

TO: BOARD OF DIRECTORS
FROM: MARIO IGLESIAS
GENERAL MANAGER
DATE: SEPTEMBER 9, 2022



**AGENDA ITEM
F
SEPTEMBER 14, 2022**

GENERAL MANAGER'S REPORT

ITEM

Standing report to your Honorable Board -- *Period covered by this report is August 22, 2022 through September 9, 2022.*

DISTRICT BUSINESS

Administrative

The District encourages residents to provide reports of any observed water waste. The District also keeps an accounting of leak adjustments as a measure of non-revenue water lost to leaks as well as tracking late fee waivers. The table below provides August and Calendar Year-to-date data for these items.

OFFICE ACTIVITIES

	<u>Aug 22</u>	<u>Jan 22 - Aug 22</u>
Reports of Water Waste	0	1
Leak Adjustments	1	16
Leak Adjustment Amount	\$293	\$5,534
Late Fee Waivers	0	22
Late Fee Waiver Adjustment Amount	\$0	\$758

The District will begin normal billing operations in September of this year, to include assessing late fees, providing customer payment arrangements, and discontinuance of water services for delinquent accounts. The first instance of assessing late fees will be September 26th for unpaid balances on August 2022 water/sewer usage and on September 27th, for July usage and unpaid balances, water is scheduled to be discontinued. Staff develop a list to estimate the number of customers subject to these conditions and will send a notice to customers who are subject to discontinuance of service 10 business days before the schedule action. The District last discontinued water service for non-payment in January 2020.

The new state and federal Low Income Household Water Assistance Program (LIHWAP) provides financial assistance to low-income Californians to help manage their residential water utility costs. Established by Congress in December 2020, this state and federally funded program helps low-income households pay down their outstanding residential water or wastewater bills. California has been allocated \$116 million in funding to provide one-time LIHWAP payment assistance.

The District enrolled in the federal Low Income Household Water Assistance Program (LIHWAP) to assist customers in avoiding having their water discontinued. To date, eight customers have applied for funds. Many more applications have been provided by the District to customers and it is expected that additional customer will sign up and gain funds from the program. The program will operate through August 31, 2023.

Water Resources

For the first two months of the 2022-23 Fiscal Year, the District's total combined production, including groundwater production wells and supplemental water imported through the Joshua Road Pump Station, registered 397.7 AF. Imported water through the Joshua Road Pump Station was greater than the groundwater production. This trend will continue through the next several months as the District strives to maintain the 50% groundwater reduction goal.

Table 1. Total Production Acre Feet (AF)

	Aug - 22	Jul 22 - Aug 22
Groundwater Production	87.9	188.9
Supplemental Water Imported	<u>110.9</u>	<u>208.8</u>
Total Production	198.9	397.7

NCSD GW Reduction

The District's purveyor customers, Golden State Water Company and Woodlands Mutual Water Company, each are responsible for 16.66% (cumulatively 33.33%) of the imported water NCSD brings onto the basin through the NSWP. Of the 1,000 AF minimum imported water from the City of Santa Maria, 333 AF or 33.33% of the total imported water – whichever is greater – will be credited to these two purveyor customers. The credited amount must be added to the District's groundwater pumping total every month to reflect the groundwater pumped by these customers in-lieu of taking imported water from the District.

Table 2. NCSD GW Production (NCSD GW Well Production plus Purveyor Credit)

	Aug -22	Jul 21 – Aug 22
NCSD GW Well Production	87.9	188.9
Purveyor Customer Credit (33.3% of Import Water)	<u>36.9</u>	<u>69.6</u>
NCSD Total Calculated GW Production	124.8	258.5
Average GW Production for 2009-2013	<u>284.7</u>	<u>575.9</u>
NCSD Percentage of GW Reduction	56%	55%

2022 Fiscal Year Groundwater Pumping Forecast

Table 3. Projected Groundwater Pumping

	Aug-22	Year-to-Date Jul-Jun 2023	Target	Over/(Under)	
NCSD GW Well Production	87.9	854.7			
Purveyor Customer Credit (33.3% of Import Water)	<u>36.9</u>	<u>370.4</u>			
NCSD Total Calculated GW Production	124.9	1,225.1	1,266.7	42	AcFt
Average GW Production for 2009-2013	<u>284.7</u>	<u>2,533.4</u>	<u>2,533.4</u>		
NCSD Percentage of GW Reduction	56%	51.6%	50.0%		

