

We will begin soon

**Lake Morena Views MWC
Lake Morena's Oak Shores MWC
Public Meeting
6:00 PM**

Lake Morena Views MWC Lake Morena's Oak Shores MWC *Public Meeting*

June 27, 2024
6:00 PM





Water Board's Mission Statement

Preserve, enhance, and restore the quality of California's water resources and drinking water for the protection of the environment, public health, and all beneficial uses, and to ensure proper water resource allocation and efficient use, for the benefit of present and future generations.

To Participate

Please hold off on questions or comments until we reach the public comment section.



You may fill out a comment card during the presentation or raise your hand later.



Everyone will have the chance to speak during public comment.

Meeting Agenda

Background of Water Systems

Overview of Consolidation Process

Overview of Administrator Appointment

Administrator Scope of Work

Administrator Funding

Community Involvement

Next Steps

Public Comments/Questions



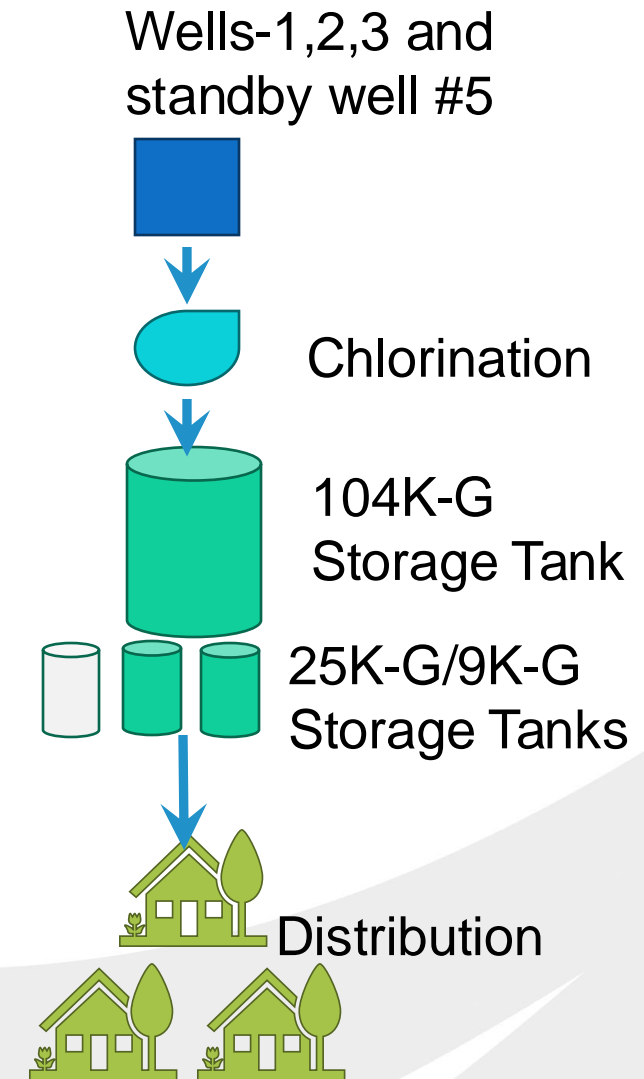
Water System Background

Lake Morena Views MWC

Omid Rabbani
Water Resource Control Engineer
Division of Drinking Water, SAFER

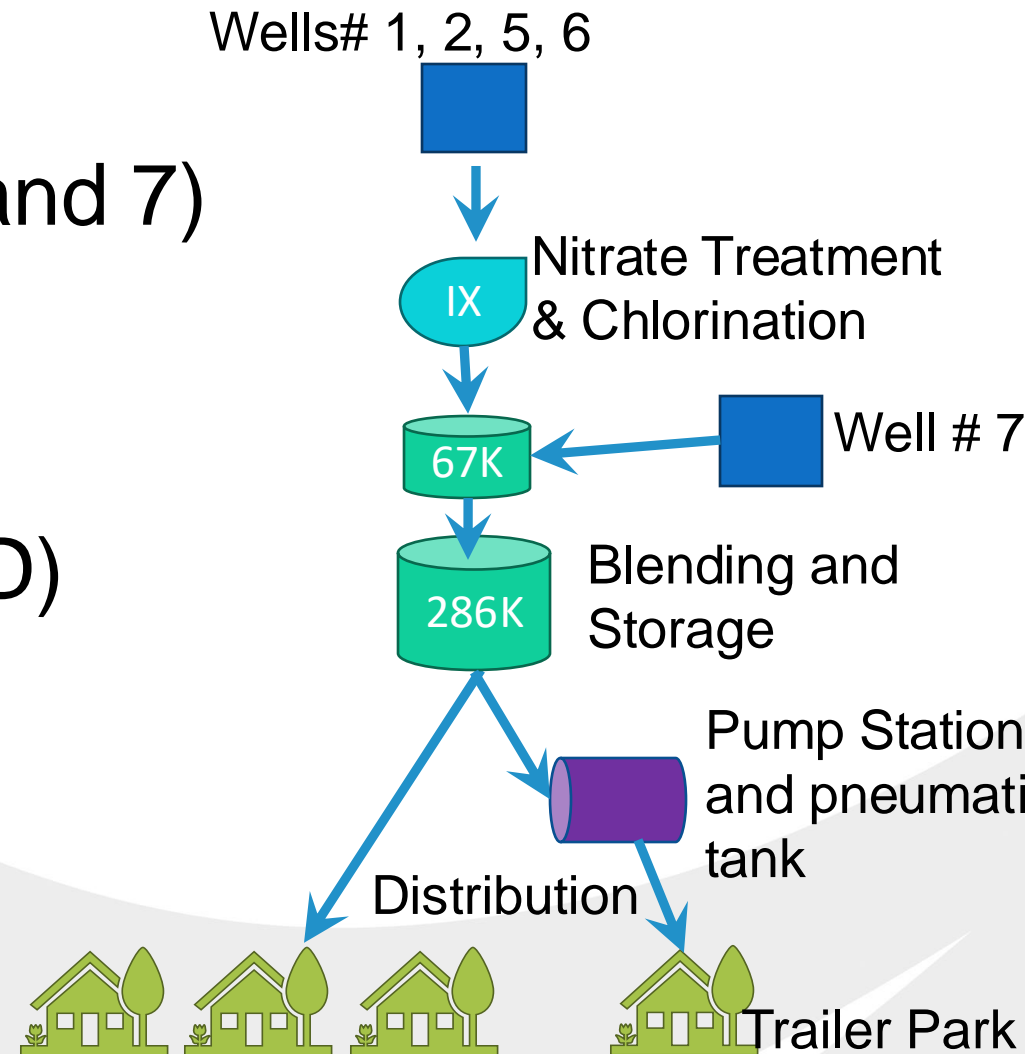
Infrastructure: LMVMWC

- Source: 4 Wells (Wells#1, 2, 3 and 5)
- Aging infrastructure
 - Pipelines- frequent leaks
 - Valves in disrepair conditions
 - Hydrants not functioning
 - 2 old tanks in disrepair condition
- Adding a new 100,000-gallon storage tank
- No backup power supply
- Interim treatment plant for nitrate
- Number of SC/Population:125/360



Infrastructure: Lake Morena's Oak Shores MWC

- Source: 5 Wells (Wells#1, 2, 5, 6, and 7)
- Nitrate treatment System (2014)
- Two newer tanks (2009 and 1994)
- Meet Maximum Day Demand (MDD)
- Number of SC/Population:197/670



Equipment Life Expectancy

Major Equipment	*Typical Equipment Life Expectancy	Age of Equipment
		LMVMWC
Wells	35 - 45 years	Well 1(67) Well 2 (>45) Well 3(44) Standby Well 5 (19)
Storage Tanks	30 - 60 years	Large Tank (28), small tanks in disrepair conditions (estimated >53)
Mains & Distribution Pipes	35 - 40 years	1995(Estimated)

*Table 1: Typical Equipment Life Expectancy available at:

