

Sustainability Plan Progress Report

Goleta Water District Sustainability Plan

TEN YEAR ANNIVERSARY

2021-2022



Ten Years of Progress



District Mission

To provide a reliable supply of quality water at the most reasonable cost to the present and future customers within the Goleta Water District.



ACKNOWLEDGEMENTS

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KEY INITIATIVES

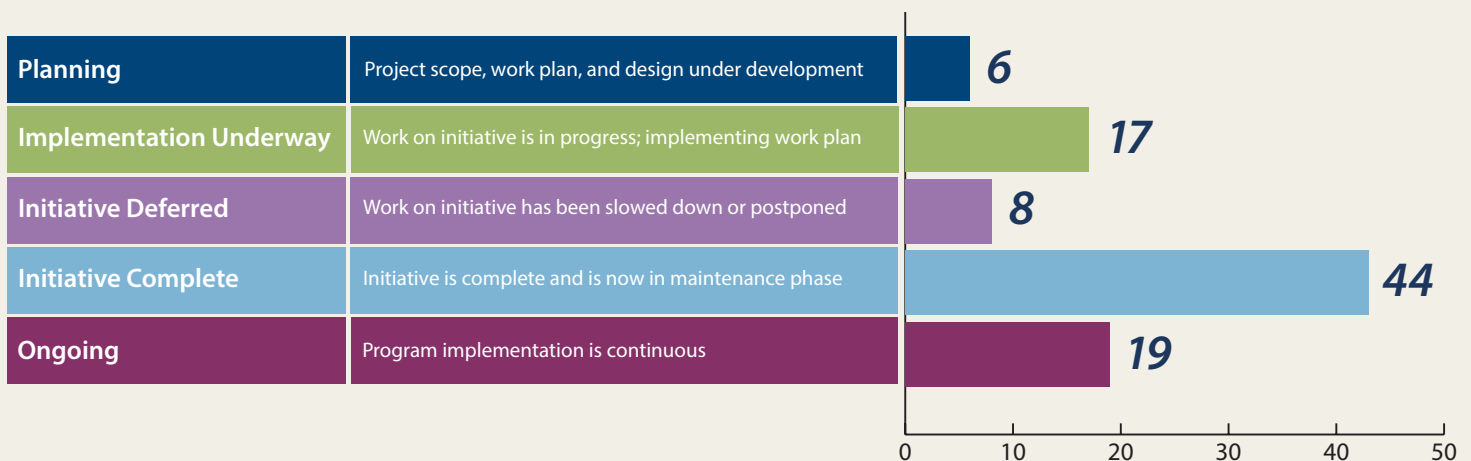
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LOOKING AHEAD

Sustainability is commonly defined as the responsible management of economic, environmental and social resources to meet the needs of present and future generations.

Initiative Implementation Progress Status Overview

The bar graph below provides a snapshot of the 94 Goleta Water District Sustainability Plan initiatives in each stage of progress.*



*A comprehensive list of the initiatives that have been included in the 2012-2021 Sustainability Plan and their relative status is provided on pages 32-34.

INTRODUCTION

Ten Years of Progress

Much has changed in the 10 years since the District's inaugural Sustainability Plan was adopted by the Board of Directors. Over the last decade, the Goleta Valley experienced a historic eight year drought, a number of significant wildfires in the Cachuma watershed, and the challenges of the COVID-19 pandemic, which resulted in the closure of District facilities to the public, and transition of approximately 50% of the workforce to remote work. All of these events, while unanticipated, have profoundly affected how the District does business. In some cases, the net effects of those changes have been positive, such as when the District migrated workflow online and digitized tasks, increasing efficiencies and reducing paper waste and greenhouse gas emissions. However, in other cases those changes have come at a cost, such as the increased operational and maintenance expenses associated with drawing on a diverse water supply portfolio, and the increased energy needed to move, treat and deliver water.

During the last decade, the water use patterns of customers have also changed considerably. In 2013 the District used 14,400 acre feet per year (AFY) of potable water. By 2022 that number had declined to 11,140. Per capita use for residential customers, already among the lowest in the state, declined from 62 gallons per person per day to 56 gallons per person per day. This incredible conservation is in part due to plumbing code changes, but also the efforts of District customers who have increasingly replaced landscaping with water wise alternatives to dramatically reduce their water use. This includes the over 900 customers who participated in the Smart Landscape Rebate Program. For a more in depth look at these changes, see pages 10 and 11.

Even as this Sustainability Plan Progress Report reflects on the achievements of the past decade, the District is looking toward the future. While the District's Five Year Financial Plan, Cost of Service Study, Infrastructure Improvement Plan, and annual Board adopted Budget provide critical planning for short term and intermediate needs, the Sustainability Plan provides an opportunity to take a longer view. This lens is a key component of the District's mission to provide a reliable source of quality water at the most reasonable cost to present and future customers. Much of the infrastructure customers rely on is nearly 75 years old, and many of the projects and investments the District makes today will serve the community far into the future. How costs and investments are prioritized and allocated is an issue of not just sustainability, but also equitable and stable rates for District customers going forward.

This report thus provides an overview of the recent accomplishments of the 2021-2022 Fiscal Year, but also reflects on the progress made to date and the promise of what is to come. It also speaks to the District's continued efforts to balance the social, economic, and environmental costs and benefits of providing a lifeline essential water service while planning for the future.



Sustainability Plan Progress Report

Ten Years of Progress

Plan Organization

- **Introduction** reflects on sustainable outcomes from initiatives implemented over the last year, and annual highlights of activities undertaken since the development of the original Sustainability Plan.
- **Guiding Principles** describes how the three original Guiding Principles have taken on new meaning in a changing service delivery environment, and identifies District strategies for producing outcomes consistent with the Principles going forward.
- **Strategic Investment Across the District** illustrates how District initiatives produce sustainable benefits, including annual performance highlights from previously established initiatives, and “new” initiatives planned or underway. This section is organized under three distinct service delivery categories:
 1. **Customer Service and Business Operations**
 2. **Administration Buildings and Fleet Management**
 3. **Water Supply, Treatment, and Distribution System Investment**
- **Progress at a Glance** provides a summary of all District Sustainability initiatives, organized by service delivery category, as well as the Guiding Principle(s) with which initiative outcomes align (i.e., economic, environment, social).

2021-2022 HIGHLIGHTS AT A GLANCE

Continued Sustainability Plan Progress



Net Zero – A major driver of expenses over the past year has been increased energy and fuel costs. While the rise in oil prices resulting from the Russian invasion of Ukraine and supply chain disruptions associated with COVID-19 are anomalous events, reliance on the District’s diverse water supply portfolio to meet community water needs during more frequent dry periods will continue to increase energy use over the long term. This past year the District selected a firm to design, construct, maintain and finance systems through a Power Purchase Agreement to begin to generate enough renewable energy to offset the District’s annual normal electricity use. Reducing reliance on traditional non-renewable energy can protect against future energy price increases, reduce energy costs, and improve reliability.

SCADA Upgrades to Increase Reliability and Resiliency –

This past year the District installed solar-battery backup power systems to keep the Supervisory Control and Data Acquisition (SCADA) systems at the reservoirs energized during power outages. The SCADA system is a critical tool for monitoring and operating the District’s system, and the ability to maintain SCADA even during power outages and emergencies provides important operational advantages. The District also initiated procurement of a design-builder for a once-in-a-generation SCADA overhaul project, and completed a radio path study and design of SCADA radio communications upgrades. Once construction and modernization of the system is completed, this important asset will offer enhanced operational efficiencies.



There is a utility assistance program to assist income eligible customers.
Hay un programa de asistencia de servicios públicos para ayudar a los clientes elegibles por ingresos.

The State of California's new Low Income Household Water Assistance Program (LIHWAP) offers a one-time payment to help you pay your past due water bills. LIHWAP helps pay overdue bills which accrued during any timeframe. There is no date restriction for when the overdue amount occurred. For more information, visit www.csd.ca.gov/Pages/WaterBill.aspx.

El nuevo Programa de Asistencia de Agua para Hogares de Bajos Ingresos (LIHWAP, por sus siglas en inglés) del Estado de California ofrece un pago único para ayudarlo a pagar sus facturas de agua atrasadas. LIHWAP ayuda a pagar facturas vencidas que se acumularon durante cualquier período de tiempo. No hay restricción de fecha para cuando ocurrió el monto vencido. Para obtener más información, visite www.csd.ca.gov/Pages/WaterBill.aspx.

Dial 2-1-1 to get connected to a specialist for personalized assistance. Free, Confidential, 24/7. Available in multiple languages. If out of the area or unable to connect to 2-1-1, try 800-400-1572.

Marque el 2-1-1 para conectarse con un especialista para recibir asistencia personalizada. Gratis, Confidencial, 24/7. Disponible en varios idiomas. Si está fuera del área o no puede conectarse al 2-1-1, llame al 800-400-1572.

Copies of your water bill for use in either application can be accessed by registering at www.goletawaterwatersmart.com.

Puede acceder a las copias de su factura de agua para usar en cualquiera de las aplicaciones registrándose en www.goletawaterwatersmart.com.

For more information, call (805) 964-6761, or visit www.GoletaWater.com/bill-assist.

Para más información, llame al (805) 964-6761, o visite www.GoletaWater.com/bill-assist.

