

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 Follow us on  or  NipomoCSD