

TO: BOARD OF DIRECTORS  
FROM: MARIO IGLESIAS  
GENERAL MANAGER  
DATE: OCTOBER 20, 2017

**AGENDA ITEM  
C  
OCTOBER 25, 2017**

## **PRESENTATIONS AND REPORTS**

The following presentations and reports are scheduled:

- C-1) PUBLIC INFORMATION DIRECTOR PRESENTATION ON DISTRICT PUBLIC OUTREACH PROJECTS
- C-2) DIRECTOR OF ENGINEERING AND OPERATIONS SUMMARY OF ACTIVITIES – QUARTERLY REPORT
- C-3) DIRECTORS' ANNOUNCEMENTS OF DISTRICT & COMMUNITY INTEREST AND REPORTS ON ATTENDANCE AT PUBLIC MEETINGS, TRAINING PROGRAMS, CONFERENCES, AND SEMINARS.  
Receive Announcements and Reports from Directors
- C-4) RECEIVE PUBLIC COMMENT ON PRESENTATIONS AND REPORTS PRESENTED UNDER ITEM C AND BY MOTION RECEIVE AND FILE PRESENTATIONS AND REPORTS.

TO: BOARD OF DIRECTORS

FROM: MARIO E. IGLESIAS  
GENERAL MANAGER 

DATE: OCTOBER 20, 2017

**AGENDA ITEM**  
**C-1**  
**OCTOBER 25, 2017**

**PUBLIC INFORMATION DIRECTOR PRESENTATION ON DISTRICT  
PUBLIC OUTREACH PROJECTS**

**ITEM**

Public Information Program review of public outreach projects. [NO ACTION REQUESTED].

**BACKGROUND**

Public Information Director, Jessica Matson, will overview ongoing outreach efforts and public outreach projects.

**RECOMMENDATION**

Staff recommends that your Honorable Board receive the update.

**ATTACHMENTS**

- A. Public Information Program Overview of Outreach Projects presentation

October 25, 2017

ITEM C-1

ATTACHMENT A

# PUBLIC INFORMATION PROGRAM

Overview of Outreach Projects  
Jessica Matsou, Public Information Director

## PROGRAM PURPOSE

Develop and implement comprehensive communications programs and community outreach activities that promote open government and build trust between the public and the District.

# SUMMARY OF ONGOING OUTREACH EFFORTS

## Media

- Press Releases; Articles; Conservation Ads

## Community Engagement

- Informational booth at community events; Public presentations/workshops; Customer Service Survey

## Communications

- Newsletters; Bill Inserts; Reports; Social Media Alerts/News; Notices; Other publications

# SUMMARY OF ONGOING OUTREACH EFFORTS CONTINUED

## Online

- Website; Email subscription; Social Media

## Education

- Regional Waterwise Landscaping website; Classroom conservation education program; Conservation classes/workshops

## Partnerships with Community Organizations

## Internal Communications



# COMPLETED OUTREACH PROJECTS

## JANUARY – SEPTEMBER 2017

Water Rate  
Study Outreach

Landscape  
Maintenance  
District Outreach

Increased  
Usability of  
District Website



# WATER RATE STUDY OUTREACH



**FOR IMMEDIATE RELEASE**  
 Date: October 17, 2017  
 Contact: General Manager  
 Nipomo Community Services District  
 148 S. Wilson St.  
 P.O. Box 1113 - Nipomo, CA 93444  
 Phone: (805) 367-1113 - Email: info@nipomocsd.org

## Water Rate Increase and Changes to Rate Structure

On September 11, 2017, District Board of Directors held a hearing during which regular meeting and adopted a new water rate structure and water rate location. Adoption of the new water rate structure will be effective at water rates. Additionally, Nipomocsd Water rates will now be included into the monthly bill.

Message  
Development

Articles

Ads

Public  
Workshops

Notices

Press  
Releases



**2017 Water Rate Study Scheduled**

In October 2016 the District's Board of Directors awarded a contract for a water rate study. Rate studies are conducted to assess the current and projected financial position of the District's various independent funds. The water fund, which is District water customers support through rates, will be evaluated. The District Board of Directors will be looking to community members and rate payers to provide them with comments, ideas, and suggestions.

### How to Get Involved

Rate Report Presentations  
 Oct 12th  
 Pub. 11th  
 Aug. 9th  
 Oct 11th



### Changes to the Water Rate Structure Proposed

The 2017 water rate study is currently underway. Rate studies are conducted to assess the current and projected financial position of the District's various independent funds. The water fund, which is District water customers support through rates, will be evaluated. The District Board of Directors will be looking to community members and rate payers to provide them with comments, ideas, and suggestions.

Category	Current	Proposed	Change	% Change
Water	\$10.13	\$10.13	\$0.00	0%
Sewer	\$10.13	\$10.13	\$0.00	0%
Storm	\$10.13	\$10.13	\$0.00	0%
Public Works	\$10.13	\$10.13	\$0.00	0%
Administrative	\$10.13	\$10.13	\$0.00	0%
Debt Service	\$10.13	\$10.13	\$0.00	0%
Reserve	\$10.13	\$10.13	\$0.00	0%
Other	\$10.13	\$10.13	\$0.00	0%
<b>Total</b>	<b>\$10.13</b>	<b>\$10.13</b>	<b>\$0.00</b>	<b>0%</b>

**Nipomo High students hit the books**  
 Nipomo High School students participated in a book fair on September 11, 2017. The fair was held in the school cafeteria and featured a variety of books for sale. The students were encouraged to read and purchase books to support the school library.

**4 fairs, big bands and county festival**  
 The county fair is a major event in the county, featuring a variety of activities, including fairs, big bands, and a county festival. The fair is held in a large outdoor arena and is a popular destination for residents and visitors alike.

