



# STAFF REPORT

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**Meeting Type:** Board of Directors  
**Title:** General Manager's Report September 2024  
**From:** Ben Horenstein, General Manager  
**Meeting Date:** October 15, 2024

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**TYPE OF ACTION:**     X     Action                             Information                             Review and Refer

**RECOMMENDATION:** Approve Report

## SUMMARY:

### A. HIGHLIGHTS:

- The daily average net production for the month of September 2024 was 24.7 MGD compared to 24.9 MGD for the month of September 2023. Typical usage for September is 30.0 MGD.
- The daily average flow from Sonoma County Water Agency for the month of September 2024 was 8.5 MGD compared to 11.7 MGD for the month of September 2023.
- Staff submitted a FEMA Hazard Mitigation Grant Program application for the San Geronimo Treatment Plant Clarifiers seismic retrofit project. This grant is for \$22,000,000 with a 75/25 split with the District contribution of \$5,500,000 (25%), and would go towards the seismic hardening the clarifiers at the District largest San Geronimo Treatment Plant, which would help eliminate the risk of the clarifiers going offline during seismic events and ensuring continued water production during a time of need.
- Staff have completed the yearly Division of Safety of Dams (DSOD) inspections with the DSOD inspector with no issues to report and the dams continue to be safe for continued District operation.
- Staff advertised the Marin City Pipeline Replacement Project and opened bids in September. The project will install approximately 10,300 feet of welded steel pipe along with service laterals in the Community of Marin City. This will replace old, leak prone, seismically deficient cast iron pipe installed as early as 1956.
- Staff installed solar panels and a solar charger at Fairfax Grade Tank, in preparation for a planned PG&E power outage in early to mid-October. The solar power will charge the RTU batteries, allowing constant communication with the tank.
- While checking the remote monitoring unit (RMU) of the Sir Francis Drake Blvd rectifier, staff found that voltage potentials were below historical levels indicating that there was a short in

the system. If left unattended, this short could lead to a corrosive environment for the water main. After an extensive search of over four miles of pipe, three shorts were found and repaired bringing the system back to normal corrosion potentials.

- The District continued with Year 6 of the BFFIP plan through September 2024. Highlights for September include completion of the Lower Lag Rock Doug Fir Thinning Project covering 31 acres adjacent to Lake Lagunitas.
- District contractors completed the initial Prescribed Fire Prep work at the Mt Theater and Bon Tempe Dam Rx Burn Sites. The district has 9 burn plans in place and is actively coordinating with MCFD to burn up to 3 this Fall (weather and staffing dependent). Staff continued to coordinate prescribed burning efforts with both the Marin County Fire Department and California State Parks. Air Quality permitting is underway to support multiple prescribed burns with MCF as the lead from mid-October through November.
- The District completed trail maintenance work along Sunnyside Trail, Pumpkin Ridge, Madorne, Arturo, Mountain Top, Upper Fish Gulch, Concrete Pipe Trail, and Lake View, and Grassyslope road to prepare for the Trail Sharing Pilot Program.
- Staff participated in Ember Stomp Festival to raise awareness about wildfire mitigation actions that home owners can take on their property and to help educate the community about the Biodiversity, Fire, and Fuels Integrated Plan.
- Three Trail Stewardship events were hosted - 43 volunteers worked on Azalea Hill plus two other areas to prep for opening of trail sharing pilot project.

