

Contact us at **805-929-1133** | [www.ncsd.ca.gov](http://www.ncsd.ca.gov) | [info@ncsd.ca.gov](mailto:info@ncsd.ca.gov)



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## NIPOMO COMMUNITY SERVICES DISTRICT

### ELECTED BOARD

**Dan A. Gaddis**, *President*  
**Ed Eby**, *Vice President*  
**Bob Blair**, *Director*  
**Craig Armstrong**, *Director*  
**Dan Woodson**, *Director*

### STAFF

**Mario Iglesias**, *General Manager*  
**Lisa Bognuda**, *Finance Director*  
**Peter Sevcik**, *Director of Engineering and Operations*  
**Jessica Matson**, *Public Information Director*

### 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](http://www.ncsd.ca.gov) and click on the "Conservation" quick link in the upper right of 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](mailto:info@ncsd.ca.gov) or at 805-929-1133.

Go to: [www.ncsd.ca.gov](http://www.ncsd.ca.gov)

Connect with us:   /NipomoCSD

### USE WATER WISELY

## Over Watering?

**Turn your irrigation down or off.**

**Most landscapes require little or no water during cooler temps.**

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



NOVEMBER 2017



# Nipomo Community Services District

Important Information from Nipomo Community Services District • Issue 19

## Changes to Water Rate Structure

### District moves to uniform rate structure

In October the District Board of Directors adopted a new uniform rate structure and water rate increase.

Adoption of the uniform rate structure eliminates tiered rates – the rate per unit will now be the same for all units consumed and be the same for all water users. Additionally, Supplemental Water rates will now be blended into the bi-monthly rates.

Under the new uniform rate structure, customers will see a decrease in their bi-monthly cost (Fixed Charge), depending on meter size, and all users will now pay \$4.97 per unit of water used (Volume Charge). The Fixed and Volume Charges will increase an average of approximately 9% per year for the 5-year period ending 2022.

The District's last water rate increase became effective on November 1, 2015 and was based on a 5-year rate study adopted in September 2010. The last rate increase for supplemental water became effective July 1, 2017. Rate increases are necessary to ensure that the District has sufficient revenues to fund operating and capital needs and provide appropriate levels of operating, capital, and emergency reserves. Additionally, there are inflationary factors that put pressure on the cost of import water from the City of Santa Maria via the Nipomo Supplemental Water Project as well as supplies and services needed to operate and maintain the water system.

The District is fully committed to serving existing and future generations of residents in the most efficient manner possible, while protecting both public health and the environment.

A typical single-family residential customer using 19 units of water can expect to see a Water Volume Charge increase of approximately \$14 on their two-month bill (\$7 monthly). The rate increase goes into effect December 1, 2017 and customers will see the increase beginning with their January/February water bill.

A full breakdown of the new rate structure and comparisons of the adopted new rates with other local water purveyors can be found on the District's website at [www.ncsd.ca.gov](http://www.ncsd.ca.gov).



Read more inside about changes to the customer leak relief program with this new, uniform rate structure.

Nipomo Community Services District

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# Ensuring Reliable, Quality Services Now and in the Future

## Changes to Customer Leak Relief Program



In October the District's Board of Directors adopted an Ordinance amending District Code sections pertaining to leak adjustment procedures. The Ordinance allows the general manager to grant customer relief from high water bills under limited circumstances.

Nipomo CSD policy holds that all water metered to a customer is the customer's responsibility regardless of circumstance. When leaks occur on the customer side of the water meter and go undetected, high water use and high water bills can result.

Currently, Nipomo CSD calculates the relief provided to customers with high water bills caused by customer-side water leaks by lowering the adjusted amount of water loss into Tier 2. With the Board's recent adoption of a uniformed rate structure, the District can no longer use this methodology.

Changes to the Leak Adjustment procedure include:

**Calculating the level of customer relief by deducting the Supplemental Water cost.** Water loss caused by a customer side leak would increase the amount of pumped groundwater from District groundwater wells – not increase importation of water from Santa Maria.

**Setting a minimum level of relief of \$100 for qualification of a leak adjustment.** The leak adjustment option is limited to once every three years and is intended to provide relief for cost burdens caused by significant customer-side leaks.

## Conservation Update

The District's conservation efforts remain steady.

In October, the District produced 193 acre feet or about 63 Million gallons of water to meet customer demand. This equates to a 20% reduction in overall production compared to October 2013. Additionally, thanks to the arrival of supplemental water in July 2015, groundwater pumping during October was 44% lower than the 5-year average for October, just missing the Stage IV 50% pumping reduction target\* due to higher than normal temperatures and customer demand. Year-to-date, the District is meeting this target overall with a 52% pumping reduction.

*\*In April, the Governor lifted the State-mandated reduction targets. Based on spring well readings, the District continues to be in a Stage IV water shortage in accordance with the Water Shortage Response and Management Plan.*



### Shut Off Irrigation for the Next Few Months

Cooler temperatures and moisture in the air mean less water is needed for your landscape. Shutting off outdoor irrigation through spring will:

- Help conserve our precious water resources
- Save some money on your water bill
- Protect landscapes from overwatering

## Moving the Community Ahead

As part of the mission to provide reliable services, the District continually works to improve and maintain operations through its utility projects. Over the last year, the District completed four utility projects and has several more either in the design or planning phase.

**Joshua Road Pump Station Reservoir** was completed in May and is an important part of the larger Supplemental Water Project which imports water from Santa Maria to the Nipomo Mesa. The Project cost \$2.7 million.

**Blacklake Water Reclamation Facility Headworks Rehabilitation Project** was also completed in May.

Other completed projects include the **2017 Utility Adjustment Project** which adjusted District sanitary sewer manholes and water valve covers impacted by the County of San Luis Obispo asphalt overlay project in Nipomo and the **Orchard Road Waterline Project**.

View a full list of District projects on the website at [www.ncsd.ca.gov](http://www.ncsd.ca.gov) under News & Info.

## Detecting Residential Water Leaks

FREE Class!

SAVE-THE-DATE

Saturday, January 20, 2017

Nipomo Community Services District  
Jon S. Seitz Board Room  
148 S Wilson Street, Nipomo

Tips from a certified irrigation specialist



Visit the District's website for more information on times and class topics.

[www.ncsd.ca.gov](http://www.ncsd.ca.gov) | [info@ncsd.ca.gov](mailto:info@ncsd.ca.gov) | 805 929-1133



Cook.



Eat.



Dispose.

**Avoid clogged pipes by disposing of holiday fats, oils and grease in the trash.**

