

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 also eligible for the District's LIRA Program. Once approved, the discount will 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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**NORTH MARIN
WATER DISTRICT**

The Waterline

West Marin Service Area Newsletter | Issue 24



**NORTH MARIN
WATER DISTRICT**

Looking and Planning Ahead

Tony Williams, General Manager

As we approach a new fiscal year in July 2025, the North Marin Water District (District) faces several challenges ahead in West Marin: aging infrastructure (including the treatment system, pipelines, pump stations and tanks), two bridges carrying our water mains that are being replaced by others (Caltrans and the County), new developments in Point Reyes Station, and water supply resiliency.

The District relies on the Lagunitas Watershed via various shallow wells adjacent to Lagunitas Creek. The wells are located near the former U.S. Coast Guard Housing Facility in Point Reyes Station and on Gallagher Family Ranch, north of Point Reyes Station. The Gallagher Well #2, completed in 2022, is exceeding the expected performance but unfortunately, Well #1 has reached the end of its useful life and needs replacement.

The one bright spot in the near term is a slight "rebound" in water use within the service area following a ten-year continual decline in water use totaling over 17 million gallons per year. Although overall water use is lower than historical averages, it appears to have stabilized, allowing the District to better prepare and budget for the upcoming financial needs of the system.

The District has developed a comprehensive long-term Capital Improvement Program (CIP) that not only addresses aging infrastructure but also water supply resiliency. In addition, we are analyzing ways to

fund these projects and the necessary water rates needed to have a sustainable enterprise. See stories in this Waterline issue on the ongoing West Marin Rate Study, information on your bi-monthly service charge, as well as the planned critical capital improvement projects for the next 20 years.

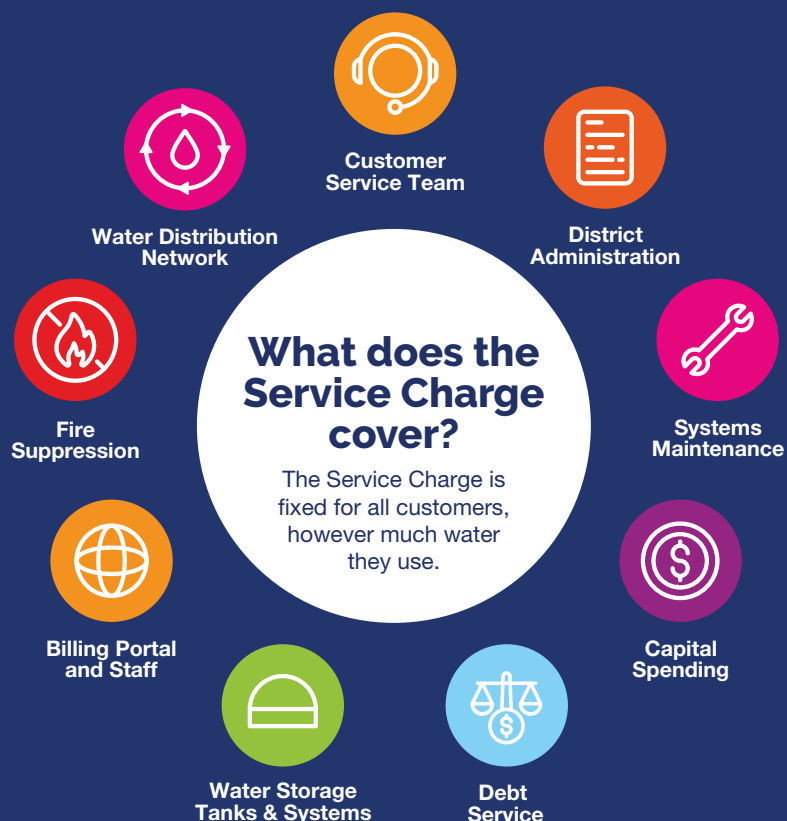


Inverness Park 2 Tank

Do you know what is covered by your Bi-Monthly Fixed Service Charges?

One primary fixed cost on your water bill is the Bi-Monthly Fixed Service Charge, which includes an account charge and a meter charge. The meter charge is based on an industry standard that apportions costs based on meter size and flow capacity.

The service charge pays for the operation of the water distribution system, including storage tanks, to ensure water is delivered to each customer and available at fire hydrants. It also pays for customer service and billing systems, water distribution system maintenance and capital spending, and District administration.



Water use monitoring and leak detection device pilot program

The District is continuing to offer a program for the shared-cost purchase and use of a water monitoring and leak detection device called Flume. These devices attach to your meter and relay real-time water use data and leak alerts through your Wi-Fi.

If you are interested in participating, please email your contact information and service address to waterconserve@nmwd.com and staff can provide you with the website link for the shared cost purchase.

This pilot program is available to West Marin Service Area customers only.



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

Visit onlinebiller.com/nmwd

We want to hear from you

West Marin Water Rate Study

Because of increasing impacts of inflation, electricity costs, labor costs, and other cost factors that affect supplies, operations and construction, as well as the known near and long-term CIP projects, the District Board of Directors approved a rate study this year for the West Marin service area. The rate study will consider all of these impacts to appropriately plan for a long-term rate structure that will ensure the continued reliable, safe and excellent water for its customers in the future.

There will be several opportunities to learn more about how the rates are developed and provide feedback to the Board. Please join us at one of these events.

Board Meeting - Initial Rate Study Presentation	March 18th
Board Meeting - Final Rate Study Presentation	April 15th
Official Mailed Notification	May 2nd
Public Hearing to enact new water rates	June 17th

Find out more information at nmwd.com/wmrates2025

Capital Improvement Programs

The West Marin water system has aging infrastructure (generally 50 years old or older) and includes a groundwater treatment plant, water supply wells, pumping stations, water storage tanks, fire hydrants, monitoring stations, and 26 miles of buried pipelines made of various materials. Some of these water facilities were constructed using methods that were acceptable and common at the time but no longer provide the needed resiliency or performance in regard to natural hazards or climate change, such as wooden storage tanks that should be replaced with steel or concrete ones. In addition to replacements due to age or material, some critical water pipelines are attached to bridges that cross creeks, and those bridges are scheduled to be replaced by their owners in the coming years which requires close coordination with the District's capital improvement spending.

The District team used a combination of asset management records and industry best practices to develop a comprehensive outlook for capital improvement projects over the next 20 years that includes rehabilitation, updates, or replacement of water infrastructure within all categories described above.



Get more information on current projects
Scan the QR code.

