

TO: BOARD OF DIRECTORS  
FROM: MARIO IGLESIAS  
GENERAL MANAGER  
DATE: February 3, 2017

**AGENDA ITEM  
F  
FEBRUARY 8, 2017**

**GENERAL MANAGER'S REPORT**

**ITEM**

Standing report to your Honorable Board -- *Period covered by this report is January 21, 2017 through February 3, 2017.*

**DISTRICT BUSINESS**

**Administrative**

The District encourages residents to provide reports of any observed water waste. Staff follows up each report with phone calls and written notice to customers when warranted. January data for water waste and leak information will be provided at the February 22, 2017 Board Meeting.

**Office Activities**

	<u>Dec-16</u>	<u>Jul/Dec-16</u>
Reports of water waste followed up on	0	2
Leak Adjustments	3	12
Leak Adjustment Amount	\$600	\$3,207

**Water Resources**

**1) Total Production (AF)**

	<u>Jan-17</u>	<u>Year to date July-Jan-17</u>
Groundwater Production	19.8	557.5
Supplemental Water Imported	<u>72.9</u>	<u>500.1</u>
Total Production	<u>108.8</u>	<u>985.0</u>

In January 2017, NCSD imported 72.9 AF of water over the 31 day period: averaging 531 gallons per minute for a daily total of over 766,000 gallons per day. For the seven months, July through January, the District imported 500 AF of supplemental water. NCSD is 33 AF over the minimum scheduled take of 467 AF for this time period. For Fiscal Year 2017, NCSD is obligated to take or pay for a minimum of 800 AF from the City of Santa Maria ("CSM"). To import this amount of water, NCSD must average 66.7 AF per month from CSM.

**2) Production vs. 28% State Reduction Target in Acre Feet (AF)**

	Jan-17	Year-to-Date Jul-Jan-17
Total Production (Annual Running Average)	92.6	1,077.6
Total Production for 2013	<u>124.0</u>	<u>1,562.2</u>
Reduction	<u>-31.4</u>	<u>-484.6</u>
Percentage Reduction	25.3%	31.0%
State Reduction Mandate	<u>28.0%</u>	<u>28.0%</u>
Difference in Percent Reduction vs. Targeted Reduction	<u>-2.7%</u>	<u>3.0%</u>

For January 2017, the community fell short of the month-to-month State-mandated reduction by 2.7%. However, the cumulative State-mandated reduction was also met; there has been a 31.0% reduction to date from cumulative 2013 consumption levels.

**3) Production vs. NMMA Reduction Target for the Period**

	Jan-17	July-Jan-17
Total GW Production	19.8	557.5
Average Production for 2009-2013	<u>142.1</u>	<u>1,526.8</u>
Reduction	<u>-105.4</u>	<u>-949.4</u>
GW Reduction Percentage	86.1%	62.2%
Target Reduction per NMMA	<u>50.0%</u>	<u>50.0%</u>
Difference in Percent Reduction vs. Targeted Reduction	<u>36.1%</u>	<u>12.2%</u>

Table 3 does not include the 33.3% purveyor credit. Refer to Table 4 for the calculated groundwater pumping reduction NCSD claims for this time period.

**4) NCSD GW Reduction**

<b>NCSD GW Well Production adding Purveyor Credit</b>	Jan-17	July-Jan-17
NCSD GW Well Production	19.8	557.5
Purveyor Customer Credit (33.3% of Import Water)	<u>24.3</u>	<u>141.6</u>
NCSD Total Calculated GW Production	44.0	744.2
Average GW Production for 2009-2013	142.1	1,526.8

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NCS D Percentage of GW Reduction	69.0%	51.3%
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The District’s purveyor customers, GSWC and WMWC, each claim 16.66% (cumulatively 33.33%) of the imported water NCS D brings onto the basin through the NSWP. Of the 800 AF planned to be imported from CSM, 266.6 AF will be credited to these two customers. A portion of this amount must be added to the District’s groundwater pumping total every month to reflect the groundwater pumped by these customers in-lieu of taking wet water from the District.

The District reduced groundwater pumping by 89% for the month of January compared to the 5-year average (2009-2013). Taking into consideration the above referenced purveyor customer credit, the District can claim a cumulative groundwater pumping reduction for the first seven months of fiscal year 2017 of 51.3%. At the current Stage IV level of NMMA’s Water Shortage Condition and Response Plan, the District must reduce its dependency on groundwater by 50% for the year, a goal the community has achieved.

**Rainfall Gauge**

Rainfall Summary (Reported in inches)	Nipomo East (Dana Hills Reservoirs)	Nipomo South (Southland Plant)
January 2017 Total	11.82	12.05
July-2016 through Jan-2017 (Seasonal Total)	20.25	14.97
<hr/>		
Average Annual Year Rainfall	18	16

**Safety Program**

- No accidents or incidents to report.

**Public Outreach**

- The following Public Outreach Program materials are attached:
  - A summary of recent outreach and education activities
    - District related outreach, advertising and news coverage
    - Press release log
    - Social media traffic summary and website statistics

**Other Items and News of Interest**

NCS D Committee Meeting Schedule

**Supplemental Water Capacity Accounting**

The District is not currently accepting applications for new water service.

<b>Supplemental Water Available for Allocation</b>	500	AFY
<b>Supplemental Water Reserved (Will Serve Letters Issued)</b>	-23.2	AFY
<b>Subtotal Net Supplemental Water Available for Allocation</b>	476.8	AFY
<b>Supplemental Water Assigned (Intent-to-Serve Issued)</b>	-189.4	AFY
<b>Total Remaining Supplemental Water Available for Allocation</b>	287.4	AFY

As of January 31, 2017

**Connection Report**

The Connection Report is current only to December. January data will be presented in the February 22, 2017, General Manager's Report.

