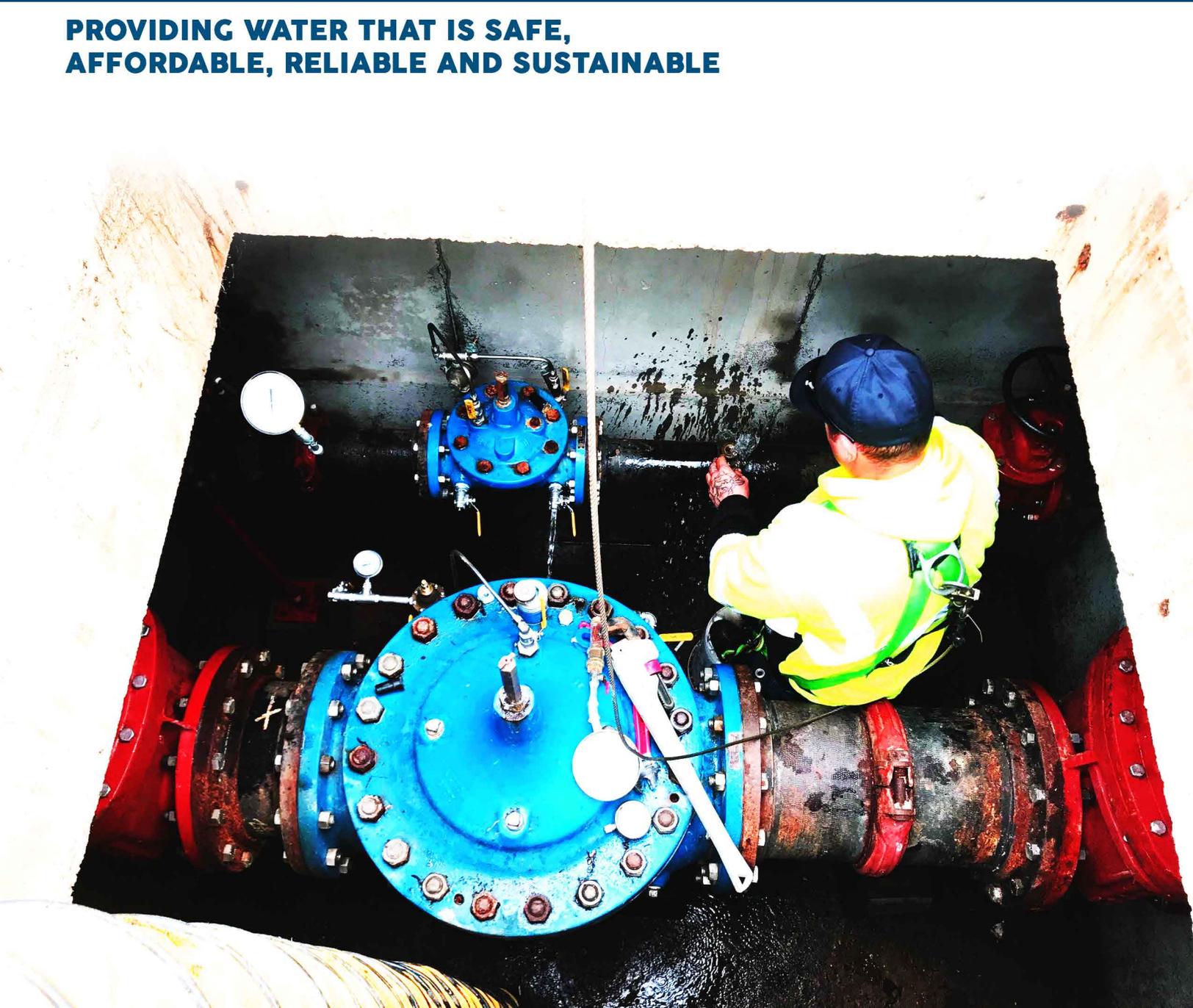




## 2021 YEAR IN REVIEW

MARINA COAST WATER DISTRICT

**PROVIDING WATER THAT IS SAFE,  
AFFORDABLE, RELIABLE AND SUSTAINABLE**

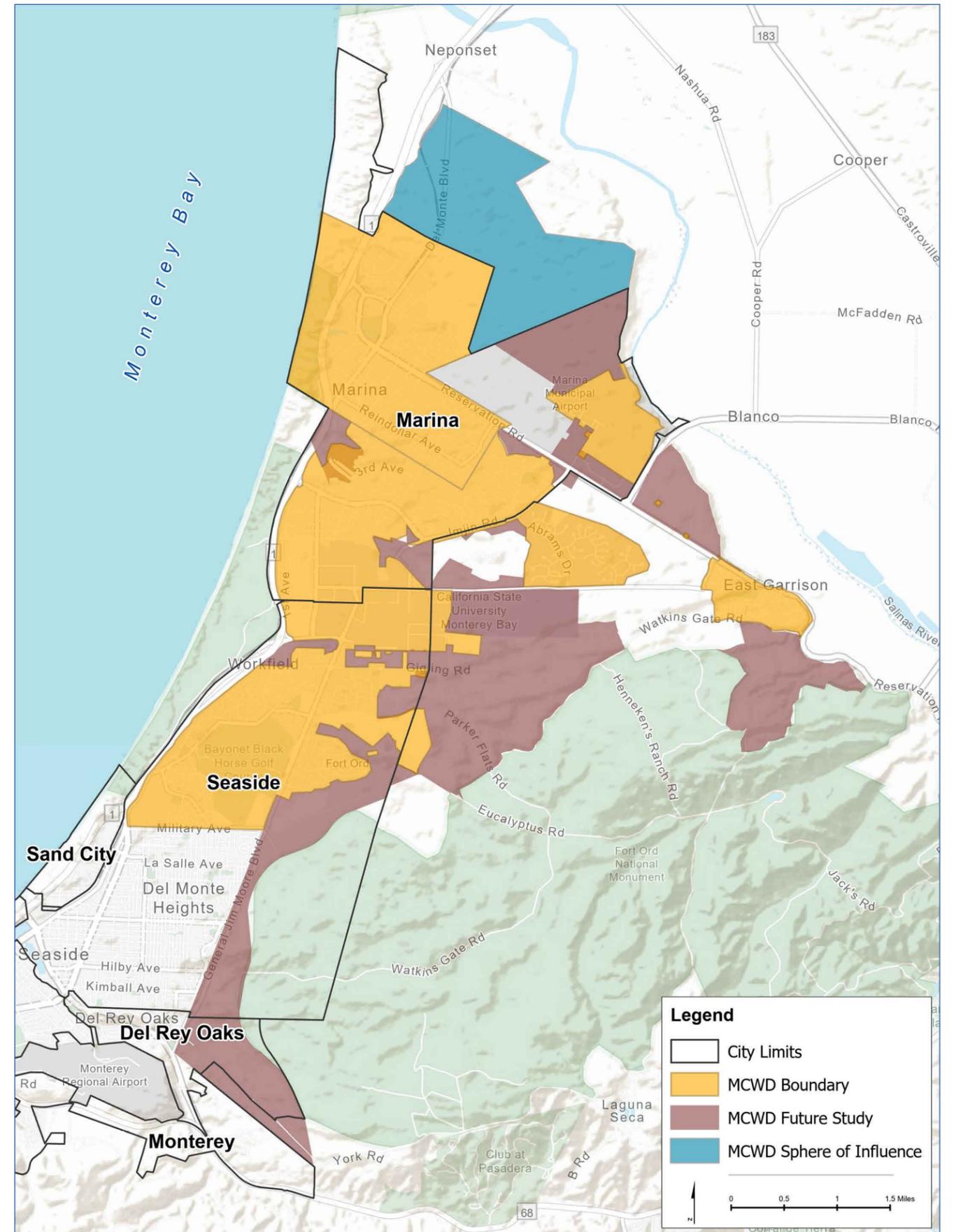




## ABOUT MARINA COAST WATER DISTRICT

In 1958, a local group of dedicated citizens, known as the Marina Community Service Corporation, proposed the formation of a municipal-owned water system with boundaries to coincide with the existing Marina Fire District (approximately 1,600 acres). Two years later, the Marina County Water District was formed by a vote of the 766 registered voters of the then unincorporated city of Marina. In 1966, voters authorized the sale of water bonds totaling \$950,000 to acquire a privately owned water company serving the area.

Long before the District was formed, studies revealed that seawater had been intruding into the area's groundwater supply, because more water was being pumped from the aquifers each year than was being replenished naturally. In 1983, the District abandoned pumping from the 180-foot well because of saltwater intrusion, and, from 1983 to 1989, drilled three deep wells in the 900-foot aquifer. These wells provide Marina with its current source of water. In 1997, the



District began operating a desalination plant, capable of producing 13 percent of its water supply, to supplement well water. The plant remained in service for several years before a sudden rise in electricity costs made it uneconomical to continue operating. Because of its diminishing water supply, the District continues to seek new water sources and expand its conservation programs.

In 1970, Marina voters responded to an increasing number of septic system failures and requests to meet the community's growing sanitation needs by constructing a sewage treatment plant and disposal system, which was financed by the sale of \$1.3 million in sewer bonds. The District operated the plant until 1993 when an agreement with the Monterey Regional Water Pollution Control Agency made it possible for Marina's wastewater to be treated at the regional treatment plant. Though the District ceased treating wastewater, it continued to operate and maintain Marina's sewer system.

For its first 35 years of operation, the District was known as the Marina County Water District. But in 1994, its name was changed to Marina "Coast" Water District to avoid possible confusion of being an adjunct to the Monterey County government. With the closure of the Fort Ord military base in 1997, the Army contracted the District to operate its water and wastewater systems and, in 2001, officially transferred the systems to the

District. Since combining services and resources, the District improved its water distribution and storage efficiency while decreasing operating costs.

The District is governed by a five-member Board of Directors who are elected by the voters to serve four-year terms. Eleven candidates, interested in serving their community's needs, vied for the five Board seats in the first election. These dedicated directors, who were instrumental in the formation of the District, were Raymond S. Isakson, William Williams, George E. Boutonnet, Augusta J. Briley and Robert Workman.