Low Income Household Water Assistance Program –

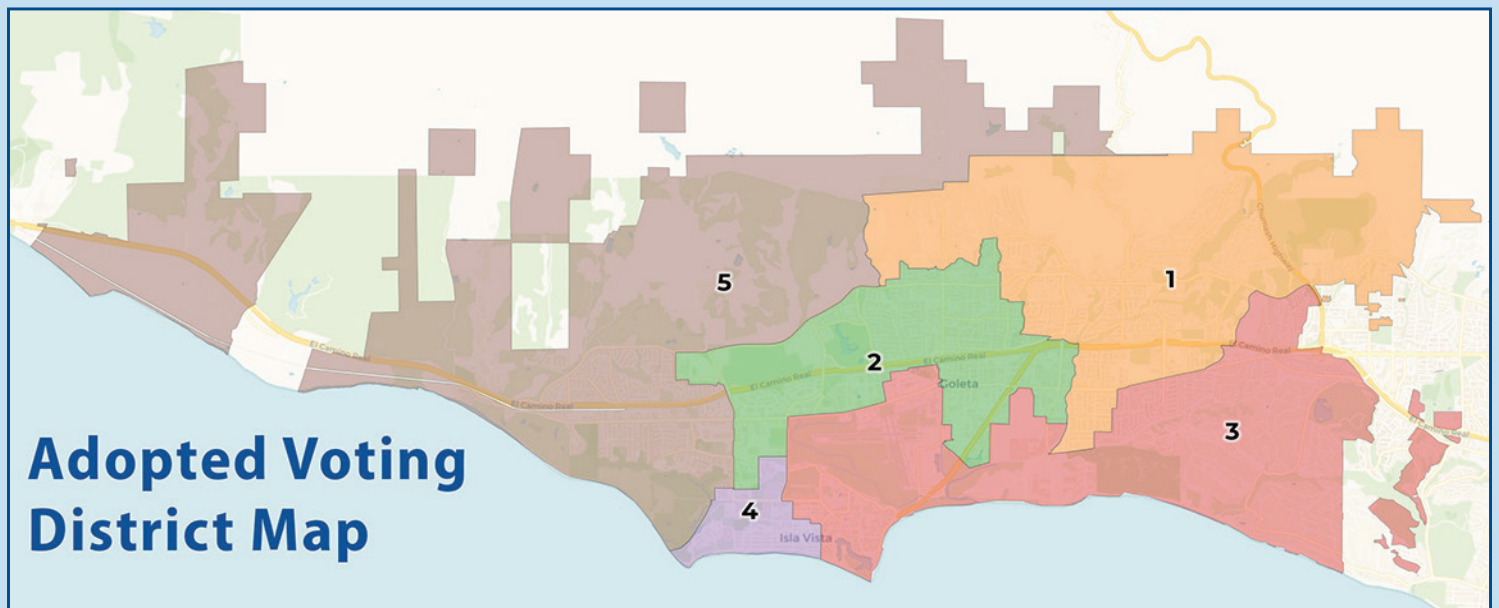
The District recently completed enrollment in the State of California’s new Low Income Household Water Assistance Program (LIHWAP). The new LIHWAP provides financial assistance to low-income Californians to help manage their residential water utility costs. LIHWAP is a customer-based program where qualified, low-income households can apply to their Local Service Provider (LSPs) to receive a one-time credit (up to \$2,000) on their water bill. The grants provide an important source of assistance for customers, especially since the District is unable to provide direct bill pay assistance under Proposition 218.

Water Quality and Energy Resilience Programs – The District successfully installed aeration treatment at its Corona Reservoir, which will provide improved water quality for the majority of the District’s potable distribution system. Aeration treatment reduces trihalomethane (THM) concentrations via aerators, in-reservoir water mixers, and blower units. Additional aeration in the distribution system will help the District continue to meet THM drinking water standards as well as enhance water quality throughout the system.

Corona Reservoir was also outfitted with a new pump station to assist in both water quality and emergency operations. The pump station reduces disinfection byproduct levels by blending groundwater and surface water, and sending to nearby Ellwood Reservoir and downstream pressure zones. The pump station can also provide emergency water to the Ellwood Zone in the event of a break along the 42-inch transmission main line, increasing disaster resiliency.



Transition to District Elections



How residents of the Goleta Valley elect the Board of Directors is set to shift with the implementation of District elections for the first time during the November 2022 General Election. After a multi-year public process the newly selected District maps provide districts that represent communities of interest and reflect the demographic makeup of the Goleta Valley. Multiple hearings were held to provide opportunities for public participation, and outreach included direct outreach to local community groups and media, as well as radio ads in Spanish and English, a billing insert and billing statement messages, a postcard mailed to all households in the service territory, a write up in the District newsletter, and social media. A downloadable map template was made available for the public to draw and submit their own proposed boundaries. The final adopted maps and detail on the demographics of each of the new voting districts can be found at: www.GoletaWater.com/districting.

10 Years of Progress



2012



The Board adopts the first Sustainability Plan in June 2012. The plan provides an overview of how District initiatives, activities, and operations produce outcomes that contribute economic, environmental, and social benefits, and support sustainable water service delivery.



2013



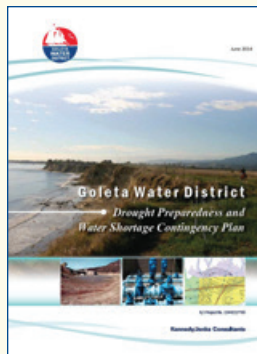
Half of the 28 original Plan initiatives are underway or completed, and the remaining projects are in the planning stages. This included rehabilitation of the San Ricardo well with the support of a State-funded grant, and the replacement of a hydroelectric power generating turbine at the Van Horne Reservoir.



2014



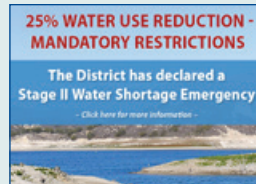
The Board adopts a Drought and Water Shortage Contingency Plan providing a comprehensive action plan for responding to water shortages, and subsequently declares a Water Shortage Emergency to address the historic drought affecting the Goleta Valley.



2015



The District adopts a tiered rate structure to encourage prudent water use by customers, and launches an expansive public outreach campaign to educate, inform, and provide conservation resources to help customers conserve during a historic drought.



2016



Four years of severe drought necessitates significant investment in the District's wells and distribution system, and projects are reprioritized.



Toward a Sustainable Future

2017



In the previous 2 years 70% of the Lake Cachuma watershed has burned. Ash and charred vegetation have led to higher sediment levels in the water making treatment more difficult and costly.



2018

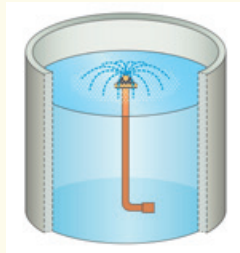
CHARGING STATION

ELECTRIC CAR PARKING ONLY WHILE CHARGING

A Vehicle Charging Station is installed in the District parking lot with grant funding from the Air Pollution Control District. The project supports the acquisition of electric vehicles under the District's Fleet Replacement Program, while also providing the community access to an electric vehicle charging station.



2019



The District completes construction and testing of reservoir aeration treatment systems at Fairview and Ellwood Reservoirs to address changing water quality conditions at Lake Cachuma.



2020

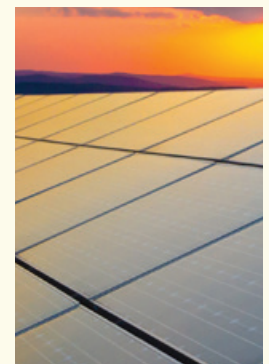
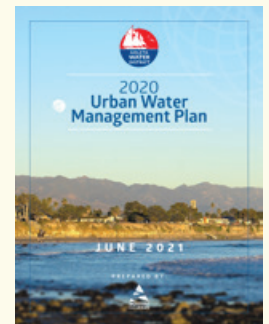


In response to the COVID-19 Pandemic the District closes its facilities to the public, and nearly half of staff work remotely. With modifications to customer services and business operations the District is able to maintain essential lifeline water service.



2021

Even with the tremendous operational challenges and disruptions caused by the pandemic, a number of significant projects are completed, including investments in water treatment and delivery systems and electronic workflow processes.



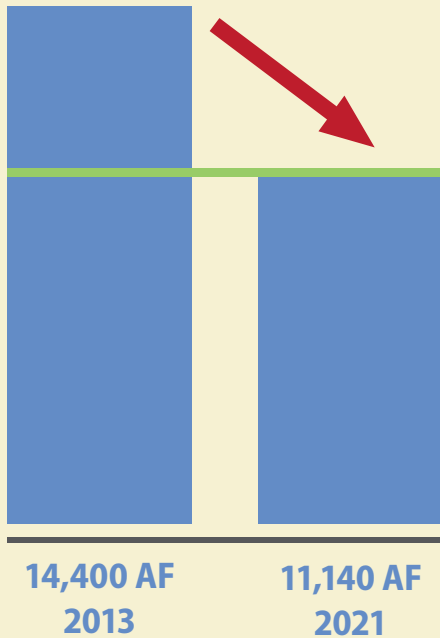
For a full list of all 94 initiatives, see page 32.



10 Years of Conservation

The Difference a Decade Makes

Total District Water Use



Residential customers are among the most water thrifty in the State.

