



NORTH MARIN WATER DISTRICT
AGENDA - REGULAR MEETING
December 15, 2020 – 6:00 p.m.
Location: Virtual Meeting
Novato, California

Information about and copies of supporting materials on agenda items are available for public review at 999 Rush Creek Place, Novato, at the Reception Desk, or by calling the District Secretary at (415) 897-4133. A fee may be charged for copies. District facilities and meetings comply with the Americans with Disabilities Act. If special accommodations are needed, please contact the District Secretary as soon as possible, but at least two days prior to the meeting.

ATTENTION: This will be a virtual meeting of the Board of Directors pursuant to Executive Order N-29-20 issued by the Governor of the State of California.

There will not be a public location for participating in this meeting, but any interested member of the public can participate telephonically by utilizing the dial-in information printed on this agenda.

Video Zoom Method

CLICK ON LINK BELOW:

Go to: <https://us02web.zoom.us/j/8349174264>

OR

Password: 466521

SIGN IN TO ZOOM:

Meeting ID: 8349174264

Password: 466521

Call in Method:

Dial: +1 669 900 9128
+1 253 215 8782
+1 346 248 7799
+1 301 715 8592
+1 312 626 6799
+1 646 558 8656

Meeting ID: 834 917 4264#

Participant ID: #

Password: 466521#

For clarity of discussion, the Public is requested to MUTE except:

1. During Open Time for public expression item.
2. Public comment period on agenda items.

Please note: In the event of technical difficulties during the meeting, the District Secretary will adjourn the meeting and the remainder of the agenda will be rescheduled for a future special meeting which shall be open to the public and noticed pursuant to the Brown Act.

Est. Time	Item	Subject
6:00 p.m.	CALL TO ORDER	
	1.	APPROVE MINUTES FROM REGULAR MEETING , December 1, 2020
	2.	GENERAL MANAGER'S REPORT
	3.	OPEN TIME: (Please observe a three-minute time limit) This section of the agenda is provided so that the public may express comments on any issues not listed on the agenda that are of interest to the public and within the jurisdiction of the North Marin Water District. When comments are made about matters not on the agenda, Board members can ask questions for clarification, respond to statements or questions from members of the public, refer a matter to staff, or direct staff to place a matter of business on a future agenda. The public may also express comments on agenda items at the time of Board consideration.
	4.	STAFF/DIRECTORS REPORTS
	5.	MONTHLY PROGRESS REPORT
	CONSENT CALENDAR The General Manager has reviewed the following items. To his knowledge, there is no opposition to the action. The items can be acted on in one consolidated motion as recommended or may be removed from the Consent Calendar and separately considered at the request of any person.	
	6.	Consent - Approve: New Dump Truck Purchase
	7.	Consent – Approve: Final Annual Report Fiscal Year 2019-20
	ACTION CALENDAR	
	8.	Approve: Approval of Salary, Terms and Conditions of Employment – General Manager (Board Resolution 20-XX amending Prior Board Resolution 19-19)
	9.	Approve: West Marin Rate Study – Board Ad-Hoc Committee Workshop Dates/Times and Schedule Update
	10.	Approve: Consumer Services Department Changes
	11.	Approve: Renew Declaration of Local Emergency Related to COVID-19 Pandemic
	INFORMATION ITEMS	
	12.	Gallagher Well No. 2 Project – Proposed CEQA Strategy
	13.	Comment Letter to CLAM Re: Reuse Project at Former Point Reyes U.S. Coast Guard Housing Site
	14.	City of Novato Annual Encroachment Permit Cost Increase
	15.	NBWA Meeting – December 4, 2020
	16.	MISCELLANEOUS Disbursements – Dated December 3, 2020 Disbursements – Dated December 10, 2020 2021 TAC and WAC/TAC Meeting Schedule Point Reyes Light - Salinity Notice – November 25, 2020 Point Reyes Light – Salinity Notice – December 3, 2020

Est. Time	Item	Subject
		ACWA et al Letter to Congress re COVID Impacts to Utilities Letter to Vendors and Suppliers Funding Received – Gallagher Ranch Streambank Stabilization Project Annual Sick Leave Buy-Back NMWD WP-309 Certificate of Excellence NMWD WS-291 Certificate of Excellence <u>News Articles:</u> ENR- AGC Says 75% of Contractors Had Project Canceled or Postponed Due to Coronavirus Capradio- Is California Heading for a Multi-Year Drought? The Odds Aren't In Our Favor, Experts Say. Novato Advance – Pages from the Past – December 1945 Point Reyes Light – Rains control Woodward Fire, do little for supply Point Reyes Light – Salt in the water decreasing, but customers not yet out of the woods Marin IJ – State allots \$40 million for North Bay 'narrows' project – Highway 101 Marin IJ – Novato adopts new plan for greener vehicle fleet – Leasing Strategy <u>Social Media Posts:</u> NMWD Web and Social Media Report – November 2020
7:30 p.m.	17.	ADJOURNMENT

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DRAFT
NORTH MARIN WATER DISTRICT
MINUTES OF REGULAR MEETING
OF THE BOARD OF DIRECTORS
December 1, 2020

CALL TO ORDER

President Joly announced that due to the Coronavirus outbreak and pursuant to Executive Order N-29-20 issued by the Governor of the State of California this was a virtual meeting. President Joly called the regular meeting of the Board of Directors of North Marin Water District to order at 6:02 p.m. and the agenda was accepted as presented. President Joly added that there was not a public location for participating in this meeting, but any interested members of the public could participate remotely by utilizing the video or phone conference dial-in method using information printed on the agenda.

President Joly welcomed the public to participate in the remote meeting and asked that they mute themselves, except during open time and while making comments on the agenda items. President Joly noted that due to the virtual nature of the meeting he will conduct a roll call from the Directors. A roll call was done, all were in remote attendance therefore establishing a quorum. Participating remotely were Directors Jack Baker, Rick Fraites, James Grossi, Michael Joly and Stephen Petterle.

President Joly announced in the event of technical difficulties during the meeting, the District Secretary will adjourn the meeting and the remainder of the agenda will be rescheduled for a future special meeting which shall be open to the public and noticed pursuant to the Brown Act.

Mr. McIntyre performed a roll call of staff, participating remotely were Drew McIntyre (General Manager), Terrie Kehoe (District Secretary), Julie Blue (Auditor-Controller), Tony Williams (Assistant General Manager/Chief Engineer), Tony Arendell (Construction/Maintenance Superintendent), Robert Clark (Operations/Maintenance Superintendent), Pablo Ramudo (Water Quality Supervisor), Nancy Holton (Senior Accountant) and Monica Juarez (Cashier/Receptionist).

President Joly announced for those joining the virtual meeting from the public to identify themselves. Consultant Chris Brown from Fedak & Brown Associates and Ken Levin from the Point Reyes Village Association were also in attendance.

OATH OF OFFICE

The Oath of Office was given by District Secretary Terrie Kehoe to Directors Baker, Joly and Petterle.

36 **REORGANIZATION OF BOARD**

37 **Election of President**

38 On motion of Director Petterle, seconded by Director Baker, the Board elected Director
39 Grossi as President of the Board for the ensuing year by the following vote:

40 AYES: Director Baker Fraites, Grossi, Joly and Petterle

41 NOES: None

42 ABSENT: None

43 **Election of Vice-President**

44 On motion of Director Joly, seconded by Director Fraites, Director Petterle was elected
45 Vice-President of the Board for the ensuing year by the following vote:

46 AYES: Director Baker Fraites, Grossi, Joly and Petterle

47 NOES: None

48 ABSENT: None

49 **Establishment of Meeting Times and Place**

50 On motion of Director Fraites, seconded by Director Joly, the Board set the time and place
51 of regular meeting to be the first and third Tuesday of each month at 6:00 p.m. at the District
52 office, and agreed that that the Board will hold one meeting annually in West Marin by the following
53 vote:

54 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

55 NOES: None

56 ABSENT: None

57 **Establishes the Manner of Calling Special Meetings**

58 On the motion of Director Baker, seconded by Director Fraites, the Board approved
59 special meetings of the Board to be held as provided in Section 54956 of the Government Code
60 by the following vote:

61 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

62 NOES: None

63 ABSENT: None

64 Appointment of District Officers

65 On the motion of Director Joly, seconded by Director Baker, the following District officers
66 were appointed for the ensuing year: Drew McIntyre, General Manager; Terrie Kehoe, District
67 Secretary; Julie Blue, Auditor-Controller; and Tony Williams, Assistant General Manager /Chief
68 Engineer by the following vote:

69 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

70 NOES: None

71 ABSENT: None

72 Confirm Board Meeting Schedule for 2021

73 On the motion of Director Fraites, seconded by Director Joly, the Board accepted the
74 proposed meeting schedule for the 2021 calendar year with the understanding that the calendar
75 may be adjusted as needed by the following vote:

76 AYES: Director Baker Fraites, Grossi, Joly and Petterle

77 NOES: None

78 ABSENT: None

79 Committee Appointments

80 President Grossi announced that he will reappoint the same appointments unless he hears
81 otherwise and there was no response.

82 **MINUTES**

83 On motion of Director Joly, seconded by Director Petterle the Board approved the minutes
84 from the November 17, 2020 meeting as presented by the following vote:

85 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

86 NOES: None

87 ABSTAIN: None

88 ABSENT: None

89 **GENERAL MANAGER'S REPORT**

90 Mr. McIntyre thanked Director Joly the District's past president for his exemplary service
91 as Board President and also congratulated Directors Baker, Joly and Petterle for their

commitment for serving another four years. Additionally, he thanked the Board for the reappointment of all the District officers, stating it is appreciated by all.

Rainfall Update

Mr. McIntyre reported there has been a lot of talk in the news about whether we are heading into a second dry year. He stated unfortunately, December looks to be dry for at least the next couple of weeks and we still don't know what will unfold during the remaining winter months. He added it is important to note that rainfall through December 1st is at 0.5 inches versus 6 inches last year and 8.2 inches in 2018. Mr. McIntyre stated he was thinking positive thoughts for good rainfall this winter.

Stafford Dam Emergency Action Plan 2020 Update

Mr. McIntyre reminded the Board that at the August 18th meeting he announced that the District received approval from Department of Water Resources (DWR) on July 31st of the District's updated inundation maps prepared by Michael Baker Inc. (MBI) for the Stafford Lake Dam. He added that once DWR approval was obtained, MBI moved forward with updating the Emergency Action Plan in preparation for submittal to Cal OES for approval. He stated that MBI has completed the draft 2020 EAP update and it is now being routed to local agencies for review and comment. Mr. McIntyre added it is expected that the updated 2020 report will be scheduled for a future closed session item in early 2021 for acceptance by the Board.

Gallagher Well No. 2

Mr. McIntyre apprised the Board that on Friday, November 21st, District staff received approval from the Gallagher Ranch family to submit the Water Development Plan to Marin Agricultural Land Trust (MALT) and that the Plan was subsequently submitted to MALT for their review on November 25th. He stated this Plan is a requirement by the MALT easement and includes a sixty-day review period. Mr. McIntyre noted on December 1st the District received the topographic survey of the Gallagher Well No. 2 site needed to start detailed design using surveying services by Cinquini and Passarino.

OPEN TIME

President Grossi asked if anyone from the public wished to bring up an item not on the agenda. Kevin Levin from Point Reyes Village Association stated he was still concerned about the salinity in the water in West Marin. President Grossi noted that Mr. Ramudo will be reporting on that as part of Item 14. Mr. Ramudo replied he can give a quick summarization of the status. He stated there has been salinity intrusion since July in the Coast Guard Wells and salinity levels on November 3rd were falling gradually in comparison to the close to peak levels at the end of September. He stated lower demand partly due to decreased irrigation means less water we

have to pull from the Coast Guard Wells. Mr. Ramudo added the peak salinity in the West Marin distribution system was on Sept 8th and it created a salty taste. It also contained enough sodium to make up about 20% of the recommended level for healthy adults. He reported the numbers have fallen since then, but recently we had a slight uptick which may be related to holiday demand. Mr. Ramudo stated the District was able to go a couple of days with only Gallagher Well water and that lowered the sodium in distributed water. He noted with demand decreasing we should have close to the baseline levels in our system. Additionally, Mr. Ramudo reported MMWD is releasing water out of their dam into Lagunitas Creek and that will help the aquifer and reduce the salinity in the Coast Guard wells. Mr. Levin thanked staff for the update and will pass this information on to the next meeting with the Point Reyes Village Association.

STAFF/DIRECTORS REPORTS

President Grossi asked if any Directors or staff wished to bring up an item not on the agenda. Ms. Blue announced the District's HR/Safety Manager has resigned and her last day at the District will be December 11th. She stated we will be recruiting for the position soon and we will still have our HR consultant to provide support services as needed.

CONSENT CALENDAR

On the motion of Director Petterle, and seconded by Director Fraites the Board approved the following item on the consent calendar by the following vote:

AYES: Director Baker, Fraites, Grossi, Joly and Petterle

NOES: None

ABSTAIN: None

ABSENT: None

HUMAN RESOURCES CONSULTING CONTRACT AMENDMENT – DARLENE RHODES

The Board approved the Human Resources Consulting Contract Amendment with Darlene Rhodes for an additional \$26,250 to provide continued Human Resources Consulting Services.

ACTION ITEMS

ACCEPT – OUTSIDE AUDITOR'S FY20 REPORT AND MANAGEMENT REPORT

Ms. Blue stated the District worked with Fedak and Brown LLP this year and had a successful audit. She stated that the memo outlines the account adjustments for pension and other post-employment benefits (OPEB). Ms. Blue reported all work by Fedak and Brown LLP was done remotely and she commended the District's accounting staff for all their hard work and dedicated service. Ms. Blue announced Chris Brown from Fedak and Brown LLP will share a presentation and the District's Accountant Supervisor, Nancy Holton, joined the meeting and was available should any questions arise.

160 A comprehensive annual financial report was presented by Chris Brown of Fedak & Brown
161 LLP. Mr. Brown reported the audit was performed following proper audit and accounting
162 standards. In addition, internal controls, methodologies and best practices were assessed. Mr.
163 Brown noted the audit approach is to review supporting documents to make sure they support the
164 balances in the financial statements. He reported they did not identify any weaknesses and
165 District staff has done excellent work. Mr. Brown stated he believes the District will once again
166 receive the Government Finance Officers Association Award of Achievement for Excellence in
167 Financial Reporting for its Comprehensive Annual Financial Report (CAFR) for this fiscal year.

168 Director Joly stated there was \$3M increase in operating expenses and asked if that was
169 a straight operating increase or an adjustment. Ms. Blue responded the District paid SCWA for
170 the total due in lieu of bonds as agreed upon in FY 17/18. This was finally reported in 2020,
171 therefore the payment of \$1.2M was part of the operating expense increase. Director Joly asked
172 if the auditors felt comfortable with the OPEB liability and if they saw any trends the District needs
173 to watch for. Mr. Brown replied he is comfortable that the liability has been calculated properly;
174 however, the number is subjective. He added the District is comparable to other districts of the
175 same size and age. Director Joly asked about the indebtedness from the new District building
176 renovation project and wanted to know the auditor's comfort level. Ms. Blue replied when we get
177 the funds and financing we will check on the debt ratio and the auditor will be responsible for
178 reviewing how we record our transactions. Mr. Brown stated the debt is covered by the ratio
179 requirement and the District has a sufficient revenue stream to cover the debt, noting it will be
180 reviewed independently to see if it is compliant. Director Joly asked what was our minimum debt
181 coverage ratio and Ms. Blue replied 1.5. Director Joly asked if Mr. Brown and Ms. Blue can help
182 the Board understand that the debt is not cutting it to close. Ms. Blue responded that will be
183 discussed when the District requests financing, adding the financial plan and the renovation
184 project was reviewed during the Novato Rate Study and will continue to be looked at, at every
185 budget cycle. Director Joly asked what the two adjustments were that were requested by the
186 auditors. Mr. Brown replied it was the GASB 68 pension entry and the other was the GASB 75
187 OPEB calculation. President Grossi thanked Mr. Brown for his presentation. Mr. Brown thanked
188 the Board and staff.

189 On the motion of Director Petterle, and seconded by Director Joly the Board approved the
190 outside auditor's FY20 Financial Report and Management Letter by the following vote:

191 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

192 NOES: None

193 ABSTAIN: None

ABSENT: None

GHD CONSULTANT SERVICES AGREEMENT FOR OLD RANCH ROAD (ORR) TANK NO. 2 PROJECT

Mr. Williams presented the background of the Old Ranch Road capital improvement project. He stated the design is to build a 100,000-gallon storage tank to replace the Old Ranch Road Tank No. 1. Mr. Williams noted both tanks are in close proximity. He stated on October 20th the Board approved the project and associated Initial Study and Mitigated Negative Declaration. Mr. Williams noted that the final design will include all applicable requirements contained in the Mitigation Monitoring and Reporting Program. He stated the project is on an aggressive implementation schedule. The District solicited for design consultants and received four proposals on November 16th. Mr. Williams noted all firms were well qualified, however GHD ranked highest overall and we were able to negotiate a final scope and fee. Director Petterle stated he was not familiar with GHD and inquired about their background. Mr. Williams replied they are out of an office based in Santa Rosa, noting they have been working with the District on the design of the PRE-Tank 4A project in West Marin. He added they are a large firm with local roots and acquired Winzer and Kelley in 2011. Director Grossi stated GHD is an Australian firm.

On the motion of Director Joly, and seconded by Director Petterle the Board authorized the General Manager to execute an agreement with GHD of Santa Rosa, California for the ORR Tank No. 2 Project for a not to exceed fee of \$110,287.50, basis by the following vote:

AYES: Director Baker, Fraites, Grossi, Joly and Petterle

NOES: None

ABSTAIN: None

ABSENT: None

RENEW DECLARATION OF LOCAL EMERGENCY RELATED TO COVID-19 PANDEMIC

Mr. McIntyre requested the Board find that there still exists a need to continue the State of Emergency due to the COVID-19 pandemic as reflected by Resolution No. 20-07.

Mr. McIntyre reminded the Board that staff has been operating under partial Emergency Operations Center (EOC) protocols and summarized various key measures implemented by the District's emergency management team since that time. He stated maximum workplace spacing continues and walk in services remain suspended, adding we will do what is necessary for the safety of our employees and the public.

Mr. McIntyre was pleased to report that no staff was currently out sick due to COVID-19. He added that the state informed Marin County today that they currently remain in the Tier 2/Red status and are one of only six counties in the state at Tier 2. Mr. McIntyre added 99% of the

228 state's population is currently at Tier 1/Purple status which is the most restrictive risk level.

229 Director Joly asked when we will have another update on the delinquency balance. Mr.
230 McIntyre responded it will be at the next meeting.

231 On the motion of Director Fraites, and seconded by Director Joly the Board approved
232 renewal of the Declaration of Local Emergency Related to COVID-19 Pandemic by the following
233 vote:

234 AYES: Director Baker, Fraites, Grossi, Joly and Petterle

235 NOES: None

236 ABSTAIN: None

237 ABSENT: None

238 **INFORMATION ITEMS**

239 **INITIAL REVIEW – SALARY, TERMS AND CONDITIONS OF EMPLOYMENT – GENERAL**
240 **MANAGER**

241 Director Joly reported on the initial review of the salary, terms and conditions for the
242 General Manager. He stated the Board had active discussions during the General Manager's
243 performance evaluation at the last meeting. Director Joly added the memo speaks clearly and
244 asked the Directors if there were any questions. The Board had no questions. Director Joly
245 thanked Ms. Blue for her help and apprised the Board this item will be on the next agenda for
246 approval.

247 **DRAFT ANNUAL REPORT 2019-2020**

248 Ms. Kehoe gave a brief summary of the Draft FY20 Annual Report, which will be on the
249 next agenda for approval. She noted the cover photo was provided by Mr. Clark. Director Joly
250 commented that he thought the photo was great and very fitting. Director Petterle stated that now
251 that the Directors are in separate divisions he would like to see a map added to reflect which
252 Director is in which division.

253 **FY20-21 QUARTERLY PROGRESS REPORT - ENGINEERING**

254 Mr. Williams reported on the FY20-21 Quarterly Progress Report for the Engineering
255 Department. He summarized the performance status for capital improvement projects, project
256 costs variances and the Engineering Department labor hours. Mr. Williams noted the Engineering
257 Department started the beginning of the quarter with twenty-three original projects, added eight
258 new projects, (five in Novato, and three in West Marin), and six were carried over. He added
259 there has been an amazing amount of development in Novato and staff are on track with what
260 was budgeted.

261 **FY20-21 QUARTERLY PROGRESS REPORT – WATER QUALITY**

Mr. Ramudo reported on the FY 20-21 Quarterly Progress Report for Water Quality. He summarized the Novato system source water at Stafford Lake, the treatment performance at Stafford Treatment Plant; and the Novato distribution system. Pablo also summarized the Point Reyes system source water at Coast Guard/Gallagher Wells and the performance at the Point Reyes Treatment Plant and the Point Reyes distribution system. He noted West Marin is still having salinity intrusion in the Coast Guard Wells due to dry year conditions and increased sea level rise.

Director Grossi asked with less rainfall and our current dry season conditions, what impact will there be with the new PRE Tank 4A which has a larger storage capacity, when it goes online. Mr. Ramudo replied that it will have no impact on salinity. He stated in this upper zone the increased storage will impact the age of the water and may cause a change in how the chlorine is managed. Director Joly stated MMWD is releasing water into Lagunitas Creek and wanted to know if this helps with the salinity. Mr. Ramudo replied the water release is routine and is based on Water Right Order 95-17 that provides an annual schedule with certain dates in which they increase or decrease releases, which has impact on the available fresh water recharge to the aquifer. He added significant rain will also help, the more water in the creek pushing the salt water out the better we will be. Mr. Ramudo stated another variable is customer demand, since less demand means less use of the Coast Guard Wells. Director Grossi stated staff should look at the salinity plan for West Marin at the first of the year to see how we will deal with health issues in case we have this same salinity problem next year. He noted that hopefully it will rain soon and Gallagher Well No. 2 will be online in the near future. Mr. Levin stated he appreciated the work staff has been doing to try and balance the salinity problem and he is glad everyone is paying attention. He reported the Point Reyes Village Association is ready to stand behind the District when they are ready to apply for permits. Mr. Levin expressed he is concerned that high salinity levels will continue if we do not get a lot of rain and we have another dry year. Mr. McIntyre reported staff is moving forward to bring a draft salinity action plan to address customers with sodium restricted diets to the Board in January for review with the objective of having a final plan in place by late spring/early summer. Mr. McIntyre encouraged Mr. Levin to continue to be involved in the board meetings to provide input and convey information to the Point Reyes Village Association. Mr. Levin thanked the Board and staff for their commitment.

Mr. Ramudo reported recycled water is doing well and the program has been a success for a source for irrigation. He noted Deer Island operates one month a year when Novato Sanitary District has to take their plant down for maintenance. He stated the quality was great, noting there were two samples with bacteria, but they were well below the maximum standard number.

296 **FY20-21 JULY – SEPTEMBER QUARTERLY PROGRESS REPORT – OPERATIONS**
297 **MAINTENANCE**

298 Mr. Clark reported on the FY20-21 Quarterly Progress Report for Operations and
299 Maintenance. He summarized Safety; Maintenance, Operations, and Water Quality.

300 Mr. Clark announced staff has completed the COVID-19 Response Plan during the first
301 quarter and noted this has be a stressful time for staff and commended them for their continued
302 good work.

303 Mr. Clark provided the following a general overview on activities and Mr. Clark stated
304 Stafford Treatment Plant operations are typical, however production is a little lower than normal.
305 He noted recycled water has been a good drought proof source of supply and our customers are
306 taking advantage of it. In regards to the recent fires, Mr. Clark reported during the Woodward
307 Fire in West Marin we saw a larger amount of water use. He also reported staff continues to work
308 on backflow protection.

309 **WAC/TAC MEETING – NOVEMBER 2, 2020**

310 Mr. McIntyre summarized the virtual WAC/TAC meeting that occurred on November 2nd,
311 that he, Mr. Williams, Director Baker and Director Grossi attended. He announced Sonoma Marin
312 Saving Water Partnership was recognized by EPA for two water conservation related awards. He
313 added that the Partnership has been awarded thirteen awards since 2013. Mr. McIntyre stated
314 regional water use remains down significantly on a gallon per capita per day basis, down 37%
315 from the target baseline. Additionally, he announced the WAC approved a Potter Valley Project
316 comment letter on the proposed PVP Socioeconomic (SE-1) Study.

317 **MISCELLANEOUS**

318 The Board received the following miscellaneous items: Disbursements – Dated November
319 19, 2020, Disbursements – Dated November 25, 2020, Point Reyes Light - Salinity Notice –
320 November 19, 2020, and NOAA Three-Month Outlook Temperature and Precipitation Probability.

321 The Board received the following news articles; Point Reyes Light – New antennas bring
322 better Coho tracking; Marin IJ – New delay in increase of water rate, fee – Marin Municipal; Marin
323 IJ – Point Reyes parks leader has personal ties to area – National Seashore and Marin IJ – Case
324 rise could lead to tighter virus rules – MARIN.

325 **ADJOURNMENT**

326 President Grossi adjourned the meeting at 7:42 p.m.

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Submitted by

Theresa Kehoe
District Secretary

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NORTH MARIN WATER DISTRICT
MONTHLY PROGRESS REPORT FOR November 2020
 December 15, 2020

1.

Novato Potable Water Prod* - RR & STP Combined - in Million Gallons - FYTD

Month	FY20/21	FY19/20	FY18/19	FY17/18	FY16/17	21 vs 20 %
July	341.7	317.7	341.1	331.0	310.3	8%
August	290.1	287.1	300.9	303.0	299.6	1%
September	225.6	280.5	255.0	292.4	302.3	-20%
October	307.8	286.0	265.6	273.7	202.8	8%
November	201.6	226.3	170.1	163.9	143.8	-11%
FYTD Total	1,366.7	1,397.5	1,332.7	1,363.9	1,258.8	-2%

West Marin Potable Water Production - in Million Gallons - FY to Date

Month	FY20/21	FY19/20	FY18/19	FY17/18	FY16/17	21 vs 20 %
July	8.0	8.9	10.2	9.5	7.9	-10%
August	8.8	8.4	9.9	8.8	7.4	5%
September	7.4	7.8	9.5	8.4	6.4	-4%
October	6.4	7.5	8.3	7.9	5.2	-15%
November	5.5	6.7	7.3	5.4	4.2	-18%
FYTD Total	36.1	39.3	45.2	39.9	31.1	-8%

Stafford Treatment Plant Production - in Million Gallons - FY to Date

Month	FY20/21	FY19/20	FY18/19	FY17/18	FY16/17	21 vs 20 %
July	105.8	68.2	78.6	112.6	69.9	55%
August	81.1	103.8	79.3	81.5	90.4	-22%
September	16.1	115.0	60.5	122.7	96.9	-86%
October	7.7	103.4	74.5	102.3	93.9	-93%
November	0.6	102.8	0.0	53.6	63.8	-99%
FYTD Total	211.3	493.0	292.9	472.6	415.0	-57%

Recycled Water Production* - in Million Gallons - FY to Date

Month	FY20/21	FY19/20	FY18/19	FY17/18	FY16/17	21 vs 20 %
July	39.0	36.5	30.2	27.7	27.1	7%
August	43.2	33.3	30.6	26.1	26.0	30%
September	29.5	29.7	33.5	25.0	23.5	-1%
October	22.8	26.6	20.1	19.1	8.3	-14%
November	10.9	10.8	12.7	2.5	1.2	1%
FYTD Total*	145.4	136.9	127.0	100.4	86.2	6%

*Excludes potable water input to the RW system: FY21=9.2 MG; FY20=19.4; FY19=20.6 MG; FY18=15.8MG; FY17=1.4MG

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2. Stafford Lake Data

	November Average	November 2019	November 2020
Rainfall this month	3.22 Inches	2.39 Inches	0.04 Inches
Rainfall this FY to date	4.94 Inches	2.52 Inches	0.11 Inches
Lake elevation*	181.4 Feet	181.1 Feet	177.9 Feet
Lake storage**	522 MG	509 MG	387 MG

* Spillway elevation is 196.0 feet

** Lake storage less 390 MG = quantity available for delivery

Temperature (in degrees)

	Minimum	Maximum	Average
November2019 (Novato)	36	90	60
November2020 (Novato)	37	98	62

3. Number of Services

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November 30	Novato Water			Recycled Water			West Marin Water			Oceana Marin Swr		
	FY21	FY20	Incr %	FY21	FY20	Incr %	FY21	FY20	Incr %	FY21	FY20	Incr %
Total meters installed	20,787	20,750	0.2%	99	96	3.1%	792	791	0.1%	-	-	-
Total meters active	20,566	20,546	0.1%	94	91	3.3%	783	783	0.0%	-	-	-
Active dwelling units	24,084	24,078	0.0%	-	-	-	833	833	0.0%	235	235	0.0%

4. Oceana Marin Monthly Status Report (August)

Description	November 2019	November 2020
Effluent Flow Volume (MG)	0.418	0.537
Irrigation Field Discharge (MG)	0.466	0
Treatment Pond Freeboard (ft)	8.0	6.6
Storage Pond Freeboard (ft)	8.0	8.4

5. Developer Projects Status Report (November)

Job No.	Project	% Complete	% This month
1.2817.03	College of Marin – New Miwok Center	42	0
1.2840.00	Starbucks Redwood	100	1
1.2820.00	Bahia Heights	95	2
1.2837.00	McPhails Phase 2A	99	4
1.2831.00	Landsea Homes	65	60

District Projects Status Report - Const. Dept. (November)

Job No.	Project	% Complete	% This month
2.6263.20	Replace PRE Tank 4A	70	5
1.7183.00	Replace Plastic 2-inch – Scown Lane	95	5
1.7123.28	PB Replacements – San Ramon, Vivian, Verissimo	90	10
1.1707.14	DCDA Replacements	80	10
1.7123.29	PB Replacements – San Joaquin, Brooke, Wilson	10	10

Employee Hours to Date, FY 20/21

As of Pay Period Ending November 30, 2020

Percent of Fiscal Year Passed = 42%

Developer Projects	Actual	Budget	% YTD Budget	District Projects	Actual	Budget	% YTD Budget
Construction	191	1,400	14%	Construction	1,496	3,460	43%
Engineering	694	1,504	46%	Engineering	1,315	2,722	48%

6. Safety/Liability

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Industrial Injury with Lost Time				Liability Claims Paid	
Lost Days	OH Cost of Lost Days (\$)	No. of Emp. Involved	No. of Incidents	Incurred (FYTD)	Paid (FYTD) (\$)
FY 21 through November	23	\$10,120	3	1	\$6,590 *
FY 20 through November	0	\$0	0	0	\$0

Days without a lost time accident through November 30, 2020 6 Days

* Vehicle accident involving District vehicle and unoccupied parked vehicle during on-call event. Costs related to parked vehicle.