## 5-YEAR STRATEGIC PLAN

A Strategic Plan is a top level planning document for an organization to set clear direction over all operational aspects of its mission. It serves as a framework for decision making over a five-year period. It is a disciplined effort to produce fundamental decisions that shape what a District plans to accomplish by selecting a rational and balanced course of action. The District's Mission, Core Values, Vision, and the overall structure of this Strategic Plan were developed by the Board in workshop settings. Within the framework of that structure and the business environment, strategies and goals were developed to sustain and improve the District over the next five years. At its highest level, this Strategic Plan seeks to strengthen and build upon opportunities while addressing areas of concern all aimed toward forecasting an optimized future condition.

This plan also identifies actions, activities, and planning efforts that are currently underway which are needed for continued success in operations and management of the District, and provides for periodic reviews and updates.

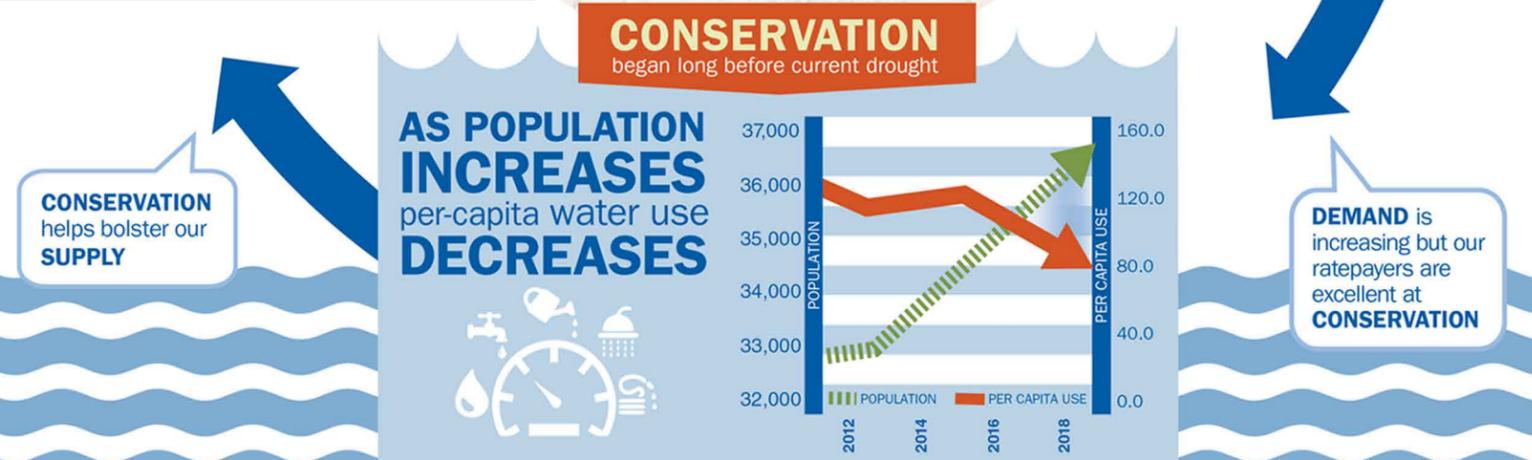
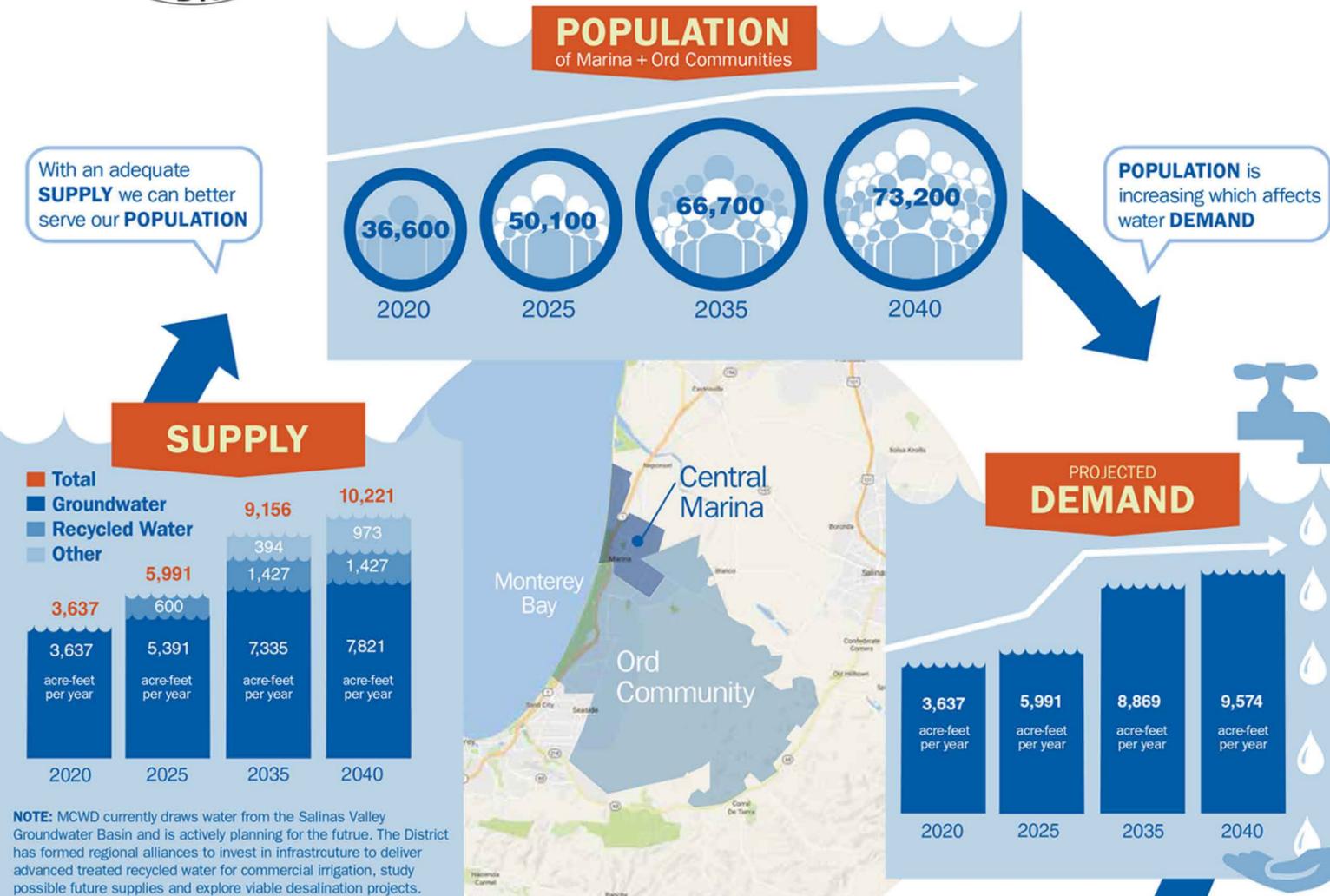


