MWD is excited to announce that the Advanced Meter Information (AMI) system deployment program is nearing completion. The deployment project began in March 2018 and by the time this newsletter reaches you, most of the 21,000 meters should be upgraded. The district commenced deployment of an AMI system to improve water use efficiency as well as meter reading efficiency, accuracy, and comfort. As a result, the project included meter upgrades for customers throughout MWD's Novato service territory. With the AMI system, digital meter data is sent securely via radio to MWD headquarters for billing purposes. This technology provides early leak detection and enables customers to view water use information online, thereby gaining a better understanding of their water use patterns. As a part of the AMI system, a new online payment and WaterSmart Portal has been developed. We encourage you to "sign-in" on the portal to get acquainted with the system and learn more about your water use. Customers will now have access to hourly water use data and are able to set up alerts for high use and leak events on the WaterSmart Portal. Please visit www.onlinebiller.com/mwd to register. If any customers have issues registering or logging-on to www.onlinebiller.com/mwd or the WaterSmart Portal, please call 415-897-4133 and a staff member can guide you through the process.

2018 Strategic Plan
Drew McIntyre, General Manager

For over 70 years, the District has provided reliable, high quality water at a reasonable cost. The District has long accomplished this mission through careful development of planning documents that provide direction and focus for continued success. True to this history, the Board of Directors adopted the 2018 North Marin Water District Strategic Plan in June of this year. This Strategic Plan is the District’s highest level planning document and represents the governing Board’s direction for the future as well as the staff’s blue print for implementing that vision. The Strategic Plan was developed through a step-by-step process that included recognition of the District’s operating environment, the strengths and weaknesses of the organization and anticipated future opportunities and challenges. Important ongoing issues include water supply, quality and reliability, customer engagement and service, aging infrastructure, workforce training and retention, financial stability and emergency planning/resilience. In summary, it is a living document which guides the district not only today but for the long-term future as well. We encourage you to review this important district resource on our website.

Recycled Water has Expanded in the Central Area
Rocky Vogler, Chief Engineer

MWD has expanded the recycled water system from Novato Sanitary District’s treatment plant into the Central Service Area of Novato. This project serves approximately 40 large landscape customers (including Marin County Club, Novato Community Hospital and Vintage Oaks Shopping Center), as well as three car washes. The project was designed to reach the maximum number of large landscape users and will offset approximately 65 million gallons of potable water per year, helping to conserve potable water supplies for the greater Novato area. Our pipeline project construction began in November 2016 and was completed at the end of 2017. On-site irrigation retrofits for the large landscape customers began in January 2018 and was completed in September 2018. The project received substantial federal and state grant funding, with the remainder funded by low interest state loans.

For more information on the Recycled Water Expansion Project, please visit www.mwd.org/NRWTF

NMWD's AMI Project is Nearing Completion
Julie Blue, Auditor/Controller

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For more information on the Recycled Water Expansion Project, please visit www.mwd.org/NRWTF

Fall is Here!

Shorter days and cooler temperatures are here. Remember to turn off or adjust watering times for your irrigation system. As plants slow their growth with the decreasing daylight, they also slow down their water use. Cut back on watering as needed—but as much as possible, there is a significant amount of water service for landscape uses in the process.

Rocky Vogler, Chief Engineer

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Ridge Road Mainline Replacement Project:
Installed 1,400 feet of 8-inch water main along Ridge Road to replace 6-inch pipe that was nearing the end of its useful life. This upsizing project also improved fire flow.

Center Road Mainline Replacement Project:
Replaced 1,200 feet of 60+ year old cast iron pipe along Center Road that had a history of multiple breaks due to excessive corrosion.

AMI Project:
Continued work on a multi-year project to deploy an Advanced Meter Information (AMI) system to improve water use efficiency as well as meter reading efficiency, accuracy and customer service.

San Mateo Tank Rehabilitation Project:
Performed a major rehabilitation project to recoat the interior and exterior of the 5 million gallon San Mateo steel water storage tank and installed a new mixing system for improved water quality control.

AMERICAN WATER

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North Marin Water District wants to help customers use water efficiently. That’s why we’ve put all of our water saving promotions under one umbrella. The Water Smart Savings Program encompasses all you need to get started on saving water and saving money. Call (415) 761-8944 for program details or visit www.nmwd.com

Water Smart Savings Program

Cash for Grass Rebate:
Get cash for removing irrigated and maintained lawn and replacing it with low water use plants. Pre-qualification required.

Water Smart Landscape Rebate:
Rebates available for water efficient landscape equipment, such as a new drip irrigation system replacing a spray irrigation system, or a rain shut off device.

Smart Controller rebate:
A Smart Controller uses weather data and site specific information to automatically adjust run times.

High Efficiency Clothes Washer Rebate:
NMWD offers a rebate to customers when they purchase a qualifying high efficiency clothes washer.

Greywater Rebate:
Rebate for the reuse of water from washing machine, shower or bathroom sink to water landscape plants.

High Efficiency Toilet Rebate:
Customers who replace an old water-guzzling toilet with a high efficiency toilet may be eligible for a rebate.

High Efficiency Faucet Rebate:
Free showerheads, faucet aerators and self-closing hose nozzles are available upon request.

Water Smart Home Survey:
This free service includes thorough indoor water use efficiency checks. North Marin Water District suggests making an appointment to have your home evaluated.

San Mateo Tank Rehabilitation Project:
Performed a major rehabilitation project to recoat the interior and exterior of the 5 million gallon San Mateo steel water storage tank and installed a new mixing system for improved water quality control.