**Nipomo Community Services District**  
 148 S. Wilson St.  
 P.O. Box 1113 - Nipomo, CA 93444  
 Phone: (805) 367-1113 - Email: info@nipomocsd.org

# LANDSCAPE MAINTENANCE DISTRICT OUTREACH

Public Workshops

Surveys

Updates to Members



**Nipomo Community Services District**  
NIPOMO  
Invites You to a Neighborhood Meeting

**Van de Venne Landscape Maintenance District**  
Wednesday, August 22, 2017  
6:30 PM - 7:30 PM  
Nipomo Community Library  
318 W. 16th St. Nipomo

Open with your property assessment details are back. The Board Landscape Maintenance District (LMD) is now in an effort to re-evaluate and amend the LMD's annual operating budget. Financial, operational, and other information are being presented to the community. This is an opportunity for you to provide input on the budget and the new contract. Such as the contract and other your expectations with District and the new contract.

For more information, contact the District at 805.526.1133



# INCREASED USABILITY OF WEBSITE NEW CONTENT

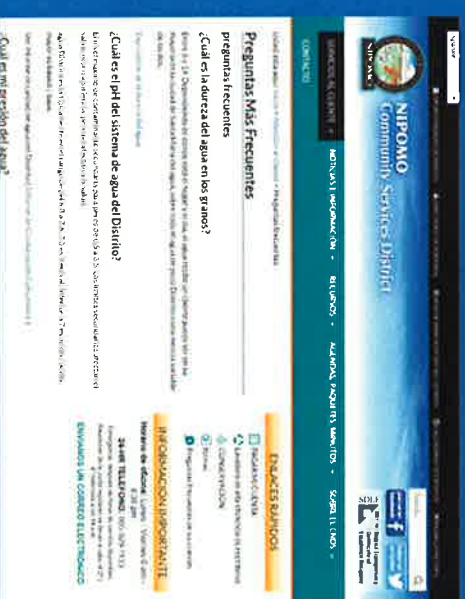
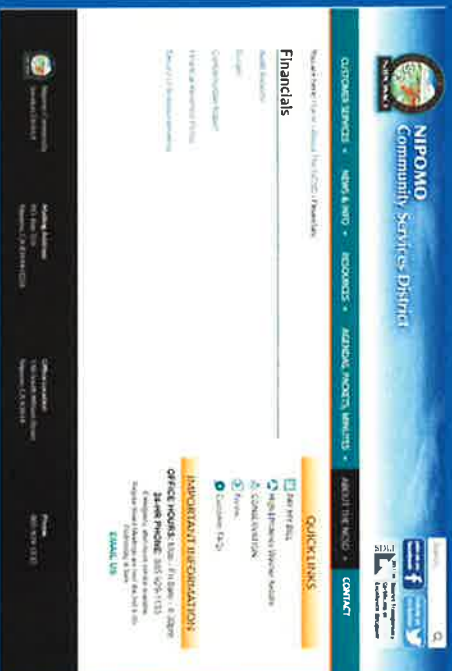


## Additional New Features

- Updated Enterprise Systems Catalog
- Billing Inserts Page
- Information pop-up for electronic bill payment



# INCREASED USABILITY OF WEBSITE IMPROVED ORGANIZATION & FUNCTION



## Additional Improved Organization & Function

- Reorganization of information materials
- Upgrades to website security

# ONLINE PRESENCE BY THE NUMBERS

## DISTRICT WEBSITE

**2017**

- Over 16,500 Visits Projected
- Over 31,000 Page Views Projected
- 6% Increase from 2016

**2016**

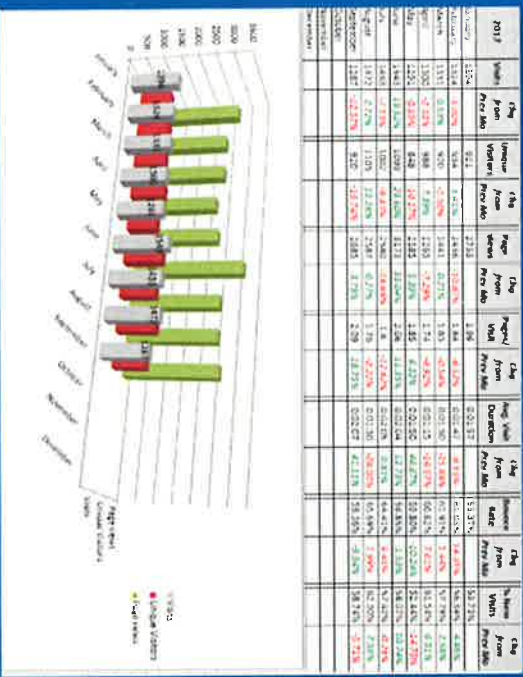
- 15,548 Visits
- 30,924 Page Views

**2015**

- 17,342 Visits
- 35,424 Page Views
- Major Traffic Driver: SWP, Disinfection Method Change with Press Attention

