

ABOUT MPWD

MID-PENINSULA WATER DISTRICT

1075 Old County Road, Suite A
Belmont, CA 94002
650-591-8941

www.MidPeninsulaWater.org

BOARD OF DIRECTORS

Kirk R. Wheeler
President

Louis J. Vella
Vice President

Matthew P. Zucca
Director

JoAnn Covington
Director

Charles "Chuck" Cotten
Director

The Board of Directors meets every month at 1075 Old County Road, Suite A, Belmont. The schedule of upcoming meetings can be found at MidPeninsulaWater.org/calendar

OFFICERS

Kat Wuelfing
General Manager

Rene Ramirez
Operations Manager

Alison Bell
Administrative Services Manager

Julie A. Sherman
District Counsel

Joubin Pakpour, PE
District Engineer

James Ramsey, CPA, CFE
District Treasurer



**California Special
Districts Association**
Districts Stronger Together

What is MPWD's Role in Emergency Planning?

The Mid-Peninsula Water District (MPWD) is and always has been committed to emergency preparedness for the residents and businesses in our service area, including preparing for fire, earthquakes, and other natural or man-made disasters. Much of the work we do to prepare our community's water system for emergencies is not always visible to our customers. While this work is largely done in the background, it is always at the forefront of the District's planning. Through significant investments in new and updated water infrastructure, fire hydrant maintenance, and emergency preparedness



**SPECIAL
EMERGENCY
PREPAREDNESS
GUIDE INSIDE!**

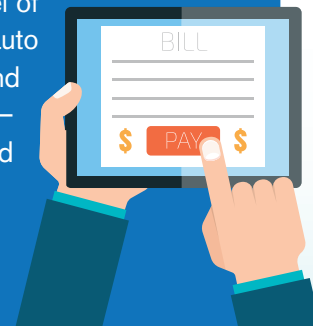
planning, MPWD is continually working to ensure that local firefighters have access to the water they need to protect the community during emergencies.

The District maintains more than **800 fire hydrants** and **11 water storage tanks** with a combined maximum storage capacity of more than **12 million gallons** across the 5-square-mile service area. These resources are foundational in providing firefighters the water supply and pressure they need during an emergency.

(Continued on page 2)

A BETTER WAY TO BILL PAY!

Be on the lookout for information in your mailbox regarding a new and better way to pay your water bill. The MPWD is bringing a higher level of customer service to online bill pay, going paperless, and auto pay with **Xpress Bill Pay**. Information on account set up and new features—like pay by text and enhanced reminder options—will be arriving soon. **PLUS!** Download the free app and manage your account 24/7 on the go!



**Keep an eye on your mailbox from
Xpress Bill Pay for details!**

(Continued from front cover)

Fire readiness is an ongoing, year-round focus for the District. Measures and systems in place include:

- The District coordinates with the San Mateo Consolidated Fire District and the Redwood City Fire Department to make sure the District's infrastructure meets community fireflow needs.
- The District's eight pump stations are each equipped with backup generators that activate automatically during power outages to maintain system pressures for fireflow and other community needs.
- Through the Capital Improvement Program, the District regularly assesses and upgrades infrastructure—replacing old water mains with larger, higher capacity pipes, repairing and modernizing storage tanks, and ensuring our system keeps pace with new development.

■ To strengthen regional resilience, the MPWD maintains 8 emergency interties—connections to neighboring water systems in San Carlos, San Mateo, Foster City, and Redwood City. These interties allow us to share resources during emergencies, reinforcing our ability to respond quickly and effectively.

■ District staff engages with local emergency planning groups, including county, regional, and city-level groups, and routinely conducts its own Risk Assessment and updates its Emergency Response Plan documents.

The District's experienced and dedicated operations team can be seen throughout the community as it works to keep the system operating smoothly. Whether it's routine maintenance or preparing for the unexpected, the MPWD is committed to our role in protecting our community—today and in the future. ■

Natural Disasters—Are You Ready?

Natural disasters and other emergencies can happen at any moment without warning. Being prepared with emergency supplies and an action plan will make you and your family more self-sufficient, keep you safe, and manage the disruptions following an earthquake, wildfire, flooding, power outage, or other disaster. Be prepared to manage on your own for a minimum of 72 hours.