Nipomo Community Services District  
Water and Sewer Connections

	JUL-16	AUG-16	SEP-16	OCT-16	NOV-16	DEC-16	JAN-17
Water Connections (Total)	4352	4355	4365	4365	4367	4368	
Sewer Connections (Total)	3137	3139	3149	3149	3153	3154	
New Water Connections	0	3	10	0	2	1	
New Sewer Connection	0	2	10	0	4	1	
Galaxy & PSHH at Orchard and Division Sewer Connections billed to the County	468	468	468	468	469	469	

**Meetings (January 22 through February 4)**

*Meetings Attended (telephonically or in person):*

- Jan 23, NMMA-TG Monthly
- Jan 23, Developer - Kengle
- Jan 23, SCAC
- Jan 24, Public Information Program Director
- Jan 24, DWR Webinar
- Jan 25, Rotary
- Jan 25, Regular Board Meeting
- Jan 27, NCMA/NMMA Management Group
- Jan 27, CSDA Meeting
- Jan 30, President's Ad Hoc Committee – GC
- Jan 30, Developer – Rossi
- Jan 30, Board Officers
- Feb 1, Public Information Program Director
- Feb 1, Chamber Officers

- Feb 2, General Counsel – Seitz
- Feb 2, County GSA Fringe Area Report
- Feb 2, Management Team
- Feb 3, Dana Adobe Committee
- Feb 3, NCSD Finance & Audit Committee

**Meetings Scheduled (February 5 through February 11):**

- Feb 6, Personnel Evaluation
- Feb 6, NCSD Administration Committee
- Feb 7, Public Information Program Director
- Feb 7, Eng/Admin Bimonthly
- Feb 8, Rotary
- Feb 8, Regular Board Meeting
- Feb 9, Supervisor Compton/Cal-trans

*Water Resource Meetings*

- NMMA-TG: February 24th @ 10:00 AM, NCSD Office
- RWMG: April TBA @ 10:00 AM, SLO Library
- WRAC: April TBA @ 1:30 PM, SLO Library

**RECOMMENDATION**

Staff seeks direction and input from your Honorable Board

**ATTACHMENTS**

- A. NCSD Outreach Summary
- B. NCSD Committee Meeting Schedule

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February 8, 2017

ITEM F

ATTACHMENT A

**NCSO Outreach Summary  
February 2017**

<b>Date Started</b>	<b>Outreach</b>	<b>Description</b>	<b>Status</b>	<b>Date Completed</b>
2/2/2016	Blacklake Outreach	Outreach plan for Blacklake Master Plan	In Progress	
1/18/2017	Manager's Column	Article for Manager's Column in Adobe Press, pub date 1/27	Complete	1/23/2017
* 1/23/2017	Chamber Email Blast	Conservation Tip for Chamber of Commerce weekly email update	Complete	1/23/2017
* 1/17/2017	Public Information Program Review	Annual presentation on outreach activities	Complete	1/25/2017
* 1/25/2017	Press Release	Board Decides not to Enforce Additional Stage IV Conservation Measures Further Review to Take Place in the Spring	Complete	1/27/2017
1/30/2017	Ad	Conservation ad in 2/3 Adobe	Complete	1/30/2017
1/30/2017	Chamber Email Blast	Conservation Tip for Chamber of Commerce weekly email update	Complete	1/30/2017
* 12/19/2016	Customer Satisfaction Survey	Summary of survey results	Complete	2/2/2017
1/20/2017	Social Media	Content posting	Complete	2/2/2017
1/20/2017	Website Updates	Home page; minutes; packets; Board updates; articles; etc	Complete	2/2/2017
10/25/2016	Customer Info Packets	Creation of information packets for new customers	In Progress	
1/3/2017	Rate Study	Outreach plan for 2017 Rate Study	In Progress	
2/3/2017	District Newsletter	2017 1st quarter newsletter for February distribution	In Progress	

\* Included in Packet



[http://santamariatimes.com/news/san\\_luis\\_obispo\\_county\\_news/inside-ncsd-lesson-learned-preparing-for-droughts-ahead/article\\_1810ee31-b0bf-5c3b-88a9-3eebb6595e28.html](http://santamariatimes.com/news/san_luis_obispo_county_news/inside-ncsd-lesson-learned-preparing-for-droughts-ahead/article_1810ee31-b0bf-5c3b-88a9-3eebb6595e28.html)

INSIDE NCSD

## **Inside NCSD: Lesson learned – preparing for droughts ahead**

Jan 25, 2017



Mario Iglesias

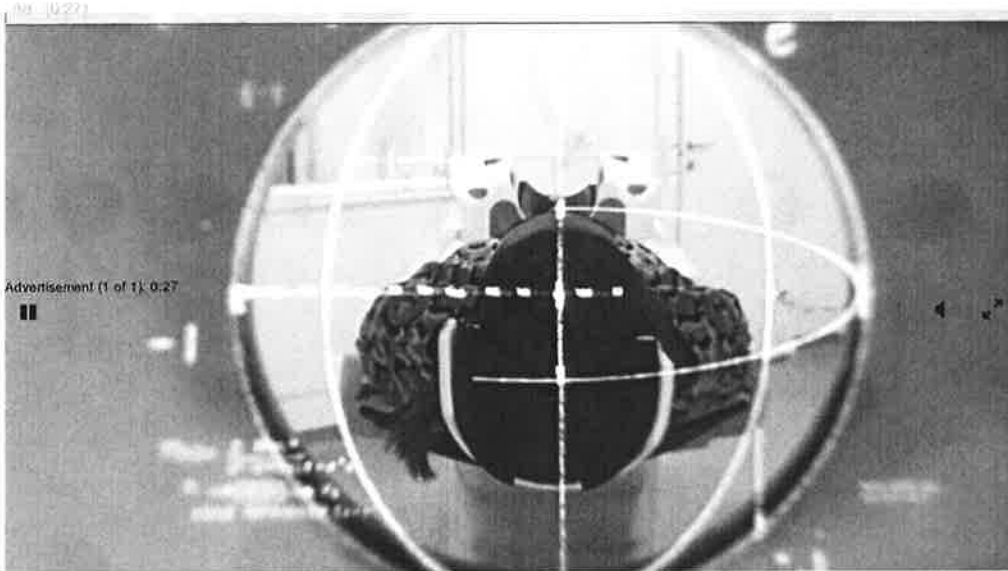
The mission of the Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.

The arrival of rainy weather on the Mesa brings hope that the drought has lifted and all concerns that come with it melt away. For years Californians have dealt with the nagging question, when will this drought end? These last five years we've reshaped our habits and behaviors by a force of nature out of our control - the weather. While we can't control when the rain comes and where it falls, we can learn from the past and plan to be better positioned when we are faced with drought conditions.

Gov. Arnold Schwarzenegger's administration recognized that something needed to be done to address the state's water security. In 2008, the governor wrote to the state Senate leadership outlining key elements of a comprehensive solution to problems being experienced in the Sacramento-San Joaquin Delta.

The governor's plan put California residents on a water diet. The plan set out to achieve a 20 percent reduction in per capita water use statewide by 2020. Water purveyors must demonstrate in their Urban Water Management Plans how they will meet what has come to be known as the 20x2020 Water Conservation Plan (<http://ncsd.ca.gov/resources/reports-by-subject/#urban-water-management>).

The dry years continued to come and the cycle of drought hit again before Schwarzenegger's plan could reach its goal. But even the 20 percent reduction called out in his plan falls short of the conservation levels required to weather this latest drought. Gov. Jerry Brown, in his effort to take on the drought, ordered communities up and down the state to reduce up to 36 percent of their water consumption. Nipomo CSD's mandated reduction was 28 percent. Our community answered the call and reduced water use by almost 32 percent. But how sustainable is this level of conservation and what consequences can we expect?



