

Exhibit 5

Summary of Programs

1. Conjunctive Use Program – This program is District-wide and its impacts affect the entire groundwater basin north of the American River. The District's target for the use of the treated surface water component of the program is 15,000 acre feet per year. This program has resulted in the banking of over 150,000 acre feet of water into the basin over the last seventeen years. The program has stabilized the groundwater elevations in the North American Groundwater Basin and has greatly contributed to the overall basin management objectives of the Sacramento Groundwater Authority and its Groundwater Management Plan. The customers of the District have invested over \$100 million in this effort.
2. Main Replacement Program – This program has been implemented in various neighborhoods since 2003 and is currently located predominantly in the South Service Area of the District. The overall plan incorporates all water mains in the District. The program currently targets areas with the oldest water mains that have exhibited high occurrences of leakage or other poor performance characteristics. The customers of the District are investing approximately \$12 million dollars per year in this program. The program has resulted in a decrease in emergency responses to water main breaks and leaks. It has improved the District's water distribution system fire flow capability. And it has reduced claims for damage resulting from water main breaks and leaks.
3. Meter Retrofit Program – This program covers all areas within the District's service area. This program is mandated by State Law and requires all service connections to be metered by the year 2025. The District's schedule for meeting this state mandate requires approximately 1300 unmetered services per year to have meters retrofit to them. While the District is ahead of this schedule at this time, it is anticipated that when the program enters its final stages, because the remaining locations will be in backyards, the program will slow down. This program costs District customers about \$1.9 million per year.
4. Well Replacement Program – The District currently has 89 active wells located throughout the service area capable of producing over 98,000 gallons per minute. Over 50 of these wells are at least 50 years old and are approaching the end of their useful life. This program is designed to replace the oldest and least efficient of these wells with new high capacity units. The District's goal is to maintain its production capacity with fewer more reliable wells. The design criteria utilized in this program targets the new wells to produce 1500 gpm; this could displace two or three older units that produce 500 to 750 gpm. The District customers are investing about \$2 million per year in this effort.
5. Integrated Regional Water Management Plan (IRWMP) – The District is a member of the Regional Water Authority (RWA). RWA has taken the responsibility to coordinate the formulation and implementation of an IRWMP which is a planning program with guidelines and requirements that have been authored by the State Department of Water Resources (DWR). This plan covers participating agencies within the American River watershed. The program

coordinates the planning efforts of the member agencies in an effort to eliminate conflicting programs and achieve maximum benefit to the agencies as well as the environment. The program coordinates projects submitted by the member agencies in an effort to improve the efficient implementation of these projects and reduce duplication of efforts. The IRWMP has also been successful in attaining grant funding from DWR and the U.S. Bureau of Reclamation (USBR) for both the planning efforts and the construction of projects. The District has benefited from both of these grant programs. Currently, the District is completing the construction of a water production well for which it received \$750,000.00 of grant funds through this program.

6. Sacramento Groundwater Authority (SGA); Groundwater Management Plan (GMP) – The District is a member of the SGA. In December of 2004 the SGA adopted its GMP which identified 63 management actions for the groundwater basin. Since that time the GMP has been revised and updated. The District has participated in the implementation of the plan objectives and actions which include the establishment of groundwater contamination committee, improving communication and coordination with both regulators and responsible parties, improving the existing monitoring well program, and making improvements to the existing groundwater model for the SGA area. Of significance, in 2009 the district worked with the SGA to finalize its water accounting framework component of the GMP which provides targets for pumping allocations to sustain the basin.
7. Integrated Business Systems Program – In 2003 the District initiated a program to upgrade and integrate all of its business systems with the goal of providing better access to information for both the customer and the employees at SSWD. Since the start of the program, the Geographical Information System (GIS) has become the center of the system which includes a new financial tracking program, a new customer billing program, and new field work order program, and a new document management system. All the programs work off of a central data base which allows the staff to move between the systems and access information quickly and efficiently. In addition, other auxiliary programs have been added to improve the tracking of utility location requests and backflow protection device monitoring. Remote terminals have been installed in the District's fleet vehicles to allow field staff direct access to the programs enabling them to give customers information in the field and provide real time tracking of work-order status as well as direct access to system maps and diagrams. The District also has upgraded its Supervisory Control and Data Acquisition System (SCADA) for its production facilities. This upgrade allows the water production staff direct monitoring capability of all the critical components of the water production system which allows the immediate response to any development or emergency. The integration of these business systems has allowed the District to maintain a superior employee to customer ratio while improving the employee's capability to deliver excellent service saving the customer time and money.
8. Water Conservation Program (WCP) – The District is a signatory of the historic Water Forum Agreement (WFA). A condition of signing this agreement was the agreement to conform to a Purveyor Specific Agreement which includes a Water Conservation Program element. The WCP is structured to provide Best Management Practices (BMPs) targets for the District that are designed to educate the District customers on the need for efficient use of water and encourage

water savings through various related activities. In February 2006, the District, along with five other agencies in the region studied and prepared a Water Conservation Master Plan that analyzed the effectiveness of the existing programs. The Water Conservation Program of the WFA has since been updated to reflect the California Urban Water Conservation Council list of BMPs. In addition, legislation passed in 2009 mandates further water conservation requirements. The District is evaluating the impacts of these recent developments and staff is confident that the District will continue to be successful in addressing this important element of water management in the region.

9. Community Outreach/Public Education Program – The District has a community outreach program that is available to all customers through print, electronic media and community outreach events. This program has received recognition through professional organizations for its efforts in keeping the public informed of District activities and providing useful relevant information. The program includes a robust and informative website which encourages customers to contact the District with questions or concerns. Recent additions allow the customer access to their billing information and provide the ability to pay their water bill online.
10. Legislature Lobbying Efforts – In 2010, the District partnered with six other local agencies to form an alliance to provide input and expressions of support or opposition to legislation of interest for the region during the 2010 Legislative Session. This coalition works directly with the Legislative Committee of the RWA to ensure uniformity in its efforts. These efforts have resulted in the inclusion of language in several bills that will assist the region in compliance with the intended legislation. The coalition efforts have also been instrumental in the defeat of passage of bills viewed to be harmful to the interests of the citizens in the region. In addition to the financial support needed to fund the lobbying effort provided by each member of the coalition, staff from each agency has shared spending time at the Capitol attending meetings and hearings on the various bills of interest, to provide input, support or express opposition as the situation might dictate.
11. Sustainability Program – In November 2007, the District Board of Directors approved the Sustainability Policy of SSWD. The primary purpose of this policy is to establish Sustainability as a guiding principle for daily operations and as a framework for longer term business decisions for the District. In an effort to address the principles outlined in the policy, the General Manager formulated a Sustainability Committee of employees interested in furthering ideas to address the elements of the policy. The Committee has addressed numerous issues resulting in improved procedures for recycling, energy use, vehicle operations, and has provided employee and customer education events to increase awareness. The District now computes its “Total Carbon Footprint” annually to benchmark progress toward lowering carbon emissions.
12. Management Practices Audit – In 2010, the District has initiated an internal review of its policies, procedures and practices to determine the effectiveness of the management programs of the agency. The goal of the audit is to assess areas of strength and deficiency in an effort to identify areas for potential improvement. The effort will look to improve communication among the management staff and employees of the District as well as increase effectiveness of the entire

organization. The District will be utilizing a program provided by the American Public Works Association for this audit. The program is scheduled to take up to one year to complete with internal staff while maintaining the day-to-day needs of the utility.