

## ABOUT MPWD

### MID-PENINSULA WATER DISTRICT

3 Dairy Lane  
Belmont, CA 94002  
650-591-8941

[www.MidPeninsulaWater.org](http://www.MidPeninsulaWater.org)

### BOARD OF DIRECTORS

**Matthew P. Zucca**  
*President*

**Brian Schmidt**  
*Vice President*

**Kirk R. Wheeler**  
*Director*

**Dave Warden**  
*Director*

**Louis J. Vella**  
*Director*

The Board of Directors meets every  
fourth Thursday of the month at 6:30  
p.m. at 3 Dairy Lane, Belmont.

### OFFICERS

**Tammy Rudock**  
*General Manager*

**Candy Piña**  
*Administrative Services Manager*

**Rene Ramirez**  
*Operations Manager*

**Julie A. Sherman**  
*District Counsel*

**Joubin Pakpour**  
*District Engineer*

**Vacant**  
*District Treasurer*



**California Special  
Districts Association**  
*Districts Stronger Together*

## MPWD Commitment to Service and Safety During COVID-19



On behalf of the Board of Directors and staff, we truly value our customer relationships and hope you and loved ones are faring well. Connection with our customers is a strategic priority here at the Mid-Peninsula Water District (MPWD), and these unprecedented times require constant communications and updates about safety and service levels regarding your water supply and distribution.



During the declared shelter-in-place order by the Health Officer for San Mateo County, you should be confident that:

- The MPWD water supply and distribution system are safe and secure;
- Water quality will remain a priority;
- As first responders, MPWD operators are available 24 hours a day, EVERY DAY;
- All other essential services, including customer services, are being covered by MPWD staff working under social distancing guidelines at the office; and
- We are committed to working with customers on extended payment plans, as a result of unexpected financial hardships—just contact us.

Please be assured that the MPWD's response plan was developed to appropriately serve you while also protecting its employees and their families. ■

## COVID-19 Updates

Due to COVID-19, MPWD's offices and operations at 3 Dairy Lane in Belmont are CLOSED until further notice. Customers may contact the MPWD by email at [MPWD@MidPeninsulaWater.org](mailto:MPWD@MidPeninsulaWater.org) or 650-591-8941 (also after hours for service interruptions and emergencies only). Call after hours for service interruptions and emergencies. Please visit MPWD's website for updates and visit [MidPeninsulaWater.org/covid](http://MidPeninsulaWater.org/covid) for further information related to COVID-19. ■



# Check Out MPWD's Online Customer Portal!

For more than 90 years, the Mid-Peninsula Water District (MPWD) has provided its customers with safe, quality water. Along with this unwavering commitment, the MPWD strives to be recognized by our ratepayers for outstanding and professional service. As part of that goal, the MPWD has recently added new tools and features to its website to help better serve customer needs and online experience. This includes the **Home Water Use Report** to monitor your water usage, a **Water Quality Tool** to troubleshoot

water quality issues you may have, **Leak Detection Tool** to assist in discovering leaks that may be in your home or property, and **NovusAGENDA** to allow more robust access and searches through Board Meeting records.

And better yet, these tools – and many other commonly-used resources on the MPWD website – can now be accessed conveniently from the new **MPWD Customer Portal**. Please visit and bookmark **MidPeninsulaWater.org/portal** and explore today!

## CUSTOMER PORTAL FEATURES • [MidPeninsulaWater.org/portal](https://MidPeninsulaWater.org/portal)



Bill Pay • Home Water Report • Water Quality Tool • Leak Detection Tool • NovusAGENDA  
Contact MPWD • Documents & Reports • Newsletters • Calendar of Events

## Flushing Guidance for Building Water Systems

MPWD ensures top water quality for all rate payers with constant testing and proper treatment. The water we deliver is disinfected. However, as the Coronavirus shelter-in-place restrictions incrementally get relaxed and businesses reopen, there are actions that managers of buildings, facilities, and campuses should take to ensure water is safe and tastes good. Standard maintenance should be conducted to ensure that cooling towers, water tanks, hot tubs, ice machines, soda fountains, dishwashers, and other plumbing components are safe for use. For resources on flushing guidance for building water systems following an extended shutdown, please visit [MidPeninsulaWater.org/restart](https://MidPeninsulaWater.org/restart) ■



## Ready for REAL ID?

The federal REAL ID Act places new rules on what forms of ID may be used to board flights and enter secure federal facilities. Due to the COVID-19 pandemic, the implementation date of requiring REAL ID has been extended to October 1, 2021. Your utility bill MAY satisfy as one of the printed documents needed to prove your California residency when applying for a REAL ID. For more information, please visit [CaliforniaREALID.org](https://CaliforniaREALID.org) ■



## GOOD NEWS!

No water rate increases for next fiscal year, beginning July 1, 2020.



