

Contact us at **805-929-1133** | www.ncsd.ca.gov | info@ncsd.ca.gov



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NIPOMO COMMUNITY SERVICES DISTRICT

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Our Website Has Resources for You

CONSERVATION TIPS

The District's website provides tips on how to reduce water use at home. Visit www.ncsd.ca.gov and click on "Conservation" Under the "Quick Links" heading found on the home page.

SIGN UP FOR NEWS AND ALERTS

Sign up on our website to receive meeting, news, and emergency notifications from the District.

YOU CAN ALSO CALL OR EMAIL ANY TIME

As always, if you have any questions, concerns, or feedback, we want to hear from you. Feel free to contact us at info@ncsd.ca.gov or at 805-929-1133.

Go to: www.ncsd.ca.gov

Connect with us:   /

USE WATER WISELY

Irrigating?

Check your irrigation system.

Irrigation systems develop leaks and could be costing you money.

For more tips go to our website: www.ncsd.ca.gov or so-



DECEMBER 2021



Nipomo Community Services District

Important Information from Nipomo Community Services District • Issue 22

Shifting to Monthly Billing

With the start of a new year just around the corner, the Nipomo Community Services District ("District") will start to shift from a bi-monthly billing cycle to a monthly billing cycle. There are several advantages District customers can expect in this move to monthly billing.

For most people, bills arrive on a monthly schedule and paychecks are issued bi-weekly or monthly. Monthly billing periods are familiar, consistent, and limited to a single month's worth of usage. Paying monthly bills is fairly predictable. The District's bi-monthly billing cycle means customers receive a bill every other month for the accumulated 60 days of usage. That cycle of skipping a month is great for the month you don't have to pay for District services, but it can be difficult to fit the cost of two months worth of services into the family budget on those months you do have to pay for District services. Monthly billing can smooth out the highs and lows of utility bills and that helps manage a budget.

Forget to pay the utility bill? Misplaced or lost utility bills that go unpaid incur late fees. It can be difficult to remember all the obligations one must manage in a hectic life. Missing a payment once and a while happens. Missing a bi-monthly bill verses a monthly bill seems to double the cost of missing a payment. Nobody wants a late fee, but when they do occur, everyone wants the lowest possible fee. Monthly billing lowers the cost our customers are exposed to when that rare occurrences of a late fee does occur.

Another customer advantage with monthly billing is the reduction in costs for undetected leaks. District water bills are generated after the meter readers visit and read the water meters. On a bi-monthly billing cycle, visits to the meter are limited to once every other month – approximately 60 days between visits. If a customer leak starts the day after the meter reader's visit, there is the potential of 59 days' worth of water leakage before it is detected. More water meter visits means more opportunity to catch leaks and reduce costs for customers.

The District's meter readers will begin reading all water meters monthly at the end of December 2021 to gain the starting meter reading for the month of January 2022. The District's billing software conversion is scheduled for March 2022. District staff is working diligently with the customer service software developer to get the conversion to monthly billing completed as soon as possible. Customers can expect to see a monthly bill this spring.

Searching for ways to provide improved customer service is one of the cultural norms being fostered within the District's team. Suggestions and input from customers, critiquing the District services, is welcomed and encouraged. Please feel free to contact the District with your thoughts either by calling the District office or emailing info@ncsd.ca.gov. Let us know if you want a reply when sending an email. Thanks for the privilege of serving your utility needs.

Nipomo Community Services District

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Ensuring Reliable, Quality Services Now and in the Future

Water meters are the newest technology to improve service for Nipomo CSD customers. You may have noticed a serviceperson in your front yard working in a meter box. The District is building a network of water meters that can detect water leaks within 24 hours. This feature alone will assure customers that they only pay for water that they put to beneficial use.



The Sensus iPerl meter will also supply customers with information on when they used their water. This is critical information when there is an unexpected increase in water consumption on the property with no known explanation. A simple call to the Nipomo CSD or a quick visit by the office and our team of customer services representatives will be able to help you find out when the water was used. A stuck valve on a water softener, an irrigation schedule change or broken irrigation line, these conditions can happen out of sight and/or during those late-night hours while we're asleep. Knowing when the water was used will aid in finding and solving these problems. There is also a leak alarm built into the meter. If water runs continuously, an alarm is sent to the District and a customer service specialist is on the move bringing that information to you.

The project to convert all 4,500 District water meters will take some time. The District will have 600 water meters converted by the end of 2021. The team is working to have 1,500 converted by the end of 2022, with an additional 500 to 800 each of the subsequent years. One last added feature the Sensus iPerl meter brings, District staff doesn't have to go to the meter to get the meter readings. The cost savings is a plus, but the added customer service is the point.

Drought? Yeah, we got this!

Once again we are facing drought conditions on the Central Coast. The uncertainty of our water supply is thrust upon our imaginations and we are reminded that we should not be surprised to find ourselves in this situation. Residents living in Central California know this story well and can recite living through more dry spells than wet ones. The harsh reality of another dry year followed by another dry year has turned dry years into droughts. Conversations about what to do work their way into conversations. How do we live with less water? What happens if we run out of water? Everyone has an opinion.

Nipomo CSD finds itself in a unique situation. The District has an agreement to purchase water from the neighboring community, the City of Santa Maria. That agreement commits Nipomo CSD to purchasing 2,500 acre-feet of water per year (AFY) by 2025. Whether the District needs the water or not, Nipomo CSD customers must pay for this water. The agreement was signed in 2013 based on water projections created in 2010. Projections in 2010 anticipated the community's 2025 water demand would exceed 3,190 AFY. The 2020 projections are suggesting Nipomo CSD water demands in 2025 are 1,000 AFY less, a value close to 2,100 AFY.

What it all means for customers of the District is that they now have greater reliability and resiliency in their water supply. As long as the community uses the water it needs to grow and thrive, and doesn't waste water, the District is confident that water will continue to be available as we weather today's drought and the droughts of the future.

WORKING THROUGH COVID-19

The office is open for business for those who find it necessary to engage with District staff. Board Meetings at the District's office remain open to the public as well. Being available for person to person communications is important to the Board of Directors. Safety measures are in place to protect the public, District staff, and the Board.

The office has a new kiosk for paying your Nipomo CSD utility bill. There is a convenience fee charged by a third-party vendor; currently \$4.50 for each transactions up to \$400. This same third-party vendor can be accessed on any device with internet access, so you can still take advantage of paying your utility bill with your credit or debit card from virtually anywhere.

Nipomo CSD also can assist our customers in paying their bill by setting up Auto-Pay. Check out the District's website for information on these and other programs to help you manage your Nipomo CSD utility bill.

ncsd.ca.gov



Cook.



Eat.



Dispose.

Holiday fats, oils and grease clog pipes. Dispose of in the trash.



Ever thought about giving back to your community? The Nipomo Community Services District is a vital agency that needs dedicated individuals to participate in its governance. Think "Board Member 2022".



NIPOMO CSD
148 S. WILSON STREET
NIPOMO, CA 93444

Answers to Frequently Asked Questions



How can I pay my utility bill?

- Mail a check or money order to NCS D, P.O. Box 326, Nipomo, CA 93444 (Note: postmarks are not accepted)
- Drop a check or money order in the green drop box located in the driveway at 148 S Wilson St, Nipomo
- Pay online by visiting www.ncsd.ca.gov (Note: Official Payments processes the payments on the District's behalf and charges a \$3.95 convenience fee per transaction - see the District's website on how to be reimbursed this fee during COVID-19)
- Sign up for Auto Pay with the District (Only available for homeowners)
- Use your bank's online bill-pay service