The executive summary of the 20x2020 Water Conservation Plan may have tapped into an understanding we Californians need to internalize as the population grows ([http://www.swrcb.ca.gov/water\\_issues/hot\\_topics/20x2020/](http://www.swrcb.ca.gov/water_issues/hot_topics/20x2020/)).

It recognizes that “the success of this 20x2020 Plan...relies on the fundamental revolution of the way Californians view water.” Over the greater half of a decade water users across the state have been in training, reducing their water use to better align with their water supply. The executive summary goes on to suggest that it is necessary “to bring Californians to recognize that the water our lives depend on is indeed a very limited resource, and that it must be used wisely, innovatively, responsibly, and efficiently.”

Looking back on historical California rainfall records, we see that every decade has had dry spells. We also see increased population and water demand over the same period of time. With these steady increases, it was only a matter of time before our demand for water would routinely exceed the rainfall we could reliably count on.

This winter’s rainfall gives us some breathing room, but solutions need to be developed and implemented. Knowing what we know about water in California, we can’t allow other issues to distract us from the task at hand – finding a more permanent solution to our water woes for ourselves and the generations that follow us.

Until next time...

Mario Iglesias is the general manager for the Nipomo Community Services District.

## Currents

The county in every state with the lowest graduation rate

**The county in every state with the lowest graduation rate**

5 Bizarre Roadside Attractions Worth the Detour

**5 Bizarre Roadside Attractions Worth the Detour**



CHICAGO MERCANTILE EXCHANGE  
**Agribusiness is Changing**

**Jessica Matson**

**From:** Nipomo Chamber of Commerce <info@nipomochamber.org>  
**Sent:** Tuesday, January 24, 2017 9:19 AM  
**To:** Jessica Matson  
**Subject:** Weekly News - January 24, 2017



**Nipomo**  
CHAMBER OF  
COMMERCE



Dave Nilsen  
Chamber President  
Obispo Wealth Management

**Weekly News**

**January 24, 2017**

**For Info Contact:**

Board of Directors  
[admin@nipomochamber.org](mailto:admin@nipomochamber.org)

**Chamber Hours**

By Appointment

239 W. Tefft St.  
Nipomo, CA 93444

Office: 805.929.1583

Fax: 805.929.5835

[info@nipomochamber.org](mailto:info@nipomochamber.org)

**Platinum Sponsor**

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**Community Health  
Centers**

**Nipomo Recreation**

**Wells Fargo Bank**



**FINALLY, Some Rain!**  
**Turn your irrigation down or off.**  
**Most landscapes require little or no water during cooler temps.**

**SAVE WATER, SAVE MONEY!**

For tips go to our website: [www.ncsd.ca.gov](http://www.ncsd.ca.gov) or social media NipomoCSD



NIPOMO  
Nipomo Community  
Services District

## **NCSD Manager's Column**

**Adobe Press; Inside the NCSD**  
**December 30, 2016 Issue**

### **Happy Holidays**

Reflecting on 2016 and Looking Forward to 2017

The mission of the Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.

The season is upon us once more - one year's end meets a new year's beginning. It's time again to commit ourselves to resolutions and promises to do better. It's a time to look back and appreciate what has been accomplished and it's a time to look ahead to envision the future. But most important, it's a time to share moments with family, friends and the community and recognize the true value these relationships bring to our lives.

I started as the General Manager for Nipomo Community Services District ("NCSD") in January 2016. During the past year I've seen a flurry of activities: The Nipomo Supplemental Water Project ("NSWP") completed a full year of operations; Phase 2 of the project kicked off and will double the reliability of the NSWP once it is completed in February 2017; NCSD was recognized by industry organizations for its governmental transparency policies and practices, financial excellence in reporting, and award winning projects.

2016 was a significant year for NCSD. The Nipomo Mesa Management Area Technical Group issued a Stage IV Water Shortage Condition - the first time since its inception. It was another year of drought and the first full year NCSD did not accept new water service applications. In response, the community took up the governor's call to action by exceeding State mandated water reduction levels. Neighbors came together to overcome adversity - a legacy we must continue as we face the year ahead. Envisioning the year ahead, NCSD will be working to develop an organization that makes your life easier. Property owners and property management can now sign-up for email billing. Going green makes sense and it helps reduce costs. Additionally, saving water and using it wisely has never been more critical. NCSD will be installing leak detection devices on the water mains and meters to alert operators and customers of unseen water leaks. There are old water mains being replaced and new water valves planned to improve customer service and reduce operating costs. Overcoming funding needs is always a challenge, but finding partners to engage in problem solving and building trust to develop relationships is the most challenging. Success for NCSD as an organization is hinged on building key relationships to drive change. The Board and staff of NCSD spend each day looking for ways to improve customer services. Did you take the 2016 NCSD Customer Satisfaction Survey? Building relations requires interactions. There are common goals to identify and those goals are more efficiently achieved when working together. This strategy has paid dividends in the past and is worthy of our continued effort.

As we say good-bye to 2016 and welcome 2017, embracing all the possibilities that come with a new beginning, the staff of Nipomo Community Services District and its Board of Directors want to wish you and yours the very best this holiday season has to offer. We look forward to serving you with an improved line-up of services in the year ahead.

Until next time...

Mario Iglesias, General Manager, [info@ncsd.ca.gov](mailto:info@ncsd.ca.gov) Follow us on or NipomoCSD

Please "Like" us at:



You can also follow us on Twitter at:

[Follow us on twitter](#)

**You'll be able to keep up on all the upcoming events, see pictures of past events and network with other "Fans" of our page!**

**Executive Board**

Dave Nilsen - Obispo Wealth Management - President  
Patrick Raymond - Raymond & Associates - Vice President  
Mary Mylan, Rabobank - Treasurer  
Sharon Nevitt, Sierra Pacific Mortgage - Secretary

**Board of Directors**

Rudy Stowell - Monkeyspit LLC  
Ron Smith - Smith's Alarm's & Electronics  
Terra Tamai - A Cruising Gourmet

**Ambassadors**



# PUBLIC INFORMATION PROGRAM

Overview of 2016 Outreach and Engagement Activities

Jessica Matson, Public Information Director

## PURPOSE

Provide NCSD Board Members with a review of outreach and community engagement activities within the District and look at goals for 2017.