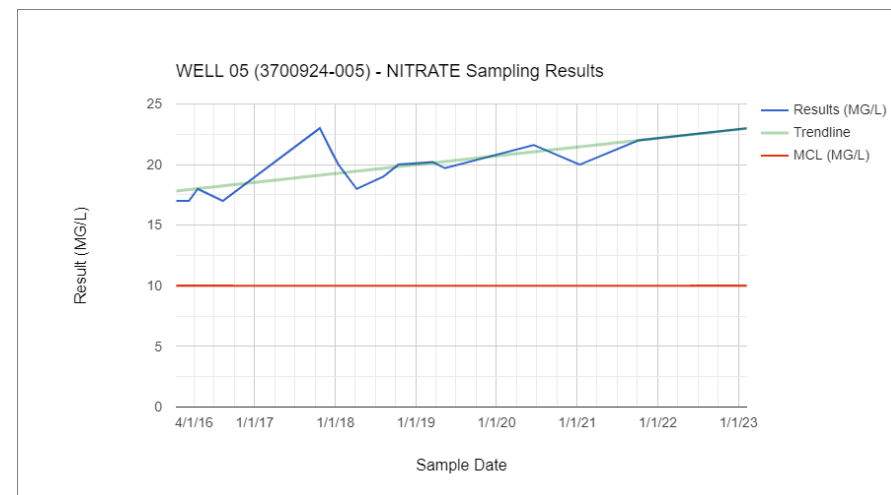
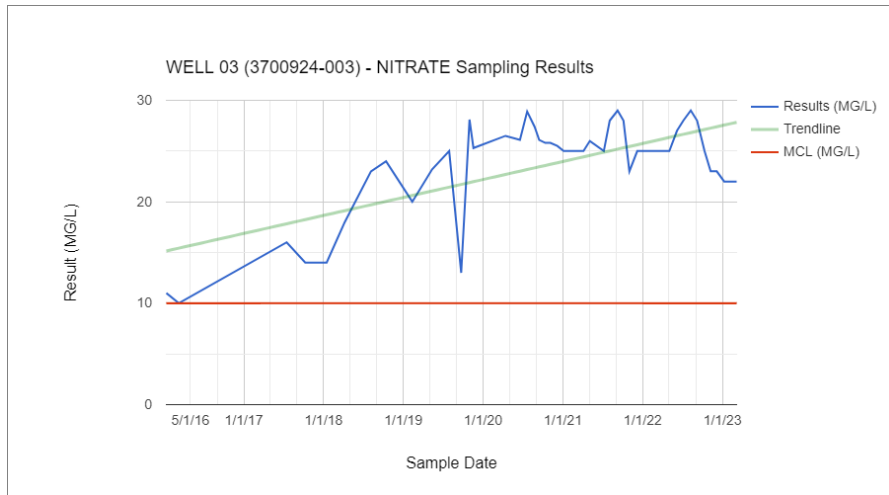
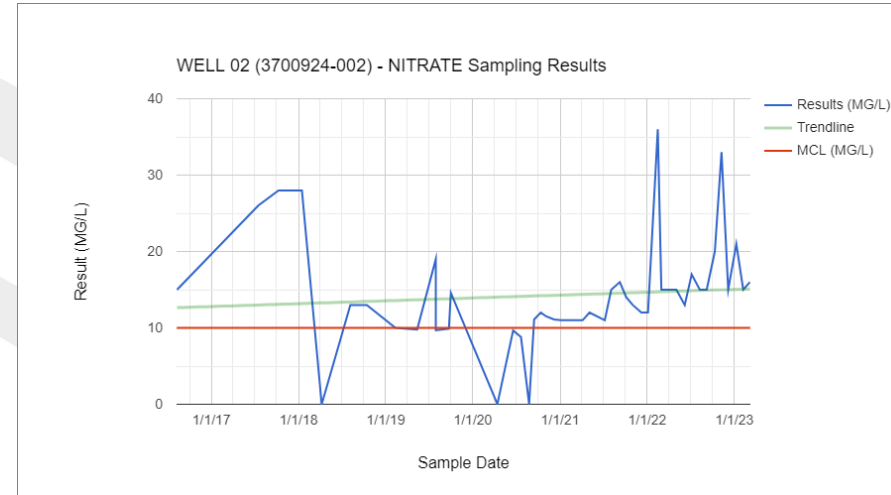
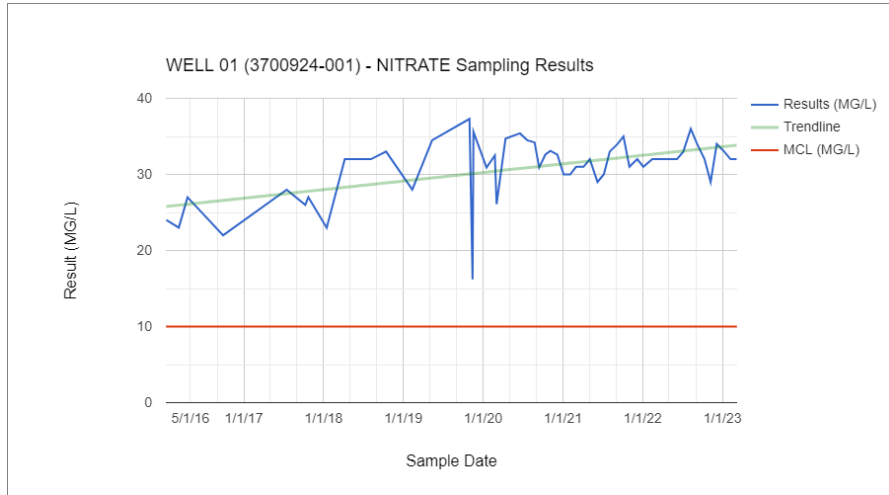
https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/TMF.html

