

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER



DATE: February 17, 2017

AGENDA ITEM

F

FEBRUARY 22, 2017

GENERAL MANAGER'S REPORT

ITEM

Standing report to your Honorable Board -- *Period covered by this report is February 4, 2017 through February 17, 2017.*

DISTRICT BUSINESS

Administrative

The District encourages residents to provide reports of any observed water waste. During the wetter winter months, there are fewer calls about water wasting. There were no reports of excessive water use in January. When calls of excessive water use are received, staff follows up each report with phone calls and written notice to customers when warranted.

Office Activities

	Jan-17	Jul-16/Jan-17
Reports of water waste followed up on	0	2
Leak Adjustments	1	13
Leak Adjustment Amount	\$203	\$3,410

Water Resources

1) Total Production (AF)

	Jan-17	Year to date July-Jan-17
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-16/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 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-16/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 NCS D claims for this time period.

4) NCS D GW Reduction

NCS D GW Well Production adding Purveyor Credit	Jan-17	July-16/Jan-17
NCS D GW Well Production	19.8	557.5
Purveyor Customer Credit (33.3% of Import Water)	<u>24.3</u>	<u>141.6</u>
NCS D Total Calculated GW Production	44.0	744.2
Average GW Production for 2009-2013	<u>142.1</u>	<u>1,526.8</u>
NCS D Percentage of GW Reduction	69.0%	51.3%

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 Feb. 16, 2017 (Seasonal Total)	25.18	18.20
<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

1. NCS D Town Sewer Plant – Saving 90,000 gallons/month (Switch to Plant Water)
2. Training with Cal-Fire – AED Use
3. Staff Customer Service Workshop – 5 Teammates at Local Training [Attached]

Supplemental Water Capacity Accounting

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

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

As of January 31, 2017

Connection Report

The Connection Report is current through January 2017.

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	4364
Sewer Connections (Total)	3137	3139	3149	3149	3153	3154	3154
New Water Connections	0	3	10	0	2	1	-4*
New Sewer Connection	0	2	10	0	4	1	0
Galaxy & PSHH at Orchard and Division Sewer Connections billed to the County	468	468	468	468	469	469	469

*4 irrigation meters were shut and locked.

Meetings (February 5 through February 18)

Meetings Attended (telephonically or in person):

- Feb 6, Personnel Evaluation 1st Meet – Sevcik
- Feb 6, NCSD Admin Subcommittee
- Feb 7, Public Information Director
- Feb 7, Eng/Admin Bimonthly
- Feb 8, Rotary
- Feb 8, Regular Board Meeting
- Feb 9, B. Newton – Geohydrology Consulting
- Feb 9, NCMA/NMMA Management Group
- Feb 9, Pete Kampa , Expert Witness
- Feb 9, Supervisor Compton/Cal-trans
- Feb 13, Personnel Evaluation 2nd Meet, Sevcik
- Feb 13, Management Team
- Feb 13, W. McDonald, RWG
- Feb 13, Board Officers
- Feb 14, Public Information Director
- Feb 15, Rotary
- Feb 15, SM Basin Fringe Area GSA - County
- Feb 15, SLO County CSD Managers
- Feb 16, SB/SLO County Joint PIWC
- Feb 17, Quarterly All-crew Safety Meeting

- *Feb 17, Blacklake MHOA*
- *Feb 18, Supervisor Compton Comm. Meet - Blacklake*

Meetings Scheduled (February 19 through February 25):

- *Feb 20 , President's Holiday*
- *Feb 21, NMMA Purveyor Managers*
- *Feb 21, Eng/Admin Bimonthly Meeting*
- *Feb 22, Rotary*
- *Feb 22, Regular Board Meeting*
- *Feb 22, Public Information Director*
- *Feb 23, W. McDonald – RWG/NCSD Update*
- *Feb 23, Management Team Meeting*
- *Feb 24, NMMA-TG Meeting*