Experts advise that a large-scale event may overwhelm emergency services, and it may be necessary to be self-reliant for up to two weeks. The San Francisco Public Utilities Commission, which provides water to the region, has advised that customers may need to rely on their own stored drinking water for several days following a major earthquake. Tips for emergency water storage and actions to take during an emergency event are provided as a special insert inside this issue of *The Waterline*.

During a natural disaster or other emergency event, the MPWD will carefully evaluate water supply safety and quality and work with local authorities to direct water resources where needed. ■



GET YOUR KIT TOGETHER

Being prepared in California means building earthquake kits that include enough food and water for all of the people and pets that may be in your home when an emergency strikes. Disaster supplies should include food, water, medications, insurance documents and telephone numbers, toiletries, flashlights, portable radio, batteries, first aid kit, cash, medications, whistle, and fire extinguisher. Consider survival kits for your car and office. Learn how to build your own earthquake kit at [ready.gov/kit](https://www.ready.gov/kit)



Water Efficiency Rebates Are Still Available

MPWD currently offers the following rebate programs to help you save water.

- **Lawn Be Gone!** Earn \$4 per square foot when you replace your lawn with water efficient landscaping.
- **Rain Barrels:** Install a qualified rain barrel and get up to a \$200 rebate.
- **Smart Irrigation Controller:** Get a \$180 discount when you purchase a Rachio controller.
- **Irrigation Hardware Rebates:** Up to \$30 rebates on qualified water efficient sprinklers.

For more information on rebates and how to apply, go to MidPeninsulaWater.org/rebates



Stage 0 – No Water Shortages Anticipated for 2025



Thanks to a few good wet winters, the regional water supply is looking strong! The last three winters have had average or above-average rainfall and Sierra snowpack, and no water shortages are anticipated this summer. As always, we encourage customers to be responsible stewards of water by avoiding wasteful activities such as washing hard surfaces down with water, irrigating shortly after it rains, having poorly adjusted sprinklers that spray the sidewalk, and not promptly fixing leaks. Thank you for continuing to use water wisely and for taking advantage of MPWD's [Rebate Programs](#) and [Water Watch](#) tool! ■

KID'S CORNER

Water Wisdom Matching Game!
Match the water-saving tip to the amount of water saved.

1 Use a hose nozzle and turn off the water while you wash your car or bike and save this much water.

2 Time your showers to keep them under 5 minutes and you will save this much water.

3 If you turn off the shower while you shampoo your hair, how many gallons will you save?

4 Use a broom instead of a hose to clean off driveways and sidewalks to save this much water.

5 Turn off the water while you brush your teeth and you will keep this much water from going down the drain.

A. More than 50 gallons a week

B. Up to 80 gallons each time

C. 4 gallons every minute

D. More than 100 gallons.

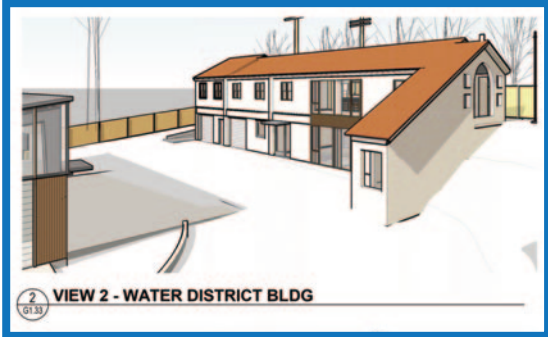
E. Up to 1,000 gallons per month.

For hints and even more ways to save water, visit WaterUseItWisely.com

MPWD CAPITAL IMPROVEMENT PROGRAM UPDATE

PROJECTS IN PROGRESS

Folger Emergency Operations Center (EOC) Update



Above: Artist rendering of the Folger facility modernization project.

The Mid-Peninsula Water District will be updating its facility at 1510 Folger Drive in Belmont to establish the site as an Emergency Operations Center (EOC) for the District. The site has been owned and used by the District for more than 80 years and provided numerous benefits to the community, including having been the site of a storage tank, pump station, and the District's former headquarters. Following the seismic retrofit and other modernization of the facility, the EOC will serve as a central location where employees can continue to manage and repair our community's water system during emergencies large and small, particularly when the District's operations center on Dairy Lane is inaccessible. During non-emergency times, the site will continue to be used primarily for storage and as a satellite corporation yard. The need for an EOC located outside of flood and seismic risk areas was highlighted during the 2022 New Year's Eve storm, which

forced the MPWD to relocate from its District Office at 3 Dairy Lane due to flooding and lease office space elsewhere since.