Water Quality: Nitrate and Uranium

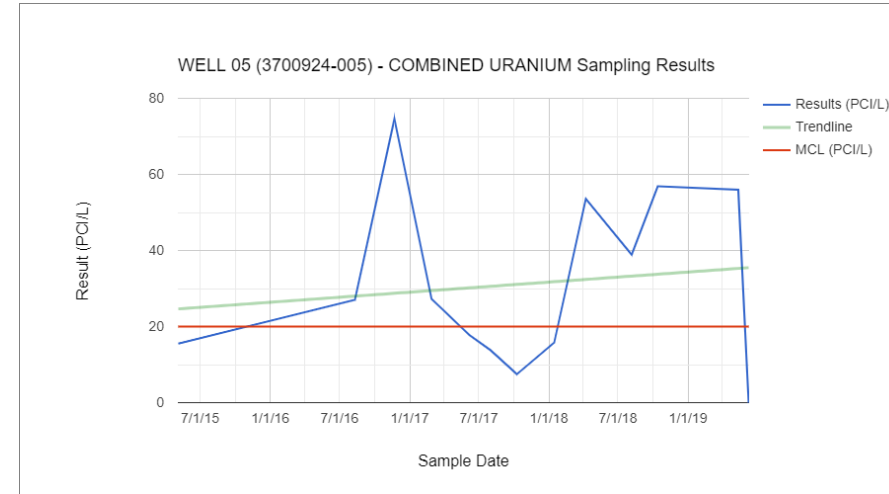
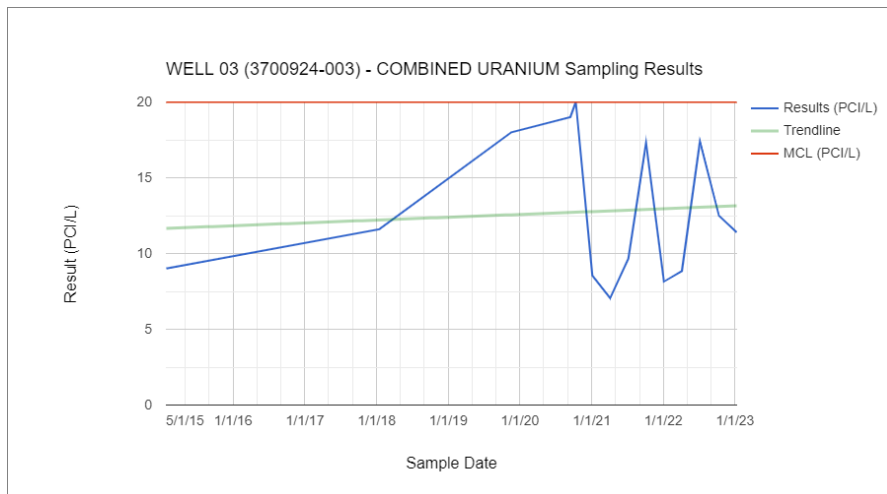
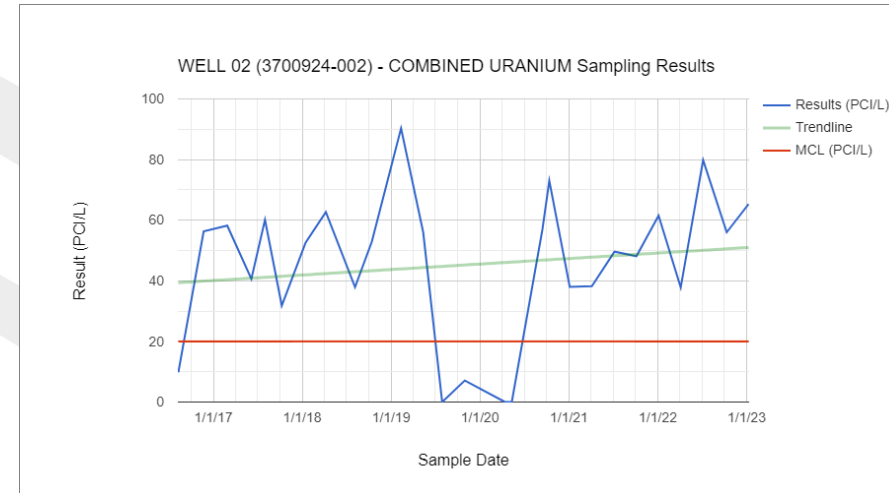
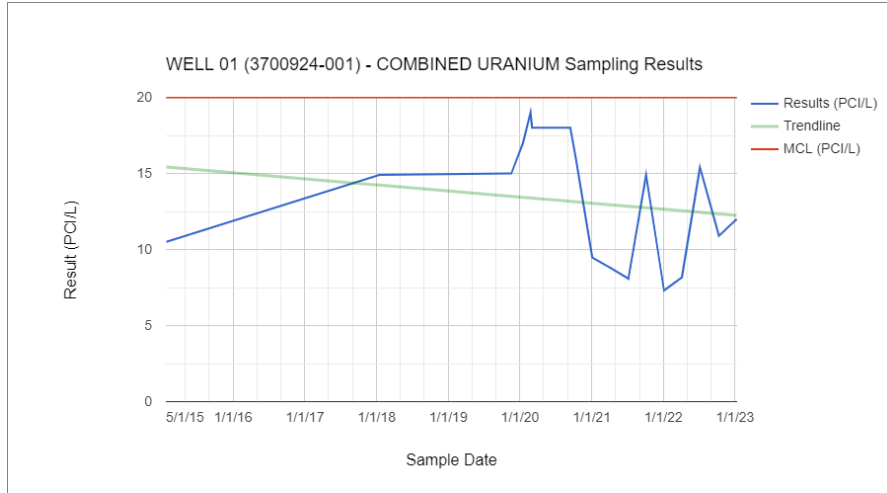
- LMVMWC in violation of nitrate maximum contaminant level (MCL) since July 2019
 - Nitrate MCL: 10 mg/L
- Health effect- Potential death in infants