# MARIN WATER GRANT STATUS

| PROJECT DETAILS  |  |   |                             |   |   | REQUIREMENTS      |  | BUDGET                       |                     |
|--|--|---|-----------------------------|---|---|-------------------|--|------------------------------|---------------------|
| OPPORTUNITY  | FUNDER                                 | FUNDER PRIORITIES                             | AGREEMENT /APPLICATION DATE | MATCHING PROJECT  | DESCRIPTION   | STATUS            | PREREQUISITE                           | FUNDS REQUESTED              | MATCH REQUIREMENT % |
| <b>CURRENT GRANTS</b>  |  |   |                             |   |   |                   |  |                              |                     |
| Prop. 1. Round 2 IRWM Disadvantaged Community Forestry Corps | DWR<br>CCNB                            | Water Infrastructure<br>Vegetation Management | 12/1/22<br>Jan 2023         | Marin City/San Rafael Infrastructure<br>Ongoing Forestry work | Replacing aging transmission lines and laterals in Marin City and San Rafael's Canal District<br>Workforce development: state funding directly to CCNB to fund crews working on the watershed | Funded<br>Funded  | IRWM CC Approval<br>Corps Partnership  | \$8,500,000<br>\$500,000     | 0<br>0              |
| Fisheries Restoration Grant Program                          | CDFW                                   | Fisheries                                     | 4/20/23                     | Lagunitas Creek Restoration                                   | Funding for Phase II site design and CEQA   | Funded            | 30% designs                            | \$600,000                    | 50%                 |
| Lagunitas Creek Salmonid Spawning Gravel Improvement Project | DWR Riverine                           | Fisheries                                     | 11/1/22                     | Lagunitas Creek Restoration                                   | Gravel augmentation for Lagunitas Creek   | Funded            | None                                   | \$590,000                    | 0                   |
| Lagunitas Creek Salmonid Spawning Gravel Improvement Project | USBR Environmental Restoration Project | Fisheries                                     | 8/17/23                     | Lagunitas Creek Restoration                                   | Gravel augmentation for Lagunitas Creek Sites 1-3   | Funded            | CEQA                                   | \$1,400,000                  | 39.39%              |
| Rain Water Harvesting Project                                | MCSTOPP                                | Conservation                                  | Unknown                     | Conservation  | Barells for customers   | Funded            | None                                   | \$15,032                     | 0                   |
| Urban Multi-Benefit Drought Relief                           | DWR                                    | Water Resources                               | 3/19/22                     | SWSA  | Strategic Water Supply  | Funded            | None                                   | \$2,000,000                  | 0                   |
| Water Conservation   | USBR WEEG                              | Conservation                                  |                             | Conservation  |   | Funded            |  | \$722,925                    |                     |
| Water Conservation   | DWR IRWMP                              | Conservation                                  |                             | Conservation  |   | Funded            |  | \$222,477                    |                     |
| Prop. 1. Fisheries Restoration                               | CDFW                                   | Fisheries                                     | 7/1/23                      | Lagunitas Creek Restoration                                   | Lagunitas Creek Restoration Sites 1-6   | Funded            | 60% designs                            | \$4,600,000                  | 0                   |
| CA Division of Boating & Waterways                           | NRA                                    | Water Quality                                 | 7/1/23                      | Reservoir Water Quality                                       | Monitor and prevent infestation of quagga and zebra mussels   | Funded            | NA                                     | \$88,800                     | 0                   |
| Azalea Hill Trail Restoration                                | State Parks                            | Trail Restoration                             | 2/1/20                      | Watershed   | Azalea Hill Restoration   | Funded            | None                                   | \$952,657                    | 0                   |
| One Tam Forest Health Strategy                               | CA WCB                                 | Forestry Restoration                          | 11/21/23                    | BFFIP Implementation  | BFFIP Implementation for 2-3 years  | Funded            | CEQA                                   | \$2,800,000                  | 0                   |
| WaterSMART Applied Science                                   | USBR                                   | Water Resources                               | 10/15/2023                  | Advanced Weather Modeling                                     | Funding for weather modeling to inform water resources management   | Funded            | TBD                                    | \$150,628.00                 | 50%                 |
| One Tam Forest Health Phase II                               | Cal Fire                               | Forestry Restoration                          | 1/15/2024                   | BFFIP Implementation  | BFFIP Implementation for 2-3 years  | Notice of Award   | CEQA                                   | \$3,000,000                  | TBD                 |
|  |  |   |                             |   |   |                   |  | <b>TOTAL FUNDED:</b>         | <b>\$24,140,519</b> |
| Desal Feasibility Study                                      | USBR CalOES/FEMA                       | Desalination Natural Hazards                  | 2/28/23<br>Aug-24           | Desalination Treatment Plant Clarifiers                       | Exploring new brackish desal in Petaluma<br>Funds to address seismic hazards in water treatment facilities  | Open<br>Open      | None<br>NOI APPROVAL                   | \$200,000<br>\$22,000,000.00 | 50<br>25%           |
| WaterSmart Energy Efficiency                                 | USBR                                   | Conservation                                  | 2/22/2024                   | AMI   | Funding to expand AMI   | Open              | Environmental Compliance               | \$1,000,000                  | 50%                 |
| WaterSMART Planning & Design                                 | USBR                                   | Water Supply                                  | 5/20/2024                   | Water Supply Planning   | Water Supply - Nicasio Spillway   | Open              | TBD                                    | \$400,000.00                 |                     |
| Environmental Resources Grant                                | USBR                                   | Forest Health                                 | 6/24/2024                   | BFFIP Implementation  | BFFIP Implementation for 2-3 years  | Open              | TBD                                    | \$3,000,000.00               |                     |
| CDFW Environmental Enhancement Fund                          | CDFW                                   | Fisheries                                     | 9/11/2024                   | Lagunitas Creek Restoration                                   | Phase II  | Open              | TBD                                    | \$3,457,044.00               | 0%                  |
|  |  |   |                             |   |   |                   |  | <b>TOTAL OPEN:</b>           | <b>\$30,057,044</b> |
| <b>UPCOMING APPLICATIONS</b>                                 |  |   |                             |   |   |                   |  |                              |                     |
| USBR Drought Resiliency Program                              | USBR                                   | Water Supply                                  | 10/7/2024                   | Water Supply Planning   | Water Supply - Nicasio Spillway   | Open              | TBD                                    | \$3,000,000.00               | 50%                 |
| USBR WaterSmart & Energy Efficiency (WEEG)                   | USBR                                   | Conservation                                  | 11/13/2024                  | AMI Expansion   | AMI Expansion   | Open              | TBD                                    | TBD                          | TBD                 |
| Dam Safety & Climate Resilience Local Assistance             | DWR                                    | Infrastructure                                | 10/21/24                    | Spillway Repair Project                                       | Dam Safety  | Open              | TBD                                    | \$2,000,000.00               | 50%                 |
| Dam Safety & Climate Resilience Local Assistance             | DWR                                    | Infrastructure                                | 10/21/24                    | Phoenix and Lagunitas Valves & Actuator Replacement           | Dam Safety  | Open              | TBD                                    | \$2,000,000.00               | 50%                 |
| <b>LONG TERM OPPORTUNITIES (ongoing development)</b>         |  |   |                             |   |   |                   |  |                              |                     |
| 2024 Water Bond  | State of CA                            | Water supply projects                         | Fall 2024                   | SWSA Water Supply Projects                                    | Currently in Legislature  | In legislature    | Voter approval, District participation |                              | TBD                 |
| Water Resources Development Act                              | Amy Corps of Engineers                 | Water supply projects                         | FY 2024                     | SWSA Water Supply Projects                                    | Pursuing for No Regrets and regional projects   | In appropriations | Authorization (secured 2022)           | \$28,000,000.00              |                     |
| Small Storage Program  | USBR                                   | Water Supply                                  | Fall 2024                   | Phoenix Lake  | Funding for new water supply projects   | TBD               | Approved Feasibility Study             |                              | TBD                 |
| United States Department of Fish and Wildlife                | USDFW                                  | Water Supply                                  | Unknown                     | Phoenix Lake  | Habitat Conservation Planning   | TBD               | Habitat Conservation P                 |                              | TBD                 |