Open houses were held in November 2024 for neighbors in the area to familiarize themselves with the facility and present questions or concerns about the project to host MPWD staff. Construction is expected to begin later this year. For updated information as it becomes available, please visit MidPeninsulaWater.org/folger ■

New Water Main Improvement Project

The MPWD has awarded a contract for construction of water main improvements in the area of Dekoven Ave., Lincoln Ave., Newlands Ave., and Oak Knoll Dr. (referred to as the "DLNO project"). The project includes replacing aging cast iron and PVC water mains with modern ductile and cast iron pipe with cathodic protection and will increase the operational flexibility of the system in this area. Construction work is expected to begin Summer 2025. Updated information on this project will be available on the MPWD website. ■

PROJECTS IN THE PIPELINE

The Work Always Continues!

The District is working hard to get these projects ready for construction:

- **West Belmont, Exbourne, and Hallmark Tank Improvements:** This important maintenance will extend the life of these tanks and make the largest tank in the system more resilient to earthquakes. Improvements will include recoating degraded interior and exterior surfaces and key structural retrofits.
- **SR101 Crossing at PAMF Hospital:** The first phase of this project was completed in 2021. The next phase will include replacing a major transmission main that runs beneath US 101, near the Palo Alto Medical Foundation facility.
- **Dekoven Tanks Replacement:** These are the two oldest water tanks in the District's system. In order to ensure they can operate at full capacity while meeting current seismic standards, both water storage tanks will be replaced.



For more information on the MPWD's 2024-2025 CIP and current projects, please visit MidPeninsulaWater.org/CIP

Investing in Our Community's Water Future



The District recently updated its **Capital Improvement Program (CIP) for FY 2024-2025**, outlining 78 future infrastructure projects needed to improve the system and benefit the community. These projects aim to modernize the District's complex water distribution system so that it can provide drinking water and firefighting water for generations to come. It builds on the progress of prior CIP updates, with 31 projects already completed since 2016.

THE 2024/2025 CIP FOCUSES ON:

- Replacement and material upgrades to aging water mains;
- System optimization and operational flexibility improvements;
- Storage tank projects to improve seismic resiliency and increase longevity; and
- Modernization of operations and administrative buildings.

For more information and updates, please visit MidPeninsulaWater.org/CIP

MPWD Earns Top-Tier ISO Rating

The District is proud to announce a recent Insurance Services Office (ISO) Public Protection Classification (PPC) rating of Class 2—an exceptional score on a national scale of 1-10 where 1 is best. This rating reflects MPWD's outstanding water system capabilities and close coordination with local fire services, supporting effective fire suppression and emergency response. The PPC rating is one of the factors insurance companies consider in the underwriting and pricing of property insurance, and plays a key role in keeping residential and commercial property insurance rates lower in the community. This achievement demonstrates MPWD's strong commitment to community safety, infrastructure investment, and proactive planning to protect lives and property. You can learn more about the PPC program at isomitigation.com/ppc/program-works ■

DID YOU KNOW?

MPWD's longest tenured employee has been with the District **over 31 years**.

MPWD holds the Special District Leadership Foundation's **District Transparency Certificate of Excellence**.

The District's fire hydrants are **color-coded** to convey to firefighters what flow rate they can expect to get when opening a hydrant.

Meet Your New Board Members

The MPWD is excited to have **JoAnn Covington** and **Charles "Chuck" Cotten** join the MPWD Board of Directors. Directors Covington and Cotten fill the roles of representing Divisions 4 and 5, formerly held by outgoing Board members, **Brian Schmidt** and **Cathy Jordan**, who served as MPWD Directors for six and three years, respectively. The MPWD extends its appreciation to Brian and Cathy for their dedication and leadership, enabling MPWD to continue delivering safe, high-quality, reliable water for the MPWD community for generations to come. You will find Cathy Jordan continuing to serve Belmont through her work on the City Council.



