




MONTARA WATER AND SANITARY DISTRICT AGENDA

For Meeting Of: **October 5, 2023**

FROM: Clemens Heldmaier, General Manager 

SUBJECT: General Manager's Report

Operations Report September 2023

811 Dig Alerts

- 9/7/23- airport Road. Marks checked and re-marked as needed.
- 9/8/23- 140 Precita. Residential property work, utilities. Marked mains and service lines within USA marks.
 - 12th & Farallone. Road work, asphalt/pavement work. Marked mains and service lines within USA marks.
- 9/14/23- 459 7th. Work for gas utilities. Marked service line within USA.
 - 451 7th. Work for residential property work. Marked service lines within USA.
 - 594 Kelmore. Work for tree root removal and stump grinding. No water within USA marks.
- 9/15/23- 431 Farallone. Work for footings and foundation work. Re-marked water lines within USA.
 - 393 3rd- 403 3rd. Work for multiple utilities distribution. Marked mains and service lines within USA.
 - 1175 Harte (From Cedar to Alamo). Work for sewer main pipe bursting. Marked mains and service lines within USA.
- 9/18/23- 848 Kelmore. Work for tree root removal and stump grinding. Marked service lines and main within USA.
 - 1128 Crescent (Howells Street to SVR). Work for sewer main pipe bursting. Marked mains and service lines within USA.
 - 1112 Crescent (Crescent Street). Work for sewer main pipe bursting. Marked mains and service lines within USA.
 - 1380 Ivy (Ivy Street). Work for sewer main pipe bursting. Marked mains and service lines within USA.
 - 1412 SVR (Harte to Howells). Work for sewer main pipe bursting. Marked mains and service lines within USA.
 - 1190 Howells (SVR to Ivy). Work for sewer main pipe bursting. Marked mains and service lines within USA.
 - 610 Harte. Work for water service line repair. Service line marked with USA marks.



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- 403 5th. Work for water main repair. Main and service line marked within USA.
- 9/25/23- 9850 Cabrillo HWY. Work for water main repair. Main line marked within USA.
- 9/26/23- 1155 Birch. Residential property work. Marked Main and service lines within USA marks.
 - 1116 Date. Residential property work. Marked service lines within USA marks.
- 9/27/23- 600 Marine. Work for asphalt/pavement work. Marked main and backflow devices within USA marks.

Work Orders

- 9/1/23- 825 Franklin. MOVO. Tennant needs additional time before moving out and shutting off water, requests 9/5/23. Read taken and water left on.
 - 418 California. MOVO. Final read taken, water turned off at meter, and left door tag.
 - 723 Kelmore. MOVO. Please take final read, turn water off, and leave door tag. Read taken, water turned off at meter , and door tag left.
- 9/5/23- MOVI. 825 Franklin. Start read taken and verified water is on.
- 9/6/23- 102 12th. MOVO. Final read taken and water left on.
 - 102 12th. MOVI. Start read taken and verified water is on.
 - 418 California. MOVI Start read taken and verified water is on.
- 9/8/23- 1216 Birch. A customer called about water in front of house and running into neighbor's yard. MWSD operator identified water leaking on the customer's side service line and informed customer to contact a plumber. MWSD provide the customer with a copy of the Districts Leak Policy.
 - 723 Kelmore. MOVI. Start read taken and verified water is on.
- 9/12/23- 551 Kelmore. Billing information incorrect for address. Meter and transmitter numbers verified for address and corrections made in billing software.