**2014**

- 15,690 Visits
- 30,833 Page Views

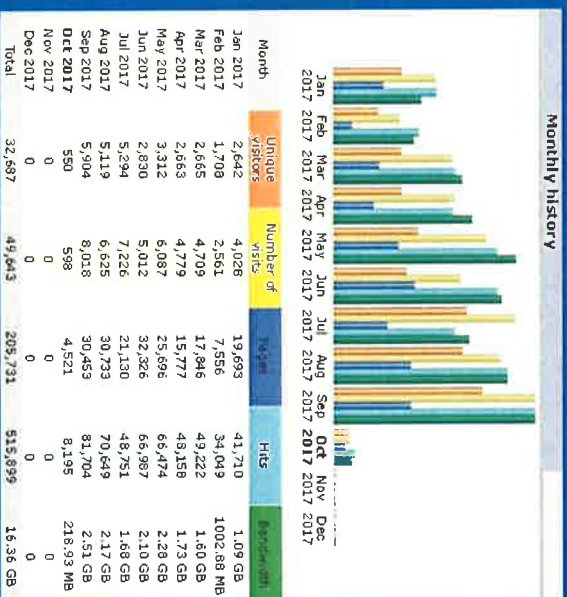


# ONLINE PRESENCE BY THE NUMBERS

## REGIONAL WATERWISE LANDSCAPING WEBSITE



- 2017**
- Upgrades completed early 2017
  - Over 66,000 Visits Projected (83% increase from 2016)
  - Over 274,000 Page Views Projected (27% increase)



- 2016**
- 35,983 Visits
  - 215,199 Page Views

- 2015**
- 30,335 Visits
  - 238,747 Page views

- 2014**
- 1,412 Visits
  - 5,246 Page Views



# ONLINE PRESENCE BY THE NUMBERS

## EMAIL SUBSCRIPTION & SOCIAL MEDIA

### Email Subscriptions

- 467 email subscriptions for District news & information
- 200% increase from 2014



### Facebook

- Launched in 2014
- 117 Current Followers
- 8,700 views projected for 2017 (24% increase)
- Projected follower growth of 40 for 2017 (89% increase)



### Twitter

- Launched in 2014
- 248 Current Followers
- 45,500 Twitter views projected for 2017 (18% increase)
- Projected follower growth of 68 for 2017





# CURRENT & UPCOMING PROJECTS

Blacklake Sewer  
Master Plan  
Outreach

Joint Conservation  
PSA Campaign  
with Area  
Providers

Emergency  
Communications  
Plan

Waterwise  
Landscaping  
Workshops

QUESTIONS?

TO: BOARD OF DIRECTORS

FROM: MARIO E. IGLESIAS  
GENERAL MANAGER

DATE: OCTOBER 20, 2017

**AGENDA ITEM**  
**C-2**  
**OCTOBER 25, 2017**

**2<sup>ND</sup> QUARTER ENGINEER'S REPORT  
DIRECTOR OF ENGINEERING AND OPERATIONS REPORT ON  
DISTRICT PROJECTS SYSTEM-WIDE**

**ITEM**

Engineering and Operations update for July to September 2017 [NO ACTION REQUESTED].

**BACKGROUND**

Director of Engineering and Operations, Peter Sevcik will overview his update (attached) and discuss District projects for the July to September 2017 period.

**RECOMMENDATION**

Staff recommends that your Honorable Board receive the update.

**ATTACHMENTS**

- A. Engineering and Operations Update for July to September 2017

October 25, 2017

ITEM C-2

ATTACHMENT A



# NIPOMO COMMUNITY SERVICES DISTRICT

148 SOUTH WILSON STREET  
 POST OFFICE BOX 326  
 NIPOMO, CA 93444 - 0326  
 (805) 929-1133 FAX (805) 929-1932  
 Web site address www.ncsd.ca.gov

## MEMORANDUM

TO: MARIO IGLESIAS, GENERAL MANAGER  
 FROM: PETER V. SEVCIK, P.E., DIRECTOR OF ENGINEERING & OPERATIONS  
 DATE: OCTOBER 19, 2017  
 RE: ENGINEERING AND OPERATIONS UPDATE FOR JULY TO SEPTEMBER 2017

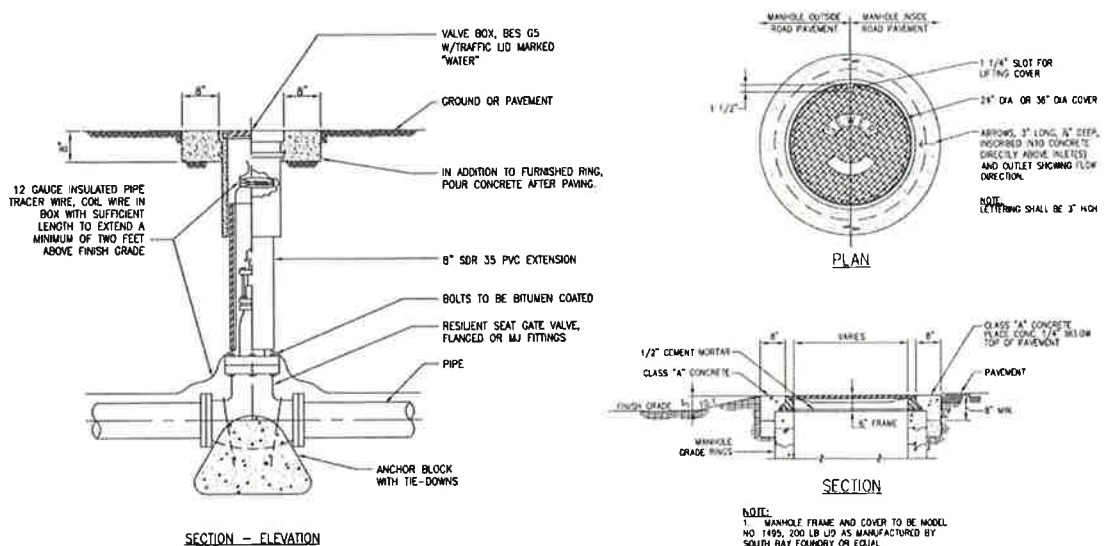
### PROJECTS IN CONSTRUCTION

- **2017 Utility Adjustment Project**

**SCOPE OF WORK** – Work involves adjusting the District’s utilities to grade following asphalt overlay work performed by the County of San Luis Obispo. Utilities to be adjusted include but are not limited to: sewer manhole frames and covers, sewer cleanout covers and water valve covers on Mary Avenue, Tefft Street, Grande Avenue, Las Flores Drive, Osage Street, Hill Street and Olympic Way.