## MPWD Demo Garden

In 2016, in the midst of the statewide drought emergency, MPWD teamed up with a local Scout as part of a service project to design, plan, and build a community “Demo Garden” in the easement across the way from the District office to demonstrate water-efficiency with native plants in a sustainable garden environment. In 2019, MPWD expanded upon that concept by adding another Demo Garden along the front of the District office. Employing the same principles of water efficiency and native plants, the new garden has added to the curbside appeal for MPWD customers and guests who visit. For tips on water conservation for your lawn and garden, go to [MidPeninsulaWater.org/tips](http://MidPeninsulaWater.org/tips) and click on “Landscaping.” ■



## Preparations Underway for 2020 UWMP

The MPWD recently requested proposals from qualified consultants to provide professional services to prepare the MPWD’s 2020 Urban Water Management Plan (UWMP) and Water Shortage Contingency Plan (WSCP). After reviewing all the qualified proposals, the MPWD Board awarded a \$53,900 contract to ManageWater Consulting, Inc. from Redwood City. The MPWD’s 2015 UWMP and WSCP were adopted June 23, 2016, via Resolution No. 2016-04. The required study will determine the overall supply and demand of water for the MPWD, identify any possible deficiencies in the water supply for the next 25 years, prepare mitigation strategies, and provide for MPWD conformance with State requirements in the case of a declared water shortage.

Services for the 2020 UWMP and WSCP would generally include data review and analysis, development of demand projection, analysis of demand management measures, population and demographic analysis, system supplies, water supply reliability, water shortage contingency planning, climate change, and other factors as identified by the Urban Water Management Planning Act. The consultant will prepare draft reports to be reviewed and approved by the MPWD. The UWMP must be adopted and submitted to the California Department of Water Resources (CA DWR) by July 1, 2021. Go to [MidPeninsulaWater.org/documents](http://MidPeninsulaWater.org/documents) to read MPWD’s 2015 UWMP. ■



## Smart Controller Instant Rebate

The Bay Area Water Supply and Conservation Agency (BAWSCA) offers multiple water conservation rebate programs to help you use water efficiently indoor and outdoor. In partnership with the MPWD, a limited-time instant rebate program is being offered on **Rachio 3 Smart Sprinkler Controllers** to help homeowners maximize watering efficiency. Customers can receive this premium smart watering device at a discounted price of \$100 + tax (MSRP: \$279.99), until supplies run out. Rachio 3 can save you up to 50% of your outdoor water use, is compatible with most irrigation systems, and allows you to control your sprinklers from you mobile device. For more info about these smart controllers and instructions on how to get one, please visit [MidPeninsulaWater.org/rebates](http://MidPeninsulaWater.org/rebates) or contact the District office at (650) 591-8941 to receive your unique purchase code. ■

## HAVE YOU TRIED CIVIC PAY?

Register your account with MPWD’s online bill pay portal. Pay your bill securely, set up auto-pay, and even opt for paperless bill statements.

**REGISTER TODAY!**

[MidPeninsulaWater.org/billpay](http://MidPeninsulaWater.org/billpay)



# 5-YEAR CAPITAL IMPROVEMENT PROGRAM UPDATE

## COMPLETED PROJECTS 2019-2020

### Advanced Metering Infrastructure (AMI) Meters

The MPWD completed installation of new water meters last summer for all customers. Most of the work was completed in-house by the District staff with a small handful of assistance in the form of licensed water distribution operators from the consulting firm, water-TALENT. All 8,000 plus water customer accounts now have water meters that broadcast their water use information to the District several times a day via radio frequency. This water use data from all of our customers allows the District to gather consumption information more quickly for billing purposes, reduce the potential for human error during meter reading, and reach out to customers when a water meter sees unusual water use that might indicate a substantial, unknown water leak. In addition, MPWD customers now have access to their water use data in order to manage water use on a real-time basis. Simply sign up at [MidPeninsulaWater.org/home-report](https://MidPeninsulaWater.org/home-report) to take advantage of this new feature.



The new water meters still require maintenance from time to time, but no longer require the District staff to manually read each meter monthly, allowing them to focus more of their time on other important water system maintenance matters.



