

Water Features

Goleta Water District News – Autumn 2020



Maintaining Essential Water Service

Ongoing Investment in Service Reliability

Learn more about the precautions the District is taking to maintain essential lifeline water service to the Goleta Valley during the current COVID-19 pandemic, and into the future.

Plus: Time for a Tune Up



Para obtener información en español visite www.GoletaWater.com/recursos-en-español



Providing an Essential Lifeline Service

While the last several years have been challenging in their own right due to the historic drought and local wildfires, the ongoing pandemic has reinforced the District's critical role in providing an essential lifeline service. The District remains focused on delivering safe and reliable water to its customers and continues to carry out all of its responsibilities in a manner that maintains exceptional service while protecting the health of District employees and the community at large.

In accordance with its emergency response plans, the District instituted numerous operational safety measures in response to the pandemic. Additionally, the District is coordinating with the Santa Barbara County Health Department and following all guidelines issued by the California Department of Public Health (CDPH) and Centers for Disease Control and Prevention (CDC). While these measures have impacted services that are traditionally conducted in-person, they have proven essential in maintaining a healthy workforce.

Critical investments in treatment and delivery systems are also ongoing and remain a keystone to maintaining system reliability and compliance with California's comprehensive safe drinking water standards. These standards require a multi-step treatment process including filtration and disinfection, which removes and kills viruses including coronaviruses such as COVID-19, as well as bacteria and other pathogens. Importantly, the COVID-19 virus has not been detected in drinking water supplies and the Environmental Protection Agency (EPA), World Health Organization (WHO), and the CDC all believe that the risk to water supplies remains low.

Without question, successful implementation of safety measures and strategic critical investments are foundational to the District's continued success in providing an essential lifeline service now and long into the future.

John McInnes

General Manager

COVID-19 Safety Measures

To do our part in protecting public health, the District has implemented the following measures:

- The Customer Service Counter is currently closed to walk-ins to protect the health and safety of District customers, staff and the community.
- District customer service representatives remain available from 8 a.m. to 5 p.m., Monday through Friday, by telephone at (805) 964-6761, or by email at customerservice@goletawater.com to answer questions and assist customers.
- Customers can make payments using the Payment Drop Box located off the first driveway in the District parking lot, via telephone, or online at <https://goletawater.watersmart.com> where customers can make a one-time payment or set up auto bill pay.
- All staff able to work remotely are doing so to limit the number of people at District facilities. Critical field operations staff continue to perform work necessary to deliver water.
- Masks are mandatory at District facilities. Personal Protective Equipment has been provided to staff for use during repairs and activities requiring close contact.
- All non-essential meetings have been canceled. All public meetings are being conducted by telephone only. The call in number and information on public participation are provided on the District's website in the Agendas & Minutes section.



Q: Why is the District's customer service counter closed?

A: The District closed its physical customer service counter on March 17, 2020 in order to minimize the community spread of COVID-19. Customer service staff remain available from 8 a.m. to 5 p.m., Monday through Friday, by telephone at (805) 964-6761, or by email at customerservice@goletawater.com. After hours assistance remains available 24-7 for leaks and other emergencies. For life threatening emergencies call 911.

Q: Has the District resumed its rebate programs?

A: Yes. Due to the COVID-19 pandemic and the fact that the program required an in-person site visit, the District temporarily suspended the Smart Landscape Rebate Program. The District now offers customers the ability to submit photos and video, and has resumed taking applications and issuing rebates.

Protecting Public Health and Helping the Community



District essential employee wearing personal protective equipment while working in the Goleta Valley.

To help with the financial challenges resulting from the COVID-19 emergency the District is providing its customers with payment extensions or payment arrangements. During this time, customer water service will not be interrupted. Please give us a call at 805-964-6761 (press 0 when you hear the recording) or email info@goletawater.com so the District may assist you with your particular situation.