**STATUS** – Work completed in early October. Project close out in progress.

Project Cost Summary	
Original Contract Amount – R. Burke Corporation	\$197,720
Final Contract Amount – R. Burke Corporation	\$171,021



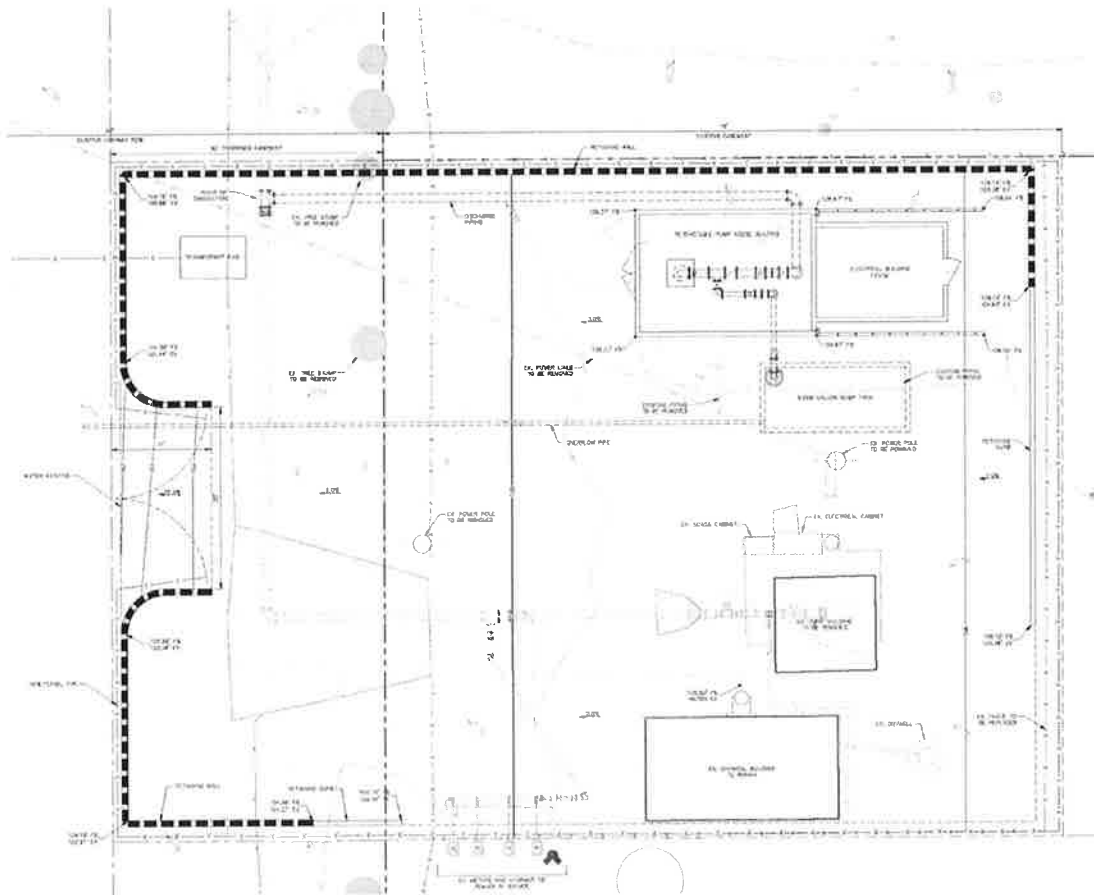
**PROJECTS IN DESIGN**

- **Eureka Well Replacement Project**

**SCOPE OF WORK** – Work involves drilling of replacement water supply well, new piping and valves, new pump, new electric service, new control panel and related facilities within existing well site. Work also includes the proper abandonment of existing well.