Water Resource Meetings

- *NMMA-TG: February 24th @ 10:00 AM, NCSD Office*
- *RWVG: TBD @ 10:00 AM, SLO Library*
- *WRAC: March 1 @ 1:30 PM, SLO Library*

RECOMMENDATION

Staff seeks direction and input from your Honorable Board

ATTACHMENTS

- A. NCSD Outreach Summary
- B. February 15, 2017 Workshop: Dealing Successfully with Customers

February 22, 2017

ITEM F

ATTACHMENT A

**NCSO Outreach Summary
February 2017**

Date Started	Outreach	Description	Status	Date Completed
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
* 2/6/2017	Chamber Email Blast	Conservation Tip for Chamber of Commerce weekly email update	Complete	2/6/2017
* 2/9/2017	Press Release	Board Awards Contract for Palms Lift Station Rehabilitation Project Engineering Services	Complete	2/9/2017
* 2/13/2017	Chamber Email Blast	Conservation Tip for Chamber of Commerce weekly email update	Complete	2/13/2017
2/13/2017	Ad	Conservation ad in 2/17 Adobe	Complete	2/13/2017
2/3/2017	Social Media	Content posting	Complete	2/16/2017
2/3/2017	Website Updates	Home page; minutes; packets; Board updates; articles; etc	Complete	2/16/2017
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	

**NCSO Outreach Summary
February 2017**

Date Started	Outreach	Description	Status	Date Completed
2/6/2017	District Newsletter	2017 1st quarter newsletter for February distribution	In Progress	
2/16/2017	Manager's Column	Article for Manager's Column in Adobe Press, pub date 2/24	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

INSIDE NCSD

Inside NCSD: Lesson learned – preparing for droughts ahead

Jan 25, 2017



Mario Iglesias

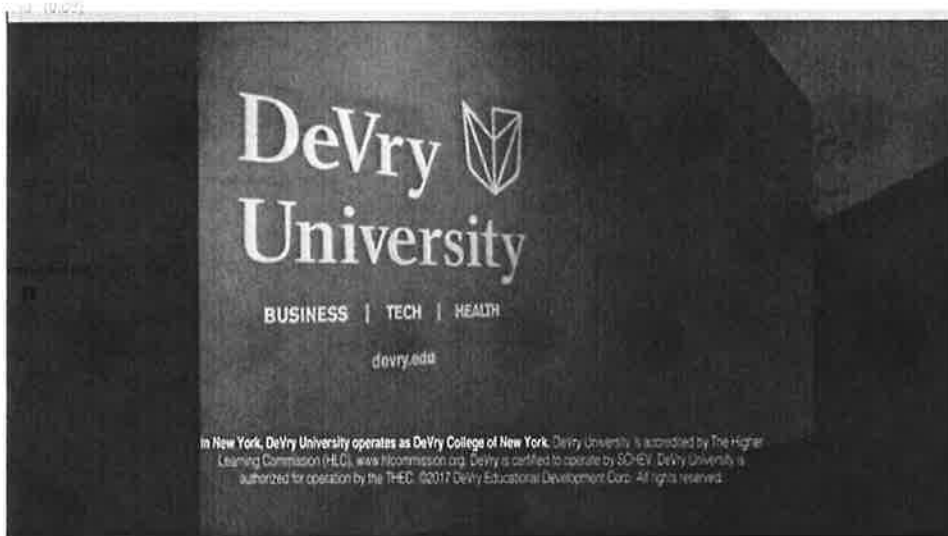
The mission of the Nipomo Community Services District is to provide its customers with reliable, quality, and cost-effective services now and in the future.

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/).

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



5 Bizarre Roadside Attractions Worth the Detour



CHICAGO MERCANTILE EXCHANGE
Agribusiness is Changing



What dog breed won best in show the year you were born?