7. Energy Cost

FYE	November			Fiscal Year-to-Date thru November		
	kWh	¢/kWh	Cost/Day	kWh	¢/kWh	Cost/Day
2021 Stafford TP	24,869	24.3¢	\$201	283,816	20.2¢	\$374
Pumping	130,487	24.4¢	\$1,060	811,359	25.4¢	\$1,364
Other*	46,842	25.8¢	\$403	238,216	29.2¢	\$461
	202,198	24.7¢	\$1,664	1,333,391	25.0¢	\$2,199
2020 Stafford TP	93,675	17.0¢	\$532	460,904	18.3¢	\$552
Pumping	116,501	23.3¢	\$934	760,372	23.5¢	\$1,185
Other*	41,394	24.7¢	\$353	252,468	27.4¢	\$458
	251,570	21.2¢	\$1,819	1,473,744	22.6¢	\$2,195
2019 Stafford TP	29,726	22.0¢	\$218	323,034	20.1¢	\$425
Pumping	134,623	20.8¢	\$847	663,964	20.7¢	\$885
Other*	48,751	22.7¢	\$336	244,865	25.9¢	\$410
	213,100	21.4¢	\$1,401	1,231,863	21.6¢	\$1,720

*Other includes West Marin Facilities

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8. Water Conservation Update

	Month of November 2020	Fiscal Year to Date	Program Total to Date
High Efficiency Toilet (HET) Rebates	13	46	4,212
Retrofit Certificates Filed	34	102	6,508
Cash for Grass Rebates Paid Out	1	5	936
Washing Machine Rebates	2		6,811
Water Smart Home Survey	0	0	3,899

9. Utility Performance Metric

SERVICE DISRUPTIONS (No. of Customers Impacted)	November 2020	November 2019	Fiscal Year to Date 2021	Fiscal Year to Date 2020
PLANNED				
Duration Between 0.5 and 4 hours	5	5	76	15
Duration Between 4 and 12 hours				96
Duration Greater than 12 hours				
UNPLANNED				
Duration Between 0.5 and 4 hours		3	29	50
Duration Between 4 and 12 hours	2			12
Duration Greater than 12 hours			1	
SERVICE LINES REPLACED				
Polybutylene	5	5	53	37
Copper (Replaced or Repaired)		2	4	3

NORTH MARIN WATER DISTRICT

Summary of Complaints & Service Orders November 2020

12/8/2020

Type	Nov-20	Nov-19	Action Taken November 2020
<u>Consumers' System Problem</u>			
Service Line Leaks	24	40	Notified Consumer
House Plumbing	0	1	Notified Consumer
House Valve / Meter Off	5	13	Notified Consumer
Nothing Found	5	19	Notified Consumer
Low Pressure	2	1	PRV failed @ 30 PSI. Advised to have it replaced. Bad PRV per Tony. Advised to have it replaced.
Total	36	74	
<u>Service Repair Reports</u>			
Meter Replacement	0	1	~
Box and Lids	0	2	Replaced
Water Off/On Due To Repairs	5	9	Notified Consumer
Misc. Field Investigation	4	14	Notified Consumer
Total	9	26	
<u>Leak NMWD Facilities</u>			
Main-Leak	1	2	Repaired
Service- Leak	1	8	Repaired
Services-Nothing Found	1	1	Notified Consumer
Fire Hydrant-Leak	1	1	Repaired
Fire Hydrants-Damaged	1	0	Repaired
Meter Leak	0	2	Repaired
Meters-Nothing Found	1	0	Notified Consumer
Meters Damaged	1	0	Repaired
Washer Leaks	2	4	Repaired
Total	9	18	
<u>High Bill Complaints</u>			
Consumer Leaks	1	1	Notified Consumer
Meter Misread	0	1	Notified Consumer
Nothing Found	0	1	Notified Consumer
Excessive Irrigation	1	4	Notified Consumer
Total	2	7	
<u>Low Bill Reports</u>			
Total	0	0	
<u>Water Quality Complaints</u>			
Taste and Odor	0	3	~
Other	0	2	
Total	0	5	
TOTAL FOR MONTH:	56	130	-57%

NORTH MARIN WATER DISTRICT

Summary of Complaints & Service Orders November 2020

12/8/2020

Type	Nov-20	Nov-19	Action Taken November 2020
<u>Fiscal YTD Summary</u>			<u>Change Primarily Due To</u>
Consumer's System Problems	719	948	-24% Decrease In Nothing Found.
Service Repair Report	229	326	-30% Decrease In Water Off/On Due to Repairs
Leak NMWD Facilities	186	235	-21% Decrease In Service Leaks.
High Bill Complaints	79	226	-65% Decrease In Nothing Found.
Low Bills	0	8	-100% Decrease In Nothing Found.
Water Quality Complaints	17	30	-43% Decrease in Other.
Total	<u>1,230</u>	<u>1,773</u>	<u>-31%</u>

"In House" Generated and Completed Work Orders

<u>Check Meter:</u> possible consumer/District leak, high bill, flooded, need read, etc.	73	173
<u>Change Meter:</u> leaks, hard to read	26	3
<u>Repair Meter:</u> registers, shut offs	1	0
<u>Replace Boxes/Lids</u>	4	5
<u>Hydrant Leaks</u>	1	0
<u>Dig Outs</u>	0	1
<u>Letters to Consumer:</u> meter obstruction, trims, bees, gate access, etc. get meter number, kill service, etc.	0	1
	<u>105</u>	<u>183</u>

Bill Adjustments Under Board Policy:

November 20 vs. November 19

Nov-20	24	\$8,118
Nov-19	21	\$7,273

Fiscal Year vs Prior FY


20/21 FY	123	\$42,933
19/20 FY	128	\$35,039

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MEMORANDUM

To: Board of Directors

December 11, 2020

From: Julie Blue, Auditor-Controller 
Nancy Holton, Accounting Supervisor

Subj: Auditor-Controller's Monthly Report of Investments for November 2020
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RECOMMENDED ACTION: Information

FINANCIAL IMPACT: None

At month end the District's Investment Portfolio had an amortized cost value (i.e., cash balance) of \$24,695,010 and a market value of \$24,771,866. During November the cash balance decreased by \$856,650. The market value of securities held increased \$76,856 during the month. The ratio of total cash to budgeted annual operating expense stood at 139%, down 4% from the prior month.

At November 30, 2020, 76% of the District's Portfolio was invested in California's Local Agency Investment Fund (LAIF), 19% in Time Certificates of Deposit, 4% in the Marin County Treasury, and 1% retained locally for operating purposes. The weighted average maturity of the portfolio was 62 days, compared to 66 days at the end of October. The LAIF interest rate for the month was 0.58%, compared to 0.62% the previous month. The weighted average Portfolio rate was 0.88%, compared to 0.93% the previous month.

Investment Transactions for the month of November are listed below:

11/10/2020	US Bank	LAIF	\$400,000.00	Trsf to LAIF account
11/16/2020	Barclays Bank	US Bank	\$249,760.77	TCD Matured
11/18/2020	US Bank	LAIF	\$250,000.00	Trsf to LAIF account
11/25/2020	LAIF	US Bank	\$1,315,000.00	Trsf from LAIF account

**NORTH MARIN WATER DISTRICT
AUDITOR-CONTROLLER'S MONTHLY REPORT OF INVESTMENTS
November 30, 2020**

Type	Description	S&P Rating	Purchase Date	Maturity Date	Cost Basis ¹	11/30/2020 Market Value	Yield ²	% of Portfolio
LAIF	State of CA Treasury	AA-	Various	Open	\$18,679,178	\$18,756,034	0.58% ³	76%
Time Certificate of Deposit								
TCD	CIT Bank	n/a	12/17/18	12/17/20	246,000	246,000	3.00%	1%
TCD	Reliance Bank	n/a	1/11/19	1/11/21	249,000	249,000	2.70%	1%
TCD	Iberia Bank	n/a	1/25/19	1/25/21	246,000	246,000	2.70%	1%
TCD	Merrick Bank	n/a	2/8/19	2/8/21	249,000	249,000	2.60%	1%
TCD	Eaglebank	n/a	3/15/19	3/15/21	249,000	249,000	2.60%	1%
TCD	Central Bank	n/a	4/18/19	4/19/21	249,000	249,000	2.40%	1%
TCD	Morgan Stanley Private Bank	n/a	5/23/19	5/24/21	247,000	247,000	2.40%	1%
TCD	TIAA Bank	n/a	1/18/19	7/19/21	246,000	246,000	2.75%	1%
TCD	Capital One Bank NA	n/a	8/21/19	8/23/21	247,000	247,000	1.85%	1%
TCD	Capital One Bank USA	n/a	9/6/19	9/7/21	247,000	247,000	1.75%	1%
TCD	Goldman Sachs Bank USA	n/a	10/11/19	10/12/21	247,000	247,000	1.70%	1%
TCD	Flagstar Bank	n/a	11/15/19	11/15/21	247,000	247,000	1.75%	1%
TCD	Synovus Bank	n/a	12/9/19	12/9/21	247,000	247,000	1.65%	1%
TCD	Morgan Stanley Bank	n/a	1/16/20	1/18/22	247,000	247,000	1.75%	1%
TCD	Wells Fargo National Bank	n/a	3/6/20	3/7/22	248,000	248,000	1.35%	1%
TCD	American Express Natl Bank	n/a	4/7/20	4/7/22	248,000	248,000	1.35%	1%
TCD	Synchrony Bank	n/a	4/17/20	4/18/22	248,000	248,000	1.20%	1%
TCD	Pinnacle Bank	n/a	5/7/20	5/9/22	248,000	248,000	0.90%	1%
TCD	Enerbank	n/a	9/25/20	9/25/24	249,000	249,000	0.45%	1%
					\$4,704,000	\$4,704,000	1.94%	19%
Other								
Agency	Marin Co Treasury	AAA	Various	Open	\$1,053,607	\$1,053,607	1.60%	4%
Other	Various	n/a	Various	Open	258,225	258,225	0.41%	1%
TOTAL IN PORTFOLIO					\$24,695,010	\$24,771,866	0.88%	100%

Weighted Average Maturity = **62 Days**

LAIF: State of California Local Agency Investment Fund.

TCD: Time Certificate of Deposit.

Agency: STP State Revolving Fund Loan Reserve.

Other: Comprised of 5 accounts used for operating purposes. US Bank Operating Account, US Bank STP SRF Loan Account, US Bank FSA Payments Account, Bank of Marin AEEP Checking Account & NMWD Petty Cash Fund.

1 Original cost less repayment of principal and amortization of premium or discount.

2 Yield defined to be annualized interest earnings to maturity as a percentage of invested funds.

3 Earnings are calculated daily - this represents the average yield for the month ending November 30, 2020.

Interest Bearing Loans	Loan Date	Maturity Date	Original Loan Amount	Principal Outstanding	Interest Rate
Marin Country Club Loan	1/1/18	11/1/47	\$1,265,295	\$1,161,347	1.00%
Marin Municipal Water - AEEP	7/1/14	7/1/32	\$3,600,000	\$2,224,108	2.71%
Employee Housing Loans (2)	Various	Various	525,000	525,000	Contingent
TOTAL INTEREST BEARING LOANS			\$5,390,295	\$3,910,455	

The District has the ability to meet the next six months of cash flow requirements.

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MEMORANDUM

To: Board of Directors
From: Robert Clark, Operations/Maintenance Superintendent *RC*
Subject: Approve – New Dump Truck Purchase
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December 11, 2020

RECOMMENDATION: Authorize a purchase order for a new 5 cubic yard dump truck to Peterson Trucks Inc.

FINANCIAL IMPACT: \$117,808.71 (FY 21 Budget \$135,000)


Bids for a new 5-yard dump truck authorized in the FY 2020-21 fiscal year budget have been received and reviewed. Three of the five bidders responded to our request for proposal, two respondents came in under the \$135,000 budget. The bidders were requested to submit their proposals based on a list of 84 baseline specifications. The three met the majority of the baseline specifications;

Chassis Manufacturer	Baseline	Quote
Peterson Trucks Inc.	82/84	\$117,809
Coast County Truck	76/84	\$137,662
Enterprise Leasing	72/84	\$118,436
Golden Gate Truck Ctr.		No bid
Nor Cal Kenworth		No bid

The low bid proposed by Peterson Truck met the majority of our desired baseline specifications and missed on only two items (aluminum fuel tank vs. painted and installation of the two-way radio) and can deliver in mid-June 2021. Coast County Truck, did not meet the bid for the gross combined vehicle weight we requested and was unable to accommodate the auxiliary power capacity request. Enterprise Leasing bid a larger truck with smaller engine with weaker frame rails. The other items considered in the selection process included the model year, the truck manufacturer and local maintenance resources. The Peterson truck is an International model, as are the majority of Districts heavy duty truck fleet (4 of the 5 large diesel trucks) and there is a maintenance representative in Santa Rosa.

RECOMMENDATION:

Authorize bid award to Peterson Trucks, Inc. and authorize a purchase order to Peterson Trucks, Inc. for in the amount of \$117,808.71.

Approved by GM Date 12/11/20

7

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Terrie Kehoe, District Secretary

Subject: Final Annual Report Fiscal Year 2019-2020

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RECOMMENDED ACTION: Approve Fiscal Year 2019-2020 Annual Report

FINANCIAL IMPACT: None

The Annual Report for Fiscal Year 2019-2020 was provided to you at the December 1, 2020 meeting. The only change to the report was the addition of the CVRA map showing each Director's division. A final hard copy will be mailed to you in the following week.

RECOMMENDATION:

Board Approve Fiscal Year 2019-2020 Annual Report.

Approved by GM

Date



12/11/20



NORTH MARIN WATER DISTRICT

**ANNUAL REPORT
FISCAL YEAR 2019-20**

NORTH MARIN WATER DISTRICT

BOARD OF DIRECTORS

Jack Baker, served since 1983 (Division 2)
Rick Fraites, served since 2003 (Division 5)
James Grossi, served since 2017 (Division 1)
Michael Joly, served since 2017 (Division 3)
Steve Petterle, served since 2001 (Division 4)

OFFICERS

Drew McIntyre, General Manager, appointed 1998
Terrie Kehoe, District Secretary, appointed 2018
Julie Blue, Auditor-Controller, appointed 2018
Tony Williams, Assistant General Manager/Chief Engineer, appointed 2020

DEPARTMENT MANAGERS

Administration & Finance Julie Blue
Construction/Maintenance Tony Arendell
Engineering Tony Williams
Operations/Maintenance Robert Clark

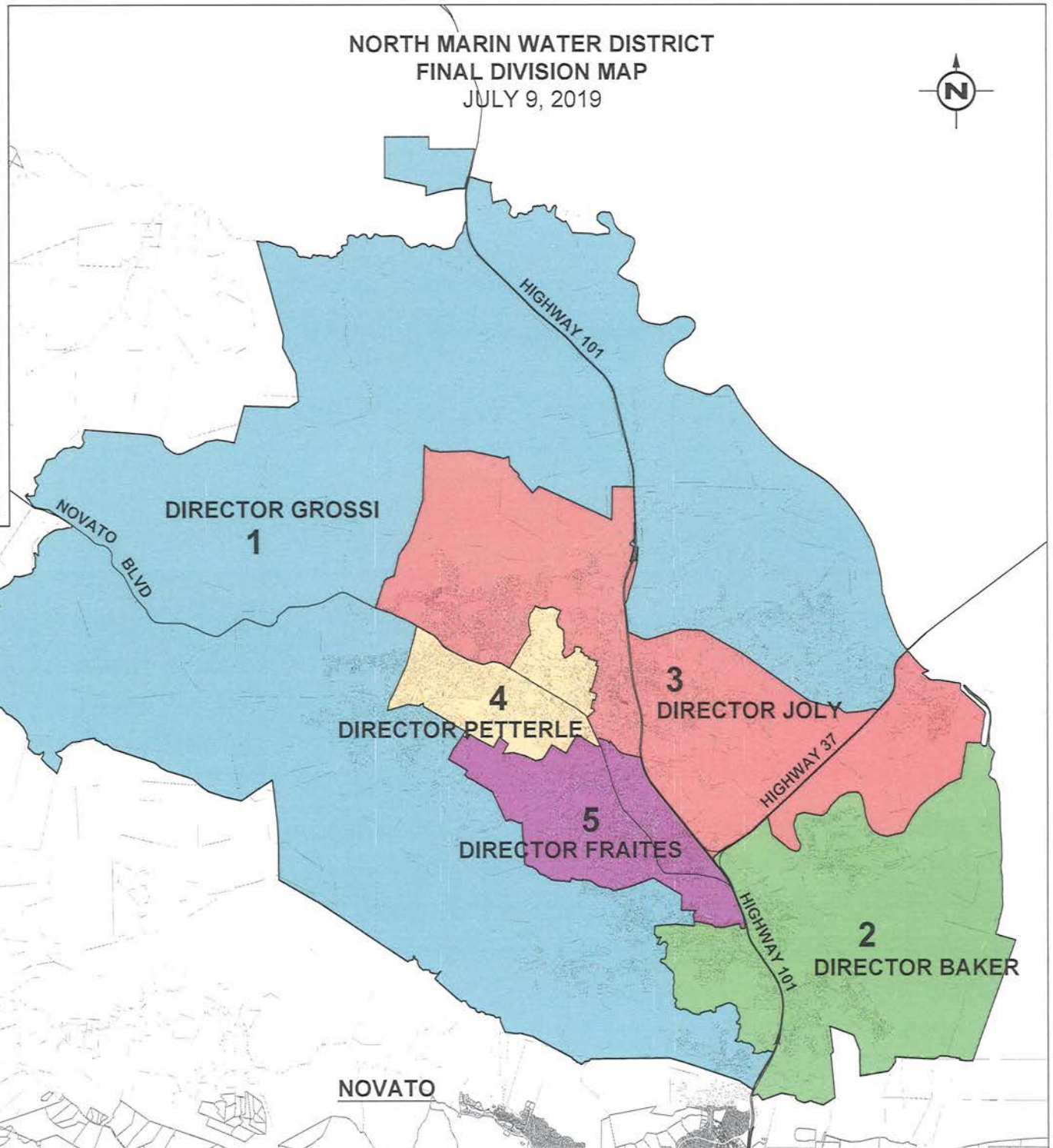
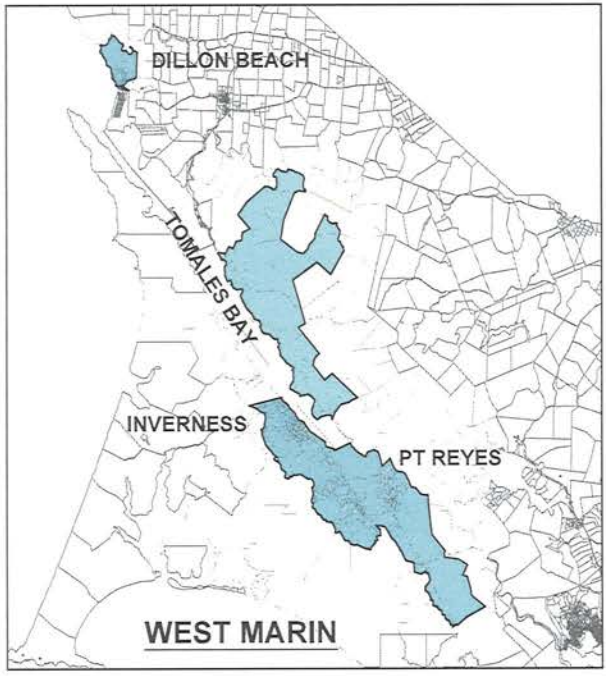
MISSION STATEMENT

Our mission is to meet the expectations of our customers in providing potable and recycled water and sewer services that are reliable, high-quality, environmentally responsible, and reasonably priced.

BOARD MEETINGS

Regular Board meetings are held on the first and third Tuesday of each month at 6:00 p.m. Meetings are normally held at North Marin Water District headquarters, 999 Rush Creek Place, Novato. For meeting agendas, contact the District Secretary at 415-761-8921 or visit the website at www.nmwd.com

(Front cover photo: Crew under COVID-19 conditions)

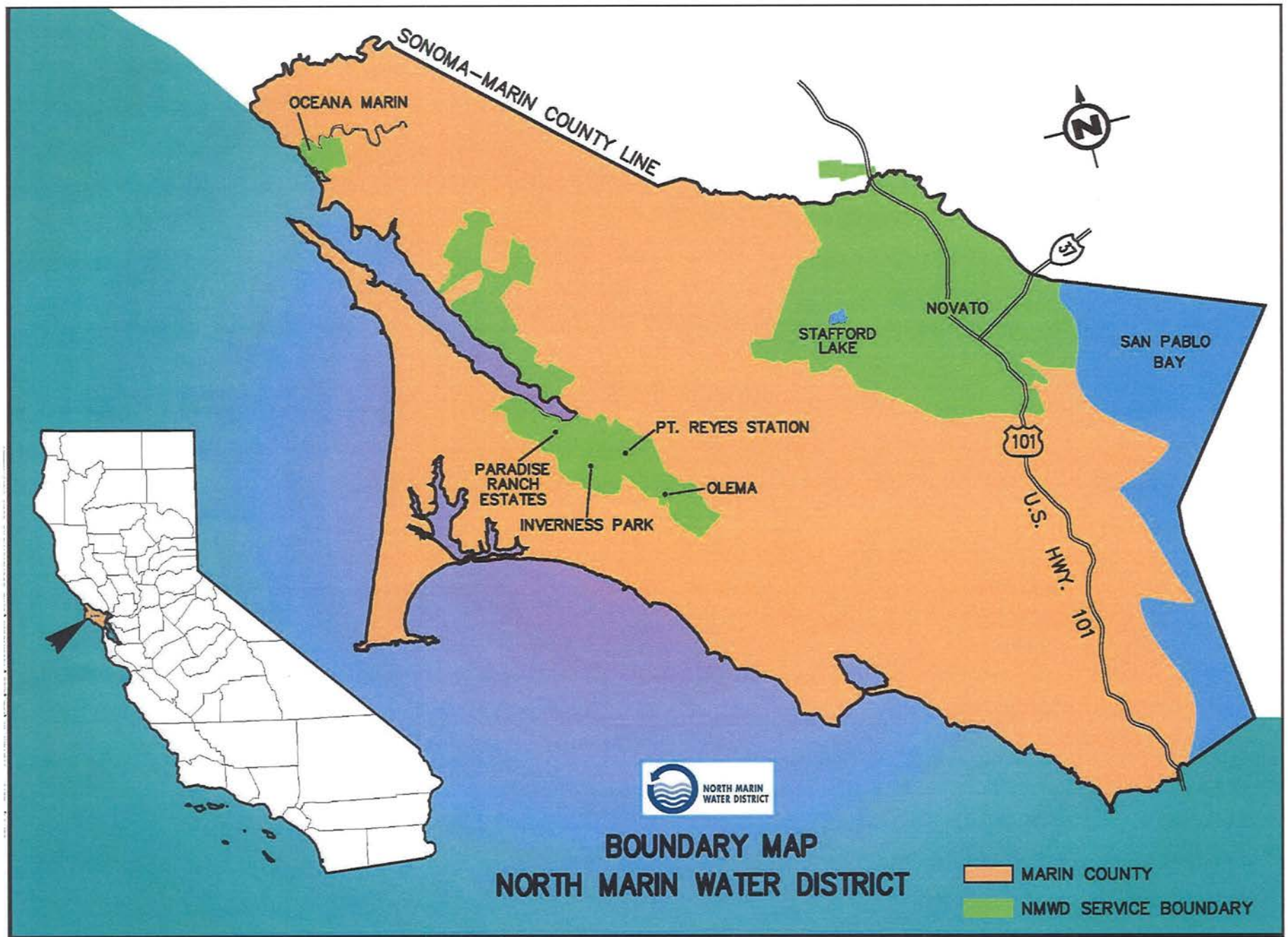


HISTORICAL HIGHLIGHTS

- 1948** The Novato community approves formation of North Marin Water District and purchase of the Novato Water Company.
- 1949** Novato voters impose a significant tax upon themselves (77¢/\$100 assessed value) to finance a \$2 million bond issue to purchase and upgrade the private water system and to construct a dam at Stafford Lake and build a water treatment plant.
- 1951** Contractor T.E. Connolly of San Francisco constructs Stafford Lake Dam, designed by Kennedy Engineers, to impound 560 million gallons (MG) of water.
- 1952** Stafford Water Treatment Plant, designed by Kennedy Engineers and built by C. Norman Peterson, goes into operation. It has a capacity of 3.75 million gallons per day (mgd).
- 1954** The spillway at Stafford Lake is raised to increase the reservoir capacity to 1.45 billion gallons, boosting the annual safe yield of Stafford Lake to 620MG.
- 1960** Voters approve a \$3.79 million bond issue to finance system improvements, Notably construction an aqueduct connecting Novato to the Russian River.
- 1961** The North Marin Aqueduct, a 9.4-mile, 30" pipeline from Petaluma to Novato is completed.
- 1963-66** Multiple water storage tanks are constructed, increasing storage from 2MG to 16MG.
- 1970s** Five small West Marin improvement districts are annexed into NMWD at the request of West Marin citizens: Oceana Marin Sewer in 1969; Point Reyes Station/Inverness Park Water in 1970; Olema Water in 1973; Tomales Sewer in 1975; and Paradise Ranch Estates Water in 1979.
- 1973-75** System storage capacity is increased to 26MG with construction of the Atherton (5MG welded steel) and Pacheco (5MG concrete) Tanks.
- 1974** Stafford Treatment Plant is modified to increase production capacity to 6.3 mgd.
- 1980s** North Marin assumes a leadership role in the water conservation field, pioneering programs such as connection fee discounts for installation of xeriscapes in new residential construction and "Cash-For-Grass" rebates for existing customers who replace irrigated turf with xerophytic plants.
- 1983** The US Army Corps of Engineers completes the construction of the Warm Springs Dam, creating a water supply pool in Lake Sonoma of 69 billion gallons.
- 1990s** Marin United Taxpayers twice touts NMWD as the Best Managed Public Agency in Marin County.
- 1998** The District celebrated 50 Golden Years of Quality, Excellent Service and Tradition.
- 2001** Marin Municipal Water District agrees to reorganize boundaries at Hamilton AFB to be coincident with Novato city limits, enabling NMWD to serve areas within Novato formerly served by MMWD.
- 2002** Amaroli Tank, a 4.5MG buried concrete tank adjacent to Highway 101 on Ammo Hill, is completed and increases total Novato area storage capacity to 33MG.
- 2005** A 180,000-gallon concrete storage tank is constructed in Point Reyes Station to replace a 36-year-old 100,000-gallon redwood tank serving the West Marin community.
- 2006** The Restructured Agreement for Water Supply with Sonoma County Water Agency (SCWA) is executed, authorizing SCWA to construct facilities to increase North Marin's water delivery entitlement to meet Novato's future needs consistent with the community general plan.
- 2006** The Stafford Water Treatment Plant \$16 million reconstruction project is completed enabling Stafford Lake water to meet anticipated future water quality standards.
- 2007** The 0.5 mgd Deer Island Recycled Water Facility, located adjacent to Highway 37 immediately south of Deer Island, commenced operation in June 2007 serving Stone Tree Golf Course.
- 2008** The 500,000-gallon Center Road Tank in west Novato is completed.
- 2009** Palmer Drive Tank is completed adding 3MG of first-zone storage in southern Novato, and increasing total Novato area storage capacity to 37MG.
- 2013** Expansion of the recycled water distribution system to north and south Novato is completed. Utilizing federal grant and loan funds and recycled water from both Novato & Las Gallinas Valley Sanitary Districts, the project will provide 130MG annually to large-landscape customers.
- 2015** The Gallagher Well Pipeline is completed principally with state grant financing, connecting the West Marin system to a new well located further upstream of Point Reyes Station in Lagunitas Creek, which is less susceptible to salt water intrusion.
- 2016** The \$22 million "Aqueduct Energy Efficiency Project" is completed, replacing the North Marin Aqueduct 30" diameter pipeline with a 42" pipeline from South Petaluma to Redwood Landfill, thereby eliminating the need for the Kastania Pump Station.
- 2017** To improve water use efficiency, accuracy and customer service, the District implemented an Advance Meter Information System (AMI) pilot project. The AMI project replaces the mechanical water meter register with an electronic register that transmits water use data securely to NMWD headquarters.
- 2018** Expansion of the recycled distribution system to Central Novato is completed. Using federal and state grant and loan funds and recycled water from Novato Sanitary District the project will provide at least 65 MG annually to large-landscape customers, including Marin Country Club Golf Course.

- 2019** During a series of public hearings held between April and June 2019, the District established five electoral Divisions in order to transition to a Division-based election in which each Board member is elected by a specific Division within the District. All five board members will continue to participate and vote on district wide matters regardless of what division they represent.
- 2020** The Board accepted the 2020 Novato and Recycled Water Rate Study after a series of several meetings with District Staff, the Board's Ad Hoc Subcommittee and two public workshops. This is the first comprehensive water rate study for Novato in over twenty years.

For a narrative description of North Marin Water District history of formation and expansion in Novato and West Marin, please visit our website at www.nmwd.com and click on Service Area.



MESSAGE FROM THE GENERAL MANAGER ... *Drew McIntyre*

The North Marin Water District (North Marin) carries out its Mission with a highly-motivated and competent staff empowered to meet the expectations of our customers in providing services that are reliable, high-quality, environmentally responsible and reasonably priced. Each day, District employees strive to carry out their work mindful of these basic principles: Good Water, Good Service, Good Value, and A Safe Place to Work. This annual report updates customers on North Marin accomplishments in Fiscal Year (FY) 2019-20 and provides a snapshot of our current efforts and financial performance.

FY 2019-20 has presented many challenges, including low winter rainfall, regional wildfires, ongoing power shut-offs and a global health pandemic due to COVID-19. This year local water supply from Stafford Lake totaled 686 MG and provided up to 41% of peak summer demand on a monthly basis and 26% of annual demand. Rainfall in Novato totaled 19.0" which was 70% of average and Stafford Lake did not reach its maximum storage capacity this year peaking at El. 191.2' (76% capacity) in early April 2020. The Russian River water delivery system from Sonoma County Water Agency (SCWA) typically provides 70-80% of Novato's annual water supply. SCWA continues to focus on the 2008 Biological Opinion (BiOp) for water supply in the Russian River watershed issued by the National Marine Fisheries Service. The BiOp establishes requirements to preserve, protect and restore the fisheries and to maintain the existing Russian River water supply.

State legislation passed in November 2009 (SB7X-7) required a 20% reduction in per capita water use by 2020. North Marin Water District's current total water use of 115 gallons per day per capita (GPCD) represents a 35% reduction in water use, which is well below the state's 20% reduction target of 139 GPCD. Moving forward, the state is developing long-term water use efficiency measurements based on legislation passed in 2018. On May 31, 2018, Governor Brown signed two bills, SB 606 (Hertzberg) and AB 1668 (Friedman) to make California more resilient to impacts of future droughts. This legislation creates new efficiency standards for indoor water use, outdoor irrigation use and water loss. By 2023, North Marin will have a new water use objective based on these efficiency standards. In the meantime, North Marin customers continue to be efficient in their water use. Ample water was available in the Russian River system for fish, agriculture and urban deliveries. North Marin's Stafford Lake Water Treatment Plant was utilized to augment Russian River supplies with local potable water supply. In cooperation with Novato Sanitary and Las Gallinas Valley Sanitary Districts, North

Marin significantly expanded its distribution of recycled water, which supplies large landscape irrigation customers and various commercial car washes in Novato.

Recycled water customers have increased from 44 to 91 over the last six years. In total at 229 MG, recycled water delivery capacity is quickly approaching 35% of Stafford Treatment Plant Capacity. This directly addresses the District's 2018 Strategic Plan Goal No. 1: to increase local control and long-term water supply reliability.

To improve water, use efficiency, accuracy and customer service, North Marin has also implemented an Advanced Meter Information (AMI) project. With the AMI system, the customer's mechanical water meter register is replaced with an electronic register allowing digital meter data to be transmitted securely to North Marin's headquarters via wireless communication.

In West Marin, dry year water supply conditions on Lagunitas Creek prevailed, with total rainfall of 24" well short of the normal year minimum threshold of 28". Consequently, a water shortage emergency was declared and an emergency water conservation ordinance was approved by the Board at the May 5th, 2020 Meeting. With respect to capital improvement projects, construction is underway for replacement of the Paradise Ranch Estates Tank 4A, and planning continues for a second upstream well on Lagunitas Creek that is free from salinity intrusion.

On October 1, 2020, a 6% Novato revenue rate increase became effective. At \$740 per year, the cost of water service for a typical Novato single family home using 84,000 gallons of water a year is at the median of Bay Area urban area water agencies (see chart on page 18). Water remains a good value for Novato customers.

WATER SUPPLY

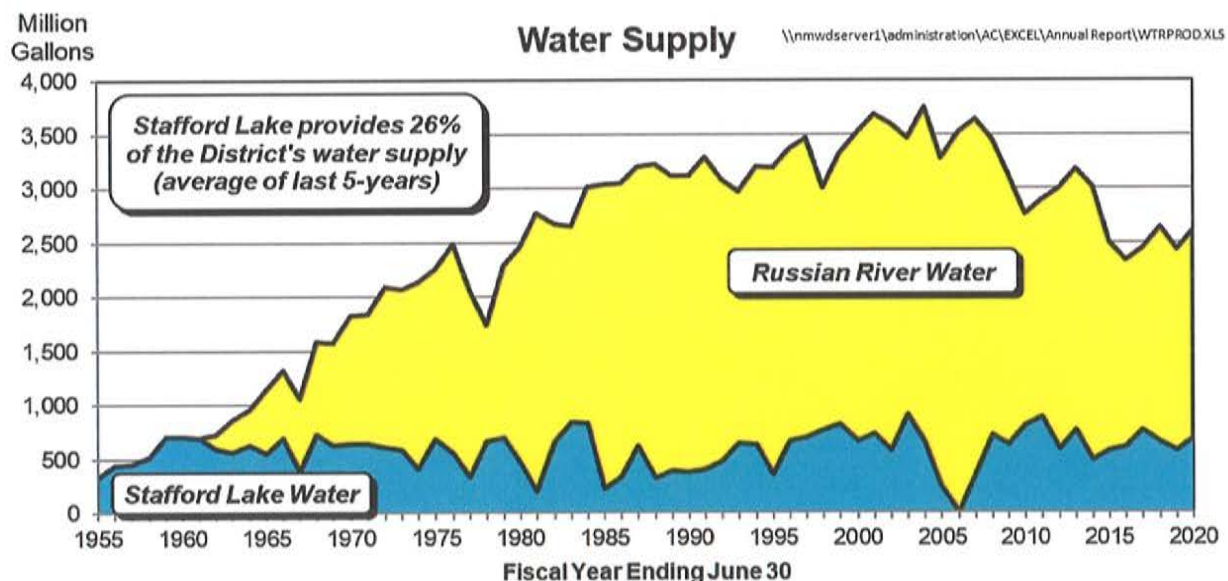
STAFFORD LAKE – Local Source Provides 25% of North Marin's Supply

Stafford Lake lies four miles west of downtown Novato and collects the runoff from 8.3 square miles of watershed land adjacent to the upper reaches of Novato Creek. The lake has a surface area of 230 acres and holds 4,450-acre feet or 1,450 million gallons (MG) of water. Water from Stafford Lake is fed into the Stafford Lake Water Treatment Plant, (located just below the dam) at a maximum rate of 6 million gallons per day (MGD). In FY 2019-20, 2,105-acre feet (686 MG) of water was produced from the facility.

RUSSIAN RIVER – Provides 75% of North Marin’s Annual Supply

Russian River water originates from both the Eel River and the Russian River watersheds northeast of the City of Ukiah (Lake Mendocino) and west of Healdsburg (Lake Sonoma). The Coyote Dam at Lake Mendocino impounds the Eel River diversions and winter runoff from the local watershed. Warm Springs Dam at Lake Sonoma impounds winter runoff from the Dry Creek and Warm Springs local watersheds. Lakes Mendocino and Sonoma combined can store 367,500-acre feet to meet regional water supply needs, which totaled 46,200-acre feet in FY 2019-20. Releases from the lakes flow to a point about 10 miles upstream of Guerneville (see map on page 17 of this report), where six collector wells draw river water that has been filtered through 60 to 90 feet of natural sand and gravel to perforated pipes located at the bottom of each well. The thick layer of sand and gravel through which the water must pass before reaching the intake pipes provides a highly-efficient, natural filtration process which, with chlorination treatment, produces a clear, potable, bacteria-free water. This water is then fed directly into the SCWA aqueduct system.