**STATUS** – Design work initiated and easement acquisition in progress.

<b>Project Cost Summary</b>	
Budgeted Project Cost	\$1,000,000

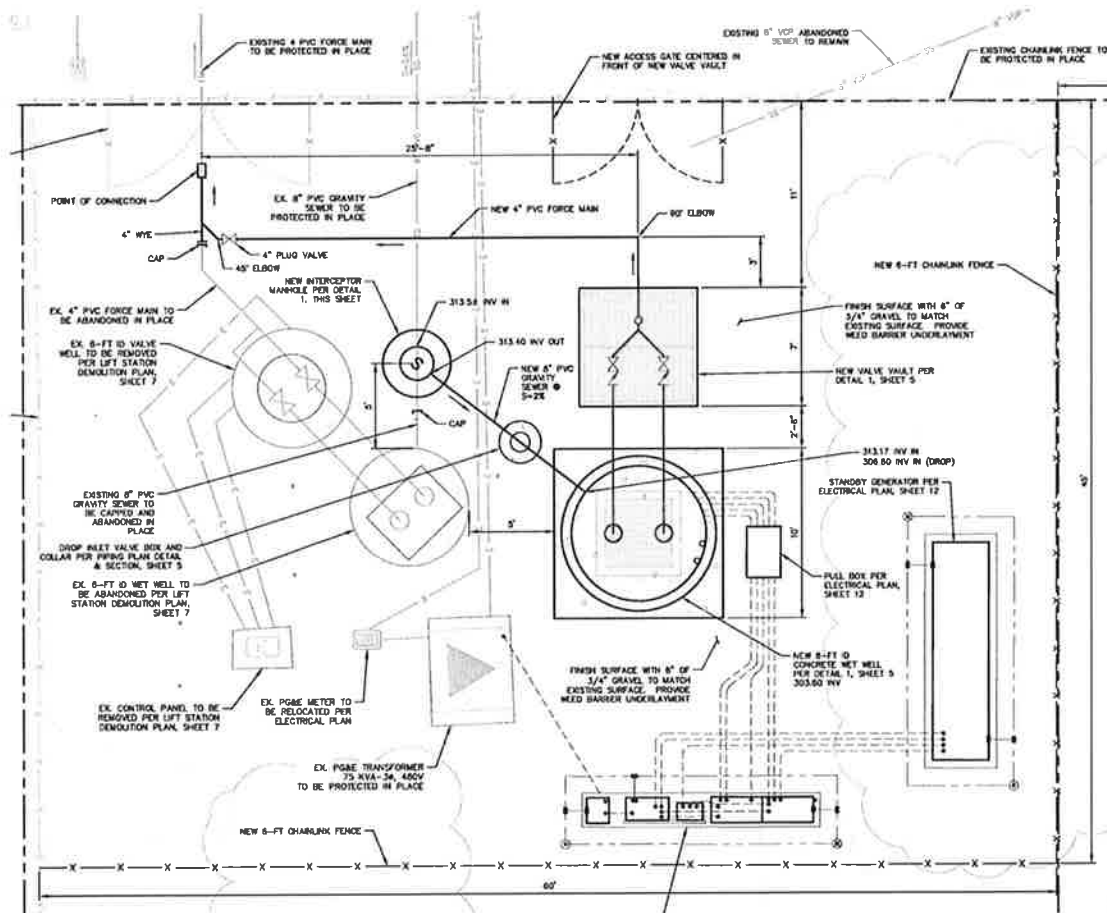


- Nipomo Palms Lift Station Replacement Project**

**SCOPE OF WORK** – Work involves constructing new wet well, valve vault, new pumps, new electric service, new control panel and related facilities within existing lift station site. The new lift station will accommodate the increased flows due to past development in the area, increase operational storage and capacity, reduce pump cycles, increase emergency storage and allow for the existing lift station to remain in service during the construction of the new lift station. The existing lift station will be decommissioned once the replacement lift station is in service.

**STATUS** – 50% design plans completed and submitted to District for review.

<b>Project Cost Summary</b>	
Budgeted Project Cost	\$800,000



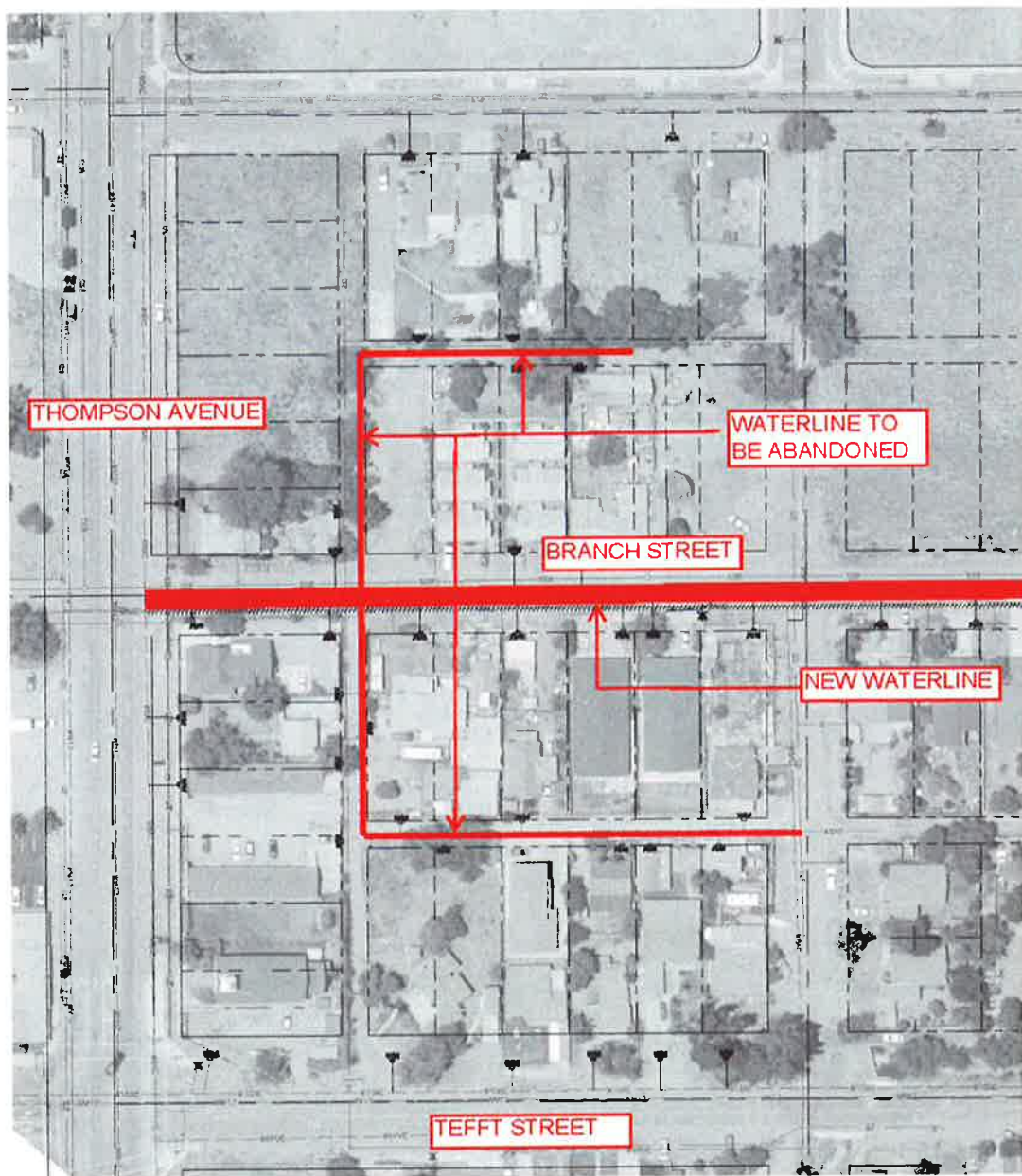


- **Branch Street Waterline Replacement Project**

**SCOPE OF WORK** – Work involves construction of 1600 linear feet of 8 inch waterline in Branch Street to replace failing existing 6 inch diameter AC waterline, reconnecting 26 existing water services, relocating 16 existing water services, installing 1 new fire hydrant and abandoning existing water line.