Today’s top pics: Groundhog Day prediction and more

Cunningham to serve on five panels

APRIL CHARLTON
 acharlton@ceccentralsb.com



Cunningham

Cunningham's office recently made the announcement he's also been appointed to serve as

vice chair of two influential committees in Sacramento: the Judiciary Committee, which deals with family law, product and tort liability and other legal matters, and the Rules Committee.

The Rules Committee's primary jurisdictions are proposed amendments to the rules and other matters relating to the business of the Legislature. Cunningham also was tapped to serve on the Committee on Public Safety, the Business and Professions Committee and the Elections and Redistricting Committee.

"I am grateful to serve on these committees, and look forward to fighting for policies that strengthen the middle class, promote government transparency and accountability, and help our all businesses," said Cunningham, who lives in Templeton with his family.

Cunningham also announced he hired longtime south San Luis Obispo County resident Jocelyn Brennan to serve as his district director. Brennan most recently served as legislative aide to San Luis Obispo County 4th District Supervisor Lynn Compton.

San Luis Obispo district office by senior field representative Felix Esparza, who has spent much of his career in Santa Maria in several law enforcement roles.

In total, Esparza's public safety service spans 29 years as a police officer, undercover narcotics detective, DARE officer, field training officer and special problems unit (beat coordinator).

He will be the main contact for Spanish-speaking constituents.

Cunningham is planning an open house next month at his San Luis Obispo office, and Brennan said there are plans to hold a similar event in Santa Maria in the near future.

Details still are being worked out, she said. Cunningham represents all of San Luis Obispo County and a portion of Santa Barbara County, including the cities of Arroyo Grande, Atascadero, Paso Robles, Grover Beach, Lompoc, Morro Bay, Pismo Beach, Templeton, San Luis Obispo, Santa Maria and surrounding communities.

April Charlton covers Santa Barbara County for Lee Central Coast Newspapers. Follow her on Twitter @WordDown.

Prop. 57

from A1

robbery, kidnapping or violent gang crimes, prosecutors had the discretion to file the matter in juvenile court or direct-file it in adult court.

Now, with the passing of Prop. 57, the power has been remanded to the courts, not the prosecutors.

"We needed 57 for that perspective," Calvin said. "It's just not possible to direct-file a juvenile case into the adult system without a hearing in front of a judge."

Those mandated fitness hearings will give attorneys a chance to present all information needed to make that decision, which may include a child's school reports, mental health records, witness statements about the minor and other things, Calvin explained.

"No matter how good or insightful a person a prosecutor is, they're not the only right person to make a decision about sending a child to adult court to face adult prison time without seeing if they're fit to benefit from juvenile rehabilitation services," she said. "That was what was wrong with the system, and that's why we needed 57."

Calvin is hopeful defense attorneys will gather school records, present background on the juvenile's home life and paint a picture of whether he or she would benefit from treatment in the juvenile system.

Rehabilitation vs. punishment

There's a responsibility now more than ever for the state to give youth a chance to turn their lives around, Calvin said, especially given the risk of recidivism.

"Youth are different from adults," she said. "They have a better capacity to respond to opportunities and not be defined by a criminal act, so when we look at science, we know that youth are still neurologically developing in ways that are relevant to their level of culpability."

Research shows that youths sent into the adult system are more likely to commit new crimes than

those sent into the juvenile system, where they are required to go to school, get counseling and treatment, said Calvin. She cited the study "The Prosecution of Youth as Adults," conducted by Laura Riddell of W. Haywood Burns Institute, Maureen Washburn of Center for Juvenile Justice and Criminal Justice and Frankie Guzman of the National Center for Youth Law.

While the cost of treating a child in the juvenile system can be more expensive in the short term, Calvin argues it is a better long-term investment.

If youths receive services, instead of being sent to jail where they could be more susceptible to reoffend, she said, the long-term costs are less expensive.

Retroactive or prospective?

Prop. 57 doesn't clarify whether the law should be applied retroactively or prospectively, meaning whether the law can be applied to cases already filed or only those filed after its passage.