On the previous page, Table 3 projects the District's groundwater pumping reduction for the 2022-23 Fiscal Year. Under the current Stage 4 of the NMMA Water Shortage Response Stages, the District's targeted groundwater pumping reduction goal is to pump no more than 1,266 AFY (50% of 2009-2013 average District GW Pumping). 2022 actual production is combined with historic production from September 2021 through June 2021 to provide a projected estimate year end status. This data is used by operations to meter the groundwater pumping throughout the year in an effort to meet the District's self-imposed, voluntary groundwater pumping reduction.

Table 4. FY 2022 vs. FY 2021 Groundwater Pumping

	Aug-22	Jul 22 - Aug 22	Aug-21	Jul 21 - Aug 21
NCSW GW Well Production	87.9	188.9	103.3	212.3
Purveyor Customer Credit (33.3% of Import Water)	36.9	69.6	33.0	65.8
NCSW Total Calculated GW Production	124.9	258.5	136.2	278.1
Average GW Production for 2009-2013	284.7	575.9	284.7	575.9
NCSW Percentage of GW Reduction	56%	55%	52%	52%

Above, Table 4 compares groundwater pumping for the same periods in 2022 and 2021. This view of the data provides operations with insight into year-end water production values and assists operational personnel in their efforts to balance import and groundwater production with the purpose of reducing groundwater pumping to meet the self-imposed 50% pumping groundwater reduction – the current stage IV objective.

Rainfall Gauge

(Reported in inches)	Nipomo East (Dana Hills Reservoirs)	Nipomo South (Southland Plant)
July 2022 Total	0.00	0.00
July-2022 through Aug-2022 (Season Total)	0.00	0.00
Sept 1, 2022 – Sept 9, 2022	0.00	0.00
Total Rainfall to date	0.00	0.00
County Reported Avg. Ann. Year Rainfall	18.00	14.00
2006 - 2020 Avg. Ann. Year Rainfall*	15.39	13.30
2006 - 2020 Median Ann. Rainfall*	12.64	11.30

*Data from County website

Connection Report

WATER	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Water Connections - Total	4500	4500	4500	4501	4501	4501	4501	4505				
New Water Connections	4	0	0	1	0	0	0	4				
SEWER CONNECTIONS												
Sewer Town connections	2729	2729	2729	2730	2730	2730	2731	2734				
Sewer Blacklake connections	559	559	559	559	559	559	559	559				
Subtotal	3288	3288	3288	3289	3289	3289	3290	3293	0	0	0	0
Galaxy and PSSH at Orchard and Division Sewer connections billed to the County	481	481	481	481	482	482	482	482				
Sewer Connections - Total	3769	3769	3769	3770	3771	3771	3772	3775	0	0	0	0
New Sewer Connections Town and Blacklake	4	0	0	1	0	0	1	3				
New Sewer Connections Galaxy	0	0	0	0	1	0	0	0				

The Connection Report as of September 9, 2022

Safety Program

No Reportable Safety Issues
All-Staff Quarterly Safety Meeting Scheduled for September 23, 2022

Supplemental Water Capacity Accounting

Summary Since January 25, 2008

	Number of Equivalent Meters	AFY
Supplemental Water Available for Allocation	947	500.0
Supplemental Water Reserved (Will Serve Letter Issued)	138	-72.9
Subtotal Net Supplemental Water Available for Allocation	809	427.1
Supplemental Water Assigned (Intent-to-Serve Issued)	164.6	-86.9
Total Remaining Supplemental Water Available for Allocation	644	340.3

Updated September 7, 2022

Other Items

- COVID19 NCS D Response Plan Update [Attachment A]
- Dana Reserve – Schedule [Attachment B]

Meetings (August 22 through September 9)

Meetings Attended (telephonically or in person):