**STATUS** – On-hold

Project Cost Summary	
Budgeted Project Cost	\$650,000



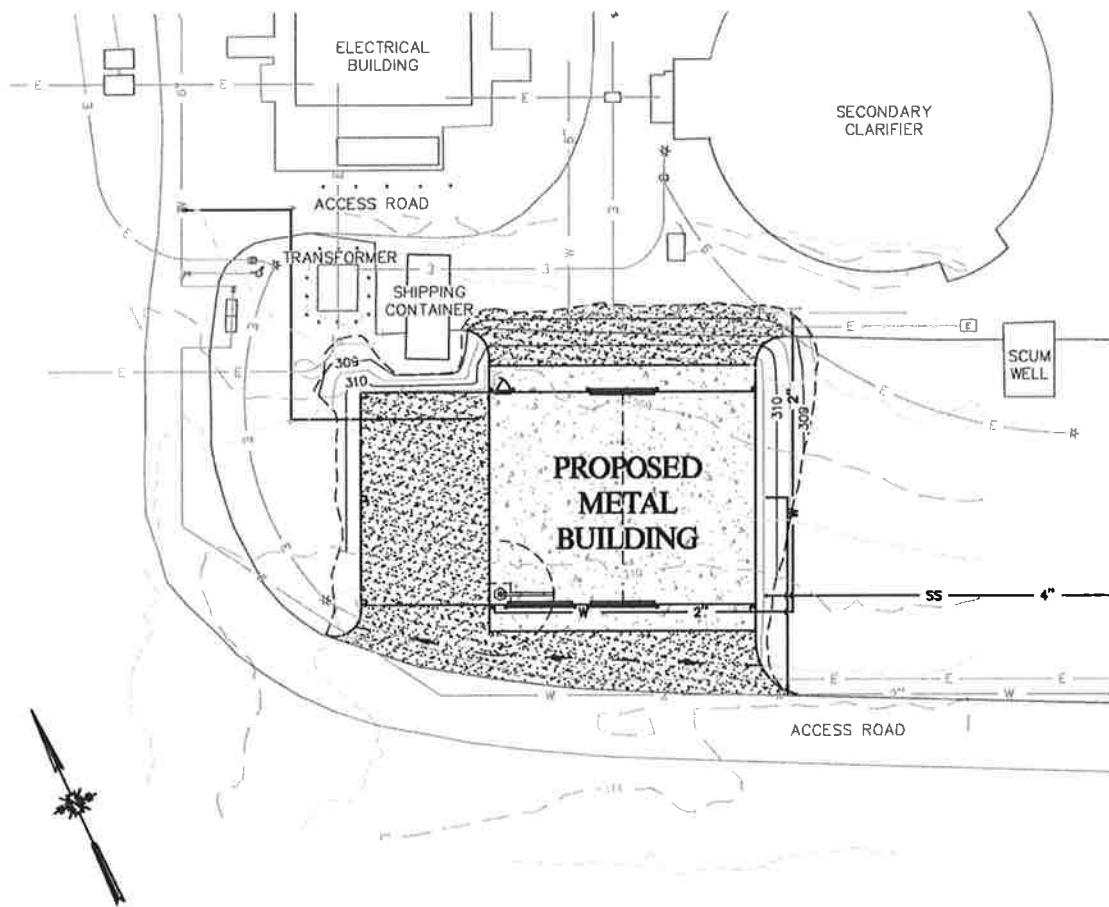
- **Southland WWTF Storage Building Project**

**SCOPE OF WORK** – Work involves construction of 1440 square foot concrete foundation and pre-engineered metal building to be utilized to store equipment.

**STATUS** – On-hold

<b>Project Cost Summary</b>	
Budgeted Project Cost	\$150,000

**PRELIMINARY SITE PLAN**



**PROJECTS IN PLANNING**

- **Supplemental Water Project**

**SCOPE OF WORK** – Work involves the design and construction of seven projects to complete the Nipomo Supplemental Water Project and provide capability to delivery supplemental water in accordance with the District’s Wholesale Water Supply Agreement with the City of Santa Maria, the District’s Supplemental Water Management and Replenishment Agreement with Golden State Water Company and Woodlands Mutual Water Company, and the Court Judgement that provides for the long-term management of the groundwater basin on the Nipomo Mesa. All costs shown are in 2017 dollars.

