



THE Waterline

THE OFFICIAL NEWSLETTER OF THE MPWD • 2023

ABOUT MPWD

MID-PENINSULA WATER DISTRICT

1075 Old County Road, Suite A
Belmont, CA 94002
650-591-8941
www.MidPeninsulaWater.org

BOARD OF DIRECTORS

Louis Vella
President

Matthew P. Zucca
Vice President

Catherine M. Jordan
Director

Brian Schmidt
Director

Kirk R. Wheeler
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

Monique Madrid
*Administrative Services Manager
Board Secretary*

Julie A. Sherman
District Counsel

Joubin Pakpour, PE
District Engineer

James Ramsey, CPA, CFE
District Treasurer



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New Office... Now Open!

The Mid-Peninsula Water District has called our building at 3 Dairy Lane “home” for more than 24 years. Despite our resourceful staff’s best attempts to stop the floodwaters, our Dairy Lane home was inundated with water during the New Year’s Eve storms and underwent significant damage, particularly to our administrative offices. Immediately following the storms, MPWD staff were able to regroup and open for customer service by phone and email immediately following the holiday weekend, without skipping a beat. Our staff worked tirelessly to ensure that despite this setback the delivery of high-quality water was not interrupted. While this was a challenging period for the District, we take great pride in our resilience and ability to maintain the great service we provide to our community.



With some help from our partner organizations and supportive community, we were able to find and move into our temporary offices, which are now open to the public! MPWD will soon be dedicating a portion of our website toward emergency preparedness for situations such as earthquakes, floods, and extreme weather events. This unexpected event further underscores how important emergency preparedness and planning is for everyone.

The MPWD invites customers to stop by the new office at **1075 Old County Road, Suite A in Belmont** to pay their monthly water bill or to ask questions you may have for the District. Thank you to our customers and community for support during our turbulent start to 2023! ■

BE READY, BE PREPARED!

With the storms and subsequent flooding in San Mateo County this past winter, in addition to the always-looming concerns with earthquakes, fires, and power grid outages, the MPWD is dedicated to providing resources to the community to help prepare for disasters. In the coming year, MPWD will be rolling out a disaster preparedness campaign that will include tips, strategies, and other resources in preparing for and managing a disaster situation. Watch for upcoming information and updates on the website and in the mail.



INSIDE THIS ISSUE

- Capital Improvement Program Update
- Water Conservation Update
- MPWD in the Community
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- MPWD Building and Planning for the Future
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MPWD Moves Back to Water Shortage Level 1



Following a very wet winter, the MPWD moved from Water Shortage Contingency Plan (WSCP) Level 2 to Level 1 in June, which lifted certain water conserving requirements including the requirement limiting MPWD customers to irrigating only three days per week. This followed a statewide lifting of a requirement for all urban water suppliers to implement their WSCP Level 2 demand reduction actions.

MPWD would like to thank our customers and community for their response to the recent drought and taking advantage of available resources – such as MPWD rebate programs and the Water Watch – to optimize water usage. Building and

maintaining these water efficient habits help prepare us for dry years in the future and help make us a more resilient community.

Rain or shine, it's always important to prevent water waste. If you observe water waste in our community, you can report it through the MPWD website at: MidPeninsulaWater.org/waterwaste

For more information about water shortage contingency actions and how the MPWD is responding to the changing water supplies, please visit MidPeninsulaWater.org/cawayoflife ■



Building Resiliency

The MPWD Capital Improvement Program (CIP) is the backbone of the District's efforts to ensure a reliable and sustainable water supply for the future. The CIP is a comprehensive plan that outlines the strategic projects necessary to maintain and upgrade our water infrastructure. These projects aim to enhance the quality of our services, increase system reliability, and meet the growing demands of our community. Well-planned CIPs are not just about maintaining the status quo, but also about innovation and adaptability to address emerging challenges.