Director Covington currently serves as general counsel to a Bay Area company focused on improving public transportation and has served as general counsel and corporate secretary to corporate boards for over a decade, including having served in leadership roles as Chief Legal Officer, head of government relations and corporate communications. She has previously served as a regional board member for the American Lung Association.



Director Cotten's background includes 30 years of experience in captive tech finances, remarketing of legacy technology, portfolio management, bad debt collection, and litigation. Mr. Cotten has served in several public roles including two terms on the Belmont Parks and Recreation Commission and as a current trustee for the San Mateo County Mosquito and Vector Control District and is a member of the Belmont Park Boosters.

The MPWD is excited to welcome Directors Covington and Cotten to the District and look forward to their leadership and strategic guidance in the coming years.

MPWD IN THE COMMUNITY!



COMMUNITY EVENT
MAY

Belmont Blooms Blossoms!

The City of Belmont invited residents to tour the Barrett Community Center Garden on Saturday, May 31 to learn how and when to plant their crops. Participants were guided along stations that were led by Community Garden members, Parks and Recreation staff, and local vendors. Participants had the opportunity to paint their own flower pots, take home a complimentary packet of seeds, and enter a raffle to win big prizes! MPWD staff volunteers were on hand to share information about water resources and water-efficient landscaping, hand out free giveaways for residents of all ages, and to show off the District's model of the City of Belmont and the District's water distribution system! For more info about the MPWD's involvement in the local community, please visit MidPeninsulaWater.org/outreach ■



COMMUNITY EVENT
AUG.

City of Belmont National Night Out

Save the date to join the MPWD and other participating community groups for the 42nd annual National Night Out on Tuesday, August 5! National Night Out is a nation-wide event that promotes police-community partnerships and neighborhood camaraderie and makes for a fun night of food, interaction, and connection for adults and kids of all ages. Further details will be made available on the MPWD website in July. ■



COMMUNITY EVENT
SEPT.

Run, Fido, Run!

The MPWD returns this year as a sponsor of the 8th Annual Belmont Water Dog Run on September 27, 2025 at Twin Pines Park in Belmont. Come out and join the community in supporting worthy, youth-oriented programs! Running events include 5K, 10K, 1 Mile Kids, and the Fido Run. All registrants and volunteers are treated to a pancake breakfast sponsored by the Belmont Redwood Shores Rotary. For more information on how to register as a participant or volunteer, visit BelmontWaterDogRun.com ■



MPWD Landscaping Workshops

The MPWD's popular Free Landscape Workshops are back for 2025! MPWD will be hosting a landscaping workshop this Fall where attendees can learn about water efficient landscaping, tips and tricks on the best natural and low-water-using plants for their garden, and other ways to beautify their landscapes in a water-friendly way. This course will be hosted by MPWD and co-sponsored by the Bay Area Water Supply & Conservation Agency (BAWSCA). Information about the workshop will be posted on MPWD's website in August at MidPeninsulaWater.org/workshops. BAWSCA sponsors landscaping workshops throughout the bay area during the Spring, Summer, and Fall, and classes are offered for free to everyone! See a list of all upcoming workshops on BAWSCA's website at bawasca.org/conserve/programs/classes ■



COMMUNITY EVENT
FALL

Spotlight on Team MPWD!



Rene Ramirez / Operations Manager

Retiring in October with 10+ years of dedicated service to the MPWD and a 40-year career committed to serving the public. Rene brought his vast experience and expertise from the Cities of Coalinga and Fresno to the District in 2015. One of his first major achievements was implementing the District's first, formal Capital Improvement Program. As Operations Manager, Rene adeptly manages the District's water distribution systems, facilities, and Capital Improvement Program, as well as ensuring water quality and regulatory requirements. The MPWD staff and Board are grateful for Rene's leadership and vision.



Ron Okada / Administrative Specialist

Retiring in August with 6 years of dedicated service to MPWD Customers. As Administrative Specialist, Ron faithfully supports MPWD's customer service and billing operations. If you have ever called the District with a question, it is likely that Ron was the friendly voice on the other end of the line. From handling service requests to coordinating key projects, Ron helps ensure things run smoothly behind the scenes... for you! From the MPWD staff and Board, we congratulate Ron and wish him success in retirement.



