



Heritage Ranch Community Services District

Fall Newsletter



Check Out Our New Website!



After months of hard work, we are happy to officially announce the launch of our brand new website. Not only has the website been completely redesigned to provide our visitors with an easier way to learn about who we are as well as what services we provide and where you can find information on many of the common questions you have, but we also have a brand new address!

You can now find us at: www.heritageranchcsd.ca.gov

This change comes with many benefits to the District as well as our customers! Our new site is designed specifically for local governments, it is Section 508 compliant for visitors with disabilities and it also makes sure the District remains in compliance with the State of California transparency and the Special District Leadership Foundation (SDLF) program requirements.

For those who use our online bill pay option, please make sure to update your bookmark to the new address!

We hope you enjoy the changes as much as we do! If there is ever any information you are unable to locate on our website and or feel needs to be added, please don't hesitate to contact our office at (805) 227-6230.

Photovoltaic System Project

The District operates a water system and a wastewater system throughout Heritage Ranch, consisting of the Water Treatment Plant and six Pump Stations, plus the Sewer Treatment Plant and ten Lift Stations. In total the District has eighteen electric meters with PG&E. All these facilities require a large amount of electricity to operate. The District's 2019/20 fiscal year budget for electricity is \$240,000. Historically, PG&E has increased costs by 4% to 5% annually, and with the pending bankruptcy, we anticipate those annual increases to be even higher in the future.



The District is pursuing a photovoltaic (PV) system project, better known as a solar energy generation system, to offset some of these electricity costs. The initial project goal is to offset approximately 77% or \$184,000 of the annual energy costs. The District is still evaluating the project and funding options, but it is anticipated that the electricity cost savings would be nearly equal to annual debt service payments if the Board of Directors decides to finance the project. Optional or future solar projects could increase the offset cost from 77% up to 88% of our current energy cost.

Inside This Issue

New Website

Photovoltaic Project

Water Treatment

F.O.G. Program

Bill Pay Options

Board of Directors

Bill Barker
President

Dan Burgess
Vice President

Reginald Cousineau
Director

Martin Rowley
Director

Devin Capps
Director

General Manager
Scott Duffield

Water Treatment



The Nacimiento River is the water source for the Jim McWilliams Water Treatment Plant. Flow in the Nacimiento River is dependent upon releases made from the Nacimiento Dam by Monterey County Water Resources Agency. Over the last six months, releases from the Nacimiento Dam were changed frequently. These changes include not only the amount of water released from the dam, but also the reservoir elevation at which the releases are made. Normally, releases from the dam are made from the lower levels of the reservoir. Since last March, reservoir releases have included lower and upper level releases and a combination of both. Changes in release elevation and the frequency in which these changes are made pose challenges to the treatment process because the water quality of the upper level of the reservoir tends to have increased temperature, organics (algae), and pH. Although challenging, the finished water delivered to customers meets or exceeds all criteria mandated by the Division of Drinking Water.

BY MAIL



ONLINE



BANK



IN PERSON



Want an easier way to pay your bill? We can help you with that!

Sign up for ACH with your checking or savings account. It's a free and convenient way to pay your bill. You can download an ACH Authorization Form on our website or pick one up at the District office.

We also offer online payments as well as a pay by phone option. You can call the District office at 805-227-6230 or use our automated system by calling 855-288-5235 and follow the prompts. A \$3.95 fee applies to both online and pay by phone options.

You may drop off a payment during office hours (Mon. - Fri. 7:30am - 4:00pm), or after-hours, we have a drop box located in front of the District office.

**Remember your payment is due by the
25th of every month.**

Fats, Oils and Grease Program

The District operates a wastewater collection system which is made up of over twelve miles of sewer collection mains. Each month, these collection mains are responsible for transporting over 2.5 million gallons of sewage from the customer to the wastewater treatment plant.

The District has a Code of Ordinances and a Sewer System Management Plan (SSMP) that addresses discharges into the collection system. One discharge of concern is fats, oil and grease (FOG). When discharged into the collection system, FOG coats the inside of the collection mains and reduces flow which could lead to a sewer overflow. Sewer overflows can result in costly damage and fines from the regulatory agency. The SSMP requires the District to complete scheduled cleaning of the collection mains, as well as educate customers on ways to reduce FOG discharge. Some commercial customers are required to have and maintain grease traps.

To help reduce the amount of FOG discharged into the collection system, the District requests that all customers follow the guidelines listed below.

- ◆ Pour used cooking grease into an empty heat-safe container and store it in the freezer. Once solidified, place the container into the garbage.
- ◆ Prior to washing, wipe all pots, pans, dishes and cooking utensils with a paper towel to absorb grease.
- ◆ Eliminate using the garbage disposal. Use a strainer to catch food scraps in your sink, then toss them into the trash.
- ◆ Large quantities of used cooking oil can be recycled at the IWMA Household Hazardous Waste collection site located at the District's maintenance yard and open each Friday from 12:00 pm to 2:00 pm.