In FY 2019-20, North Marin received 5,887-acre feet (1,918 MG) of Russian River water. North Marin has an agreement in place with SCWA to provide sufficient supply and meet Novato’s current and future water supply needs. There continues to be competing interests for Russian River water, principally to protect steelhead and salmon listed as threatened or endangered species under the Endangered Species Act.



ADMINISTRATION

The Administration Department is comprised of the Administrative Services, Consumer Services, Finance, Human Resources and Information Systems.

CONSUMER SERVICES

Consumer Services is responsible for accurate and timely meter reading and billing of approximately 167,000 bills and reminder notices annually. During the year, field staff responded to 1,174 customer calls for water service assistance and received a 97% positive response from customers related to the services provided.

- A rate study for Novato Potable and Recycled Water was approved in March, 2020. Resulting rate and structure changes are estimated to provide a 6% increase in annual revenue. The proposed changes were based on detailed engineering, financial, and legal evaluations carried out with the assistance of recognized experts in water rate setting. The rates conform to California Law requiring that each class of customer (residential and commercial) pay their proportionate share of the cost to serve them. In recognition of the COVID-19 pandemic the Board of Directors delayed the effective date of the rate increases from July 2020 to October 2020.
- In March, the District's 2020 Monthly Water Bill Survey for Single Family Homes (see chart on page 18) showed that North Marin's cost of water service ranked 9th out of the seventeen urban agencies serving the greater San Francisco Bay Area.

ACCOUNTING

The Accounting Department is responsible for general accounting and budgeting, payroll, purchasing, treasury management, risk management, materials inventory and human resources. The accounting staff completes a full financial statement monthly with extensive cost-accounting detail allowing District managers to closely monitor revenue and expenditures relative to the adopted budget.

The Government Finance Officers Association (GFOA) has awarded the District a Certificate of Achievement for Excellence in Financial Reporting for its comprehensive annual financial report (CAFR) for fiscal year ended June 30, 2019. This is the eleventh consecutive year the District has received this award. The GFOA states that this Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting, and its

attainment represents a significant accomplishment by a government and its management. The following staff members made significant contributions to this CAFR: General Manager Drew McIntyre, Julie Blue, Nancy Holton, and Nancy Williamson.

Fiscal Year 2020 financial highlights include:

- The District, on a consolidated basis, received 103% of budgeted operating revenue and expended 109% of budgeted operating expenditures, resulting in a net income of \$786 thousand. Three million (56%) of the Capital Improvement Project Budget was expended. The year ended with a cash balance of \$22.2 million, an increase of \$3.3 million from the prior year.
- Novato potable water consumption increased 4% from the prior year. Stafford Lake Water Treatment Plant produced 686 MG, up 21% from the prior year. The net income of \$309 thousand fell short of the \$1.4 million budgeted net income, and compares to a net income of \$1.6 million the prior year. Novato Water ended the fiscal year with a cash balance of \$16.3 million. A 6% rate increase applicable to Novato water customers was approved effective October 1, 2020.
- The Novato Sanitary District and Las Gallinas Valley Sanitary District, along with the Deer Island Recycled Facility combined to produce 229 MG of Recycled Water, up 20% from the prior year. The fiscal year net income of \$53 thousand was slightly lower than the \$54 thousand budgeted income. Recycled Water ended the fiscal year with a cash balance of \$4.5 million. A 6% rate increase applicable to Recycled water customers was approved effective October 1, 2020.
- West Marin Water consumption was down 6% from the prior year. The \$322 thousand net income compares to a budgeted net income of \$254 thousand and to net income of \$247 thousand from the prior year. West Marin Water ended the fiscal year with a cash balance of \$1.1 million. A 4.5% increase applicable to West Marin water customers was approved effective October 1, 2020.
- Oceana Marin Sewer's net income of \$102 thousand compares to a budgeted net income of \$92 thousand and to net income of \$122 thousand from the prior year. Oceana Marin ended the year with a \$301 thousand cash balance. A 5% increase applicable to Oceana Marin Sewer customers was approved effective July 1, 2020.

ENGINEERING



Cherry Hill Tank Recoating

The Engineering Department consists of professional and technical staff that oversee the planning, permitting, design, construction and project management of water supply, treatment, transmission and distribution facilities necessary to serve North Marin's customers in Novato and West Marin. Engineering functions for wastewater-related

facilities are also provided by the Engineering Department to support North Marin's wastewater collection, treatment and disposal system in Oceana Marin. Property owners or developers desiring new water or wastewater service or an upgrade to their existing service are assisted by the Engineering Department pursuant to North Marin regulations.

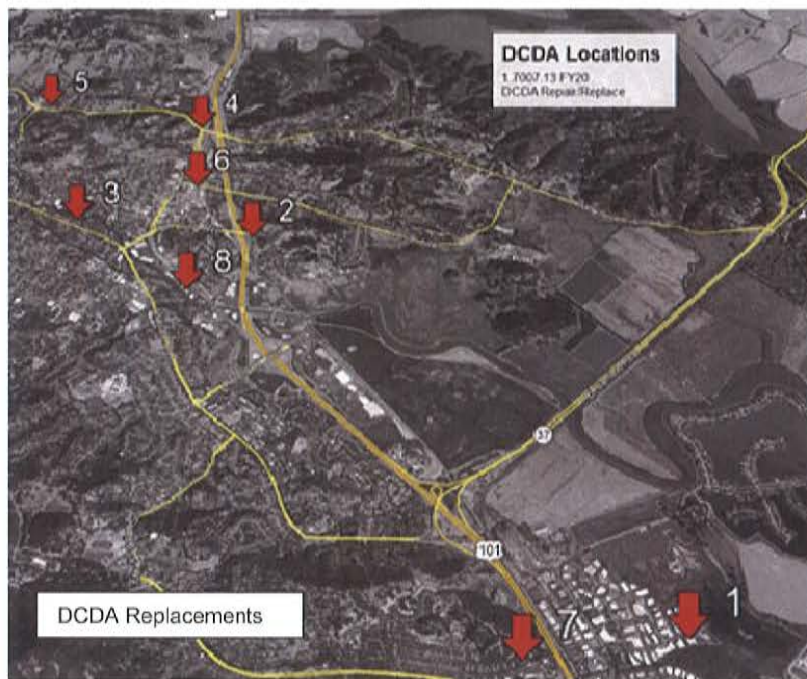
In the Novato service area, twenty-five capital projects were originally budgeted. An



STP Backup Generator

additional seven projects were added, three projects were carried over from the previous fiscal year, and no projects were deferred, resulting in an adjusted total of thirty-five projects. The Engineering Department oversaw seventeen of the thirty-five projects, and twenty-four of the total number of projects were completed within the fiscal year. Total expenditures equaled \$1,918,449. Some of the

significant projects included STP Backup Generator, DCDA Replacements, and Cherry Hill Tank #2 Recoating.



In the West Marin service area, including Oceana Marin, nine projects were originally budgeted, four projects were added, one was carried over and none were deferred, resulting in a total of fourteen projects. The Engineering Department oversaw seven of the fourteen projects, and combined fiscal year expenditures equaled \$1,181,027. The most significant project in West Marin was the Drakes View Drive Polybutylene (PB) Service Connections Replacement Project.

WATER CONSERVATION AND PUBLIC INFORMATION

North Marin Water District implements a comprehensive and innovative Water Conservation Program aimed at both residential and non-residential customers (commercial and large landscape). Each program element is analyzed to assure that it will efficiently produce long-lasting water savings mutually worthwhile to the customer and the District.



Residential activities include residential water use surveys (152), high-efficiency washing machine (HEW) rebates (7 rebates), high-efficiency toilet (HET) replacements (125 rebates), a Cash-for-Grass Program (12 rebates), flapper rebates, weather-based irrigation controller rebates, landscape efficiency rebates, a plumbing retrofit-on-resale program (toilets, showerheads, and bathroom sink faucets) and rainwater collection

and gray water rebates. Hot Water Circulation and Pool Cover rebates were added in recent years along with the “Lawn Be Gone” program aimed at promoting the sheet mulching technique. Water conservation programs for non-residential customers include HET rebates, high-efficiency washing machine rebates, and free water audits/surveys. Large landscape audits and landscape efficiency upgrade rebates are also offered to mixed-use accounts and dedicated metered sites.

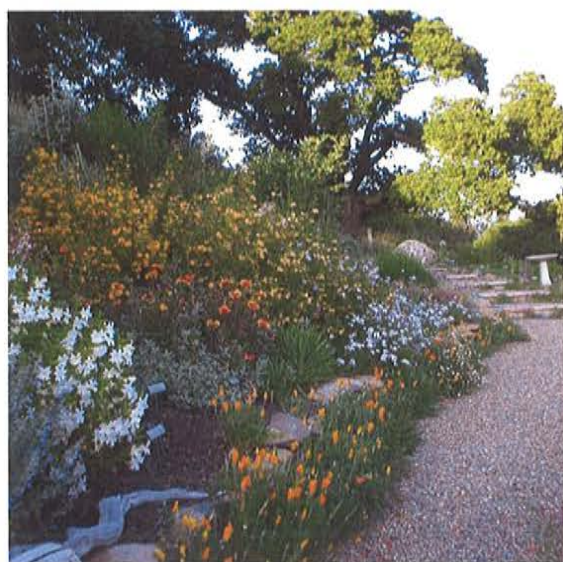


The Public Information Program includes a School Education Program (in cooperation with SCWA) and comprehensive Communications Program. In FY20, the District hired Kiosk to develop of a public communications plan (or public outreach plan) in response to a goal from the 2018 Strategic Plan. Kiosk completed the public outreach plan which recommended a series of communications actions aimed at achieving more comprehensive communications to the District customers. The District then

hired Kiosk to assist with the implementation a series of recommendations from the plan. To kick-off these recommended actions the Fall 2019 issue of the Novato “*Waterline*” (distributed in November 2019) was completely redesigned by Kiosk. This was followed up with Kiosk’s redesign of the Spring “*Waterline*” newsletter for both Novato (distributed in June 2020) and

West Marin (distributed in May 2020). Kiosk was also tasked with the re-design of the District's website to include a fresh and modern design along with ADA complaint and mobile configuration attributes. Other communications actions implemented in the fiscal year included the redevelopment of the District "Brand" documents including logo and Brand guidelines, new photography of the Board (for the website and other outreach efforts), initiation of refreshment and redesign of District communications materials, and the initiation (currently in development) of a year-long social media campaign aimed at increasing the quality and frequency of the social media posts on Facebook, Instagram and Twitter.

The District actively maintains a Facebook, Nextdoor, Twitter and Instagram page with regular updates on water use efficiency, construction projects and other appropriate District outreach material. During the Fall 2019 power shutoff event, the District was able to communicate our efforts to provide uninterrupted water service to our customers through our social media platforms and received an excellent and favorable response from our customer base. Staff also used the WaterSmart AML dashboard and customer portal as a public outreach tool to help inform customers on water use patterns and leaks and to also get information to the customers on the Rate Study process and related public workshops and hearings.



Finally, the District requires new development to meet stringent water-use efficiency standards, including: installation of a high-efficiency washing machine, high-efficiency toilets, weather-based irrigation controllers, a maximum of 600 square feet of turf for new residential development and no turf for new commercial development, soil amendment and mulching requirements, drip or other subsurface irrigation for all irrigated non-turf areas, and other landscape irrigation efficiency measures that exceed the requirements of the updated State

Model Water Efficient Landscape Ordinance.

OPERATIONS AND MAINTENANCE DEPARTMENT

The Operations and Maintenance Department is comprised of three groups –Operations, Maintenance and Water Quality – which work together to provide Novato and West Marin customers with good water and good service at good value while continuing to provide a safe place to work. Along with these groups, the O&M Technical Assistant provides document control for the Cross-Connection Control, Maintenance Management and Asset Management programs, as well as managing the District's Recycled Water Monitoring and water loss Programs. Additional programs managed by the O&M staff include Safety, Environmental, Water Treatment and Distribution operational permits and Water Quality compliance reporting.

OPERATIONS

The Operations Group is comprised of six staff that are certified in Water Distribution and Treatment Operations as well as two that are certified to operate our waste water collection and treatment facilities in Oceana Marin. This staff works closely with the Water Quality Group, sharing the responsibility of monitoring the Stafford Lake watershed and working cooperatively with landowners, the Indian Valley Golf Course and the Marin County Parks and Open Space District. The Group manages the potable water supply and distribution systems for Novato and West Marin communities and the waste water system in Ocean Marin as well as the Novato recycled water transmission and distribution system in Novato. Also, in Novato, this department balances the tasks of treating and distributing water from Stafford Lake and imported Russian River water while maintaining appropriate water storage and pressure levels to reliably meet all water system demands and fire protection requirements.

This is a photo of the Stafford Treatment Plant chemical storage tank replacement. Staff decommissioned and removed the old tank and installed the new tank.



In Novato, the group manages storage of 28 million gallons (MG) of potable finished water in 35 tanks through four hydraulic pressure zones with 27 pump stations. There are 1.5 million gallons of recycled water storage and 17 miles of distribution mains providing 92

customer sites with recycled water from the Deer Island, Novato Sanitary District and the Las Gallinas Valley Sanitary District Recycled Water Treatment Facilities. In fiscal year 2019-20 recycled water was 8% of the water supplied to our Novato customers with 24% from Stafford Treatment Plant and the remaining 68% from Sonoma Water.

In West Marin, the group operates the Lagunitas Creek wells, Point Reyes Treatment Plant, six pump stations and thirteen storage tanks in Point Reyes Station, Olema, Inverness Park, Paradise Ranch Estates, and Bear Valley. Additionally, the department operates and maintains nine miles of sewer collection piping and a 90,000 gallon per day facultative waste water treatment pond with an eight-acre irrigation field for the wastewater system in Oceana Marin.

Operations activities and accomplishments during 2019-20 included improvement projects during the winter shutdown and over 800 routine maintenance tasks throughout the year. Including Stafford Treatment Plant efficiency study and implementation of improved chemical mixing, chlorine dioxide mixing efficiency, and coagulation sand waste stream efficiencies. Stafford Replacement of the 6,000-gallon ferric chloride chemical storage tank.

MAINTENANCE

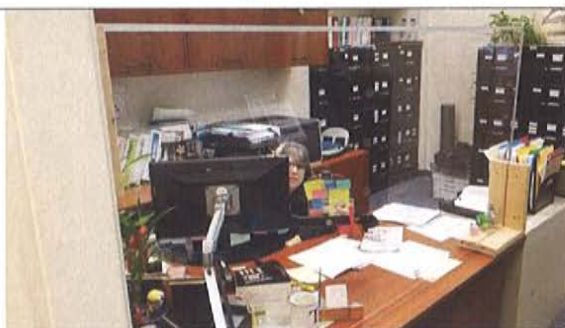
The Maintenance Group is comprised of seven technicians including Electrical/Mechanical, Building/Grounds, Fleet, Distribution Cross Connection Control and a Technical Program Administrator and are responsible for all maintenance tasks throughout the Novato, West Marin and Oceana Marin service areas.

Maintenance works closely with Engineering and Construction on new projects for electrical and mechanical installations and with Operations to ensure proper operation of Treatment and Distribution facilities for continuous service to our customers. Throughout the service area the E/M team maintains the Supervisory Control and Data Accusation (SCADA), Advanced Meter Infrastructure (AMI) and computer network communication systems.

In Novato, this includes the Stafford Lake Water Treatment plant, Deer Island Recycled Water Treatment Facility, pump stations, tanks, pressure regulators and cross connection devices while also maintaining the Office and Corporation yard facilities.

In West Marin, the Maintenance group maintains the Lagunitas Creek wells, Point Reyes treatment plant, tanks and pump stations. Additionally, the group maintains the collection and wastewater treatment operations in Oceana Marin.

Maintenance accomplishments during 2019-20 included five facilities improvement projects and over 500 routine maintenance tasks. Staff continued to execute the day-to-day activities while performing projects on PG&E Public Safety Power Shutoff planning and execution, Stafford Treatment Plant Generator installation, Main District Office roof replacement, COVID-19 remodel and employee separation, apartment remodel and Facilities site tree removal and trimming.



COVID-19 Office Modifications



Office Roof Replacement

WATER QUALITY

The Water Quality Group is comprised of five employees, chemists and lab technicians providing oversight to all aspects of North Marin operations to ensure that water quality is protected, using a multi-barrier approach. Surveillance and monitoring is performed at multiple points from source to tap. North Marin's laboratory performs thousands of water quality tests each year (as required under state and federal drinking water regulations) to support the work performed by other District departments. Annually, a water quality report is sent to all District customers in both Novato and West Marin. In addition, Water Quality staff responds to customer calls with specific information on water quality.

The primary goal of North Marin Water District is for water at every tap to be safe and taste good. The objectives toward meeting this goal, collaboratively established by the District's Board of Directors and staff, are to meet or exceed all regulatory standards, work to control or prevent all taste and odors and work with appropriate agencies to protect water quality.

North Marin Water District's Water Quality Division prides itself on providing exceptional customer service based on a commitment to public health and a safe water supply. The District's Water Quality laboratory is certified by the California Department of Health Services to perform analyses for both regulated and unregulated contaminants. The laboratory staff

provides testing services for other District divisions for quality control of the water supply as well as testing in response to customer concerns. Monitoring is from source to tap. Staff provides the Novato Sanitary District with sample collection, lab analysis and reporting.

Routine tests are performed on the bacterial, algal and chemical conditions of the source water in Stafford Lake and the Point Reyes wells. Tests are also conducted on the water purchased from Sonoma County Water Agency. High nutrient levels can increase algal growth, which can result in taste and odor problems. Source monitoring in the Point Reyes system focuses on a well quality. Salinity levels continue to rise above the notification level (chlorides – 100mg/L) despite the blending of the Gallagher well water with the Coast Guard wells. The laboratory staff supports the Operations staff with monitoring of Stafford Treatment plant to evaluate the effectiveness of the various treatment processes.

This is a photo of the tank aeration system installed at the Paradise Ranch Estates tank number two. This aids in the removal of disinfection by products created when additional disinfection is done at the Paradise Ranch Estates tank number one site.



The quality of water in the Novato and Point Reyes distribution system met all regulatory requirements. Operational controls to maintain chlorine residuals were effective in maintaining low heterotrophic bacteria counts, even when chlorine residuals were below detection. The distribution water quality programs including flushing and cross-connection control were performed. Storage tanks were inspected by the Maintenance staff, and Operations has slated collection of tank water for routine annual testing, which helps determine tank-cleaning priorities. During the year, Water Quality staff assisted the Department of Drinking Water on the West Marin system inspection and the Novato Sanitary District on the inspection of the Stafford Lake Treatment Plant discharge permit.

CONSTRUCTION/MAINTENANCE DEPARTMENT

The Construction/Maintenance Department installs repairs and replaces water main pipelines and their appurtenances (valves, hydrants, services and meters, etc.) in upgrading and maintaining our facilities. The Construction/Maintenance Department may be contracted by developers to install new water mains, services, fire hydrants and fire services. In addition, staff upgrades $\frac{3}{4}$ " service lines to 1" and 2" to comply with the Novato Fire Protection District's requirements for sprinklers in new building construction. Staff is on call at all times and may be the first to respond to emergencies such as service leaks, main breaks, or knocked-over hydrants. Construction/Maintenance staff work hand-in-hand with the public, City and developers to install high-quality and reliable facilities to serve North Marin customers.



Crew working on air valve testing and repair.

During FY 2019/20, North Marin Water District's Construction crews, replaced 73 polybutylene water services, and 15 copper water service laterals because of leaks in Novato and West Marin service areas. The Crews upsized 20 service laterals for residential fire service. The Crews replaced 8 fire DCDA Fire service for commercial buildings.

The Construction Crews work with developers on jobs, including Atherton Place, Park-a-Pup, McPhails Commercial Ph 1, IVC Organic farms and Oakmont Senior Living.

Crews worked on the following Capital Improvement Projects in the Novato, Point Reyes, and Oceana Marin systems. Crews replaced PB services during the annual PB replacement projects. In Novato services on Hach Rd and Marin Country Club Estates at the end of Fairway Dr. In Point Reyes on Drakes View Dr and State Route 1.



Crews working on Stafford Treatment Plant replacing a failing 30" Butterfly Valve to the Recovery Pond.

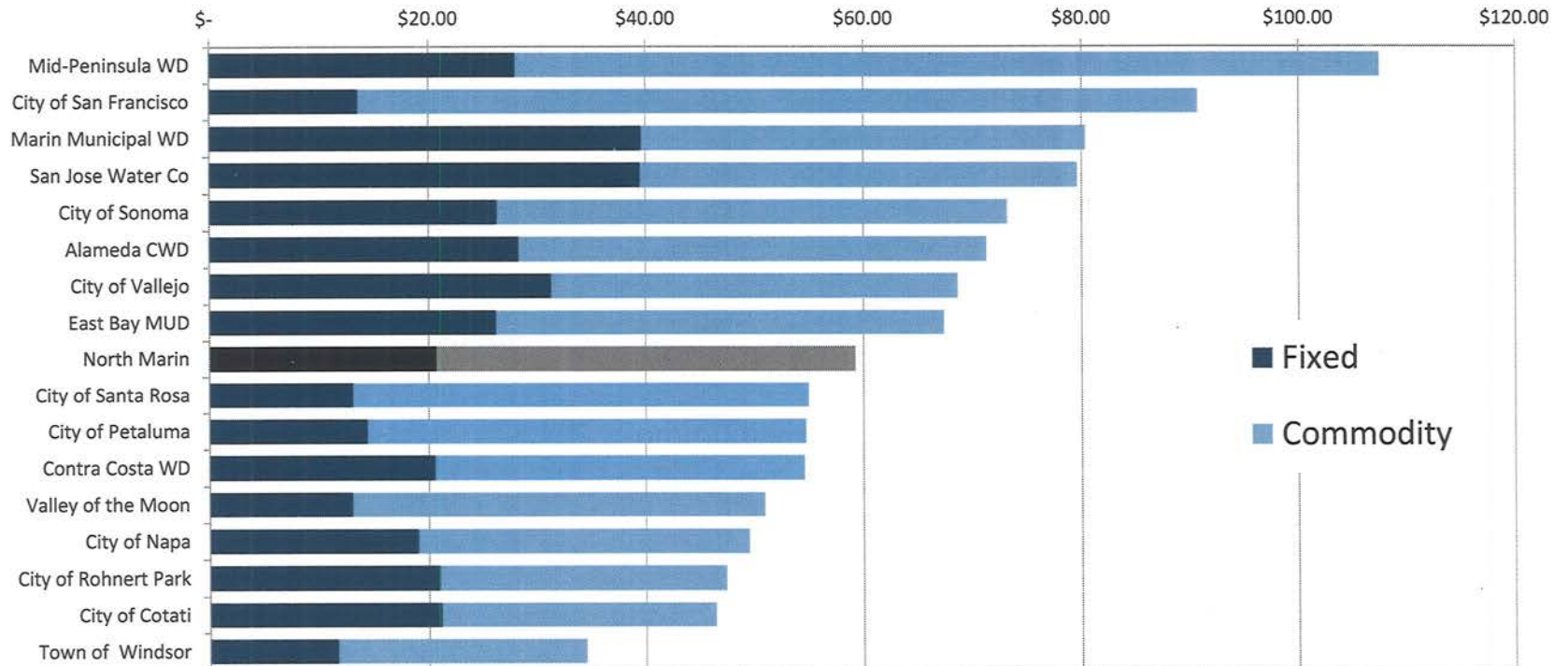
The Crews work on all types of leaks in the water and wastewater systems of NMWD, some of the more notable leaks are the following mains: the 12" Main on Olive Ave at Railroad Ave, a broken Tee on Del Oro Lagoon, 4" steel main on Bear Valley Rd. in Point Reyes, and 8" AC main on Devonshire Rd at Eucalyptus Ave.



Crews working to repair a 12" CI Water Main on Olive Ave at Railroad Ave the Crew installed a 12" Full Circle Repair clamp to stop the leak.

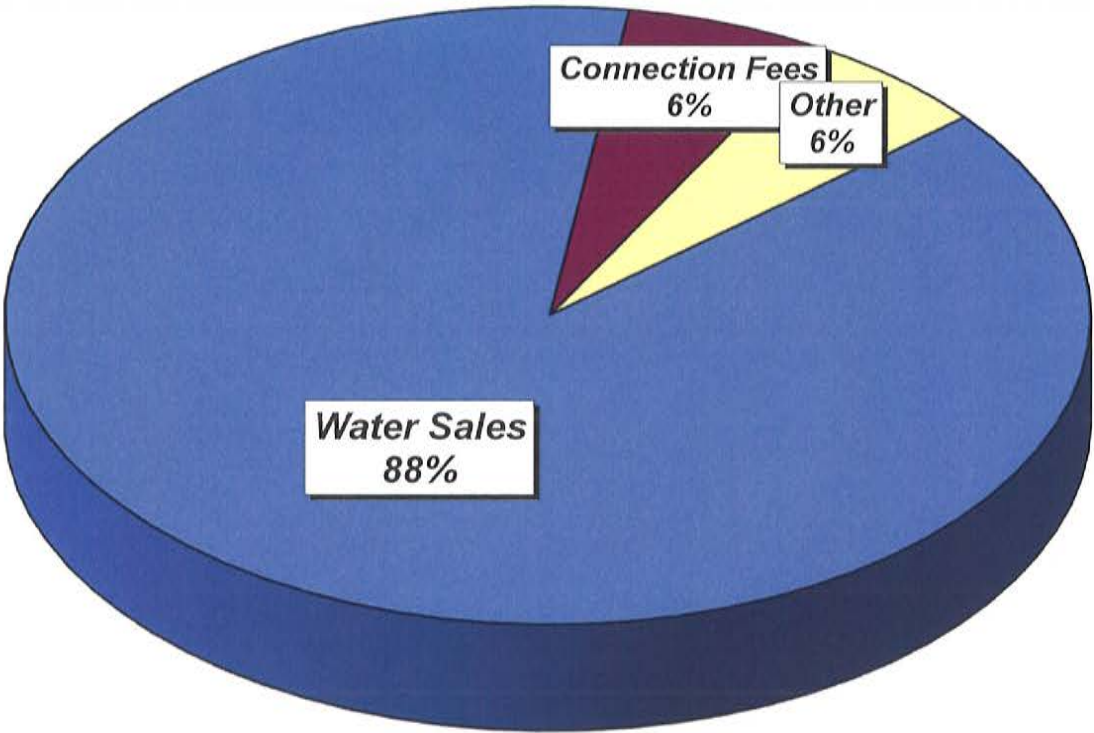


Monthly Water Bill Survey for Single Family Homes with Median Usage (7,000 gallons per month)

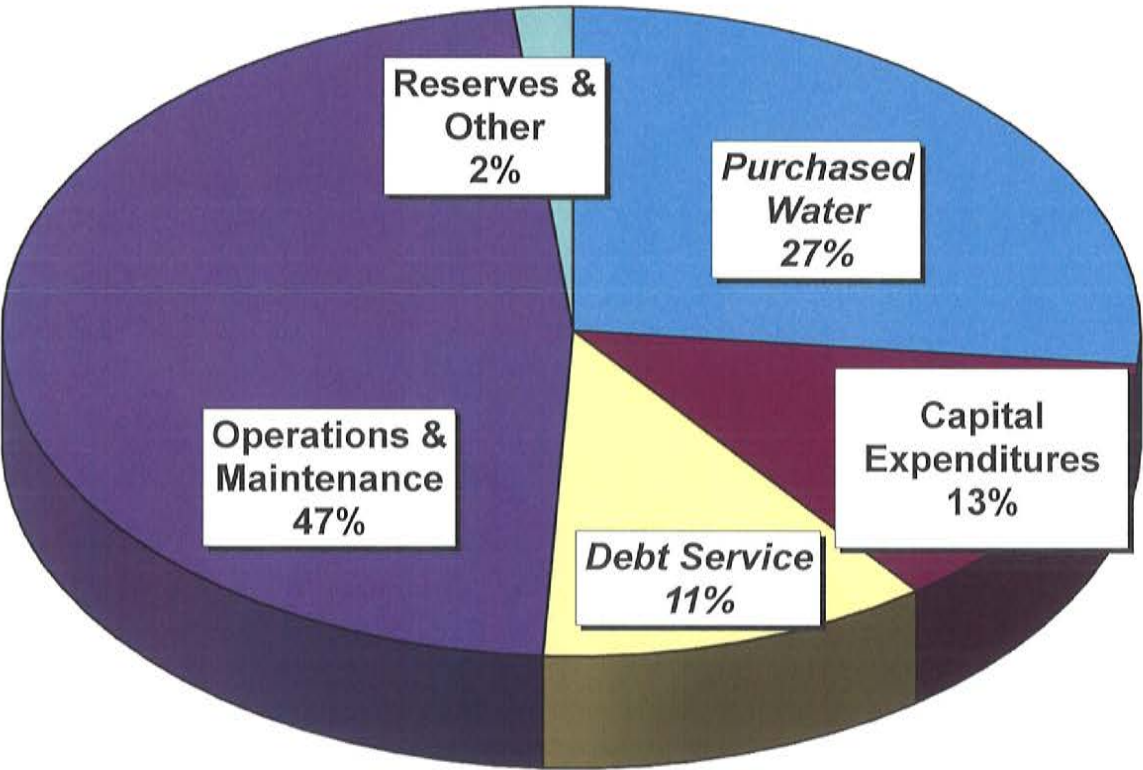


North Marin Water District - Fiscal Year 2019-20

Source of Funds: \$26.2 Million



Use of Funds: \$26.2 Million



CHARACTERISTICS OF SERVICE AREAS

Statistics (at June 30, 2020)	Water		Sewer	Total
	Novato Potable & RW	West Marin Service Area	Oceana Marin	
Service Area (Square Miles)	75	24	1	100
Active Connections	20,645	782	235	21,662
Dwelling Units	24,085	832	235	25,152
Estimated Population	61,640	1,800	500	63,940
Average Household Size (People)	2.6	2.2	2.1	2.5
FTE Employees	50.0	-	-	50.0
Fire Hydrants	2,690	172	-	2,862
Miles of Pipeline	334	26	5	365
Storage (million gallons)	39.0	1.0	-	40.0

Annual Water Volumes (MG) (FY2019-20)

Russian River Water Purchases	1,919			1,919
Stafford Water Treatment Plant	686			686
Recycled Water	229			229
Point Reyes Water Treatment Plant		76		76
Oceana Marin Wastewater Treatment			6	6
Total Water Production	2,833	76	6	2,915
RR Water Wheeled to MMWD	1,800			1,800

Annual Budget - FY2019-20

Operating Revenue	\$21,818,000	\$919,000	\$261,000	\$22,998,000
Connection Fees/Misc	1,137,000	94,000	68,000	1,299,000
Grant/Loan Proceeds	0	0	69,000	69,000
Contribution (To)/From Reserves	1,628,000	836,000	(143,000)	2,321,000
Total Sources	\$24,583,000	\$1,849,000	\$255,000	\$26,687,000

Operating Labor	\$6,222,000	\$236,000	\$53,000	\$6,511,000
Other Operating Expense (less Deprec)	10,437,000	312,000	142,000	10,891,000
Capital Expenditures	4,861,000	1,230,000	55,000	6,146,000
Debt Service & Other Expenditures	3,068,000	71,000	0	3,139,000
Total Outlays	\$24,588,000	\$1,849,000	\$250,000	\$26,687,000

Annual Water/Sewer Cost (FY2019-20)

to Typical Single-Family Detached Residence				
Service Charge	\$34.15/2 mo.	\$34.15/2 mo.	\$93.00/mo.	
Annual Consumption (Typical)	84,000 gal	48,700 gal		
Wt'd Avg Water Rate / 1,000 gal ¹	\$6.37	\$10.94		
Typical Annual Cost:				
Service Charge	\$205	\$205	\$1,116	
Commodity Charge	\$535	\$533	\$0	
Allocated Tax ²	\$0	\$74	\$251	
Total Annual Cost	\$740	\$812	\$1,367	

Notes

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1 FY20 weighted average commodity rate. Rates vary by elevation zone to reflect different energy, pumping and storage costs. Novato rates ranged from \$5.42 to \$7.50 per 1,000 gallons, and in West Marin from \$9.24 to \$15.42. Average excludes tier rate charges as typical residential consumption is below tier threshold.

2 FY20 allocated share of Marin County 1% ad valorem tax per active connection. Tax is collected by the County and allocated by formula to the West Marin districts.

