



Welcome to

Goleta Water District News

WINTER 2013

It is Important to Use Water Wisely, Even in Winter!

Landscaping requires less irrigation during the wetter and cooler winter season.

For information on how to manage your landscape watering, visit the new regional water conservation website: www.waterwisesb.org

Check out the landscaping calculator and learn how much water is just enough for your yard in any given week.

Find a certified Green Gardener in any season.

Discover workshops, events, and classes on water conservation.



MESSAGE FROM THE GENERAL MANAGER

Technology Improvements Increase Customer Convenience, Save Money

At Goleta Water District, providing exceptional services to our customers is our highest priority.

Our Commitment: Excellent Service In-Person and Online.

Excellence in water service is not confined to the water system.

It also includes the help you receive as a valued customer. You can always count on a welcoming environment when you visit the District offices, and now you can experience the same high-level of customer service online.

The District is proud to announce the availability of a new electronic billing (“e-Billing”) and online payment service. Once registered, District customers will have instant access to account information, including water usage history. Personalized graphs and data will help you to conserve water and money. Smartphone functionality provides convenient on-the-go account access 24 hours a day, 7 days a week.

Of course, for those customers who wish to continue receiving paper bills, the District remains committed to providing this service into the future, just as we do today.



Another benefit of e-Billing is that it's more cost-effective than traditional billing. This supports the District's efforts to provide low-cost, sustainable service delivery for customers today and into the future.

John McInnes

General Manager

There is more information about our new e-Billing and online bill pay on the back of this newsletter and at www.GoletaWater.com. Go online and sign up today!



FACILITY PROJECTS IMPROVE WATER SUPPLY AND RELIABILITY

Infrastructure investments help ensure long-term, sustainable service. Here are highlights of current projects underway at the District.

State-of-the Art Features for San Ricardo Well

Rehabilitation of the District's San Ricardo Well is scheduled for completion by March 2013. This well is a unique water supply production facility, as it is capable of pumping water out of the ground during normal conditions and injecting water into the groundwater basin for later use if needed in dry years. It is one of the District's seven production wells.

Sustainable Features Incorporated. The upgrade design incorporates solar panels and water-wise landscaping.

All District Customers Benefit. All our customers will benefit from improved water supply reliability, decreased use of expensive State water, greater energy independence, improved emergency preparedness, and long-term operational cost-savings.

Neighborhood Benefits. The District took special care with design and landscaping, so this facility will enhance the surrounding neighborhood when finished.

State Grant Saves Local Costs. The \$1.65 million project is supported by a \$400,000 State grant.

Artists rendering of the San Ricardo Well site with inset of site plan.

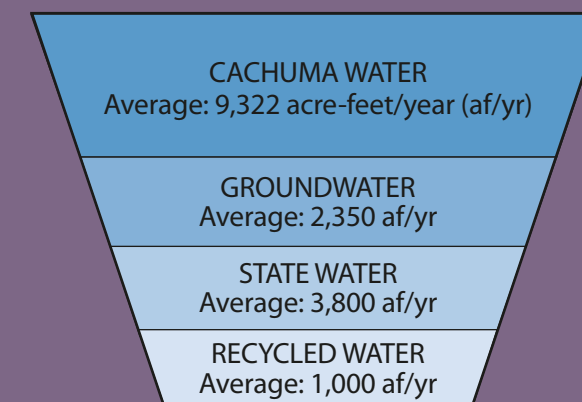


2013 Water Supply Remains Strong

Despite a relatively dry summer, the District water supply portfolio remains strong. The District's diverse water sources include Lake Cachuma, Goleta Groundwater Basin, Recycled Water, and imported supplies if needed from the State Water Project.

Maintaining several sources of supply helps ensure reliable service to our approximately 87,000 customers. If one source is low due to drought or other issues, another is typically available as a backup.