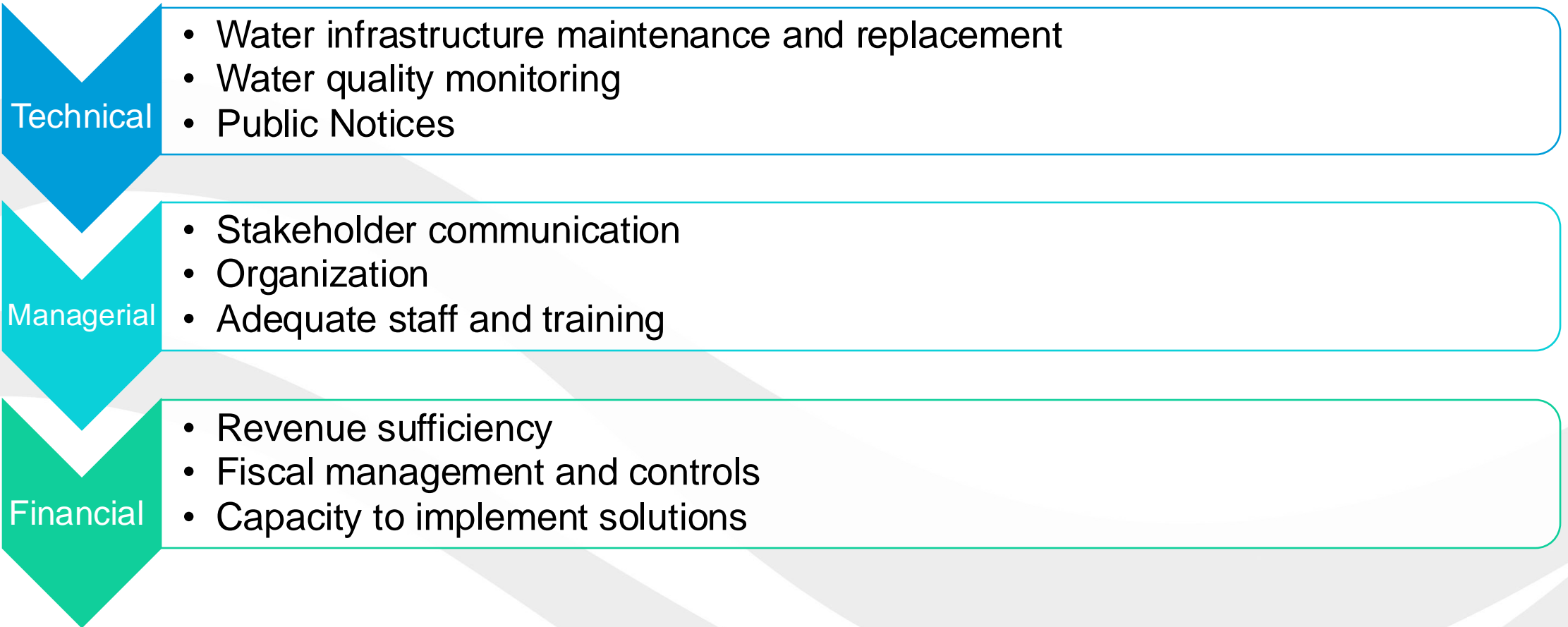
LMVMWC- Nitrate



LMVMWC- Combined Uranium



Technical, Managerial, and Financial Capacity



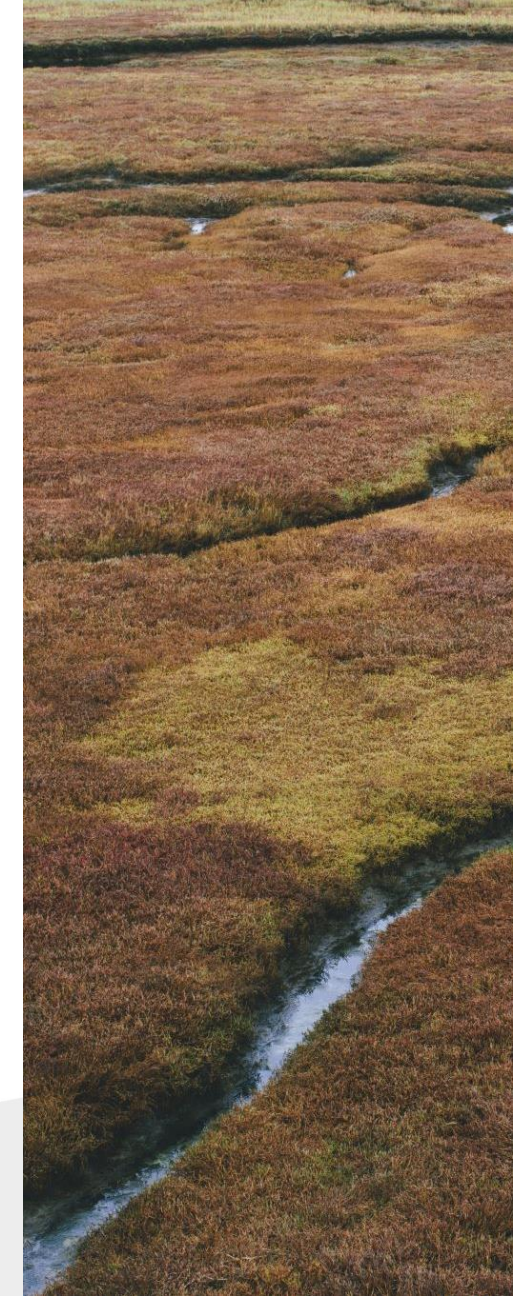
Drought Planning: Senate Bill 552

Small Water Suppliers: All (15-2,999 connections)

Implement drought resiliency measures, subject to funding availability:

- a) Detect production well groundwater levels - *Jan 1, 2023*
- b) Mutual aid organization membership - *Jan 1, 2023*
- c) Continuous operation during power failures - *Jan 1, 2024*
- d) Backup source of water supply or a water system intertie - *Jan 1, 2027*
- e) Meter each service connection and monitor water loss - *Jan 1, 2032*
- f) Meet fire flow requirements - *Jan 1, 2032*

More information available at: https://bit.ly/SB552_DroughtPlanning



Consolidation Overview

Lake Morena Views Mutual Water Company
Lake Morena's Oak Shores Mutual Water
Company

Omid Rabbani, P.E.

Water Resource Control Engineer
Division of Drinking Water, SAFER

Consolidation Goals

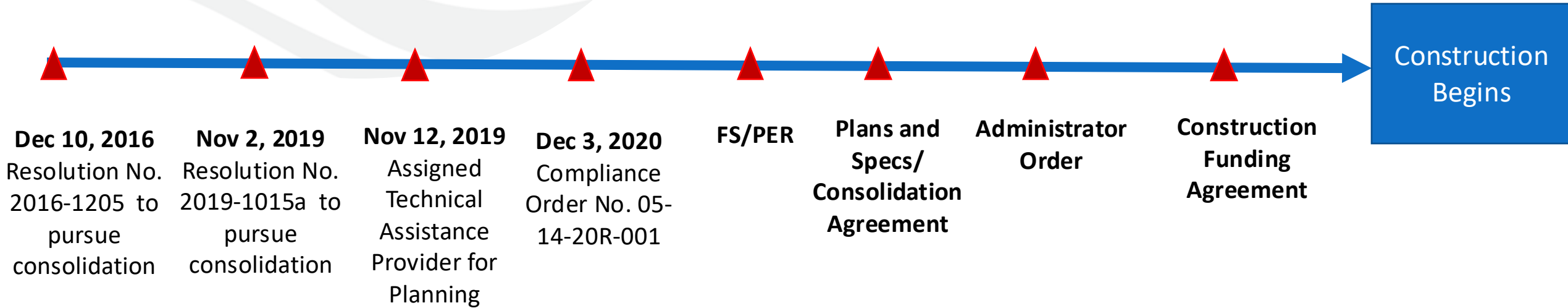
Safe and reliable drinking water

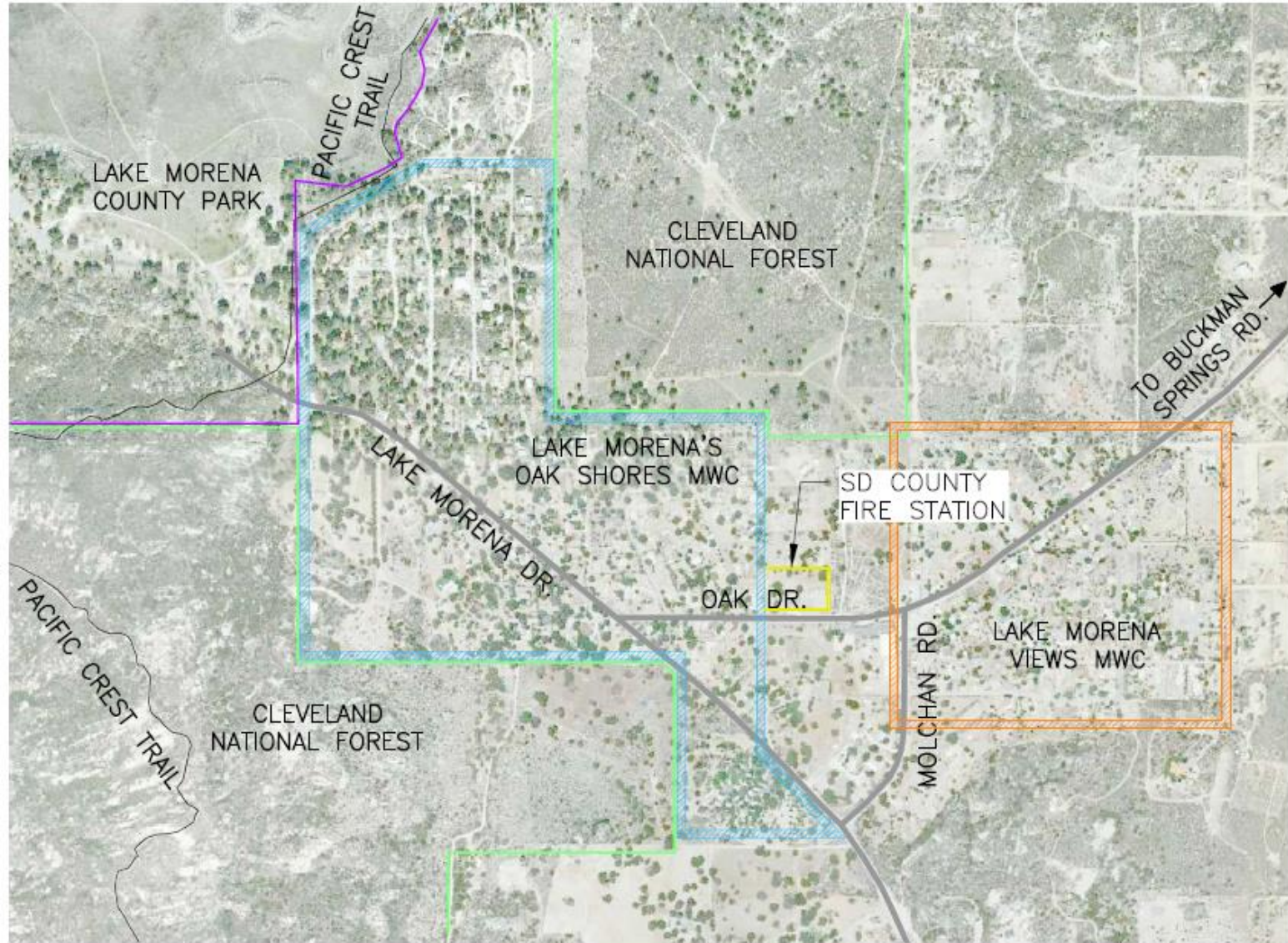
Complete necessary improvements

Maintain public engagement

Implementation of long-term solution

Consolidation Efforts





LEGEND

- | | | | |
|---|--|---|------------------------------------|
|  | LAKE MORENA'S OAK SHORES MWC SERVICE AREA BOUNDARY |  | LAKE MORENA COUNTY PARK BOUNDARY |
|  | LAKE MORENA VIEWS MWC SERVICE AREA BOUNDARY |  | CLEVELAND NATIONAL FOREST BOUNDARY |



Mandatory Consolidation – What Does It Mean?