In 2016, the District completed a comprehensive capital program development, which identified more than 90 projects totaling more than \$50 million. The CIP projects and estimated costs were updated in 2020 and are currently in the process of being updated for 2023. Since 2015, the District has completed nearly 20 of the identified projects, replacing roughly 25,000 feet of aging pipeline, replacing two key water storage tanks, installing a new pressure regulating system, and more. Many of these projects are highlighted in this and previous *The Waterline* newsletters. The District continues to work diligently on our CIP, reinvesting the ratepayer dollars into our system to support the community into the future. To learn more about the District's CIP, visit MidPeninsulaWater.org/cip ■



Water Watch

It's Your Water... Watch It!

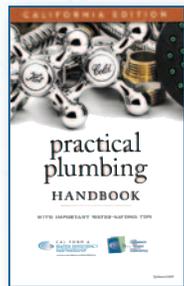
Do you ever worry about a water pipe bursting or sprinkler breaking while you are away from home? Have you ever been billed hundreds of dollars for a leak you didn't know about?

If you answered yes to any of these questions, we have the solution for you. The MPWD's **Water Watch** is a customer portal that allows you to set alerts to track your own water consumption, by the hour, the day, weeks, months, or even the entire year. This platform gives you the ability to set alerts that can be sent to your phone and/or email. The alerts are set up to your preferences, you set the threshold for daily consumption, weekly consumption or a billing cycle. You will receive updates based on alert preferences. These alerts have already helped many customers catch leaks before they progress to a much larger problem.

Visit MidPeninsulaWater.org/water-watch to register today and follow the "Guide for Setting Up a New Account."

We encourage our customers to take advantage of the tools in the Water Watch customer portal. This platform was created with you in mind, to give you peace of mind. Even when away on vacation, you can keep an eye on your water usage! You'll be able to identify continuously running water, such as running toilets and broken irrigation systems, or if you forgot to adjust your irrigation season during the rainy season. MPWD's staff and Water Watch are here to help you. ■

Practical Plumbing Handbook



MPWD would like to introduce the Practical Plumbing Handbook – your go-to resource for water saving tips and small plumbing repairs! This helpful handbook includes step-by-step instructions and illustrative diagrams to help you identify and fix common water leaks, dripping faucets, and running toilets. The Handbook also provides tips on choosing water-efficient appliances, maintaining your plumbing system, and adopting mindful water usage practices that will benefit. By fixing minor leaks yourself, you can save money on a plumber and money on your water bill.

Stop by the new MPWD office at 1075 Old County Road, Suite A in Belmont for your own copy of this helpful handbook. ■

Budgeting for the Future

Effective budgeting lies at the heart of any well-managed organization, and water districts are no exception. A well-structured budget helps ensure that resources are allocated efficiently to deliver essential services to our community while planning for the future. For water districts like MPWD who must navigate complex challenges like droughts and evolving environmental regulations, sound financial planning is paramount.

Every June, the MPWD Board of Directors adopts a budget for the next Fiscal Year. Adopting a balanced budget and putting money away in our reserves ensures that these ratepayer dollars are available to reinvest in our system infrastructure and to be available in case of emergencies. As with all other business, MPWD is faced with rising costs and must consider this in its financial planning.

MPWD's adopted budgets, annual audits, and other financial documents are available to view on our website: MidPeninsulaWater.org/financialrecords ■

Low Income Household Water Assistance Program (LIHWAP)

Did you know the State is offering one-time payments on water bills for eligible customers? Are you currently enrolled in the Low Income Household Energy Assistance Program (LIHEAP)? If so, you are automatically eligible for LIHWAP. To apply for a one-time payment, not to exceed \$2,000, visit csd.ca.gov/waterbill. Funding for this program is only available through March 31, 2024. Submit your application today for assistance with past or current water bills. This program is administered through the Central Coast Energy Services, Inc. They will be able to address any questions you may have regarding this program and how to apply. Act quickly before available funds run out.

If you need assistance, you are welcome to contact our office at 650-591-8941 or online at MidPeninsulaWater.org/contact



KID'S CORNER

It's brain time! Using clues within this newsletter, and some creative thought, you can answer all 5 questions below.