Ongoing Investment in System Reliability

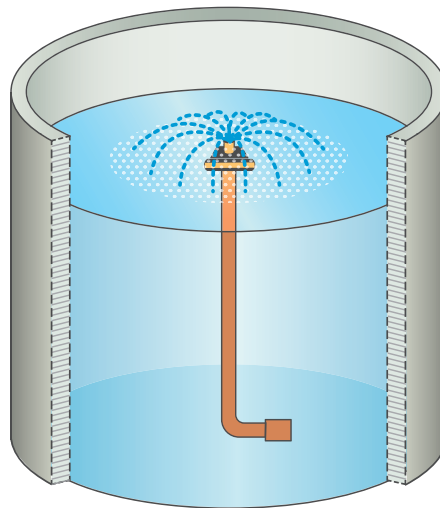
Continued investment to maintain and replace aging equipment is critical to ensure ongoing service reliability for customers. Even with the current challenges facing the District, critical projects planned for this year will contribute to the sustainability of the agency, water service reliability, and protect the quality of water supplies for the Goleta Valley. Capital projects included in the District's recently adopted Five-Year Infrastructure Improvement Plan will allow the District to continue to meet regulatory requirements, and maintain current levels of service. These improvements address diverse needs across the system, including controls, treatment, and distribution.

Water Quality Maintenance in the Distribution System

Construction of floating spray aeration treatment systems for the Corona Reservoir is needed to provide localized and system wide water quality improvements even with changing conditions at Lake Cachuma.

Increased Pump Capacity to Support Blending Operations and Enhance Water Quality

Installation of a permanent pump station at the Corona Reservoir will increase water quality when groundwater and surface water blending operations are underway. The project will also help ensure continued compliance with state and federal drinking water standards at the Corona Del Mar Water Treatment Plant (CDMWTP) as well as provide an emergency backup to supply water to the Ellwood Zone in the event of an outage or emergency.



Spray aeration improves water quality within the District's reservoirs.

Pump Station Modifications and Variable Frequency Drives

Second pumps are being added to the backwash basin and solids drying bed at the CDMWTP for added reliability, and to provide greater flexibility during periods of high demand. The pumps will be equipped with variable frequency drives (VFDs) to improve efficiency and control flow rates.



Water quality challenges at Lake Cachuma persist even though the drought is over.



District pump station motor and turbine.

Maintaining Essential Water Service During COVID-19

While emergency repairs have continued, the District has prioritized all other repairs that do not require service disruptions to large numbers of residential customers, or which can be timed to reduce impacts to the community.

Enhanced System Monitoring and Control

The Supervisory and Data Acquisition System (SCADA) is a network of electronic monitoring and control equipment located at all of the District's facilities. SCADA allows for automated monitoring, alarms, and management of the District's pumps, valves, reservoirs, and treatment equipment. The existing system is obsolete, and some portions are more than 25 years old. Many components must be replaced with after-market parts since they are no longer manufactured. The new SCADA system will increase reliability and support the automated operation of planned water quality treatment projects that will be built over the next five years and into the future.



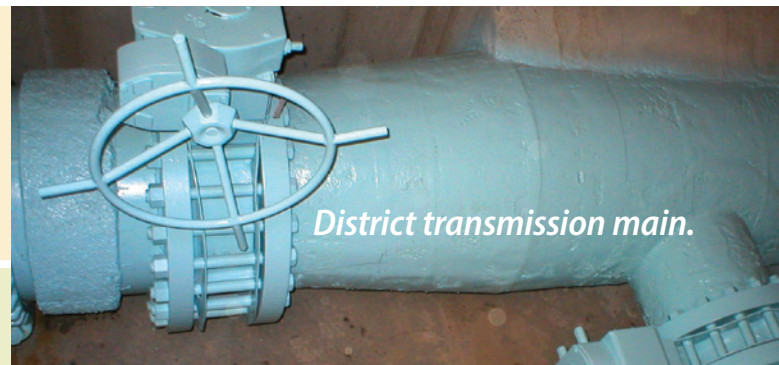
The SCADA system allows for remote monitoring and operation.

