



PIPELINE

COMMUNITY SERVICES DISTRICT

A Monthly Newsletter

DID YOU KNOW?

More than half of the water used in a home is used in the bathroom.



District Meeting Schedule FOR AUGUST 2019

August 1, 2019

Communication & Technology @ 9:00 a.m.

Security @ 10:00 a.m.

August 6, 2019

Personnel @ 7:30 a.m.

Improvements @ 8:00 a.m.

Finance @ 10:00 a.m.

August 21, 2019

District Board Meeting @ 5:00 p.m.

The public is invited to attend.

All meeting dates and times are subject to change. Be sure to check our website, (www.rmcsd.com) for any changes.

NORTH GATE FASTPASS

Rancho Murieta Community Services District's Security Department has introduced a new FastPass program for faster guest check-in at the North Gate. Residents are required under the Rancho Murieta Association (RMA) CC&Rs to pre-register all guests with the gates. Long car lines and backups occur in the visitor lanes due to residents not pre-registering their guests. This is especially crucial for holidays when we have more guests entering the community than usual.

The FastPass system will email or text your guest a FastPass, which is an electronic QR code pass. The Gate Officer will scan the QR code, which will then automatically log in the guest. The FastPass will work for permanent guests also.

To use this new system, residents must have an account on www.gateaccess.net. If you do not have an account, please set one up, it only takes a couple of minutes. For more information on the Gate Access program, visit our website www.rmcsd.com.

Residents may log into their account and enter the guest's name or select the guest's name. There will now be a tab for the resident (to the right of the guest's name) to click on to elect to send the FastPass. The resident will enter the email address or phone number to send the pass. That's it - simple and fast. The directions on how to use the FastPass system are available on our website, www.rmcsd.com.

FastPass is only valid for 24 hour and can only be used for one (1) entry. If your guest is staying for multiple days, make sure your account is noted with this information. The guest can check in at the visitor window each day if need be.



SECURITY REMINDERS

Planning on being out of town? Be sure to notify Security about the dates you will be gone so patrol can be extra watchful of your property in your absence. You can fill out the form on line, www.rmcsd.com and click the Submit by Email button on the top of the page or print it out and turn it in to either the North or South gate.

Rancho Murieta Association Rule Violations. Speeding and stop sign violations by you and/or your guests are subject to Rancho Murieta Association (RMA) fines. The speed limit for golf carts is 10 miles per hour on cart paths and at the lakes. Golf carts and other vehicles can drive up to 25 miles per hour on roadways unless otherwise posted. Overloaded golf carts or unsafe usage, such as towing skateboarders or bikers, are also subject to RMA fines.



Rancho Murieta Community Services District

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Visit us on the web!

www.rmcsd.com



WATER QUALITY UPDATE

Some areas in the community experienced yellow water as a result of manganese due to our supply reservoir turning over and stirring up sediment containing it. Initially, we had resolved the issue with the yellow water for a period by shutting off Plant 1, which had difficulty removing manganese, and solely operated Plant 2 whose >500,000-gallon sedimentation basin prior to filtration was known to work well with all issues. We had five (5) continuous days of no manganese leaving the treatment process. Staff then worked through the weekend to flush the system of yellow water. However, after that, there were periodic issues with the pre-oxidant feed of potassium permanganate and the filter backwash return water from the solids drying beds having elevated levels of manganese which exacerbated the issue for a short period. Also, despite the weather forecast showing cooler weather ahead, increased water demands required that we start operating Plant 1 again after distribution tank levels dropped to around 12 feet, whereas they are normally around 27 feet. When filling resumed, it stirred up some manganese that had precipitated out in the tanks, causing the yellow water issues to become prevalent again. Again, staff worked to flush the system of yellowish water, and in some cases, brownish water.