# URBAN WATER MANAGEMENT PLAN



## PLANNING FOR THE FUTURE

UWMP is updated every 5 years to ensure water supplies will meet demand.



# MESSAGE FROM THE GENERAL MANAGER

At Marina Coast Water District, we have worked very hard during the past year to; continually operate and maintain our water and waste water systems without interruption, deliver exceptional customer service to our community, and to address the shifting landscape of the pandemic. We have done this with great care for our staff, who have demonstrated tremendous flexibility and resilience during 2021. We have continued to keep rates in check while maintaining our financial health and completing the work needed to deliver high quality water and sewer services.

The District is proud of our ability to continue to address the changing needs of the Marina – Ord community. We completed our Groundwater Sustainability Plan (GSP) for the Monterey sub-basin this year and worked with the Salinas Valley Basin Groundwater Sustainability Agency (GSA) to submit the 180/400 GSP, which was one of only three plans approved in the first round by the CA Department of Water Resources. We are also very proud of our Certificate of Achievement for Excellence in Financial Reporting as this is the 13th in a row for our financial team who also received a specific Award of Financial Reporting Achievement. Further, we completed our Standby Power Project so that in the event of a power outage all major District assets have the necessary standby power or power connection to maintain continuous service to our customers. This, coupled with our Systems Automation Project means that we can more efficiently monitor and operate all our facilities. These projects have proven themselves as we have weathered numerous power outage events in 2021 without service interruption.

The District is looking forward to bringing our recycled water system online in 2022, further expanding our water supply portfolio in support of our conservation efforts. We look forward to working with our regional

partners to implement our groundwater sustainability plans, beginning the work of protecting our precious groundwater resources for generations to come. These projects, among many at the District, address the future needs of our community by ensuring a high-quality, reliable, and sustainable portfolio of resources. Further, we will be seeking additional state and federal funding for infrastructure that can help us improve the pace of our capital replacement and improvement program.

The Capital Replacement and Improvement Program identifies and prioritizes the replacement and/or improvement of key components within the water, recycled water and sewer systems. As the District's infrastructure continues to age, key components begin to outlive their useful life. Having a robust Capital Replacement and Improvement Program helps us repair or replace these components before they can fail and cause interruptions in services to our community.

The District further completed our Standby Power Project, which included the installation of seven new permanent generators and integrating all pump station power and generator status into the District's Supervisory Control and Data Acquisition (SCADA) computer system. Furthermore, the District did extensive maintenance on all its existing generators and replaced two existing critical generators located within the District's sewer lift stations.

MCWD is poised to continue its strong work; as a regional partner in developing water solutions, providing exceptional service, and meeting the community where they are. We continue to build an efficient organization in an effort to be a trusted community partner in Monterey County.

“MCWD is poised to continue its strong work; as a regional partner in developing water solutions, providing exceptional service, and meeting the community where they are.

REMLEH SCHERZINGER MBA, CSDM, P.E.  
GENERAL MANAGER



“ SGMA defines sustainable groundwater management as the "management and use of groundwater in a manner that can be maintained during the planning and implementation horizon without causing undesirable results."

