



NORTH MARIN WATER DISTRICT

# THE WATER LINE

NOVATO'S SERVICE AREA NEWSLETTER • VOLUME 19 ISSUE 40 SPRING 2018

## Water Supply Update: Novato's Water – Use it Wisely

Drew McIntyre, General Manager

This year, rainfall in Novato was 75% of average and Stafford Lake filled to 76% of its maximum storage capacity. After dry months in December and February, we were fortunate to have decent rainfall in March and April. On the Russian River, Sonoma County Water Agency reservoirs supplying Novato (i.e., Lake Sonoma and Lake Mendocino) were at or above 94% as of May 1 of this year. While there is currently adequate water supply, maintaining water use efficiency is important. Novato water customers continue to use less water when compared to the state's baseline of 2013. Thank you for your ongoing efforts to use water efficiently. NMWD is committed to using our local supplies to the fullest extent possible. In addition to surface water supply for Stafford



Stafford Lake

Lake Treatment Plant production, NMWD, in cooperation with our local sanitary districts, has completed a major expansion in drought proof, recycled water supply (see below for more information).

As reported in previous newsletters, the state is developing long-term water conservation measures that are aimed at making conservation a way of life in California. The state will continue to require some "common sense" water use prohibitions and NMWD continues to report monthly water production statistics to the state for ongoing monitoring. Customers are urged to participate in the many water conservation programs offered by NMWD. See [www.nmwd.com](http://www.nmwd.com) for details.

## AMI is coming to NMWD Julie Blue, Auditor/Controller

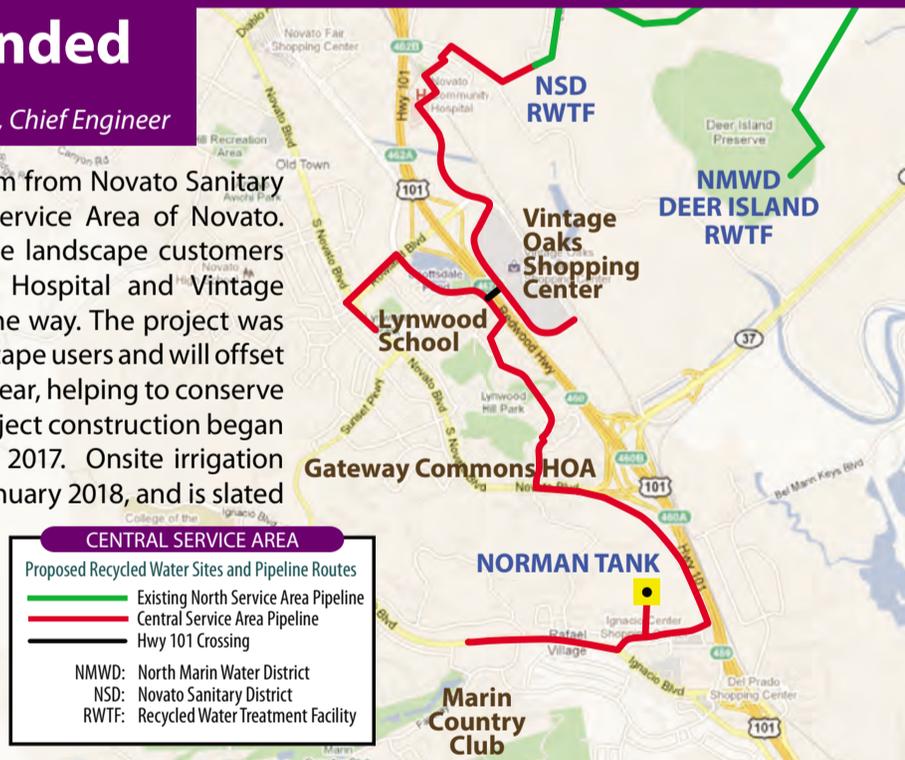
To improve water use efficiency as well as meter reading efficiency, accuracy, and customer service, NMWD has commenced deployment of an Advanced Meter Information (AMI) system. The project includes meter upgrades for customers throughout NMWD's Novato service territory. With the AMI system, digital meter data is sent securely via radio to NMWD headquarters for billing purposes. This technology provides early leak detection and enables customers to view near real-time water use information online, thereby gaining a better understanding of their water use patterns. Upgrading of all Novato water meters will occur over the next six months. As a part of the AMI system, a new online payment and Water Smart Portal has been developed. We encourage you to "sign-in" on the portal to get acquainted with the system. Visit [www.onlinebiller.com/nmwd](http://www.onlinebiller.com/nmwd)



## Recycled Water has Expanded in the Central Area Rocky Vogler, Chief Engineer

NMWD has expanded the recycled water system from Novato Sanitary District's treatment plant into the Central Service Area of Novato. This project will serve approximately 40 large landscape customers (including Marin County Club, Novato Community Hospital and Vintage Oaks Shopping Center), and three car washes along the way. The project was designed to reach the maximum number of large landscape users and will offset approximately 65 million gallons of potable water per year, helping to conserve potable water supplies for the greater Novato area. Project construction began in November 2016 and was completed at the end of 2017. Onsite irrigation retrofits for the large landscape customers began in January 2018, and is slated for completion in June 2018. The project received substantial federal and state grant funding, with the remainder funded by low interest state loans.