1. Some MPWD staff are dedicated to keeping water pipes flowing and bringing water to our homes and businesses. Name two types of water workers at MPWD who do this.
2. How many gallons of water does the MPWD have storage for?
3. Name one event in your community where you can find and talk with friendly MPWD staff.
4. MPWD just opened its new office to the public. Why did it have to leave the old office?
5. **FUN CHALLENGE!** The average MPWD customer uses about 60 gallons per day. Think of a creative way that you could contain 60 gallons of water (for example: it could fill 640 empty soda cans or 46,080 teaspoons).

Find the answer key on the back cover and a chance to win a prize.

MPWD CAPITAL IMPROVEMENT PROGRAM UPDATE

RECENTLY COMPLETED PROJECTS

Hastings Drive Service Connection Replacements

On June 5, work to replace service connections along Hastings Drive from Cliffside Court to Club Drive was completed. The District serves approximately 119 customers along Hastings Drive where the District has had several leaks on the aging polybutylene service connections serving residents. Some leaks had resulted in undermined asphalt and there are many asphalt patches on Hastings Drive from previous leaks and repairs. This project replaced polybutylene service connections with new copper service connections.



The Hastings Drive Service Connection Replacements Project improves system reliability and updates the existing service connection materials to current standards. Finishing of the project included restoration of sidewalks, driveways, slurry seal of streets, and striping. ■

Left/Above: Service Splitter Operation on Hastings Drive on May 17, 2023.

PROJECTS IN PROGRESS

Harbor Boulevard Water Main Improvements Project

This project replaces approximately 2,950 linear feet of aging pipelines along Harbor Boulevard between the Old County Road and Karen Road. Work also includes installation of cathodic protection test stations, air release valves, fire hydrants, service connections, existing water main/appurtenance abandonments, various surface restorations including slurry seal, striping, and detector loop replacements.



The District has experienced several leaks on the existing Harbor Boulevard water main, installed in 1967. Harbor is a highly traveled roadway serving local businesses in addition to on/off ramps to Highway 101 and leaks along this particular stretch of roadway are not ideal. This project replaces the existing water main with a new 12" polyvinyl chloride (PVC).

As of August, the new water main has been installed and Harbor Boulevard is nearing completion. Final work will include the conducting of pressure tests, installation of services, replace fire hydrants, and disinfect the new water main before placing the new water main in service. Afterwards, the contractor will slurry seal the entire road surfaces and restripe. ■

Air Relief Valve (ARV) Replacements

- Old standards allowed for ARVs to be installed under ground.
- New American Water Works Association (AWWA) standards say they should be above ground to better protect the water system.
- We had 88 total underground ARVs and have updated 24 with above ground ARVs, so far.

Within the next couple of years, MPWD plans to have all ARVs above ground!

Water Storage Tank Maintenance

- Staff pressure-washed and spot-painted the Hallmark Tanks.
- In November 2023, MPWD will be performing a complete system-wide tank inspection at all locations. The tanks are emptied and cleaned prior to inspections occurring. Minor repairs are made at the same time.
- The results of the above inspection will assist MPWD with updating our MPWD Tank Maintenance Program.

MPWD CAPITAL IMPROVEMENT PROGRAM UPDATE

UPCOMING PROJECTS FOR 2023-2024

Old County Road Water Main Improvements

The Old County Road (OCR) project is a combination of three separate projects with the goal of replacing old and aging water mains along and off from OCR. The engineering design work was completed in early 2023 and the contract was awarded in June 2023. Construction is expected to commence before the end of 2023 with the following areas being affected:

- **Old County Road:** Replacement of 3,700 linear feet of water mains installed in the 1930s/1940s, 1,800 linear feet of water mains installed in the late 1980s, 11 fire hydrants, 111 service connections, and 15 fire service connections between Ralston Avenue and Bragato Road.
- **F Street:** Replacement of 400 linear feet of water main installed in 1963, 1 fire hydrant, and 2 service connections between the ECR and OCR.
- **Ralston Avenue:** Replacement of 500 linear feet of water main installed in 1937, 1 fire hydrant, and 5 service connections between OCR and Elmer Street.

