



# MARINA COAST WATER DISTRICT

## IN RESPONSE TO CUSTOMER FEEDBACK

### **SERVICE HOURS EXTENDED TO MEET CUSTOMERS' NEEDS**

The Marina Coast Water District is extending its customer service hours to 5:30 p.m. Monday through Friday to better accommodate customers and their work schedules. By staggering work hours of the customer service representatives, the District has been able to extend this service at no additional personnel costs. "Feedback from our customers indicated that it would

be more convenient for some to drop off payments on the way home from work," says District Customer Service Supervisor Ernest Pons. "We're always working towards continuous improvement."

The District also offers an automatic electronic bill payment option as well as online payments through its web site at [www.mcwd.org](http://www.mcwd.org).

## CONSERVING WATER IS EVERYONE'S RESPONSIBILITY

### **REBATES AND INCENTIVES SAVE CUSTOMERS MONEY AND MARINA'S WATER**

#### **HIGH-EFFICIENCY TOILET AND CLOTHES WASHER REBATES**

Rebates of up to \$125 are offered to customers that retrofit an older toilet with a single or dual-flush toilet having a flush volume of 1.3 gallons or less. Rebates are also available when an old clothes washer is replaced with a high-efficiency model. Besides saving thousands of gallons of water, high-efficiency washers save on electricity, according to the California Public Utilities Commission. Depending on the efficiency of the washer, the District is offering \$50, \$100 or \$125 rebates. To qualify for a rebate, you must provide the original receipt. Be sure to read the product description carefully before you buy to make sure that you are getting a high-efficiency model. If you have any questions, call the District at 384-6131.

#### **LANDSCAPE INCENTIVES**

The District's Landscape Incentive Program is designed to help customers pay for upgrades that improve water efficiency and reduce water costs. 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 might be eligible to receive a 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.

## IMPLEMENTING EFFICIENT WORKING PROCEDURES AND TECHNOLOGICAL IMPROVEMENTS

### **CUSTOMER RATES ARE AMONG THE LOWEST IN MONTEREY COUNTY**

The District's customer rates, which are among the lowest in Monterey County, have been held to an average 3 percent increase per year, well below the 3.76 percent Consumer Price Index increase. The District's staff and board of directors pride themselves on providing excellent service while keeping costs to a minimum even when energy costs continue to rise. In part, the District has reduced costs by an active preventative

maintenance program that has kept equipment and vehicles in good operating condition and the addition of efficient meter-reading devices and high-tech sewer cleaning equipment that have aided the District in reaching its cost-savings goals.

"We aim to be an outstanding service provider by giving customers the best return on their money," states District Finance Director Suresh Prasad.

## FUNDING FOR CEMETERY MASTER PLAN

### **DISTRICT RESPONDS TO THE NEEDS OF VETERANS IN THE AREA**

Earlier this year when the local veteran's association put out a request for community support, the District rose to the call and loaned them the money necessary to develop a veteran's cemetery on the former Fort Ord.

The proposed Central Coast State Veterans Cemetery will provide veterans and their families living in the region with a final resting place that honors their years of service to the country. The cemetery is to be built on a parcel of

land located on the former Fort Ord that was donated to the veterans foundation.

"The master plan has been completed thanks to Marina Coast Water District," says Military and Veterans Affairs Director Richard Garza, "and last month the Seaside City Council gave the plan its approval." To view the plan visit [www.co.monterey.ca.us/cemetery](http://www.co.monterey.ca.us/cemetery).

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

## DISTRICT PROVIDES DETAILED FINANCIAL REPORTING TO ITS CUSTOMERS

The District's accounting department recently completed its Comprehensive Annual Financial Report (CAFR) for this fiscal year in accordance with standards prescribed by the Governmental Accounting Standards Board (GASB). This is the second year that the District has provided this report for its customers. In addition to the outlining of revenues and expenses, the report provides a 10-year summary of water consumption, net assets, storage capacities, employee positions, ratio of

outstanding debt, customer demographics and other statistical information.

After the District's board of directors complete their review of the report by mid-November, it will be made available to customers.

"We take pride in providing our customers with this information that gives them a good insight into the District's financial position," states District Financial Director Suresh Prasad.

### DISTRICT COMES TO THE AID OF THE TESTING PROJECT

## AQUIFER STORAGE AND RECOVERY STUDY SET TO COMMENCE

The District has agreed to provide water for the Monterey Peninsula Water Management District's (MPWMD) Aquifer Storage and Recovery (ASR) pilot study in the Seaside Basin. Testing of recently drilled ASR wells needs to be completed before the rainy season begins this year.

The water will be delivered through the District's existing infrastructure along the western edge of the Ord Community. MPWMD is constructing the inter-

tie between the two systems. The agreement between the two water districts calls for MPWMD to return the quantity of water used to the District at a later date.

"The water agencies serving the Monterey Bay communities are working together in a spirit of cooperation to safeguard and expand our water resources," says Interim District Engineer Brian True.

### TRANSITIONING TO A 'GREEN FLEET'

## DISTRICT ACTS TO REDUCE ITS CARBON FOOTPRINT

A recent management decision will affect the future purchase of vehicles used by the District—as each vehicle of the work fleet is taken out of service, it will be replaced with a hybrid model that takes advantage of the latest low-emission and fuel-saving technology. The District is also actively researching power equipment alternatives to make acquisition decisions based on what is best for the customer as well as the environment.

"Looking at our District as a whole," reports Management Services Administrator Jean Premutati, "we're working to be better environmental stewards. Currently, 25 percent of our workforce participate in AMBAG's Rideshare Rewards program, which means they either walk, ride a bicycle, motorcycle, drive a hybrid or take public transportation to work."

### DEVELOPMENT OF ARMSTRONG RANCH

## LAFCO APPROVES DISTRICT ANNEXATION OF THE MARINA STATION

On September 22, the Local Agency Formation Commission of Monterey County (LAFCO) approved the annexation of the proposed Marina Station development to the District, expanding its service area by approximately 325 acres.

As outlined in the annexation agreement, the District will be responsible for potable water supply, reclaimed

water reuse and sanitary sewer collection systems within the area. The Marina Station will generate demand for approximately 654 acre feet of water per year. "Sufficient water supply to serve Marina Station has been made available to the District by the development," states Interim District Engineer Brian True. "Consequently, the District's supply will not be impacted in any way."

**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



**Marina Coast Water District**

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