### 2019 Water Main Replacement Project (WMR)

Beginning in July, 2019, another multi-location capital improvement project got underway. The \$2.1 million 2019 Water Main Replacement Project consisted of work on Notre Dame Avenue, Cliffside Court, the Tahoe Drive loop area, and fire hydrant upgrades on Solana Drive, Desvio Way, and Altura Way. The work on Notre Dame installed 1,030 feet of 8-inch ductile iron pipe replacing old and smaller-diameter cast iron pipe from the 1930s and 1950s to improve fire flows and reliability in the neighborhood. On Cliffside Court, approximately 330 feet of aging and undersized pipe for current demands was replaced with 8-inch ductile iron pipe. The Tahoe Drive loop that included Yosemite Drive, Tioga Way, and Muir Way saw more than 1,000 feet of aged, undersized, cast iron pipe replaced with 8-inch ductile iron pipe, which improved fire flows and water quality in the neighborhood. Finally, in the areas of Desvio Way, Solana Drive, and Altura Way, wharf-head type of fire hydrants were replaced with current, District fire hydrants to



*Above: Trenching to install the final 65 feet of water main on Muir Way.  
Below: Drilling for service connection on Notre Dame Ave.*



### Home Water Use Report

Monitor your water usage on a daily basis and set up text or email usage alerts. Sign in or sign up today at

[MidPeninsulaWater.org/home-report](https://MidPeninsulaWater.org/home-report)





improve fire protection in the area. The majority of pipeline and fire hydrant replacement was completed in February, 2020, with street repairs and striping (that waited for warmer weather) completed by the end of April. ■

***Above left:** New water main connection behind sidewalk at Yosemite Way and Muir Way. **Above right:** Final work on Notre Dame included new center stripings, crosswalks, limit bars, and stop signs. **Below:** It takes teamwork to replace all those water meters.*

## HELP US HELP YOU!

In order to help MPWD staff provide you with excellent customer service and contact you in the event of an emergency – such as a water issue in or around your property while you are not home – we encourage you to make sure your customer contact information is up to date. Please go to **[MidPeninsulaWater.org/contact](https://MidPeninsulaWater.org/contact)** or contact our friendly staff at (650) 591-8941 during business hours to make updates to the best phone number and/or email where MPWD can reach you.



### Malcolm Avenue Area Improvements

The District's CIP includes a project for Malcolm Avenue, known as capital project 15-74. The goal of the Malcolm capital project was to construct 550 feet of polyvinyl chloride (PVC) pipe to reconfigure the zone boundaries serving the area in order to reduce very high static pressures. It also eliminates four dead ends by looping the water pipes underground, and improving fire protection in certain areas of this neighborhood.

Although originally scheduled to coincide with the ECR Improvements at a later time (see next page), the Malcolm Area capital project was moved up on the schedule after MPWD learned that the City of Belmont intended to repave streets in that same area. "MPWD and the City of Belmont saw an opportunity – much like the Joint Water/Sewer Project in 2018 – to save costs for rate-paying, tax-paying residents," according to Rene Ramirez, MPWD Operations Manager. "Additionally, it removes the annoyance to residents of having repaving work done twice in their neighborhood in close succession."

District field staff constructed the Malcolm Avenue pipeline project in six weeks. Supervisor Michael Anderson conducted the job with Water System Operators Chris Michaelis, Jonathan Anderson, Robby Piccolotti, and Maintenance Technicians Tava Mataele and Victor Monge (see photos at right). Additional assistance was provided by Stan Olsen, Ron Leithner, and Conor Killigrew. Water quality testing was completed by Lead Operator Rick Bisio before the new water line was put into service. District staff continues to demonstrate their versatility by repairing emergency leaks, maintaining the system, and efficiently completing larger projects such as this. Good Work Operations Team! ■





# 5-YEAR CAPITAL IMPROVEMENT PROGRAM UPDATE

## UPCOMING PROJECTS 2020-2021

Public water systems, considered an essential service during the pandemic, have not slowed down the District from continuing progress on the Capital Improvement Program. As many as five capital projects could be under construction before the end of calendar year 2020. Three of these capital projects are described below.

### El Camino Real Improvements

Approximately 3,500 feet of pipe installed in the 1950s is to be replaced in the southbound lanes of El Camino Real (ECR) from North Road to Middle Road, and another 300 feet to be replaced in front of Safeway. This project has received a permit from CalTrans for construction and plans are being completed for a public bid in early summer. This project has an engineer's estimate of \$3.5 million.