## SUMMARY OF OUTREACH EFFORTS

Media

Community  
Engagement

Communications

Online

Education

Partnerships

## MEDIA

### Purpose

- To nurture a good relationship with the media in order to provide the community with pertinent District news

### Media

- 21 Press Releases
- 96 News Articles
- 12 District Articles in Adobe

### Ads

- 90 Ads (Adobe, Chamber, Social Media)



# COMMUNITY ENGAGEMENT

## Purpose

- To serve the community by being present at community events, providing information and listening to the community



## Events

- District booth at 6 Community Events

## Presentations

- 3 Presentations
- 5 Interviews

## Survey

- First Customer Satisfaction Survey

# COMMUNICATIONS

## Purpose

- To provide a variety of information in various forms in order to reach the most people



## Publications/ Posts

- 9 publications including quarterly newsletters, bill inserts, postcard and Consumer Confidence Report
- 12 monthly E-newsletters
- 24 Notices in local newspapers
- 385 Posts to social media



# ONLINE

## Purpose

- To provide a convenient way for the public to receive District news and information



## Website

- Over 15,000 visits in 2016
- Created an interactive bill tool for customers
- Updated website for usability and ADA compliance; enterprise system catalog

## Email

- 378 subscribers
- 50 email "blasts" sent

## Social

- 94 followers and over 7,000 views on Facebook
- 204 followers and over 38,000 views on Twitter

# EDUCATION

## Purpose

- To provide educational opportunities for the public to learn about water conservation



## Regional

- SLO County Waterwise Landscaping Website

## Local

- 16 Science Discovery presentations in 3 schools
- 70 conservation poster contest participants from 8 classes

## PARTNERSHIPS

### Purpose

- To work with community partners and provide resources to the community where appropriate



### Grants

- "Keep Nipomo Clean" grant with the Nipomo Chamber of Commerce
- Waterwise Landscaping grant with the Nipomo Native Gardens



## WHAT DOES ALL OF THIS MEAN?

Active information program and good relationship with media

Engaged out in the community with over 150 visits to District event booths

Subscriber growth increased by 23% in 2016

Website visits remains steady and social media interaction/growth increased by 57% in 2016

Number of classes participating in conservation education gradually increasing

78% of customers are satisfied with the District overall

## LOOKING AHEAD

Develop ongoing  
Customer Satisfaction  
Survey

Rate Study Outreach

Project Outreach -  
Branch Street Mainline  
Repairs, Blacklake  
Sewer Master Plan

Waterwise  
Landscaping  
Workshops

Increased Usability of  
District Website

## QUESTIONS?

# CUSTOMER SATISFACTION SURVEY

Overview of 2016 Customer Satisfaction Survey Results

Mario Iglesias, General Manager

Jessica Matson, Public Information Director

February 8, 2017

## PURPOSE

Provide NCSD Board Members with a summary of the 2016 Customer Satisfaction Survey results.

## SURVEY BASICS

Survey Ran from  
September 28<sup>th</sup> –  
December 15<sup>th</sup>

87 total  
responses

Responses  
collected via  
online, social  
media, hard copy

## SURVEY CATEGORIES

Awareness and  
Understanding of  
the District's Water  
Supply

Perception of  
District Rates and  
Value Received

Perception of  
District Water  
Quality

Individual Attitudes  
and Behaviors  
Related to Water  
Conservation

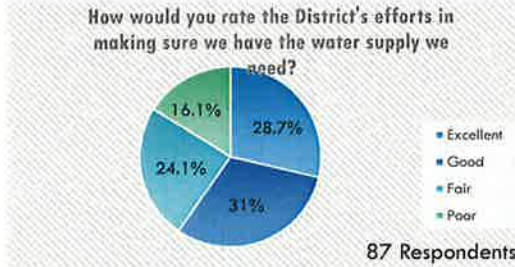
Source of  
Information

Emergency  
Preparedness



## AWARENESS AND UNDERSTANDING OF DISTRICT'S WATER SUPPLY

84% are satisfied with the District's effort to make sure Nipomo has the water it needs.

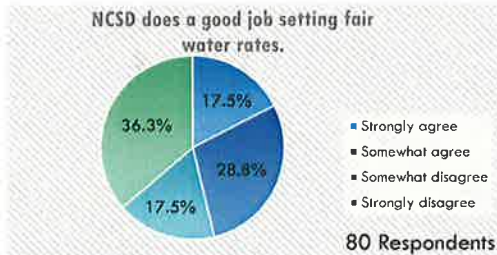


The majority (71%) are concerned with having water for present and future needs and (51%) feel that the service area will likely face a severe water shortage in the next 10 years.

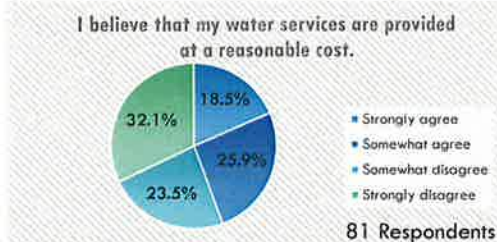
The majority (67%) have heard a great deal about where the community's water is pumped from and believe the District is working effectively to provide a reliable, long-term water supply to the community.

## PERCEPTION OF DISTRICT RATES AND VALUE

54% feel the District does not do a good job setting fair water rates.

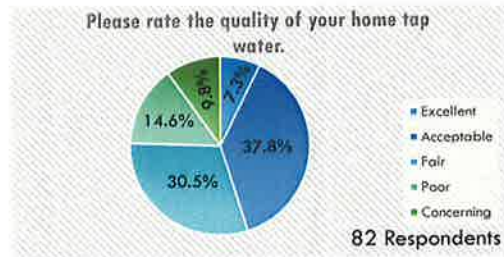


56% feel their water services are not provided at a reasonable cost.



## PERCEPTION OF DISTRICT WATER QUALITY

The majority (68%) rate the quality of their home tap water as Acceptable or Fair.



## INDIVIDUAL CONSERVATION ATTITUDES AND BEHAVIORS

How should the District encourage more water conservation?



80 Respondents

The majority (43%) would like the District to develop drought rates for people who use excessive water.

34% of the "Other" selection pertained to stopping development.

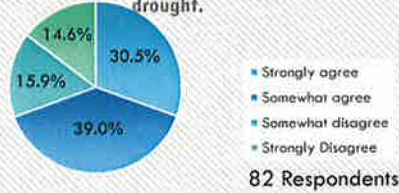
The majority (63%) cut their water use more this year than previous years.

## SOURCES OF INFORMATION

70% feel the District keeps them well-informed about water and sewer issues and the drought.

The majority (90%) prefer to receive communications via email or direct mail with email being the preferred method.

NCS D keeps me well-informed about water and wastewater (sewer) issues and the drought.



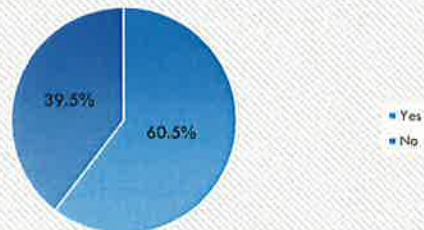
What is your preferred method for receiving District communications?