The combination of these three projects have a combined budget of \$4 million to replace aging infrastructure, reduce maintenance and water waste, and improve fire flows. See overview map at right.

MPWD and its Construction Manager will seek to meet with businesses and residents in the affected area to discuss the project, answer customer questions, and introduce project contacts to customers. Some work will take place over night to minimize daily traffic and business impacts. Stay updated on the project and traffic advisories at MidPeninsulaWater.org/OCR



DID YOU KNOW?

Capital Improvement Projects (CIPs) help to save water? Thousands of gallons are lost each year due to unexpected or undetected water main leaks. MPWD works diligently to implement CIPs to reduce water main breaks in our aging infrastructure.

MPWD's Operations Super Team



Providing safe and dependable water to MPWD customers requires a super team of **Water System Operators, Maintenance Technicians, and Planners**. And, since water delivery is a 24-hour job, sometimes our crews work after-hours to keep the faucets running. The next time you see an MPWD service truck on the streets, you can be assured they are on the job for you!

MPWD's mission to deliver a safe, high-quality, reliable supply of water for current and future generations begins with our dedicated and skilled workers!

Look for regular updates on the MPWD ongoing Capital Improvement Program by visiting MidPeninsulaWater.org/cip

MPWD IN THE COMMUNITY!

MPWD has always made it a priority to engage in outreach and education efforts within the community. We can often be spotted at various community events. MPWD has been a participant at numerous events this year, and we are just getting started. You may have seen us at the City of Belmont’s popular Earth Day Celebration, Public Works Open House, or National Night Out. We extended our outreach online with our free, Spring educational workshop on native and drought tolerant plants and landscapes. Look for us at additional events in the future, such as the City of Belmont’s Farmers’ Market and the 2024 Celebrate the Music Festival, which helps raise funds toward keeping the arts alive in schools. We look forward to continuing to get to know our community and sharing our knowledge on the ways one can conserve water while also reducing monthly water bills.



Above: MPWD staff members (left to right) Brandon Spears, Rene Ramirez, Monique Madrid, and Kat Wuelfing mingle with the community at National Night Out 2023. The MPWD booth had free giveaways, information on water conservation, and the popular scale model of the MPWD water system.

Left: The City of Belmont Earth Day celebration is always filled with fun and activities for the community. Residents were able to take advantage of compost giveaway, document shredding, and e-waste recycling.



LOOK FOR MPWD AT THESE UPCOMING OR ONGOING COMMUNITY EVENTS!

- Belmont Farmers’ Market
- Annual MPWD Calendar Contest
- Online Tree Maintenance Workshop (October 26)
- City of Belmont Halloween Celebration (October 31)



Water Poster Contest

After a 3-year hiatus, the popular MPWD Water Awareness Poster Contest returned to local elementary schools last year and the response was amazing. 3rd, 4th, and 5th grade students submitted their entries with the theme being “**Make Water Efficiency Your California Way of Life**” promoting the conservation of water as a long-term perspective. Winning students were invited to the April Board of Directors meeting for the awards presentation.

The MPWD is excited to kick-off this year’s Water Poster Contest in October. Entries will be judged by MPWD staff and Board members in November. Winning posters will be featured in the 2024 Water Conservation Calendar that will be available to all MPWD customers. For more info, please contact Brandon Spears at 650.591.8941 or visit MidPeninsulaWater.org/schools ■



Some of the winning entries and students from last year’s Water Awareness Poster Contest, which were featured in the 2023 Calendar.



Employee News



Chris Michaelis
Lead Operator
*Promoted and Celebrating
30 Years of Service in 2023*



Kelli Plath
Administrative Assistant
*Joined the MPWD in
February, 2023*



Liz Ganske
Administrative Assistant
*Joined the MPWD in
February, 2023*



Brandon Spears
Administrative Specialist –
Water Use Efficiency
*Joined the MPWD in
November, 2022*



Jeanette Kalabolos
Management Analyst
Retired in 2023



Tammy Rudock
General Manager
Retired in 2023

Good Governance Starts with Transparency

The MPWD received the District Transparency Certificate of Excellence by the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.