The plants are now operating well with little to no detectable manganese measured in it. Water supply Tank #1 has had no detectable manganese reported since June 29 and Tank #2 non detect the past several days. Through all of this, being a small staff, we fielded many calls and emails, so much that it hindered our being able to perform work to resolve the issues we were facing. Along the way, I also provided several updates of what was occurring for our website. I contacted and spoke with people at the Division of Drinking Water multiple times and other agencies that had faced the same or similar issues. An interesting note from the State regulators that was repeated was that it is more difficult to deal with aesthetic concerns in water than health concerns. Where we can have yellow water that is safe to drink but another agency may have clear, good tasting water that is unsafe to drink. This really hits home to the importance of good communication and outreach, which is being worked on through staff, the Board, and public at our Communications Committee meeting.

We are continuing to look into various solutions and preventative measures including: piping modifications in the Calero Reservoir to pull water from surface where it is warmer vs the bottom where the water is colder to keep the Chesbro Reservoir from turning over; piping modification at the Chesbro Reservoir to deliver cold water to the bottom of the reservoir through a diffuser to keep sediment from stirring up or lake turnover to occur; modification to the water plant intake in the Chesbro Reservoir to be able to draw water from different levels of the reservoir as testing showed manganese levels were higher on the bottom vs nearer to the surface; online manganese monitoring equipment that would help alert staff to potential issues with the water supply reservoir before they become a problem; bringing in consultants to provide expert analysis to this situation; oxidation with ozone; sequestration using polyphosphates which chemically bind the manganese and keep it in a dissolved form so it is not visible in the water; greensand filtration media for our conventional water plant; greensand filtration unit up front of water plant #1; raising the level and volume of Plant #2's sedimentation basin and routing all flow for both plants through it

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How to Contact the District

The District's Administration Office is located at:

15160 Jackson Road,
Rancho Murieta

Our mailing address is:

P.O. Box 1050,
Rancho Murieta, CA 95683

Main Office: 916-354-3700

South Gate: 916-354-3743

Fax: (916) 354-2082

Contact the South Gate for after-hours water problems.

BUSINESS HOURS

Monday - Friday

8:00 a.m. to 12:00 noon / 1:00 p.m. to 5:00 p.m.

Closed for Lunch - 12:00 p.m. to 1:00 p.m.

District Observed Holidays

New Year's Day (January 1)

President's Day (3rd Monday in February)

Memorial Day (last Monday in May)

Fourth of July

Labor Day (1st Monday in September)

Thanksgiving Day (4th Thursday in November)

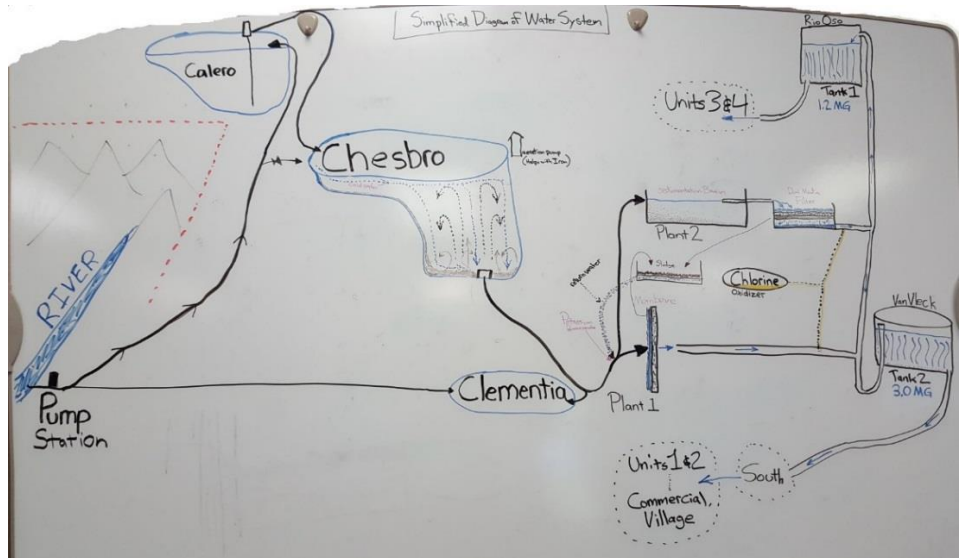
Day after Thanksgiving

Christmas Day (December 25th)

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before going to filtration and looking into other proprietary filtration processes. We are also putting better procedures in place to direct staff on how to identify and deal with the issue of manganese in the water supply for the water treatment plants.