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- 686 Ocean. Plumbers have finished repair and requests water be turned on at meter. Water turned on at meter and turned off at house valve until plumber returns, customer notified.
- 357 4th. Customer asked if broken meter box could be replaced and raised to grade. Box replaced and raised to grade.
- 807 Tierra Alta. Meter read needs verified for billing. Read was incorrect and verified.
- 795 Harte. Customer is concerned with spike in usage. Profile taken and customer notified of findings.
- 818 Etheldore. Meter read needs verified for billing. Read was incorrect and verified.
- 9/14/23- 335 13th. MOVO/MOVI. Final/start read taken and water left on.
- 9/15/23- 146 2nd. MOVO/MOVI. Final/start read taken and water left on.
 - 491 6th. Customer is concerned about low water pressure. PSI checked at the closest hydrant and at house and verified to be within normal operating range. The customer disclosed to MWSD operator that low psi only occurs when using hot water. MWSD operator suggested that the customer call a plumber.
- 9/18/23- 1050 Acacia. MOVI. Please get start read for PFP meter. Read taken.
- 9/19/23- 575 5th. MOVO. Please take final read, turn water off at meter , and leave door tag. Final read taken, water shut off at House valve, and door tag left.
 - 650 Vue De Mar. Customer is experiencing low water pressure and requests assistance. PSI checked at the closest meter and a t house and verified to within normal operating range. Customer disclosed to MWSD operator that low psi is only at a new faucet that was recently installed. MWSD operator explained to customer that everything was fine on MWSD side of meter and psi is good at house, and that the new faucet may be the culprit.
 - 601 Admiral. Customer would like information about location of utility easement and water saturation on her property. MWSD explained where the easement is located and discovered that the water saturation is coming from the neighbor's old irrigation line that they were working on.



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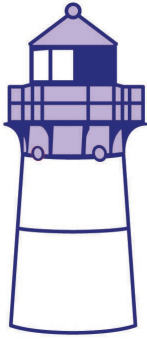
- 9/20/23- 150 Madrone. A customer called about the fire alarm sounding and was determined to be a false alarm by the fire department. The fire department referred MWSD to check backflow device. MWSD operator checked psi at nearest hydrant and at the house, PFP meter shows no usage, and backflow device has 2023 tags and functions properly. MWSD operator contacted the customer and suggested contacting a sprinkler/ fire protection company for advice.
 - 181 Arbor. Customer has high usage and requests a profile. Profile taken and meter verified that a 0.03 gpm leak is present. MWSD notified the customer of the findings.
- 9/21/23- 450 Lancaster. The customer received a high bill and requests a profile, there has been ongoing construction at the home and has concerns. Profile taken and identified leak from 7/8-15 with normal usage after. Customer notified of findings.
 - 1339 Ivy. Customer called concerned about pulsing water pressure at house. Pressure fluctuation identified to be caused by recent work at Alamo PRV station, adjustments made and corrected issues.
- 9/22/23- 181 Arbor. The customer is concerned about whether the meter is functioning properly. A new meter has been installed and is functioning properly, the meter identified a small leak. The customer shut water off at the house valve and the leak stopped registering on the meter. Customer is now working with plumber to fix leak and will follow up for leak adjustment.

After Hours Call Outs

- 9/1/23- AVTP high NTU alarm.
- 9/14/23- AVTP Tank 1 High High alarm.
- 9/20/23- AVW pump to waste fault alarm.
- 9/22/23- Bay Alarm at office, false alarm.

Repairs and Leaks

- Leak at 5th and East. Crack in 6" AC main, clamp installed.
- Alamo PRV Station Leaking 2" union and replaced.
- Leak at end of Cedar. Repaired 3" main with clamp.



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Miscellaneous

- Operation Dead Endpoint Absent Reads.
O.D.E.A.R.
 - 353 missed reads.
 - 0 missed reads not on missed read report.
 - 4 High Usages
 - 3, 0 reads
 - 0 MIA meters located.
- 65th Anniversary Party Preparation and Setup
- Premier Drafting proposals for Board Room addition/office renovations and detached garage.

Maintenance

- 30 dead meters replaced.
- Mowing at Tank 2

Newsletter: The October-November edition of our Newsletter is posted on our website and Nextdoor. It will also be sent to MWSD customers and is attached to this report.

RECOMMENDATION:

This is for Board information only.