Since Prop. 57 was silent on the issue, San Luis Obispo County District Attorney Dan Dow said he believes the law should only apply prospectively to future cases. Dow has been a proponent of Prop. 57 mainly because of its language regarding convicted felons and early release.

However, Dow said a lot of prosecutors believe the court may apply it retroactively.

"The point is, we don't know," he said. "Every county across the state is going to deal with this a little differently, because (Prop.) 57 didn't make it clear as to how to treat current, pending cases."

County courts now will need to decide, with finality, whether Prop. 57 applies to cases filed before Nov. 8 or only to cases filed after that date, said Mag Nicola, Santa Barbara County chief deputy district attorney.

Different courts throughout the state may reach different conclusions, he added.

Cases impacted could include those in which the defendant was found guilty but has yet to be sentenced or those filed the day before the proposition was passed.

but the question remains: What happens to cases that aren't yet final but were filed in the adult system?

Cases in Santa Maria courts

Two pending cases in which minors have been charged as adults have been making their way through Santa Maria Superior Court since 2016, the most prominent one filed a year ago against a group of teens charged in connection the stabbing that left a Pioneer Valley High School student dead following a confrontation.

Carlos Geovani Perez, 15, and Israel Gaspar Cruz, 19 were the first to be charged in the case. Perez was charged as an adult by the Santa Barbara County District Attorney's Office. A month later, a third defendant, Gerardo Morales Flores, 16, also was charged as an adult. Three more teens, Daniel Jaime, Pablo Juarez and Andrew Molina, who were 16 and 17 at the time of their arrests, were also charged as adults later in the spring. In addition to the murder charge, all were also charged with a special gang allegation. Flores and Molina have since taken plea bargains, and will be sentenced in February. Four teenagers remain, and one teen, Perez, has filed a Prop. 57 petition to have a transfer hearing. Daniel Montelongo, charged in connection to the September 2016 murder of Luis Alberto Castanera in the 900 block of McElhaney Drive, was a little over a month away from his 16th birthday at the time of his arrest. He also was charged as an adult and faces a special gang allegation. Montelongo is scheduled to have a Prop. 57 transfer hearing at Santa Maria Superior Court in the near future.

Two more Prop. 57 cases filed in 2015 that still are pending involve defendants Jason Thomas Sabagun, Carlos Daniel Velasquez and Rudy Estrada Esparza, who face multiple counts of second-degree robbery, street terrorism, and driving from Santa Maria to San Luis Obispo to Arroyo Grande while armed with gun. The teens were 16 and 17 when they were

charged as adults for their alleged crimes in 2015. Attorneys in that case also have filed transfer hearing requests for their clients, according to the prosecution.

Joseph Martinez, who was 17 at the time he was charged as an adult for attempted murder in October 2015, is a defendant in another Prop. 57 case pending at Santa Maria Superior Court. His co-defendant, Bobby Joshua Romero, who was 17 at the time of his arrest and charged along with Martinez with assault, street terrorism and threatening juvenile institution officer Latham Martinez in January 2016, also has a pending Prop. 57 petition scheduled to be heard in court Feb. 8.

Attorney petitioning court

Defense attorney Michael Scott, who represents Carlos Geovani Perez, is one of those attorneys who has filed a Prop. 57 petition in an attempt to send his client's case back to the juvenile court system. If a court was to deny a Prop. 57 petition, he said, the attorney will file a writ to ask the appellate courts to decide whether the law will be applied retroactively or prospectively.

In the case of Perez, the judge will have to decide whether the law applies to him since his case was filed before his passage. "If the judge rules that it can be applied retroactively and he is entitled to (Prop.) 57's benefits, the case will be sent to juvenile court where proceedings begin anew," Scott said, "and at some point, a fitness hearing will be scheduled in front of the juvenile court judge, who will decide whether my client is fit to remain in the juvenile system or is remanded into adult court."

Scott said ultimately the judge will have to weigh the sophistication of the crime, socioeconomic factors and psychological problems against the age of the defendant.

