

# The Waterline

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**NORTH MARIN  
WATER DISTRICT**

## Water Supply Update Fall 2019

Drew McIntyre, General Manager

This summer NMWD customers were supplied potable water from the Russian River and Stafford Lake. In cooperation with Novato Sanitary and Las Gallinas Valley Sanitary Districts, we have expanded our distribution of recycled water, which supplies large landscape irrigation customers and various commercial car washes in Novato. Recycled water customers have increased from 44 to 96 over the last five years. In total, recycled water delivery capacity is quickly approaching 30% of Stafford Treatment Plant capacity. This directly addresses the District's 2018 Strategic Plan Goal No. 1: to increase local control and long-term water supply reliability.

Current water supplies on the Russian River are at good levels. At Stafford Lake, water supply is above average, with last winter's rainfall being 28% above average.

State legislation passed in November 2009 (SB7X-7) required a 20% reduction in per capita water use by 2020. That goal has been met by NMWD. Water consumption over the last fiscal year was ~25% below typical production levels of the early 2000's.

We don't know what winter rainfall levels will be, but we encourage customers to continue using water efficiently and participate in our Water Smart Savings programs.



As previously reported, the state is developing long-term water use efficiency measurements based on legislation passed in 2018. They focus on urban and agricultural water use and drought resiliency. New regulations are expected in 2022, with compliance triggers starting in 2023.

During fiscal year 2018/19, the District continued to invest in significant infrastructure projects, expending close to \$4M to ensure the reliable delivery of good quality water. See highlights of the FY 2018/19 Capital Improvement Program on page 2. The current cost of water service for a typical Novato customer — at the median of 16 comparable urban area retail water agencies — continues to offer good value.

## NMWD Preparations For The Public Safety Power Shutoff (PSPS)

Robert Clark, Operations/Maintenance Superintendent

In Spring 2019, PG&E updated its Community Wildfire Safety Program (CWSP), which included public safety power shutdowns under the PSPS program, if extreme fire danger conditions threatened a portion of the electric system.

PG&E supplies power directly to NMWD's drinking water treatment plant, along with water distribution systems and facilities and is critical to the 24/7 operational needs of these facilities. To ensure reliable water service for NMWD's 61,000 water customers, the NMWD Board authorized the purchase/rental of numerous additional back-up generators that could be deployed during potential power shutoff periods. NMWD also coordinated with

Sonoma Water and the other water utilities served by the Russian River water system to be similarly prepared with backup generators should there have been a power shutdown anywhere along the Russian River transmission system.

In the future, NMWD urges all customers to be prepared for power shut offs and possible utility service interruptions and resulting calls for water conservation.

Find out more at  
[nmwd.com/about\\_pspss.php](http://nmwd.com/about_pspss.php)

## Rate Study

Julie Blue, Auditor/Controller

NMWD currently bills customers under a rate structure comprised of 16 rates categorized by commercial (or non-residential), residential, elevation zones, and seasons.

NMWD has begun a detailed study of the current rate system. This study is being conducted by an independent outside consultant who is completing a comprehensive and complete cost of service report and rate study to set and validate future water rates.

Learn more about upcoming workshops and public hearings on our website

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

## NMWD's AMI Project Is Complete

Julie Blue, Auditor/Controller

Last Spring, NMWD announced that the Advanced Meter Information (AMI) system deployment program was complete. The District commenced deployment of an AMI system to improve water use efficiency as well as meter reading efficiency, accuracy, and customer service.

Customers 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. Visit [onlinebiller.com/nmwd](http://onlinebiller.com/nmwd) to register. Customers with issues registering or logging on to [onlinebiller.com/nmwd](http://onlinebiller.com/nmwd) or the WaterSmart Portal, please call 415-897-4133 and we can guide you through the process.



## Transition To By Division Elections

The District has transitioned from at-large elections to by division elections. Our new District Elections page contains up-to-date information regarding the process and can be found at [nmwd.com](http://nmwd.com).

# Pay your bills online.

Visit [onlinebiller.com/nmwd](http://onlinebiller.com/nmwd)





## Capital Improvement Program Recap

Rocky Vogler, Chief Engineer

Our Capital Improvement Program continues to show significant progress, with pipeline upgrades, new recycled-water irrigation at over 40 sites, and other infrastructure improvements.

### Country Lane Pipeline Replacement

We replaced the original two inch thin-walled plastic main line with a new six inch main line and hydrant. This work addresses multiple recent pipeline breaks and will provide adequate flows for firefighting.

### Montego Keys Pipeline Replacement

We replaced approximately 260 feet of eight inch main line pipe in the 300 block of Montego Key, in order to prevent additional main line breaks occurring due to ground settlement.



### Lanham Village Plastic Service Line Replacement

In Lanham Village, we replaced 317 plastic services — originally installed in the mid-1980's — with copper services to avoid costly service line breaks in the future.

### Central Recycled Water Onsite Retrofits

We converted the onsite irrigation systems from potable to recycled water at over 40 sites in the Central Recycled Water Service area. This retrofit includes commercial and irrigation customers in the Rowland Blvd, Redwood Blvd and Ignacio Blvd corridors.

### Stafford Treatment Plant – Coat Concrete Clearwells

The uncoated concrete surfaces in the underground clearwells were degrading over time. This project included surface preparation of the existing concrete, followed by applying a thick film, 100% solids, elastomeric polyurethane coating.



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999 Rush Creek Place  
PO Box 146  
Novato, CA 94948

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

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## 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 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.

### Cash for Grass Rebate

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

### High Efficiency Clothes Washer Rebate

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

### Rainwater Catchment Rebate

Rebate for collection and storage of rainwater.

### High Efficiency Toilet Rebate

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



# Water Smart Savings Program

Find out more at [nmwd.com](http://nmwd.com)