State Average

89

GPCD

Central Coast Average

71

GPCD

From

62

Gallons per person per day 2013 (residential)



To

56

Gallons per person per day 2022 (residential)

System-wide, customers continue to use 20% less water than during the previous drought.

Every gallon of water saved is a gallon that doesn't need to be delivered, treated, and moved through the system. Saving water not only preserves water supplies, but saves the associated energy costs and greenhouse gas emissions.

How Much Water Do Average Households Use?



Low



Medium



High

Multi-Family Residential (MFR)
1 Unit with no Outdoor Landscaping

(2-4 HCF* per month)

Single Family Residential (SFR)
with Water Wise Landscape

(6-10 HCF* per month)

Single Family Residential (SFR)
with One Large Lawn

(16-20 HCF* per month)

*1 HCF = 748 Gallons

50%

Half of all customers use less than 6 HCF per month!

940

Number of Smart Landscape Rebate Program (SLRP) rebates issued to replace high water use landscapes with water wise alternatives.



22

Water Saving Incentive Program rebates to schools, businesses, and agricultural operations to fund unique water saving projects and replace aging fixtures and irrigation systems.



771

Number of lawns replaced with water wise plants.

Guiding Principles

The District's Sustainability Guiding Principles are a central component of upholding the District's mission to provide a reliable supply of quality water at the most reasonable cost to present and future customers. Developed to embrace the three components of sustainability – economic, environmental and social – the guiding principles provide the foundation for actions that support a sustainable service delivery model. Even as the District faces new challenges and opportunities in an evolving service delivery environment, key initiatives that put the Guiding Principles into action will help the District continue to achieve outcomes that provide economic, environmental, and social benefits.



Economic Principle

Enhanced value creation and service reliability for District customers

The District's water service delivery and daily decision-making will consider sustainable approaches that create value for District customers now and into the future. Strategic infrastructure investments, cost effective business operations, and water supply management can help ensure the highest level of reliable service.



Environmental Principle

Resource stewardship, adaptability, independence, and emergency preparedness

The District will position itself for greater independence and emergency preparedness by reducing reliance on external business inputs including electricity, natural gas, and petroleum-based fuels, while simultaneously increasing reliance on locally controlled sources of water. These actions will help protect the District from impacts associated with global climate change, local weather extremes and other hazards, and will help the District move toward carbon neutrality.

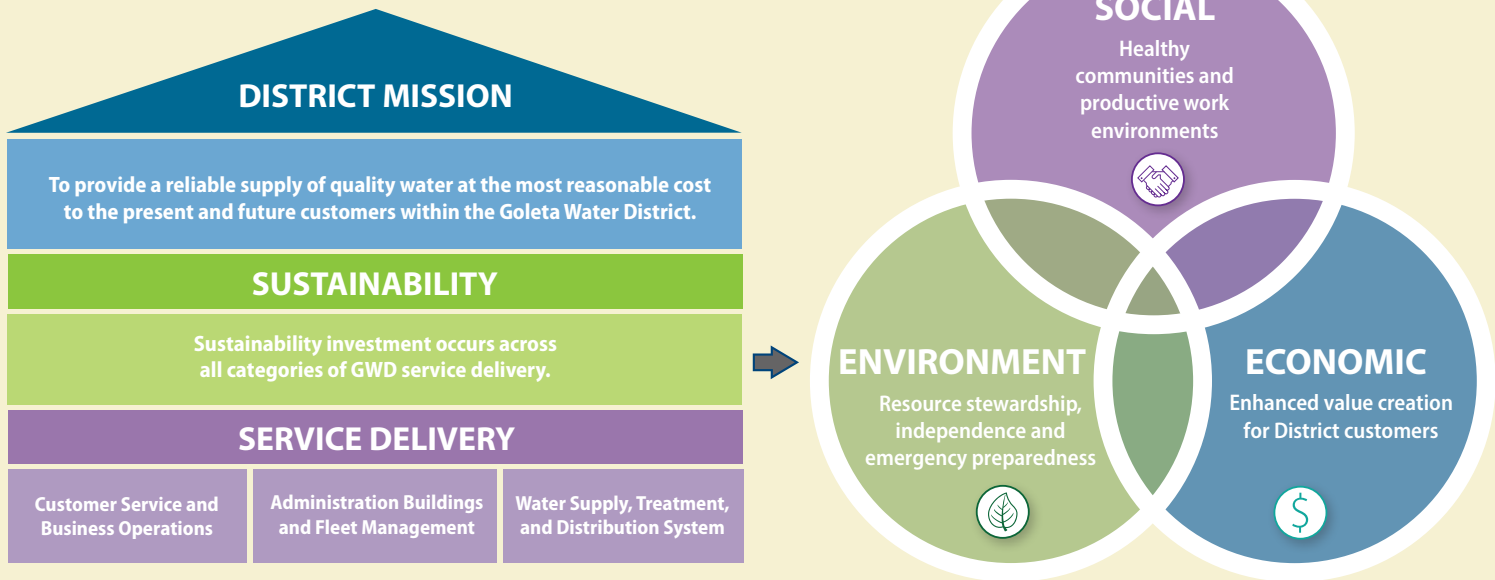


Social Principle

Healthy Communities and productive work environments

As a provider of a lifeline resource, the District will support healthy communities through the provision of quality water to the public and a governance structure that supports civic involvement and public transparency. Additionally, daily actions and work environments will consider the enhancement, productivity and safety of the District workforce while making positive contributions to the well-being of the community.

How it Works



Strategies for producing outcomes consistent with the Economic Guiding Principle include:

- Create pathways for alternative revenue sources and funding streams.
- Maintain, rehabilitate and improve infrastructure and processes at the CDMWTP.
- Target critical investment in the groundwater basin and well infrastructure.
- Mitigate water supply risks, preserve potable supplies, and seek out alternative sources of local water supplies.
- Implement programs that minimize water loss, maximize accounting of water use, and keep pace with technological advances.

Strategies for producing outcomes consistent with the Environmental Guiding Principle include:

- Maintain, replace, and improve the efficiency of the District’s water distribution system and mechanical equipment.
- Improve the sustainability of the District fleet and heavy equipment.
- Minimize the environmental impacts of District administrative operations through employee education, building retrofits, and other property improvements.
- Explore and invest in renewable energy installations including solar and hydropower.
- Ensure the District’s preparedness for natural disasters and other unplanned emergencies.

Strategies for producing outcomes consistent with the Social Guiding Principle include:

- Ensure the ongoing delivery of safe, clean water supplies to protect the health and safety of the community.
- Maintain community education and public engagement.
- Implement a suite of rebate and incentive programs to promote water conservation by District customers.
- Enhance the safety, well-being, and productivity of the District workforce.
- Continuously enhance customer service and provide customers with convenient ways to interact with the District.

Preparing for Future Challenges

Over the past decade the District has faced a number of challenges that could not have been anticipated in the initial Sustainability Plan. Six fires, including several directly in the watershed above Lake Cachuma, and eight years of historic drought had profound and long lasting effects on water quality (see “Protecting Water Quality” on page 30). The COVID-19 pandemic produced tremendous upheaval in terms of how the District does business, and caused considerable supply chain disruptions while fueling historic inflation. At the time of this update, California is grappling with another historic drought, and recently experienced a record setting heat wave. Climate change is likely to make extreme weather phenomena like these more frequent and severe.

As the District looks toward the future, we recognize that anticipating the precise nature and timing of externalities is not possible. However, the adaptive and flexible nature of the Sustainability Plan and its emphasis on assessing the economic, social and environmental costs and benefits of projects will continue to serve as an important planning tool going forward.



Drought

2014
Stage I and
Stage II

2015
Stage II

2016
Stage III

2017
Stage II



Fires

2016



Sherpa Fire

2017



Whittier Fire

2018



Holiday Fire

2021



Alisal Fire



Rey Fire



Thomas Fire



COVID-19 Pandemic Emergency

2020



COVID-19

2021



COVID-19



Strategic Investment Across the District

Key Initiatives

Meeting short-term production targets and long-term sustainability goals requires strategically balanced investment in all areas of District service delivery. As a water provider, an obvious focus and investment priority is the **water supply, treatment, and distribution system** that delivers water to over 87,000 people in the Goleta Valley. In addition to water supplies, smart investments are made across all categories of District operations, from its daily **business operations and customer service** to the long-term maintenance of its **administration buildings and fleet** of vehicles and heavy equipment. The pages that follow provide summaries of initiatives the District is undertaking that fit within the framework of the Sustainability Plan, as well as notable outcomes from existing initiatives that align with the Guiding Principles. Looking ahead, new projects and ongoing activities associated with existing initiatives will provide improvements needed to meet new regulatory requirements, while offering economic benefits in the form of reduced energy costs, minimizing impacts to natural resources, and supporting a healthy community.

Customer Service and Business Operations

This category incorporates sustainability into everyday operations, policy development, and decision-making, presenting opportunities to reduce costs and inefficiencies, streamline operations, and increase revenue. The following summaries highlight the sustainable outcomes associated with District customer service and business operations activities, organized by the central project benefits that are consistent with the Sustainability Guiding Principles.

