



**NORTH MARIN  
WATER DISTRICT**

# THE WATER LINE

NOVATO'S SERVICE AREA NEWSLETTER • VOLUME 19 ISSUE 41 FALL 2018

## Water Supply Update

*Drew McIntyre, General Manager*

This summer NMWD customers were supplied potable water from the Russian River and Stafford Lake. Recycled water is also being supplied to our large landscape irrigation customers and various commercial car wash locations in town. The District purchases recycled water from both Novato Sanitary and Las Gallinas Valley Sanitary Districts and has recently completed a major expansion in recycled water distribution within Novato (see additional discussion below). All told, recycled water delivery capacity is quickly approaching 30% of Stafford Treatment Plant capacity and directly addresses the District's goal of increasing local control and water supply reliability.



Stafford Lake

Current water supplies on the Russian River are at good levels going into the winter season. At Stafford Lake, water supply is below average due to last year's rainfall at 75% of average and the lake not reaching full capacity. Through the first three months of this fiscal year, water sales are up when compared to the same period last year. We don't know what this year's winter season will bring with respect to rainfall and customers are encouraged to participate in the Water Smart Savings programs outlined within this Water Line.

During fiscal year 2017/18, the District continued to invest in significant infrastructure projects expending close to \$11M to ensure the reliable delivery of good quality water. See highlight of the FY2017/18 Capital Improvements Projects on page 2. The current cost of water service for a typical Novato customer is still a good value at slightly above the median of 16 comparable urban area retail water agencies.

### Fall is Here!

Shorter days and cooler temperatures are here. Remember to turn off or adjust watering times for your irrigation system. As plants slow their growth with the decreasing daylight, they also slow down their water use. Cut back on watering as needed — sometimes by as much one third to one half.

## NMWD's AMI Project is Nearing Completion

*Julie Blue, Auditor/Controller*

NMWD is excited to announce that the Advanced Meter Information (AMI) system deployment program is nearing completion. The deployment project began in March 2018 and by the time this newsletter reaches you, most of the 21,000 meters should be upgraded. The district commenced deployment of an AMI system to improve water use efficiency as well as meter reading efficiency, accuracy, and customer service. The project included 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.



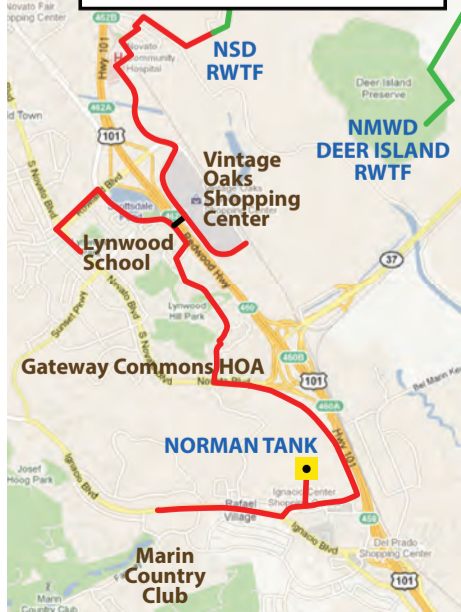
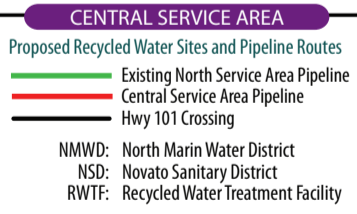
This technology provides early leak detection and enables customers to view water use information online, thereby gaining a better understanding of their water use patterns. As a part of the AMI system, a new online payment and WaterSmart Portal has been developed. We encourage you to "sign-in" on the portal to get acquainted with the system and learn more about your water use. Customers will now have access to hourly water use data and are able to set up alerts for high use and leak events on the WaterSmart Portal. Please visit [www.onlinebiller.com/nmwd](http://www.onlinebiller.com/nmwd) to register. If any customers have issues registering or logging-on to [www.onlinebiller.com/nmwd](http://www.onlinebiller.com/nmwd) or the WaterSmart Portal, please call 415-897-4133 and a staff member can guide you through the process.

## 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 serves approximately 40 large landscape customers (including Marin County Club, Novato Community Hospital and Vintage Oaks Shopping Center), as well as three car washes. 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. Our pipeline project construction began in November 2016 and was completed at the end of 2017. On-site irrigation retrofits for the large landscape customers began in January 2018 and was completed in September 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)



## 2018 Strategic Plan

*Drew McIntyre, General Manager*

For over 70 years, the District has provided reliable, high quality water at a reasonable cost. The District has long accomplished this mission through careful development of planning documents that provide direction and focus for continued success. True to this history, the Board of Directors adopted the 2018 North Marin Water District Strategic Plan in June of this year. This Strategic Plan is the District's highest level planning document and represents the governing Board's direction for the future as well as the staff's blue print for implementing that vision. The Strategic Plan was developed through a step-by-step process that included recognition of the District's operating environment, the strengths and weaknesses of the organization and anticipated future opportunities and challenges. Important ongoing issues include water supply, quality and reliability, customer engagement and service, aging infrastructure, workforce training and retention, financial stability and emergency planning/resilience. In summary, it is a living document which guides the district for not only today but for the long-term future as well. We encourage you to review this important district resource on our website.

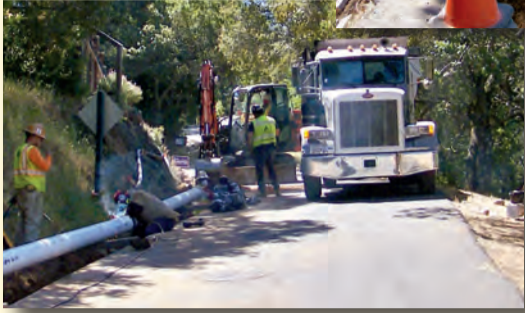


Pay your bills online at: [www.onlinebiller.com/nmwd](http://www.onlinebiller.com/nmwd)

# Capital Improvement Project Recap

## Ridge Road Mainline Replacement Project:

Installed 1,400 feet of 8-inch water main along Ridge Road to replace 6-inch pipe that was nearing the end of its useful life. This upsizing project also improved fire flow.



## AMI Project:

Continued work on a multi-year project to deploy an Advanced Meter Information (AMI) system to improve water use efficiency as well as meter reading efficiency, accuracy and customer service.



## San Mateo Tank Rehabilitation Project:

Performed a major rehabilitation project to recoat the interior and exterior of the 5 million gallon San Mateo steel water storage tank and installed a new mixing system for improved water quality control.



## Center Road Mainline Replacement Project:

Replaced 1,200 feet of 60+ year old cast iron pipe along Center Road that had a history of multiple breaks due to excessive corrosion.



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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 Savings Program

**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.

**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 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 to 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.