**DISCUSSION:**

**B. SUMMARY:**

- AF = Acre Feet
- Mg/L = milligrams per liter
- MPN = most probable number
- MPY = mils per year
- MG = million gallons
- NTU = nephelometric turbidity units

**1. Water Production:**

|                                 | FY 2024/25        |             | FY 2023/24        |             |
|---------------------------------|-------------------|-------------|-------------------|-------------|
|                                 | (million gallons) | (acre-feet) | (million gallons) | (acre-foot) |
| <b>Potable</b>                  |                   |             |                   |             |
| Total production this FY        | 2,325             | 7,135       | 2,333             | 7,159       |
| Monthly production, September   | 743               | 2,281       | 756               | 2,319       |
| Daily average, September        | 24.78             | 76.03       | 25.19             | 77.30       |
| <b>Recycled</b>                 |                   |             |                   |             |
| Total production this FY        | 104.59            | 320.97      | 105.19            | 322.81      |
| Monthly production, September   | 29.73             | 91.24       | 32.68             | 100.29      |
| Daily average, September        | 0.99              | 3.04        | 1.09              | 3.34        |
| <b>Raw Water</b>                |                   |             |                   |             |
| Total production this FY        | 33.07             | 101.49      | 32.28             | 99.06       |
| Monthly production, September   | 9.71              | 29.80       | 10.13             | 31.09       |
| Daily average, September        | 0.32              | 0.99        | 0.34              | 1.04        |
| <b>Imported Water</b>           |                   |             |                   |             |
| Total imported this FY          | 805               | 2,469       | 1,090             | 3,345       |
| Monthly imported, September     | 255               | 783         | 350               | 1,074       |
| <b>Reservoir Storage</b>        |                   |             |                   |             |
| Total storage, September        | 21,263            | 65,254      | 17,861            | 54,814      |
| Storage change during September | -913              | -2,803      | -5,197            | -15,949     |
| <b>Stream Releases</b>          |                   |             |                   |             |
| Total releases this FY          | 689               | 2,113       | 727               | 2,230       |
| Monthly releases, September     | 233               | 716         | 271               | 832         |

| <b>2. <u>Precipitation:</u></b> | <u>FY 2024/25 (in.)</u> | <u>FY 2023/24 (in.)</u> |
|---------------------------------|-------------------------|-------------------------|
| Alpine                          | 0.00                    | 0.00                    |
| Bon Tempe                       | 0.00                    | 0.00                    |
| Kent                            | 0.00                    | 0.00                    |
| Lagunitas *                     | 0.00                    | 0.01                    |
| Nicasio                         | 0.00                    | 0.00                    |
| Phoenix                         | 0.00                    | 0.00                    |
| Soulajule                       | 0.00                    | 0.00                    |
| * Average to date = 0.00 inches |                         |                         |

**3. Water Quality:**

| <u>Laboratory</u>                      | <u>FY 2024/25</u> | <u>FY 2023/24</u> |
|--|-------------------|-------------------|
| Water Quality Complaints:              |                   |                   |
| Month of Record                        | 18                | 7                 |
| Fiscal Year to Date                    | 58                | 22                |
| Water Quality Information Phone Calls: |                   |                   |
| Month of Record                        | 8                 | 2                 |
| Fiscal Year to Date                    | 34                | 6                 |

The WQ lab ensured that the water supplied met or surpassed water quality regulations by collecting and analyzing 1,754 analyses on treatment plants and distribution system samples.

Mild steel corrosion rates averaged 2.42 (0.30 – 4.21) MPY. The AWWA has recommended an operating level of <5 MPY with a goal of <1 MPY.

Complaint Flushing: One flushing event was performed at 24 River Oaks Rd in San Rafael, 10 Aspen Ct in Corte Madera and at 74 Paseo Mirasol in Tiburon to ensure water quality for this month on record.

Disinfection Program: 2,810' of new pipelines were disinfected during the month of September. Performed chlorination on 38 water storage tanks to ensure compliance with bacteriological water quality regulations.

Tank Water Quality Monitoring Program: Performed 52 water quality-monitoring events on storage tanks for various water quality parameters this month to help ensure compliance with bacteriological water quality regulations.