Annual Performance Highlights



ENCOURAGED COMMUNITY EDUCATION AND PUBLIC ENGAGEMENT

- The District's user-friendly website continued to serve as an important resource for customers with over 85,000 page views in the last year. In addition to regular informational updates, the District posted updated landers to the home page featuring information on COVID-19 Relief Funding, the Annual Consumer Confidence Report, and California Emergency Drought Regulations, among others.
- Amid the ongoing pandemic, provided remote engagement and presentations to students at area schools and participated in Earth Day 2022 via a virtual information page on the District's website. The District's Earth Day webpage provided water supply and conservation outreach materials, infographics, and links to Earth Day-related articles and websites.

- Two additional videos were produced and published on the District's YouTube channel as part of the District's How it Works video series. (Initiative 1.25) One video featured the District's Net Zero initiative, and the other focused on being Water Wise in the Goleta Valley. The videos were developed in-house using existing resources and posted on the District's website for easy access. In total, the District has produced eight informational videos.



- Promoted sources of community grant funding to provide bill assistance to customers experiencing economic hardship due to COVID-19. The District designed outreach materials and contacted customers directly via phone, email, and flyers to promote bill payment assistance for which they might be eligible.
- Implemented new California Emergency Drought Regulations under the Governor's Executive Order N-7-22, with outreach to customers including targeted calls, letters, and postcards to Commercial, Institutional, and Landscape Irrigation customers affected by irrigation prohibitions. A website lander and dedicated webpage provide answers to frequently asked questions, a list of water waste prohibitions, and links to relevant drought information and the state's website.



SUPPORTED CIVIC INVOLVEMENT AND PUBLIC TRANSPARENCY

- Completed a year-long process of public hearings and outreach to successfully transition to District Based Elections, whereby voters elect a single board member to represent their specific district or area (Initiative 1.34). Public outreach was designed to ensure customers were informed and aware of the opportunities to be involved in the process, and included updating the District website information page, a postcard mailed to all households, radio ads, and website graphics. The first district-based election will take place on November 8, 2022.



Customer Service and Business Operations



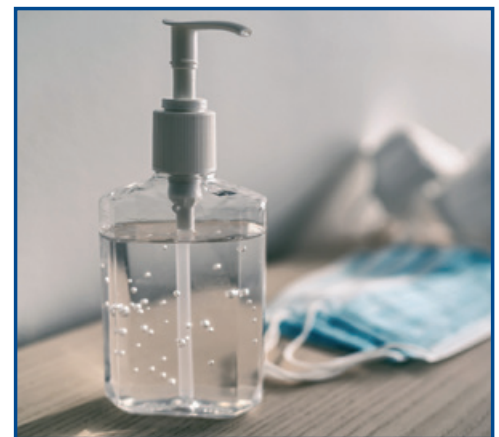
CREATED PATHWAYS FOR ALTERNATIVE REVENUE SOURCES AND FUNDING STREAMS

- Obtained a \$171,000 grant from the State Water Resources Control Board to assist customers with past due balances that arose during the COVID-19 Pandemic.
- The Cachuma Operation and Maintenance Board (COMB) received two grants for COMB's Secured Pipeline Project at Lake Cachuma, reducing project costs that will be shared among all Member Units, including the District.
 - \$750,000 grant from the United States Bureau of Reclamation for planning and design costs.
 - \$2.25 million in grant funding from the Department of Water Resources for construction costs.
- COMB applied for \$1 million in State grant funding through the Integrated Regional Water Management (IRWM) Program for the Lake Cachuma Emergency Pumping Facility. If awarded, this grant will reduce the cost burden to Member Units, including the District, associated with this important project that will allow for conveyance of surface water from Lake Cachuma during times of drought when lake levels drop below the intake tower.
- Received a grant in the amount of \$105,000 through the California Governor's Office of Emergency Services (Cal OES) Community Power Resiliency program. This funding helped offset District costs associated with the installation of solar powered battery backup systems at six of the District's reservoirs that are needed to support critical operations during power outages.
- Enrolled the District in the State of California's new Low-Income Home Energy Assistance Program (LIHEAP) through the California Department of Community Services and Development to provide low-income households a one-time credit (up to \$2,000) on their water bill through a state grant.
- Received grant funds for the seventh consecutive year to support the Employee Wellness Program (Initiative 1.26). The pandemic required minor changes to the program, but brought renewed emphasis to the importance of maintaining the health of the workforce.



ENHANCED THE SAFETY AND WELLBEING OF THE DISTRICT WORKFORCE

- Updated and continued implementing an emergency operating plan for the global COVID-19 Pandemic to avoid business and service interruptions and protect the health and safety of the District workforce. Activities during the last year included the adopting and implementing of a COVID-19 vaccination policy applying to employees and vendors. District staff vaccination rates are now at 92%.
- Continued implementation of the District's wellness program that supports a safe work environment and seeks to help employees make small changes to improve their health. The program includes monthly educational newsletters, discounts for pedometers and fitness tracking devices, and was modified to cover up to \$100 toward fitness memberships or approved activities.
- Completed Worker Safety Electrical Upgrades at numerous facilities. Electrical upgrades are ongoing and will prevent arc flash and other electrical hazards that could potentially damage equipment, while protecting the safety of personnel. (Initiative 1.30)

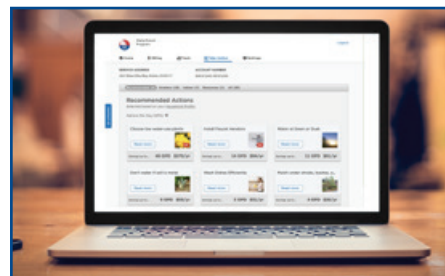


Customer Service and Business Operations



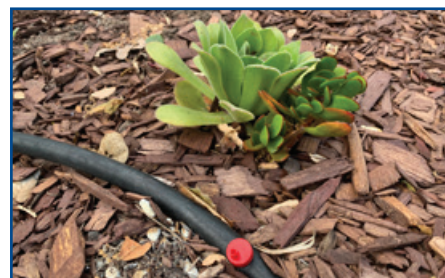
ENHANCED CUSTOMER SERVICE AND CONVENIENCE OF INTERACTING WITH THE DISTRICT

- Despite the ongoing pandemic, staff made more than 4,000 visits to private properties within the District to assist customers with leaks, perform courtesy shutoffs for repairs, repair meter boxes and assemblies, and check meter reads for accuracy. This included more than 220 after-hours service calls on an as-needed basis to investigate various issues within the water system, thereby maintaining continuous customer service and water service.
- The number of customer sign-ups for the District's WaterSmart customer portal, which was newly implemented in January 2020, increased by over 2,400 from the previous year. To date, about 45% of the District's customers are using this internet-based customer engagement website and payment portal.



IMPLEMENTED INCENTIVE PROGRAMS TO PROMOTE CONSERVATION BY DISTRICT CUSTOMERS

- Completed more than 50 virtual conservation check-ups for Single Family Residential customers with complimentary analysis of water use on their account, a review of landscaping via aerial imagery, assistance with programming sprinkler timers and a list of suggestions by email for saving water.
- The District's water conservation incentive programs, which help customers save water and money, continued despite the ongoing COVID-19 emergency. The District distributed over 82 rebates through the Smart Landscape Rebate Program (SLRP) and the Mulch Rebate Program via virtual meetings and site visits. (Initiative 1.24)



IMPLEMENTED PROGRAMS THAT MAXIMIZE OPERATIONAL EFFICIENCY AND KEEP PACE WITH TECHNOLOGICAL ADVANCES

- Completed a radio path study and design of radio communications upgrades to the Supervisory Control and Data Acquisition (SCADA) System, and began construction on this once-in-a-generation project. (Initiative 1.32) Improvements to this complex network of electronic monitoring and control equipment will allow for automated operation of District facilities and ensure water quality standards continue to be met.
- Created roughly 60 new maps and exhibits in the Geographic Information System (GIS), improving the ability to track and retrieve meaningful data in a timely and efficient manner while allowing for more effective management of the distribution system and other District infrastructure. These efforts are an important part of the District's asset management work, and will be critical for directing investment in an aging system for which proactive replacement is cost prohibitive. A critical part of leveraging these technologies included hiring a GIS and asset management specialist to help realize the full potential of these technologies to build out the asset management program.
- Upgraded both the phone and accounting systems to more modern versions that provide for enhanced security and additional functionalities.

Customer Service and Business Operations

Sustainability Plan
Progress Report 10
Ten Years of Progress

10 Year Highlight

Customer Class Scorecard Program

Public outreach, education, and promoting conservation have always played an important role in District customer service. In 2015, during what would later become a historic drought, the District launched the Customer Class Scorecard Program. The program was designed to significantly increase water savings using three strategies:

1. Analyze the characteristics of each customer class to better understand unique water use patterns and identify opportunities for significant water savings;
2. Develop rebate programs and design targeted outreach specific to the needs of each customer class; and
3. Conduct targeted outreach to the top 5% of water users in each customer class regarding customer conservation achievements during the drought and specific conservation tips for large water users. Promote rebate and conservation programs designed for each customer class to maximize water use efficiency.



Rather than simply mass marketing conservation messaging, the District drew on the analysis of customer classes to design a multi-pronged outreach campaign. One critical layer of outreach was targeted toward the highest water users in each customer class, with the idea that even a small reduction in use could translate to significant water savings. The program revealed that many of these customers did not understand how their water use compared to that of other users, and their high use was frequently inadvertent. This outreach resulted in a renewed interest in rebate programs, and significant water savings in combination with the District's conservation check-ups. Ultimately, District customers reduced system-wide water use by 20%, helping ensure adequate supplies remained available for essential use.