## EMERGENCY PREPAREDNESS

The majority (61%) are confident in the District's ability to provide utility services after an emergency.

Are you confident in the District's ability to provide utility services after an emergency?



76 Respondents



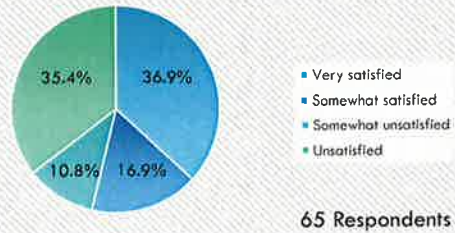
## SATISFACTION WITH DISTRICT INTERACTIONS

For those who interacted with the District satisfaction is almost split (54% Satisfied, 46% Unsatisfied)

If you contacted the District in the last 12 months, what was it about?



Were you satisfied with the outcome?



## OVERALL SATISFACTION

The majority (78%) are satisfied with the District overall.

Please rate the overall job you think the District is doing.



## RESPONDENT SNAPSHOT

Concerned with area water supply but are satisfied with District's efforts for securing a reliable source of water

Do not feel that the cost of service is reasonable and that the District sets rates fairly

Water quality at their home is acceptable

Conserved more water this year than in past years and would like to see an end to development and drought rates for high water users

Confident that the District can provide services following an emergency

Feel well-informed and prefer communications via email and direct mail

Satisfied with the District overall

## GOING FORWARD

Analyze results and individual comments

Decide if any actions are necessary

Share results with the public via various communications

Develop ongoing customer satisfaction survey

QUESTIONS?



**FOR IMMEDIATE RELEASE**

Date: January 27, 2017  
Contact: Mario Iglesias, General Manager  
Nipomo Community Services District  
148 S. Wilson St., Nipomo, CA 93444  
Phone: (805) 929-1133 – Email: miglesias@ncsd.ca.gov



**Board Decides not to Enforce Additional Stage IV Conservation Measures  
Further Review to Take Place in the Spring**

At its January 25<sup>th</sup> Regular Meeting the District's Board of Directors heard the final presentation in a series on the current status of groundwater levels, the District's Water Shortage Response and Management Plan, and active Intent-to-Serve (ITS) letters.

At its December 14<sup>th</sup> and January 11<sup>th</sup> meetings, the Board reviewed the list of ITS letters and the potential water service obligations should the projects be completed. It has also monitored water demand from the community and been briefed by the District's geohydrologist on the condition of the groundwater basin.

Staff reviewed the Nipomo Mesa Management Area Technical Group's criteria and the District's current Stage IV water shortage conditions. Thanks to supplemental water and the conservation efforts of the community, the District is estimating that groundwater pumping will be reduced by 51.2% for the Jul 2016 – Jan 2017 period, exceeding the target reduction goal of 50%. January alone is estimated to experience a 68.1% reduction in groundwater pumping based on the first 20 days of the month.

Board President Gaddis stated, "We have met our target. We do not need to take further actions until we review the Key Wells Index in the spring."

After discussion and hearing public comment, the Board unanimously agreed that keeping current actions in place and deferring additional actions until well readings are received in the spring best serves the community's interests. Allowing some outdoor irrigation for high-valued landscaping and processing of ITS letters will continue until further review late spring/early summer.

General Manager Iglesias stated, "The drought is not over yet, but the recent rains have given the community hope and the Board an opportunity to defer imposing additional water use restrictions."

Next Scheduled Board Meeting: Wednesday, February 8<sup>th</sup>, 9AM, District Jon S. Seitz Board Room, 148 South Wilson, Nipomo.

For more information please contact the Nipomo Community Services District at 929-1133, [info@ncsd.ca.gov](mailto:info@ncsd.ca.gov) or visit [www.ncsd.ca.gov](http://www.ncsd.ca.gov).

###

Established in 1965 to meet the health and sanitation needs of the local community, Nipomo Community Services is pleased to provide a wide variety of services throughout its district including the provision of water, sewer, and waste management services as well as lighting and drainage in limited areas. The mission of Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.

SAN LUIS OBISPO COUNTY

# Rainiest month in 20 years still leaves 'severe' drought

## More than 10 inches fell throughout the county in January and lake levels are way up, but officials cautious

BY LINDSEY HOLDEN  
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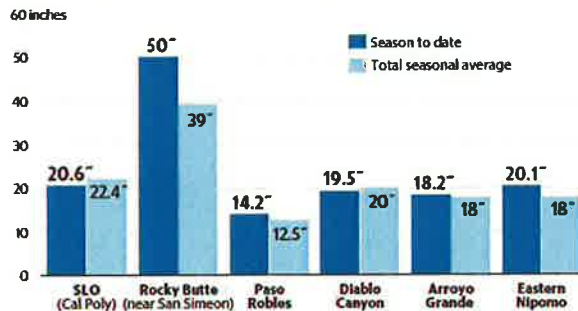
AFTER Santa Margarita Lake is now at 72 percent of capacity with the rainy season still in progress.



BEFORE A little more than a year ago, Santa Margarita Lake was at 12.5 percent capacity.

### Current rainfall totals around SLO County

*This January has been the wettest one in 22 years, according to PG&E meteorologist John Lindsey, and this season's current rainfall totals in many areas have already surpassed their averages for an entire season.*



SOURCE: John Lindsey, PG&E

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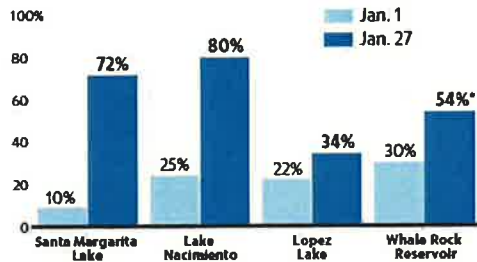


JOE JOHNSTON [jjohnston@thetribunenews.com](mailto:jjohnston@thetribunenews.com)

Whale Rock Reservoir is at 53 percent capacity as of Friday.