SUMMARY FINANCIAL INFORMATION

June 30, 2020

NET ASSETS

	Total	Novato Water	Novato Recycled	West Marin Water	Oceana Marin Sewer
Assets					
Cash & Investments	\$22,248,818	\$16,348,817	\$4,451,119	\$1,147,745	\$301,137
Receivables & Other Assets	13,534,069	11,212,537	1,737,703	514,225	69,604
Construction-in-Progress	4,969,536	2,881,588	470,660	1,372,760	244,528
Property, Plant & Equipment (net)	133,442,554	95,807,371	31,535,583	5,073,883	1,025,717
Total Assets	\$174,194,977	\$126,250,313	\$38,195,065	\$8,108,613	\$1,640,986
Liabilities					
Current Liabilities	\$7,310,222	\$6,052,999	\$1,092,272	\$148,555	\$16,396
Long-Term Debt	50,170,990	35,247,486	14,308,277	615,227	-
Total Liabilities	\$57,481,212	\$41,300,485	\$15,400,549	\$763,782	\$16,396
Net Assets					
Invested in Capital Assets	\$139,252,944	\$105,327,775	\$25,705,229	\$6,848,479	\$1,371,461
Restricted & Designated Reserves	10,499,383	5,862,128	4,347,953	414,755	(125,453)
Earned Surplus	(33,038,562)	(26,240,076)	(7,258,665)	81,597	378,582
Net Assets	\$116,713,765	\$84,949,827	\$22,794,517	\$7,344,831	\$1,624,590

REVENUE & EXPENSE

Operating Revenue	\$23,796,921	\$21,012,449	\$1,530,259	\$989,841	\$264,372
Operating Expense	22,773,370	20,730,643	1,033,357	776,619	232,750
Operating Income/(Loss)	\$1,023,551	\$281,806	\$496,902	\$213,222	\$31,622
Non-Operating Revenue/(Expense)	(237,270)	27,616	(444,373)	109,246	70,241
Net Income/(Loss)	\$786,281	\$309,422	\$52,529	\$322,468	\$101,863

CASH FLOW

Net Income/(Loss)	\$786,281	\$309,422	\$52,529	\$322,468	\$101,863
Add Back Depreciation	3,366,215	2,660,688	473,828	185,652	46,047
Cash Generated	\$4,152,496	\$2,970,110	\$526,357	\$508,120	\$147,910
Other Sources/(Uses)					
Connection Fees	\$1,531,535	\$1,531,535	\$0	\$0	\$0
Capital Asset Acquisition	(3,419,819)	(2,232,209)	(6,584)	(1,023,482)	(157,544)
Principal Paid on Debt	(2,124,083)	(1,409,575)	(667,381)	(47,127)	-
Grant Proceeds	0	-	-	-	-
Caltrans Capital Contribution	20,510	20,510	-	-	-
Connection Fee Transfer	-	689,600	(689,600)	-	-
Working Capital & Miscellaneous	3,149,505	2,519,426	605,151	22,597	2,331
Total Other Sources/(Uses)	(\$842,352)	\$1,119,287	(\$758,414)	(\$1,048,011)	(\$155,214)
Net Cash Generated/(Used)	\$3,310,144	\$4,089,397	(\$232,056)	(\$539,891)	(\$7,306)

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HISTORICAL STATISTICS

Fiscal Year Ending June 30:		<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>
Active Services	-Novato Water	20,554	20,546	20,543	20,544	20,535
	-Novato Recycled	91	91	66	47	44
	-West Marin Water	782	783	783	780	780
	-Oceana Marin Sewer	235	234	234	231	230
	Total Active Services	21,662	21,654	21,626	21,602	21,589
Full-Time Equivalent (FTE) Employees		50.0	52.0	53.0	53.7	50.7
FTE Employees per 1,000 Active Services		2.3	2.4	2.5	2.5	2.3
Property, Plant and Equipment (millions)		\$202.6	\$198.5	\$194.1	\$182.8	\$165.1
FTE Employees per \$1M Capital Assets		0.25	0.26	0.27	0.29	0.31
Miles of Pipeline		365	364	364	364	358
Storage (MG)		40.0	40.0	40.0	39.4	39.4
Water Production (MG)						
Point Reyes Treatment Plant		76	81	81	66	65
Stafford Treatment Plant		686	567	646	756	601
Recycled Water		229	191	155	144	139
Russian River Water Purchases		1,919	1,863	1,947	1,681	1,687
Total Water Production		2,910	2,702	2,829	2,647	2,492
Wheeled to Marin Municipal WD		1,800	1,728	1,683	1,670	1,725
Novato Service Area Average Day Potable Water Production (MG)						
Annual		7.1	6.7	7.1	6.7	6.3
Peak Month		14.5	11.9	10.7	10.0	10.2
Peak Week		16.2	11.4	10.3	10.6	11.1
Peak Day		18.1	13.7	13.2	15.6	12.2
Financial History						
Source of Funds						
Water Sales		\$23,162,788	\$21,147,467	\$21,328,795	\$18,136,626	\$16,840,826
Investment Earnings		632,208	484,686	243,752	156,662	125,078
Tax Revenue		120,821	115,706	109,908	107,089	102,259
Grant Proceeds		336,398	20,191	592,907	5,061,105	532,248
Connection Fees		1,531,535	1,492,380	1,455,400	1,034,585	278,690
Loan Proceeds		-	-	6,393,836	1,899,538	-
Other Sources		3,718,247	1,698,238	1,413,583	5,981,896	3,944,898
Reserves		(3,310,144)	(2,058,410)	(5,011,576)	2,937,250	1,155,661
		<u>\$26,191,853</u>	<u>\$22,900,258</u>	<u>\$26,526,605</u>	<u>\$35,314,751</u>	<u>\$22,979,660</u>
Use of Funds						
Purchased Water		\$6,978,395	\$5,383,444	\$5,350,855	\$4,469,632	\$4,189,723
Operation & Maintenance		12,428,759	10,987,701	11,110,175	10,630,056	9,228,266
Debt Service		2,920,230	2,749,713	2,201,451	2,527,022	2,528,938
Capital Expenditures		3,419,820	3,989,561	11,270,831	12,488,621	5,594,631
Other Uses		444,649	(210,161)	(3,406,707)	5,199,420	1,438,102
		<u>\$26,191,853</u>	<u>\$22,900,258</u>	<u>\$26,526,605</u>	<u>\$35,314,751</u>	<u>\$22,979,660</u>
Net Assets						
Assets		\$174,194,976	\$167,702,424	\$166,351,644	\$159,886,280	\$136,897,391
Liabilities		57,481,213	56,903,171	59,528,196	55,974,308	44,224,607
Net Assets		<u>\$116,713,763</u>	<u>\$110,799,253</u>	<u>\$106,823,448</u>	<u>\$103,911,972</u>	<u>\$92,672,784</u>

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8

MEMORANDUM

To: Board of Directors December 11, 2020

From: Michael Joly, Board President (2019-2020)

Subj: Approval of Salary, Terms and Conditions of Employment – General Manager (Board Resolution 20-XX amending Prior Board Resolution 19-19)
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RECOMMENDED ACTION: Approve

FINANCIAL IMPACT: \$4,700 + \$1,328 in benefits (per year)

The Board has recently met to discuss the General Manager's performance review and the terms and conditions of the General Manager's employment. The Board recognizes that the General Manager's most recent salary increase was in October 2019 and desires to authorize a base salary increase, retroactively effective on October 1, 2020, in the amount of \$4,700 (or equivalent to 2% of the General Manager's current base salary).

In addition to an annual salary increase of \$4,700, payroll costs that are a function of salary, including employer retirement contributions will increase by approximately \$1,260 annually and employer payroll taxes will increase by \$68.

In accordance with applicable CalPERS' regulations, 2 CCR § 570.5, authorization is also requested from the Board to approve the Resolution 20-XX (Attachment 1) to update the publicly available pay schedule for the General Manager position. After factoring in the above adjustments, the annual base salary for the General Manager position will be \$239,700, effective October 1, 2020.

For procedural purposes, this agenda item was initially presented to the Board at its December 1, 2020 meeting for discussion. The increase of 2% is consistent with the increases approved by the Board on October 6, 2020 for all other District employees in accordance with the Memorandum of Understanding with the North Marin Water District Employee Association (MOU)¹ as well as for the Unrepresented Employees.

Recommendation:

Board authorize approval of Resolution 20-XX, North Marin Water District Conditions of Employment-General Manager.

1 Specifically, Section 22 of the 2018-2023 MOU provides for a cost of living adjustment (COLA) equal to the percentage change in the CPI as measured by the CPI-U San Francisco Bay Area (September 1 of the previous year through August 31 of the current year), with a minimum (Floor) of 2.0% and a maximum (Ceiling) of 4.0%. The SF Bay Area All Urban Consumers Index at 08/31/20 = 300.182; at 08/31/19 = 295.490; 300.182 / 295.490 = 1.6%.

RESOLUTION No. 20-XX
OF
THE NORTH MARIN WATER DISTRICT
CONDITIONS OF EMPLOYMENT - GENERAL MANAGER

WHEREAS: Drew Douglas McIntyre was hired as Chief Engineer of the District on October 12, 1998; and

WHEREAS: Mr. McIntyre was appointed Assistant General Manager/Chief Engineer of the District by unanimous vote of the Board of Directors on July 21, 2015; and

WHEREAS: Mr. McIntyre's appointment as General Manager became effective by unanimous vote of the Board of Directors on May 2, 2017; and

WHEREAS: as appropriate, the Board may amend the terms and conditions of Mr. McIntyre's employment as General Manager; and

WHEREAS: the Board desires to amend Mr. McIntyre's terms and conditions of employment as provided for under prior Board Resolution No. 19-19; and

WHEREAS: Effective October 1, 2020 the following provisions apply:

WHEREAS: Mr. McIntyre serves at the pleasure of the Board and shall:

- a. Have full charge and control of the maintenance, operation and construction of the water and wastewater systems of the District,
- b. Have full power and authority to employ and discharge all employees (excluding the District Secretary, Auditor and Chief Engineer),
- c. Be designated as the District's Director of Emergency Services for the purposes of disaster management pursuant to the California Emergency Services Act, Government Code section 8630.
- d. Have full power to determine the duties of employees,
- e. Set the compensation of employees subject to Board policy,
- f. Represent the District at various public entities/private groups and perform other duties as requested by the Board, and
- g Report to the Board in accordance with Board policy.

NOW, THEREFORE, BE IT RESOLVED that the conditions of Mr. McIntyre's employment, remuneration and benefits are:

1. Annual base salary of \$239,700 per year to be paid in semi-monthly installments, effective October 1, 2020. Said salary shall be reviewed annually.

2. Reimbursement of business or business related mileage incurred on privately owned vehicle at the normal rate per mile authorized by the District plus payment by District of \$338 per month. General Manager's use of privately owned vehicle is for the convenience of the District and required as a condition of employment. General Manager shall maintain in force liability insurance on private vehicle of not less than \$250,000 for one individual and \$500,000 per accident.

3. Reimbursement of all reasonable expenses incurred in connection with the conduct or furtherance of District business and affairs.

4. Other benefits as are from time to time afforded all District unrepresented employees with the exception of overtime compensation. Except for vacation, such benefits, which are a function of time in service, shall be calculated from the date first employed by the District.

5. The right to reside in any area within the District territorial boundaries.

6. The General Manager will schedule a "closed session" meeting on the Board's agenda each year for the purpose of his performance evaluation.

* * * * *

I hereby certify that the foregoing is a true and complete copy of a resolution duly and regularly adopted/amended by the Board of Directors of NORTH MARIN WATER DISTRICT at a regular meeting of said Board held on the 15th day of December, 2020 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

(SEAL)

Theresa Kehoe, District Secretary
North Marin Water District

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9

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Julie Blue, Auditor/Controller JB

Subj: West Marin Rate Study – Board Ad-Hoc Committee Workshop Dates/Times and Schedule Update

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RECOMMENDED ACTION: Set Meeting Dates/Times for Water Rate Study Board Ad-Hoc Committee Workshop**FINANCIAL IMPACT:** None at this time**Background**

At the September 15, 2020 board meeting the Board of Directors (BOD) approved Hildebrand Consulting (Oakland, CA) to work on a Water Rate Study for the West Marin (WM) service area. Mark Hildebrand, the sole proprietor of Hildebrand Consulting, is currently working on the Water Rate Study, with the assistance of NMWD staff. After further review of the WM Water Rate schedule adjustments have been made as reflected below.

Schedule

The tentative schedule is updated as follows:

	Original	New
1. Rate study kickoff meeting	Late Sept/Early Oct. 2020	October 2020 *
2. Data collection & review	October 2020	November 2020 *
3. Financial planning workshop (Staff)	November 2020	November 2020 *
4. Cost of service (COS) & rate design meeting No. 1 (Staff)	December 2020	December 2020
5. COS & rate design meeting No. 2 (Board Ad-Hoc Committee)	January 2021	January 2021
6. COS & rate design meeting No. 3 (Board Ad-Hoc Committee)	February 2021	January 2021
7. Special Board Meeting Rate Study workshop No. 1 (Board & Public)	March 2021	February 2021
8. Special Board Meeting Rate Study workshop No. 2 (Board & Public)	March 2021	February 2021
9. Regular Board meeting - Final rate study report presentation	April 2021	March 2021
10. Public hearing to enact new water rates	June 2021	June 2021

* Complete

Water Rate Stud Ad-Hoc Committee

In order to create focused input from the Board in a timely manner, a Water Rate Study Ad-Hoc Committee was initially approved during the Novato Water Rate Study at the March 19, 2019 board meeting and reaffirmed at the December 1, 2020 Board Meeting when committee appointments were reviewed. This committee is comprised of two Board Members, Director Joly and Director Grossi. The committee is available on an as needed basis for discussions related to water rate studies. Two Ad-Hoc Committee meetings are schedule in January 2021 for the WM

Water Rate Study. Staff has set tentative dates for these virtual Ad-Hoc Committee Meetings on January 12 and January 26, 2021 at 10 am. Alternative dates/times available are January 14 and January 28, 2021 at 10 am.

RECOMMENDATION:

Set the meeting dates/times for the Water Rate Study COS and Rate Design Meetings with the rate consultant, staff, and the BOD Ad-Hoc committee for January 12 and January 26, 2021 at 10 a.m. – noon.

10

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Julie Blue, Auditor/Controller JB

Subj: Consumer Services Department Changes

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RECOMMENDED ACTION: APPROVE NEW AND UPDATED JOB DESCRIPTIONS AND RECRUITMENT AND HIRING OF FIELD SERVICE REP LEAD

FINANCIAL IMPACT: Approximate \$59,000 Annual Cost Savings

Background

The Consumer Services Division currently consists of six positions including a Consumer Services Supervisor (CSS), an Account/Credit Clerk, three Field Services Representatives (FSR) and a Receptionist/Cashier.

In 2003, the current structure of Field Services Representatives was implemented and the salaries were raised and set consistently for all three Field Service Representatives (FSRs). Current FSR position classifications were updated in 2016, just prior to the implementation of the Advanced Meter Information (AMI) electronic meter reading system (between 2017-2019), which substantially eliminated the need to physically read the meters – the FSR's primary job task.

The resulting implementation of the AMI system and the loss of a significant portion of the FSR job responsibilities was raised and discussed during employee negotiations, where it was agreed and formalized via a December 2018 Side-Letter Agreement (for the 2018-2023 NMWD Employee Association MOU) that this review was to occur by December 2019. Auditor/ Controller Julie Blue came to an agreement with Employee Association Representative Jeff Corda to extend the timeline into 2020, resulting from various unprecedented crises (fires, power shut-offs, and a global pandemic).

In addition to the substantive FSR task changes related to the implementation of the AMI system, a long-tenured Consumer Services Supervisor retired in June 2020, creating a must-fill vacancy and prompting a review of the entire department, to ensure accurate job classifications and operational efficiency. Based on the agreed MOU side-letter to review the FSR job classes, coupled with the recent *extended* Consumer Services Supervisor recruitment testing process (allowing a six-month training and observation period of the two candidates selected to further compete for this vacancy), it was necessary to review the organizational structure of the Consumer Services Department.

This review audited all positions within the Consumer Services Division, with the primary focus on the job classifications for the Field Services Representative and the Consumer Services Supervisor.

Job Descriptions

In reviewing the current job functions and the future workload of the department, it is apparent that the level of work required of the FSR role has shifted from manual meter-readers to a significantly automated, analytical, customer service and project-based role with related responsibilities. Therefore, a slightly advanced skill level in both data entry and analytics is needed to perform the current full range of professional customer service duties for the FSR configuration for the District. As an unintended but beneficial result, having this higher-level customer service capability, coupled with the substantial institutional knowledge of the meter system, will assist the Consumer Services Department in efficiently executing the increased level of customer service driven duties. Attachment 1 is the job description for the FSR Lead position, a new position, for your review and approval. Attachment 2 is a redline version of the FSR job description which shows the changes. The salary range for the FSR Lead is set at \$6,376 to \$7,750 per month and consists of a five-step range.

It is also recommended to eliminate one of the three FSR positions and that the current Field Services Representative job classification be reclassified into a series as Field Service Representative I and Field Services Representative II (see Attachment 3 for the updated job description and Attachment 4 for the redline version which shows the changes). These job classifications were created to equitably recognize the various skill levels and experience within the classifications and to create ladders of success. The FSR I salary will remain unchanged and the FSR II salary will increase to \$5,788 to \$7,034 per month, both consisting of a five-step range.

After review of the current Consumer Service Supervisor job functions, the skill level needed to perform the full range of required duties is relatively reflective of the actual job tasks, with some exceptions, which are shown in the updated job description (Attachment 5). See Attachment 6 for the redline version which shows the changes. The CSS salary will remain unchanged.

In reviewing the current job functions for the Receptionist/Cashier, although the primary job duty remains managing the incoming phone call volume for the agency, a slightly advanced skill level was identified in performing the full range of professional customer service duties for this position under the current job classification of Receptionist/Cashier. Clarifying that this is a

higher-level customer service role will ensure the current utilization and correct scope of the role is accurately reflected in the job specification. Included in the change is a title change to Receptionist/Customer Service Assistant. The updated job description is included as Attachment 7 and the redline version showing the changes is included as Attachment 8. The Receptionist/Customer Service Assistant salary will remain unchanged.

It is recommended that the Account / Credit Clerk I-II classification will be placed in abeyance. The CSS Department changes, including adjustments to salaries, will reduce the overall salaries and benefits in the budget due to a reduction in the headcount.

Additional Information

Attachment 9 is a copy of the District-Wide salary ranges which include the proposed positions and salary changes in the CS Department. The salaries for the new positions were derived by surveying the salaries for similar positions at comparable agencies and setting the salary range within 5% of the median. This was the same methodology used during the 2018 Memorandum of Understanding (MOU) negotiations between the Employee Association and the District. Once approved by the Board, staff will fill the CSS position and FSR Lead position internally.

RECOMMENDATION:

Board to authorize and approve the Field Service Representative Lead, Field Service Representative I/II, Consumer Services Supervisor, and Receptionist/Customer Service Assistant job descriptions, approve an immediate recruitment for the FSR Lead position, and approve updated salary ranges.

North Marin Water District**FIELD SERVICE REPRESENTATIVE LEAD**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the position. Descriptions **may not include all duties** performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Assigns, directs, oversees and participates in the work of Field Service Representatives in assigned areas including meter reading, investigating and resolving customer and District reported complaints (except water quality), identification of service leaks, meter maintenance, delinquent bill collection, non-payment shutoffs and customer service activities. Serves as primary back-up to the Consumer Services Supervisor.

DISTINGUISHING CHARACTERISTICS

Has general knowledge of plumbing and various functions within the District's water systems to advise customers on water systems problems. The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Possess the ability to read facility maps to locate water services rapidly. Backs-up Consumer Services Supervisor in water billing, payments, and reports as well as customer communications. Primarily an office position, with field visits occasionally and when needed, so self-direction, courteous customer service and responsiveness is critical.

SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Provides functional supervision and training for subordinate employees and volunteers.

ESSENTIAL DUTIES (include but are not limited to the following)

Performs meter reader duties based on needs of the District; performs onsite investigations as assigned when unusual consumption, possible customer leaks or other water system related problems occur. Removes and replaces meter box lids, stuck meters and registers; identifies leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants; performs meter box dig-outs and vegetation trims. Monitors stuck meters in Neptune 360. Lead in WaterSmart and Neptune 360 review and programs including responding to WaterSmart Conversations. Assign service orders from WaterSmart Leak Alerts to FSRs as needed. Oversee hydrant meter billing, monitoring and projects. Lead in implementation and monitoring of the meter maintenance program.

Performs duties as back-up to the Consumer Services Supervisor including water billing and payments, processing returned water bills, sending reminder notices, and shut-off list duties; reviewing pre-bills, regular bills, closing bills and high bills, editing and adjusting special accounts; responding to emails (info@nmwd.com), Infosend via online biller and Accounting. Handles customer calls regarding billing payments or start/stop service requests, takes payments, updates account information, establishes payment plans, assists with online billing, and other account corrections or revisions; answers questions as to water usage and leaks, and creates customer service requests for FSR. Performs front-office back-up duties such as

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answering phones, checking voicemail, balancing cash drawer, completing cash receipts, balancing check and cash payments entry, completing deposits, review billing emails and web requests. Completes work orders retrieving sign-in/sign-outs in Core and Neptune 360 reads, set-up fee entry, monitoring sign-in, issuing 2-day notices, and transferring account information from Core to Neptune 360. Reviews service requests (yellow tags) completing meter changes, adding account notes, updating customer information, reviewing customer profiles and confirming changes as well as sign-in/out date revisions, name order and proper authorizations for follow-up with Receptionist.

Customer service on-call duty is required on those nights (typically Wednesday) when water service has been discontinued for non-payment. Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payment has been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

OTHER DUTIES

Daily mail pick-up at the post office and any other special pick-up or delivery as needed. Removes and replaces meter boxes. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, meter repair and maintenance, ~~and back flow prevention testing and repair.~~

QUALIFICATIONS (The following minimum qualifications are necessary for entry in the class)

Education/Experience

Sufficient education and experience to perform the duties of the Field Service Representative Lead. A typical way of obtaining the required qualifications is to possess the equivalent of five years of experience as a Field Service Representative, completed training for Consumer Services Supervisor back-up duties, and possess a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The geographical areas served by the District; general plumbing and water system maintenance; standard safety precautions including those relative to working in streets and high traffic areas; lead worker principles and practices.

Ability to: Maintain and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; rapidly and accurately read and input numerical meter readings into a hand-held computer; perform mathematical computations quickly and accurately; lift meter boxes, meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace meter boxes, registers and lids and mark locations; deal with customer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet meter reading standards as established by the District.

License/Certificate

Possession of a valid Class C California driver's license. Possession of a D1 Water Distribution Certificate.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This

position is subject to work in all weather conditions while maintaining consistent workload in its major function of reading meters and investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

North Marin Water District**FIELD SERVICE REPRESENTATIVE LEAD**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the position. Descriptions **may not include all duties** performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

~~Reads meters under general supervision, investigates~~ Assigns, directs, oversees and resolves ~~participates in the work of Field Service Representatives in assigned areas including meter reading, investigating and resolving customer and District reported complaints (except water quality), repairs~~ identification of service leaks, performs meter maintenance, collects delinquent bills, makes turn-offs for bill collection, non-payment and performs other work shutoffs and customer service activities. Serves as required ~~primary back-up to the Consumer Services Supervisor.~~

DISTINGUISHING CHARACTERISTICS

Has general knowledge of plumbing and various functions within the District's water systems to advise ~~consumers~~ customers on water systems problems. The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Possess the ability to read facility maps to locate water services rapidly. ~~Most of the position's services are provided in the field and therefore~~ Backs-up Consumer Services Supervisor in water billing, payments, and reports as well as customer communications. Primarily an office position, with field visits occasionally and when needed, so self-direction, courteous customer service and responsiveness is critical.

SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Provides functional supervision and training for subordinate employees and volunteers.

ESSENTIAL DUTIES (include but are not limited to the following)

Performs meter reader duties based on needs of the District; ~~Performs~~ performs onsite investigations as assigned when unusual consumption, possible ~~consumer~~ customer leaks or other water system related problems occur. Removes and replaces meter box lids, stuck meters and registers; ~~repairs~~ identifies leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants; performs meter box dig-outs and vegetation trims. Monitors stuck meters in Neptune 360. Lead in WaterSmart and Neptune 360 review and programs including responding to WaterSmart Conversations. Assign service orders from WaterSmart Leak Alerts to FSRs as needed. Oversee hydrant meter billing, monitoring and projects. Lead in implementation and monitoring of the meter maintenance program.

Performs duties as back-up to the Consumer Services Supervisor including water billing and payments, processing returned water bills, sending reminder notices, and shut-off list duties; reviewing pre-bills, regular bills, closing bills and high bills, editing and adjusting special accounts; responding to emails (info@nmwd.com), Infosend via online biller and Accounting. Handles customer calls regarding billing payments or start/stop service requests, takes

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Date	

payments, updates account information, establishes payment plans, assists with online billing, and other account corrections or revisions; answers questions as to water usage and leaks, and creates customer service requests for FSR. Performs front-office back-up duties such as

answering phones, checking voicemail, balancing cash drawer, completing cash receipts, balancing check and cash payments entry, completing deposits, review billing emails and web requests. Completes work orders retrieving sign-in/sign-outs in Core and Neptune 360 reads, set-up fee entry, monitoring sign-in, issuing 2-day notices, and transferring account information from Core to Neptune 360. Reviews service requests (yellow tags) completing meter changes, adding account notes, updating customer information, reviewing customer profiles and confirming changes as well as sign-in/out date revisions, name order and proper authorizations for follow-up with Receptionist.

Customer service on-call duty is required on those nights (typically Wednesday) when water service has been discontinued for non-payment. Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payment has been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

OTHER DUTIES

Daily mail pick-up at the post office and any other special pick-up or delivery as needed. Removes and replaces meter boxes. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, meter repair and maintenance, ~~and back-flow prevention testing and repair.~~

QUALIFICATIONS (The following minimum qualifications are necessary for entry in the class)

Education/Experience

Sufficient education and experience to perform the duties of the Field Service Representative Lead. A typical way of obtaining the required qualifications is to possess the equivalent of ~~twofive~~ years of experience in plumbing as a Field Service Representative, completed training for Consumer Services Supervisor back-up duties, and fieldwork involving public contact, and possess a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The geographical areas served by the District; general plumbing and water system maintenance; standard safety precautions including those relative to working in streets and high traffic areas; lead worker principles and practices.

Ability to: ~~maintain~~Maintain and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; rapidly and accurately read and input numerical meter readings into a hand-held computer; perform mathematical computations quickly and accurately; lift meter boxes, meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace meter boxes, registers and lids and mark locations; deal with ~~consumer~~customer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet meter reading standards as established by the District.

License/Certificate

Possession of a valid Class C California driver's license. Possession of a D1 Water Distribution Certificate.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This

position is subject to work in all weather conditions while maintaining consistent workload in its major function of reading meters and investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

North Marin Water District**FIELD SERVICE REPRESENTATIVE I / II**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the position. Descriptions **may not include all duties** performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Reads meters under general supervision, investigates and resolves customer and District reported complaints (except water quality), identifies service leaks, performs meter maintenance, collects delinquent bills, makes turn-offs for non-payment and performs other work as required.

DISTINGUISHING CHARACTERISTICS**FIELD SERVICE REPRESENTATIVE I**

This is an entry-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses general knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Since primary duties are performed in the field, self-direction, courteous customer service, and responsiveness is critical. Employees in this classification may advance to the next level of the job series by demonstrating competency and proficiency in the core duties and tasks.

FIELD SERVICE REPRESENTATIVE II

This is a journey-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses intermediate knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Since primary duties are performed in the field, self-direction, courteous customer service, and responsiveness is critical. This position is distinguished from the position of Field Service Representative I in that the latter position is responsible for more administrative customer service responsibilities and water conservation assistance.

SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Functional supervision and training provided by the Field Services Representative Lead.

Approved	
Date	

ESSENTIAL DUTIES (include but are not limited to the following)

Performs meter reader duties based on needs of the District; performs onsite investigations as assigned when unusual consumption, possible Customer leaks or other water system related problems occur. Removes and replaces meter box lids, stuck meters and registers; identifies leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants; performs meter box dig-outs and vegetation trims; obtains meter readings for closing accounts or otherwise assigned.

Customer Services on-call duty is required on those nights (typically Wednesday) when water service has been discontinued for non-payment. Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payment has been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

OTHER DUTIES

Daily mail pick-up at the post office and any other special pick-up or delivery as needed. Removes and replaces meter boxes. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, meter repair and maintenance, ~~and back flow prevention testing and repair.~~

QUALIFICATIONS (The following minimum qualifications are necessary for entry in the class)Education/Experience

Field Service Representative I: Sufficient education and experience to perform the duties of the Field Service Representative. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience in plumbing and fieldwork involving public contact, and a high school diploma or its equivalent.

Field Service Representative II: Sufficient education and experience to perform the duties of the Field Service Representative II. A typical way of obtaining the required qualifications is to possess the equivalent of three years of experience as Field Service Representative I, and a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The areas served by the District; general plumbing and water system maintenance; standard safety precautions including those relative to working in streets and high traffic areas.

Ability to: Maintain and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; efficiently use telephone system and computer software systems; perform basic data entry and data retrieval on agency computers; rapidly and accurately read and input numerical meter readings into a hand-held computer; perform mathematical computations quickly and accurately; lift meter boxes, meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace meter boxes, registers and lids and mark locations; deal with customer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet meter reading standards as established by the District.

License/Certificate

Field Service Representative I: Possession of a valid Class C California driver's license.

Field Service Representative II: Possession of a valid Class C California driver's license.

Possession of a D1 Water Distribution Certification.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This position is subject to work in all weather conditions while maintaining consistent workload in its major function of reading meters and investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

North Marin Water District**FIELD SERVICE REPRESENTATIVE I / II**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the position. Descriptions **may not include all duties** performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Reads meters under general supervision, investigates and resolves customer and District reported complaints (except water quality), ~~repairs~~identifies service leaks, performs meter maintenance, collects delinquent bills, makes turn-offs for non-payment and performs other work as required.

DISTINGUISHING CHARACTERISTICS

Has

FIELD SERVICE REPRESENTATIVE I

This is an entry-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses general knowledge of plumbing and various functions within the District's individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. ~~Possess the ability~~Able to read facility maps to locate water services rapidly.

~~Most of the position's services~~Since primary duties are provided~~performed~~ in the field ~~and therefore,~~ self-direction, courteous customer service, and responsiveness is critical. Employees in this classification may advance to the next level of the job series by demonstrating competency and proficiency in the core duties and tasks.

FIELD SERVICE REPRESENTATIVE II

This is a journey-level training classification. Incumbents are assigned and will receive on-the-job training in a wide variety of duties under general supervision involving reading and basic repair of water meters. The duties of the classification are divided between field and office activities. In addition, incumbents may be assigned the more skilled work for training purposes. Possesses intermediate knowledge of plumbing and various functions within individual water systems to advise consumers on water systems problems.

The position is responsible for routine maintenance and minor repair of meters, disconnecting and reconnecting accounts, and is familiar with the District service area to respond quickly to emergency calls. Able to read facility maps to locate water services rapidly. Since primary duties are performed in the field, self-direction, courteous customer service, and responsiveness is critical. This position is distinguished from the position of Field Service Representative I in that the latter position is responsible for more administrative customer service responsibilities and water conservation assistance.

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SUPERVISION RECEIVED

Supervised by the Consumer Services Supervisor. Functional supervision and training provided by the Field Services Representative Lead.

ESSENTIAL DUTIES (include but are not limited to the following)

Performs meter reader duties based on needs of the District; Performs~~performs~~ onsite investigations as assigned when unusual consumption, possible ~~consumer~~Customer leaks or other water system related problems occur. Removes and replaces meter box lids, stuck meters and registers; ~~repairs~~identifies leaks at the meter; assists customers in locating system leaks; installs and removes hydrant meters and reports on unauthorized use of water through hydrants; performs meter box dig-outs and vegetation trims; obtains meter readings for closing accounts or otherwise assigned.

~~Consumer~~Customer services on-call duty is required on those nights (typically Wednesday) when water service has been discontinued for non-payment. Makes onsite visits to collect on delinquent bills, turns off water service when necessary. Restores water service after payment has been collected. Knowledgeable of distribution system in order to respond to emergency calls. Performs other duties as assigned.

OTHER DUTIES

Daily mail pick-up at the post office and any other special pick-up or delivery as needed. Removes and replaces meter boxes. Performs semi-skilled work involving the maintenance of District's buildings, grounds landscaping, and assists with the District's distribution system maintenance and repair involving hydrant and valve operations, service leak detection, meter repair and maintenance, ~~and back flow prevention testing and repair.~~

QUALIFICATIONS (The following minimum qualifications are necessary for entry in the class)

Education/Experience

Field Service Representative I: Sufficient education and experience to perform the duties of the Field Service Representative. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience in plumbing and fieldwork involving public contact, and a high school diploma or its equivalent.

Field Service Representative II: Sufficient education and experience to perform the duties of the Field Service Representative II. A typical way of obtaining the required qualifications is to possess the equivalent of three years of experience as Field Service Representative I, and a high school diploma or its equivalent.

Knowledge/Skill/Ability

Knowledge of: The areas served by the District; general plumbing and water system maintenance; standard safety precautions including those relative to working in streets and high traffic areas.

Ability to: maintain~~Maintain~~ and repair equipment and facilities; operate power and hand tools and equipment in a safe and effective manner; efficiently use telephone system and computer software systems; perform basic data entry and data retrieval on agency computers; rapidly and accurately read and input numerical meter readings into a hand-held computer; perform mathematical computations quickly and accurately; lift meter boxes, meter lids and other objects in excess of 100 pounds; perform grounds maintenance duties; replace meter boxes, registers and lids and mark locations; deal with ~~consumer~~customer complaints; respond to questions and inquiries from the general public in a courteous, effective and appropriate manner; work holidays

and overtime and remain available in the event of an emergency; read and decipher maps and directions; make sound judgments in the field with little direct supervision; work independently, follow established guidelines/standards and meet meter reading standards as established by the District.

License/Certificate

Field Service Representative I: Possession of a valid Class C California driver's license.

Field Service Representative II: Possession of a valid Class C California driver's license.