"It's difficult to say going forward from here on out which factor outweighs another," Scott said. "If you take a case to juvenile court when the judge says the severity of the crime outweighs the offender's age, the case will return to adult court, and the juvenile faces life

in prison for a murder charge." Scott said his client, who was 14 at the time of his arrest and had no prior record, could benefit more from the juvenile court services than from a prison sentence.

Going forward

On Jan. 10 the District 4 court in Riverside County ruled that Prop. 57 should be interpreted retroactively and that juvenile defendant Pablo Lara Jr., whose case was filed in the adult court system prior to the measure's effective date, was entitled to a fitness hearing.

According to records, Lara was charged with kidnapping, forcible sodomy on a child under 14 and forcible oral copulation with a child under 14. The prosecution direct-filed his case into adult court in March 2016.

While Riverside County's appellate court decided Prop. 57 should be applied retroactively, the District 2 appellate court that governs Santa Barbara County has not issued a decision that would impact local courts, according to Nicola.

However, he said, if the Lara decision is taken to the Supreme Court for review and passes, the decision would be binding for courts across the state. At the end of the day, criminal law should be looking at the outcome of incarceration rather than the amount of time an individual serves, in both the adult and juvenile court systems, Calvin said.

"Only focusing on how much time we're going to have someone locked up is a very superficial look, because what really needs to be examined is what happens to those kids locked up," she said.

While the juvenile system isn't perfect, Calvin said, state law requires that the youths are educated and participate in rehabilitative services, while there are no such requirements in the adult system. "Prop. 57 will allow juveniles to avoid the risk of recidivism, so they can avoid committing new crimes in the future after being affected by institutionalization," she said.

Gina Kim covers crime and courts for Santa Maria Times. Follow her on Twitter @gna_k210

Brian Beres D.D.S.
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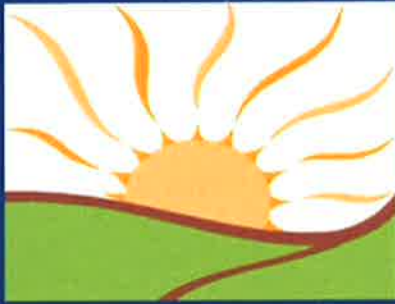
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For tips go to our website: www.ncsd.ca.gov or social media

NIPOMO
 Nipomo Community Services District

Jessica Matson

From: Nipomo Chamber of Commerce <info@nipomochamber.org>
Sent: Tuesday, February 7, 2017 12:39 PM
To: Jessica Matson
Subject: Weekly News - February 6, 2017



Nipomo
CHAMBER OF
COMMERCE

Weekly News

February 6, 2017



Business Mixer This Thursday!

This Thursday, Feb 9th join us in the Nipomo Chamber offices at 5:00 pm for this month's mixer. Plenty of free food and drink, door prizes and exciting news about our local business community.

For Info Contact:

Board of Directors
admin@nipomochamber.org

Chamber Hours

By Appointment

239 W. Tefft St.
Nipomo, CA 93444

Office: 805.929.1583

Fax: 805.929.5835

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For tips go to our website: www.ncsd.ca.gov or social media   /NipomoCSD



Manager's Column

Adobe Press; Inside the NCSD

January 27, 2017 Issue

Lesson Learned - Preparing for Droughts Ahead

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.

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Until next time...

Mario Iglesias, General Manager, info@ncsd.ca.gov

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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

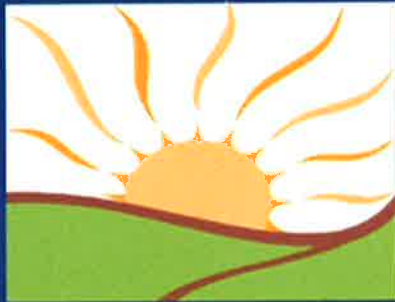
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Jessica Matson

From: Nipomo Chamber of Commerce <info@nipomochamber.org>
Sent: Wednesday, February 15, 2017 11:29 AM
To: Jessica Matson
Subject: Weekly News - February 15, 2017



Nipomo
CHAMBER OF
COMMERCE

Weekly News

February 15, 2017

Steak Sandwiches This Friday!