- The State has the authority to order consolidation between two systems.
- Mandatory consolidation is only applicable when:
 - The subsumed (absorbed) system is a disadvantaged community
 - Documented history of water quality or quantity issue
 - There is an adequate and sustainable water system nearby



Mandatory Consolidation Findings

- 1- Failing System
- 2- Reasonable efforts for voluntary consolidation
- 3- Consolidation is technically and economically feasible
- 4- There is no pending LAFCO process that is likely to resolve the problem
- 5- Water rights issues
- 6- Consolidation or extension of service is an effective and cost-effective means to provide safe drinking water
- 7- The capacity of the proposed interconnection is limited to serving Lake Morena community



Consolidation – What Does It Mean for LMVMWC and LMOSMWC?

- A new, consolidated water company (**Lake Morena Village Mutual Water Co.**) will be formed to provide clean drinking water to the combined service area



Why is the State Board Taking This Action?

- Water Quality Issues
- Physical Infrastructure Deficiencies
- Technical, Managerial, and Financial Issues



The State Board has determined that Lake Morena Views Mutual Water Company cannot reliably provide safe and affordable water to its customers.

Consolidation Process



Six-month voluntary consolidation letter issued



First Public Meeting



Six-month period ends

Consolidation Process



Second Public Meeting (Today!)



Issue Mandatory Consolidation Order, if needed



Complete Water System Improvements and Merging the Two Water System

Consolidation Funding

What costs will be covered?

- Technical Assistance
- Capital costs to implement the project

Funding may be available for:

- Planning & Construction
- Reimbursement for time spent on the project
- Legal Services

Administrator Update

Lake Morena Views Mutual Water Company

Omid Rabbani
Water Resource Control Engineer
Division of Drinking Water, SAFER

What is a Full Scope Administrator?

- A person or entity who is appointed and/or authorized to exercise total and complete managerial control over a designated water system
 - Shall have all necessary licenses and certifications for scope of appointment
 - Shall have sufficient experience for scope of appointment
 - Shall be subject to a background check





ADMINISTRATORS



Administrator Authority

Applicability:

- A public water system or state small water system that serves a disadvantaged community and that the state board finds consistently fails to provide an adequate supply of affordable, safe drinking water.

Policy Handbook:

- Available at:
bit.ly/SAFER_Administrator_Handbook

Appointed Administrator for LMVMWC as of May 8, 2024

Stantec Consulting Services, Inc.



Qualifications:

- Multidisciplinary team of experts in community engagement, water resources planning, financing, groundwater management, drinking water treatment, and well design and construction.
- Specialized experience working with economically distressed communities to address water resources challenges.
- Specialized public outreach capability to help mediate stakeholder discussions

Administrator Point of Contact: Ryanna Fossum

Conflict of Interest: None Identified

Administrator: Scope of Work and Ultimate Goals



The Administrator:

- Took full administrative and managerial control of the water system as of May 8, 2024.
- oversee and facilitate the process of consolidation
- Address financial limitations of the water system and apply to the State Water Board for the funding to make the necessary improvements to the water system
- Keep customers informed of the consolidation and improvement project status on a regular basis

Community Accountability and Engagement Plan

- Administrator develops within 90 days
- Public meetings at least once every three (3) months
 - Provide 10-day notice
 - Opportunity for public comment
- Community involvement
- Public access to records



Post-Administrator Drinking Water Service Plan

1. **Identify** and evaluate technical, managerial, and financial issues
2. **Plan** to address technical, managerial, and financial issues
3. **Identify** and evaluate potential significant future issues
4. **Identify** needed resources
5. **Evaluate** governance feasibility
6. **Evaluate** feasibility of connecting to or consolidating with another system



Administrator Funding

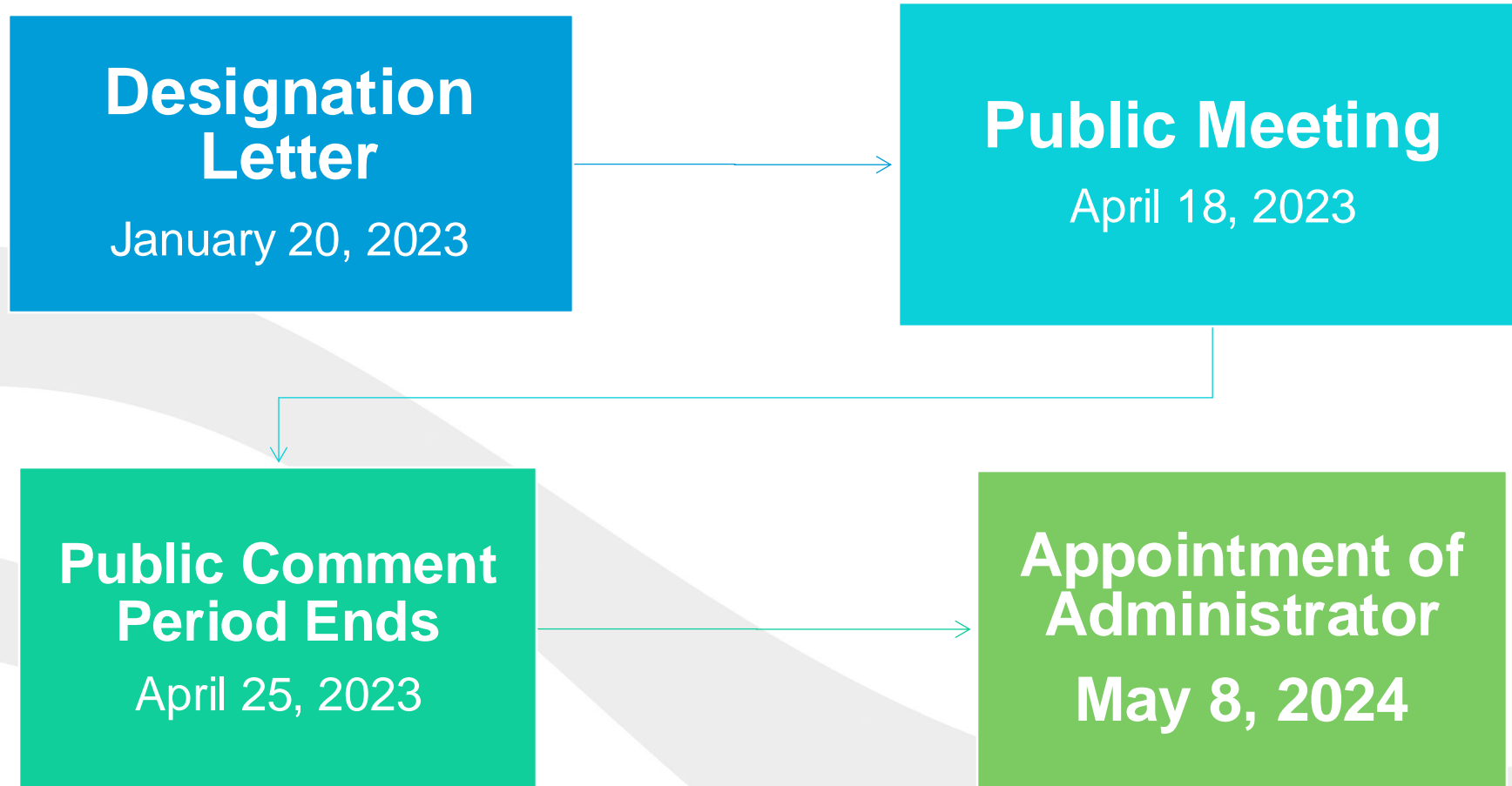
State Water Board will be responsible for:

- Salary and benefits for Administrator
- Administrative costs attributed solely to Administrator (working space, phones, furniture)
- Legal, accounting and other similar managerial fees