- Aug 22, Staff Mtg. - Admin Supervisor Mtg.
- Aug 22, SCSS – GM Discuss Franchise Agrmt.
- Aug 22, District Auditors Interviews
- Aug 23, CalRecycle – Solid Waste Issues
- Aug 23, Eng/Admin Coordination Mtg.
- Aug 24, Rotary
- Aug 24, NCS D Regular Board Meeting
- Aug 24, After-Board Exec. Team Meeting
- Aug 26, Staff Mtg. - Cust. Service Specialist
- Aug 26, NMMA-TG Manager's Meeting
- Aug 26, Sedaru – Asset Management
- Aug 29, Staff Mtg. - Admin Supervisor Mtg.
- Aug 30, County OES – Extreme Weather
- Aug 31, Rotary
- Aug 31, Dana Reserve – Phasing Plan
- Sept 1, RWMG – Working Group
- Sept 1, APCD Permit Discussion
- Sept 1, RWG – NCS D/SB Co License
- Sept 2, Staff Mtg. - Cust. Service Specialist
- Sept 2, NCS D Management Team Mtg.
- Sept 2, NCS D Board Officers Mtg.
- Sept 5, Staff Mtg. - Admin Supervisor Mtg.
- Sept 7, RWMG Meeting

- Sept 8, Gyros Presentation
- Sept 9, Staff Mtg. - Cust. Service Specialist

Meetings Scheduled (September 11 through September 17):

Upcoming Meetings (telephonically or in person):

- Sept 11, Staff Mtg. - Admin Supervisor Mtg.
- Sept 13, One Cool Earth – SLO Co. School Program
- Sept 13, Eng/Admin Coordination Mtg.
- Sept 14, Aug 24, Rotary
- Sept 14, NCSD Regular Board Meeting
- Sept 14, After-Board Exec. Team Meeting
- Sept 15, Supervisor Elect – Paulding
- Sept 16, Staff Mtg. - Cust. Service Specialist
- Sept 16, LAFCO Mtg. – Annexation Questions
- Sept 16, NCSD Board Officer Meeting

Upcoming Water Resource and Other Meetings

Upcoming Standing Meetings:

- NMMA-TG: September 22 (Thursday) @ 10:00 AM, Zoom Meeting
- RWMG: October 5th (Wednesday) @ 10:00 AM, Location [not confirmed]
- WRAC: October 5th (Wednesday) @ 1:30 PM [not confirmed]
- NMMA Manager's Meeting: September 23rd (Friday) @ 10:00 AM, Zoom Meeting
- NCSD Board Officer Meeting: September 16th (Friday) @ 2:00 PM, NCSD Conf. Rm.

RECOMMENDATION

Staff seeks direction and input from your Board

ATTACHMENTS

- A. COVID19 - NCSD Response Plan (Updated)
- B. Dana Reserve Schedule (Updated)

SEPTEMBER 14, 2022

ITEM F

ATTACHMENT A

Date: September 14, 2022 Board Meeting
Response Activities to COVID19 Health Emergency
Prepared by: Mario Iglesias, General Manager

DISTRICT RESPONSE TO COVID-19, Updated September 9, 2022

New Actions

No New Actions

Personnel on Quarantine

Office Personnel: 0 (No Change since last report)

Operational Personnel: 1 (Change since last reported)

The Operations Team had 5 active COVID quarantines in August 2022

Vaccine Update: (No Change)

Ongoing Actions

1. Testing available for Employees to test (Voluntary)
2. Following SLO Co. Masking guidelines (Voluntary)
3. Following Cal/OSHA guidelines
4. Review SLO County EOC Status Reports

Previous Actions

1. For the Month of September, District Staff Tested 44 times (all negative results)
2. Mask Mandate Requirement Update – As of September 1, 2021, masks must be worn indoors at public facilities.
3. COVID19 Rapid Test Kits secured from SLO County at no cost to provide weekly work-place testing.
4. NCSO Board Passes Resolution Declaring Emergency in District [Res. 2020-1550, Mar. 24, 2020]
5. Admin Office Closed to the Public
 - a. Meetings are virtual – Conference Calls
6. Discontinued: Split staff into two teams
 - a. See schedule on Response Plan
7. Received directions for FEMA Public Assistance – Cost Tracking Guidance
8. Governor’s Executive Order – No Water Turn-offs
 - a. District instituted this policy as well as a No Late Fee – No Penalty Fees
9. Wipe-down between shifts
10. Each operator in separate designated vehicle.
11. Received additional PPE. Administration Staff will be on normal schedule 8-4:30 starting Monday May 18th
12. Operations Staff are on normal 7:00 am to 3:30 pm work schedule as of Monday, May 4th. County opened up construction sites.
13. Expanded Customer Service Work to include site visits for investigations (high bills, meter issues) week of May 11
14. Trailers for quarantine have been returned – May 1
15. District to begin wastewater sampling in conjunction with County effort to determine presence of COVID19 in communities – May 11
16. Temporary Admin Support Workers brought back to Office (Provider incentivized due to PPP Funds) – June 1