Summary:

The lab analyzed 1,754 treatment plant and distribution water samples, and the water quality department treated 38 tanks for low chlorine and checked an additional 52 tanks for low chlorine residual in September 2024.

**4. Water Treatment:**

| <u>Treatment Results</u> | <u>San Geronimo</u> |              | <u>Bon Tempe</u> |              | <u>Ignacio</u> |              |
|--------------------------|---------------------|--------------|------------------|--------------|----------------|--------------|
|                          | Average             | Monthly Goal | Average          | Monthly Goal | Average        | Monthly Goal |
| Turbidity (NTU)          | 0.05                | ≤ 0.10       | 0.04             | ≤ 0.10       | 0.04           | ≤ 0.10       |
| Chlorine residual (mg/L) | 2.77                | 2.75 *       | 2.73             | 2.75 *       | 2.85           | 2.75 *       |
| Color (units)            | 0.4                 | ≤ 15         | 0.4              | ≤ 15         | 0.0            | ≤ 15         |
| pH (units)               | 7.8                 | 7.8*         | 7.7              | 7.8*         | 8.0            | 8.1**        |

\* Set monthly by Water Quality Lab

\*\* pH to Ignacio is controlled by SCWA

**5. Capital Improvement:**

- a. Pine Mountain Tank Phase 1 – Rough Grading Project (D21043): The Pine Mountain Tunnel Tanks Replacement Project is a multi-year two-phased project that will replace the existing Pine Mountain Tunnel. This project (Phase 1) will excavate approximately 45,000 cubic yards of hillside and will install a soil nail retaining wall in preparation for a future project that will install two 2-million gallon pre-stressed concrete storage tanks (Phase 2). This Phase 1 project will also perform site grading and drainage improvements.
  - Project Budget: \$7,734,575
  - Monthly Activities: The Contractor is continuing to construct the retaining wall and transfer soil to the Bullfrog Quarry. Concrete Pipe Road between Taylor Trail and Fairfax-Bolinas Road remains closed Monday through Friday 8:00 AM to 5:00 PM throughout the duration of the project. The Phase I rough grading and retaining wall project is anticipated to be complete January 31, 2025.
  
- b. Wolfback Ridge Tanks Rehabilitation Project (D20009): This project will replace the roof and recoat both the interior and exterior of each tank at Wolfback Ridge in Sausalito.
  - Project Budget: \$950,000

- Monthly Activities: District staff and the Contractor are completing shop drawing preparation and review for the tank roof systems. Field work is expected to begin October and the contract completion is estimated March 2025.
  
- c. Sir Francis Drake Pipeline Replacement Project (D23009): This project will install approximately 4,540 linear feet of welded steel pipe to replaced aged, leak-prone cast iron pipe installed as early as 1924 on Sir Francis Drake Boulevard between San Francisco Boulevard and Butterfield Road. Water pipelines will also be replaced on Broadmoor Avenue and Saunders Avenue, each for approximately 250 feet from Sir Francis Drake.
  - Project Budget: \$3,799,400
  - Monthly Activities: The Contractor completed all water mainline installation and continued to install water services. The District is working closely with Marin Transit and the Town of San Anselmo to mitigate traffic impacts from construction work on Sir Francis Drake Boulevard. The project is anticipated to be complete in November.
  
- d. Granada Drive Pipeline Replacement Project (D23020): Project Budget: \$3,958,000  
Monthly Activities: The Contractor is currently performing creek restoration work including installing rock and woody debris structures within the creek channel. The Cross Marin Trail remains open to recreation during construction and traffic control measures are implemented as required to protect the public. Project completion is anticipated in late November.
  - Project Budget: \$5,564,384
  - Monthly Activities: The Contractor is continuing to install water mainline along the upper portion of Granada Drive, and is performing miscellaneous work on Prince Royal Drive, Endeavor Drive, and Granada Drive. The project is anticipated to be complete March 2025.
  
- e. Lagunitas Creek Coho Habitat Enhancement Project – Phase 1A (GC21001): Phase 1A of the Lagunitas Creek Coho Habitat Enhancement Project will implement an extensive set of habitat enhancement structures in Lagunitas Creek within Samuel P. Taylor State Park. The work includes the installation of large woody debris, rock, and gravel structures in Lagunitas Creek in support of endangered Coho Salmon, threatened steelhead populations, and freshwater shrimp.
  - Project Budget: \$3,958,000
  - Monthly Activities: The Contractor is currently performing creek restoration work including installing rock and woody debris structures within the creek channel. The Cross Marin Trail remains open to recreation during construction and traffic control measures are implemented as required to protect the public. Project completion is anticipated in late November.
  
- f. Tiburon Pipeline Replacement Project (D23018): The 2024 Tiburon Pipeline Replacement Project is a component of the District’s Capital Improvement Program and Fireflow Improvement Program. The project includes the installation of approximately 3,490 linear feet of 8-inch, 6-inch, and 4-inch welded steel potable water pipe with valves, fittings, laterals, and appurtenances in the Town of Tiburon. This project replaces 102 year old, leak-prone, cast iron pipe with new reliable, seismically resilient welded steel pipe.
  - Project Budget: \$3,112,285
  - Monthly Activities: The Contractor has completed the installation of the water mainline on Paradise Drive between Vista Del Mar and near Lyford’s Stone Tower, and continues westerly towards Mar West Street. Work that remains includes pipeline connections to existing water distribution, water service installations, and paving. The project is expected to be completed this winter.
  
