



# WATER REPORT

July 2005



At Marina's Festival of the Wind held in May, the District had a booth that provided customers with information about water conservation and the District.

## Consumer Confidence Reports

### District Water Meets Standards

Once again, the District is proud to report that drinking water in Marina and the Ord Community met all state and federal drinking water standards. The 2004 Consumer Confidence Report (CCR), the summary of water quality findings taken during the past year, was mailed to District customers with the June and July water bills.

If you have any questions regarding the report, please call District Water Quality Manager Evelina Adlawan at 384-6131. The CCR can also be seen online at [www.mcwd.org](http://www.mcwd.org).

## Central Marina

### Disinfection Replacement Project Nears Completion

To assure that harmful bacteria are not present in the District's water supply, groundwater has been disinfected with gaseous chlorine. Due to new regulatory requirements regarding the use of gaseous chlorine, however, the District is replacing the gaseous chlorine system with sodium hypochlorite on-site generators (a non-hazardous means of disinfecting water).

Last September, the District began installing the new disinfection systems at each of its three water wells in central Marina. The new system, which is expected to be completed this summer, will safeguard the public health and safety and provide high quality, safe water to customers.

## Coming This June

### Pay Your Water Bill Online

District customers now have the flexibility of managing their accounts and paying their monthly bills online with a service called UBPayments. This new web application, accessible at [www.mcwd.org](http://www.mcwd.org), will be available beginning June 1, 2005.

UBPayments provides a fast, secure and easy way for customers to perform a variety of tasks online, which include:

- Viewing account balance and billing history
- Making online payments
- Printing utility bill information
- Entering service requests

UBPayments provides flexible payment options including Visa or MasterCard payments. The District also offers Automated Clearing House (ACH) options such as direct debit from resident checking or saving accounts. Customers also have the option to pay by mail or by phone each month. Along with these new services, the District's Customer Service representatives will continue to provide customers with accurate and timely answers to their questions.

The District is pleased to offer customers additional services that make managing their account more convenient.

## High Efficiency Washers and Ultra Low Flow Toilets

### Now \$50 Rebates Are Easier

You no longer have to take time out of your busy schedule to meet with our inspector! Now you can process and submit the paperwork on *your* time.

Before buying a high efficiency washer or low flow toilet, visit [www.mcwd.org](http://www.mcwd.org) or [www.energystar.gov](http://www.energystar.gov) to learn which models qualify for the rebate. (Washers must be EnergyStar rated and toilets must use 1.6 gallons or less per flush.)

To receive a rebate, you will need to: 1) save your original receipt, 2) pick up or download a rebate form from the District office or website, 3) fill out the form and attach the receipt, and 4) mail to or drop off at the District office. (Restrictions: receipts must be less than one year old, and rebates are only valid for people living within the District service area.)

Last year over 180 rebates and \$9,000 were given water-wise customers that participated in the rebate program.

**District Board meetings are held on the second and fourth Wednesday of each month at the MCWD offices, 11 Reservation Rd. (Marina State Beach). The public is encouraged to attend.**

## General Manager's Corner



What do you think of when someone mentions "master planning"? Often, we think of the planning involved in large, complex projects or programs. Today, in Monterey County at various levels of government, many public agencies are involved in master planning. They are preparing to meet their future obligations and respon-

sibilities to the public they serve in the most effective and efficient manner. Here at the Marina Coast Water District master planning has also taken center stage as we prepare to provide services to a number of expanding communities.

In previous columns over the years I talked about the new challenges we face in the Ord Community service area; and, how different those challenges are compared to the historical role the District played in Marina. These differences continue to be self-evident in the size and scope of the many new developments planned for the Ord Community. However, Marina is also preparing for significant expansion in the area of the Armstrong Ranch. And, because of all the new development and expansion in both our service areas, we find ourselves deeply involved in master planning.

Our primary mission continues to be providing **you** with superior water and wastewater collection services at the lowest rates possible. Our board of directors and our staff members know that our focus on customer services must be second to none. In order to provide superior services to our customers in the years to come, at rates that are reasonable, we must conduct comprehensive planning.

To that end, we are completing revised master plans for the water and wastewater collection systems in Marina and in the Ord Community. From those master plans come dozens of important projects to improve existing infrastructure (pipelines, pump stations, reservoirs, etc.), or to design and build new infrastructure. Matching these projects in time to the increasing demands of the new and growing communities helps us to understand how we can sustain reasonable customer rates while we improve and expand our systems to make them more reliable.

Master planning also allows us to see our two service areas (Marina and the Ord Community) from a new, integrated perspective. In the end, our master planning helps identify and prioritize all our requirements, and it helps us identify opportunities that can lead to greater efficiencies and cost savings for our customers.

— Mike Armstrong

## Serving the District for Over 32 Years

### Connie Chavoya Retires

Connie Chavoya (pictured with General Manager Mike Armstrong) joined the District on March 12, 1973. On June 30, 2005, she will retire after serving more than 32 years with the District. During those three decades, Connie served in



positions ranging from an Assessment Clerk to District General Manager. There is no way of truly describing the impact Connie had in this District. She served seven years as the General Manager during a time when desalination was a new idea to the District. Countless community members and past and present staff members can attest to Connie's many contributions and her focus on providing outstanding services to all our customers.

Our District and community owe a great deal to Connie Chavoya. Connie will be missed and we all wish her the very best in her years of well-earned retirement.

## Water Conservation Commission

### Community Volunteer Needed

The Water Conservation Commission is a volunteer committee that meets once a month to provide input to the District's Board of Directors on water conservation issues. If you are interested in serving on this commission, please call Rich Youngblood at 582-2652.

#### **Employee of the Quarter**

Senior Meter Reader Martin Rosales was awarded April-June Employee of the Quarter. Martin has been with the District since May 2002.



**Mission Statement:** *Serving ratepayers with premier water, conservation, wastewater and customer services at a reasonable cost*

**Vision Statement:** *Marina Coast Water District will be the leading purveyor of innovative water and wastewater services on the Central Coast*

#### **Board of Directors**

Thomas P. Moore, President David W. Brown, Vice President  
Howard Gustafson, Kenneth K. Nishi and Charles H. Scholl

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:  
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Marina, CA 93933-2099 or call (831) 384-6131  
MCWD Web Site: <http://www.mcwd.org>

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