The Customer Class Scorecard Program Outreach Plan continues to provide a flexible tool for effective outreach to customers. As usage patterns shift, the Outreach Plan can be modified and expanded as needed. This is particularly important given the significant demand hardening that has continued over the last decade, making District customers among the most efficient water users in the state. Regular analysis of customer class water usage as well as targeted outreach will continue to play an important role in District conservation efforts going forward.

The Smart Landscape Rebate Program (SLRP) was amended to remove artificial turf and non-permeable turf replacement as eligible expenses, thereby promoting permeable surfaces that allow for groundwater recharge and reduce environmental waste.

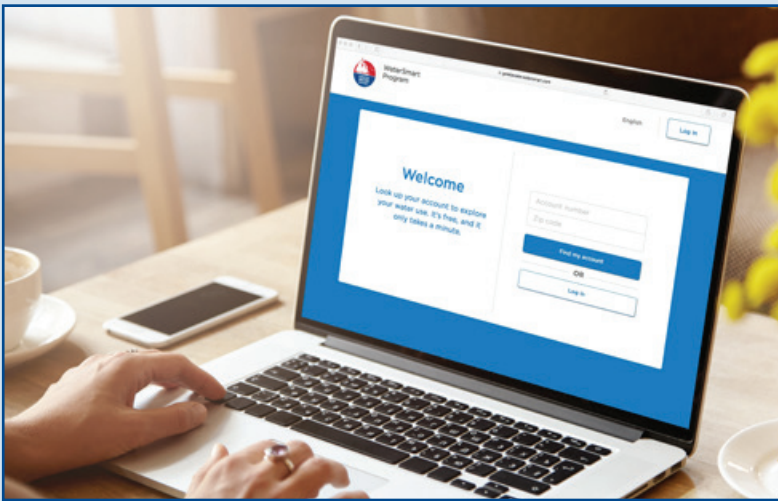
Customer Service and Business Operations

Featured Story

Enhancing Customer Service

The District continually seeks to improve customer service by providing tools and features that increase convenience and flexibility for customers, while enhancing the customer service experience.

OVER THE PAST YEAR, the District focused on physical improvements to the Customer Service area of the main office in anticipation of the return of the remote workforce and the reopening of the customer service counter. Improvements included the installation of a new ADA accessible service counter with a transparent partition, advanced Heating Ventilation and Cooling (HVAC) systems to improve indoor air quality and ventilation, and a new credit card reader that customers can operate themselves.



OVER THE PAST DECADE, customer service enhancements have included implementation of online tools such as the launching of an electronic billing system, the WaterSmart Portal, and increased social media presence. A new payment and self-service portal allows customers to open or close an account online, pay bills or set up automatic payments, or request a leak adjustment 24 hours a day, 7 days a week. These programs have improved customer convenience of interacting with the District and their accounts, and reduced wait times for those customers who need phone support, allowing the District to minimize hold times during busy periods and provide a high level of responsiveness to customers.

Sustainable Outcomes and Benefits:



Automated processes and customer self-service tools improve staff productivity and operational efficiency, helping reduce the cost of doing business.



Electronic billing, tools and resources save paper, while online access to accounts minimizes the need for customer office visits, thereby reducing vehicle miles traveled and related fuel-use and greenhouse gas emissions.



Enhances customer service and provides customers with convenient ways to interact with the District.

Customer Service and Business Operations

Looking Ahead

Given the need to focus District investments on maintaining access to a diverse water supply portfolio and the infrastructure and energy needed to deliver it, there will be a corresponding decrease in new initiatives in this category. However, worsening drought conditions could necessitate implementation of expanded conservation outreach, education, rebates, and new tools to help all District customers conserve water. Efforts to further digitize District processes and upgrade technology will also continue.

Ongoing activities associated with existing initiatives that are scheduled for the year ahead include:

IMPLEMENT PROGRAMS THAT KEEP PACE WITH TECHNOLOGICAL ADVANCES TO OPTIMIZE FIELD OPERATIONS

Work Order Management System – The District is in process of developing an in-house work order management system in conjunction with its GIS system. The program will better communicate work orders and tasks from customer service to meter and distribution operators, eliminating the need for additional paperwork and paper record keeping. (Initiative 1.8)

Administration Buildings and Fleet Management

This category incorporates sustainability considerations into District investments and initiatives to increase the financial predictability of operating and maintaining District-owned buildings, facilities, and heavy equipment. The following summaries highlight the sustainable outcomes associated with District administration buildings and fleet management activities, organized by the central project benefits that are consistent with the Sustainability Guiding Principles.

Annual Performance Highlights



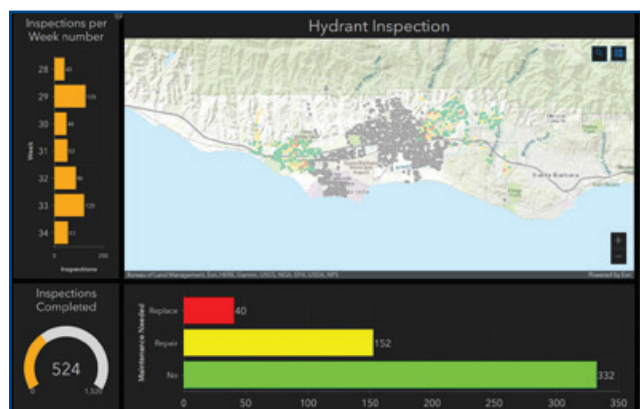
MINIMIZED THE ENVIRONMENTAL IMPACTS OF DISTRICT OPERATIONS AND FACILITIES

- Continued to minimize storm water runoff and maintained baseline status for oils and grease at the District's headquarters through implementation of best management practices included in the District's Storm Water Management Program. These efforts protect water quality by reducing the amount of potential sediment runoff into storm drains and neighboring creeks while maintaining regulatory compliance. (Initiative 2.13)



IMPLEMENTED PROGRAMS THAT KEEP PACE WITH TECHNOLOGICAL ADVANCES TO OPTIMIZE FIELD OPERATIONS

- Developed an in-house Hydrant Inspection Program application in the District's Geographic Information System (GIS). Features include a mobile application that allows workers to record hydrant inspections in the field, including uploading hydrant data and photos in real time, improving the speed and accuracy of communication with staff in the office. Information is stored securely on District servers and easily viewed in a dashboard that provides a snapshot of hydrant conditions and inspection status. A similar program will be developed for the Valve Replacement Program in the year ahead. (Initiative 1.8)



PROVIDED HEALTHY WORK ENVIRONMENTS FOR DISTRICT STAFF

- Several building improvements were completed to support staff working on site and in anticipation of the return of the remote workforce and the reopening of the customer service counter. Improvements included the construction of additional outdoor facilities, installation of a new ADA-accessible counter with a transparent partition, a new HVAC diffuser and return, and communications outlets. The completed improvements help improve the accessibility of the customer service counter while providing additional protections for customers and staff due to the ongoing COVID-19 Pandemic.
- Secured significant additional orders of Personal Protective Equipment (PPE) and disinfection supplies at no cost from the California Office of Emergency Services that were utilized in daily operations, protecting the health and safety of District staff while minimizing costs that would have otherwise been incurred to purchase these items.



Administration Buildings and Fleet Management

Sustainability Plan
Progress Report 1
Ten Years of Progress

10 Year Highlight

Electric Fleet Vehicles

Recognizing the potential to reduce greenhouse gas emissions (GHG) as well as operation and maintenance costs, the District has been assessing its fleet replacement program with an eye toward sustainability. Most notably, it began replacing standard engine vehicles with electric vehicles (EV). To date, the District has incorporated four electric cars into its vehicle fleet since the adoption of the first Sustainability Plan, as well as EV charging stations located at the District Headquarters and the Corona Del Mar Water Treatment Plant, newly installed last year.



Incorporation of EVs into the District fleet saves money and reduces GHG emissions. Since the electric vehicles were put into service in July 2019, the District calculates the following:

\$46K
Grant funding and
rebates received



8.12

Estimated metric tons of
GHG emissions prevented



915
Gallons of
fuel saved

\$3.4K
Costs associated
with fuel saved

District vehicles travel approximately 240,000 miles per year, and while electric versions of trucks and heavy equipment aren't currently available, the District will continue to replace its smaller standard engine fleet vehicles with electric cars.



The District's vehicle charging station in the Headquarters parking lot supports the acquisition of electric vehicles under the District's Fleet Replacement Program, while also providing the community with access to an electric vehicle charging station.

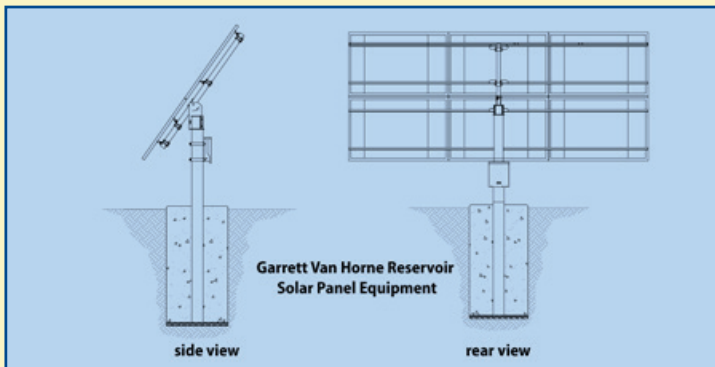
Administration Buildings and Fleet Management

Featured Story

Advancing Alternative Energy Projects

Migrating away from traditional energy use and toward alternative energy sources has long been a goal of the District. The Sustainability Plan placed the District on a course to implement alternative energy initiatives that decrease economic and environmental costs to the District while increasing resiliency during disasters and power supply interruptions.