Possession of a D1 Water Distribution Certification.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires standing, walking on level and uneven surfaces, reaching, kneeling, bending, stooping, crawling, squatting, crouching, and grasping in the performance of daily duties. This position is subject to work in all weather conditions while maintaining consistent workload in its major function of reading meters and investigating and resolving complaints. The position requires both near and far vision while performing location identification, meter reading, and general maintenance activities. Position requires light and heavy lifting, pushing and dragging objects in excess of 100 pounds, and significant walking sometimes on unimproved or non-existent walking areas. Employees may come in contact with chemicals, sharp and dull objects; domestic and wild animals; and in general may come in contact with a variety of potentially dangerous working situations that require a combination of good judgment, field knowledge of potential problems, problem identification and solutions.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

North Marin Water District**CONSUMER SERVICES SUPERVISOR**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Reporting directly to the Auditor-Controller, this department supervisor plans, organizes and directs office and field employees engaged in customer accounting, meter reading, collections, and customer relations.

DISTINGUISHING CHARACTERISTICS

The Consumer Services Supervisor position is responsible to assure that water and sewer customers receive excellent customer service, that water and sewer billings are rendered accurately and timely, and that the database of customer accounts is accurately maintained. Requires excellent customer service skills and the ability to develop and maintain collaborative working relationships with other departments to ensure comprehensive service to customers. Requires customer service leadership experience, as well as strengths in supervision, performance management, process improvement techniques, and computer applications.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Auditor-Controller. Exercises supervision over Field Service Representatives and clerical staff.

ESSENTIAL DUTIES (include but are not limited to the following)

Supervise, direct and review the work of clerical and field employees; develop and revise office procedures; oversee and perform the processing of customer transactions and records; train others in the use of methods and procedures; resolve customer complaints tactfully; process delinquent accounts for shut-off and arrange payment schedules with consumers; monitor and adjust meter reading schedules to achieve timely and cost-effective reading program; schedule department activities to assure timely mailing of bills; perform mathematical computations with speed and accuracy; communicate effectively, both orally and in writing; maintain detailed and accurate records; prepare clear and concise written reports; establish and maintain good working relationships with those contacted in the course of work.

Specific tasks include process pre-billing and run regular bills, review high bills, and check edits; send reminder notices; run closing bills (twice a month); enter and process payments; process required reports including month end reports and new customer letters; process returned payments and billing adjustments; overseeing account closures and collection lists; processing bankruptcy notices; responding to any Consumer Services Department communications requiring Supervisor involvement. Process sewer bills, enter new service accounts, maintain current customer information; process bill adjustments (confirm customer qualifies, create adjustment letter, credit customer account), create letters of credit, credit NMWD bills and credit rebates to customer account, take customer phone calls and respond to InfoSend emails and

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emails in info@nmwd.com. Alternative back-up for Receptionist duties. Supervisory tasks also include department timesheet approvals, overseeing Consumer Services Department staff requests for leave, and performance management including periodic performance evaluations for all direct reports as well as review and approval of performance evaluations for all Field Service Representatives.

OTHER DUTIES

Assure that callers and walk-in customers are greeted promptly and directed appropriately; oversee daily operation of the phone and voicemail system; procure necessary supplies and equipment; perform special projects as directed by the Auditor-Controller.

QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class)

Education/Experience

Any combination of education and experience equivalent to possession of a high school diploma, or its equivalent, and five years of customer service experience some of which was in a lead capacity directing the work of others.

Knowledge/Skill/Ability

Knowledge of: Principles, procedures and methods used in customer accounting and utility billing; principles and practices of good customer relations and complaint resolution; uses and capabilities of computerized accounting and billing systems; office practices and procedures; principals of supervision and personnel management; budget administration.

Skill in: Operating a personal computer and standard office and custom software as well as effectively supervise and lead staff.

Ability to: Operate a 10-key by touch and other office equipment; work under tight time frames and deadlines; maintain billing and FSR maintenance schedules; and exert judgment to prioritize needs; work weekends, holidays as necessary and remain available in the event of an emergency; maintain effective working relationships with those contacted in the course of work, deal with workplace problems in a proactive and effective manner, and set a professional example to direct reports and agency employees.

License/Certificate

Possession of a valid Class C California driver's license.

Residency

Residency within 10 miles of the District's Service Area within 24 months following employment is preferred for this position.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. Some field work is also required as necessary to supervise the work of field staff. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer and hearing is required when providing phone service.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

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North Marin Water District**CONSUMER SERVICES SUPERVISOR**

This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions may not include all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION

Reporting directly to the Auditor-Controller, this department supervisor plans, organizes and directs office and field employees engaged in customer accounting, meter reading, collections, and customer relations.

DISTINGUISHING CHARACTERISTICS

The Consumer Services Supervisor position is responsible to assure that water and sewer customers receive excellent customer service, that water and sewer billings are rendered accurately and timely, and that the database of customer accounts is accurately maintained. Requires excellent customer service skills and the ability to develop and maintain collaborative working relationships with other departments to ensure comprehensive service to customers. Requires customer service leadership experience, as well as strengths in supervision, performance management, process improvement techniques, and computer applications.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Auditor-Controller. Exercises supervision over ~~department~~ field Field Service Representatives and clerical staff.

ESSENTIAL DUTIES (include but are not limited to the following)

Supervise, direct and review the work of clerical and field employees; develop and revise office procedures; oversee and perform the processing of customer transactions and records; train others in the use of methods and procedures; resolve customer complaints tactfully; process delinquent accounts for shut-off and arrange payment schedules with consumers; monitor and adjust meter reading schedules to achieve timely and cost-effective reading program; schedule department ~~activity~~ activities to assure timely mailing of bills; ~~make arithmetic~~ perform mathematical computations with speed and accuracy; communicate effectively, both orally and in writing; maintain detailed and accurate records; prepare clear and concise written reports; establish and maintain good working relationships with those contacted in the course of work.

Specific tasks include process pre-billing and run regular bills, review high bills, and check edits; send reminder notices; run closing bills (twice a month); enter and process payments; process required reports including month end reports and new customer letters; process returned payments and billing adjustments; overseeing account closures and collection lists; processing bankruptcy notices; reviewing new services and upgrades from Engineering Department; overseeing hydrant meters responding to any Consumer Services Department communications requiring Supervisor involvement. Process sewer bills, enter new service accounts, maintain

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current customer information; process bill adjustments (confirm customer qualifies, create adjustment letter, credit customer account), create letters of credit, credit NMWD bills and credit rebates to customer account, take customer phone calls and respond to InfoSend emails and emails in info@nmwd.com. Alternative back-up for Receptionist duties. Supervisory tasks also include department timesheet approvals, overseeing Consumer Services Department staff requests for leave, and performance management including periodic performance evaluations for all direct reports as well as review and approval of performance evaluations for all Field Service Representatives.

OTHER DUTIES

Assure that callers and walk-in customers are greeted promptly and directed appropriately; oversee daily operation of the phone and voicemail system; procure necessary supplies and equipment; perform special projects as directed by the Auditor-Controller.

QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class)

Education/Experience

Any combination of education and experience equivalent to possession of a high school diploma, or its equivalent, and ~~three~~five years of ~~general-clerical and public contact~~customer service experience, some of which was in a lead capacity directing the work of others.

Knowledge/Skill/Ability

Knowledge of: Principles, procedures and methods used in customer accounting and utility billing; principles and practices of good customer relations and complaint resolution; uses and capabilities of computerized accounting and billing systems; office practices and procedures; principals of supervision and personnel management; budget administration.

Skill in: Operating a personal computer and standard office and custom software as well as effectively supervise and lead staff.

Ability to: Operate a 10-key by touch and other office equipment.

~~Ability to: operate sophisticated equipment;~~ work under tight time frames and deadlines; maintain billing and FSR maintenance schedules; and exert judgment to prioritize needs; work weekends, holidays as necessary and remain available in the event of an emergency; maintain effective working relationships with those contacted in the course of work; deal with workplace problems in a proactive and effective manner, and set a professional example to direct reports and agency employees.

License/Certificate

Possession of a valid Class C California driver's license.

Residency

Residency within 10 miles of the District's Service Area within 24 months following employment is preferred for this position ~~but is not mandatory.~~

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. -Some field work is also required as necessary to supervise the work of field staff.- The position also requires grasping, repetitive hand movement,

and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer, and hearing is required when providing phone service.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

North Marin Water District**RECEPTIONIST / CUSTOMER SERVICE ASSISTANT**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Under supervision, acts as a receptionist, answers the telephone, fields customer calls, receives payments and accounts for money, performs computer entry and clerical work including professional electronic correspondence, and related work as required.

DISTINGUISHING CHARACTERISTICS

This position is the initial contact for customers and visitors to the District, both by phone and in person, and therefore exhibits professional and tactful demeanor at all times. This position is distinguished from the Account/Credit Clerk position series in that it entails less billing functions and customer problem investigation and follow-up.

SUPERVISION RECEIVED

Receives direction and supervision from the Consumer Services Supervisor.

ESSENTIAL DUTIES (include but are not limited to the following):

Acts as receptionist and directs walk-in public to proper office; answers telephone and routes calls to proper departments and individuals; receives payments, makes change and gives receipts; answers service questions from consumers by telephone and via email; balances and counts cash; endorses and lists checks received; totals daily receipts and makes bank deposits; responds to customer inquiries on account status by accessing computer data; operates radio unit to transmit messages. Enters new vendors into the database, processes vehicle timesheets, scans disbursements and other miscellaneous documents, orders office supplies, processes backflow updates, processes address changes provided by USPS, processes customer changes submitted by LockBox, and maintains collection list.

OTHER DUTIES

Prepares reports, correspondence, schedules and statistical data. Handles LIRA applications including mailings and processing to customer accounts when received. Alphabetizes and files Sign In/Sign outs and Customer Profiles. Completes work orders in Core. Coordinates mailings of Delinquent Letters, New Customer Profiles, Late Charge Letters, and any Consumer Services Department letters as needed. Creates Door Hangers, makes copies of forms, and assembles envelopes requiring labels. Fills in for other department personnel as required due to workloads, sickness or vacation. Processes mail in absence of District Secretary. Serves as backup to the Engineering Secretary in preparing and posting the Board agenda packet when the District Secretary and Engineering Secretary are absent. Coordinates or supports special projects and other District related duties as assigned.

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QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class)

Education/ Experience

Any combination of education and experience equivalent to possession of a high school diploma or its equivalent and two years of general clerical and public contact experience.

Knowledge/Skills/Ability

Knowledge of: The methods of receiving and accounting for money and general clerical procedures.

Skill in: Operating a personal computer and other office equipment.

Ability to: Use a 10-key adding machine by touch; compute and make changes quickly and accurately; keep accurate financial accounts and records; present a pleasant voice, manner and personality; meet the public courteously and effectively and to develop sufficient background knowledge in waterworks operation to properly answer their inquiries; operate office machines with proficiency; work under tight time frames and deadlines; exert judgment to prioritize needs; remain available nights, weekends and holiday in the event of an emergency; maintain effective working relationships with those contacted in the course of work.

License/Certificate

Possession of a valid Class C California driver's license

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer and hearing is required when providing phone service. Incumbents may be required to lift files, papers and reports weighing up to 25 pounds.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law"

North Marin Water District**RECEPTIONIST/CASHIER / CUSTOMER SERVICE ASSISTANT**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Under supervision, acts as a receptionist, answers the telephone, fields customer calls, receives payments and accounts for money, does performs computer entry and clerical work including professional electronic correspondence, and related work as required.

DISTINGUISHING CHARACTERISTICS

This position is the initial contact for customers and visitors to the District, both by phone and in person, and therefore exhibits professional and tactful demeanor at all times. This position is distinguished from the Account/Credit Clerk position series in that it entails less billing functions and customer problem investigation and follow-up.

SUPERVISION RECEIVED

Receives direction and supervision from the Consumer Services Supervisor.

ESSENTIAL DUTIES (include but are not limited to the following):

Acts as receptionist and directs walk-in public to proper office; answers telephone and routes calls to proper departments and individuals; receives payments, makes change and gives receipts; answers service questions by from consumers by telephone and via email; balances and counts cash; endorses and lists checks received; totals day's daily receipts and makes bank deposits; responds to customer inquiries on account status by accessing computer data; operates radio unit to transmit messages. Enters new vendors into the database, processes vehicle timesheets, scans disbursements and other miscellaneous documents, orders office supplies, processes backflow updates, processes address changes provided by USPS, processes customer changes submitted by LockBox, and maintains collection list.

OTHER DUTIES

~~Prepares reports, correspondence, schedules and statistical data.~~ Prepares reports, correspondence, schedules and statistical data. Handles LIRA applications including mailings and processing to customer accounts when received. Alphabetizes and files Sign In/Sign outs and Customer Profiles. Completes work orders in Core. Coordinates mailings of Delinquent Letters, New Customer Letters, Late Charge Letters, and any Consumer Services Department letters as needed. Creates Door Hangers, makes copies of forms, and assembles envelopes requiring labels. Fills in for other department personnel as required due to workloads, sickness or vacation. Processes mail in absence of District Secretary. Serves as backup to the Engineering Secretary in preparing and posting the Board agenda packet when the District

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Secretary and Engineering Secretary are absent. Coordinates or supports special projects and other District related duties as assigned.

QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class):

Education/ Experience

Any combination of education and experience equivalent to possession of a high school diploma or its equivalent and two years of general clerical and public contact experience.

Knowledge/~~Skill~~Skills/Ability

Knowledge of: ~~the~~ The methods of receiving and accounting for money and general clerical procedures.

Skill in: ~~operating~~ Operating a personal computer and other office equipment.

Ability to: ~~use~~ Use a 10-key adding machine by touch; compute and make changes quickly and accurately; keep accurate financial accounts and records; present a pleasant voice, manner and personality; meet the public courteously and effectively and to develop a sufficient background knowledge in waterworks operation to properly answer their inquiries; operate office machines with proficiency; work under tight time frames and deadlines; exert judgment to prioritize needs; remain available nights, weekends and holiday in the event of an emergency; maintain effective working relationships with those contacted in the course of work.

License/Certificate

Possession of a valid Class C California driver's license.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. -The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. -Additionally, the position requires near and far vision in reading statistical data and using the computer, and hearing is required when providing phone service. -Incumbent may be required to lift files, papers and reports weighing up to 25 pounds.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by ~~law.~~ "law."

NORTH MARIN WATER DISTRICT - DRAFT
Employee Salary Ranges and Job Classifications - Effective 12/15/2020

Adopted by the Board as of 12/15/2020

JOB CLASSIFICATION	Beg Monthly	6 Mo Monthly	18 Mo Monthly	24 Mo Monthly	Merit Monthly
<u>ADMINISTRATION DEPARTMENT</u>					
Receptionist/Cashier	4,862	5,106	5,361	5,629	5,910
Account/Credit Clerk II	5,368	5,636	5,918	6,214	6,525
Accounting Clerk II	5,368	5,636	5,918	6,214	6,525
Field Service Representative I	5,409	5,679	5,963	6,261	6,574
Field Service Representative II	5,788	6,077	6,380	6,699	7,034
Field Service Representative Lead	6,376	6,695	7,029	7,381	7,750
Storekeeper/Safety Coordinator	5,985	6,284	6,598	6,928	7,274
Consumer Services Supervisor	7,588	7,967	8,365	8,783	9,222
Senior Accountant	7,922	8,318	8,734	9,171	9,630
District Secretary	8,253	8,666	9,099	9,554	10,032
Human Resource/Safety Manager	8,392	8,812	9,253	9,716	10,202
Accounting Supervisor	8,531	8,958	9,406	9,876	10,370
Auditor-Controller	13,121	13,777	14,466	15,189	15,948
General Manager	19,975	19,975	19,975	19,975	19,975
<u>CONSTRUCTION / MAINTENANCE DEPARTMENT</u>					
Laborer	4,816	5,057	5,310	5,576	5,855
Pipe Worker Assistant	5,167	5,425	5,696	5,981	6,280
Pipe Worker	5,985	6,284	6,598	6,928	7,274
Heavy Equipment Operator	6,212	6,523	6,849	7,191	7,551
Distribution Maintenance Foreman	7,265	7,628	8,009	8,409	8,829
Pipeline Foreman	7,265	7,628	8,009	8,409	8,829
Construction/Maintenance Superintendent	10,036	10,538	11,065	11,618	12,199
<u>ENGINEERING DEPARTMENT</u>					
Engineering Secretary	5,589	5,868	6,161	6,469	6,792
Engineering Services Rep	6,116	6,422	6,743	7,080	7,434
Engineering Technician IV	7,280	7,644	8,026	8,427	8,848
Junior Engineer	7,601	7,981	8,380	8,799	9,239
Assistant Civil Engineer	8,309	8,724	9,160	9,618	10,099
Water Conservation Coordinator	9,469	9,942	10,439	10,961	11,509
Associate Civil Engineer	9,769	10,257	10,770	11,309	11,874
Assistant General Manager/Chief Engineer	13,845	14,537	15,264	16,027	16,828

NORTH MARIN WATER DISTRICT - DRAFT
Employee Salary Ranges and Job Classifications - Effective 12/15/2020

Adopted by the Board as of 12/15/2020

JOB CLASSIFICATION	Beg Monthly	6 Mo Monthly	18 Mo Monthly	24 Mo Monthly	Merit Monthly
<u>OPERATIONS / MAINTENANCE DEPARTMENT</u>					
Building & Grounds Maint Assistant	4,545	4,772	5,011	5,262	5,525
Program Assistant I	4,906	5,151	5,409	5,679	5,963
Cross Connection Control Tech I	5,263	5,526	5,802	6,092	6,397
Assistant Water Distrib & TP Operator	6,031	6,333	6,650	6,983	7,332
Apprentice Electrical/Mechanical Tech	5,742	6,029	6,330	6,647	6,979
Program Assistant II	5,964	6,262	6,575	6,904	7,249
Auto/Equipment Mechanic	5,985	6,284	6,598	6,928	7,274
Chemist I	6,540	6,867	7,210	7,571	7,950
Cross Connection Control Tech II	6,397	6,717	7,053	7,406	7,776
Electrical/Mechanical Technician	6,739	7,076	7,430	7,802	8,192
Water Distrib & TP Operator	7,509	7,884	8,278	8,692	9,127
Senior Electrical/Mechanical Tech	7,301	7,666	8,049	8,451	8,874
Senior Water Distrib & TP Operator	8,356	8,774	9,213	9,674	10,158
Chemist II	7,790	8,180	8,589	9,018	9,469
Senior Chemist	8,525	8,951	9,399	9,869	10,362
Maintenance Supervisor	8,474	8,898	9,343	9,810	10,301
Distrib & Treatment Plant Supervisor	10,109	10,614	11,145	11,702	12,287
Water Quality Supervisor	9,980	10,479	11,003	11,553	12,131
Operations/Maintenance Superintendent	11,223	11,784	12,373	12,992	13,642

11

MEMORANDUM

To: Board of Directors
 From: Drew McIntyre, General Manager
 Subject: Renew Declaration of Local Emergency Related to COVID-19 Pandemic


t:\gm\bod misc 2020\renew covid emergency declaration #17 12_15_20.doc

December 11, 2020

RECOMMENDED ACTION: Approve continuation of the local emergency resulting from the COVID-19 pandemic as declared in District Resolution No. 20-07

FINANCIAL IMPACT: ~\$106,200 as of November 30, 2020 (total fiscal impacts are currently unknown)

On March 4, 2020, the Governor of the State of California declared a State of Emergency as a result of the coronavirus (COVID-19) pandemic. On March 13, 2020, the President of the United States declared a National Emergency as a result of the threat of COVID-19.

On March 16, 2020, the County of Marin by Order of the Health Officer issued a Shelter in Place Order limiting the travel of all county residents and ordering county businesses to cease all non-essential activities and to take further actions as described in said Order through April 7, 2020. The order limits activity, travel and business functions to most essential needs.

On March 16, 2020 the General Manger, as the District's Emergency Manager activated the District's Emergency Operations Plan.

On March 19, 2020, Governor Newsom issued Executive Order N-33-20 ordering all individuals living in California to stay home at their place of residence, with certain exceptions for critical services and other qualifying exceptions. This shelter-in-place order has no specified termination date.

On March 31, 2020, the County of Marin by Order of the Health Officer issued an extended Shelter in Place Order through May 3, 2020 that is more restrictive than the original order. The new order continues to provide an exception for the operations and maintenance of "Essential Infrastructure," which includes, but is not limited to, water, wastewater, and recycled water service. Exemptions are also in place for Essential Government Functions, for certain "Minimum Basic Operations," for emergency management functions, for certain narrowly prescribed "Essential Business" functions, and for certain qualifying private construction, such as housing projects meeting low-income needs.

On April 29, 2020, Marin County and the other six Bay Area Public Health Officers issued a new order effective May 4, 2020 through May 31, 2020. Marin's public health order concerning use of face coverings does not have an end date and will remain in place until further notice. Under the May 4th Shelter-In-Place order, construction activities, certain businesses that operate primarily

outdoors, and some outdoor activities will be allowed to resume with specific conditions.

On May 15, 2020, Marin County issued a new order allowing a limited number of additional businesses and activities to resume operations subject to specified conditions. In particular, office spaces were allowed to resume operation on June 1, 2020 subject to strict compliance with specific Marin County requirements. This new order has no end date and is to remain in effect until rescinded or superseded.

On July 13, 2020 Governor Newsom issued a statewide order to dial back on recent loosening of restrictions due to a significant increase in the number of confirmed cases. As a result, various activities in Marin County were once again closed down, including: office space for non-essential operations, indoor malls, hair salons/barbershops and indoor seating at restaurants.

On September 15, 2020, Marin County successfully appealed to the California Department of Public Health (CDPH) to move into Tier 2 in the state's COVID-19 response framework. Moving from Tier 1, or "widespread" COVID-19 community risk (or purple) status, to the Tier 2 "substantial" (or red) status risk category allowing more businesses to reopen.

On October 27, 2020 Marin County was notified that California was moving the county from Tier 2 or "substantial risk" status to the Tier 3 or "moderate risk" level due to fewer daily cases, and a reduction in the positivity rate.

On November 16, Governor Gavin Newsom announced that CDPH officially moved Marin County from orange Tier 3 ("moderate risk") to the more restrictive red Tier 2 ("substantial risk") on its Blueprint for a Safer Economy. The step back comes just three days after the Marin County Department of Health and Human Services (HHS) notified local businesses and agencies about preemptive restrictions to stem the virus' spread locally.

On December 3, 2020 Governor Newsom announced that all sectors other than retail and essential operations will be closed in regions of California when less than 15% of intensive care unit (ICU) beds are available under a new Regional Stay Home Order. While the Bay Area region had not yet reached this threshold, five local Bay Area counties (Alameda, Contra Costa, Marin, San Francisco, and Santa Clara) moved forward to implement the State's Regional Stay Home Order in advance of any State directive. Marin County implemented the State's Regional Stay Home Order at noon on December 8th. The Marin County Order will remain in effect until January 4, 2021. All essential government services will continue and residential, commercial and mixed-use construction projects will continue. This Order does not modify the District's current COVID-19 Preparedness and Response Plan which has been prepared to maintain optimum health and safety working conditions. As a result of the Plan, the District has adopted various housekeeping and physical distancing protocols and also instituted modified work schedules as appropriate.

On April 7th, the Board of Directors approved Resolution No. 20-07 proclaiming the existence of a local emergency, granting the General Manager to take actions necessary for emergency response due to the COVID-19 pandemic until the State of Emergency is terminated.

Since April 21, 2020, the Board of Directors has, at every regular meeting, approved continuation of the local emergency resulting from the COVID-19 pandemic as declared in District Resolution No. 20-07.

District emergency planning has been aggressively implemented since March 16, 2020. Initially approximately 50% of the District's staff were physically separated as much as possible by rotating shifts and having some employees work from home, but all critical operations needed to maintain essential services continue. Relocation of additional staff back to the District buildings, and certain other projects and activities has occurred and the District is now operating with 86% of staff on-site or in the field full time. The balance of staff are teleworking from home with most coming into the office at least one day each week. Walk-in customer service is still suspended. A summary of key emergency actions taken and current estimated costs is provided in Attachment 1.

As the COVID-19 emergency continues in our service area, Staff is requesting the Board find that there still exists a need to continue the State of Emergency reflected by Resolution No. 20-07.

RECOMMENDED ACTION:

Approve continuation of the local emergency resulting from the COVID-19 pandemic as declared in District Resolution No. 20-07.

Emergency Actions Summary

Emergency Operations Team Actions

- Water treatment plants have been closed to all non-essential staff and the public; expanded social distancing and safety measures for essential plant staff.
- Public lobby in the District Administration building has been closed and customers have been provided with alternative methods for communicating with District staff.
- Developed guidelines for social distancing in the office and in the field; distributed guidance to all employees and posted social distancing protocol at facility entrances.
- Developed an initial rotational schedule for operations and maintenance staff to reduce staffing density on-site and minimize the number of employees on duty while completing essential work. (This approach reduced productivity, but improved the likelihood of healthy backup staff.)
- During initial response, shifted ~50 percent of employees to rotating schedule and/or rotating work currently ~15% of employees are on full or partial temporary telework assignments.
- Procured additional District cell phones for field staff to have better access to District communications and direct contact with supervisors.
- Disinfected District vehicles and reconfigured vehicle assignments to accommodate single occupancy to allow for social distancing, including re-deployment of vehicles scheduled for auction
- Suspended discretionary water service turn-offs for the duration of the emergency declaration.
- Continuing coordination with local agency, county and state contracts to share information and implement best practices.
- Participating in weekly multi agency coordination calls through Marin County Office of Emergency Services (OES).
- Updating public website, messaging and social media posts as necessary including messages on suspension of walk-in services and water safety and reliability.
- Spring 2020 Waterline newsletter, direct mailed to all customers, included COVID-19 messaging with information on water safety and reliability.
- Posted magnetic signage on vehicles to inform public to respect distancing around crews.
- Issued guidance on face coverings in compliance with Centers for Disease Control and Prevention and County recommendations; revised to address April 29 County order generally requiring members of the public and workers to wear face coverings.
- Developed and rolled out an employee self-assessment screening questionnaire for use by any District employee or vendor prior to entering a District workspace; self-assessment questions are reviewed and updated as needed.
- Continue to procure necessary face coverings and personal protective equipment, including disposable masks, face covering and N95 equivalent masks.
- Tracking customer delinquency and comparing to last year to assess potential revenue impacts.

- Developing a living “lessons learned” document.
- Installed hand disinfecting stations at District facilities.
- Expanded use of District’s on-call requirements to ensure construction crew staff maintain their work “bubbles” to ensure adequate back-up staff availability.
- Increased janitorial services to include disinfection of frequently touched areas (door handles, knobs, etc.).
- Modified work spaces to improve physical separation between staff.
- Developed a COVID-19 Preparedness and Response Plan and provided training.
- Implemented a daily self-assessment reporting program for all staff reporting to work.
- Modifying District office front lobby in preparation of re-opening walk-in services (Date to be determined.).
- Installed “No Touch” drinking fountains in both Administration Building and Construction Building.

General Manager Authorizations

- Extended vacation accrual maximums from July 1, 2020 to September 30, 2020.
- Extended FY 2019/20 vision insurance reimbursement eligibility from July 1 to August 31, 2020.

COVID Cost Summary

PROCUREMENT EXPENSES

Vendor Purchases	Procurement Type	Total Purchase Order Amount	Date
Durkin Signs & Graphics	Magnetic "Social Distance" Signs	\$1,077	4/14/2020
Winzer Corporation	Surgical Masks (2,000)	\$3,751	4/15/2020
Boucher Law	COVID Protection Plan	\$3,250	5/26/2020
JCA Construction	Misc. Office Social Distancing Modifications	\$12,427	6/30/2020
Winzer Corporation	Surgical Masks (2,000)	\$1,573	7/6/2020
Novato Glass	Plexiglass	\$3,969	6/9/2020
Total Procurement Amount To-Date		\$26,047	

Internal Labor Expenses

Increased on-call labor costs:

~\$52,700, thru October 31, 2020

~\$62,800, thru November 30, 2020

Families First Coronavirus Response Act (FFCRA)

Allows employees to take time off for COVID medical reasons and/or childcare.

~\$15,500 thru October 31, 2020.

~\$17,400 thru November 30, 2020

Water Bill Delinquency Impacts

	<u>10/2019</u>	<u>10/2020</u>	<u>11/2019</u>	<u>11/2020</u>
Customer Accounts Past Due (count)	1.7%	6.2%	2.0%	5.8%
Delinquent Balances Due on Account	3.8%	8.9%	2.6%	10.7%

12

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Drew McIntyre, General Manager



Subj: Gallagher Well No. 2 Project – Proposed CEQA Strategy

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Project Background

The District is implementing design and permitting activities related to the Gallagher Well No 2 Project, which would drill one additional well at NMWD's Gallagher Well site for a total of two wells. Well No. 2 would tie into the existing 12-inch transmission pipeline located south of the private Gallagher Ranch access road. Approximately 500 feet of new pipeline would be placed to connect Well No. 2 to the existing pipeline (see Preliminary Site Plan in Attachment 1). The project proposes to increase the reliability of the Point Reyes Water System by allowing production of the quantity of groundwater at the Gallagher Well site that was analyzed in the 2009 Initial Study/Mitigated Negative Declaration prepared by Leonard Charles and Associates (approved by the Board at the May 19, 2009 meeting) to offset production at the Coast Guard Wells. The Gallagher Well site is upstream of any tidal reaches within Lagunitas Creek. Recently, unprecedented salinity intrusion has impacted water quality from the existing Coast Guard Wells. This resulting high salinity levels has increased the urgency of constructing Gallagher Well No. 2 to protect the quality of water served to the District's West Marin Water System customers.

CEQA

Although several components of the project have been implemented since the Initial Study/Mitigated Negative Declaration (IS/MND) was adopted for the Gallagher Wells and Pipeline Project in 2009, the new Well No. 2 has not yet been constructed. Changes in the project and regulatory requirements, including the possible need for acquisition of a Local Coastal Permit, necessitate additional CEQA compliance in order to implement the project. Environmental Science Associates (ESA) has reviewed the project and indicates that an addendum to the IS/MND is appropriate for the project. This approach has also been confirmed by District legal counsel. As described in the California Code of Regulations, 14 CCR § 15164 Addendum to an EIR or Negative Declaration (b), "An addendum to an adopted negative declaration may be prepared if only minor technical changes or additions are necessary or none of the conditions described in Section 15162 calling for the preparation of a subsequent EIR or negative declaration have occurred." ESA has concluded based on its review that the project as currently proposed meets this standard, and the District intends to prepare an Addendum to the 2009 Mitigated Negative Declaration. Although not required by CEQA, it is proposed that the Addendum will be

circulated to stakeholders, including regulatory agencies, for a 30-day comment period as a courtesy notification regarding the project. Staff anticipates bringing to Addendum to the Board for consideration and project approval at its February 16 meeting.

Environmental Permits Schedule

Next Milestone	Due/Action Date	Dependencies/Notes
Water Development Plan	11/25	Delivered to MALT
End of 60-day WDP review by MALT	1/25	
Coastal Permit		
Coastal Permit Zoom Meeting	Thursday, 12/10	Attended. Will hear back from County on whether exempt early next week.
Coastal Permit Application Submittal (2 months)	12/18	Assumes not exempt
Coastal Permit Approval	March, 2021	CEQA must be completed for issuance of Coastal Permit
CEQA Addendum		
Draft CEQA Addendum	12/11	
Board Item on CEQA Strategy	12/15	
Board Item with CEQA Addendum	1/5	
30-day circulation period	1/6-2/6	
Board Approval of CEQA Addendum	2/16	Based on reaching out to agencies, but not a formal circulation



VICINITY MAP
NOT TO SCALE

LEGEND:

EXISTING PIPE LINE	---
EXISTING STREETS/HIGHWAY	=====
NEW PIPE LINES	----
PROPERTY LINES/R.O.W.	=====
PROPOSED WATERLINE EASEMENT	
EXISTING WATERLINE EASEMENT	

NMWD REFERENCE DRAWINGS (FOR DISTRICT USE):
J-8525-501, J-8525-502, J-7987
FM

NO.	DATE	ISSUED FOR INFORMATION	SD	DM
1	11/17/20	REVISION		
NORTH MARIN WATER DISTRICT NOVATO, CALIFORNIA				
GALLAGHER WELL NO. 2 APN 119-050-17 SITE IMPROVEMENTS - PRELIMINARY				
DES	DR	CH	SCALE	1" = 30'
DM	SD		DATE	10/13/20
APPROVED: CHIEF ENGINEER			SHEET NO.	1 OF 1 SHEETS
R.E. C40936			SERVICE AREA	2 JOB NO. 6609.20 NO. 001

13



December 3, 2020

999 Rush Creek Place
P.O. Box 146
Novato, CA 94948-0146

PHONE
415-897-4133

EMAIL
info@nmwd.com

WEB
www.nmwd.com

Stacey Laumann
Community Land Trust Association of West Marin
P O Box 273
Point Reyes Station, CA 94956

Re: Former Point Reyes U.S. Coast Guard Site - Reuse Project

Dear Ms. Laumann,

As you are aware, North Marin Water District (NMWD) owns and operates two domestic water supply wells on the above referenced site to serve our Point Reyes service area customers. The 32-acre site at 100 Commodore Webster Drive was formally home to Coast Guard personnel and their families and consisted of 36 townhomes, a 24-room barrack, dining hall/kitchen and several ancillary buildings. No one has lived on the site since the Coast Guard designated it as surplus in 2014.