MPWD & APWA CELEBRATE PUBLIC WORKS WEEK

The MPWD recently joined in the celebration of National Public Works Week from May 18-24. This year's theme, "**People, Purpose, Presence**," highlights three cornerstone ideals that motivate public works professionals to serve in their communities every day. Meeting the needs of people is what gives public works its sense of purpose. Many times, public works professionals will never meet those whose lives have been impacted because when things are going right, no one knows that public works is there. Yet, with or without fanfare, public works is ever present, working in the background to advance quality of life for all.

MPWD's Own Scores Big at Roadeo

No, that's not a typo! Each year, public works equipment operators from the Bay Area compete in the American Public Works Association (APWA) regional Equipment Roadeo contest. Public works equipment operators demonstrate various precision skills with backhoes and mini-excavators in timed sessions and with obstacles, while avoiding penalties from miscues. MPWD's Lead Operator and Roadeo veteran, **Jonathan Anderson**, scored second place in the 2024 APWA Regional Roadeo. This qualified him for the prestigious APWA National Equipment Roadeo held at Centennial Park in Atlanta, where he pulled 5th place in the mini-excavator division.



After the National Roadeo, Jonathan was recognized and celebrated by the local chapter of APWA. The MPWD is thankful for APWA's sponsorship of Jonathan's attendance at the National Roadeo. To learn more about APWA and its mission to support those who operate, improve, and maintain public works and infrastructure through advocacy, education, and member engagement, visit [APWA.org](https://www.apwa.org). Visit [MidPeninsulaWater.org/roadeo-2024](https://www.midpeninsulawater.org/roadeo-2024) to learn more about Jonathan's Roadeo journey. ■

Raising the Bar in Water Operations

The District's Operations staff are continually learning about best practices and technologies to ensure the highest standards in water system management. Our committed staff have been racking up State certifications, proving their expertise and ability to serve the community. Recent achievements include certifications in Backflow Prevention and Cross-Connection Control, which help protect the public water supply from contamination. Staff members have also earned D2 and D3 Distribution System Operator and T2 Water Treatment Operator certifications—advanced credentials that demonstrate expertise in safely delivering clean water to customers. These certifications reflect the MPWD's commitment to safety, system integrity, and ongoing professional development—so you can count on reliable water every day. Congratulations to Lead Operator **Deston Swift**, Water System Operators **Eric Perez**, **Shane Headley**, and **Alberto Maldonado**, and Maintenance Technician **Trevor Morris** on their recent certifications. ■



MID-PENINSULA WATER DISTRICT

1075 Old County Road, Suite A
Belmont, CA 94002

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Avoid Delays in Your Bill Payment by Check

To avoid any delays in your water bill payment posting to your account, please enter the amount paid on your payment stub and use only blue or black ink on check payments. Some banks will reject checks written in colored inks other than blue or black. ■



DO WE HAVE YOUR UPDATED INFO?

In order to help MPWD staff contact you in the event of an emergency – such as a water issue in or around your property while you are not home – please provide the best phone number and/or email where MPWD can reach you by going online to MidPeninsulaWater.org/contact or contact our friendly staff at (650) 591-8941 during business hours.



Questions? Concerns? Contact Us!

MPWD is dedicated to providing outstanding customer service in a timely fashion. In order to efficiently address any questions or concerns you might have regarding your water service, please contact MPWD directly! As a California Special District, MPWD operates as a separate entity independent from local governments to provide safe, quality water to our community.



You may reach MPWD Customer Service directly for assistance at:

- **Email:** MPWD@MidPeninsulaWater.org
- **Phone:** 650-591-8941
- **Online:** MidPeninsulaWater.org/contact
- **Office:** 1075 Old County Rd. Ste. A,
Belmont, CA 94002
Monday – Thursday, 8:00 am – 4:30 pm
Closed Fridays and holidays.

Shortcuts You'll Love

The MPWD website has some new features to make it convenient for customers to jump to commonly-used content and services. Go to MidPeninsulaWater.org and test drive our “Quick Access Console” on the homepage with one click access to paying your water bill, starting or stopping your water service, information on MPWD Board Meetings, contacting MPWD with customer questions, and searching the website. ■



MPWD Customer Connect – News Flash: Receive text and/or email News Flash messages from the MPWD in the event of water service alerts and emergency information. Signing up is easy! Go to MidPeninsulaWater.org/connect today.