OVER THE PAST YEAR, the District advanced several energy-related initiatives, including installing solar-battery backup power systems to keep the SCADA systems at the reservoirs energized during power outages, and calibrating and certifying the hydrokinetic turbine grid protection relay at the Van Horne Reservoir to ensure safe, reliable, and code compliant generation of clean power. Most notably, the District selected a solar energy provider for a Power Purchase Agreement (PPA) to help advance the District's ultimate goal being a net zero energy user, whereby it generates enough renewable energy to offset its annual normal electricity use. This is an important goal given that increasingly the community relies on a diverse water supply portfolio that uses more energy to move, treat and deliver water than was historically the case.



Solar installation plans for Van Horne Reservoir



Solar panel roof at the District's San Ricardo Well

OVER THE PAST DECADE, the District has implemented initiatives and activities that advance the District's goal of reducing reliance on traditional non-renewable energy. Examples include installing solar panels at the San Ricardo Well, upgrading aged lighting in all administration buildings, restoring a hydroelectric generator facility, and completing solar energy feasibility and siting studies. The continued investment in alternative energy projects will help protect against future energy price increases, improve reliability and energy security, and minimize greenhouse gas emissions associated with District operations.

Sustainable Outcomes and Benefits:



Reduces reliance on traditional non-renewable energy, protecting against future energy price increases, reducing energy costs, and improving energy security.



Reduces greenhouse gas emissions and contributes to achieving California's targeted goal of 100% zero-emission energy for the state's electrical needs by year 2045.



Enhances reliability of water service to the community during extended power safety shutoffs and other potential energy shortages, while reduced greenhouse gas emissions contribute to a healthy community.

Administration Buildings and Fleet Management

Looking Ahead

MINIMIZE ENVIRONMENTAL IMPACTS OF DISTRICT OPERATIONS AND FACILITIES

Net Zero Initiative – The need to pump, convey and treat water means water and energy use are linked. Depending on the treatment technology required, and the distance the water must travel, the carbon footprint of each water supply source can vary dramatically. This water-energy nexus is a key driver of the District's new Net Zero Initiative. The project will install solar energy systems throughout the District's facilities that will be capable of generating enough clean power to offset the District's average annual electricity use. To achieve a net-zero balance, the District must generate at least 2 million kWh of electricity each year using approximately 4,000 solar panels. Potential installations include carport solar systems at the District Headquarters customer and fleet vehicle parking lots and ground-mounted solar panels at the Corona Del Mar Water Treatment Plant and Ellwood Reservoir. The goal of the project is to construct a solar power system capable of offsetting the District's minimum electricity consumption of 2 million kilowatt hours per year (kWh).

Anticipated Outcomes and Benefits: Reducing reliance on traditional non-renewable energy will protect against future energy price increases, reduce energy costs, and improve system reliability and energy security. By using a power purchase agreement (PPA) financial arrangement, the District's solar power system will be designed, constructed, owned, and operated at minimal additional cost to the District.



Water Supply, Treatment, and Distribution System

Initiatives in this category support the core mission of the District. Comprehensive infrastructure planning and investment ensure the ongoing reliability of the distribution and treatment systems. Investment in sustainable infrastructure that is resource efficient, cost effective, replicates natural hydrology, and can adapt to a changing climate and other conditions provides multiple benefits to the District and its customers.

Annual Performance Highlights



MAINTAINED, REPLACED, AND IMPROVED THE EFFICIENCY OF THE WATER DISTRIBUTION SYSTEM

- Completed improvements at the Alta Mira and La Vista pump stations, which included upgrading the electric service panels, emergency generator connections, and motor control centers to improve mechanical efficiency, reducing operational costs and adding reliability during emergency operations. (Initiative 3.29)



ENSURED THE ONGOING DELIVERY OF SAFE, CLEAN WATER SUPPLIES TO THE COMMUNITY

- Completed the first phase of the Transition Main Relocation project (Initiative 3.36). Work this year included soil surveys to detect landslide activity and potholing for relocation of a vulnerable portion of the District's 42-inch transmission main, which conveys treated surface water to a majority of the District's distribution system. Phase II of this project will involve work necessary to protect critical infrastructure (see page 31 for details).
- Completed a system-wide flushing of the distribution system for the first time since 2017 while minimizing disruptions to customers. Periodic flushing improves water quality by removing naturally occurring mineral deposits that accumulate in the 220 miles of the potable mains throughout the system. Flushing is particularly important during dry periods when the District increases its use of groundwater.



PROTECTED AND PROLONGED SERVICE LIFE OF INFRASTRUCTURE

Made several property improvements that preserve the integrity of District facilities and protect critical infrastructure while enhancing employee safety.

- Completed installation of a sheet pile wall to protect the Corona Del Mar Water Treatment Plant (CDMWTP) access road from erosion.
- Completed hillside erosion repair at the CDMWTP filter wash water tanks.
- Inventoried all pipeline creek crossings within the potable and Goleta West Conduit distribution systems, and started environmental permitting and preliminary design work for several creek crossing repair projects (see page 31 for details).
- Restored eroded soil cover on exposed portions of the District's 10 mile Goleta West Conduit. Work will continue over the next three years to address several other sections of exposed pipeline in need of more protective cover to prevent damage from debris flows and exposure to environmentally harsh conditions. The project aims to provide at least 3 feet of protected cover across prioritized pipeline sections.

Water Supply, Treatment, and Distribution System



IMPLEMENTED PROGRAMS THAT MINIMIZE WATER LOSS AND MAXIMIZE ACCOUNTING OF WATER USE

Under the Valve Replacement Program (Initiative 3.32), maintained and replaced valves for pressure regulation, system isolation, and monitoring on a critical need basis to minimize water outages to customers during the pandemic. Activities this year included:

- Installed 49 new and replacement mainline valves to protect the distribution system and customer infrastructure and minimize future service interruptions.
- Operated and exercised more than 900 main line valves throughout the distribution system to ensure proper operation for isolation during repairs to minimize customer interruptions.
- Conducted maintenance on 146 special regulating valves located throughout the distribution system to ensure proper pressure is consistently maintained.
- Designed and hired a contractor to relocate the La Goleta Pressure Reducing Valve facility to mitigate worker safety concerns and maintain operability.



Investment in sustainable infrastructure that is resource efficient, cost effective, replicates natural hydrology, and can adapt to a changing climate and other conditions provides multiple benefits to the District and its customers.



Water Supply, Treatment, and Distribution System



ENHANCED SYSTEM-WIDE RELIABILITY AND SAFETY

- Enhanced fire safety by replacing 54 poorly functioning fire hydrants and rebuilding 11 aging fire hydrants.
- Completed a pipeline tie-in of two mains in the distribution system to improve hydraulic pressure and allow for the blending of water from multiple supply sources to enhance water quality. (Initiative 3.40)
- Made significant progress on construction of a permanent pump station at Corona Reservoir, which is scheduled for completion in 2023. Corona Pump Station supports improved water quality and can provide water to an isolated zone of the District system in the event of a main break. (Initiative 3.38)



STRENGTHENED PREPAREDNESS FOR NATURAL DISASTERS AND OTHER UNPLANNED EMERGENCIES

- Designed and began installation of solar energy and backup battery power systems at six District reservoirs. Funded in part by a State grant, the power systems are a sustainable alternative to diesel generators, and will ensure continued facility operations during emergencies and public safety power shutoff events.



MINIMIZED THE ENVIRONMENTAL IMPACT OF DISTRICT OPERATIONS AND FACILITIES

- Completed improvements to the CDMWTP Leach Field (Initiative 2.17), which included construction of a concrete-lined ditch to re-direct stormwater attributed to seasonal failure of the leach field and installation of shallow groundwater monitoring wells to facilitate regular observation of soil moisture levels. The CDMWTP sewage leach field periodically overflowed and had exceeded its expected 25 year service life. Though the District's Sustainable Wastewater Disposal Study at CDMWTP (Initiative 3.4) had recommended full replacement in 2015, these improvements are expected to prevent future overflows and postpone the full replacement of the leach field by 10-20 years.



MAINTAINED, REPLACED, AND IMPROVED THE EFFICIENCY OF THE WATER DISTRIBUTION SYSTEM

- Completed installation of a new rectifier and deep anode bed at Veronica Springs for cathodic protection improvements that will help control corrosion in metal pipes, reducing the need for repair and replacement and conserving money and resources (Initiative 3.8). Additional work planned for next year will restore function of the existing Garrett Van Horne cathodic protection system to extend protection along the transmission main and reduce the risk of potential corrosion leaks and pipeline failure.



MITIGATED WATER SUPPLY RISKS AND PRESERVED POTABLE SUPPLIES

- Worked with the Central Coast Water Authority (CCWA) to successfully extend a key contract that allows for continued delivery and storage of State Water Project water in Lake Cachuma, preserving access to this supply source.
- Ratified the COMB Permanent Secured Pipeline Project, a project funded in part by grant funds that will facilitate the continuation of water deliveries from Lake Cachuma even when the lake reaches lower elevations.
- Updated the University of California Santa Barbara Recycled Water Operating Plan that ensures ongoing compliance with all recycled water regulations and continued delivery of 19.5 million gallons per year of recycled water for the entire campus.