In December 2019, the County of Marin completed acquisition of the former U.S. Coast Guard facilities in Point Reyes Station for affordable housing or other public benefit purposes. In April 2020 Marin County selected CLAM and Eden Housing to serve as partners in converting the long vacant buildings into affordable units over the next several years.

Historically the wastewater system on said property has consisted solely of a wastewater collection and storage system with no on-site treatment or disposal. Obviously, wastewater treatment and disposal is an important element pertaining to re-development of this property and it is our understanding that the partners have selected Questa Engineering Corp. (Questa) to provide wastewater engineering services.

NMWD appreciates the early efforts by both CLAM and Eden Housing to include the District in discussions related to on-site wastewater treatment and disposal. The purpose of this letter is to respond to a scope of services prepared by Questa and transmitted to NMWD on November 17, 2020 (Attachment 1). Our responses are summarized as follows:

1. A peer review of the scope of services by NMWD's hydrogeologic consultant, PES (Attachment 2) raises significant concerns regarding water quality degradation to NMWD's two on-site domestic water supply wells resulting from any of the subsurface on-site wastewater disposal sites shown in Figure 5 of Questa's 2016 report and attached to PES' memorandum.
2. Equally concerning to the issues raised in the PES memorandum is the potential of nutrient degradation and impairment of the groundwater adjacent to NMWD's Coast Guard wells. Typical treated wastewater has nitrogen concentrations of 10-40 mg/L and phosphorus concentrations up to 30 mg/L.

DIRECTORS: JACK BAKER · RICK FRAITES · JAMES GROSSI · MICHAEL JOLY · STEPHEN PETTERLE

OFFICERS: DREW McINTYRE, General Manager · TERRIE KEHOE, District Secretary · JULIE BLUE, Auditor-Controller · TONY WILLIAMS, Asst. GM/Chief Engineer

Note that the maximum contaminant level (MCL) in drinking water for nitrate is 10 mg/l.

3. As shown in Figure 5, the potential on-site disposal site locations are within 1600 feet of NMWD's Coast Guard wells. As such, the proposed locations put them and all discharges to groundwater within the state's designated Groundwater Protection Zone "A" according to the California Division of Drinking Water's source assessment guidelines - with a time of travel to reach the wells of less than two years. This would rate the potential impact to NMWD Coast Guard wells and the ground water they draw from as a "very high risk".

In conclusion, based upon our review of the information submitted to-date the North Marin Water District has serious concerns related to the suitability of the proposed on-site wastewater disposal system as it relates to ensuring anti-degradation of the District's Coast Guard water supply wells used to serve the local community and strongly advise the partners to look at other options for wastewater disposal.

Sincerely,



Drew McIntyre
General Manager

CC: Norman Hantzsche
Questa Engineers
1220 Brickyard Cove Rd # 206
Richmond, CA 94801

Kevin Leichner
Eden Housing
22645 Grand Street
Hayward, CA 94541

Jeremy Hoffman
Eden Housing
22645 Grand Street
Hayward, CA 94541

Leelee Thomas
Housing Planning Manager
Community Development Agency
Marin County Civic Center
3501 Civic Center Dr. #308
San Rafael, CA 94903

Enclosures

DM:tk

t:\gm\prs coast guard housing\clam 12.3.2020.doc

POINT REYES COAST GUARD SITE REUSE PROJECT
Scope of Services
Groundwater Investigation and Wastewater Facilities Plan
Questa Engineering Corporation

Introduction

Provided here is a scope of services to conduct follow-up studies to the December 2016 “*Onsite Wastewater Feasibility Evaluation for U.S. Coast Guard Housing Site*” prepared by Questa Engineering Corporation. The purpose of the work is to complete field investigative studies and engineering analysis to: (a) assess the potential impacts of wastewater disposal on the public water supply wells operated by North Marin Water District (NMWD) and Lagunitas Creek; and (b) determine the most appropriate wastewater facilities to accommodate the reuse of the site per housing and community objectives proposed by the CLAM-Eden Housing development team. The work will entail two parts as detailed below, Part 1 Groundwater Investigation and Part 2 Wastewater Facilities Plan.

Part 1. Groundwater Investigation

The 2016 Questa study identified the need to conduct a groundwater study of the potential wastewater dispersal (leachfield) areas to assess the potential risks of impact to the NMWD water supply wells located on the Coast Guard site, and Lagunitas Creek. The information from the study is intended to provide the basis for determining the preferred location for wastewater dispersal, the level of treatment to be provided, limits on the amount of wastewater dispersal on the site, and possibly other conditions. The study will be similar to the hydrogeologic investigation conducted for the neighboring EAH Point Reyes Affordable Family Homes project at 12 Giacomini Road in 2000; it will also include soils, percolation and groundwater testing in the candidate leachfield areas to confirm suitability and design in accordance with Marin County Environmental Health requirements. The work will include the following tasks:

- a. **Work Plan and Agency Coordination.** Develop investigation work plan and review with and obtain input from key agencies, including NMWD, Regional Water Board, Division of Drinking Water, and Marin County Environmental Health Services (MCEHS).
- b. **Install Monitoring Wells.** Install network of monitoring wells on Coast Guard site between potential leachfield areas and NMWD wells; log and sample subsurface materials; locate and recover monitoring wells on Coast Guard site installed for 2000 EAH study; survey all wells to common datum.
- c. **Groundwater Monitoring and Sampling.** Measure water levels and obtain/analyze water quality at monitoring wells several times from late fall 2020 through spring 2021; conduct insitu permeability tests on selected wells using either bail test or slug test method. Obtain water level and water quality data provided by NMWD for the water supply wells for the monitoring period.

- d. **Leachfield Evaluation and Testing.** Install and monitor water levels in groundwater observation wells placed in potential leachfield areas per MCEHS procedures; conduct a representative number of percolation tests in preferred leachfield areas per MCEHS requirements; augment soil profile data from the 2016 Questa study as needed.
- e. **Analysis and Recommendations.** Compile and analyze collected data along with historical data from the 2000 EAH study to assess the following: (a) groundwater contours, flow directions and gradients; (b) apparent zone of influence for NMWD wells; (c) groundwater travel times across the Coast Guard property; (d) background water quality conditions in the housing area compared with NMWD raw well water; (e) potential cumulative impacts of wastewater dispersal in potential leachfield areas (nitrate loading and groundwater mounding); (f) preferred wastewater dispersal locations, design, capacity limitations, and required or recommended level of wastewater treatment to be incorporated; and (g) other questions or issues that arise from the investigation or input from agency input.
- f. **Report and Agency Coordination.** Prepare draft report describing the work performed, study results, analysis, conclusions and recommendations. Review draft report with key agencies to obtain comments, questions and other input. Prepare Final Report of findings and recommendations, including responses or modifications to address agency comments, as appropriate.

Part 2. Wastewater Facilities Plan

Based on the findings and recommendations from Part 1 along with the proposed reuse program objectives defined by CLAM-Eden Housing team, wastewater facilities alternatives will be formulated and evaluated to determine the recommended plan. The work will include the following tasks:

- a. **Estimate Wastewater Flows.** Determine estimated wastewater flows for Phases 1 and 2 of the reuse/development program.
- b. **Formulate Wastewater Treatment Alternatives.** Identify potential wastewater treatment and dispersal alternatives to meet the project requirements and conform to findings and recommendations from Part 1. It is assumed that the wastewater treatment plant will be located at the existing Coast Guard sewage pump-out site. Alternatives will include options identified previously in the December 2016 by Questa, plus refinements/modifications and potentially other alternatives warranting consideration. Alternatives may include, for example, different types of treatment technologies, a managed graywater-reuse system, development of drip dispersal-irrigation area in the vicinity of the treatment plant site, phasing options, and possibility of shared wastewater facilities with the adjacent EAH Point Reyes Affordable Family Homes.
- c. **Alternatives Evaluation.** The alternatives will be narrowed to a short list of most viable options, which will be evaluated and compared according to various criteria, including:

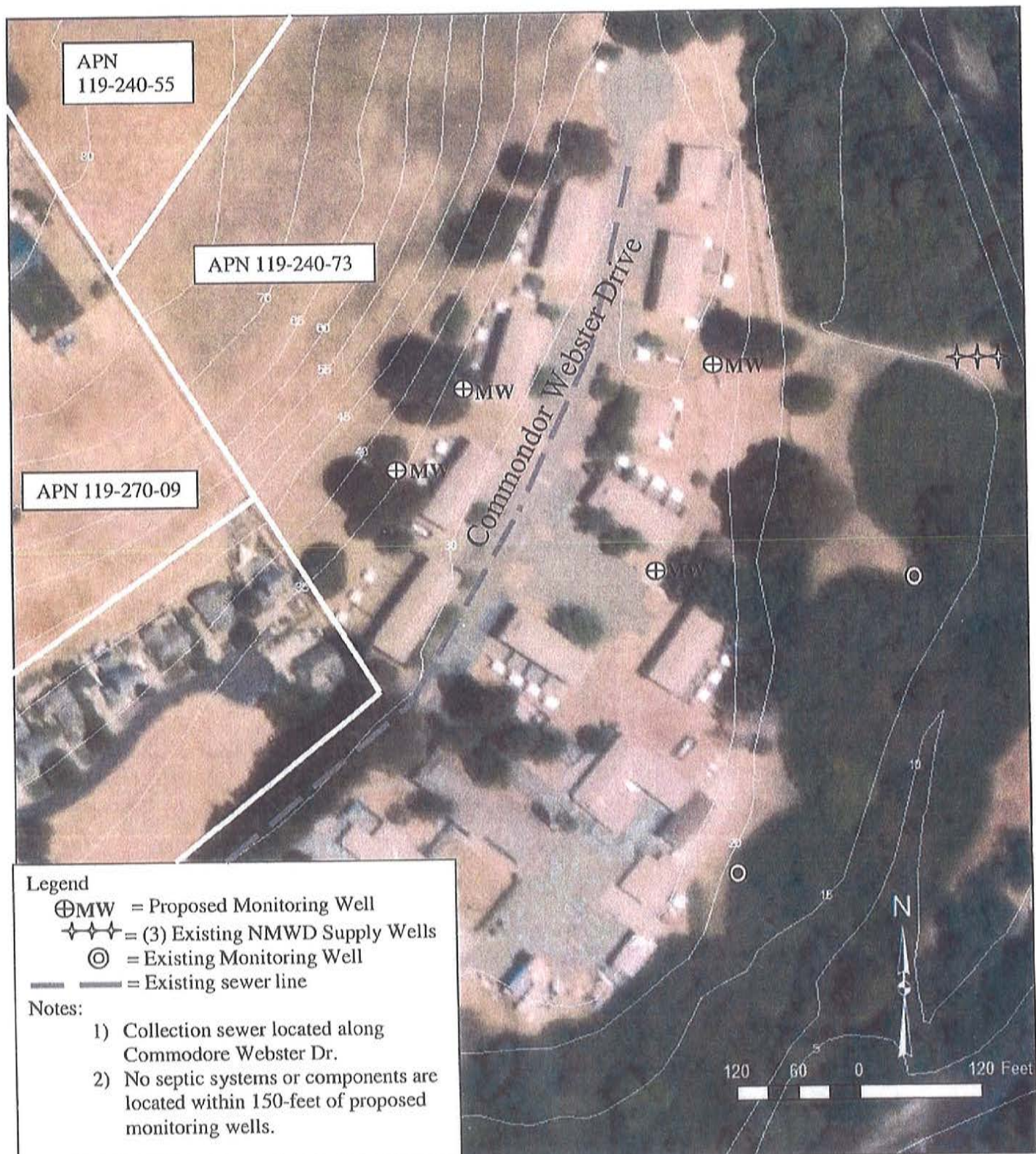
(a) regulatory and environmental compliance issues; (b) permitting process and timing; (c) construction issues and timeframes; (d) construction and on-going operational costs; (e) reliability and sustainability factors; (f) system management requirements (e.g., public oversight for shared facilities, subdivisions); (g) community input; (h) others as identified.

- d. Community Outreach and Agency Review.** It is anticipated that community outreach will be conducted as part of the alternatives analysis. There will also be close coordination and review with NMWD, Regional Water Board and MCEHS during the alternatives evaluation process.
- e. Recommended Wastewater Facilities Plan.** A recommended plan will be identified and selected based on the results of the alternatives analysis and input from community outreach and agency review. The recommended plan will be described in sufficient detail, with accompanying drawings and supporting data/calculations for submission to the Regional Water Board and/or County MCEHS to initiate the permitting process.

Schedule and Site Access

The work is planned to be initiated upon authorization (estimated October or November 2020), and conducted over an approximate 6 to 8-month period. The following access to the Coast Guard site will be required to conduct the study:

- Monitoring Well Installation – November –December 2020 (estimated)
 - ✓ 2 days for site reconnaissance and USA underground utilities
 - ✓ 3 days for well installation and surveying, including well driller
- Water Well Monitoring and Sampling – December 2020-June 2021
 - ✓ 1 day per month
- Leachfield Evaluation and Testing – January or February 2021
 - ✓ 5 days for test pits, percolation tests and groundwater observations, including backhoe
- Site meetings and miscellaneous inspections – April-June 2021
 - ✓ Estimated 2 days per month



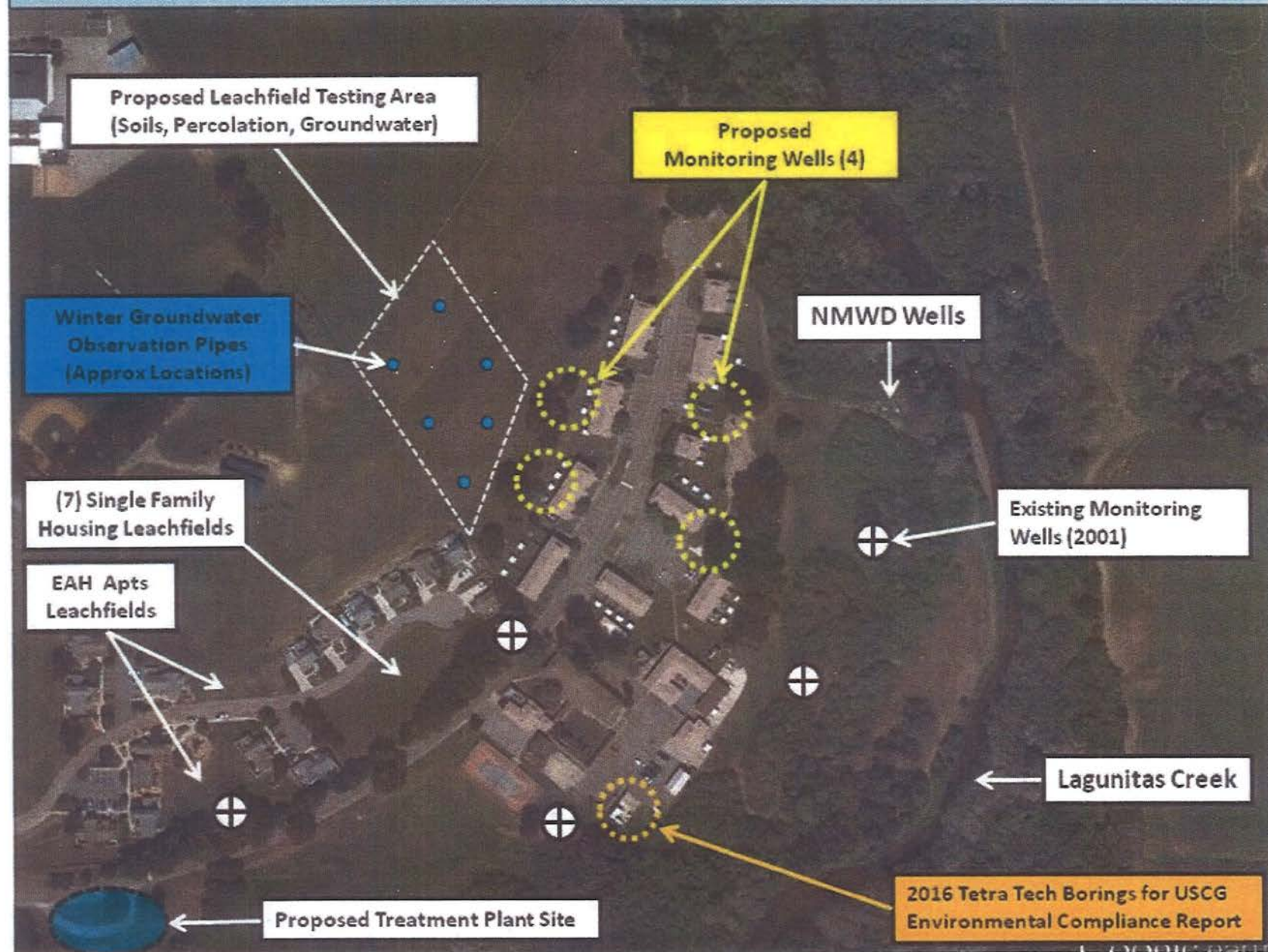
DATE:	11/17/2016
PROJECT:	Coast Guard 2020
PROJECT NO.:	20000131
DRAWN:	MF
APPROVED:	NH



PLOT PLAN

**FIGURE
1**

Coast Guard Site - Wastewater Facilities and Groundwater Investigation Plan



MEMORANDUM

TO: Drew McIntyre, P.E., General Manager, North Marin Water District (NMWD)

FROM: Nicholas C. Pogoncheff, P.G., Principal Hydrogeologist,
PES Environmental, Inc. (PES)

DATE: December 3, 2020

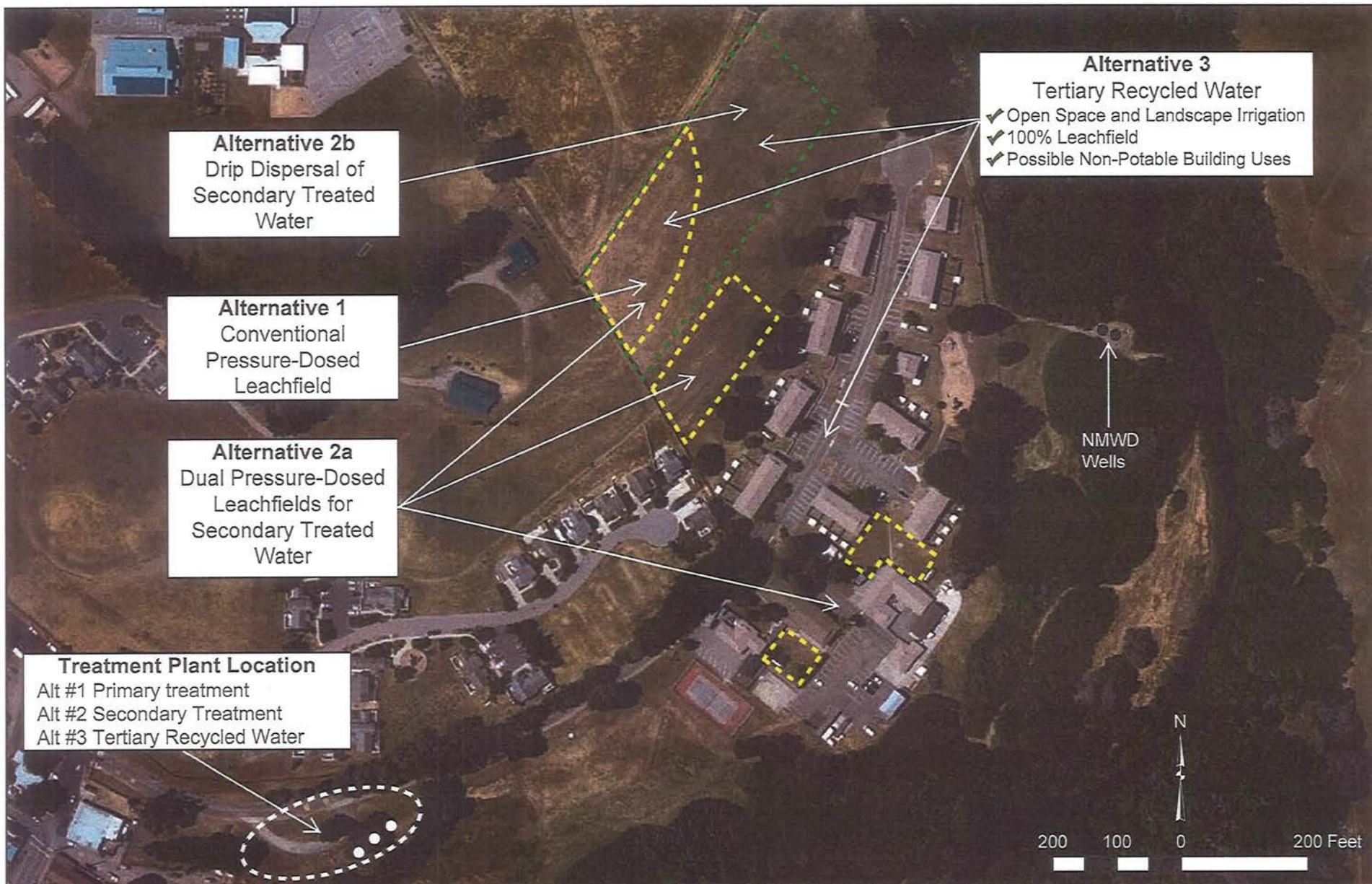
SUBJECT: Review of Questa Engineering Corporation (Questa), *Scope of Services, Point Reyes Coast Guard Site Reuse Project, Groundwater Investigation and Wastewater Facilities Plan* (undated, 3 pages)

PROJECT NO.: 872.002.01.001

This Memorandum has been prepared by PES to present our review of the above-captioned document prepared by Questa on behalf of CLAM-Eden Housing (CLAM), and related documents for the Coast Guard property. It is our understanding that the NMWD is a stakeholder in the CLAM project due to the presence of the two municipal water supply wells owned and operated by the NMWD at the Coast Guard property (as shown on Figure 5 [Questa, 2016]). The *Scope of Services* is limited to a brief outline only, and lacks details (e.g., rationale and specifications for installation of groundwater monitoring wells, laboratory analytical testing for water quality samples, etc.) regarding the groundwater investigation to assess potential impacts of sewage wastewater disposal on the municipal water supply wells and Lagunitas Creek. Hence, the *Scope of Services* is considered deficient due to the lack of transparency. It is also noted that the referenced *Onsite Wastewater Feasibility Evaluation for U.S. Coast Guard Housing Site*, provides no summary of hydrogeologic conditions at the property (Questa, 2016), rather it relies upon the Questa 2000 *Hydrogeologic Investigation for Point Reyes Affordable Housing Project, Point Reyes Station, Marin County* (limited review performed by PES).

Questa (2016) reports that the average daily sewage collection for existing housing at the Coast Guard property is approximately 6,500 gallons, and sewage wastewater design flows for the existing housing facilities at the Coast Guard property are estimated to be approximately 10,000 gallons per day. NMWD's primary concern of the *Onsite Wastewater Feasibility Evaluation*, relates to potential impacts to water quality resulting from wastewater discharges of the proposed sewage wastewater disposal facilities. As shown on the attached Figures, all of the sewage wastewater disposal Alternatives (Figure 5, Questa 2016) are located within the

groundwater the recharge area (Figure 12, Questa 2000) for the NMWD's municipal water supply wells located at the Coast Guard Property, where groundwater level measurements show a relatively steep horizontal groundwater gradient toward the NMWD wells and Lagunitas Creek. Accordingly, the NMWD's primary concern relates to both groundwater and surface (Lagunitas Creek) water-quality degradation resulting from discharge of the estimated 10,000 gallons per day of sewage wastewater for the proposed project. Such degradation of these integrated terrestrial and water environments, may include but not be limited to, the presence of emergent contaminant compounds including pharmaceuticals and personal care products, organic wastewater compounds, antimicrobials, antibiotics, animal and human hormones, endocrine disrupting compounds, as well as a variety of domestic and industrial detergents. In conclusion, it does not appear that that the proposed sewage wastewater disposal facility Alternatives and new source of 10,000 gallons per day of wastewater discharges at the Coast Guard property, are suitably located in relation to the NMWD's municipal water supply wells.

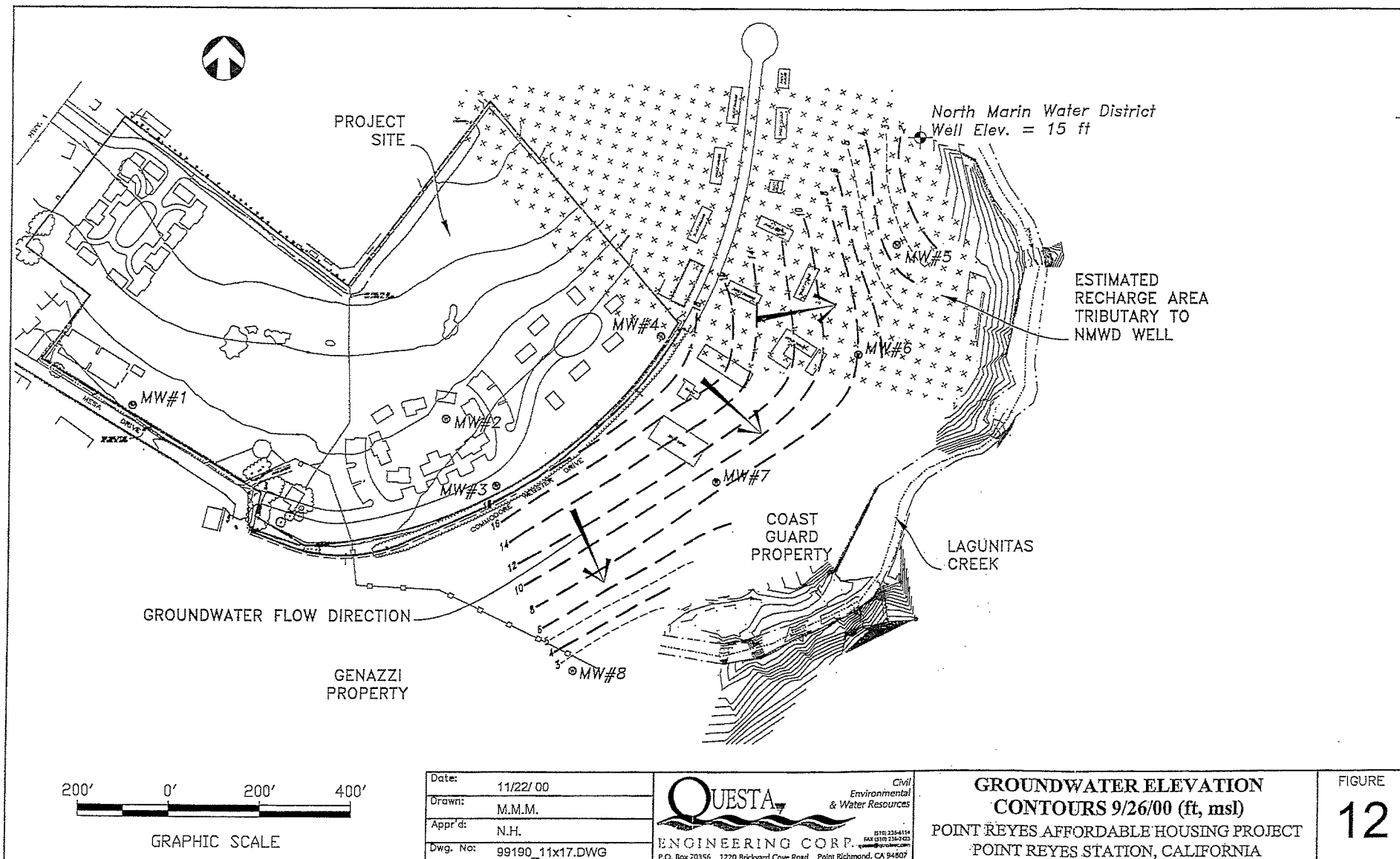


DATE: 12/5/2016
PROJECT: USCG HOUSING
PROJECT NO.: 1500193
DRAWN: DD
APPROVED: NH



Wastewater Alternatives
Overview

FIGURE
5



14

MEMORANDUM

To: Board of Directors Date: December 11, 2020
 From: Tony Williams, Chief Engineer/Assistant GM 
 Re: City of Novato Annual Encroachment Permit Cost Increase
r:\non job no issues\encroachment and right of entry permits\city of novato\2021\city of novato annual encroachment permit bod memo 12-20.doc

RECOMMENDATION: Information Only

FISCAL IMPACT: \$6,000

Background

The City of Novato Department of Public Works issues annual utility encroachment permits to all utility providers with facilities located in the public road right-of-way (ROW), such as the District. The permit, known as a "Utility Notice of Work" (NOW), is limited to the following types of work: "minor maintenance" work that is valued at less than \$10,000; for servicing of existing water system facilities that is not planned; single service trenches that are no more than one-hundred fifty (150') feet in length and two (2') feet in width maximum; or the replacement of a single valve, meter, or hydrant.

The previous NOW permit fee was \$2,770, but starting in January 2021, the new annual permit fee is \$6,000 for all utility companies and agencies. District staff has discussed this increase with City staff and the City provided historical data related to key utility providers, including NMWD. In 2019, the District executed 128 different repairs or maintenance events under the permit, and the 6-year average was 139 events performed by the District. Each event covered under the permit requires City staff to process and inspect the restoration of the paving. The City is raising the permit fee to recover staff time associated with implementing the permits and associated maintenance or repair events with different utility agencies/companies (administration and inspection). The City is also planning to conduct a formal rate study to review all of the various fees charged, so an adjustment to the NOW permit fee may occur in the future. District staff plans to prepare an annual NOW permit application for 2021 and submit to the City before the end of December.

Capital Improvement and Developer Projects

As described above, the annual permit is limited to minor maintenance and repair work within the City's right of way. For the District's Capital Improvement and Developer projects that include work within the City's right-of-way, an individual encroachment permit is obtained. The fees for an individual encroachment permit vary depending on the estimated cost of the project and includes a permit administration and an inspection component. The District, along with the Novato Sanitary District, are discussing with the City ways to improve the individual permits, including performing limited pavement patching in areas where future city paving project may be anticipated. The District has a strong relationship with the City and a reputation for restoring the pavement within City's streets to the City's standards.

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North Bay Watershed Association

Board Meeting - Agenda

December 4, 2020 | 9:30 – 11:30 a.m.

IN ACCORDANCE WITH THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20 WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE BROWN ACT, THIS MEETING WILL BE HELD VIRTUALLY VIA REMOTE CONFERENCING SERVICE — NO PHYSICAL MEETING LOCATION

Zoom Meeting:

<https://us02web.zoom.us/j/89045973861?pwd=NnFYMzFLK2JsZlFhZQ2cndiN3Uvdz09>

Meeting ID: 890 4597 3861 **Password:** 465908

Dial by your location find your local number: <https://us02web.zoom.us/j/89045973861?pwd=NnFYMzFLK2JsZlFhZQ2cndiN3Uvdz09>

Agenda and materials will be available the day of the meeting at:
www.nbwatershed.org

AGENDA

Time	Agenda Item	Proposed Action
9:30	Welcome and Call to Order – Roll Call and Introductions <i>Jack Gibson, Chair</i>	N/A
9:35	General Public Comments This time is reserved for the public to address the Committee about matters NOT on the agenda and within the jurisdiction of the Committee.	N/A
9:40	Agenda Review and Approve Past Meeting Minutes <i>Jack Gibson, Chair</i>	<i>Approve</i>
9:45	Treasure's Report <i>Jack Gibson, Chair</i>	<i>Accept</i>
9:50	Guest Presentation– Bay Restoration Regulatory Integration Team (BRRIT) Update <i>Amy Hutzel, Deputy Executive Officer, State Coastal Conservancy</i> <i>Luisa Valiela, EPA Region 9, San Francisco Bay Program Lead</i> <i>Ali Weber-Stover, BRRIT NOAA representative</i> Amy, Luisa, and Ali will provide an overview of the San Francisco Bay Restoration Regulatory Integration Team (BRRIT) process formed to improve the permitting process for multi-benefit wetland restoration, associated flood management and public access infrastructure projects in the San Francisco Bay and along the bay shoreline.	Presentation

10:45	Executive Director Report <i>Andy Rodgers, Executive Director</i> Andy will provide an update on active projects, communications, committees, activities, and developing initiatives since the November 6 Board meeting.	Questions/input
10:55	Board Information Exchange <i>Members</i> Members will highlight issues and share items of interest.	N/A
11:15	Agenda Items for Future Meetings <i>Andy Rodgers, ED</i>	N/A
11:25	Announcements/Adjourn <ul style="list-style-type: none"> • NBWA Distribution list update process Next Board Meeting: January 8, 2021?	N/A

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DISBURSEMENTS - DATED DECEMBER 3, 2020

Date Prepared 12/1/20

The following demands made against the District are listed for approval and authorization for payment in accordance with Section 31302 of the California Water Code, being a part of the California Water District Law:

Seq	Payable To	For	Amount
1	All Star Rents	Propane (5 gal)	\$68.68
2	Amazon/Genuine-Hardware	Radios for Novato Tanks (\$239), iPhone Charger (\$27), PC Monitors (\$459), Floating Webcam (\$118), Daily Planner (\$51), Cell Phone Case (\$33), Hydraulic Filter (STP) (\$56), 11 x 17" Clipboard (\$46), Wireless Headset (\$206), Keyboard (\$26), Service Awards (2) (\$163) & Office Phone (\$138)	1,562.45
3	AT&T	November Internet Connection	99.50
4	Bold & Polisner	October Legal Fees - General (\$3,794) & Potter Valley-FERC (\$1,148)	4,941.00
5		Vision Reimbursement	204.00
6	Environmental Science Assoc	Prog Pymt#2: NMWD Gallagher Well No.2 CEQA/Coastal Permit Services (Balance Remaining on Contract \$48,252)	13,005.00
7	Grainger	Hydraulic Filter (STP) & (\$41) & Miscellaneous Maintenance Tools & Supplies (\$184)	224.53
8	Hopkins Technical Products	Bushing & Lip Ring (STP)	20.46
9	Kaiser Foundation Health Plan	DMV/DOT Physical (Lemos)	115.00
10	Mcvey, Marsha	Refund Overpayment on Closed Account	65.35
11	Novato, City of	2019 Novato Annual Pavement Rehabilitation-Adjust Valve Risers to New Finish Grade	8,760.70
12	Office Depot	Paper (80 reams)	347.11

Seq	Payable To	For	Amount
13	Pace Supply	Corp Stops (54) (\$13,083), Pipe (3,720') (\$25,418), Gaskets (25) (\$266), Bolts (600) (\$1,382), Nuts (500) (\$266), Meter Boxes (80) (\$3,722), Meter Stops (36) (\$9,035), Box Lids (80) (\$8,443), Service Saddles (30) (\$3,573), 12" Butterfly Valve (\$1,090), Gaskets (9), Pipeline Probes (3), 6" Gate Valve (\$561), Stop Couplings (10) (Landsea Homes) (\$908), Hydrant Extensions (\$112) & Hydrant Bury (5) (\$1,170)	69,472.95
14	Pape Machinery	Starter ('19 Ditch Witch)	402.77
15	Protection Engineering	Primer (40) (\$1,483), Tape (40) (\$1,489) & Zinc Anodes (50) (\$2,778)	5,750.17
16	Randall Bros. Automotive	Smog Test ('03 Dodge Dakota)	70.00
18	Waste Management	Green Waste Disposal	589.26
		TOTAL DISBURSEMENTS	<u>\$105,698.93</u>

The foregoing payroll and accounts payable vouchers totaling \$105,698.93 are hereby approved and authorized for payment.