Date: September 14, 2022 Board Meeting
Response Activities to COVID19 Health Emergency
Prepared by: Mario Iglesias, General Manager

17. Lobby Modifications: Glass is equipped with speaker plates to allow the communication between customer and clerk without opening the sliding window.
18. Board Meetings open to the public.
19. County Offices Continued Closed with Appointments provided to some departments as needed.
20. June 18, 2020, Governor Order issued requiring face masks be worn in public places. District management purchased disposable face masks for staff, Board Members, and any public that attends District Board Meetings and lack a face mask.
21. The customer counter window modifications at the office are completed.
22. Capital Improvement Projects continue to be impacted and schedules for completion continue to be pushed back due to material delivery delays.
23. Administrative Office open to public – April 19, 2021
24. Mask Mandate in SLO County (reinstated on September 1st) will be lifted when:
 - a. The county reaches the yellow, “moderate” level of COVID-19 community transmission, as defined by the Centers for Disease Control and Prevention (CDC), and stay there for at least 10 days, and
 - b. Public Health Officer Dr. Penny Borenstein determines that COVID-19 hospitalizations are low and stable and area hospitals are able to meet the needs of patients.
25. County Health provided COVID19 Rapid Test that will get us through January 2022. NCSO requesting additional tests for February and March. The District has sufficient tests to sustain routine testing practices through January 2022.
26. February 16, 2022, Indoor Mask Mandate Lifted in San Luis Obispo County for vaccinated individuals.

Mask Mandate Status:

- Effective March 1, 2022, the requirement that unvaccinated individuals mask in indoor public settings will move to a strong recommendation that all persons, regardless of vaccine status, continue indoor masking.
- Universal masking shall remain required in specified high-risk settings.
- After March 11, 2022, the universal masking requirement for K-12 and Childcare settings will terminate. CDPH strongly recommends that individuals in these settings continue to mask in indoor settings when the universal masking requirement lifts.

Masks in California are still required: (As of April 20, 2022: Guidance for the use of Face Masks)

- In Emergency shelters and cooling and heating centers
- In Healthcare settings (applies to all healthcare settings, including those that are not covered by the State Health Officer Order issued on July 26, 2021)
- At State and local correctional facilities and detention centers
- In Homeless shelters
- At Long Term Care Settings & Adult and Senior Care Facilities

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ITEM F

ATTACHMENT B

DANA RESERVE REVIEW SCHEDULE (AS OF 9/09/2022)

Date	Description	Comment
April 24, 2022	NCSD Review "Utility" Section of EIR	
June 16, 2022	Release of EIR	Extended from May 16, 2022
July 14, 2022	SLO County Planning Comm. Study Session	Zoom Meeting
July 21, 2022	LAFCO Study Session	County Lead Agency (9:00 am)
Aug. 1, 2022 ¹	Close Public Comment - DEIR	Was June 20, 2022 (Mario on Vaca)
Sept. 2022	Consider Ad-hoc Comm. (Annexation Agr.)	Discussing Issues
Q-1 2023	County Board of Supervisors	Accept EIR
Q-2 2023	NCSD Board	Annexation Application
Q-2 2023	LAFCO Review	

The above schedule is suggested and drawn from conversations with staff from the County, LAFCO, and the Developer. This schedule is a rough outline and is subject to change over time.

Notes:

1. RWG submitted comments on the Dana Reserve Specific Plan DEIR, August 1, 2022, to the County of San Luis Obispo supervision planner, Jennifer Guetschow.