

Low Income Rate Assistance (LIRA) Program

This program is available to eligible low-income customers and provides a credit on a two-month billing cycle of \$15 per bill or \$90 per year.

A direct water customer who has a single-family residential account and is eligible for PG&E's income-based CARE program is eligible for the District's LIRA Program. Once approved the discount would apply to your next billing cycle. To request an application or for further information call our billing department at 415-897-4133 or visit the website at nmwd.com/lira

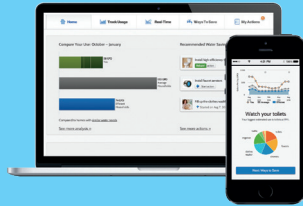
Save up to
\$90 a year.

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POSTAL CUSTOMER

Have you signed up yet to access your water use?

We encourage you to sign up and log in on the AMI system Watersmart portal to get acquainted with the system and learn more about your water use. The portal gives customers access to hourly water use data and the ability to set up alerts for high use and leak events.



Please visit the District's website at nmwd.com to learn more about accessing the WaterSmart Portal (and online bill pay).

Read Our Annual Report

Visit nmwd.com/about/documents or scan the code below.



For more info visit nmwd.com



NORTH MARIN
WATER DISTRICT

The Waterline

Novato Service Area Newsletter | Issue 51



NORTH MARIN
WATER DISTRICT

Being Prepared and Planning Ahead

Tony Williams, General Manager

In March of this year, a major landslide occurred on the east side of Mount Burdell damaging portions of Redwood Boulevard south of Olompali State Park. The District's North Marin Aqueduct, a 30-inch to 42-inch diameter pipeline that delivers Russian River water from Sonoma Water, extends from Petaluma to the north end of Novato generally alongside Highway 101 and portions are within Redwood Boulevard where the slide occurred. Thanks to the prior training and awareness of staff and execution of the District's Emergency Operations Plan, as well as the skill and leadership of local responders, especially the Novato Fire District and the North Bay Incident Management Team, a swift and comprehensive response and recovery minimized impacts to the delivery of water. A final engineering assessment is planned for late September and if needed, we are prepared to replace a segment of the pipe.

The landslide incident illustrates the importance of water supply and the vulnerabilities associated with transmitting, storing, and distributing that water. Fortunately, the Novato area has a local water supply, Stafford Lake. However, as early as the 1950s soon after Stafford Dam was built, additional sources of supply were being explored. Because of this, North Marin Water District developed a partnership with Sonoma Water and has been importing Russian River water since the North Marin Aqueduct opened in 1961. Our recent Local Water Supply Enhancement Study determined that other local supply options are limited, however, we are conducting engineering and environmental evaluations for the Stafford Dam Adjustable Spillway Gate project which could add 725 acre-feet (or

236 million gallons) to Stafford Lake's storage. We hope to determine the final feasibility in early 2024.

Sonoma Water is entering the second phase of a Water Supply Resiliency Study looking closely at risks and vulnerabilities from another natural hazard: an earthquake event. Last year they completed a drought resiliency component which identified alternatives to drawing water from the Russian River as well as management strategies for Lake Mendocino and Lake Sonoma. The Eel River may seem far removed from Marin County but water transfers into the Russian River via PG&E's Potter Valley Project (PVP) have been an important part of the overall water balance. In early August, Sonoma Water, in partnership with the Mendocino County Inland Water & Power Commission and the Round Valley Indian Tribes, announced a proposal to retain key elements of the PVP in light of PG&E's plans to decommission it after approval of a formal plan to be submitted in January 2025. We will continue to monitor and participate in this process over the next two years.

Lastly, we want to thank our customers again for conserving water during the previous drought and continuing to use water efficiently in 2023 following the end of the drought, even though formal water use prohibitions ended in early 2023. Please consider participating in our customer survey to help guide understanding of our customer's needs in regard to water supply, future water conservation programs, customer communications, and thoughts on other District operations and functions.

North Marin Water District Outdoor Conservation Programs

North Marin Water District offers a cash incentive for replacing regularly maintained, irrigated lawns with District-approved low water use plantings on drip irrigation.



The incentive is still at the increased level and we will now pay rebates of up to \$100 per 100 square feet (\$1 per square foot) of lawn area if you replace it with qualified low water use planting on drip irrigation. This incentive is limited to \$800 per single family dwelling, \$100 for townhouses or condominiums (common area), and \$50 for apartments (common area). Pre-qualification and re-landscaping plan approval are required for participation. The District also has a 'Lawn Be Gone' sheet mulching program - visit nmwd.com for details.

Mulch Rebate

As a part of North Marin Water District's Water Smart Landscape Efficiency Rebate Program, mulch purchase and installation can be rebated at 50% of the cost of approved mulch materials up to \$200 (continuing for now at the increased drought level). Please call 415-761-8944 or email waterconserve@nmwd.com for details on participation. Please remember to follow the Novato Fire Department's guide for mulch application in proximity to your house.



(Drip irrigation and other eligible equipment and materials also rebated through the Water Smart Landscape Efficiency Rebate Program)

Water Smart Savings Program

North Marin Water District wants to help customers use water efficiently. That's why we've put all of our water saving promotions under one umbrella. The Water Smart Savings Program encompasses all you need to get started on saving water and saving money.



Water Smart Home Survey

This free service includes thorough indoor and outdoor water efficiency checks.



Pool Cover Rebate

Rebate available for installing a new solar or safety pool cover with non-netted material only.



Residential Washing Machine Rebate

North Marin Water District offers a rebate to customers when they purchase a qualifying high-efficiency clothes washer.



Rainwater Catchment Rebate

Rebate available for collection and storage of rainwater.



High-Efficiency Toilet Rebate

Customers who replace an old water-guzzling toilet with a high-efficiency toilet may be eligible for a rebate.



Weather-Based Irrigation Controller Rebate

Rebate for qualified controllers that use weather data and site information such as plant type and sprinkler system output to automatically adjust watering times and frequency.



Greywater Rebate

Rebate available for installation of qualified greywater systems.

Call 415-761-8944 for
program participation
details or visit nmwd.com

We want to hear from you!

Customer Survey

Fill in our customer survey to help us better understand our customer's needs for water supply, future water conservation programs, customer communications and thoughts on other District operations and functions.

Visit nmwd.com/2023survey
or scan the code to fill in our survey.



Pay your bills online, sign up for autopay and paperless billing.

Visit onlinebiller.com/nmwd