Rain or shine we will be doing our delicious BBQ Steak Sandwiches this Friday, February 17 in front of the Chamber offices @ 239 W. Tefft St starting at 11:00 am. Just \$10 gets you a Sandwich, Chips, Beverage & Cookie. Presales and delivery available. Contact Rudy (805)709-1339.

Talk on "Jim Beckwourth - More Than a Man of His Times"

Nipomo, California - The Dana Adobe is hosting a talk on African-American legendary figures that helped settle the West. One such gentleman who worked on the Dana Rancho was murdered and died in the Adobe. Where he came from and who he was remains a mystery. But the most famous of all was Jim Beckwourth. In celebration of Black History Month, Mr. Beckwourth's life will be the topic of the presentation. He characterized the rugged individualism that made America. He rose out of slavery; was freed by his white father at the age of 19, and traveled west, to become one of the most notorious mountain men of the 19th century. He was fluent in English, French and Spanish as well as many dialects of Native American language.

Pursing adventure and fame, Jim crossed the United States working as a hunter, tracker, trail blazer and dispatch rider for the United States military. He was also a merchant and Crow chief. By the time

For Info Contact:

Board of Directors
admin@nipomochamber.org

Chamber Hours

By Appointment

239 W. Tefft St.
Nipomo, CA 93444

Office: 805.929.1583

Fax: 805.929.5835

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he died in 1866 he had a history of deeds that legends are made of. His contribution to the development of California is just recently being discovered and appreciated.

In this talk, Helen Daurio, a DANA Board member and docent, will highlight details of his life, deeds, and tall tales. "Mountain men told tales," Daurio explains, "tall tales and Beckwourth was one of the best story tellers of his time. "He is a very important historical figure like Kit Carson or Jededia Smith and yet people know so little about him," comments Daurio.

DANA takes a special interest in Beckwourth because he was a frequent visitor at the Dana Adobe which was the mail exchange point for the first mail service in California. Beckwourth was the mail courier for the first three months the service ran. He also discovered the first mass-murder in SLO County at the San Miguel Mission when the Reid household was murdered.

Come discover this All-American mountain man on, Sunday, February 19th at 2:00 p.m. at the Dana Adobe, 671 S. Oakglen, Nipomo, CA, 93444.

More information is available at www.danaadobe.org or call 805-929-5679.

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FOR IMMEDIATE RELEASE

Date: February 9, 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 Awards Contract for Palms Lift Station Rehabilitation Project Engineering Services

At its February 8th Regular Meeting the District's Board of Directors awarded a contract for engineering services for the Palms Lift Station Rehabilitation Project to Cannon Corporation in the amount of \$83,496.

The District operates and maintains the Nipomo Palms Lift Station located off Beverly Drive in Nipomo. This lift station provides sewer service to mainly single and multi-family residential homes. The existing lift station is over 30 years old and is the most active in the District's system.

Cannon provided a preliminary engineering evaluation of the lift station in March 2016 and identified numerous operational issues. Constructing a new lift station was recommended as the best long-term option. Cannon will develop the plans and specifications for the replacement lift station.

The Project is scheduled to go to bid later this summer.

Next Scheduled Board Meeting: Wednesday, February 22nd, 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 or visit www.ncsd.ca.gov.

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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.

RAINY REFLECTIONS



DAVID MIDDLECAMP dmiddlecamp@thetribunenews.com

Cal Poly aeronautical engineering students and faculty wait in the rain outside the Performing Arts Center on Thursday for their ride to a presentation they will make in San Diego. Throughout the day, much of the Central Coast received gentle showers, with few power outages or accidents reported. As of Thursday afternoon, Rocky Butte had received 1.81 inches, Cambria had received 0.5 inches, and most other areas were at 0.3 inches. Areas in the South County, such as Nipomo and Arroyo Grande, were at 0.2 inches, PG&E meteorologist John Lindsey said. Lindsey predicted that rainfall amounts will be heavier Friday, with areas receiving between a half-inch and 1 inch of rain.