**STATUS** – Concept design contract for interconnects awarded

<b>Project Description</b>	<b>FY 17-18</b>	<b>FY 18-19</b>	<b>FY 22-23</b>	<b>FY 23-24</b>	<b>Total</b>
GSWC Interconnect at Orchard & Primavera (1)	\$250,000	\$0	\$0	\$0	\$250,000
WMWC Interconnect at Camino Caballo & Via Concha (1)	\$250,000	\$0	\$0	\$0	\$250,000
GSWCCR Interconnect at Lyn Road & District Boundary (1)	\$0	\$250,000	\$0	\$0	\$250,000
Pomeroy Water Line from Augusta Drive to Aden Way (2)	\$0	\$0	\$ 180,000	\$1,270,000	\$1,450,000
Orchard/Southland to Tefft/Oakglen Water Line (3)	\$0	\$0	\$ 450,000	\$3,050,000	\$3,500,000
Joshua Road Pump Station 1 New Pump (4)	\$0	\$300,000	\$0	\$0	\$300,000
Joshua Road Pump Station 2 Replacement Pumps (5)	\$0	\$0	\$0	\$400,000	\$400,000
<b>TOTAL</b>	<b>\$500,000</b>	<b>\$550,000</b>	<b>\$ 630,000</b>	<b>\$4,720,000</b>	<b>\$6,400,000</b>

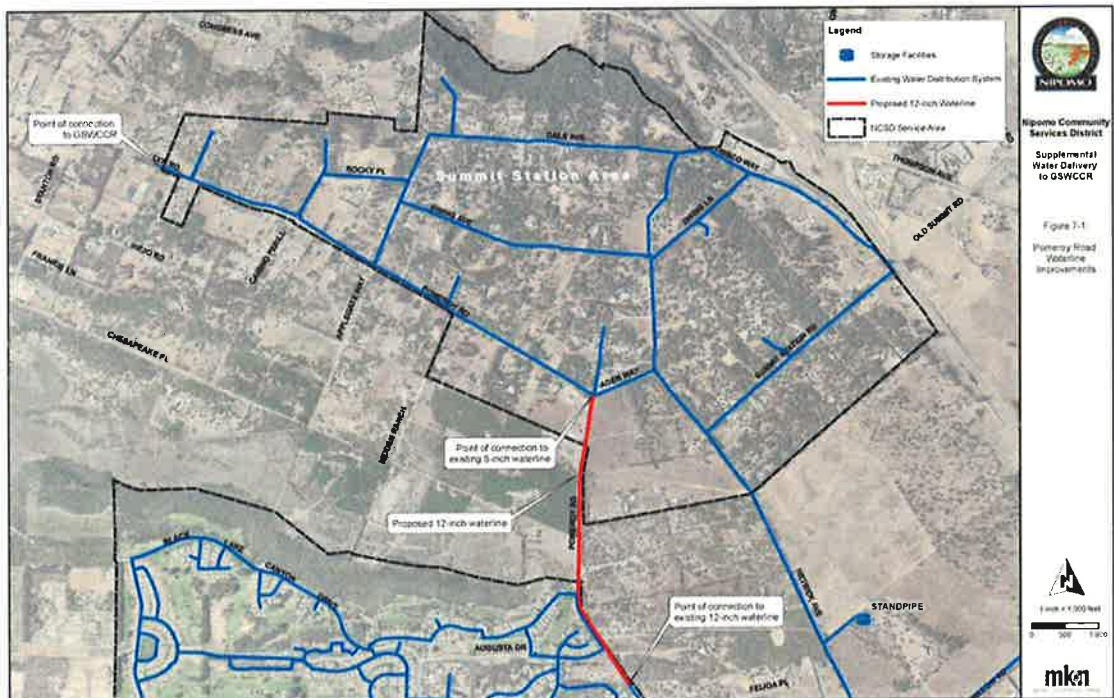
- (1) Flow control station with meter, flow control valve, and chlorine residual meter installed in vault along with SCADA control panel and radio tower.
- (2) 4600 linear feet of 12 inch diameter water line and related appurtenances. Design in FY 22-23 and construct in FY 23-24.
- (3) 12,000 linear feet of 12 inch diameter waterline and related appurtenances from Orchard/Southland, along Southland to South Frontage, along South Frontage to Story, under 101 at Story, continuing along to Bermuda to South Oakglen, along South Oakglen to Tefft. Design in FY 22-23 and construct in FY 23-24.
- (4) 1 new 800 gpm pump and 1 VFD.
- (5) 2 new 800 gpm pumps to replace 400 gpm pumps.



12 INCH WATERLINE FROM ORCHARD/SOUTHLAND TO TEFFT/SOUTH OAKGLEN



12 INCH WATERLINE IN POMEROY FROM AUGUSTA TO ADEN



- **Woodgreen Lift Station Replacement Project**

**SCOPE OF WORK** – Work involves constructing new wet well, valve vault, new pumps, new electric service, new control panel and related facilities within existing lift station site. The new lift station will replace the existing lift station that has been in service over 30 years and that has reached the end of its service life. The existing lift station will be decommissioned once the replacement lift station is in service.

**STATUS** – Design contract awarded

<b>Project Cost Summary</b>	
Budgeted Project Cost	\$610,000

- **Quad Tank Disinfection System**

**SCOPE OF WORK** – Work involves chemical feed pumps, chemical tanks, and controls at Dana Foothill Road water storage tank facility to improve ability to maintain chloramine residual in tanks and water distribution system.