Attachment



Montara Water & Sanitary District

Staying Ahead of our Local Community Needs

Montara Water and Sanitary District (MWSD) works every day to deliver water, garbage and sewer services for the residents of Montara and Moss Beach. Over 6,000 residents rely on our services for their homes and businesses.

October -
November 2023

News for You: Celebrating with Our Community; A Valued Community Investment

Celebrating with Our Community!

Accolades and Thanks

On September 9th, MWSD celebrated 65 years of service to the Coastside with friends of all ages.

Recognition and exploration marked the day with activities for children and adults.

Thank you for joining us!

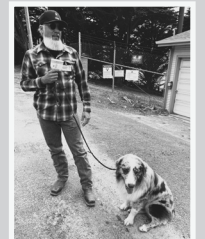


Supervisor Ray Mueller and
MWSD Board President
Scott Boyd



Discovery

Community



A Valued Community Investment

MWSD is a unique special district owned by our community.

After decades of paying rates to a private water utility, in 2003, our community voted to invest even more in our water system. That \$19 million General Obligation Bond passed with almost 81% approval and provided funds to buy and improve the system.

Originally issued at a 12% interest rate, but wisely refinanced in 2012 and 2020, the bonds are now at a low 1.4%. In August 2028, our goal will be reached and this investment will be completely paid.

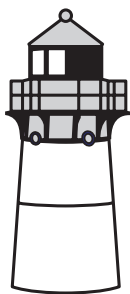
As our community continues its recovery from COVID-19, MWSD is committed to providing safe public access via ZOOM teleconference for our regularly scheduled public meetings.

Board Meetings on the 1st and 3rd Thursday of each month at 7:30 p.m. at 8888 Cabrillo Highway, Montara.

Call: (650) 728-3545

Email: info@mwsd.net

Visit: mwsd.montara.org



Montara Water & Sanitary District

Un paso adelante de las necesidades de nuestra comunidad local

Montara Water and Sanitary District (MWSD) trabaja todos los días para brindar servicios de suministro de agua, recolección de basura y alcantarillado a los habitantes de Montara y Moss Beach. Más de 6,000 residentes dependen de nuestros servicios para sus hogares y empresas.

Octubre -
noviembre de 2023

Novedades para usted: Celebrando con nuestra comunidad;
Una valorada inversión comunitaria

¡Celebrando con nuestra comunidad!

Elogios y agradecimientos

El 9 de septiembre, MWSD celebró 65 años de servicio en Coastside con amigos de todas las edades.

El reconocimiento y la exploración marcaron el día con actividades para niños y adultos.

¡Gracias por estar con nosotros!



Ray Mueller, Supervisor,
y Scott Boyd, Presidente
de la Junta de MWSD



Comunidad



Una valorada inversión comunitaria

MWSD es un distrito especial exclusivo, propiedad de nuestra comunidad.

Luego de décadas de pagar tarifas a una empresa privada de servicio de agua, en 2003 nuestra comunidad votó por invertir más en nuestro sistema de agua. Esa emisión de Bonos de Obligación General de \$19 millones fue aprobada con casi un 81% a favor y proporcionó fondos para comprar y mejorar el sistema.

Originalmente emitidos con una tasa de interés del 12%, pero prudentemente refinanciados en 2012 y 2020, los bonos ahora tienen un bajo interés de 1.4%. En agosto de 2028 alcanzaremos nuestro objetivo y esta inversión se habrá pagado por completo.

Descubrimiento

Dado que nuestra comunidad continúa recuperándose de la pandemia de COVID-19, el MWSD tiene el compromiso de brindar un acceso seguro al público a nuestras reuniones públicas programadas regularmente a través de teleconferencias por ZOOM.

Las reuniones de la Junta tienen lugar el 1er y el 3er jueves de cada mes a las 7:30 p.m. en 8888 Cabrillo Highway, Montara.
Llame al: (650) 728-3545 Email: info@mwsd.net Visite: mwsd.montara.org