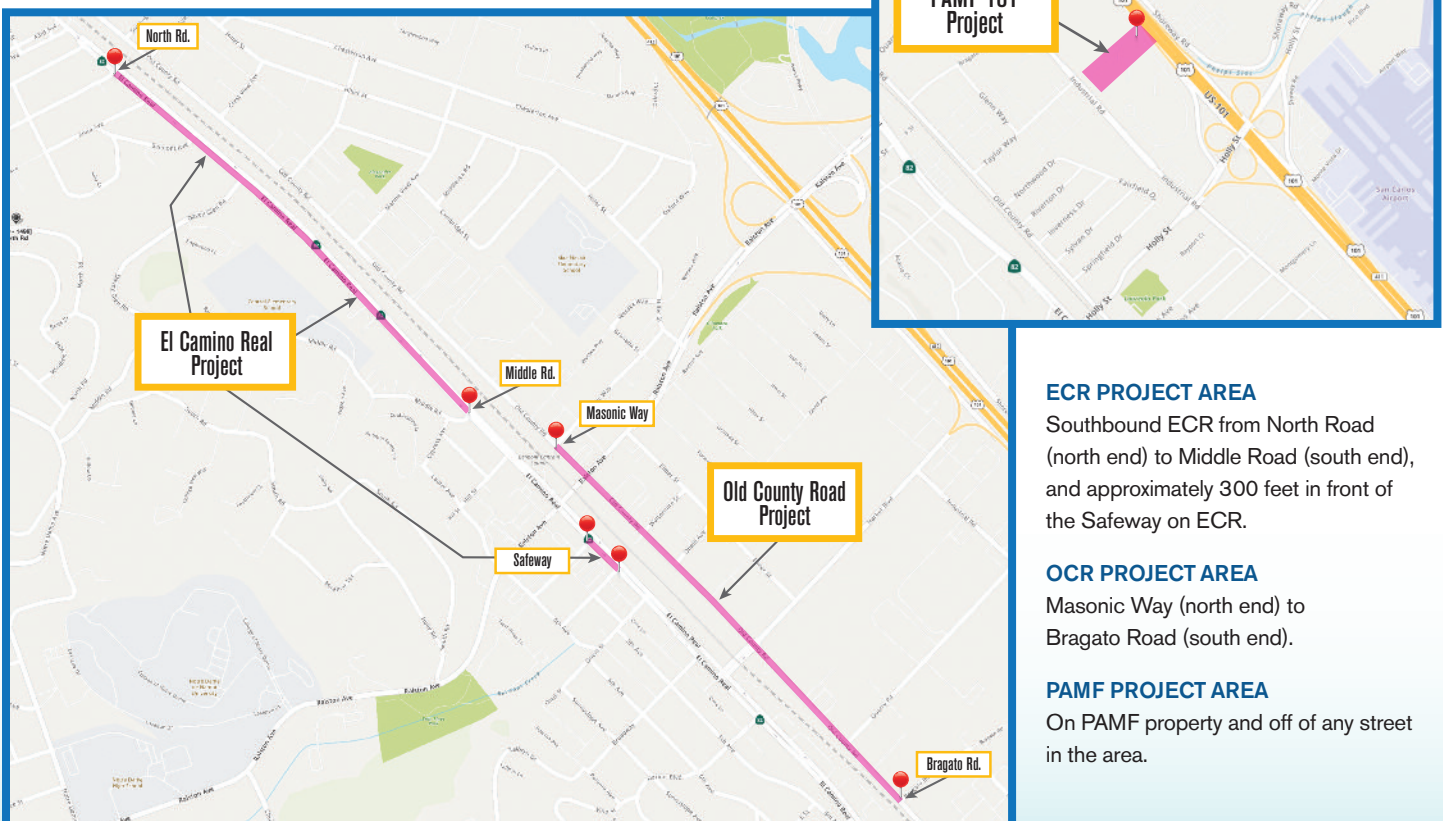
### Phase 1 of SR101 Crossing – PAMF Improvements

The first phase of construction to tunnel under SR101 with a new water main at the District's southern boundary will commence with construction of approximately 700 feet of water main on the Palo Alto Medical Foundation (PAMF) site within an easement granted to the District. Construction plans are

complete and nearly ready to bid. The engineer's estimate for this project is \$595,000. Phase 2 entails construction of approximately 1,600 feet of water main by tunneling under SR101 with a new water line and then trench construction north on Shoreway Road to reconnect to the water system near Cormorant Drive. Phase 2 is scheduled to begin in 2022 contingent upon completion of capital work being conducted on Shoreway Drive by another public agency. Phase 2's engineers estimate a cost of \$2.8 million.