**STATUS** – Not started

<b>Project Cost Summary</b>	
Budgeted Project Cost	\$300,000

**OTHER ENGINEERING PROJECTS**

- Southland WWTF Screw Press Evaluation – **Completed**
  - Technically feasible but anticipated cost is \$920,000
- Town Sewer System Flow Monitoring and Hydraulic Analysis – **In Progress**
  - Draft Technical Memorandum submitted to District for review
- Supplemental Water Project O&M Manual – **In Progress**
  - Draft standardized operating and maintenance procedures submitted to District for review
- Southland WWTF Biosolids Drying Beds Cover Evaluation – **In Progress**
  - Evaluation of options to cover several biosolids drying beds to facilitate drying of biosolids during wet weather
- SCADA System – **In Progress**
  - Blosser Flow Meter Station Interlock with Joshua Road Pump Station Reservoir
  - Radio system communications troubleshooting
  - Planning for server replacement and reconfiguration

**OPERATIONS**

• **Water System**

- Daily operation and maintenance of 4 wells, 1 pump station, 6 tanks, and 1 interconnect
- School Lead Sampling Program – New Permit Requirement
- EPA UCMR4 – Unregulated Contaminant Monitoring Round 4

**WATER SYSTEM PRODUCTION – 2017**

	SUNDALE	EUREKA	VIA CONCHA	BLACKLAKE 4	KNOLLWOOD	GROUND WATER	PURCHASED WATER	ALL WATER
						TOTAL GALLONS	JOSHUA PS GALLONS	TOTAL GALLONS
JANUARY	2,244,748	0	2,450,448	1,113,368	627,840	6,436,404	23,741,000	30,177,404
FEBRUARY	2,319,548	0	519,112	1,415,650	715,537	4,969,847	21,483,000	26,452,847
MARCH	5,884,516	0	4,704,172	2,960,330	2,098,671	15,647,689	23,700,000	39,347,689
APRIL	8,223,512	0	7,358,076	4,263,009	3,984,416	23,829,014	22,700,000	46,529,014
MAY	13,192,476	0	12,479,632	6,829,681	5,412,360	37,914,149	22,568,000	60,482,149
JUNE	12,102,640	0	13,398,924	7,946,505	5,531,153	38,979,222	26,488,000	65,467,222
JULY	2,547,688	0	18,814,444	11,493,020	7,925,524	40,780,676	28,022,000	68,802,676
AUGUST	11,172,128	0	14,260,620	7,867,097	5,188,270	38,488,116	27,967,000	66,455,116
SEPTEMBER	13,320,384	0	9,017,140	5,669,309	4,530,980	32,537,813	27,014,000	59,551,813
OCTOBER	0	0	0	0	0	0	0	0
NOVEMBER	0	0	0	0	0	0	0	0
DECEMBER	0	0	0	0	0	0	0	0
TOTALS	71,007,640	0	83,002,568	49,557,970	36,014,752	239,582,929	223,683,000	463,265,929

• **Wastewater System**

- Daily operation and maintenance of 2 treatment plant and 13 sewer lift stations
- Lab management software implementation
- Lab Accreditation regulatory compliance

**SOUTHLAND WASTEWATER TREATMENT FACILITY - 2017**

MONTH (2017)	FLOW (MG)	DAILY AVE FLOW (MG)	INFLUENT BOD (mg/l)	EFFLUENT BOD (mg/l)	INFLUENT SUSPENDED SOLIDS (mg/l)	EFFLUENT SUSPENDED SOLIDS (mg/l)	EFFLUENT SETTLEABLE SOLIDS (mg/l)	EFFLUENT pH	EFFLUENT DISSOLVED OXYGEN
JAN	17.6	0.568	327	3	327	3	0.10	7.0	7.0
FEB	15.7	0.561	381	3	381	3	0.10	6.6	3.7
MARCH	17.0	0.549	347	3	335	3	0.10	6.8	3.6
APRIL	16.6	0.554	394	3	335	3	0.10	6.7	4.3
MAY	17.5	0.565	367	3	296	3	0.10	6.9	3.9
JUNE	17.0	0.567	334	3	356	3	0.10	7.1	4.3
JULY	17.5	0.564	385	3	297	3	0.10	7.0	4.4
AUG	17.6	0.567	336	3	326	3	0.10	7.0	4.1
SEPT	16.7	0.558	356	3	291	3	0.10	7.1	3.8

**BLACKLAKE WASTEWATER RECLAMATION FACILITY – 2017**

	Influent		Effluent	Effluent	Effluent	Effluent	Effluent	Effluent	Effluent
	FLOW		COLIFORM	SETT SOL	pH	BOD	SUS SOL	DO	CL2-FREE
	MGM	MGD	MPN	mg/l	Units	mg/l	mg/l	mg/l	mg/l
JAN	2.18	0.070	2	0.1	7.7	6	8	8	6
FEB	1.96	0.070	2	0.1	7.5	5	6	6	9
MAR	1.48	0.049	2	0.1	7.5	3	4	5	8
APR	1.15	0.038	2	0.1	7.6	5	5	6	7
MAY	1.13	0.037	2	0.1	7.8	16	20	8	15
JUN	1.19	0.040	2	0.1	7.9	19	27	7	5
JUL	0.98	0.032	2	0.1	8.1	25	27	7	6
AUG	1.39	0.045	2	0.1	8.0	25	20	7	10
SEP	2.61	0.087	4	0.1	7.8	14	11	6	9

### **DEVELOPMENT IN CONSTRUCTION**

**SCOPE OF WORK** – Work involves overseeing construction, acceptance, and commissioning of water and sewer infrastructure required to serve new development.

- 164 Mallagh - Multifamily
- Tract 2494 – Finnians Way – Single Family Residential
- Tract 2855 – Juniper – Single Family Residential
- Tract 2734 – Hunter Ridge Single Family Residential
- Tract 2923 – Grande – Single Family Residential
- Tract 2650 – Via Concha – Single Family Residential
- Dana Adobe - Commercial

### **DEVELOPMENT IN PLANNING**

**SCOPE OF WORK** – Work involves application processing and improvement plan review in accordance with project specific Intent-to-Serve letters.

- 549 Hill Street - Hotel
- CO 15-0065 – Rocky Ridge – Single Family Residential
- Dana Elementary Sewer Connection

### **OTHER MANAGEMENT TASKS**

- Wastewater Operator 1 Recruitment – **In Progress**
- Water Operator 1 Recruitment – **Not started**
- Safety Program including weekly tailgate meetings – **On-going**