### Storms are filling SLO County lakes

Change in percent capacity from Jan. 1 to Jan. 27

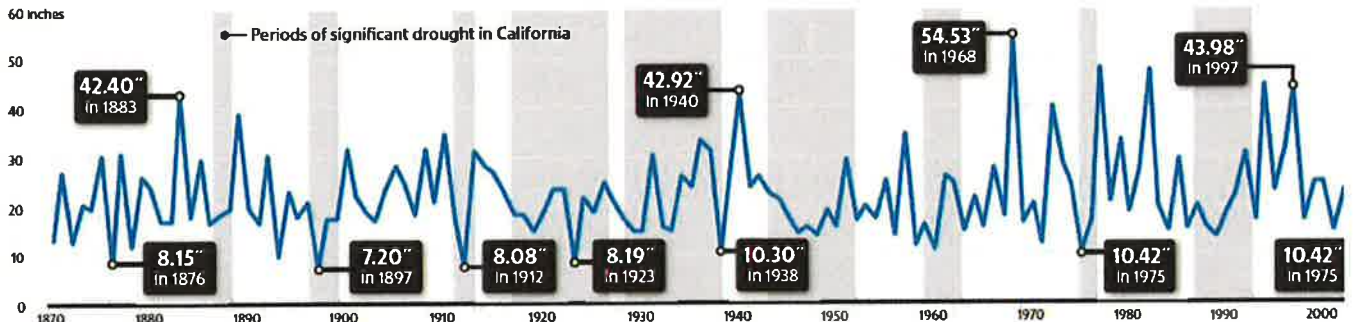


\* Whale Rock Reservoir's measurement was last updated Jan. 26.  
 SOURCES: San Luis Obispo County, Monterey County, city of San Luis Obispo

BETH ANDERSON [banderson@thetribunenews.com](mailto:banderson@thetribunenews.com)

### A look at nearly 150 years of rainfall history in San Luis Obispo

Historical rainfall data collected by the Irrigation Training and Research Center at Cal Poly shows annual rainfall totals in the city between 1870 and 2015 overlaid drought periods in California. The 9.95 inches of rain in 2015 rivals the totals for some of the driest years in the early 1900s.

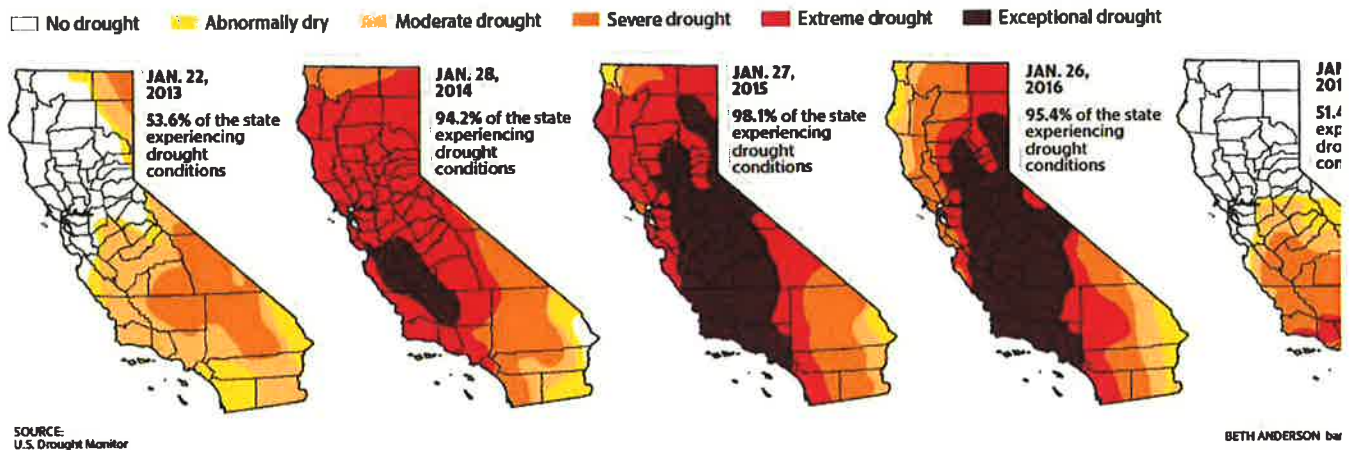


SOURCES: ITRC - Cal Poly, U.S. Geological Survey

### How the drought in California has changed over the last five Januaries

The U.S. Drought Monitor's latest map of drought conditions shows that there are no longer any parts of the state experiencing "exceptional drought," the most severe

Here's a comparison of drought conditions in the last full week of January over the past five years.



An epic month of rain has brought rising reservoir levels, floods and hope to the droughtstricken Central Coast. After five years of dry conditions, it's the rainiest month in two decades — 11.5 inches of precipitation has fallen in San Luis Obispo at Cal Poly, compared with 13.31 inches in 1995, PG John Lindsey said. That total also crushes the January average of 4.96 inches, according to National Weather Service data.

Most areas throughout San Luis Obispo County have already exceeded their seasonal rainfall averages, with Rocky Butte's 50 inches of rain leading the way, Lindsey said. Reservoir levels are up by at least 49 percent throughout the county, according to county and city data.

Even so, meteorologists and state and local officials say it's far too premature to declare that the drought and the water conservation measures that have been implemented are over. In fact, many say preserving resources should remain a priority, whether or not Gov. Jerry Brown's emergency declaration stays in place.

#### WHAT BROUGHT THE RAIN?

After a persistent dry period measured in years, more than 10 inches of rain in a single month may seem miraculous. It's actually the result of pressure systems. Cooler, low-pressure systems are needed to produce "big weather," or the storms that had been bypassing the Central Coast and Southern California. Hoxsie, a National Weather Service meteorologist in the Oxnard/ Los Angeles office.

A persistent, high-pressure ridge off the coast had kept those storm systems to the north, causing the drought. But this year, "the patterns kind of changed," Hoxsie said.

The high-pressure ridge has been moving around the Pacific, opening the door for storm systems to make their way to the Central Coast.

Last week, the needed low-pressure systems came from the north, south and west, bringing storms and wet weather, Hoxsie said.

"For now, we're not seeing a big (highpressure) ridge set up shop," she said.

Even though more storms could come California's way in early February, Hoxsie said it's tough to predict how the state will fare throughout the rest of the season. And long term, Hoxsie said, "Overall, it's still indicating we're in some sort of climate change."

As global warming heats up the Earth, lowpressure systems could continue to move north, she said.

#### HOW MUCH DID THE STORMS HELP?

Despite heavy rain throughout the state, Doug Carlson, a spokesman for the California Department of Water Resources, said some areas are worse off than others. "The drought is still on," he said.

Although the state is now out of the worst category of drought, called "exceptional drought," 51.4 percent remains in a moderate drought and 26.6 percent in severe drought, including most of San Luis Obispo County — is still in "severe drought," according to the U.S. Drought Monitor.

All of the state's major reservoirs are approaching or have exceeded their historical averages, according to Water Resources data.

Even so, some smaller ones, such as Lopez Lake near Arroyo Grande and Lake Cachuma in Santa Barbara County, aren't nearly as full. Lake Cachuma is 60 percent capacity as of Thursday, and Lopez Lake is 34 percent full, according to data from Santa Barbara and San Luis Obispo counties.

"We've had a remarkably wet year so far," Carlson said. "There's not guaranteed continuation."

#### DO I STILL NEED TO CONSERVE?

Despite January's deluge, state and local officials remain cautious about lifting drought restrictions, especially because the bulk of the rainy season is yet to come.