Auditor-Controller

12/01/2020
Date


General Manager

12/01/2020
Date

DISBURSEMENTS - DATED DECEMBER 10, 2020

Date Prepared 12/8/20

The following demands made against the District are listed for approval and authorization for payment in accordance with Section 31302 of the California Water Code, being a part of the California Water District Law:



Seq	Payable To	For	Amount
P/R*	Employees	Net Payroll PPE 11/30/20 & Sick Leave Buyback	\$168,207.27
90338*	Internal Revenue Service	Federal & FICA Taxes PPE 11/30/20	66,108.87
90336*	State of California	State Taxes & SDI PPE 11/30/20	14,819.03
90337*	CalPERS	Pension Contribution PPE 11/30/20	39,327.29
90335*	US Bank Card	Metal & Magnetic Locator (\$24), Zoom for Board Meetings (\$13) & Costco-Bottled Water for Construction (48 Case Pallet) (\$486)	522.84
58422*	Marin County Assessor	Data Request-West Marin Parcel Listing	112.00
1	Alten Construction	Refund Security Deposit on Hydrant Meter Less Final Bill	414.76
2	Asbury Environmental Services	Used Oil Disposal	160.00
3	AT&T	Telephone (\$72), Fax (\$94), Leased Lines (\$141) & Data (\$289)	596.68
4	Borges & Mahoney	Parts to Repair Chlorine Gas Regulators @ STP	1,236.98
5	Boucher Law	Labor & Employment Law Matters	225.00
6	Buck's Saw Service	Gas Can & Parts for Leaf Blower (\$77)	104.51
7	Building Supply Center	Fence Materials (Point Reyes Tanks)	38.70
8	California Dept of Tax and Fee	Water Right Fees (7/1/20-6/30/21)	2,728.06
9	Caltest Analytical Laboratory	Lab Testing	82.95
10	Charles Custom Welding	Welding Services (DCA Replacement & Marin Valley Drive)	1,160.00
11	Corda, Jeff	Exp Reimb: Safety Boots (Corda)	194.85
12	Costco Membership	Annual Membership Renewal (1/21-12/21/) (Budget \$130)	120.00

Seq	Payable To	For	Amount
13	CSW/Stuber-Stroeh Engineering	Prog Pymt#4: Engineering Services-Stafford Dam Monument Survey (Balance Remaining on Contract \$17,218)	2,300.00
14	DataTree	November Subscription to Parcel Data Info	100.00
15	Diesel Direct West	Diesel (174 gal) (\$562) & Gasoline (520 gal) (\$1,519)	2,081.33
16	Direct Line	December Telephone Answering Service	168.00
17	EKI Environment & Water	Prog Pymt#1: Prepare 2020 Urban Water Management Plan Update (Balance Remaining on Contract \$45,290)	4,709.90
18	Enterprise FM Trust	Monthly Leases for Chevy Colorado, F250's (2), Nissan Rouges (2), Nissan Frontier & F150's (4)	5,040.54
19	Environmental Science Assoc	Prog Pymt#4: (\$675) & Prog Pymt#5: San Mateo Tank Permitting Assistance (\$4,070) (Balance Remaining on Contract \$30,905)	4,745.00
20	Fisher Scientific	Sulfate Standard (Lab)	50.97
21	Grainger	Safety Gloves (1,300) (STP) (\$202), Tools for E/M Shop (\$433), Sheet Stock (24' x 48") (\$484), V-Belts (2) (STP) Water Heater for STP (\$636), Wheel Chock ('06 Int'l Crew Truck) (\$120) & Miscellaneous Maintenance Tools & Supplies (\$240)	2,114.88
22	Halpern, Peter	Novato "Washer Rebate" Program	50.00
23	Holmes, Janalee	Novato "Toilet Rebate" Program	100.00
24	Lincoln Life	Deferred Compensation PPE 11/30/20	7,846.67
25	Madruga Iron Works	Special Vault Lids for DCA Replacements (4)	12,869.92
26	Marello, J	Refund Overpayment on Closed Account	41.00
27	Marin Landscape Materials	Rock (1/4 yd) & Concrete (42 bags) (\$305)	341.94
28	County of Marin	Annual Encroachment Permit With County of Marin	490.00
29	Nationwide Retirement Solution	Deferred Compensation PPE 11/30/20	920.00

Seq	Payable To	For	Amount
30	North Marin Auto Parts	Coupler (\$135), Fuel Hose for Fleet, Hose for Parts Washer, Service Parts ('02 Chevy K1500-\$49, '03 Dodge Dakota-\$245, Vac Trailers-\$77, '08 Chevy Colorado-\$42), Spark Plugs (2), Bolts & Nuts	632.33
31	North Bay Gas	Argon Gas & Welding Wire (\$314), Spool Gun for Welder (\$540), Welding Gloves, Pliers, Nitrogen & Breathing Air (\$136) & November Cylinder Rental	1,074.98
32	Northen, Brian	Exp Reimb: Hay for Construction	37.90
33	Novato Builders Supply	Plywood (6-4' x 8') (\$473) & Trim for Apartment	482.52
34	Open Spatial Americas	Open Spatial Suite Standard Edition Annual Subscription (\$10,074) & Support Hours for Facility Map GIS/Autocad (\$4,250)	14,324.00
35	Pace Supply	Couplings (2), Corp Stops (64) (\$15,033), Tytons (12) & Gaskets (8)	15,145.42
36	Pacific Coast Petroleum	Oil & Lubrication for STP	1,209.55
37	Pini Hardware	Miscellaneous Maintenance Tools & Supplies	689.94
38	Quadient	January Postal Meter Rental	143.09
39	Recology Sonoma Marin	November Trash Removal	510.80
40	Sigma Pneumatics	Replacement Air Hammer	1,231.34
41		Vision Reimbursement	184.00
42	Soiland	Asphalt Recycling (23 tons)	529.00
43	Sonoma County Tree Experts	Tree Pruning Services @ STP (\$1,080) & Point Reyes Water Tanks (\$1,275)	2,355.00
44	State Water Resources Control	Annual Permit Fee-Waste Discharge Requirement (7/20-6/21) (Oceana Marin) (\$23,210) & National Pollutant Discharge Elimination System Annual Permit Fee (7/20-6/21) (\$2,947)	26,157.00
45	Summers, Stewart	Novato "Toilet Rebate" Program	198.00
46	SWK Technologies	IT Support on Accounting Software	218.75



Seq	Payable To	For	Amount
47	Thompson Builders	Refund Security Deposit on Hydrant Meter Less Final Bill	265.21
48	Thomas, Janet	Refund Overpayment on Closed Account	46.48
49	United Parcel Service	Delivery Services: Sent Notice of Determination for CEQA Documentation for Old Ranch Rd Tank Replacement	8.79
50	Univar	Sodium Hypochlorite (PRTP) (195 gal)	136.52
51	USA BlueBook	pH Buffers (2) (STP)	416.43
52	Verizon Wireless	Cellular Charges: Data (\$975), Airtime (\$165) & iPads for Asset Management (\$200)	1,339.55
53	VWR International	Lead Standard & Safety Gloves (Lab)	155.60
54		Exp Reimb: Cobra Payments (December)	846.69
55	WRA	Prog Pymt#11: Design Phase Services for the Lagunitas Creek Slope Stabilization Project	392.00
TOTAL DISBURSEMENTS			<u>\$408,860.83</u>

The foregoing payroll and accounts payable vouchers totaling \$408,860.83 are hereby approved and authorized for payment.

	<u>12/09/2020</u>
Auditor-Controller	Date
	<u>12/9/2020</u>
General Manager	Date

2021 TAC and WAC/TAC MEETING SCHEDULE

35 Stony Point Road, Santa Rosa, California

Month	Day	Body	Time
JANUARY	4	 TAC	9:00a.m.
FEBRUARY	1	WAC / TAC	9:00a.m.
MARCH	1	 TAC	9:00a.m.
APRIL	5	SPECIAL WAC/TAC	9:00a.m.
MAY	3	WAC / TAC	9:00a.m.
JUNE	7	TAC	9:00a.m.
JULY	12	TAC (tentative)	9:00a.m.
AUGUST	2	WAC / TAC	9:00a.m.
SEPTEMBER	13	TAC (tentative)	9:00a.m.
OCTOBER	4	TAC	9:00a.m.
NOVEMBER	1	WAC / TAC	9:00a.m.
DECEMBER	6	TAC	9:00a.m.

Notice:

Salinity intrusion into the Point Reyes well supply serving the West Marin communities of Point Reyes, Olema, Inverness Park, and Paradise Ranch Estates has occurred and has caused sodium levels to increase from background levels of 15-30 milligrams per Liter (mg/L). While there is no direct health concern from the salt for most people at this concentration, it does affect the taste. Customers that are on sodium restricted diets should consult their physicians to see if the additional sodium is a concern for them. The table below lists the most recent concentrations for sodium in the West Marin water supply:

Date	Sodium	Chloride	Units
10/27/20	165	467	mg/L
11/3/20	152	485	mg/L
11/10/20	102	277	mg/L
11/17/20	31.9	69.8	mg/L

*milligrams per liter

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Date	Sodium	Chloride	Units
11/3/20	152	485	mg/L
11/10/20	102	277	mg/L
11/17/20	31.9	69.8	mg/L
11/23/20	219	639	mg/L

*milligrams per liter



American Water Works
Association



ASSOCIATION OF
METROPOLITAN
WATER AGENCIES



Water Environment
Federation®
the water quality people®



WATERREUSE®

November 16, 2020

The Honorable Nancy Pelosi
Speaker
United States House of Representatives
Washington, D.C. 20515

The Honorable Mitch McConnell
Majority Leader
United States Senate
Washington, D.C. 20510

Dear Speaker Pelosi and Majority Leader McConnell,

The country's approximately 50,000 drinking water and 15,000 wastewater utilities have the vital public responsibility of supplying the public with safe drinking water, wastewater service, and water recycling services every second of every day. Local water utilities have successfully provided the public with essential drinking water, sanitation service, and water recycling during the coronavirus pandemic. As Congress debates the next COVID-19 relief package, the undersigned organizations representing local governments, water utilities, water-related businesses, and non-profit organizations urge that the legislation reflect the following priorities.

Help Low-income Customers Pay Their Water Bills

Each version of the HEROES Act approved by the House of Representatives this year (H.R. 6800 and H.R. 925) contained language to establish a \$1.5 billion Low-Income Household Drinking Water and Wastewater Assistance program, which would provide funds to local water and wastewater utilities to offset water rates charged to low-income customers during the pandemic. Water systems report that delinquent residential water accounts have increased dramatically over the past several months – especially among low-income customers – so this type of targeted assistance is vital to getting these vulnerable customers back on track while also providing a needed stream of operational funds to water and wastewater systems. We request that this or a similar low-income customer assistance program is maintained in any pandemic relief package.

Avoid Efforts to Implement Broad Water Service Disconnection Moratoriums

The water community understands how critical it is to continue to provide water service to our communities during the pandemic. In fact, data from the American Water Works Association reports that more than 90% of drinking water systems have temporarily suspended water service disconnections for nonpayment during the crisis, and most are also halting late payment fees. We believe these actions demonstrate that federal action to prevent water service disconnections via a moratorium is not necessary or advisable at this time.

Local water and wastewater utilities understand the value and critical nature of the service they provide. These services are costly, and local communities cannot provide it for free. If the federal government is truly committed to ensuring water access for all, it must provide federal water bill assistance as outlined above. Water and sewer costs are overwhelmingly covered by local ratepayers, meaning that forgiveness for unpaid bills or free service extended to some customers needs to be ultimately covered by other customers. Further, this situation of charging different rates for the same service is not allowed by many state laws. Therefore, we strongly urge that any federal discussion related to utility shutoff restrictions be carefully considered, preserve the ability of utilities to collect rates from all those who are able to pay, and not leave needy customers in even greater debt when the crisis ends.

Despite these concerns, we recognize that the concept of a federal water service disconnection moratorium remains popular with some on Capitol Hill. As this discussion continues, we share the following principles that should guide any federal water shutoff moratorium policy that Congress considers:

- Discussion of utility shutoff moratoriums should be limited to the duration of the current coronavirus public health emergency and be targeted to individuals/households who are determined by objective criteria to be unable to pay.
- Any local restrictions on shutoffs or collections must be triggered by the community receiving federal funding to cover these costs, otherwise the restrictions will be unsustainable and shift the costs to others in the community.
- Federal legislation must not inadvertently hinder local drinking water and wastewater utilities' ability to conduct temporary water service disconnections for infrastructure repair and maintenance activities.

Local governments and locally governed water utilities continually make complex operational decisions concerning rates, treatment, disinfection, collection, safety management, financing, distribution, compliance and emergency supply to ensure the safety and reliability of the public water service. All of these decisions are premised on the ability to collect payment for water and wastewater service, so Congress must take care to not imperil utility finances and their ability to comply with complex state and federal regulatory requirements.

Provide Funding to Help Local Water Utilities Rebound from the Pandemic and Invest in Critical Infrastructure

The COVID-19 pandemic is having a severe impact on water and wastewater utilities across the country, with some water systems suffering pandemic-induced revenue losses of millions of dollars, or more than 15%. These lost revenues mean local communities are less able to renew, repair, and sustain aging water infrastructure and treatment facilities.

To address these needs, we request that local water and wastewater systems be made explicitly eligible to receive a portion of any state and local budgetary assistance that is included

in future COVID-19 response legislation. This funding should be available to help affected utilities of all sizes continue to operate and provide safe drinking water, wastewater service, and water recycling, and should go beyond the aid delivered in the CARES Act, which covered some direct COVID-response costs but prohibited the use of funds to offset lost utility revenues. This utility revenue assistance could be particularly important to small and rural communities with limited administrative resources.

The coming weeks will provide the best opportunity for Congress to deliver meaningful COVID-19 relief before the end of the year, and we are eager to continue to work with you to develop legislation that helps the nation – and its drinking water, wastewater, and water recycling systems and ratepayers – recover from this pandemic.

Sincerely,

American Water Works Association
Association of Metropolitan Water Agencies
National Association of Clean Water Agencies
National Rural Water Association
Water Environment Federation
WaterReuse Association

Cc: Members of House of Representatives and Senate



999 Rush Creek Place
P.O. Box 146
Novato, CA 94948-0146

PHONE
415-897-4133

EMAIL
info@nmwd.com

WEB
www.nmwd.com

November 1, 2020

TO OUR VENDORS AND SUPPLIERS:

I would like to share North Marin Water District's philosophy that guides our employees when they represent the District in making purchases. This philosophy reflects the high ethical standards we wish to maintain.

We believe that the giving or receiving of gifts and other symbols of appreciation are unnecessary.

We are a public agency whose goal is simply to serve the public the best way that we can. Our policy prohibits employees from soliciting or accepting gifts, benefits or favors from a vendor or a vendor's representative. This includes such things as flowers, meals, foodstuffs and tickets. We think that this policy serves the best interests of both our employees and those with whom North Marin does business because it makes it clear that gifts, favors, etc. are neither a necessary nor desired part of doing business with the District.

I want to thank you in advance for respecting our position and cooperating with our policy. Our employees are aware that we are committed to this business philosophy. Should you have any questions about this business philosophy, please do not hesitate to contact me directly. Please forward this letter to the person (or persons) in your organization responsible for doing business with North Marin Water District.

Sincerely,

A handwritten signature in black ink, appearing to read "DmR", is positioned above the printed name and title.

Drew McIntyre
General Manager

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Nancy Holton, Accounting Supervisor

Subject: Funding Received-Gallagher Ranch Streambank Stabilization Project

r:\folders by job no\7000 jobs\7185 lagunitas creek slope stabilization\funds received memo.doc

RECOMMENDED ACTION: Information

FINANCIAL IMPACT: Net Project Costs \$311,260

The Gallagher Ranch Streambank Stabilization Project was substantially completed in July 2020 to repair a bank failure along Lagunitas Creek in Point Reyes Station which was caused by the winter storm events in 2017 and 2019. The streambank failure threatened public services, including North Marin Water District water supply wells and pipelines. This project will also prevent future bank failure.

The total project cost to date is \$722,658. The summary below shows total contributions of \$411,398 received and a net cost to the District of \$311,260.

	Amount
Total Project Costs	\$ 722,658
<i>Less Outside Contributions:</i>	
US Department of Agriculture Natural Resources Conservation Service Grant	336,398
Marin Agricultural Land Trust	42,500
Marin Municipal Water District	25,000
Gallagher Family Trust	7,500
Total Outside Contributions	\$ 411,398
Net Project Costs NMWD	\$ 311,260

MEMORANDUM

To: Board of Directors

December 11, 2020

From: Nancy Williamson, Senior Accountant *NW*

Subj: Annual Sick Leave Buy-Back
t:\acl\word\personnel\sick leave buyback 2020.docx

RECOMMENDED ACTION: Information Only

FINANCIAL IMPACT: \$15,368 in 2020

Employees accrue one day of sick leave each month. In 1970 the District adopted a policy to recognize employees who use sick leave prudently by allowing them to annually sell back unused sick leave in excess of 90 days at 50% of their pay rate. This buy-back policy provides an incentive for employees to use their sick leave benefit thoughtfully, and rewards those who do so, while simultaneously reducing the District's accrued sick leave liability.

On November 30, 2020 fourteen employees had accrued sick leave in excess of 90 days. Eight chose to retain their accrued sick leave either for future use or to convert to additional service credit at retirement. Six elected to convert their eligible sick leave to cash, at a District cost of \$15,368.

CERTIFICATE OF EXCELLENCE

In recognition of the quality of your laboratory in proficiency testing for

WP-309

North Marin Water District

is issued this certificate of achievement by ERA. This laboratory has been recognized as a Laboratory of Excellence for achieving 100% acceptable data in this study which included 1032 participating laboratories. This achievement is a demonstration of the superior quality of the laboratory in evaluation of the standards listed below.

Hardness

Nitrite

Settleable Solids

Turbidity

WasteWatR™ Coliform

MicrobE™ - SM 9221

Minerals

pH

Simple Nutrients

Volatile Solids



Matthew Seebeck
Quality Officer



CERTIFICATE OF EXCELLENCE

In recognition of the quality of your laboratory in proficiency testing for

WS-291

North Marin Water District

is issued this certificate of achievement by ERA. This laboratory has been recognized as a Laboratory of Excellence for achieving 100% acceptable data in this study which included 624 participating laboratories. This achievement is a demonstration of the superior quality of the laboratory in evaluation of the standards listed below.

WS SourceWatR™
MicrobE™

WS SourceWatR™
MicrobE™ - SM 9221



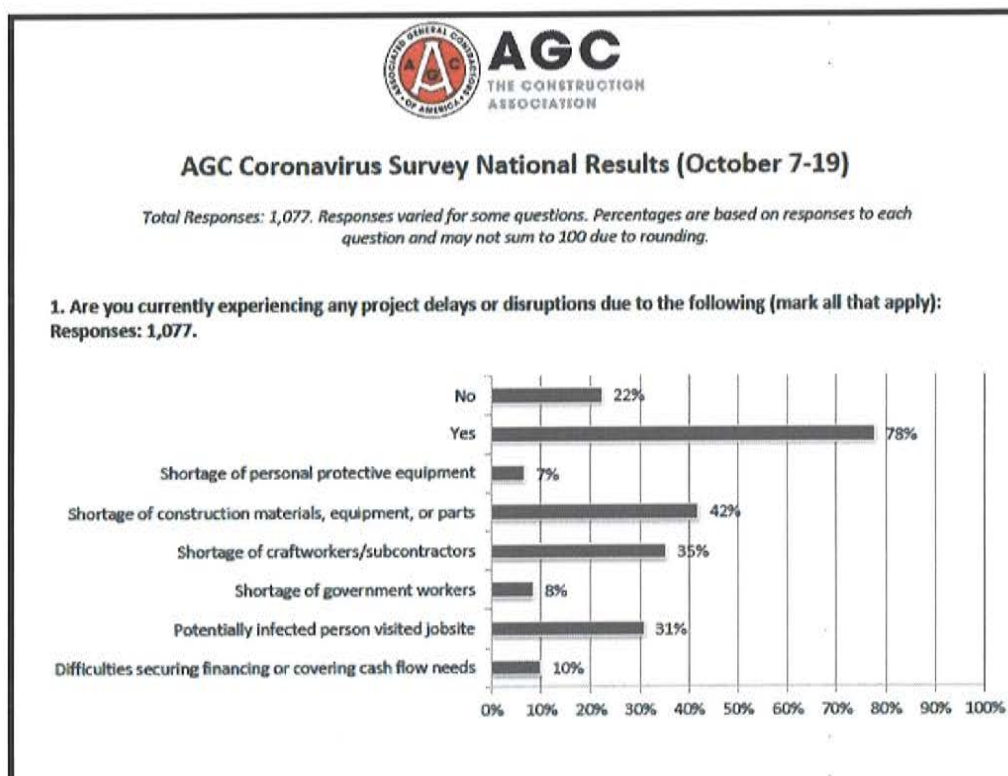
Matthew Seebeck
Quality Officer



AGC Says 75% of Contractors Had Project Canceled or Postponed Due to Coronavirus

Latest survey of 1,077 member firms paints a bleak picture of 2021 market

Engineering News-Record
November 9/16, 2020



78% Of AGC contractors reported they've had a project delayed or disrupted due to many factors stemming from the COVID-19 pandemic. *Source: Associated General Contractors of America*
October 28, 2020
Jeff Yoders

Three-quarters of 1,077 contractors surveyed by the Associated General Contractors of America said they have experienced a project cancellation or postponement due to the ongoing COVID-19 pandemic, in survey data of members the trade group released on Oct. 28.

That figure, based on data obtained in late September and early October, is up from 60% reported by AGC in August.

"These results make it clear that the months-long pandemic is undermining the demand for projects, disrupting vital supply chains and clouding the industry's outlook without new federal relief measures," AGC Chief Economist Ken Simonson said. "These challenges pose a significant threat to current construction employment levels."

The number of contractors reporting a shortage of materials, equipment or parts increased to 42%, with firms citing disruptions in trucking, rail and ocean shipment and delays in domestic production and transportation. But only 7% reported a need for personal protective equipment such as masks and cleaning supplies, down from the previous survey.

Simonson said 35% of respondents experienced a shortage of craft workers over the last year, but only 86 contractors reported adding jobs in the last year and 42% said they do not plan to increase the size of their labor force in the next year.

Half of respondents said they want a larger federal investment in all forms of construction.

Regionally, more contractors in the Northeast—nearly 85%—reported that a project was canceled or postponed. Elsewhere, that situation was noted by 80% of contractors in the Midwest, 72% in the West and 71% in the South. About 88% of contractors with more than \$500 million in revenue experienced a lost or postponed project, compared to 80% of firms with \$50 to \$100 million in revenue and 73% of firms with \$50 million or less.

The rate of contractors experiencing cash flow delays remained at 10% in October, although the figure rose from 8% reporting them in June.

However, almost a quarter of respondents reported gaining business because of the pandemic.

Of those contractors, 7% said they won new medical projects, 5% reported work on other buildings such as data centers or distribution facilities required by more people working at home, and 2% reported additional highway work.

Simonson said that 46% of respondents called for a larger federal investment in all forms of public infrastructure and facilities, with 30% noting need for a new multi-year surface transportation bill enacted and 20% wanting "safe harbor" liability reforms to protect responsible firms from coronavirus lawsuits.

The survey did not seek information on candidate choice in the presidential election, but Simonson pointed out that President Donald Trump "never came forth with a detailed infrastructure package and never convinced Senate Republicans to bring something forward."

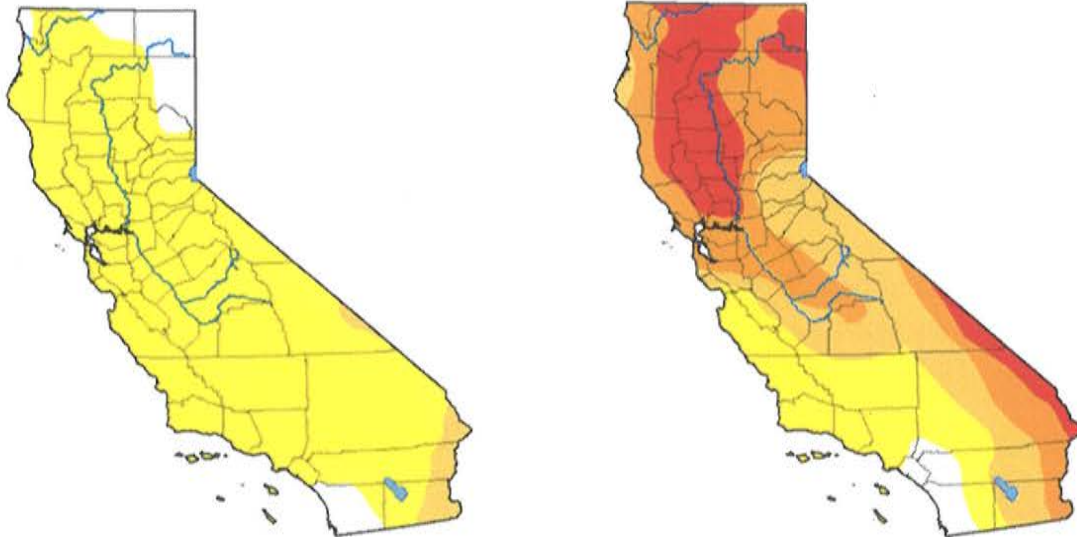
Simonson added that "if Joe Biden becomes president, he's very interested in a broad package of infrastructure, including rail—he's a noted fan of Amtrak—and energy storage. We may see a big push for infrastructure, broadly defined, but the makeup of the Congress is key. Congress can act quickly if it wants to. President Obama got the 2009 stimulus through in about four weeks."

But, the economist warned: "If Congress is controlled by the opposition party, that can make it go from weeks to years."

Is California Heading For A Multi-Year Drought? The Odds Aren't In Our Favor, Experts Say.

• [Ezra David Romero](#)

Monday, November 30, 2020 | Sacramento, CA



Drought maps of November 26, 2019 versus November 25, 2020.

The National Drought Mitigation Center

With no rain in the forecast for the rest of 2020 — thanks to a [La Niña](#) weather pattern pushing storms north of the state — the probability of California entering a multi-year drought is increasing.

“We did fortunately get some rain in November,” said [Michelle Mead](#), a warning coordination meteorologist with the National Weather Service in Sacramento. “However, since that time, it

has been drying, and we even had some wind events. So, we're very quickly back into fire season."

An autumn with little rain and a forecast for a dry December is reminding weather and climate experts of the patterns that took place before last year's mild winter. That season, much of the state only got about half of what's normal, bringing a majority of Northern California into what could be two years of below average precipitation.

With more than two-thirds of the state experiencing some sort of drought and water supplies just below average, another dry year wouldn't break the bank. But it could point to a trend — multi-year droughts — not too far back in California's memory.

But what happens with [La Niña](#) heavily determines what the water year will look like, said Stanford climate scientist [Noah Diffenbaugh](#).

"It's not just bad luck. There are configurations that tend to tip the odds towards more dry conditions," he said. "It's very consistent with a climate that gets warmer and is more prone to prolonged warm, dry conditions punctuated by wet conditions."

La Niña historically has meant drier, colder winters in California. The weather pattern occurs in the Pacific Ocean where strong winds blow warm water at the surface of the ocean from South America to Indonesia. As the water moves west, cold water moves to the surface near the coast of South America. This results in storms mostly landing in the Pacific Northwest versus California.

Are We Headed Into A Multi-Year Drought?

Climate scientists and meteorologists are mulling this question because it's common for California to go from drought years to wet years. But the past few years have all been very warm, which increases drought severity, says [Dan McEvoy](#), a climatology research professor with the Desert Research Institute in Reno.

"There's not a single storm expected in the next week and if you look out to about two weeks, it's staying quite dry with very, very minimal precipitation," he said. "We're starting to kind of get into overlapping dry seasons, where we had last year ended up being really dry and we're falling into drought this year again."

McEvoy recently co-authored a [paper](#) that found warming temperatures mean a 2-fold increase by 2039 in the likelihood of a multi-year drought occurring. That grows to 15-fold by the end of the century.

"As we go into the future we can expect more of those severe multi-year droughts ... even in years or locations where we have precipitation not changing that much in the future because the temperatures are changing," he said.

But when should Californians start to worry about another multi-year drought? California leaders begin to worry once there are two years of drought conditions, because the system is designed to weather three years of drought.

“For the reservoirs, they can sustain California water supply for up to three years without any degradation,” said Mead with NWS. “But after three years, if we don't have a good winter, then of course we look to the state to figure out water restrictions and things of that nature.”

Michael Anderson, state climatologist with the California Department of Water Resources, says it is too early to worry because of how variable the state's climate can be.

“It's very tricky for California,” he said. “We have the largest year to year variability anywhere in the United States. We can go from 2019, that had one of the wettest February's on record, then 2020 comes along and it's the driest February on record and we have a dry year.”

That back and forth nature of California's climate, amplified by warming temperature, is what UCLA climate scientist Daniel Swain calls climate whiplash. He says it will most likely get worse as the globe warms and that the state “will likely experience an increase of anywhere from 50% to 150% (highest in the south) in the frequency of very dry November-March periods similar to 1976-1977 (and only slightly drier than 2013-2014), which have historically occurred about once per century.”

California reservoirs are just starting to dip below average, Anderson says, and he hopes the ridge of pressure pushing storms to the north weakens as autumn turns into winter.

“What we don't know is as we get into winter, which starts [December] 21st, we might see that pattern shift,” he said. “Where the high may move to the west, which would open the door for those cold storms to drop in out of the Gulf of Alaska.”

If that happens, California could break the cycle of a potential multi-year drought. But Anderson says there are a lot of unknowns.

“We've had dry starts like this, and I've seen that kind of storm door open and that leads to then a wet December, January, February,” he said. “I'm really going to have to wait and see how things evolve.”

But Isn't The West In A Megadrought?

This spring a group of researchers released a paper saying that the southwest portion of North America is dealing with something larger than droughts lasting three to five years. They say a larger trend of warming and drying has resulted in what they call a megadrought that's lasted from 2000 through 2018.

They liken the current megadrought to medieval megadroughts and this one brings up major questions about human caused climate warming.

“What we're seeing through this 20-year period corresponds with sort of mediocre precipitation,” said John Abatzoglou, a UC Merced climate scientist and co-author of the study. “That's taken what would have been in pretty sort of, you know, normal-ish drought into making it the second worst mega drought in 1,200 years.”

He says climate change has played a significant role in creating this megadrought by drawing more water out of the soil and in turn stressing the environment.

“We haven't recovered from the megadrought, that's pretty clear to me,” he said. “If you look at groundwater levels in the Central Valley, they're depleted. And we know that during drought years, we tend to pull more from groundwater. That limits our ability to have that buffer in future dry years. So, the last thing we need right now is to have years like this.”



Ezra David Romero

Environment Reporter

@ezraromero Email Ezra David Romero

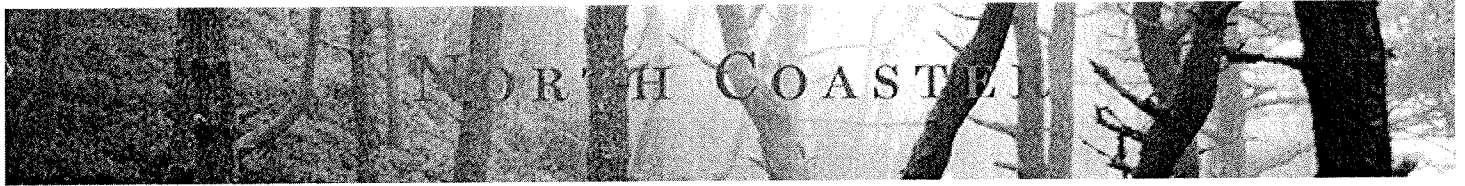
75 YEARS AGO

December 1945

- L. R. Knutte, chairman of the Novato Water Conservation and Retention Dam Committee, reports efforts will be made to try and tie-in the Novato project with already approved Novato Flood Control project. The whole project would then be the re-dredging of the Novato Creek channel with a number of retention dams built in the upper hill valleys surrounding the main Novato valley for the purpose of building up the underground water supply, control of flood conditions and conservation of soil.