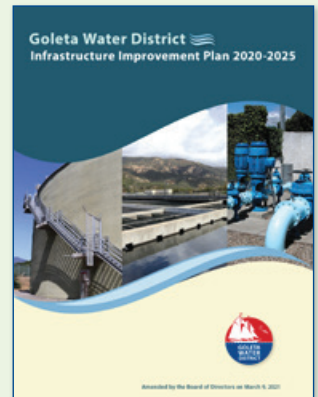


Water Supply, Treatment, and Distribution System

10 Year Highlight

Infrastructure Improvement Program

The District maintains a significant portfolio of assets, necessitating prudent capital planning. The District's Infrastructure Improvement Program identifies, evaluates, and prioritizes capital projects necessary to maintain assets and support sustainable water service to the community. The Infrastructure Improvement Plan (IIP), which is updated every five years, describes projects and ranks them systematically to prioritize capital investments for the following five years, with the final list of projects necessary to meet the District's mission to deliver an adequate supply of quality water to customers. The IIP also implements goals set forth in Board adopted planning documents, including the Water Supply Management Plan, Urban Water Management Plan, Groundwater Management Plan, and Sustainability Plan.



The District adopted its first comprehensive IIP in 2011 and it has become a critical planning tool over the last 10 years. Following the adoption of the Sustainability Plan in 2012, IIP project evaluation methodology was expanded to include sustainability and efficiency considerations. Conceived in the original Sustainability Plan (Initiative 3.7, Infrastructure Improvement Program Evaluation Criteria), this provides a tool to prioritize projects that create healthy work environments, reduce energy use and develop alternative energy sources, conserve water, are adaptable to changing climatic conditions, and support the District's sustainability principles. Priority investments over the last 10 years have included projects that ensure continued availability of adequate water supplies during drought and water shortages, water quality following fires in the Cachuma watershed, and maintenance and replacement of aging infrastructure.

With the District's 80th Anniversary approaching, increasing amounts of funding will likely be needed to address aging infrastructure, much of which has already exceeded its expected service life. This is a challenge facing many utilities and communities across California and the United States. In 2020 the District's most recent five year financial plan valued the overall system at \$1 billion, though inflation in the construction sector means those costs are likely higher, making proactive replacement prohibitively expensive for rate payers. Instead, over the past decade the District has undertaken a number of steps to implement an asset management program to minimize total life cycle costs. As part of these asset management activities, the District has developed an asset inventory to inform future capital planning, conducted conditions assessments to prioritize investment and determine whether repair, rehabilitation or replacement is most appropriate, and is working to implement software that can further support asset management efforts into the future. The District budgets for emergency repairs in its IIP, and maintains a reserve to cover unexpected expenses. However, asset management will play a critical role in preventing service interruptions or more costly repairs in the coming decades.

The addition of sustainability considerations into the Infrastructure Improvement Program allows for prioritization of projects that support the District's sustainability principles, demonstrating its commitment to this effort.

Water Supply, Treatment, and Distribution System

Featured Story

Protecting Water Quality

A series of wildfires in the Lake Cachuma watershed combined with years of historic drought have led to challenging water quality conditions at the lake. These conditions affect surface water supplies in Lake Cachuma, including State Water Project supplies that are delivered through the lake. The effects of wildfires and drought on water quality can persist for many years.

OVER THE PAST YEAR, the District replaced two powdered activated carbon pumps at the Corona Del Mar Water Treatment Plant (CDMWTP) with more efficient and reliable modern units. The District also replaced filter media and completed demonstration scale granular activated carbon filter testing at CDMWTP. Inoperable mixers at Corona and Van Horne reservoirs were replaced to improve water quality, and a pipeline tie-in of two mains to improve hydraulics and blending of water from multiple supply sources in the distribution system was completed. The District performed pilot testing to inform the design of treatment system upgrades at the Anita and Airport wells, and replaced the filter media at the San Ricardo Well to improve the removal capacity for iron and manganese. Sanitary upgrades at multiple reservoirs and groundwater production facilities were also completed.



Corona Del Mar Water Treatment Plant



Filter media was replaced at San Ricardo Well

OVER THE PAST DECADE, the District has invested nearly \$10 million to address changing water quality conditions. Modeling and testing of several treatment approaches for both groundwater and surface water informed the various improvements at District wells, the CDMWTP, and reservoirs. Upgrades included new treatment technologies at the plant to decrease organic matter levels, groundwater treatment technologies at several wells, and reservoir aeration equipment designed to remove trihalomethanes (THMs) from the distribution system. As wildfires and drought are expected to occur with increased frequency and intensity in the coming years due to climate change, the District recognizes that additional improvements may be needed over time.

Sustainable Outcomes and Benefits:



Ensures continued compliance with state and federal drinking water quality standards.



Enhances the District's ability to adapt to changing conditions at Lake Cachuma and within the groundwater basin, supporting the use of local surface water supplies and minimizing the need to rely on imported water.



Supports the continued reliability and delivery of quality water to the community.

Water Supply, Treatment, and Distribution System

Looking Ahead

PROTECT AND PROLONG SERVICE LIFE OF INFRASTRUCTURE

Creek Crossing Pipeline Replacements/Repairs – District pipelines in both the potable and Goleta West Conduit (GWC) systems cross over several of the creeks in the Goleta Valley. Over time, these pipelines have become more exposed and susceptible to increased creek flows during storms or debris flows. This project will replace, repair, and add protection to these pipelines, reducing the chance of pipeline failure while extending service life.

Anticipated Outcomes and Benefits: Ensuring the protection of creek-crossing pipelines will prevent damage from debris flows and exposure to environmentally harsh conditions, improving water supply reliability and avoiding potential environmental impacts. Additionally, implementing minor, preventative improvements can help avoid costly emergency repairs in the event of a pipeline failure.

Ongoing activities associated with existing initiatives that are scheduled for the year ahead include:
























































































ENSURE THE ONGOING DELIVERY OF SAFE, CLEAN WATER SUPPLIES TO THE COMMUNITY











































Phase II of the Transition Main Relocation (Initiative 3.36) will include landslide monitoring, engineering design, and construction of a retaining structure or relocated portion of the District's 42-inch transition main into a deeper, more stable geological area. This particular transmission main conveys treated surface water to a majority of the District's distribution system. Shallow landslide and erosion observed along a hillside portion of this transmission main necessitate relocation or protection of a key segment to avoid a critical pipeline failure. Geotechnical assessment completed under Phase I of this project confirmed a high risk for future soil movement, which would jeopardize the continued delivery of water.

MAINTAIN INVESTMENT IN GROUNDWATER BASIN AND WELL INFRASTRUCTURE


















































Groundwater Treatment Equipment Upgrades (Initiative 3.30) continue at several District wells, most of which are over 30 years old. Groundwater quality is likely to continue to change over time, and improvements to the treatment facilities at certain well sites are necessary. Investments in the year ahead will fund the installation of additional treatment technologies at Anita, University and Airport Wells to restore approximately 1,800 gallons per minute of groundwater production. These projects ensure that sufficient groundwater production capacity is available to meet public health and safety needs during a water shortage or unplanned emergency. In June 2022 the District applied for a \$2,000,000 United States Bureau of Reclamation Grant to help offset the costs of the treatment upgrades at Airport Well.

Overall Progress at a Glance

SERVICE CATEGORY #1 - CUSTOMER SERVICE AND BUSINESS OPERATIONS		
REF	2012-13 INITIATIVES	STATUS
1.1	Integrated Regional Water Management Planning (IRWMP)	Ongoing   
1.2	Conservation	Complete   
1.3	Electronic Billing System	Complete   
1.4	Emergency Response Plan Update	Complete  
1.5	Workplace Safety Program Update	Complete  
1.6	Drought and Water Shortage Contingency Plan	Complete  
1.7	Vendor Management	Complete  
1.8	Technology Improvement and Integration	Ongoing   
1.9	Alternative Revenue Sources	Ongoing  
1.10	Introduction of Lifeline Discount Program	Deferred 
1.11	Tiered Rate Updated	Complete   
REF	2013-14 INITIATIVES	STATUS
1.12	Community Demonstration Garden Outreach	Ongoing  
1.13	Salt and Nutrient Management Plan Scoping	Complete   
1.14	Asset Management Implementation Plan and Pilot Study of the Recycled Water System - Phase I	Complete  
1.15	Coordinated Energy Management	Ongoing   
REF	2014-15 AND 2015-16 INITIATIVES	STATUS
1.16	Drought Supply and Demand Model	Ongoing  
1.17	Groundwater Management Plan Update	Underway   
1.18	Water Supply Management Plan Update	Planning   
1.19	Urban Water Management Plan Update	Complete   
1.20	Drought Outreach Plan	Complete  
1.21	Sustainable Groundwater Management Act Implementation	Ongoing  
1.22	Groundwater Model	Underway   
1.23	Agricultural Water Efficiency Action Plan	Complete   
1.24	Conservation Incentive Programs	Ongoing   
REF	2016-17 AND 2017-18 INITIATIVES	STATUS
1.25	Informing Customers about Water	Underway 
1.26	Employee Wellness Program	Ongoing  
REF	2018-19 INITIATIVES	STATUS
1.27	Web Self-Service Program	Complete   
1.28	Hazard Mitigation Plan	Complete   
1.29	Recycled Water Slough Crossing Alternative Design Study	Complete   
1.30	Worker Safety Electrical Upgrades	Underway   
1.31	Customer Service Payment Portal	Complete   
REF	2019-20 AND 2020-21 INITIATIVES	STATUS
1.32	SCADA Upgrades	Underway   
1.33	Electronic Process Migration	Underway   
1.34	District Based Elections	Complete 
SERVICE CATEGORY #2 - ADMINISTRATION BUILDINGS AND FLEET MANAGEMENT		
REF	2012-13 INITIATIVES	STATUS
2.1	Community Demonstration Garden Restoration and Enhancement	Complete  