# WATER SOURCES

The Water Resources Department is responsible for managing the District's Groundwater Sustainability Agency that is implementing the Monterey Sub-basin Groundwater Sustainability Plan adopted by the MCWD Board in January of 2022. The sustainability plan is a 50-year plan that contemplates becoming sustainable within 20 years and remaining sustainable for the next 30 years. Sustainability is defined as reaching sustainability across these six sustainability indicators; lowering of groundwater levels, reduction of groundwater storage, seawater intrusion, degradation of water quality; land subsidence, and surface water depletion. The Water Resources Department is also responsible for the District's Conservation program implementation which includes; data collection and reporting, water conservation incentive programs, water use surveys, Conservation Certification program for property transfers, public outreach for conservation, and the water conservation and science in-school education program. Finally, the Water Resources Department is managing the District's Climate Action Plan development and the implementation of the District's Imjin Office Park office improvements.

**PATRICK BREEN**  
WATER RESOURCES MANAGER  
[PBreen@mcwd.org](mailto:PBreen@mcwd.org)



# 437

toilets replaced, 281 are the new, most efficient ultra-high efficiency toilets

# 68

Clothes washer rebates

# 1,244

square feet of sprinklers converted to drip irrigation

# 3,000

square feet of lawns removed

### WATER CONSUMPTION (AF)



### MCWD GROUNDWATER SUSTAINABILITY AGENCY

#### Monterey Sub-basin Groundwater Sustainability Plan

- Completed draft plan
- Planned December 2021 MCWD GSA Board adoption
- Conducted six (6) public meetings in 2021
- Contacted over 5,000 MCWD GSA Stakeholders
- Fielded and addressed 44 comment letters containing multiple comments each
- Identified Conceptual Sustainability Projects

#### Coordinated with neighboring Groundwater Sustainability Agencies

- Salinas Valley Groundwater Sustainability Agency (SVBGSA)
- Participated as a member of Seawater Intrusion Group and Technical Advisory Committee
- Identified and commissioned the initiation of the Deep Aquifer Study
- Participation as a member of the Advisory Committee
- Recommended 5 Salinas Valley Groundwater Sub-basin Sustainability Plans to the SVBGSA Board of Directors
- Monterey County Water Resources Agency
- Participated as a member of the Salinas Valley Basin Advisory Committee
- Recommended and received reports to be considered and recommended to the MCWRA Board
- Seaside Watermaster
- Participated in Watermaster Board and Technical Advisory Committee Meetings

### MCWD CLIMATE ACTION PLAN INITIATION

- Hired a Civic Spark Fellow to assist with District Climate Action Planning
- Developed schedule for next year of plan development

### IMJIN OFFICE PARK DEVELOPMENT

- Initiated the design of the other half of the District's Offices at the Imjin Office Park
- Anticipate construction to begin in Summer of 2022

### WATER CONSERVATION PROGRAMS

#### Data Collection and Reporting:

- New production well meters installed by the operations department
- Previous years audit data revealed need for replacement
- Expanded the reporting of water use to additional large HOA's
- 2020 water loss audit completed
- Improved data collection procedures and validity of data

#### Rebate Programs:

- Year-to-date over 437 toilets replaced
- 281 are the new, most efficient ultra-high efficiency toilets. 54 in Marina service area (various types). 383 in Ord service area. 100 Sun Bay Apartments retrofitted with HET's
- 274 CSUMB apartments
- 68 Clothes washer rebates. 29 in Marina and 39 in the Ord Service Area
- 12 Landscape incentive projects completed
- 3000 sq. ft. of lawn removed. 1244 sq. ft. of sprinklers converted to drip irrigation. 8 hot water pump rebates

#### Water Use Surveys and Conservation Certification Program:

- Modified program to include customer self-surveys and remote inspections
- 172 water use surveys completed
- 177 properties certified as compliant

#### Public Outreach

- Appearances at public events paused for much of 2020-21
- In October, attended Cars-in-the-Park event
- Recent efforts focused on email flyer distribution
- Efforts to submit materials for HOA newsletters was successful

#### Customer Assistance Program:

- Focused efforts on assisting customers with ongoing leaks
- Addressed strong demand for assistance with residential irrigation scheduling
- Created new door hanger to improve customer service

#### In-School Water Science and Conservation Program:

- New Water Conservation/Water Science Teacher hired
- In-class presentations have resumed after a year-long COVID-19 hiatus
- New program includes presentations and activities at middle & high schools



# OPERATIONS & MAINTENANCE

The Operations and Maintenance department is responsible for operating and maintaining the District's water, wastewater, and recycle water systems and maintaining the District's fleet and buildings. The Department is staffed with 19 full-time employees (FTE) positions, which handles all aspects of the District's conveyance systems. The Department performs installation, repair, or replacement of water, sewer, or recycle mains and service lines and operates and maintains 20 sewer lift stations, 7 water wells, 9 water storage reservoirs, over 40 pressure reducing valves, and 6 water booster pump stations. The Department is also responsible for all regulatory compliance and reporting for the State Waterboards Division of Drinking Water, Central Coast Waterboards, State and Regional Airboards, Monterey County Environmental Health, and the Department of Transportation. The O & M department has standby personnel ready to respond to any situation 24 hours a day, seven days a week.