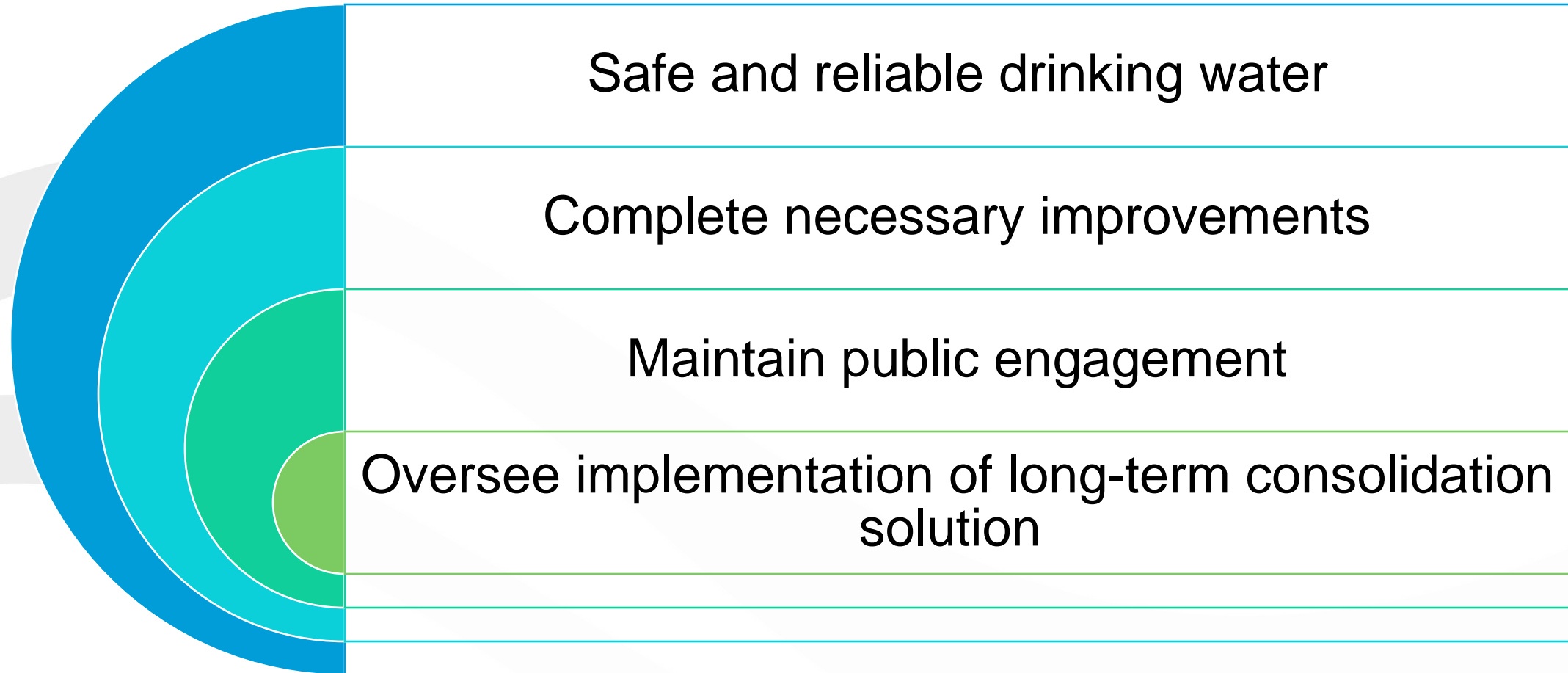
Funding may be available for:

- Construction and planning projects
- Ongoing operation and maintenance costs

Administrator Appointment Process






Administrator Goals





**Lake Morena Views MWC
Lake Morena's Oak Shores MWC
*Public Comments/Questions***

Comments? Questions?

-  First and last name
-  Affiliation
-  Concise question or comment (*3 minutes max*)

Next Steps and Closing

Next Steps

Public Comment Deadline: July 5, 2024

Written comments
and questions
can be mailed or
emailed to:

Omid Rabbani

State Water Resources Control Board
464 W. 4th Street, Suite 437

San Bernardino, CA 92401

DDW-SoCalEngagement@waterboards.ca.gov

(909) 888-4985

Administrator FAQ document available at:
bit.ly/SAFER_Administrators



Thank you!

Contact us!

DDW-SoCalEngagement@waterboards.ca.gov

Welcome

- Stantec Administrator Team

- Ryanna Fossum
- Roxana Carrillo
- Mike Antos
- Bitu Sadri
- Tori Klug

- LMV Staff

- Raymond Leon, Chief Water Operator
- Patrick Walsh, Part-Time Operator

- LMV Board Members

- Harold O'Neal, Board President
- Trevor Dougherty, Board Secretary
- Rick Bradbury

Lake Morena Views Mutual Water Company

1st Quarterly Administrator
Public Meeting

June 27, 2024



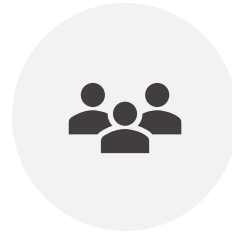
Agenda

1. Welcome
2. Administrator Program Background
3. Community Accountability Engagement Plan Update
4. Financial Update
5. Operations and Water Quality
6. Interim and Long-Term Efforts
7. Expectations for Future

What to expect from today's meeting



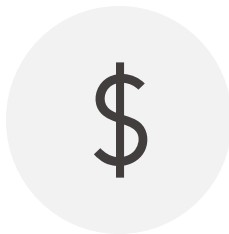
Listen, learn, ask questions,
and make comments



Meet the team of people serving as
administrator and learn what our job is



Learn about the community
accountability and engagement plan



Get a financial update about LMV
MWC



Review the plans to address drinking
water quality issues in the short-term



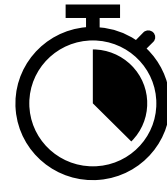
Understand what will be
happening next for the long-
term solution: consolidation

Meeting Agreements & Guidelines

1. Listen actively and with an open mind



2. Stay on point and on time



3. This is a public discussion, not a debate



Administrator Program Background

Administrator Role History



What to Expect from the Administrator Role:



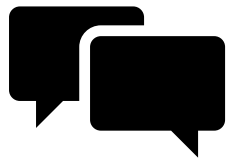
- Temporary role to support community in achieving reliable drinking water



- Role fulfilled until long-term drinking water solution is ready



- Just the beginning, will work with you to answer your questions

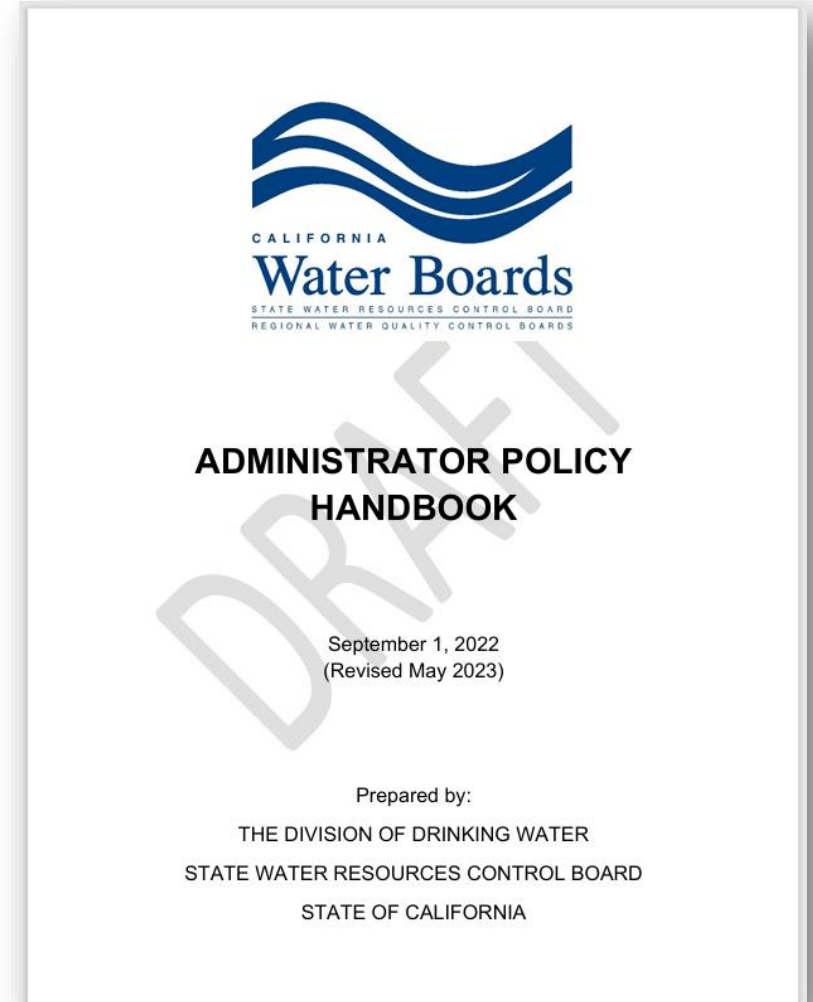


- Staying in contact with you as we work, and hearing your input and feedback before major decisions are made