- g. 2024 Anode Replacement Project (D24024): The 2024 Anode Well Replacement Project will rehabilitate an existing cathodic protection well in the City of San Rafael, which was installed in 1965 and is due for

replacement. The aged well will be replaced insitu with an 11-inch diameter, 41-foot deep anode well in accordance with Marin County regulations. Magnesium anodes installed in the well are used to protect the District's infrastructure by preventing corrosion, particularly sodium-rich San Francisco Bay mud where corrosion is accelerated.

- Project Budget: \$115,250
- Monthly Activities: The project has been completed.

h. 2024 Anode Well Replacement Project (D24025): The 2024 Anode Well Replacement Project will rehabilitate an existing cathodic protection well in the City of San Rafael, which was installed in 1965 and is due for replacement. The aged well will be replaced insitu with an 11-inch diameter, 41-foot deep anode well in accordance with Marin County regulations. Magnesium anodes installed in the well are used to protect the District's infrastructure by preventing corrosion, particularly sodium-rich San Francisco Bay mud where corrosion is accelerated.

- Project Budget: \$197,500
- Monthly Activities: The construction contract was awarded at the July 16 Board of Directors Meeting and a pre-construction meeting was held on August 20. The District is currently reviewing construction submittals and anticipates obtaining permits and mobilizing to the project site in October. The project is anticipated be complete in October.

i. Rock Ridge Pipeline Replacement Project (F22001): The Rock Ridge Pipeline Replacement Project (Project) is a component of the Fire Flow Improvement Program. This Project will install approximately 7,590 feet of new 8" and 6" welded steel and polyvinyl chloride (PVC) pipe to replace the old, leak prone fire flow deficient piping installed as early as 1934.

- Project Budget: \$3,928,105
- Monthly Activities: The construction contract was awarded at the September 3 Board of Directors Meeting and a pre-construction meeting is currently being scheduled. The District anticipates the Contractor will mobilize equipment and materials in October. The project is expected to be completed May 2025.

**6. Other:**

| <u>Pipeline Installation</u>                 | <u>FY2024/25</u> | <u>FY2023/24</u> |
|--|------------------|------------------|
| Pipe installed during September (feet)       | 1199             | 1157             |
| Total pipe installed this fiscal year (feet) | 3,658            | 3,668            |
| Total miles of pipeline within the District  | 908*             | 908*             |

*\* Reflects adjustment for abandoned pipelines*

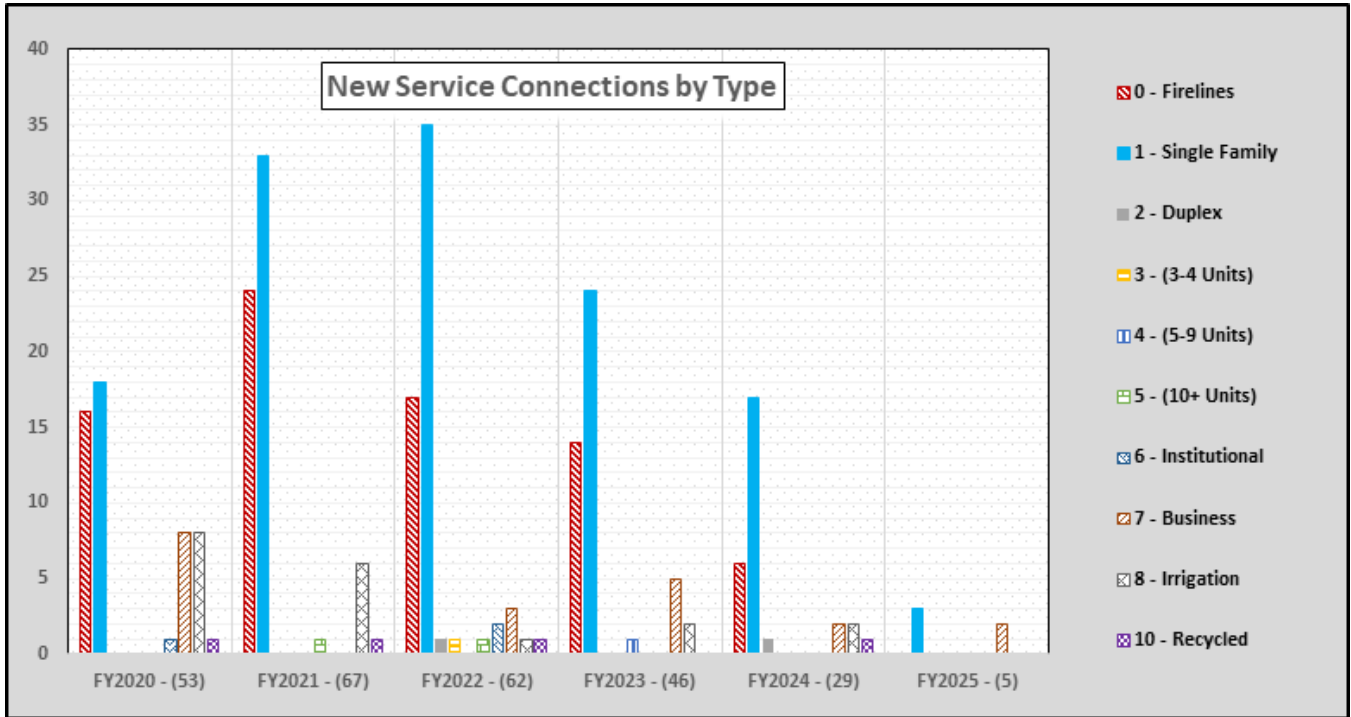
| <u>Pipe Locates (1,199 Responses)</u> | <u>FY2024/25</u> | <u>FY2023/24</u> |
|---------------------------------------|------------------|------------------|
| Month of September (feet)             | 29,984           | 32,204           |
| Total this fiscal year (feet)         | 113,044          | 109,336          |

