

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 \$30 per bill or \$180 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

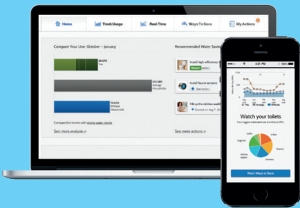
Save up to
\$180 a year.

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POSTAL CUSTOMER

Have you signed up yet to access your water use?

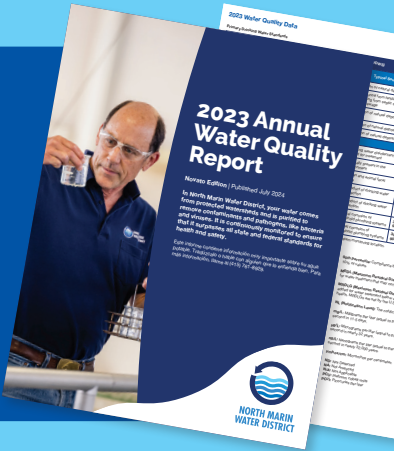
We encourage you to sign up and log in on the AMI system Watersmart portal to get acquainted with the system and learn more about your water use. The portal gives customers access to hourly water use data and the ability to set up alerts for high use and leak events.



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

Read Our Annual Water Quality Report

Visit nmwd.com/water-quality or scan the code below.



NORTH MARIN
WATER DISTRICT

The Waterline

Novato Service Area Newsletter | Issue 53



Your Water and Community

Tony Williams, General Manager

Fire Safety and Water

After reading Chief Tyler's message in the Novato Fire District Summer 2024 Newsletter, I thought it would be good to remind our customers what role North Marin Water District (District) plays in fire prevention and safety. On any given day, District operators ensure that at least 25 million gallons of water are stored in thirty different water storage tanks located throughout the distribution system, ranging in capacity from 5,000 gallons to 5 million gallons. These storage tanks are connected to the District's water distribution system which also includes over 2,600 fire hydrants spaced throughout the community, mostly near homes, schools, and commercial development. In coordination with Novato Fire, the District installs additional fire hydrants whenever new water pipelines are installed or replaced, and replaces any damaged hydrants. Novato Fire handles painting the hydrants to protect them from the elements and to extend their life. The District relies on the hydrants for routine testing and flushing of pipelines as well as for temporary connections for special needs, and Novato Fire relies on the hydrants for fighting fires and protecting the community. Water used for firefighting purposes is provided as a service to the community.

Critical Infrastructure Update

The District has an extensive distribution system to ensure we always have water available for human consumption and firefighting purposes. As part of our ongoing improvement efforts the District is embarking on three projects that will help make it more effective and robust in the coming

years. These projects include the Lynwood Pump Station Upgrade Project, the Crest Pump Station Project, and the San Mateo Tank 24-inch transmission water main project. See our website for updates on timelines and details on these and other District projects.

New Regulations

Water supply, treatment, and distribution are highly regulated and the District prides itself on meeting or exceeding the various state and federal regulations that govern our water service to the community. Highlights on key regulatory changes related to water quality are featured later in the Newsletter in "Regulatory Round-Up".

New Water Quality Laboratory

We are in the final stages of construction on the Administration and Laboratory Building Upgrade Project. One of the highlights is a new state-of-the-art water quality laboratory. The new laboratory will provide ample space to conduct required testing for the high-quality water provided to our customers and accommodate future testing needs in the ever-changing world of regulations and procedures. The new laboratory will facilitate microbiology, metals, and inorganic chemical testing to ensure the water delivered to our customers meets or exceeds all state and federal water quality standards. The District laboratory also provides important testing services for its other water and wastewater enterprises in West Marin and to partner agencies throughout Marin County.

Regulatory Round-Up

Lead and Copper Rule Revisions under the federal Safe Drinking Water Act

Requires all public water systems to conduct an inventory of service lines to each customer. The District began a comprehensive survey earlier this year. Although the District has never used lead piping materials and lead has been banned in home construction since 1985, customer-owned service lines made from lead may be present in older homes. If your home or business was constructed prior to 1985 you may see District staff members at your meter box inspecting the service line connecting your home or commercial building to the water meter. The completed inventory will be publicly available later this year.

Cross-Connection Control Regulations under the California Safe Drinking Water Act

This act has evolved in California since the original regulation was adopted in 1924 with the goal of protecting public health. As of July 1, 2024, new state policy addresses cross-connections, or the interconnection of the District's water system and other non-potable sources, and backflow, which is the undesired/unintended reversal of flow of water in the District's distribution system. Installing a "backflow prevention assembly" (BPA), which consists of special piping and valves installed just past the water meter, is a proven method the North Marin Water District has used to prevent backflow occurrences. Under the new state-mandated rules, the District will be evaluating all residential and commercial customers to assess the risk of cross-connections and backflow and determine where additional BPAs may be required.

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. Together, these programs have saved over 500 million gallons per year. Call 415-761-8944 or email waterconserve@nmwd.com for program participation details.



Water Smart Home Survey

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



Water Smart Landscape Rebate

Rebates available for water-efficient landscape equipment, such as a new drip irrigation system replacing a spray system, or a rain shut-off device.



Pool Cover Rebate

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



Cash for Grass Rebate

Get cash for removing irrigated and maintained lawn and replacing it with low water use plants – up to \$1 per square foot now available. Pre-qualification required.



High-Efficiency Clothes Washer Rebate

North Marin Water District offers a rebate when purchasing a qualifying high-efficiency clothes washer.



Rainwater Catchment Rebate (Now enhanced with a higher rebate level)

Rebate 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 weather-based irrigation 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.

Capital Improvement Project Recap

Railroad Avenue Project

We replaced 650 feet of eight-inch main line pipe in the 900 block of Railroad Avenue, in coordination with the City Public Works' summer paving project. Utility coordination ahead of paving work reduces the likelihood of trenching through newly paved streets, which optimizes the infrastructure investments of both agencies.



Arthur Street Project

We replaced 375 feet of eight-inch main line pipe near the intersection of Arthur Street and Cambridge Street, in coordination with Novato Sanitary District and Novato Unified School District. Work was completed during spring and summer school breaks to minimize traffic impact.



Old Ranch Road Tank

We replaced a 50,000 gallon redwood storage tank with a new 100,000 gallon stainless steel storage tank in the Indian Valley. This project improves the District's resiliency to wildfire by replacing wooden infrastructure with steel, and the increased tank size improves flows in the area if needed by the Novato Fire Protection District.



Stafford Treatment Plant Upgrades

We rehabilitated the primary filter basins at the District's surface water treatment plant near Stafford Lake. The project is part of the District's proactive approach to maintaining critical facilities and results in greater efficiency when producing potable water from Stafford Lake, leading to a more reliable water supply if needed in an emergency.



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