WATER SOURCES



District Efforts Ensure Success of Critical Regional Project



Over 60 years ago, when Lake Cachuma was built, the Tecolote Tunnel was constructed to bring the water through the mountains to a large pipeline called the South Coast Conduit (SCC). The SCC was built to transport water to the Goleta Water District and other water purveyors along the South Coast. After decades of use, the pipeline was due for upgrades to improve the reliability of water delivered from Lake Cachuma.

Thank You to Agricultural Customers for Helping Us Minimize Interruptions to All Customers

District efforts to minimize customer interruptions during construction have been very successful, due in large part to assistance from agricultural customers. Their cooperation while repairs were underway helped conserve water supplies and minimize impacts to the community.

Multimillion Dollar Upgrades Improve Reliability of Pipeline from Cachuma

This extremely complex \$4.5 million project reconstructs major facilities and adds critically needed new features.

- ✓ **Installs a second 48" pipeline providing redundancy** to the South Coast Conduit.
- ✓ **Incorporates new system components**, such as valves to shut off the water in case repairs are needed in the future.
- ✓ **Upgrades flowmeters** to ensure accurate water measurement.

The project, completed in December 2012, is now operational and delivering enhanced safety and reliable access to water supplies for over 250,000 residents who live and work in the South Coast region.

LEARN MORE ABOUT WATER

at www.GoletaWater.com

Board Committee Appointments

Each December, the District's Board President appoints directors to Board Committees. Below are listed this year's committee assignments.

Bill Rosen: Chair, Administration Committee.

Lauren Hanson: Member, Administration Committee; Member, Water Management & Long Range Planning Committee; Alternate, Public Information Committee.

Richard Merrifield: Chair, Water Management & Long Range Planning Committee; Member, Public Information Committee; Alternate, Administration Committee.

Jack Cunningham: Chair, Public Information Committee.

Bert Bertrando: Alternate, Water Management & Long Range Planning Committee.

Committee schedules and agendas may be found on the District website at GoletaWater.com



GOLETA WATER DISTRICT

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www.GoletaWater.com

Visit Our Website

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

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BOARD OF DIRECTORS:

Bill Rosen, **President**
Lauren Hanson, **Vice-President**
Bert Bertrando
Jack Cunningham
Richard Merrifield

ECRWSS
POSTAL CUSTOMER

John McInnes, **General Manager**



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GOLETA WATER DISTRICT

Sign Up for Free e-Billing and Online Bill Payment Now!

Helpful and Convenient Features

- ✓ **Online Account Management.** Review your current account balance, past bills, payment history and more at any time, 24 hours a day.
- ✓ **Access to Water Usage.** Personalized graphs of your water use history to help you save water.
- ✓ **Mobile Access.** Smart phone apps for account access on-the-go and easy bill payment.
- ✓ **More Ways to Pay Your Bill.** Pay by phone, online portal, personal bank bill pay, credit card, e-check, and more.
- ✓ **Emergency Communication.** Advanced technologies allow us to contact you in an emergency about water supply, safety, and more.

Sustainable Benefits e-Billing



Save paper and trees by going paperless.



Save time and money with Auto Pay by avoiding paper bills, checks, postage, and onsite visits.



Save Water. Additional information about water usage can help you conserve more effectively.

It's Easy to Learn More and Sign Up

Call Us At:

(805) 964-6761

Visit Our Office:

4699 Hollister Avenue from 8 a.m. to 5 p.m., Mon. – Fri.

Send Us an Email:

eBilling@GoletaWater.com – for inquires about e-Billing

Check Our Website:

www.GoletaWater.com

Your Account: Payment History

You paid **\$660.72** for service the last 12 months.
Help the environment by conserving water and save money.

Water Conservation Tips **SAVE WATER SAVE MONEY**

Sign Up for Automatic Payments

Bill Number	Date Posted	Amount
4251583	10/27/2011	\$256.85
4168375	8/22/2011	\$213.70
3967309	8/25/2011	\$191.17
		\$660.72

If all District customers switched to electronic billing and payment of their water bills, it would save almost 800,000 pieces of paper per year!