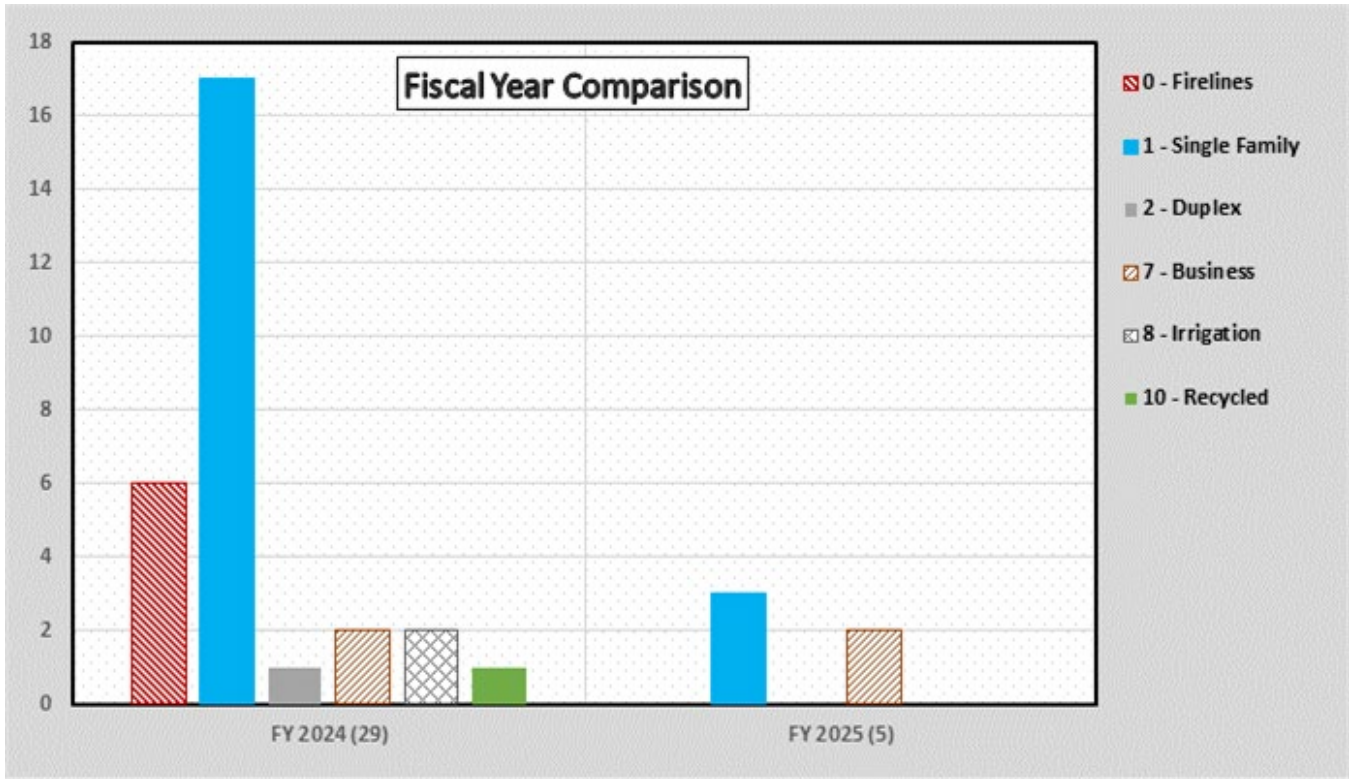
| <u>Main Line Leaks Repaired:</u>        | <u>FY2024/25</u> | <u>FY2023/24</u> |
|---|------------------|------------------|
| Month of September                      | 6                | 28               |
| Total this fiscal year (7/1/24-5/31/25) | 8                | 28               |

| <u>Services:</u> | <u>FY2024/25</u> | <u>FY2023/24</u> |
|------------------|------------------|------------------|
|------------------|------------------|------------------|



|   |        |        |
|---|--------|--------|
| Service upgrades during September               | 19     | 15     |
| Total service upgrades this FY                  | 54     | 50     |
| Service connections installed during September  | 1      | 2      |
| Total active services as of September 1st, 2024 | 60,609 | 60,451 |
| (Total Including firelines)                     | 61,995 | 61,834 |





## **7. Recruitments and Hires**

The District is currently recruiting for the following positions:

- Engineering Technician Supervisor - Development Services
- Supervising Land Surveyor
- Heavy Equipment Operator (Internal)
- Water Conservation Supervisor
- Water Conservation I/II/III
- Business Systems Analyst
- Treatment Plant Trainee II / Treatment Plant-System Operator III