We have been in contact with operations specialists from GE (now Suez), the manufacturer of the membrane plant, and they noted that we did what they would have done, adding potassium permanganate to oxidize and precipitate the dissolved manganese present in our source water prior to filtration.



JULY 2019 BOARD MEETING HIGHLIGHTS

- ✚ Received Update on Water Quality Issues
- ✚ Received Pun Group Financial Services Presentation
- ✚ Adopted Ordinance O2019-02 Approving Recycled Water Installation Fee and Adopting District Code chapter 17, Section 7.04 Installation Fee
- ✚ Adopted Resolution R2019-06 Granting Quitclaim Deeds and Easement from Cosumnes River Land, LLC
- ✚ Introduced Ordinance O2019-03 Amending District Code Chapter 14 Relating to Interest Rate on Delinquent Water Service Charges; Chapter 15 Relating to Interest Rate on delinquent Sewer Service Charges; Chapter 16A Relating to Interest Rate of Delinquent Drainage Special Taxes; Chapter 21 Relating to Interest Rate on Delinquent Security Special Taxes; and Chapter 31 Relating to Solid Waste Collection and Disposal Service Charges and Collection Through the County Tax Roll
- ✚ Receive 2019 Board Goals Update

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

*"Your Independent Local
Government Agency Providing
Water, Wastewater, Drainage,
Security, and Solid Waste Services"*

DISTRICT STAFF

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**BE SURE TO LIKE US
ON FACEBOOK**

GENERAL MANAGER'S CORNER

District Communications on Water and Other Issues

On July 10, 2019, at 5:30 p.m., the District held a Q&A forum at its headquarters to provide the public with an opportunity to learn more about what happened during the recent water coloration issue, the science behind it, and solutions RMCSD is putting in place to avoid the circumstance in the future. We learned that despite our best efforts, some felt we could have done a better job communicating the matter. In light of this, please consider the following.

Communicating with the District about Water or Other Issues:

We know about the pitfalls of trusting information you read on social media. Our goal is to communicate information focused to the entire community. To achieve this, we encourage our customers to seek out information directly from us so that we can share with you real facts. The District's main website is your best starting point to see if the District is aware of an issue and working on it. However, because we understand that not everyone communicates in the same manner, we attempt to provide updates on important matters through the following tools:

- CSD WEBSITE: www.RMCSD.com
- CSD FACEBOOK PAGE: www.facebook.com/RanchoMurietaCSD/
- RANCHOMURIETA.COM: Postings to the forums
- EMAILS: www.ranchomurietacsd.com/sign-up-for-district-news
- HARD COPY: Pipeline Newsletter (Monthly)

What should you do if you are encountering issues with your water?

The best thing to do if you are experiencing issues with your water is to contact the District directly by phone. If you call during a workday, District staff will forward you or your message to appropriate Utilities staff. In the event your issue is after-hours, CSD Dispatch is trained to direct your Utilities concerns to on-call staff 24/7.

Phone Numbers

(916) 354-3700

Business Hours

(916) 354-2273 (CARE)

CSD 24-Hour Dispatch

For critical emergencies such as fire or flood, we strongly recommend you sign-up for the County's Emergency Alert System – Reverse 911. Please see our website for details on how to sign-up.



RANCHO MURIETA 2018 CONSUMER CONFIDENCE REPORT

Rancho Murieta Community Services District (District), along with all California water retailers, is required by law to inform customers about the quality of their drinking water. ***The District is pleased to report that in 2018 our water exceeds both State and Federal drinking water requirements.*** To view the full report, please visit our website: www.rmcsd.com.