### Old County Road Improvements

Replacement of a water main line on Old County Road (OCR) between Masonic Way and Bragato Road is currently in the design phase. Early estimates for construction is currently \$2.7 million. ■



Look for regular updates on the MPWD 5-Year Capital Improvement Program by visiting [MidPeninsulaWater.org/cip](http://MidPeninsulaWater.org/cip)

## Hands-On Workshops Go Virtual



Every year, MPWD offers free Hands-On Workshops to MPWD customers and the local public to promote sustainable landscaping and gardening while reducing water usage. Due to the stay-at-home orders issued by the San Mateo County Health Organization over COVID-19, this year's Hands-On Workshops have gone online as Zoom webinars. Co-sponsored by the Bay Area Water Supply & Conservation Agency (BAWSCA) and member agencies, these Zoom webinars are made available free and open to the public through the BAWSCA website at [BAWSCA.org/consERVE/programs/classes](https://www.bawasca.org/consERVE/programs/classes). Registration is required to participate.

The Spring Workshop series ran online between April and June featuring topics such as: water-efficient edible gardening; native garden design; rainwater harvesting; landscape maintenance; and leak detection. Videos of these past landscape classes are available on the BAWSCA website to view 24/7. The fall series of virtual workshops for September through November will be available soon. Be on the lookout for these upcoming dates and registration details as they become available by visiting [MidPeninsulaWater.org/workshops](https://www.MidPeninsulaWater.org/workshops) often.

## Making Water Resources Last

During the recent statewide drought, Californians responded by applying short-term water conservation measures to meet or exceed the 25% reduction goals necessary to stretch the dwindling water supplies. Today, we are transitioning to a long-term vision of water conservation to ensure we will all have enough water now and in the future. A road map for this new, sustainable “California Way of Life” was enacted by the California legislature and governor requiring local water suppliers – such as MPWD – to calculate use targets with respect to indoor residential water use, outdoor residential water use, dedicated irrigation, and water loss.

MPWD has embraced long-term drought planning by taking steps since 2015 to manage water loss through program management, water audits-data sources, validation, and report preparation. Customers are encouraged to continue their part in voluntary water conservation by reducing water usage by 10% or more, which will go a long way to forestalling state mandated conservation during non-drought years. MPWD views water conservation as a partnership and offers several resources to achieve these important goals. See below for more information.



## WATER CONSERVATION CORNER

*If Everyone Saves a Little,  
We Can All Save a Lot!*



### MPWD CAN HELP YOU CONSERVE WATER

- ▶ Valuable Rebate Programs
- ▶ Water Conservation Tips & Kits
- ▶ Online Home Water Use Report
- ▶ Leak Detection Assistance
- ▶ Free Online Landscape Workshops
- ▶ School Programs & MPWD Field Trips

Get water-saving tips and rebate programs today at [MidPeninsulaWater.org/waterconservation](https://www.MidPeninsulaWater.org/waterconservation)





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## Celebrating Our Employees



*JT (on far right, above) shares a moment with Jonathan Anderson and Rob Piccolotti.*

MPWD honored **John (JT) Tscharner** last summer with a special retirement luncheon. JT retired as Maintenance Technician after more than 29 years of dedicated service to the District ensuring that the District's infrastructure, systems, and facilities are maintained in a safe and effective working condition. JT's family and co-workers attended the retirement ceremony sharing stories, celebrating his accomplishments over the years, and discussing future endeavors. ■



MPWD celebrates **Rene Ramirez**, Operations Manager, for his 5th anniversary at the District. He has more than 30 years of service in the public utility field. Rene plans, assigns, organizes, supervises, and reviews the daily construction, operation, control, maintenance, and repair of the District's water infrastructure. He also plans and supervises the District's Capital Improvement Program. ■



## Poster Contest Winners Announced

During the February Board Meeting, MPWD hosted the winners of its Annual Water Awareness Calendar Contest. Each year, the District creates a 12-month wall calendar to promote water conservation featuring artwork from winning, student entries. This year's contest drew 146 poster entries from five schools. Matt Zucca, Board President, and Jeanette Kalabolas, Water Conservation Specialist, presented awards to twelve winners, including the grand prize winner, Andy K. from Cipriani Elementary, and runner-up winners, Jake A. and Miles A. from Nesbit Elementary. The teachers with the most class participation, Ms. Sabo, Ms. Carter, and Ms. Cunei from Cipriani Elementary, were also acknowledged and all who participated received a 2020 MPWD calendar. A refreshment break immediately followed the awards presentation to congratulate all the participating students and their families. ■



*Matt Zucca and Jeanette Kalabolas present awards and certificates to the grand prize winner, runner up winners, and honorable mention awardees of the 2020 Water Awarenesss Calendar contest.*