Reducing Costs by Extending Service Life

A Case Study: Protecting Pipes

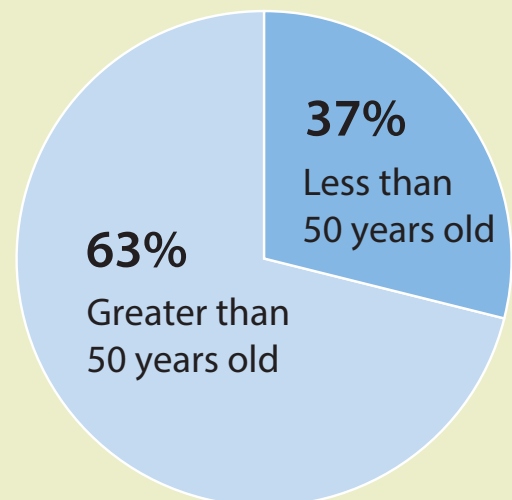
Challenge: Of the District's 270 miles of pipeline, approximately 83 miles have an age that will exceed 65 years by 2025. Potable water pipelines have an average expected useful life of 65 to 110 years depending on pipe material, soil corrosivity, and many other factors. More than 170 miles of pipeline are currently older than 50 years.

Strategy: Replacing pipes can cost \$1-3 million per mile depending on pipe diameter and other factors. Preventative maintenance in the form of cathodic protection can extend the service life of pipes, providing for cost savings. Cathodic protection protects steel infrastructure from corrosion by connecting the primary "protected" metal to a "sacrificial" metal which acts as the anode that corrodes instead of the pipe.



District transmission main.

270 Miles of Pipeline



For more information on the District's water system check out the *How It Works* Video Series at www.GoletaWater.com/videos

Time for a Tune Up: Making the Most of Your Outdoor Space

As everyone spends more time at home, outdoor spaces take on a new importance. Learn how to save water and money with a no cost irrigation tune up. Explore water wise garden ideas for tips on reviving and refreshing your landscaping.

Double Check Your Irrigation Schedule and Adjust Watering to Match the Weather—Power outages can cause sprinkler timers to reset to the default factory setting, resulting in overwatering. Replace your backup battery, and test your system periodically to make sure you aren't overwatering. Even if you water by hand, don't forget to adjust your irrigation seasonally. Visit <http://WaterWiseSB.org> for advice, and turn off irrigation when it rains and leave it off until the ground dries out.



Adjust timer settings



Fix broken irrigation nozzles

Check for Leaks and Overspray—Even small leaks can quickly add up. State water waste restrictions prohibit the watering of sidewalks and overspray. Learn how to fix leaks, adjust sprinklers and other ways to save water and money at <http://WaterWiseSB.org/videos.wwsb>



Adjust sprinklers to prevent overspray

Coordinate a mulch delivery through the District's Mulch Rebate Program!

Call the South Coast Recycling and Transfer Station at (805) 681-4981 to schedule a mulch delivery. Have your mulch delivered, obtain an invoice from the County of Santa Barbara, and pay the County of Santa Barbara for the delivery.

For reimbursements, complete and submit an electronic copy of the GWD mulch rebate application, SB County mulch invoice, and proof of invoice payment by email to: conservation@goletawater.com. Application materials must be postmarked within 60 days of invoice date. A maximum of two rebates of up to \$80 each or \$160 for two deliveries may be submitted within the same fiscal year (July 1 to June 30).

Visit www.GoletaWater.com/mulch for more information and an application, or call (805) 964-6761.

TIP: Potted plants need more frequent watering as they tend to dry out faster. Water in the early morning and late evening to reduce evaporation.



Pick the perfect plants—whether you are refreshing your landscape, or simply adding a few potted plants, do some research to give your new landscaping the best chance to thrive. Group plants by water need by placing the water thirstiest plants together, and if you are hand watering locate plantings nearest to the hose.