Through competitive recruitments, employees were appointed to the following positions:

- Meter Operations Supervisor
- Engineering Technician - Facilities Designer I

The District recently hired new employees for the following positions:

- Assistant Engineer (2 Positions)
- Meter Reader Repair Workers (3 Positions)

8. Demand Management:

|   | Sep-24 | FY 24/25<br>TOTAL | FY 23/24<br>TOTAL | FY 22/23<br>TOTAL |
|---|--------|-------------------|-------------------|-------------------|
| <b>WATER-EFFICIENCY PROGRAMS</b>  |        |                   |                   |                   |
| <i>Water-Use Site Surveys</i>   |        |                   |                   |                   |
| Conservation Assistance Program (CAP) Consultations                     |        |                   |                   |                   |
| Residential properties resi 1-2 (single-family)                         | 41     | 165               | 404               | 291               |
| Residential properties resi 3-5 (multi-family units)                    | 0      | 2                 | 6                 | 3                 |
| Non-residential properties resi 6-7 (commercial)                        | 0      | 0                 | 0                 | 3                 |
| Dedicated irrigation accounts resi 8-10 (large landscape)               | 0      | 2                 | 0                 | 0                 |
| Marin Master Gardeners' Marin-Friendly Garden Walks                     |        |                   |                   |                   |
| Residential garden walks  | 11     | 37                | 173               | 72                |
| <i>Public Outreach, Education, Customer Service</i>                     |        |                   |                   |                   |
| Public outreach events (number of people attending)                     | 3,000  | 3500              | 7022              | 17775             |
| Public education events (number of participants)                        | 0      | 0                 | 425               | 328               |
| Department customer calls/emails  | 648    | 2034              | 4485              | 4150              |
| Outreach to new Marin Water customers (letters sent)                    | 0      | 220               | 1908              | 0                 |
| <i>School Education</i>   |        |                   |                   |                   |
| School assemblies   |        |                   |                   |                   |
| Number of activities  | 3      | 3                 | 19                | 0                 |
| Number of students reached  | 3450   | 3450              | 21850             | 0                 |
| Field trips   |        |                   |                   |                   |
| Number of activities  | 2      | 2                 | 16                | 15                |
| Number of students reached  | 41     | 41                | 343               | 307               |
| Classroom presentations   |        |                   |                   |                   |
| Number of activities  | 3      | 3                 | 14                | 17                |
| Number of students reached  | 61     | 61                | 457               | 531               |
| Other (e.g. Earth Day booth events, school gardens)                     |        |                   |                   |                   |
| Number of activities  | 0      | 0                 | 3                 | 1                 |
| Number of students reached  | 0      | 0                 | 400               | 480               |
| <i>Incentives</i>   |        |                   |                   |                   |
| Number of HECWs approved  | 0      | 2                 | 98                | 103               |
| Number of Rain Barrel/Cisterns approved                                 | 2      | 2                 | 9                 | 15                |
| "Cash for Grass" Lawn Replacements approved                             | 9      | 22                | 61                | 116               |
| Number of Laundry-to-Landscape Systems (kits) approved                  | 0      | 0                 | 1                 | 7                 |
| Hot water recirculating system rebates                                  | 0      | 3                 | 11                | 30                |
| Pool Cover rebates  | 1      | 10                | 35                | 27                |
| HET rebates   | 1      | 4                 | 17                | 22                |
| Number of Smart Home Water Monitor "Flume Direct Distribution" redeemed | 55     | 165               | 544               | 271               |
| Number of Smart Controllers rebates approved                            | 1      | 13                | 49                | 35                |
| Number of Smart Controllers "RainBird compatible w/Flume" approved      | 1      | 37                | 131               | 0                 |
| Number of Smart Controllers "Rachio Direct Distribution" approved       | 13     | 79                | 219               | 77                |
| Rain Barrel Give-a-way (Gallons)  | 1650   | 9790              | 4840              | 0                 |
| "Cash for Grass" (Best Practices) square ft. lawn replaced              | 0      | 1000              | 0                 | 0                 |
| "Cash for Grass" (Standard) square ft. lawn replaced                    | 28,140 | 38423             | 0                 | 0                 |
| <i>Advanced Metering Infrastructure (AMI)</i>                           |        |                   |                   |                   |
| AMI leak letters sent to customers (>200 GPD)                           | 139    | 406               | 1330              | 1168              |
| <b>ORDINANCES</b>   |        |                   |                   |                   |
| <i>Water Waste Prevention</i>   |        |                   |                   |                   |
| Water Waste Reports Received  | 25     | 88                | 224               | 392               |
| Water Waste Notifications Sent  | 4      | 18                | 49                | 81                |
| <i>Landscape Plan Review</i>  |        |                   |                   |                   |
| Plans submitted   | 6      | 21                | 117               | 88                |
| Plans exempt  | 1      | 3                 | 23                | 5                 |
| Plans completed   | 2      | 2                 | 30                | 20                |
| Plans in workflow (pass & fail)   | 11     | 31                | 172               | 145               |
| <i>Tier 4 Exemption</i>   |        |                   |                   |                   |
| Inspections that resulted in a pass                                     | 0      | 0                 | 2                 | 1                 |
| <i>Graywater Compliance Form</i>  |        |                   |                   |                   |
| Applications Received   | 0      | 24                | 163               | 123               |
| Systems installed   | 0      | 11                | 37                | 23                |

## 9. Watershed Protection:

### Rope Rescue

Rangers responded along with Ross Valley Fire to a report of a runner that slid off the Gertrude Ord Trail at Phoenix Lake. The runner slipped off the trail, slid down the embankment, and ended up in the water 50 feet below. Rangers and fire crews used ropes to assist the runner back up the hillside and onto the trail. Aside from small cuts and scrapes, he was relatively uninjured. He declined any further medical attention and continued his run.