“This award is a testament to Mid-Peninsula Water District’s commitment to open government,” said Rene Ramirez, Interim General Manager. “Our staff is to be commended for their contributions that empower the public with information and facilitate engagement and oversight.” To receive the award, MPWD demonstrated the completion of essential governance transparency requirements, including conducting ethics training for all board members, properly conducting open and public meetings, and filing financial transactions and compensation reports to the State Controller in a timely manner.



SDLF is an independent, non-profit organization formed to promote good governance and best practices among **California’s Special Districts** through certification, accreditation, and other recognition programs. ■

A New Strategic Plan

The MPWD Board of Directors held special meetings on March 9, 2023 and June 29, 2023 to develop a new, Two-Year Strategic Plan for the Fiscal Year (FY) 2023/24 through FY 2024/25. This Plan reflects MPWD’s current vision for the District as well as changes reflect a shift in the District’s work culture to a **“People First, Mission Always”** focus. The four strategic goals focus on stewardship, service, communication, and leadership. To read the Two-Year Strategic Plan, please visit MidPeninsulaWater.org/boardoverview ■

DID YOU KNOW?

MPWD BY THE NUMBERS

13.5 Million Gallons of District Water Storage

8,100 Customer Connections

820 Fire Hydrants

92 Miles of Pipeline

11 Water Storage Tanks

8 Pump Stations

All maintained and managed by:

5 Elected Board Members

13 Operations Staff

9 Management & Administrative Staff

...to provide high-quality, reliable water service to you!



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♻️ Produced with eco-friendly printing and paper.

In-Person Board Meetings

As of April 2023, all MPWD Board Meetings were re-opened to in-person attendance by the public, following lifting of the Covid-19 emergency and completion of updates to our new office location. The public may participate in MPWD Board meetings either in-person or online by Zoom.



All MPWD Board Meetings can be accessed online at [MidPeninsulaWater.org](https://www.midpeninsulawater.org) and in-person at 1075 Old County Road, Suite A, Belmont regularly on the fourth Thursday of the month at 6:30 pm. ■

WaterWise™ Program Summary Report



Each year MPWD makes the Water Wise program available to 5th grade students in our service area. The school-based water efficiency

program aims to encourage long-term water savings by educating students through fun and interactive methods. The program also emphasizes the importance of students sharing the knowledge they gain with their families. Students learn how they can create real water savings at home and parents love seeing the savings reflected on their water bill!

Water Wise provides an annual summary of program results, including a survey on how the education was received by instructors, the children and their parents. The program and its educational materials received a 100% approval rating from instructors that participated and it's estimated that this last year's participation will result in 5,000 gallons of water savings to the community.

A total of 5 classrooms and 118 students in the MPWD service area participated in the program this last year, and we hope that this number continues to grow as we offer the program again in 2024. This is just one way that MPWD is working to provide opportunities to educate local youth and families and foster a new generation of water wise individuals. ■

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](https://www.midpeninsulawater.org/contact)
- Office: 1075 Old County Rd. Ste. A, Belmont, CA 94002
Monday - Friday, 8:00 am - 4:30 pm
Closed holidays.

ANSWER KEY FROM KIDS CORNER (page 3): 1. Water System Operators, Maintenance Technicians, or Planners 2. 13.5 million gallons 3. Earth Day, National Night Out, Public Works Open House, Belmont Halloween Celebration, or Farmer's Market 4. It was flooded out 5. **FUN CHALLENGE!** Submit your entry for a chance to win a prize! Go to [MidPeninsulaWater.org/kidscorner](https://www.midpeninsulawater.org/kidscorner) to submit your creative solution to question #5. Get your parent's or guardian's permission first and have your MPWD customer account number ready.