Our team's Commitments as Administrator

The Stantec Team is accountable to the State Water Board by:

- Following the Administrator Policy Handbook and all applicable regulations
- Preparing all required plans and reports
 - Community Accountability & Engagement Plan
- Responsibly managing SAFER funding
- Doing our best as professionals and as people





How the Administrator will work with LMV Staff and Board

- The Administrator Team will support, supervise, guide, build capacity, and assign tasks to staff
- Staff will continue duties including reading meters, collecting payment, and processing invoices
- Staff and Board's detailed knowledge of water system and community will support Administrator decision-making
- Our team's approach honors the Board's role as elected representatives of LMV Mutual Water Company
 - Remain trusted partners to the Administrator Team
 - Provide valuable advice, feedback, local and historical knowledge on the community and water system
 - Will continue to provide financial oversight alongside Administrator Team



What is **NOT** changing right now

Governance and Management

- How to pay your water bill
- Water rates
- How to file comments with LMV
- LMV office hours
- LMV staff role in reading meters, collecting rates, and paying bills
- LMV Board role providing key expertise
- Opportunity to attend public meetings with Board Members and Administrator team



Community Accountability and Engagement Plan

Copies available for review

What is a Community Accountability and Engagement Plan?



This Plan is required by the State Water Board

Sets the framework for the specific services the Administrator Team has been appointed to provide

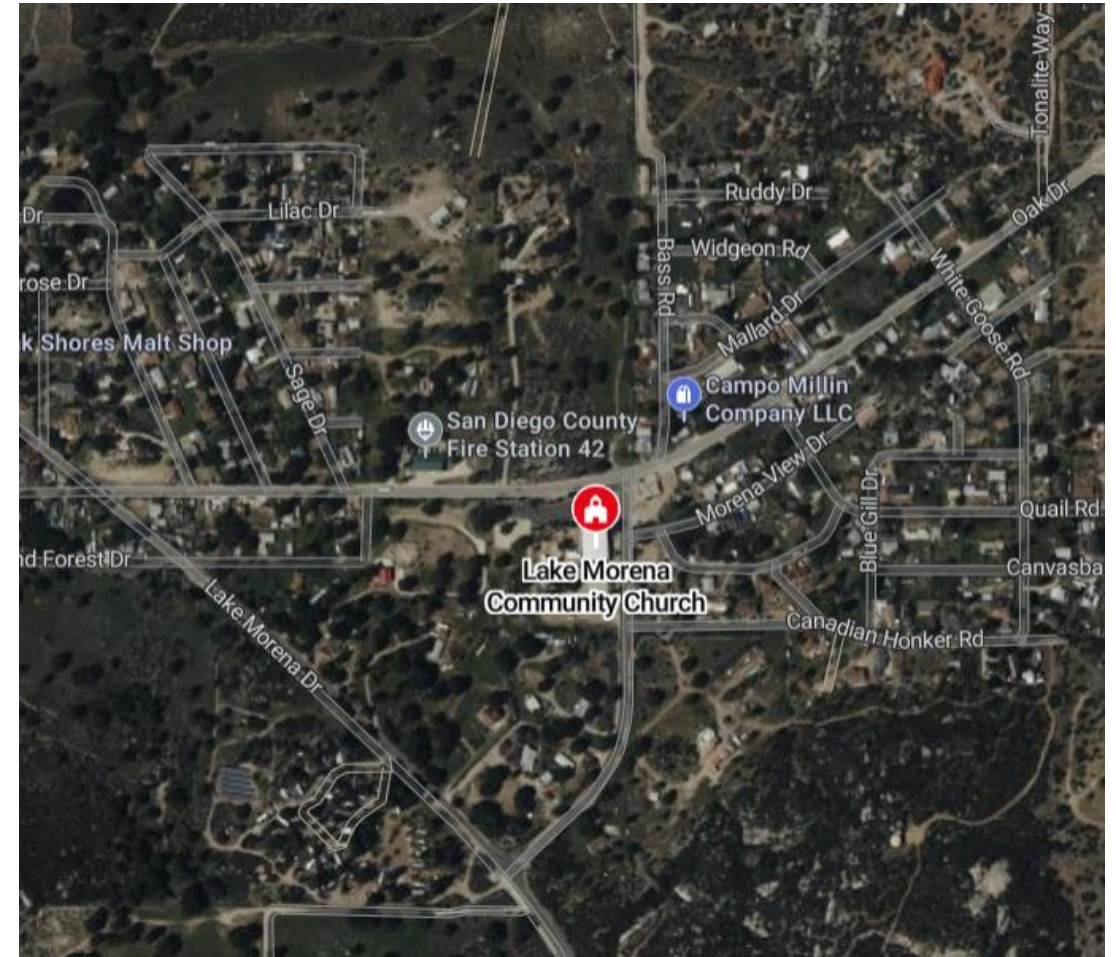


It includes the following information:

- How we will hold meetings
- How you can reach us
- How we will distribute written materials
- How you can access Public Records
- How you can petition State Water Board with a complaint about the Administrator or Administrator Program

How we will hold meetings:

- We will have **quarterly public meetings**, just like this one
 - Each meeting will share updates about progress
 - Plan to continue to hold at the Lake Morena Community Church: 29765 Oak Dr, Campo, CA 91906
 - Will be **announced at least 14 days in advance** via
 - bilingual Spanish/English notices as water bill inserts
 - postings at LMV office and in town
 - Opt-in text notifications
 - Spanish interpretation will be available **upon request** at all public meetings
 - The Administrator Team will be available in-person at all public meetings



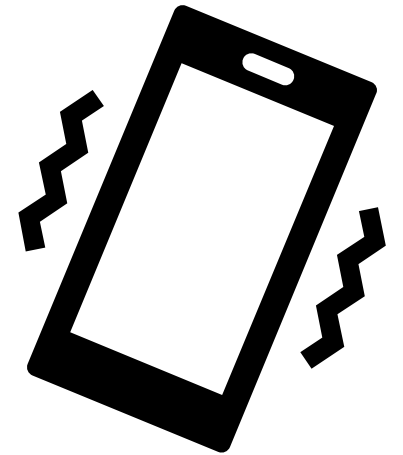
How we will communicate:

- Mail/water bill inserts
- Fact sheets
- Newsletters
- Water system website
 - www.lmvwater.com
- Flyers/banners at community centers
- Text Message (opt-in)



Would you like to receive updates about Lake Morena Views MWC via text?

- You can now opt-in to receive texting notifications with information about emergencies and occasional updates from the LMV Administrator team
 - One-way texts, you can opt-out at any time
- How to sign up:
 - Text **JOIN** to **619-489-7407**; or
 - Add your phone number to our sign-up sheet
 - Add this number to your contacts so it doesn't show up as spam



How you can reach the Administrator team

Through the LMV Staff:

- **In-person communication** at regular LMV office hours
- Monday-Friday 6:30 AM – 2:30 PM



LMV Staff	
Office address	29856 Mallard Dr, Campo, CA 91906
Office phone	619-975-7323
Email	lmvwater@gmail.com

To reach us directly:

- May be reached in-person at quarterly public meetings
- And by phone or email Monday-Friday 8:00am - 4:00pm



Stantec Staff	
Contact	Ryanna Fossum
Phone	(626) 568-6107
Email	LMVAdmin@stantec.com

How can you access Public Records?

