



Water Currents

FAIR OAKS WATER DISTRICT
Fall 2026



Real People Customer Service



At Fair Oaks Water District (FOWD), we take pride in providing personal, direct service to our customers.

We believe public service requires a human connection that is becoming increasingly rare in today's technology-driven world.

When you call FOWD, you are greeted by one of our friendly Customer Service Representatives (CSRs).

"We have a goal of answering every phone call by the third ring," said Maimie, a FOWD Customer Service Representative. Another CSR shared, "Many of our customers come into the office to pay their water bill in person, giving us an opportunity to have a brief conversation and strengthen that personal connection."

FOWD's commitment to customer service is evident throughout our organization. At any given time, you may find a member of the leadership team personally visiting a customer to address a concern, answer questions, or help resolve a service issue. We believe responsive, face-to-face communication remains one of the most effective ways to serve our community.

While FOWD fully embraces modern technology to enhance operational efficiency and reliability, we remain committed to ensuring that technology complements, rather than replaces, the human element of public service. Serving our customers with professionalism, accessibility, and personal attention will always remain at the heart of what we do.

GREAT WATER, GREAT SERVICE, AND LOWEST RATES.

Learn more about the Fair Oaks Water District at fowd.com.

Another Year Without a Rate Increase

commitment to fiscal responsibility, which has guided the District's fiscal management for the past 20 years.

Over the past two decades, FOWD water rates have increased by an average of just 1.9 percent annually. During this same period, customer water rates increased by a total of 38%, while operational expenses increased

The FOWD Board of Directors will not increase water rates in 2027. This decision reflects FOWD's longstanding

by 128%. The District offset these increased costs by securing revenue from sources other than customer water rates.

Importantly, this commitment to fiscal responsibility did not come at the expense of investing in the District's infrastructure. Over the past 20 years, more than 40% of water-rate revenue has been reinvested into capital improvements throughout the FOWD water system.

FOWD has estimated that it will enter 2027 debt-free and with nearly \$8.5 million in cash reserves – along with the lowest water rates in the Sacramento region.

Curious About the Quality of Your Drinking Water?



Our annual Consumer Confidence Report (CCR) provides detailed information on FOWD's drinking water quality, compliance with standards, and the water sources used to serve you. We are proud to report that this year's CCR confirms that your drinking water meets all federal and state standards.

Scan the QR code to learn more.



FOWD Signs the Water Forum 2050 Agreement

Sacramento region's long-standing commitment to collaborative water management. Leaders from water suppliers, environmental organizations, business groups, and public agencies gathered to affirm their commitment to shared solutions.

The Water Forum 2050 Agreement is a landmark update to the original 2000 Water Forum Agreement. It establishes a shared vision for ensuring a reliable water supply, protecting the ecological and recreational values of the Lower American River, and preparing the region for future climate challenges.

FOWD staff worked alongside a diverse group of regional stakeholders, including the San Juan Water District (SJWD), to help develop the agreement. By signing the agreement, FOWD and SJWD reaffirmed their commitment to collaboration and the pursuit of practical

In May 2026, FOWD participated in a signing ceremony marking an important milestone in the

solutions that strengthen their partnership and benefit the ratepayers of both agencies.

Regional cooperation helps ensure that FOWD can address future challenges while continuing to deliver high-quality and reliable water service at the lowest reasonable cost to our customers.

Learn more about Water Forum 2050 at waterforum.org.



FOWD General Manager Tom Gray (left) and SJWD General Manager Adam Larson signing the Agreement.

“Move the Yard” Lawsuit Update

The FOWD is providing an update regarding ongoing litigation involving the District's property in Fair Oaks Village.

A lawsuit filed in 2025 challenging FOWD's use of the property it has owned and operated since 1979 was dismissed. On January 27, 2026, a second lawsuit was filed against the District by Leon Corcos and others associated with the Fair Oaks Village Enhancement Corporation.

FOWD has responded by filing a demurrer, asking the court to dismiss the complaint. The District believes the claims lack legal merit and will continue to defend its interests through the legal process.

Importantly, the litigation has no impact on District operations or water service. FOWD continues to provide safe, reliable water service to the Fair Oaks community without interruption.

“FOWD remains committed to acting in the best interests of our ratepayers while treating all parties with professionalism, respect, and grace throughout this process,” said FOWD General Manager Tom Gray.

As the matter proceeds, FOWD remains focused on its core mission of delivering reliable water service, maintaining critical infrastructure, and responsibly stewarding public resources.

The case remains pending before the Sacramento County Superior Court. Information regarding the case, including court filings, is available on the FOWD website.

Fair Oaks Water District General Manager Announces Planned Retirement



After nearly 23 years of service as General Manager, Tom R. Gray will retire from the Fair Oaks Water District (FOWD) in April 2027. The retirement date was established in collaboration with the FOWD Board of Directors in November 2025.

The FOWD Board of Directors is working closely with Tom to ensure a smooth leadership transition and to identify the District's next General Manager. Additional information regarding the recruitment process will be shared with the community as it becomes available.

“Throughout my tenure at FOWD, I have worked to earn the trust of our ratepayers by focusing on excellent water quality, responsible financial stewardship, outstanding customer service, employee recognition, and effective asset management. Above all, I have strived to serve with respect, integrity, and grace for everyone in our community. Serving the Fair Oaks community has been a privilege and a blessing for both my family and me. Thank you for the opportunity to serve.”

– TOM GRAY



Fair Oaks Water District

10326 Fair Oaks Blvd.

Fair Oaks, CA 95628

(916) 967-5723 | fowd.com

Your FOWD Board of Directors

Randy Marx, *President (Division 4)*

Mark Dolby, *Vice President (Division 3)*

Chris Petersen *(Division 1)*

George Babcock *(Division 2)*

Misha Sarkovich *(Division 5)*

Inside This Issue

- Real People Customer Service
- Another Year Without a Rate Increase
- Curious About the Quality of Your Drinking Water?
- FOWD Signs the Water Forum 2050 Agreement
- "Move the Yard" Lawsuit Update
- FOWD General Manager Announces Planned Retirement



GREAT WATER, GREAT SERVICE, AND LOWEST RATES.

Learn more about the Fair Oaks Water District at fowd.com.