The governor proclaimed a drought state of emergency in January 2014, which gave the State Water Resources Control Board the ability to enact conservation regulations and required communities to create local water shortage contingency plans.

Brown first asked all Californians to cut their water usage by 20 percent. In April 2015, Brown directed the water board to impose restrictions to achieve a 20 percent statewide water-use reduction.

In May 2016, the water board adjusted its previous conservation measures. The new regulations asked water suppliers to reduce consumption by 20 percent based on the area's projected three-year water supply.

Cities with enough water no longer need to meet a specific conservation standard, but residents still need to use less water than they did in 2013.

Four cities in the San Luis Obispo County — Atascadero, Morro Bay, Paso Robles and Pismo Beach — have enough supply to qualify for zero percent reduction according to November water board data. That means they must continue using less water than they did in 2013, but they don't have to remain under that percentage.

South County residents are required to conserve the most water in the county. Arroyo Grande residents have been directed to use 28 percent less water than they did in 2013. The city's public works director, Geoff English, said the city couldn't predict the future state of its groundwater supplies and opted to use conservation measures instead of calculating its three-year water supply.

"Our water supply is still tenuous and challenged," he said.

Nipomo residents are required to conserve 23 percent, San Luis Obispo 12 percent and Grover Beach 8 percent.

The water board is scheduled to meet Feb. 8 to determine whether conservation measures will be continued.

George Kostyrko, a spokesman for the water board, said members will likely vote to retain regulations.

All components of the state's water system — reservoirs, groundwater basins and the mountain snowpack — will need to continue accumulating precipitation in order for things to improve, he said. The state may reconsider its response in May, after the rainy season is mostly over.

"We don't want to act too early," Kostyrko said.

## LOCAL CONSERVATION

San Luis Obispo-area officials also said they intend to remain conservation-minded, although they take their regulatory lead from the state.

Mychal Boerman, San Luis Obispo water resources program manager, said the city remains cautious about its water supplies as it waits to see how the rainy season plays out.

"It's important to remember that we are still in the middle of the rainy season," he wrote in an email. Although "we can't be sure what the next month will bring, we are off to a great start and the recent rainfall has done a lot for our local reservoirs."

Dick McKinley, Paso Robles public works director, said the city has a larger water supply than most, because it draws from Lake Nacimiento, Santa Margarita Lake and groundwater, and it is in the midst of building a recycled water plant. Even so, he said he thinks California development standards have permanently shifted away from water-heavy design elements.

"It's just a different value system," he said.

Mark Hutchinson, county public works deputy director, said certain parts of the county have fared better than others when it comes to water: "We hope the next few years will be drought-free."

"I think those water restrictions are probably a permanent part of California life moving forward," he said.

*Lindsey Holden: 805-781-7939, @lindseyholden27*

"I THINK THOSE WATER RESTRICTIONS ARE PROBABLY A PERMANENT PART OF CALIFORNIA LIFE MOVING FORWARD.

Mark Hutchinson, San Luis Obispo County public works deputy director

"WE'VE HAD A REMARKABLY WET YEAR SO FAR. THERE'S NOT GUARANTEED CONTINUATION.

Doug Carlson, California Department of Water Resources spokesman

## INTERACTIVE

Visit [sanluisobispo.com](http://sanluisobispo.com) to see four interactive before-and-after photos of water levels at Santa Margarita Lake.

# South County taking small steps toward recycled water

BY KAYTLYN LESLIE

[kleslie@thetribunenews.com](mailto:kleslie@thetribunenews.com)

Pismo Beach's ambitious regional water-recycling project is still likely several years away from completion, but South County agencies this month are beginning to take steps toward making it a reality.

Arroyo Grande signed on to the project via a letter of intent approved at its City Council meeting Jan. 10, while the Oceano Community Services District has said it supports the next steps toward realizing the much-needed water project, though it does not want to commit to the project without more details. Grover Beach is expected to consider signing a letter of intent at its meeting Feb. 9.

In 2015, Pismo Beach approved plans to move forward with a Regional Groundwater Sustainability Project that would examine how the Five Cities area could preserve and increase its water supply.

At first, the project was expected to upgrade just the Pismo Beach water treatment plant for "full advanced treatment with direct groundwater injection." The plant treats about 1.1 million gallons of sewage per day to a secondary level and discharges that treated effluent into the ocean.

The new procedure would add a higher tertiary level of filtration and disinfecting so the effluent could be injected into the Santa Maria groundwater basin, from which much of the South County draws a portion of its drinking water.

Since then, however, the city and its regional partners (Arroyo Grande, Grover Beach and the Oceano Community Services District) have begun pursuing a two-phase option that would upgrade both the Pismo Beach plant and the South San Luis Obispo County Sanitation District treatment plant, to maximize the amount of water being treated and recycled back into the groundwater.

The sanitation district plant treats about 2.88 million gallons of sewage per day, also to a secondary level.

The combined project could recycle up to 2,400 acre-feet of water per year, or about 782 million gallons.

An acre-foot of water is enough to serve three average households for a year.

Pismo Beach public works director Ben Fine said the next steps for the project are beginning the environmental impact review processes for upgrading both plants and developing a groundwater model for the entire Santa Maria groundwater basin that would help the cities develop a plan for groundwater injection. From there, the review and approval process will continue until construction can begin within the next few years.

" WE'RE STILL A LITTLE WAYS OUT. BUT THE PROJECT IS STARTING TO SEEM MORE REAL NOW.

*Ben Fine, Pismo Beach public works director*

"We're still a little ways out," Fine said. "But the project is starting to seem more real now."

The letter of intent signed by Arroyo Grande promised it would reimburse its portion of the costs for the groundwater model study if anticipated grant funding falls through. It also promised the city would continue to work with its neighboring agencies to develop a management plan for the joint project.

Rather than signing the letter of intent, the Oceano Community Services District decided to draft an advocacy platform saying the board supported taking the next steps in making the project a reality (the environmental review process and groundwater model) but did not want to officially sign on to the project until it had more details on how it would benefit the region.

**BREAKING NEWS** Bay Area storm live updates: Latest photos, forecast, rainfall updates and more

News > Environment & Science

## California drought continues to shrink, federal government says



By **PAUL ROGERS** | [progers@bayareanewsgroup.com](mailto:progers@bayareanewsgroup.com) |  
PUBLISHED: January 19, 2017 at 6:21 am | UPDATED: January 20, 2017 at 7:37 am

### California drought time lapse, updated Jan. 17

Bay Area News Group



With major reservoirs nearly full, the Sierra Nevada snowpack well above average and flood warnings in place for some rivers, federal scientists on Thursday reported a continued weakening of California's drought.