— **GABBY FERREIRA**

California regulators keep drought measures, for now

BY SCOTT SMITH
The Associated Press



MARK RIGHTMIRE The Orange County Register

The snow-covered San Gabriel Mountains and the Peters Canyon Reservoir in Peters Canyon Regional Park in Orange in January show the much-needed water and snowpack from winter storms.

Water regulators in California on Wednesday extended what are now largely symbolic conservation measures lingering from the drought after the state has seen one of the wettest winters in years.

The current regulations are largely symbolic because roughly 80 percent of California water districts say they have ample supplies and aren't requiring residents to cut back on how often they water lawns and flush toilets.

Regulators decided to retain the measures at least until spring as a precaution against the possible return of dry weather.

"I don't think there's just one way to go," Felicia Marcus, chair of the State Water Resources Control Board, said after several local water districts urged members to lift the regulations. "The better decision is to extend it and see later where we are."

Republican state Sen. Jim Nielsen is leading a coalition of lawmakers and water districts that believe it's time for Gov. Jerry Brown to end the emergency and accompanying drought rules – or lose the public's trust.

"This is an emergency?" Nielsen, who represents an area of Tehama County, asked before the meeting. "It's pretty hard to argue to the public, the citizens of California, that we are now in an emergency."

State residents used roughly 20 percent less water in December compared to the same time in 2013, the year before the drought emergency was declared, officials reported during the board meeting.

Enough water has been saved since mandatory conservation began in June 2015 to serve nearly one-third of the state's population for a year.

In January, storms drenched the state and filled some reservoirs. The Sierra Nevada snowpack, which provides much of the state's water as it melts in the spring, recently measured at 182 percent of normal.

The rain total in downtown Los Angeles since October – the start of the wet season – has reached 15¹/₂ inches, far exceeding the normal annual rainfall.

It's unclear whether Brown might lift the drought emergency, independent of any water board actions.

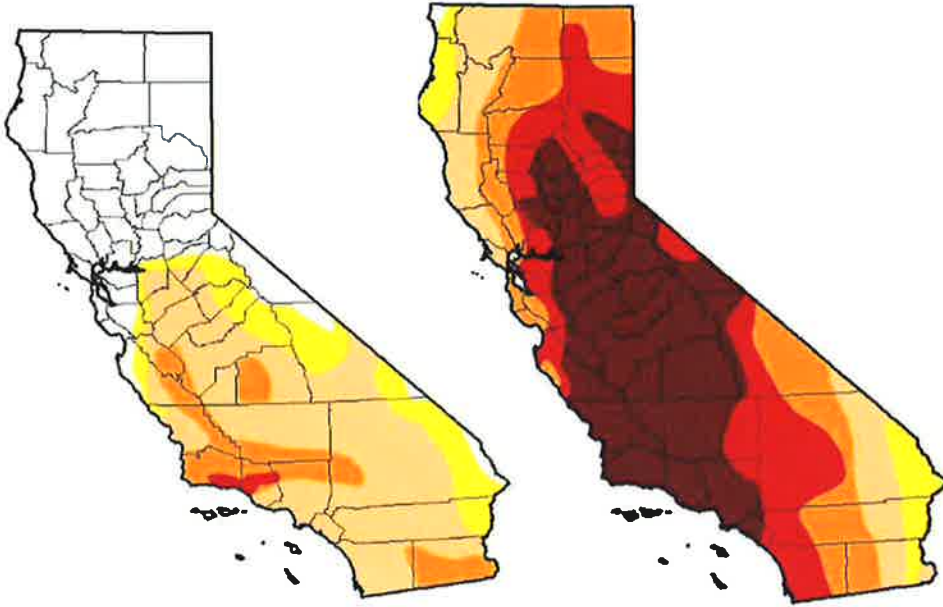
Brown declared the drought emergency in 2014 during the driest four-year period in California's recorded history.

