jane Farwell, Environmental Specialist

Re: 360:JF:A029901
Permit 20985
Application 29901

Water

Dear Ms. Farwell:

The Board of Directors approved Resolution 199 on June 16, 1997 which authorized their consultant John Olaf Nelson to prepare a "Water Conservation Program" (attached Exhibit A).

Mr. Nelson advised the District on numerous occasions and submitted reports September 1997, October 1998 and November 1998. In 1999, Mr. Nelson concluded that the Russian River County Water District has completed all reasonable water conservation efforts.

1. The District mailed fliers to all customers inviting them to pick up free low-flow shower heads, kitchen aerators and lavatory aerators at the office. This program was very effective and units are still available for pick up at the billing desk (see attached coupon Exhibit B).
2. A free toilet exchange program was completed March 2001. 100 toilets were distributed to District customers (Exhibit C).

The District reports their water conservation efforts when submitting the "Progress Report by Permittee" - permit 20985.

Our consultant's reports are enclosed for your information (Exhibit D).

The average annual water use of the Russian River County Water District customers is 190 gal/service/day.

The daily water usage has dropped since 1987 but remains fairly consistent now with the completion of their water conservation efforts.

Yours very truly,

Hal Wood

enc:

RRCWD SWRCB 2-11

4-20-03 16

EXHIBIT D

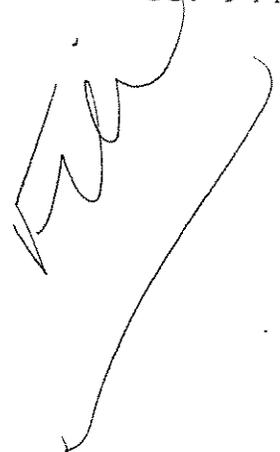
RUSSIAN RIVER COUNTY WATER DISTRICT

P.O. Box 954
Forestville • CA 95436-0954

707-887-7735
1-800-244-5518
Fax 707-887-9445



FILE COPY



April 18, 2001

Randy Poole
Sonoma County Water Agency
P O Box 11628
Santa Rosa, CA 95406

re: Water Conservation
Free Low Flow Toilet

Dear Randy:

Russian River County Water District provides low-flow shower heads and sink aerators to the customers of the Russian River County Water District. Approximately 300 units have been distributed to our customers.

A free toilet program was completed on March 24. The District contracted with the CTSI Corporation and donated \$15/toilet to El Molino High School. We purchased 100 toilets and were over-subscribed for an additional 60.

The District would like to conduct a second toilet program and requests the SCWA participate in this effort. Any water conservation effort by the Russian River County Water District reduces the demand on the Russian River supply.

The District would like to provide additional toilets to our customers. If the SCWA can provide funding, it will allow both Russian River County Water District and Forestville Water District customers to pick up free toilets.

Yours very truly,

A handwritten signature in black ink, appearing to be 'Hal Wood', written over a horizontal line.

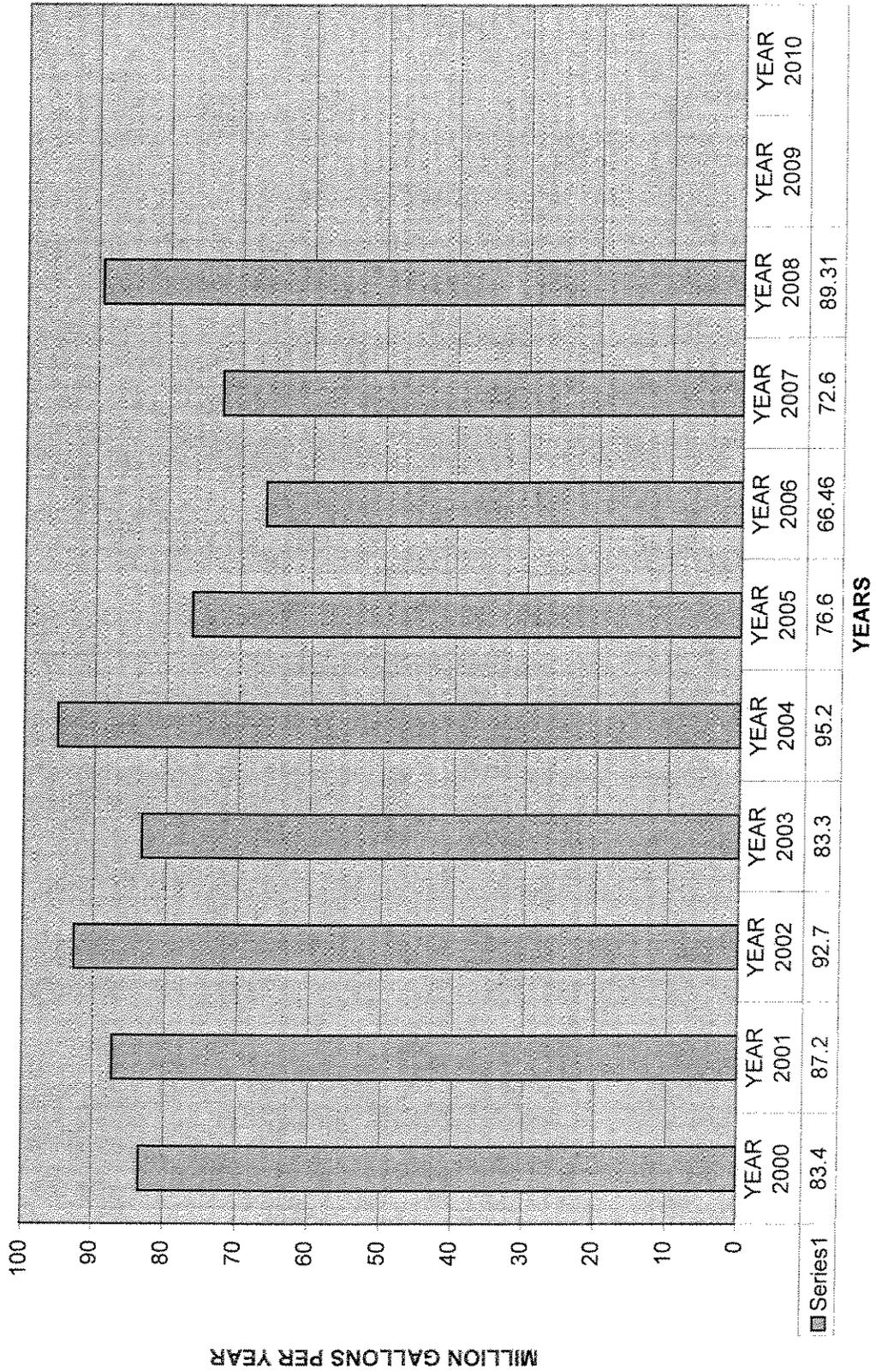
Hal Wood

RRCWD SCWA Low Flow Toilet Prgm

A-20-09 17

EXHIBIT C

RUSSIAN RIVER COUNTY WATER DISTRICT ANNUAL PRODUCTION IN MILLION GALLONS PER YEAR



MILLION GALLONS PER YEAR

YEARS

Series 1

4-20-09

18