Overall, 44 percent of the state remains in severe drought or worse, down from 49 percent a week ago, according to the U.S. Drought Monitor, a weekly study by the National Oceanic and Atmospheric Administration, the U.S. Department of Agriculture and the University of Nebraska, Lincoln. The improved area, roughly 5.1 million acres, or nearly seven times the size of Yosemite National Park, is mostly in the central Sierra Nevada, which has been hit with major snowstorms in recent weeks.

A year ago this week, the same report found that 86 percent of California was in severe drought or worse.

A stark difference remains between Northern and Southern California: 42 percent of the state is out of the drought entirely, the same percentage as last week. The areas no longer in a drought include nearly all of Northern California from the Bay Area to Oregon.

Through next Monday night, however, between 9 to 13 inches of new precipitation is forecast to fall on coastal California and much of the Sierras, the report noted.

"These anticipated areas of heavy precipitation are likely to result in additional improvements to next week's U.S. Drought Monitor depiction," wrote Richard Tinker and Anthony Artusa, two meteorologists with NOAA who compiled Thursday's report.

Despite some recent storms, Southern California and the San Joaquin Valley have not seen anywhere near the volume of moisture as the north has this winter or last, and continue to suffer from significant drought conditions, the report said.

Each week, the scientists who write the drought monitor assign six levels of drought intensity: no drought, abnormally dry, moderate drought, severe drought, extreme drought and exceptional drought. They analyze soil moisture, stream levels, rainfall totals, snow pack, reservoir levels and other measurements in all 50 states, along with reported observations from more than 350 expert contributors around the country.

Twenty-four percent of California, including San Luis Obispo, Santa Barbara, Ventura, Los Angeles, Orange and western San Diego counties, along with much of the San Joaquin Valley, are still classified as being in "extreme" drought, down from 28 percent last week and 68 percent a year ago. About 2 percent is in "exceptional drought," the worst category, down from 42 percent a year ago.

California officials, while acknowledging the dramatic improvements in the northern part of the state, continue to focus on those areas that are still struggling. They have said in recent weeks that Gov. Jerry Brown may rescind, or regionalize, the statewide drought emergency declaration he issued in January 2014, but not until at least April after the winter storm season is over in case the wet weather ends.

"Our water supply outlook is definitely brighter, but we still haven't shaken off the effects of our historic drought," said William Croyle, acting director of the state Department of Water Resources.

California's two biggest reservoirs, Shasta and Oroville, are now 80 percent full and releasing water to keep space for flood control. Many Bay Area reservoirs are 100 percent full. Croyle noted, however, that some, such as Lake Cachuma, which is Santa Barbara's main water supply and just 9 percent full, remain low, while some communities, such as East Porterville, near Bakersfield, continue to provide bottled water to people whose wells ran dry.

"We know from painful history that California winters can go quickly from very wet to very dry," Croyle added. "We want to see the snowpack continue to build for the remainder of the wet season."

Top water industry officials, however, are increasingly pushing back on the 'glass half-empty' message. In addition to the rain and snow, they note that full reservoirs in the north mean more supply also in the south, since much of the south's water supply comes from the north.

"Water supply conditions have improved dramatically, and the public can readily see that," said Tim Quinn, executive director of the Association of California Water Agencies, a group representing the more than 400 local water departments. "Continuing the message that we remain in a drought emergency strains our credibility at this point."

The statewide Sierra snowpack, the source of one-third of California's water supply, stood at 163 percent of the historic average Thursday, up from just 64 percent on New Year's Day. It's already 82 percent of the April 1 average. Two years ago, in April 2015, it was at 5 percent of average.

And the storms keep coming.

After heavy rain Wednesday night prompted the National Weather Service to issue flood advisories across the Bay Area, two new storm systems are expected to pound much of California on Friday and Sunday.

"Rainfall, and especially, snowfall, of this magnitude has not been seen in California since before the start of our severe multi-year drought," in 2011, Daniel Swain, a climate researcher at UCLA, wrote on his blog 'Weather West' on Tuesday. "Unsurprisingly, this recent precipitation has brought considerable drought relief to the northern two thirds of the state."

Even as state officials urged caution, they announced Wednesday that cities and farms will receive at least 60 percent of the maximum amount of water they are contracted to buy in the coming year from the State Water Project, up from just 20 percent two months ago.

The department said that given the weather pattern so far this winter, it hopes to further boost deliveries — already the highest since 65 percent of contracted amounts were delivered in 2012 — in the coming months.

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Tags: Bay Area Storm, California Drought, Environment, Regional, Weather

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**Paul Rogers** Paul Rogers has covered a wide range of issues for The Mercury News since 1989, including water, oceans, energy, logging, parks, endangered species, toxics and climate change. He also works as managing editor of the Science team at KQED, the PBS and NPR station in San Francisco, and has taught science writing at UC Berkeley and UC Santa Cruz.

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February 8, 2017

ITEM F

ATTACHMENT B

## **Sub-committee Meetings – Final Schedule**

January 30, 2017 through February 16, 2017

January 30<sup>th</sup> (Monday) 10:00 AM - President's Ad Hoc Committee

Item: RFQP Review General Counsel

NCSD Attendees: Vice President Eby, Director Armstrong, M. Iglesias

Location: NCSD Admin Office Conference Rm.

February 3<sup>rd</sup> (Friday) 2:00 PM - Finance and Audit Committee (Packet out by Feb. 1<sup>st</sup>)

Item: Review Investment Policy, Reserve Policy, and Debt Policy

NCSD Attendees: President Gaddis, Director Armstrong, L. Bognuda, M. Iglesias

Consultants Calling In: C. de Crinis, M. Goodkind

Location: NCSD Jon Seitz Board Rm.

February 6<sup>th</sup> (Monday) 2:00 PM - Administration Committee (Packet out by Feb. 3<sup>rd</sup>)

Items: Evaluating District Staffing Levels & Structures

Committee Members: Director Blair, Director Armstrong

NCSD Staff: M. Iglesias, P. Sevcik, L. Bognuda

Location: NCSD Jon Seitz Board Rm.

February 14<sup>th</sup> (Tuesday) 2:00 PM - Facilities/Water Resource Committee (Packet out by Feb. 10<sup>th</sup>)

Items: Blacklake Facilities Assessment Report Review – wastewater enterprise

Committee Members: Director Woodson, Vice President Eby

NCSD Staff: M. Iglesias, P. Sevcik

Location: NCSD Jon Seitz Board Rm.

February 16<sup>th</sup> (Thursday) 2:00 PM - Finance and Audit Committee (Packet out by Feb. 13<sup>th</sup>)

Item: Rate study update –Rate Financial Plan (Tuckfield & assoc.)

Committee Members: President Gaddis, Director Armstrong

NCSD Staff: M. Iglesias, L. Bognuda

Consultant Calling In: C. Tuckfield

Location: NCSD Jon Seitz Board Rm.