**DEREK CRAY**  
OPERATIONS & MAINTENANCE MANAGER  
[DCray@mcwd.org](mailto:DCray@mcwd.org)

# 2021 O&M HIGHLIGHTS

- Completion of the Human Machine Interface (HMI) project which allows operators to directly interface with the control unit at each water and sewer pumping station.
- Installation in-house of new Magnetic flow meters for all of the District's pump stations and interties.
- Installation in-house of Coriolis flow meters for the District Chlorine system.
- Pump efficiency testing was performed, and reflected the extremely accurate flow meters when compared to the testers calibrated ultrasonic meter.
- Installation in-house of three new pump control valves, and two booster pumps for Marina Booster Station.
- Rebuilding of all the District water wells pump control valves in-house.
- Re-roofing of well 31, removal of the old angle drive, and replacement of the vertical motor.
- Significant upgrades and updates to the District's Supervisory control and data acquisition (SCADA) system that incorporated new PG&E time of use to reduce power cost to the District at our large pump stations. Also, all chlorine flow meters and mag meters were incorporated into SCADA along with an auto pump rotation logic.
- New backhoe was delivered and put in service.
- New Jetter truck was delivered and put in service.
- Staff installed new Pressure Reducing Valves (PRV) to add additional redundancy for A zone in-house

**25**

water main repairs



**3,361**

inspections  
(wells, booster stations, and storage tanks)



**103**

miles of pipe cleaning



**16**

water service line repairs



**2,529**

sewer lift station inspections



**300**

water valves exercised





# ENGINEERING

The Engineering Department is responsible for the planning, design, and construction of the District's infrastructure to provide safe affordable potable water, recycled water, and wastewater collection. The Department formulates the District's Master Plans for each service to accommodate the necessary capacity for residential and commercial development demands. The Master Plans are implemented through the District's Five-Year Capital Improvement Plan and annual Capital Improvement Plans.

The Department is responsible for the review of development plans to verify they are compliant with current District ordinances and specifications. Once development plans have been approved the department is entrusted with the inspection of the infrastructure installed by the developer contractors.

Along with developer-sponsored projects, the Engineering Department is charged with managing the District's own Capital Improvement projects. The Department is responsible for the planning, bidding, and construction management of District-sponsored projects ensuring they are constructed pursuant to the District plans, specifications, processes, and procedures. The Engineering Department also manages the District's system maps, models, and GIS systems updating them as the District continues to grow.

Finally, the Department works closely with the Operations Department to keep the current District systems are operating appropriately and manage the replacement of the existing infrastructure to maintain service in accordance with current law, codes, or permits.

## **GW-0112 – A Reservoirs & B/C Booster Pump Station** **Current budget – \$15,131,990**

This project will achieve two main water system improvements: 1) provides A-zone storage and improves fire-flow capacity within the A-zone; and 2) replaces and upgrade the booster pump station for the B-zone and C-zone which is necessary due to the dilapidated condition of the facility (installed by the Army in the 1950s). The pumps pump most of the water that is served to the Ord Community. The tank reservoirs, pump station, and ancillary pipelines are located within easements on CSUMB property.

## **GW-0311 – Intermediate Tank Re-Coating** **Current budget - \$175,450**

This project was implemented on an emergency basis due to the condition of the tank interior being past its useful life and potentially becoming un-useable.

## **GW-0312 – Intermediate Tank Valve Replacement** **Current budget - \$135,355**

This project was implemented on an emergency basis due to the revealed condition of the tank interior and valves need to be replaced to ensure operability once the tank can come back on-line.



The A1/A2 Reservoirs and B/C Booster Pump Station Project (the Project) includes two new 1.6-million-gallon potable water storage tanks (reservoirs) and a new B/C Booster Pump Station (BPS) to be situated on recorded easements granted to the District from California State University, Monterey Bay (CSUMB). The A1/2 reservoirs will replace the existing Sand Tank and will greatly subsidize the Intermediate Tank's A Zone storage capacity. The new BPS will pump water from the new reservoirs to the existing B and C pressure zone reservoirs and distribution systems. The District existing B/C Booster Pump Station and Sand Tank have greatly exceeded its useful life and requires immediate replacement. Currently the Sand Tank is the forebay for all water to be conveyed to zones B, C, and D.



# FINANCE & ADMINISTRATION

The Accounting department is responsible for compiling the annual budget, the accounts payable function (paying the bills), processing payroll, managing cash flow, and all financial reporting of the District. They ensure that all fiscal policies and procedures of the District comply with General Accepted Accounting Principles (GAAP).

Customer Service is the "face" of the District as they are the first to assist customers and address their needs. They are responsible for reading and installing meters, and the District's accounts receivable function which includes the monthly billing to customers and processing their payments.