EMERGENCY WATER STORAGE & SAFETY GUIDE

Water is a critical resource during emergencies, especially in earthquake and wildfire-prone regions like California. Having a reliable water supply can make all the difference when disaster strikes. This guide will walk you through essential steps to prepare, store, and manage water before and after an emergency.

PREPARATION Before an Emergency Event

DETERMINE HOW MUCH WATER TO STORE

- Store at least one gallon per person (and pet) per day for 7-14 days.
- Account for any additional water needs for cooking, cleaning, specific physical conditions or diet, and medical purposes.



WATER STORAGE METHODS & OPTIONS

- Store commercially bottled water unopened in a cool, dark place. Pay attention to expiration date or best-by dates on the bottles.
- Store water in clean, food-grade containers with tight-fitting lids. Examples include BPA-free plastic jugs, glass jars, or stainless-steel containers. Opaque containers keep light out better.
- Sterilize any containers you are storing water in before filling.
- Avoid using containers that previously held chemicals, sugary drinks, or milk, as residues can encourage bacteria growth.
- Store water in a cool, dark place away from direct sunlight and hazardous materials like paint or gasoline.
- Be flexible with your water storage containers. If you have limited space, you should opt for smaller containers. For larger containers, consider adding a spigot or pump to make it easier to access the water.



ROTATE YOUR WATER SUPPLY

- Replace stored water every six months to maintain freshness and safety.
- Use a labeling system on your storage containers to indicate the date of last water renewal.

IDENTIFY OTHER SOURCES OF WATER YOU CAN ACCESS

- **SAFE SOURCES:** Water heater tank (ensure it is sediment-free), liquid from canned fruits or vegetables, melted ice cubes from freezers.
- **UNSAFE SOURCES:** Swimming pools, spas, toilet tanks (unless treated), water beds, water exposed to chemical contamination.



EMERGENCY WATER STORAGE & SAFETY GUIDE

KNOW YOUR HOME'S WATER SYSTEM

- Locate your irrigation controller and learn how to operate it and turn it off.
- If you have a tank water heater, learn how to draw water from it in an emergency. Tank water heaters could provide 30-80 gallons of emergency water. Have your water heater serviced regularly to remove sediment.
- Locate the water shut-off valve leading into your home and know how to turn it off **ONLY** in an emergency. Water meters, typically located near the sidewalk or street, should **never** be touched by anyone other than trained MPWD staff. Unsure where the shut-off valve is located? Call MPWD and we can help.

TAKE ACTION After an Emergency Event

WATER QUALITY MAY BE IMPACTED

- Water quality may be impacted following a major emergency. Look for instructions from the MPWD, your City, and/or the County for information regarding any impacts following an event. Depending on the situation, you could be required to boil your water before use, or may not be able to use water at all until its safety can be confirmed.
- Be prepared to rely on your stored water supply if water quality is impacted.



TURN OFF YOUR HOME'S WATER IRRIGATION SYSTEMS

During an emergency, the District prioritizes conserving water resources so they can be directed to where they are most needed. Turning off your irrigation system significantly contributes to this effort and benefits the community.

Additional Tips and Resources

- **City of Belmont:** Visit the City of Belmont Emergency Resources page to get local information about disaster preparedness at belmont.gov
- **County of San Mateo:** Sign up for SMC Alert at smcgov.org/dem/smc-alert, San Mateo County's primary alert and warning system used to contact you during urgent or emergency situations, which may include life safety, fire, weather, accidents involving utilities or roadways or disaster notifications.
- **Genasys Protect:** With the Genasys Protect mobile app or website, get real-time, location-specific information about road closures, evacuation zones, and water quality alerts during an emergency event. No login or account is required. Go to protect.genasys.com/download
- **Online Resources:**
 - fema.gov/pdf/library/f&web.pdf (FEMA/American Red Cross: Food and Water in an Emergency)
 - ready.gov (U.S. Department of Homeland Security)
 - caloes.ca.gov (California Office of Emergency Services)