He later ordered California's nearly 40 million people to cut water use by 25 percent – the first mandate of its kind in the state.

The State Water Resources Control Board relaxed the requirement last year, letting districts set their own conservation measures.

WATER & DROUGHT FEBRUARY 9, 2017 5:35 PM

SLO County goes from exceptional drought to moderate drought in just 6 weeks



BY GABBY FERREIRA
gferreira@thetribunenews.com

The drought isn't over yet, but much of San Luis Obispo County has been downgraded from exceptional drought to moderate drought thanks to the deluge of rain over the past six weeks, according to the U.S. Drought Monitor.

PG&E meteorologist John Lindsey tweeted a picture of the current drought map next to the state map from last February, with the caption, "What a difference one year makes!"

SLO COUNTY IS HAVING ITS RAINIEST MONTH IN 20 YEARS. HERE'S WHAT THAT MEANS FOR THE DROUGHT.

Locally, the bulk of the change can be credited to 2017's wet start. As recently as Dec. 27, much of SLO County remained in exceptional drought. But no longer.

As of Thursday, the U.S. Drought monitor reported that 53 percent of California is completely drought-free, and not a single area of the state is in exceptional drought.

Meanwhile, more rain is on the way. Between 1.5 and 2.5 inches of rain are forecast from Thursday night through Friday, Lindsey said.

ADVERTISING

February 22, 2017

ITEM F

ATTACHMENT B

Dealing Successfully With Customers

Staying Courteous Under Pressure



Workshop Facilitator
Forrest L. Story
Public Sector Excellence

(562) 997-3901

Website: publicsector-excellence.com

Email: publicsectorexcellence@gmail.com



publicsectorexcellence@gmail.com

Dealing Successfully With Customers ***“Staying Courteous Under Pressure”***

All of us who work in the public sector have customers – people who depend on us for service. For some, your customer is external to the organization – a homeowner, a citizen, a vendor, an elected official, a client, a visitor to the City, or a person seeking directions and guidance through “the system.” There is also another group of customers – our colleagues and co-workers. They make up our “internal customers.” In this workshop, we will have the opportunity to learn and practice ways to work effectively with all those who depend on us for service. Emphasized will be techniques to remain *courteous under pressure* when working with people who are angry, emotional, or who are “just not getting what they want.” Just as important, we will also work on the things we can do to keep people from becoming angry or upset.

Part I

The importance of “customer service.” Identify who your customers are, why they depend on you and what their expectations are for the quality of service you provide. Learn the importance of developing professional customer relationships to promote successful outcomes and a positive image for you and the organization. Identify some key “customer service” steps to follow when working with others.

Understanding what motivates people to serve both external and internal customers well. Develop an understanding of what each employee’s responsibility is in delivering quality customer service. Identify and discuss management’s leadership role in providing support for the delivery of quality service.

Keeping discussions open and focused on problem solving. Build a strategy and a focus to keep discussions with customers helpful, empathetic, on track and non-defensive. Learn how to “actively listen” when dealing with anger, emotions and difficult situations.

Part II

Developing skills to deal with anger - personal anger and other's anger. Develop ways to stay grounded when someone is angry, emotional or attacking you personally. Learn assertive communication techniques to effectively work with someone who is being uncivil and “ugly” in their behavior.

Applying valuable communication techniques to resolve customer problems and concerns. Develop an understanding of how body language, inflection and pitch influence interactions with others. Practice critical communication skills to ease the transfer of those skills back to the job.

Applying stress management techniques when it seems like “the whole world is out to get you.” Delivering good customer service can take a heavy toll on the spirit and can require a lot of emotional energy. Learn some basic techniques to ease negative stress.