



September 25, 2024

Hidden Valley Community Assn
7072 Pine Gate Wy
Granite Bay Ca 95746

Re: Annual Maintenance
Account Number: 2467-27226
Service Address: 7072 Pine Gate Wy Z1

Dear Hidden Valley Community Assn:

Placer County Water Agency (PCWA), would like to remind all untreated water customers that fall is the annual maintenance time for the Agency's source water conveyance system. As you may know, each year our water supplier, Pacific Gas & Electric Company (PG&E), schedules annual maintenance work on their canal facilities. This major maintenance work is essential for reliability of their distribution system, which is the source water for PCWA. This maintenance is normally planned for the fall season, when demand is lower, but while weather remains good for construction activity.

PCWA will start changing the summer orifices to winter water deliveries on **October 7, 2024** to allow PG&E to start this annual maintenance on **October 15, 2024**. Customers are being encouraged to prepare for the end of the summer water season. Please keep in mind that in order to meet the annual maintenance schedule, summer water deliveries must be reduced and all orifice changes need to be completed before the outage begins. **Summer orifice changing on your canal will be on October 9th, 10th, 11th, 12th, 2024.**

We are asking all our customers to conserve water during this period, provide adequate storage and reschedule any project requiring extra water use.

**Your Canal Water Outage Period:
Every other day October 15th through November 23rd, 2024**

Since the Agency's untreated water system includes over 165 miles of canal and pipe it is not possible to predict the precise time water will be at your service box. Water is regulated daily in the Auburn area during the outage. Times of failure and recovery of your water will vary depending on your distance from the regulation point. **Specifically, from the time your water fails, you may expect to recover in approximately 24 hours.**

Actual dates and times of this project could be affected by maintenance issues or delays of the work being done by PG&E. Due to this, the above schedule and completion dates could change. Thank you in advance for your cooperation. If you have specific concerns or questions, please call our Customer Services Department at 530.823.4850 or 800.464.0030.

Sincerely,
PLACER COUNTY WATER AGENCY
Customer Services Department