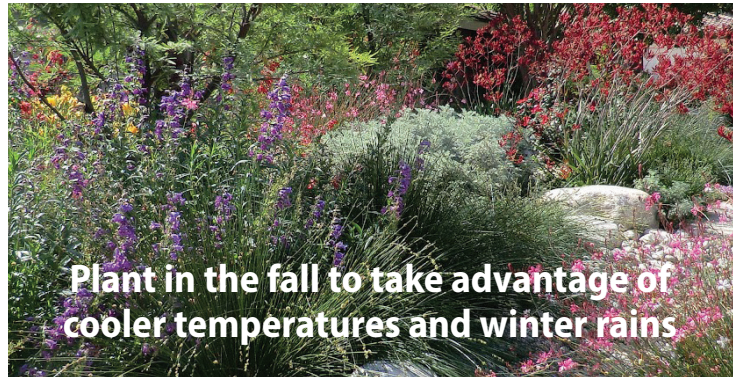
A space for birds, bees and local wildlife

Native plants, and a mix of landscaping that flowers throughout the year are both beautiful and provide important support for insects and birds.



Apply mulch to landscape

Fall Planting—Remember that even water wise plants need extra water while they are first getting established. Planting in the fall during cooler temperatures and to take advantage of winter rains also gives your landscaping the best start.



Plant in the fall to take advantage of cooler temperatures and winter rains

Edible Gardens

With more people cooking at home, edible gardens are seeing a resurgence. Many vegetables grow well in pots, and potted herbs like basil or thyme can even grow well indoors on a window sill if you don't have any outdoor space.

Consider these winter plantings:

- Kale
- Swiss Chard
- Broccoli
- Peas
- Carrots
- Potatoes
- Beets
- Lettuce
- Radishes



Planning a larger project? WaterWiseSB.org Tools:

- Pick the perfect plant.
- Tour virtual waterwise gardens.
- Search by garden style or by features--from Mediterranean to traditional, front yards to park strips, find inspiration and examples that will work in a variety of spaces.
- Learn about soil types, irrigation options, and how group plants by zone to create a water wise space that is beautiful and easy to maintain.





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REMEMBER, YOU CAN PAY YOUR BILL ONLINE

Visit our website for more information

www.GoletaWater.com is a great resource
Water-Wise Landscaping Tips and Planting
Resources | Board Meeting Agendas and
Minutes | Information About Rates | Water Quality
and more...

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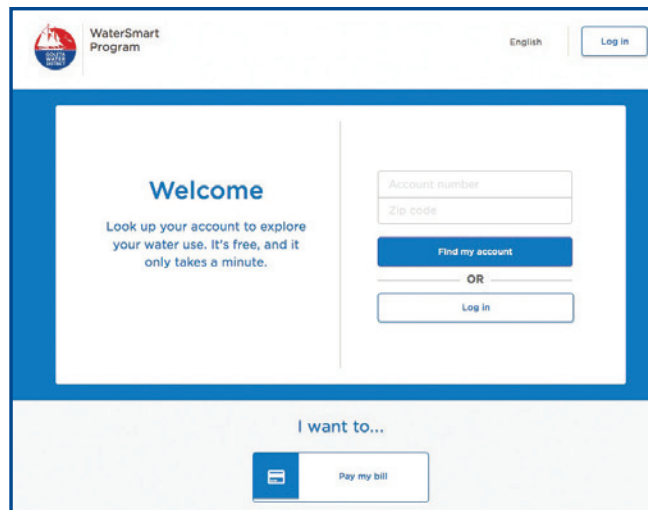
Essential Operations Crews Taking COVID-19 Safety Precautions



Critical field operations staff wear personal protective equipment as they continue to perform the essential work necessary to keep the water system running efficiently to deliver quality water to customers throughout the Goleta Water District.

For more information visit
www.GoletaWater.com/covid-19-info

The District's WaterSmart Customer Service Web Portal



Sign up for Goleta Water District WaterSmart to take advantage of convenient online tools, including AutoPay registration, and other helpful WaterSmart conservation tips and tools.

To sign up visit
<https://goletawater.watersmart.com>

Contact

Call us: (805) 964-6761
Press 1 for drought information

Visit our office: 4699 Hollister Ave.
8 a.m. to 5 p.m., Mon. – Fri.

Send us an email:
info@GoletaWater.com

Visit our website:
www.GoletaWater.com

The District Board of Directors meets on the second Tuesday of every month at 5:30 p.m. The public is always welcome. Because of the current public health emergency, all public meetings are being conducted by teleconference only. For more information on how to participate visit www.GoletaWater.com/agendas-and-minutes