The IT department administers and provides technical support to staff on the various applications of the District to ensure that the applications are fully utilized

and integrated where possible. IT monitors the security of the District's IT systems to prevent cyber breaches and manages the District's IT equipment including repair, replacement, and maintenance contracts.

## FISCAL PLANNING

The District was awarded the Certificate of Achievement for Excellence in Financial Reporting for the District's Comprehensive Annual Financial Report

for FY 2019-2020 from the Government Finance Officers' Association (GFOA). This marks the thirteenth straight year that the District has earned this award.

The Finance Department also received an Award of Financial Reporting Achievement (AFRA) and is the thirteenth consecutive AFRA for the department.

## CUSTOMER SERVICE

"Throughout the pandemic, Customer Service staff continue to provide outstanding service to our ratepayers despite the office being closed to the public. There have been no interruptions in billing, payment processing, or new account set up during this time despite the logistical challenges due to the office closure. This is a testament to the CS staff's determination and dedication to the District's ratepayers."



**KELLY CADIENTE**  
DIRECTOR FINANCE & ADMINISTRATION  
KCadiente@mcwd.org

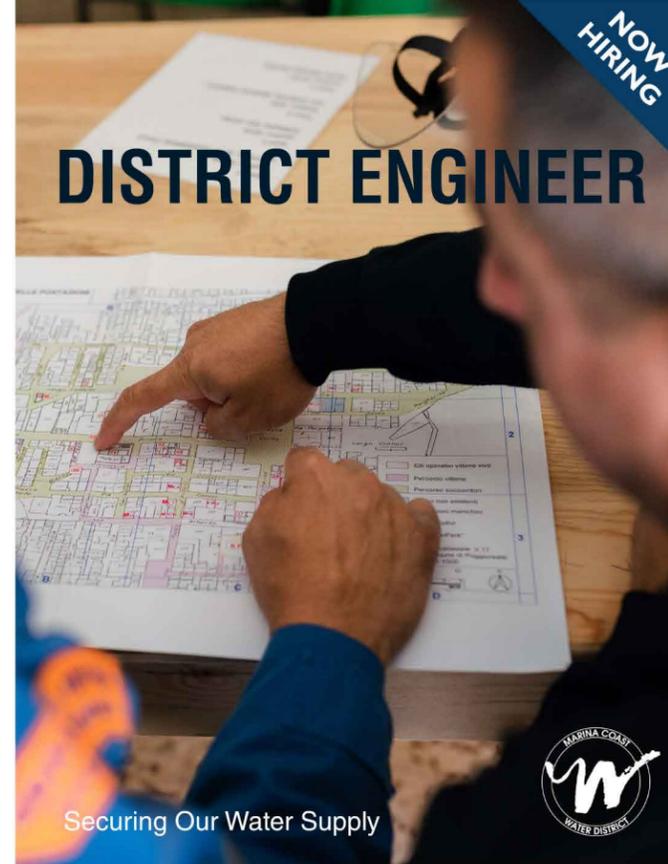
# ORGANIZATIONAL HEALTH & PERSONNEL

The Human Resources Department attracts, develops, and retains a high-performing, inclusive and diverse workforce and fosters a healthy, safe, well-equipped, and productive work environment for employees to maximize individual potential and expand organizational capacity.

- Monitored and maintained a Covid Response Plan.
- Rolled out Mandatory Vaccination status
- Hired nine employees for the year, which included a New General Manager.
- Brought on a Civic Spark consultant to work on our Climate Action Plan.