Rope rescue at Phoenix Lake

### Foot and Bike Patrols in August

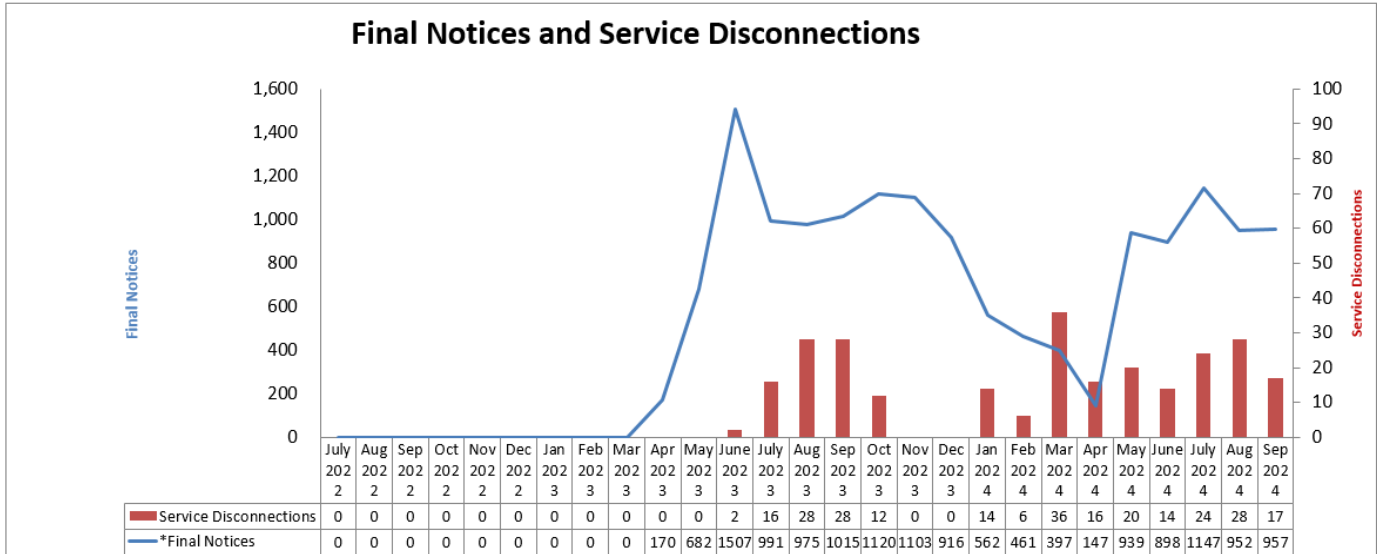
Rangers completed 108 miles of foot, 95 miles of bike patrols, 76 miles of ATV and UTV patrol for the month.

| Incidents and Events |            |
|----------------------|------------|
| AOA DPW              | 2          |
| AOA Law              | 8          |
| AOA Maintenance      | 8          |
| AOA MWD              | 2          |
| ATV Patrol           | 44         |
| Bike Warning         | 6          |
| Callout              | 1          |
| Camera               | 5          |
| Case - Misc.         | 1          |
| Citizen Complaints   | 15         |
| Dam Checks           | 66         |
| Drone                | 1          |
| F&G                  | 24         |
| Graffiti             | 7          |
| Hiker Warning        | 2          |
| Leash Law Warning    | 49         |
| Medical              | 4          |
| Parking Warnings     | 14         |
| PC                   | 2          |
| UTV Patrol           | 32         |
| Vandalism            | 4          |
| Visitor Assist       | 171        |
| Visitor Report       | 1          |
| WDO Warnings         | 32         |
| <b>Total</b>         | <b>501</b> |

| Citations                   |           |
|-----------------------------|-----------|
| Non-Payment of Parking Fees | 40        |
| No Parking Area             | 3         |
| Parked 6 ft. of Center      | 2         |
| Obstructing Traffic         | 3         |
| Vehicle Registration        | 1         |
| Bike on Trail               | 1         |
| Bike in Prohibited area     | 1         |
| <b>Total</b>                | <b>51</b> |


**10. Shutoff Notices and Disconnections:**

|                                     |
|-------------------------------------|
| *Final Notices                      |
| Service Disconnections              |
| * Includes 10 day and final notices |



**FISCAL IMPACT:** None.

**ATTACHMENT(S):** None.

| DEPARTMENT OR DIVISION        | DIVISION MANAGER                         | APPROVED  |
|-------------------------------|--|---|
| Office of the General Manager | _____                                    |  |
|                               | <b>Ben Horenstein</b><br>General Manager | <b>Ben Horenstein</b><br>General Manager  |