For more information on the Recycled Water Expansion Project, please visit [www.nmwd.com](http://www.nmwd.com) or <http://nmwdcentralexpansion.blogspot.com>



## Celebrating 70 Years of Service

Seventy years ago, in April 1948, the citizens of Novato voted to form the North Marin Water District and purchase the "Novato Water Company", a private local water purveyor. At that time, the limited local ground water wells could not keep up with water supply needs and fire protection requirements for the growing community. Since 1948, the District's Board of Directors, management and staff have been true to our



mission, striving to provide a quality product at a reasonable cost, keeping customer service our main focus and completing our work with minimum environmental impact. We thank you for your support and remain committed to meeting your needs into the future. In recognition of our 70 years of service, we have a limited supply of commemorative water glasses available on a first come, first served basis. Please drop by the front desk and ask for a glass!

Pay your bills online at: [www.onlinebiller.com/nmwd](http://www.onlinebiller.com/nmwd)

**Cash for Grass**

NMWD offers a cash incentive for removing regularly maintained and automatically irrigated lawn areas and replacing them with District-approved low water use plantings on drip irrigation. The incentive will pay you up to \$50 per 100 square feet of lawn area (maximum \$400 per single family dwelling). Pre-qualification site visit and re-landscaping plan approval is required for participation.



**OR**

**Lawn Be Gone**

This program is for “do-it-yourselfers” who want to replace lawn areas by covering and composting in place - a process known as “sheet-mulching”. NMWD offers delivery of free compost, cardboard and mulch for eligible sheet-mulching projects. Pre-qualification site visit and landscape plan approval required prior to participation. Delivery will be performed by NMWD’s designated contractor.



See [www.nmwd.com](http://www.nmwd.com) for rules and application forms, and then call 415-761-8944 to schedule an appointment.

**Water Smart Savings Program**

North Marin Water District wants to help customers use water efficiently. That’s why we’ve put all of our water saving promotions under one umbrella. The Water Smart Savings Program encompasses all you need to get started on saving water and saving money. Call (415) 761-8944 for program details or visit [www.nmwd.com](http://www.nmwd.com)

**Water Smart Home Survey:**

This free service includes thorough indoor and outdoor water efficiency checks.

**Water Conserving Fixtures:**

Free showerheads, faucet aerators and self-closing hose nozzles are available upon request from time to time.

**Rainwater Catchment Rebate:**

Rebate for collection and storage of rainwater.

**High Efficiency Clothes Washer Rebate:**

NMWD offers a rebate to customers when they purchase a qualifying high efficiency clothes washer.

**Cash for Grass Rebate:**

Get cash for removing irrigated and maintained lawn and replacing it with low water use plants. Pre-qualification required.

**Water Smart Landscape Rebate:**

Rebates available for water efficient landscape equipment, such as a new drip irrigation system replacing a spray system or a rain shut off device.

**Smart Controller Rebate:**

A Smart Controller uses weather data and site specific information to automatically adjust run times.

**High Efficiency Toilet Rebate:**

Customers who replace an old water-guzzling toilet with a high efficiency toilet may be eligible for a rebate.

**Greywater Rebate:**

Rebate for the reuse of water from washing machine, shower or bathroom sink to water landscape plants.

**Other Programs:**

Other programs include pool cover rebate, hot water recirculation system rebate and “Lawn Be Gone” sheet mulching program.



**NORTH MARIN WATER DISTRICT**

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[www.nmwd.com](http://www.nmwd.com)

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**Free Water Smart Home Survey Program**

The Water Smart Home Survey Program offers customers a chance to have a NMWD representative complete a FREE water use efficiency survey. Our friendly and knowledgeable survey technicians can show you how to easily become more water use efficient and we will help you understand how to program your irrigation controller. You’ll also get free low-flow showerheads and sink aerators as needed to achieve maximum water use efficiency.

**On the Survey we will inspect:**

- **Sprinklers & irrigation systems**
- **Landscaping**
- **Water meter**
- **Faucets**
- **Showerheads**
- **Toilets**
- **Clothes washers**
- **Other water-using devices in the home**



Call today to schedule your **Free Water Smart Home Survey:** 415-761-8944