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POINT REYES LIGHT

Rains control Woodward Fire, do little for supply

By Anna Guth
11/24/2020

November's rain has notably reduced the fire threat across Marin, though water providers on the coast have yet to loosen their belts.

The Marin Municipal Water District has recorded 3.4 inches of rain on Lake Lagunitas since July, thanks mostly to two storms this month. On the coast, there was less rain within the same period in some areas, with 1.4 inches recorded in Bolinas and 2 inches in Inverness.

Although even M.M.W.D.'s higher numbers account for only around half of the average rainfall for this time of year, the wet has made a difference for firefighting.

"We've definitely turned a corner," said Bret McTigue, a county fire battalion chief. The county has begun releasing seasonal staff, and last week, the National Park Service declared the Woodward Fire officially controlled.

At the peak of this year's fire season, Marin County Fire had a seasonal staff of 120 employees; now, the department has begun to draw that down to its winter crew of 20 personnel, who will stay on to help with vegetation management and other projects.

"The California fire season is year-round. While we have turned a corner, if we have a dry spell followed by winds, the vegetation that is dead and down will burn," Mr. McTigue said.

Last Wednesday, park service fire management officer Greg Jones announced that the Woodward Fire was controlled, meaning the flames that have smoldered since August had no chance of jumping established control lines. Two weeks ago, the park released the daily crew staffing the burn area. The team of around 35 specialists was most recently focused on suppression repair, rehabilitating the bulldozed and handmade control lines, and attending to any flare-ups.

While the rainfall has reduced the fire threat, the impact of the exceptionally dry year continues to affect water supply, though some coastal districts are in better shape than others.

Following the rains, the Inverness Public Utility District eased its restrictions on outdoor water use. The district remains in the second of a four-stage water shortage emergency.

"We still need customers to conserve water," IPUD customer services manager Wade Holland said. "The rain has not increased our supply, but it has pushed down demand a little bit."

IPUD's storage tanks turn over the water pulled from local creeks and streams every three days; if they refill overnight, Mr. Holland said they are in good shape. Currently, the tanks are refilling a bit more every night. "Now it's just a waiting game to see how much rain we get and when we get it. There's usually not a good indication of whether you are out of the woods until January," he said.

In Bolinas, Jennifer Blackman, the general manager of the utility district, said this month's rains were not nearly enough to make a meaningful impact on water supplies.

This fall, the district asked all customers to limit usage to 150 gallons per day per connection to stave off the possibility of rationing. The average gallons consumed is now well below that number, at around 115, but some customers are still consuming more. Last week, Ms. Blackman told her board of directors that if rainfall doesn't pick up, rationing could be considered in December.

North Marin Water District, which provides water to Point Reyes Station, Olema and Inverness Park, enacted its emergency conservation ordinance in the summer after the abysmal rainfall last winter and spring. That meant that customers had to bring usage down by 25 percent, a restriction that was lifted on Nov. 1.

General manager Drew McIntyre said the rainfall, cooler temperatures and shorter days have decreased both water demand and salinity intrusion, a problem that exploded for the district this year.

POINT REYES LIGHT

Salt in the water decreasing, but customers not yet out of the woods

By Braden Cartwright
12/09/2020

The level of sodium in Point Reyes Station's drinking water is trending down, but the North Marin Water District is wary that unprecedented salinity intrusion could continue through the winter if rainfall is sparse. To mitigate the problem, the district is building a new well away from Tomales Bay and exploring how to provide drinking water for customers with health risks. The district tests the water weekly for sodium and chlorine, with the goal of understanding how salty the water is. Chlorine measurements help indicate the scope of the intrusion, while sodium levels affect the taste and create a health risk for certain diets. The Nov. 17 test was good news: Samples showed 31.9 milligrams of sodium per liter, below the 50-milligram reporting threshold and far lower than the 400-milligram levels seen in August. But the past two weeks, the test showed 219 and 224 milligrams, reflecting the vagaries of a once-a-week test. "We are trending down lower as we go into the winter season, but we're still experiencing variabilities in the salinity," general manager Drew McIntyre said. "If we go into a second dry year, it could be that we experience salinity numbers continuing through the wintertime, but we just don't know yet. This is a long trending process, and you're not going to see a change in a matter of weeks. It takes months." The water is undrinkable for many of the district's 1,700 customers, and the Palace Market has limited bottled water purchases to two gallons. The high salinity presents a health risk for pregnant women and people on low-sodium diets, leading the Point Reyes Station Village Association to pressure the water district to communicate the risks and provide drinking water alternatives for those who don't have any. Mr. McIntyre said the district is looking at options to provide low-salinity water to at-risk customers next year, though he couldn't say what those options might be. In the interest of transparency, he will continue to publish a notice in the Light, even when salinity levels are below 50 milligrams. "The Point Reyes Station Village Association is gratified that when made aware of the local health concerns due to high-salinity water, N.M.W.D. responded and is actively pursuing a solution," association president Ken Levin said. The water system uses three wells. Two are located on the Coast Guard property, where the aquifer becomes salty when Lagunitas Creek flows are low and tides are high, and one is on the Gallagher Ranch, a mile away from the influence of Tomales Bay. Customers draw from the Gallagher well first, but when demand is high enough, they are served with the salty Coast Guard water. In order to phase out the Coast Guard wells, the district is pursuing a second well on the Gallagher Ranch, with the goal of breaking ground next summer. A permitting consultant is submitting a coastal permit this month at the same time a contractor is finishing the design. "We recognize this is an important issue, and we're continuing to expedite Gallagher well number two as quickly as possible," Mr. McIntyre said.

State allots \$40 million for North Bay ‘narrows’ project

HIGHWAY 101

Carpool lanes to ease jams on Novato-Petaluma stretch

Marin Independent Journal

By Will Houston

whouston@marinij.com

A years-long project aiming to address one of the North Bay’s worst traffic bottlenecks is closer to completion after receiving \$40 million from the state.

The funds approved by the California Transportation Commission in a unanimous vote on Wednesday will go toward finishing the Marin-Sonoma “narrows” project on Highway 101 between Novato and Petaluma where traffic clogs as the highway narrows from three to two lanes.

The project will add a carpool lane in each direction along the 17-mile stretch of highway. An estimated 146,000 cars and 6,900 trucks used the section of highway daily prior to the pandemic. The \$40.1 million in competitive state gas tax dollars approved on Wednesday will go toward completing the final 6 miles of the project between Novato and the Marin-Sonoma County border.

“This segment is the final link in years of investment in this corridor program providing significant benefits to the people and communities who rely on (Highway) 101 every day,” said Anne Richman, executive director of the Transportation Commission, a lead agency on the project.

“Today’s funding is a gamechanger for North Bay commuters and we’re so appreciative to the Commissioners for their supportive vote,” state Sen. Mike McGuire, D-Healdsburg, wrote in a statement after the vote. “The Narrows is one of the most congested highway corridors in the Bay Area and we all have felt the pain sitting in that gridlock. Finally, relief is on the way.”

Once completed, the \$762 million Marin-Sonoma Narrows project will result in commuters having a continuous carpool lane from Santa Rosa to just north of the Golden Gate Bridge. In addition to carpool lanes, the project also will add bike lanes, new frontage roads, remove unsafe highway access points and add new interchanges.



Traffic slows in the Novato Narrows on Highway 101 at the north end of Novato. The project will add a carpool lane in each direction along the 17-mile stretch of highway.

PHOTOS BY ALAN DEP — MARIN INDEPENDENT JOURNAL, FILE



Traffic heads north on Highway 101 as it leaves Novato.

“Just about every Novato resident has been caught in that gridlock at certain times with many facing it five days a week, year after year,” Novato City Councilman and TAM commissioner Eric Lucan said. “When completed, it will have a daily, tangible impact for commuters getting to work, students getting to school, and for the movement of goods through the corridor. Another key piece of the project is the improved bike connection between Novato and Petaluma that eliminates the previous 4-mile detour.

“I guess the only question that remains will be determining the new name for the corridor once it is no longer narrow,” Lucan said. While the \$40.1 million will fully fund the last section of the Narrows project on paper, an ongoing years long lawsuit that has made its way to the state Supreme Court may change the situation entirely. About \$90 million in bridge toll revenue was set aside for the project in 2018.

The bridge tolls, passed by Bay Area voters through Regional Measure 3 in June 2018, have been challenged in court by the Howard Jarvis Taxpayers Association and Oakland resident Randall Whitney and is now before the state Supreme Court. The two litigants argue the bridge tolls are a special tax and therefore required two-thirds majority approval among voters as opposed to the simple majority it received in 2018.

Regional Measure 3 raises tolls on the seven state-owned bridges — not including the Golden Gate Bridge — by \$3 between 2019 and 2025 to raise \$4.5 billion for various transportation projects in the nine county Bay Area. About 55% of voters in the nine-county Bay Area approved the measure.

The Metropolitan Transportation Commission is holding the \$200 million in toll funds collected so far in escrow until the court issues a decision.



Traffic slows in the Novato Narrows on Highway 101 at the north end of Novato. The project will add a carpool lane in each direction along the 17-mile stretch of highway.

ALAN DEP — MARIN INDEPENDENT JOURNAL, FILE

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Novato adopts new plan for greener vehicle fleet

LEASING STRATEGY

Marin Independent Journal

By Will Houston

whouston@marinij.com

Novato advanced a new strategy this week to more expeditiously replace its older, gas-guzzling vehicles with low-emission models while also saving an estimated \$250,000 in the next decade, according to city staff.

Rather than buying the more fuel-efficient vehicles as it has done in the past, the city now intends to begin leasing more of them.

About 1,500 public agencies throughout the nation have adopted a similar strategy including the cities of Milpitas, Vallejo, Fresno and Redlands, according to Novato Public Works Administrator Kate Whan.

The city has 161 cars, trucks, police cars, trailers and other vehicles that have an average age of 12 years, with some as old as 20 years. Replacing these vehicles would lower existing repair costs, make the fleet more fuel efficient and help to meet state mandated cuts to greenhouse gas emissions, staff said.

"All of these benefits we want and we want to get there sooner than later and still afford it," Whan told the City Council on Tuesday.

The city plans to use the leases to eventually replace about 60 vehicles, mostly sedans, SUVs and light-duty trucks rather than heavy duty trucks and trailers, Whan said. Staff is reviewing which of these more industrial vehicles could be rented rather than replaced.



The city of Novato has 161 vehicles, including police cars, that have an average age of 12 years, with some as old as 20 years.

ALAN DEP — MARIN INDEPENDENT JOURNAL

The strategy is expected to save the city \$250,000 in the next decade, Whan said. Most of these savings, which Whan said was a conservative number, would be realized in the latter half of the decade as more older models are removed.

The City Council voted unanimously on Tuesday to approve an agreement with Enterprise Fleet Management Inc., which will manage the leasing of new vehicles as well as selling and auctioning the city's older models. The agreement does not come with an upfront cost, and future vehicle lease agreements will be considered as part of the city's annual budget.

The city first intends to replace the police department's 19 patrol vehicles, of which five are already hybrid models. Patrol cars typically have to be replaced every five years because they are driven farther and more frequently than other city vehicles. Under the new agreement, Enterprise will take responsibility for ordering and registering the new vehicles while auctioning off the older ones, saving staff time, according to Whan.

The vehicles will be secured under what's known as an equity lease, which city staff said will provide more flexibility and savings. Under these types of leases, if a vehicle is valued higher at the end of the lease term than was anticipated when the lease was signed — such as if its mileage is lower than expected — then the city gets to keep those savings and can reinvest them into new leases. The city will also have the option of buying the leased vehicles.

Councilwoman Susan Wernick questioned what type of cost-benefit analysis had been performed on this new strategy.

"Definitely I understand the goal and objective of having more fuel-efficient vehicles," Wernick said. "I also want to make sure that we can afford them."

The city will not be mandated to lease a certain amount of vehicles each year under the agreement, Whan said.

"The tool does not commit us to a number of vehicles," Whan said. "We commit every year which vehicles we want to put into the program."

Novato recently declared a climate emergency last month and is drafting strategies to address its greenhouse gas emissions. Transportation makes up the largest source of the city's total emissions at 58%, according to the latest data from 2018. Novato has a target of reducing emissions by 40% compared to 2005 levels by 2035. The latest greenhouse gas inventory showed the city reduced emissions by 24% by the end of 2018.

Novato has also committed to becoming diesel-free by 2033 as part of a regional initiative set up by the Bay Area Air Quality Management District. Mayor Pat Eklund said the city still has heavier equipment that requires diesel and it may be unlikely that technology will advance to fully replace diesel in the near future.

“We do have a climate emergency and looking at hybrid or electric vehicles is easier than really dealing with diesel vehicles,” Eklund said. “That’s where I think the cities can make the most impact.”

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Friday, 12/11/2020 Page .A01

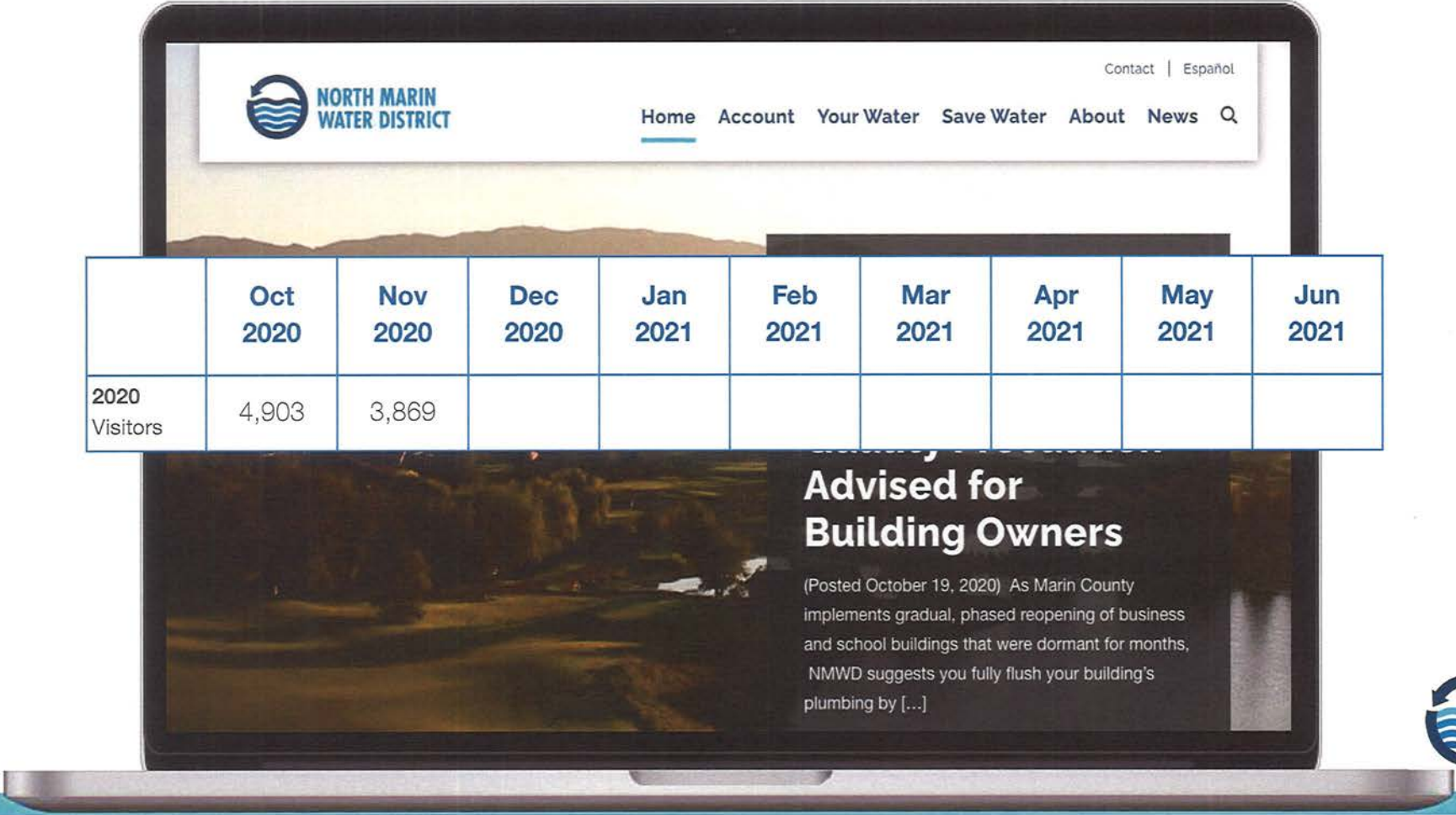


**NORTH MARIN
WATER DISTRICT**

Web & Social Media Report

November 2020

Website Statistics



Social Media Followers

	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021
 Facebook Likes	1,185	1,186							
 Twitter Followers	14	14							
 Instagram Followers	402	414							



NMWD Most Visited Pages

Pages	Unique Pageviews	% of Total
Home	2427	30.55%
Online Billing	1512	21.03%
Watersmart	516	7.24%
Services Quality	220	2.30%
Service Charge PDF	218	2.29%
/ywnjb3vudf	208	2.17%
Meetings 2020	174	2.11%
Contact	167	1.88%
Online payments	157	1.85%
Novato Water	157	1.82%



November News

Recycled Water: How It's Made and What Its Benefits Are

(Posted 11/5/2020) North Marin Water District was formed by local voters in 1948. Each year since, water sources and water facilities have been evaluated, upgraded, and developed in order to meet the water supply needs of the community. The District built the Stafford Dam in 1951 and began importing Russian River water in 1961. Today, North Marin Water District receives about 70% of its water supply from the Russian River, but it's important to consider alternative sources of water as the community's needs and the environment's needs evolve. Recycled water is an important part of North Marin Water District's supply structure and continued efforts to become more sustainable.





November Social Media Highlights | Facebook



Did you know that Stafford Lake is a manmade reservoir, built in 1951? Visit our History page to find out more: nmwd.com/about/history



75 people reached | 7 engagements



Today is #WorldScienceDayforPeaceandDevelopment, and we are thankful for all the amazing scientists who keep our water safe — from the source to the glass! To learn more about water quality, visit: nmwd.com/wq
#WorldScienceDay #thankyouscientists #drinkingwater



67 people reached | 2 engagements



Did you know that using recycled water in landscape irrigation and car washes during the summer months offsets 10% of the potable water demand in Novato? Learn more about our recycled water program: <https://nmwd.com/recycled-water-how-its-made-and-what-its-.../>



65 people reached | 2 engagements

Engagements include likes, reactions, clicks and comments





November Social Media Highlights | Twitter



North Marin Water District @NorthMarinWater · Nov 10

Today is [#WorldScienceDayforPeaceandDevelopment](#), and we are thankful for all the amazing scientists who keep our water safe — from the source to the glass! To learn more about water quality, visit: nmwd.com/wq
[#WorldScienceDay](#) [#thankyouscientists](#) [#drinkingwater](#)



1 likes | 0 retweet



North Marin Water District @NorthMarinWater · Nov 5

Did you know that using recycled water in landscape irrigation and car washes during the summer months offsets 10% of the potable water demand in Novato? Learn more about our recycled water program: nmwd.com/recycled-water...
[#recycledwater](#) [#sustainability](#)



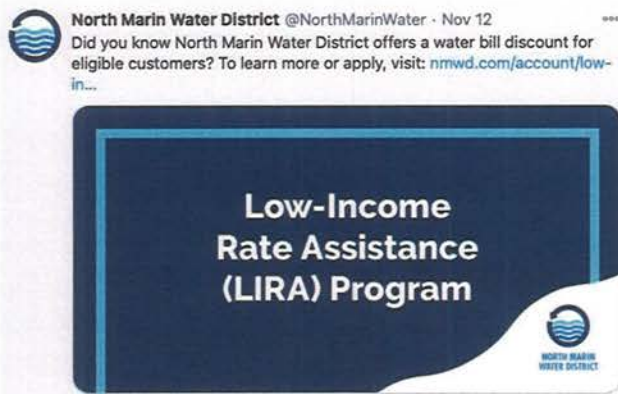
No engagements

Engagements include likes, reactions and comments

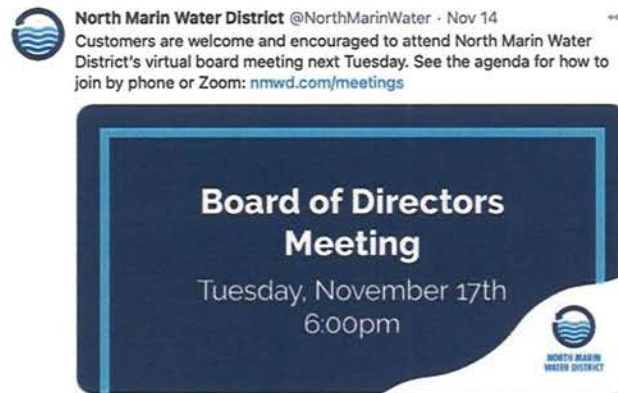




November Social Media Highlights | Twitter



No engagements



No engagements




No engagements

Engagements include likes, reactions and comments





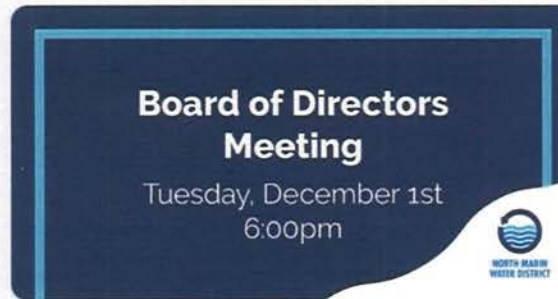
November Social Media Highlights | Twitter

 **North Marin Water District** @NorthMarinWater · Nov 19
According to @UN_Water, 4.2 billion people live without safely managed sanitation. On #WorldToiletDay, we reflect on the importance of safe and sustainable sanitation and encourage you to learn more about our high-efficiency toilet rebate: nmwd.com/save-water/find...



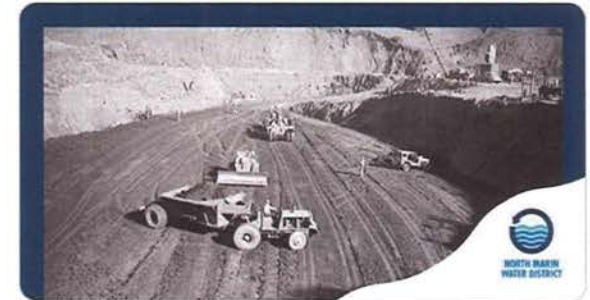
No engagements

 **North Marin Water District** @NorthMarinWater · Nov 28
Customers are welcome and encouraged to attend North Marin Water District's virtual board meeting next Tuesday. See the agenda for how to join by phone or Zoom: nmwd.com/meetings



No engagements

 **North Marin Water District** @NorthMarinWater · Nov 30
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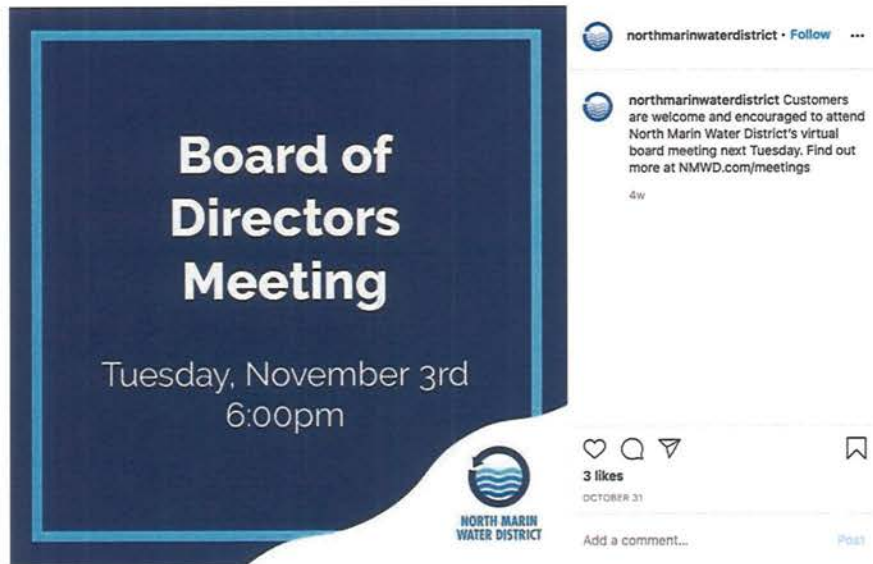
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Engagements include likes, reactions and comments





November Social Media Highlights | Instagram



3 likes



5 likes





November Social Media Highlights | Instagram



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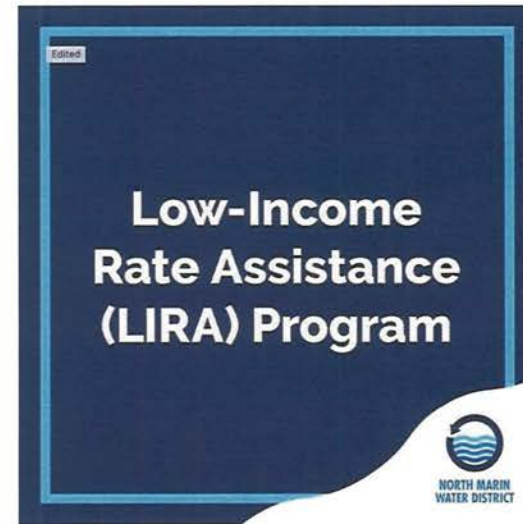
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NOVEMBER 10

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northmarinwaterdistrict Did you know North Marin Water District offers a water bill discount for eligible customers? To learn more or apply, follow the link in our bio.

2w

3 likes

NOVEMBER 12

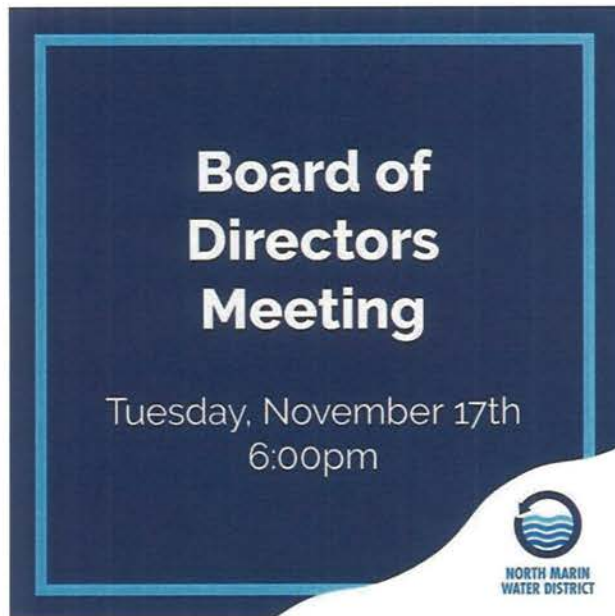
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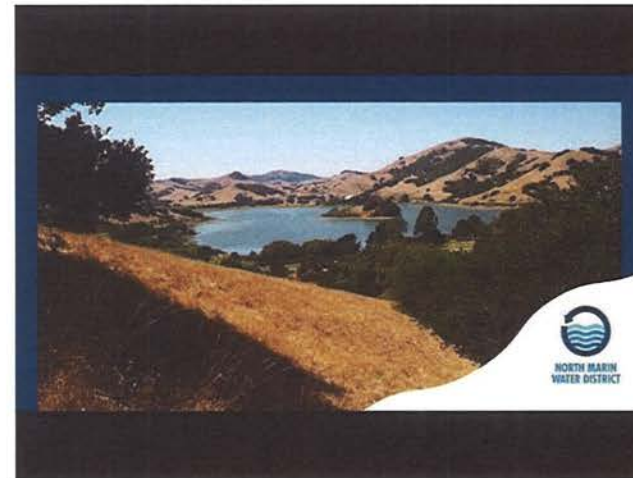




November Social Media Highlights | Instagram



4 likes



6 likes





November Social Media Highlights | Instagram



5 likes

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northmarinwaterdistrict According to @un_water, 4.2 billion people live without safely managed sanitation. On #WorldToiletDay, we reflect on the importance of safe and sustainable sanitation and encourage you to learn more about our high-efficiency toilet rebate: nmwd.com/save-water/indoors (link in bio!)

1W



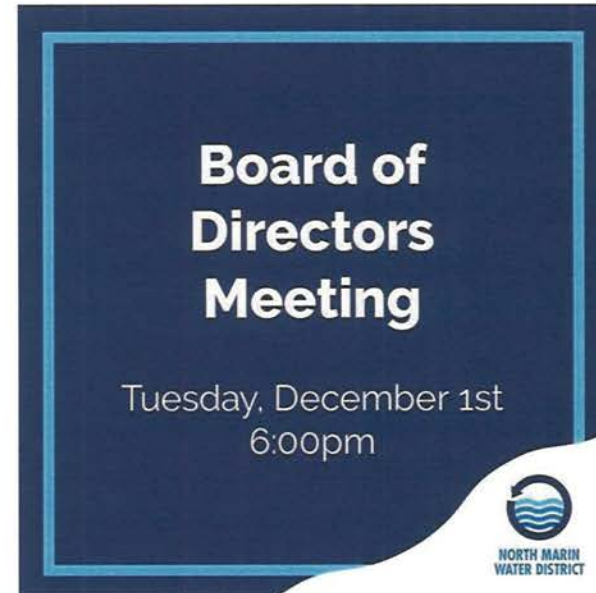
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NOVEMBER 19

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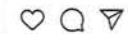


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northmarinwaterdistrict Customers are welcome and encouraged to attend North Marin Water District's virtual board meeting next Tuesday. See the agenda for how to join by phone or Zoom: nmwd.com/meetings (link in bio!)

4d



2 likes

4 DAYS AGO

Add a comment...

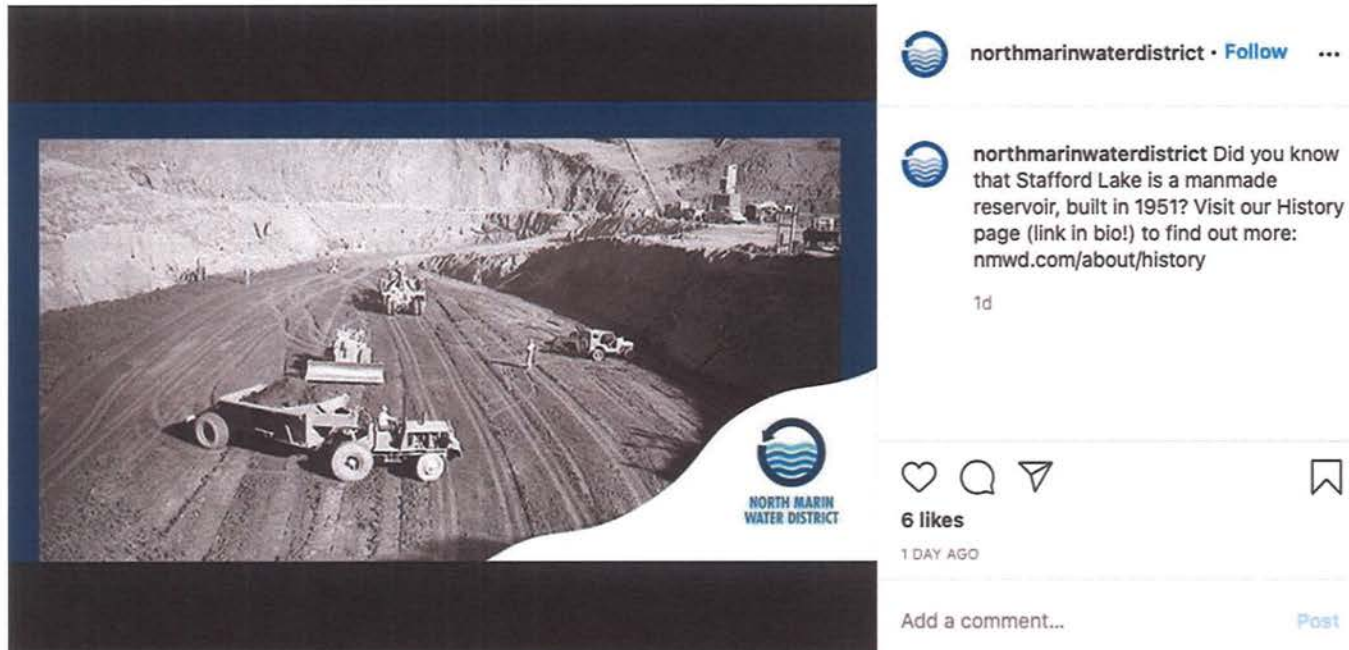


Post





November Social Media Highlights | Instagram



6 likes



What's Next?

- Facebook 'likes' campaign launches in December 2020 (to increase followers)
- Fall Waterline newsletter social post (December 2)
- Youth Climate Action Day social post (December 5)
- Prepare Government Finance Officers Association (GFOA) Award news story
- GFOA social post (date TBC)
- Rebates for outdoor water conservation post (December 8)
- December 15 board of directors meeting reminder social post (December 11)
- Stafford Lake fun fact social post (December 15)
- Did you know...? Russian River social post (December 18)
- Hot water recirculation rebate social post (December 21)



Thank You