**ROSE GILL**  
HR/RISK ADMINISTRATOR  
RGill@mcwd.org

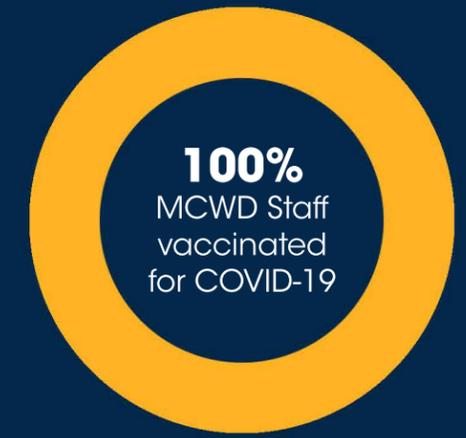


**DISTRICT ENGINEER**



Securing Our Water Supply

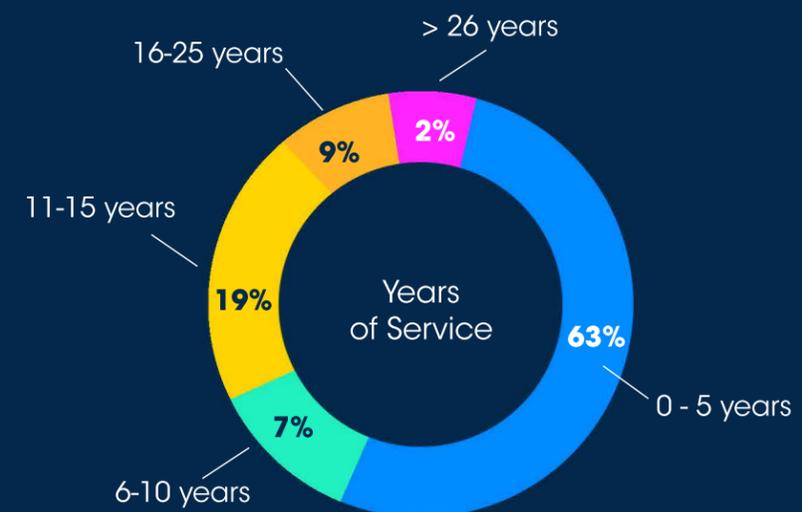
**NOW  
HIRING**



**100%**  
MCWD Staff  
vaccinated  
for COVID-19

**10**  
staff members  
hired in 2021

**8**  
employees  
5 years and greater  
reached their  
anniversaries



# 2021 ANNIVERSARIES



**TRAVIS MARTENS**  
METER READER. 5 YEARS

Travis Martens joined the District on September 12, 2016, as a Meter Reader. He is a great team player and is always willing to help in all areas of Customer Service. During his tenure, Travis has trained another meter readers and continues to offer his support whenever it is needed. His collaboration with his Supervisor on maintaining the District's new housing development meter inventory and the ongoing register (over 1400) change-out program has been key to staying on top of developer needs and ensuring accurate and timely readings for billing.



**TUAN NGUYEN**  
SYSTEM OPERATOR II. 15 YEARS

Tuan Nguyen began his employment with the District, as a Meter Reader, on January 3, 2006. Through Tuan's hard work, he was promoted to a System Operator I within the Operations and Maintenance Department in 2007. Following Tuan's promotion into the O&M Department, Tuan began obtaining his water certifications in both Distribution and Treatment. In April of 2009, Tuan was promoted to a System Operator II.



**JOE PINEDA**  
OPERATIONS & MAINTENANCE SUPERVISOR. 15 YEARS

Joe Pineda began employment with the District as a Collections System Operator I in 2006. In November 2007, he was promoted to the position of System Operator I, and then promoted again in 2009 to a System Operator II. Joe actively sought out certification in both water and sewer and became the District's Backflow and Cross Connection Specialist. Joe has been instrumental in instituting and managing the District's cross connection program.



**RENE MAGDALENO**  
ELECTRICAL/MECHANICAL TECHNICIAN. 15 YEARS

Rene began employment with the District as a Meter Reader on October 16, 2006. In July of 2010, Rene was promoted to a System Operator I and then promoted again in 2011 to a System Operator II. Rene always shows up to work early, willing to learn, and takes the initiative to take on new projects or duties. Through Rene's hard work and dedication, he was promoted again in January 2021 to an Electrical/Mechanical Technician. This position was nearly created and critical to the District to ensure the District's pump stations are maintained and operational.



**TAMELA HATFIELD**  
ACCOUNTING SUPERVISOR  
10 YEARS

Ms. Hatfield joined the District on November 14, 2011, as Accountant II. Upon her arrival, Tamela was charged with finishing the closing of Fiscal Year 2010-2011, participating in the financial audit, and preparing the District's Comprehensive Annual Financial Report (Annual Report). Not only did Tamela complete all the tasks and met every deadline, but the Annual Report she completed was also awarded the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA).

# MCWD BOARD OF DIRECTORS



**JAN SHRINER**  
PRESIDENT

Jan is a trained biologist and continues to enjoy a lengthy career in outdoor education that has included both private and public sector roles.

Jan was first elected to the MCWD Board in 2010. Her current term ends in 2022.



**HERBERT CORTEZ**  
VICE PRESIDENT

Herbert is currently working at Hartnell College in the office of Curriculum & Instructional Support. Herbert is also a member of the Monterey County Democratic Central Committee. He has served on the City of Marina's Economic Development Commission. He received his Master's Degree in Public Policy from Pepperdine University. Herbert resides in Marina with his wife Carolina and two sons Emilio and Andres.



**THOMAS MOORE, PH.D.**  
DIRECTOR

Tom is a retired U.S. Army Colonel with a doctorate in Industrial Engineering and a master's degree in Operations Research. He teaches for the U.S. Naval War College Program at the Naval Postgraduate School. He previously served on the City of Marina Planning Commission and Monterey County LAFCO. He has been on the MCWD Board of Directors for 25 years and currently serves as Vice Chair of the Monterey One Water Board of Directors.



**GAIL MORTON, J.D.**  
DIRECTOR

Gail is an attorney in private practice and has been a community leader serving as Marina's Mayor Pro Tem and Councilmember previously. Her current term ends in 2022.



**MATT ZEFFERMAN, PH.D.**  
DIRECTOR

Matt is a former Air Force civil engineering officer with a doctorate in ecology who teaches and conducts research at the Naval Postgraduate School.



**MARINA COAST WATER DISTRICT**  
11 Reservation Rd., Marina, CA 93933  
Tel. No. (831) 384-6131  
[www.mcwd.org](http://www.mcwd.org)  
[customerservice@mcwd.org](mailto:customerservice@mcwd.org)