



Nipomo Community Services District

Important Information from Nipomo Community Services District • Issue 23

2022 BOARD MEMBER ELECTIONS

For the upcoming November 2022 election cycle, there are three 4-year term and one 2-year term Board Seats up for election at the Nipomo Community Services District. Citizens elected to the Board of Directors serve a 4-year term. The 2-year term Board Seat on the ballot is as a result of a vacancy left by a Board Member who was unable to complete the 4-year term. To be eligible, the candidate must be a resident of the District and be a registered voter.

The nomination period is July 18, 2022 to August 12, 2022. Candidacy forms and related nomination documents are available with the County Elections Official. Interested parties can call the County Election office for more information at 805-781-5228.

BILLING DELAYS – WHERE IS MY UTILITY BILL?

Nipomo Community Services District utility bills have been arriving in customer's mailboxes later than normal and customers are asking why? The short answer? Our meter reading service provider is short staffed and is running anywhere from 7 to 10 days behind schedule.

It takes a team effort to get your utility bill to your mailbox, and meter reading is critical to the billing process. All 4,500 District water meters are read in two days at the end of each month so the readings can be uploaded into a computer system. It takes a small army of meter readers to read each meter in the time allocated for the task. The District hires a contract service provider, staffed with the personnel and equipped with the tools needed to meet this timeline. However, starting earlier this year, the contract service provider has been short staffed and unable to get the trained workers needed.

The District has responded to the problem by waiving late fees during this difficult period. Late fees are anticipated to be reinstated once the meter reading company gets back on schedule – July or August 2022.

In the meantime, the District's radio read meters – part of the Automated Metering Infrastructure ("AMI") – will be up and running on July 1, 2022. The AMI system is a two-way radio system that communicates between the water meter and the billing system without the need for visiting each meter to gain the meter reading. The first 600 meters converted to this system will cut some time off the meter reading schedule, so progress is being made to overcoming the staffing issues. The schedule for activating 400 additional meters by year's end will only aid in the District's efforts to meet customer expectations in the labor-intensive tasks associated in operating a water system.

Did you know you can receive your bill via email at no charge? You can have both a paper and an email bill if you prefer. Email bills are received prior to paper bills sent through the postal service. If you are interested in email billing, please contact the District.

Conservation Message

As the drought continues to affect water supplies in the State, all water suppliers are asking their customers to conserve water. How much and where to conserve are questions raised by many Nipomo Community Services District customers who have been conserving since before 2015 and are running out of ideas. While State regulators and local water agencies can provide some incentives and guidance, it is the customer who has the last say when it comes to the level of water conservation each is able to endure. (Continued on next page)

Conservation Message (Continued from previous page)

With the addition of Supplemental Water from the Nipomo Supplemental Water Project, the District has diversified its water portfolio. District customers can rest assured that their water supply is reliable and with reasonable conservation efforts, will be there when they need it.

It is important that water suppliers recognize conservation fatigue as a real threat to gaining customer support in times when communities need to come together. On the Nipomo Mesa, many District customers have been practicing water conservation and, through their efforts, have successfully reduced water consumption over the past 18 years by 40%. When you factor in the pressures a growing community puts on water supplies, the amount of water saved is significant. This level of conservation is commendable and only achieved when water suppliers and communities work together responsibly to balance the complex water supply issues of the day.

It seems common sense to use the water you need, not a drop more nor a drop less. Each customer has an idea of the amount of water they need to meet this test. Some will challenge themselves to do more, while others are limited as they've exhausted their abilities over years of conservation efforts. For more insight into how you can conserve water, visit the District's website. Just click on the search bar in the upper right-hand corner of the home page and type in "conservation".

Extra Garbage Services – Complementary

Don't forget to use your two complementary annual yard waste removal vouchers! And don't worry if you don't have a voucher in hand. Just call the South County Sanitary Services ("Garbage Company") at (805) 489-4246 and they'll let you know if you've used your voucher service.

Every property within the District gets complementary yard waste vouchers that allows them to call the Garbage Company and arrange to have yard waste hauled off.

Adding customer flexibility to schedule when they need it, the Board of Directors voted to move from the historical bi-annual clean-up weeks (spring and fall) to a voucher program. In addition to this service, NCSO customers also get a cost break on hauling away bulky items like water heaters, mattresses and other bulky items. Also, remember household hazardous waste materials like paint and motor oil can be properly disposed of at the Household Hazardous Waste Facility located at 509 Southland St. here in Nipomo on Saturdays, from 11:00 am to 3:00 pm. Call (805)782-8530 for information.

The NCSO Garbage Voucher Program is Easy to Use!

1. Call the Garbage Company up to two (2) times per calendar year, to schedule a "bulky item" or "yard-waste" pickup.
2. The Garbage Company will take your request, give you a reduced cost for bulk items, and/or explain how much yard waste you can have hauled way at no cost!! They will handle the tracking of each resident's account and usage so all you have to do is call. Please contact the Garbage Company to schedule your bulky item pick-up or for any questions regarding your account.

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.