



# WATER REPORT

August 2008

## Requests Water Conservation by All Californians

### Governor Outlines Course of Action for Statewide Drought

Following two years of below average rainfall, Governor Schwarzenegger proclaimed a statewide drought on June 4, 2008. The Executive Order, which was signed that same day, takes action to address dire situations in numerous communities being forced to mandate strict water conservation rules or even rationing.

Marina Coast Water District is fortunate not to be one of those communities. The District's water supply comes from wells tapped into the Salinas Valley Aquifer

System, which has not been affected by the lack of rainfall. But the longer the drought continues the more likely our water supply could be affected. The District has been studying ways to expand its water supply utilizing recycled and desalinated water, but once approved, these projects will take time to implement.

The District encourages customers to conserve their use of water. Please visit [www.mcwd.org](http://www.mcwd.org) and learn about conservation tips to save water.

## Did You Know That You Can Pay Your Bill Online?

### Ways Customer Service Can Help You Maintain Your Water Account

The District's Customer Service Department makes it easy for customers to view their current balance, consumption history, payment history and usage history online at no additional charge. Bills can also be paid online using Master Card or Visa. The District's online accounting system, called UBPayments, provides a secure way for customers to perform a variety of additional tasks, such as printing utility bill information, entering service requests and selecting e-mail bill reminders. A paperless, e-statement option is also available that lets you receive your bill electronically in addition to or instead of a paper bill.

Providing information for up to 150 customer calls on any given day, the District's Customer Service Representatives are well qualified to answer your questions, set up your account or assist you with forgotten passwords.

"We're committed to providing our customers with exceptional customer service," states Customer Service Specialist Sherrie Payne (pictured center), who, along with Customer Service Specialist Susan Kiefert (left), Customer Service Assistant Barbara Montanti (right) and Customer Service Supervisor Ernest Pons, are responsible for serving District customers' needs.



Sherrie, who has been with the District for 25 years, manages customer accounts making sure that meter readings are accurate. She also answers billing-related questions and helps customers establish service or close out their accounts. "Since I began with the District, I have seen several major changes," says Sherrie, "like the conversion from manual to com-

puterized customer accounting and the expansion of the District to include the Ord Community."

## But Check Performance First

### Purchase a Toilet and Get a Rebate

There's no reason to be in the dark when purchasing a toilet if you first visit the California Urban Water Conservation Council's web site, [cuwcc.org/toilet\\_fixtures.lasso](http://cuwcc.org/toilet_fixtures.lasso). It provides much information, including performance ratings. Many high-efficiency toilets (1.28 gallons per flush) perform better and use 20 percent less water than the old 1.6 gallon flush toilets.

If you replace your toilet with a new high-efficiency 1.28-gallon-per-flush toilet, you will be eligible to receive a rebate check of up to \$125. Visit [www.mcwd.org](http://www.mcwd.org) for qualifying information.

**District Board meetings are held at 6:45 p.m. on the 2nd and 4th Wednesday of each month at MCWD offices, 11 Reservation Rd. (Marina State Beach). The public is encouraged to attend.**



Conservation Specialist Paul Lord prepares Landscape Survey for customer.

[Schedule a Site Survey Today](#)

## Landscape Incentives Promote Water and Money Savings

Before you update your landscape, check-out the District's Landscape Incentive Program at [www.mcwd.org](http://www.mcwd.org). The program is designed to help you pay for upgrades that improve water efficiency and reduce your water bill. If you install a rain shut-off switch, replace an old irrigation controller with new evapotranspiration-based irrigation controller, convert your water-thirsty lawn to a low-water use planting or install a drip irrigation system, you're eligible to receive cash incentive.

So before you begin your project, call a water conservation staff member at 883-5905 to schedule the pre-project Landscape Survey (required prior to application approval), to determine if you qualify for the incentive. Funding is limited, so call today.

**Mission Statement:** Providing high quality water, wastewater and recycled water services to the District's expanding communities through management, conservation and development of future resources at reasonable costs.

**Vision Statement:** The Marina Coast Water District will be the leading public supplier of integrated water and wastewater services in the Monterey Bay Region.

#### Board of Directors

Howard Gustafson, President – Kenneth K. Nishi, Vice President  
Dan Burns, Bill Lee and Thomas P. Moore

**Water Report** is published quarterly for the customers of the Marina Coast Water District. MCWD is governed by an elected board of directors, which holds public monthly meetings.

Address all comments and inquiries to:  
Marina Coast Water District, 11 Reservation Road,  
Marina, CA 93933-2099 or call (831) 384-6131  
MCWD Web Site: <http://www.mcwd.org>

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### Community Calendar

## Visit Our Booth at the Tenth Annual Air Faire

On Saturday, October 11, 2008, the Tenth Annual Marina Air Faire will take place at the Marina Municipal Airport (located at the intersection of Reserva-



tion and Imjin Roads in Marina) from 10:00 a.m. to 4:00 p.m. Admission is free, but there will be a small fee for parking. As previously, the Faire will honor WWII and Korean veterans. The event offers a unique opportunity for you to fly the skies over Monterey Bay in a vintage plane from a time gone by and see what it really means to fly by the seat of your pants. These vintage planes have all been lovingly restored and are fully capable of flight by modern standards. Planes on display include P-51 Mustangs, a F-4U Corsair like Pappy Boyington flew and the F6F Hellcat. Have your picture taken with your favorite plane!

As part of the event, the Gold Coast Rods Car Show will display hot rods, and custom and classic cars. Be sure not to miss the silent auction. Each year about 100 bid packages are offered that showcase our wide variety of local businesses. Items have included a tandem skydive, a wine tour, golf, dinner, wines from Scheid, Ventana, and Hahn, and aviation specialty items, like prints of WWII war birds.

The Air Faire was conceived to promote Marina by using a local resource. The net proceeds of the event, hosted by the Marina Rotary Club and the City of Marina, support a number of youth focused non-profit groups in the area.

While at the Air Faire be sure to visit Marina Coast Water District's display booth, where you'll learn about the latest water conservation methods and incentives.

## Did You Know?

Approximately 50 percent of the water used by residential customers is used for irrigation. It's estimated that more than 20 percent of the water used for irrigation is wasted. Save water and money by learning how to irrigate wisely.

Come visit us at [www.mcwd.org](http://www.mcwd.org)