2.2	Renewable Energy (Solar) Feasibility and Permitting	Ongoing	  
2.3	Green Business Certification	Deferred	  
2.4	Building Envelope Improvements	Ongoing	  
2.5	Fleet and Construction Equipment Replacement Program	Ongoing	  
2.6	Field Operations	Ongoing	 
2.7	Fleet Replacement Study	Complete	 
REF	2013-14 INITIATIVES	STATUS	
2.8	Edible Garden Project	Complete	 
2.9	Lighting Upgrades at Administrative HQ – Phase I	Complete	  
2.10	Solar Trellis System at Administrative HQ – Phase I	Underway	 
2.11	Stormwater Runoff Improvements Study	Complete	 
REF	2014-15 AND 2015-16 INITIATIVES	STATUS	
2.12	Leaking Underground Fuel Tank (LUFT) Closure	Complete	 
2.13	Stormwater Headquarters Improvements/Master Plan (Phase I)	Complete	 
2.14	Board Room Remodel	Complete	 
2.15	Recycled Water Hauling Program	Ongoing	 
REF	2016-17 AND 2017-18 INITIATIVES	STATUS	
2.16	Vehicle Charging Station	Complete	  
REF	2018-19 INITIATIVES	STATUS	
2.17	Leach Field Replacement at CDMWTP	Planning	  
2.18	Lighting Upgrades at CDMWTP	Complete	  

SERVICE CATEGORY #3 - WATER SUPPLY AND SYSTEM INVESTMENT

REF	2012-13 INITIATIVES	STATUS	
3.1	Hydroelectric Generator Installations	Complete	 
3.2	Recycled Water System Booster Station Electrical Upgrades	Complete	  
3.3	San Ricardo Well Rehabilitation	Complete	 
3.4	WTP Sustainable Wastewater Disposal and Irrigation Study	Complete	 
3.5	Grant Application Readiness	Ongoing	  
3.6	Goleta Beach Recycled Waterline Relocation	Planning	 
3.7	Infrastructure Improvement Program Evaluation Criteria	Complete	  
3.8	Corrosion Protection Program	Ongoing	 
3.9	Neighborhood Compatibility of District Facilities	Ongoing	 
3.10	Meter Replacement Program	Ongoing	 
REF	2013-14 INITIATIVES	STATUS	
3.11	San Ricardo Well Site Enhancement	Complete	  
3.12	Arc Flash and Electrical Upgrades	Complete	  
3.13	Water System Evaluation and Submetering Program – Phase I	Complete	 
3.14	Van Horne Reservoir Slope Protection Evaluation	Complete	 
3.15	Corona Del Mar WTP Infrastructure Improvement Construction	Underway	  
3.16	Hydroelectric Turbine Installation at Patterson Reservoir	Deferred	 
3.17	Goleta Water District – City of Santa Barbara Interconnect	Deferred	  
REF	2014-15 AND 2015-16 INITIATIVES	STATUS	
3.18	San Antonio Well Rehabilitation Project	Complete	 
3.19	Berkeley Well Rehabilitation Project	Complete	 
3.20	Shirrell Well Rehabilitation Project	Complete	 
3.21	Oak Grove Well #2 Rehabilitation Project	Deferred	 

Overall Progress at a Glance (continued)




3.22	SB Corporation Well Rehabilitation Project	Deferred	\$	🌱
3.23	Hollister Recycled Water Pump Replacement	Complete	\$	🌱
3.24	Emergency Pump Project (Patterson and Edison)	Complete	\$	🌱
3.25	Airport Area New Well Project	Deferred	\$	🌱
3.26	Transmission Main Area New Well Project	Deferred	\$	🌱
3.27	Monitoring Wells	Planning	\$	🌱
3.28	Injection Wells	Planning	\$	🌱
REF	2016-17 AND 2017-18 INITIATIVES	STATUS		
3.29	Booster Pump Station Improvements	Underway	\$	🌱
3.30	Groundwater Treatment Equipment Upgrades	Complete		🤝
3.31	Water Quality Studies	Complete	\$	🤝
3.32	Valve Replacement Program	Ongoing	\$	🌱🤝
REF	2018-19 INITIATIVES	STATUS		
3.33	Reservoir Aeration Systems	Complete		🤝
3.34	Surface Water Quality Treatment Technologies	Underway		🤝
3.35	Hollister RW Booster Pump Station Relocation	Planning	\$	🌱🤝
3.36	Transition Main Relocation	Underway	\$	🌱🤝
3.37	Reservoir Reliability Program	Underway	\$	🌱🤝
3.38	Corona Pump Station	Underway	\$	🌱🤝
3.39	Interconnect Component Replacements	Underway	\$	🌱🤝
REF	2019-20 AND 2020-21 INITIATIVES	STATUS		
3.40	Distribution Main Tie-ins	Underway	\$	🤝

New Initiatives at a Glance

SERVICE CATEGORY #1 - CUSTOMER SERVICE AND BUSINESS OPERATIONS

No new initiatives in this category. Ongoing activities associated with Initiative 1.8 will be implemented during the year.

SERVICE CATEGORY #2 - ADMINISTRATION BUILDINGS AND FLEET MANAGEMENT

REF	NEW INITIATIVES	STATUS
2.19	Net Zero Initiative	Underway   

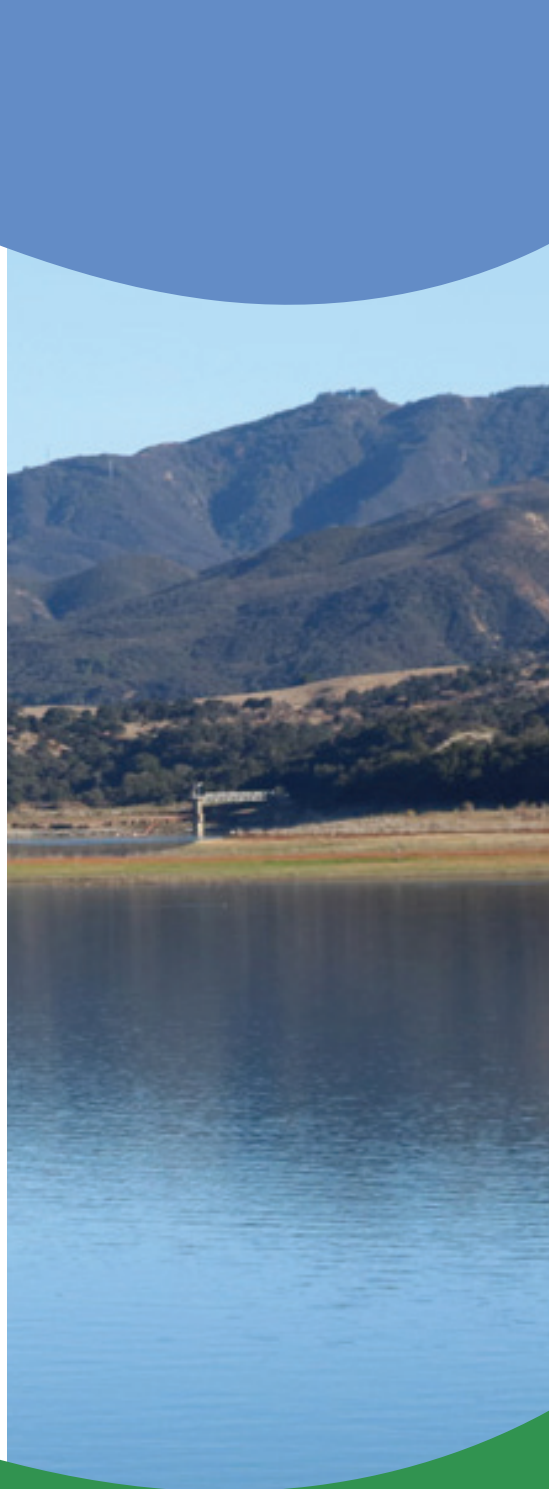
SERVICE CATEGORY #3 - WATER SUPPLY AND SYSTEM INVESTMENT

REF	NEW INITIATIVES	STATUS
3.41	Creek Crossing Pipeline Replacements/Repairs	Underway   

LOOKING FORWARD

The Sustainability Plan is a living document, and its ability to remain adaptable is a key asset. Ongoing monitoring of the progress of District activities and key initiatives will continue so the District can effectively adjust its approach as needed, and report on Sustainability Plan implementation results and related benefits to the community. Through continued strategic planning, focused investments, and implementation of best practices, the District will continue to foster a model operation for sustainable service today and well into the future.





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