- Our team will make available the following documents:
 - The current **operating budget** of LMV
 - The **organization chart** of all designated water system employees and management
 - **Ownership information** for LMV
 - **Reports by auditors** or other financial professionals regarding the budget or finances
 - **Current contracts** that LMV has for professional services
 - **All complaints** about LMV regarding water system services (water delivery, billing, etc.)



All documents will be found at the LMV Office during business hours.

Monday – Friday from 6:30 – 2:30 PM
29856 Mallard Dr, Campo, CA 91906

State Water Board Complaint/Petition Process



- Community members may submit a petition to the State Water Board for reversal or modification of a decision of an administrator or substitution of the administrator



- Must be received by the State Board within 30 days of date of administrator's decision



- State Board will review and act on the petition

To submit a complaint contact:

Southern Engagement Unit

Division of Drinking Water, State Water Resources Control Board

Phone: (909) 888-4985

Email: DDW-Administrator@waterboards.ca.gov

Mail: 464 W. 4th Street, Suite 437, San Bernardino, CA 92401



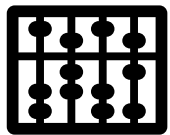
Financial Update

Financial Updates

Since April 2023, LMV has completed the following financial tasks:



- Prepared State and Federal **Tax Returns** for 2023



- Balanced **LMV Operating Checking Account** for Financial Year 2023



- **Performed audits** for Financial Year 2019, 2020, 2021, 2022, & 2023



- Renewed LMV **General Insurance** Policy

California Water & Wastewater Arrearage Program



State Water
Resources
Control Board

- Arrearages are debt owed because of unpaid water bills.
- **May 2022:** LMV received \$19,719.67 to address customer water debt that occurred from March 4, 2020, to June 15, 2021.
- **April 2024:** LMV applied for and received **\$8,874.63** in a second round of funding for water debt that occurred from June 16, 2021, to December 31, 2022.
 - Funding received 5/6/24
 - LMV mailed notices to customers sharing the amount of funding that was applied to each customer account
 - LMV is required to turn on water meters for all customers receiving arrearage program funding

LAKE MORENA VIEWS MUTUAL WATER COMPANY, INC.
PO Box 396
Campo, CA 91906
(619) 201-7878

April 2, 2024

To: [First, Last]
Address Line 1
Address Line 2

Important Billing Information

Dear Resident,

The staff at Lake Morena Views applied for the Extended Arrearage Program which provides relief for all customer water debt that occurred from June 16, 2021 – December 31, 2022.

Your account was credited \$___ on 4/04/2024.

The credited amount is being provided through the California Water and Wastewater Extended Arrearage Payment Program through funding from the State Water Resources Control Board using federal American Rescue Plan Act (ARPA) funds.

Post ARPA Credit Balance \$___ **This balance includes the 4/1/2024 invoice.**

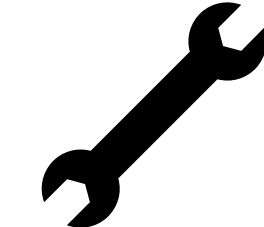
If you have a balance after the credit, we ask that you reach out to the water company and enroll in a payment plan within 30 days of this notice to avoid interruption of service. Lake Morena Views will make a payment plan available to all customers with remaining water debt.

Sincerely,

[Insert Signature]

Raymond Leon
Chief Water Operator
Lake Morena Views Mutual Water Co.

Short-term grants



Grant	Details	Managed by	Status
State Water Resources Control Board - Urgent Drinking Water Needs (UDWN)	Funds bottled water deliveries, pilot testing, and completion of the tank construction project	Rural Communities Assistance Corporation (RCAC)	Agreement amended October 4, 2023
State Water Resources Control Board - Urgent Drinking Water Needs (UDWN) – O&M	Support operations and maintenance costs	Stantec	Not yet awarded, under review

LMV Is Preparing to Adopt Annual Budget

With the support of UDWN funds, LMV is planning to adopt a budget that ensures all the Company's operation and maintenance needs are met. This enables us to efficiently manage and sustain our infrastructure, ensuring smooth functioning and continued service.

Lake Morena Views MWC FY24 Budget			
Revenue			
	Customer Payments	\$	140,200
	Short-term UDWN Grants	\$	<u>210,129</u>
<i>Net Revenue</i>		\$	350,329
Expenditures			
	Culligan Bottled Water	\$	52,121
	Pilot Testing Lab Analysis	\$	48,150
	Operating fees	\$	201,527
	Reserve Account	\$	<u>56,000</u>
<i>Net Expenditures</i>		\$	350,329
	Balance	\$	-

Plans to Enter into Contract

- LMV is planning to enter a two-year contract with Jill Coryell Accounting to address pressing needs related to monthly bookkeeping support and financial management.
 - The two-year contract amount for Jill Coryell accounting: \$28,800 (monthly fee of \$1,200)
 - This contract is anticipated to be paid for by short-term SAFER grants from the State Water Resources Control Board



Operations and Water Quality

Water Quality

- Consumer confidence report (also known as water quality report) for 2023 was recently distributed
 - Copies mailed by July 1, 2024
 - Extra copies available today, and at the LMV office
- The State and Federal government set maximum contaminant levels (MCLs) for certain contaminants to protect human health
 - LMV has been in violation of the nitrate MCL since July 2019
- Working on short-term and long-term solutions to water quality and supply challenges

As mandated by the United States Environmental Protection Agency (EPA), all consumer confidence reports (CCRs) must contain the following eight elements:

1. Water system information
2. Water supply sources
3. Definitions
4. Detected contaminants
5. Additional information on monitoring certain contaminants
6. Compliance with National Primary Drinking Water Regulations
7. Variances and exceptions (if applicable)
8. Required educational information



Operations

- Raymond Leon, Chief Water Operator, coordinating with Admin team on regular operations and addressing challenges
- Leaks resolved, repairs made, shutoffs, water quality sampling and reporting
- In May, the new tank was installed, and leak testing was performed



Ongoing Efforts



Drinking water quality solutions

- In 2021, LMV submitted a **Corrective Action Plan** with interim and long-term solutions to resolve nitrate exceedances in the source water wells
- The **long-term solution**: consolidation with Lake Morena Oak Shores Mutual Water Company
- The **interim solution** focuses on returning the water system to compliance with the nitrate MCL by pilot testing and permitting a temporary nitrate treatment facility.
 - Bottled water delivery through Culligan to provide safe drinking water until the treatment facility is operational

Water Quality and Supply – Interim Solution

- Bottled water available through Culligan Water
 - Delivered on the first and third Thursdays of the month to 101 households
- Contact LMV staff for delivery sign-up or questions
- Bottled water deliveries are expected to end once the new treatment facility has been pilot tested and can demonstrate reliable treatment of contaminants below MCL.



LMV Staff

Office phone

619-975-7323

Email

lmvwater@gmail.com

Water Quality and Supply – Interim Solution

- Treatment facility update:
 - In December of 2019, LMV replaced its aging nitrate removal treatment plant with a new ion exchange treatment plant
 - Intended to be an interim solution until consolidation
 - The treatment plant has not yet been permitted and non-operational
 - Pilot testing the treatment plant is required to demonstrate removal of nitrate and uranium to meet EPA and State drinking water standards



Water Quality and Supply – Interim Solution

- LMV has been working with the State Water Board to pilot test and permit the temporary nitrate treatment facility
- A test protocol has been developed to demonstrate safe and reliable removal of nitrate and uranium from drinking water using a regenerable ion exchange media
- Pilot testing is scheduled to begin in July
- Pilot testing timeline:
 - July: Pilot testing begins
 - August: After 49 days, pilot testing completed
 - September: Final report within 30 days
 - DDW issues permit and treated water is delivered to all households, bottled water service ends



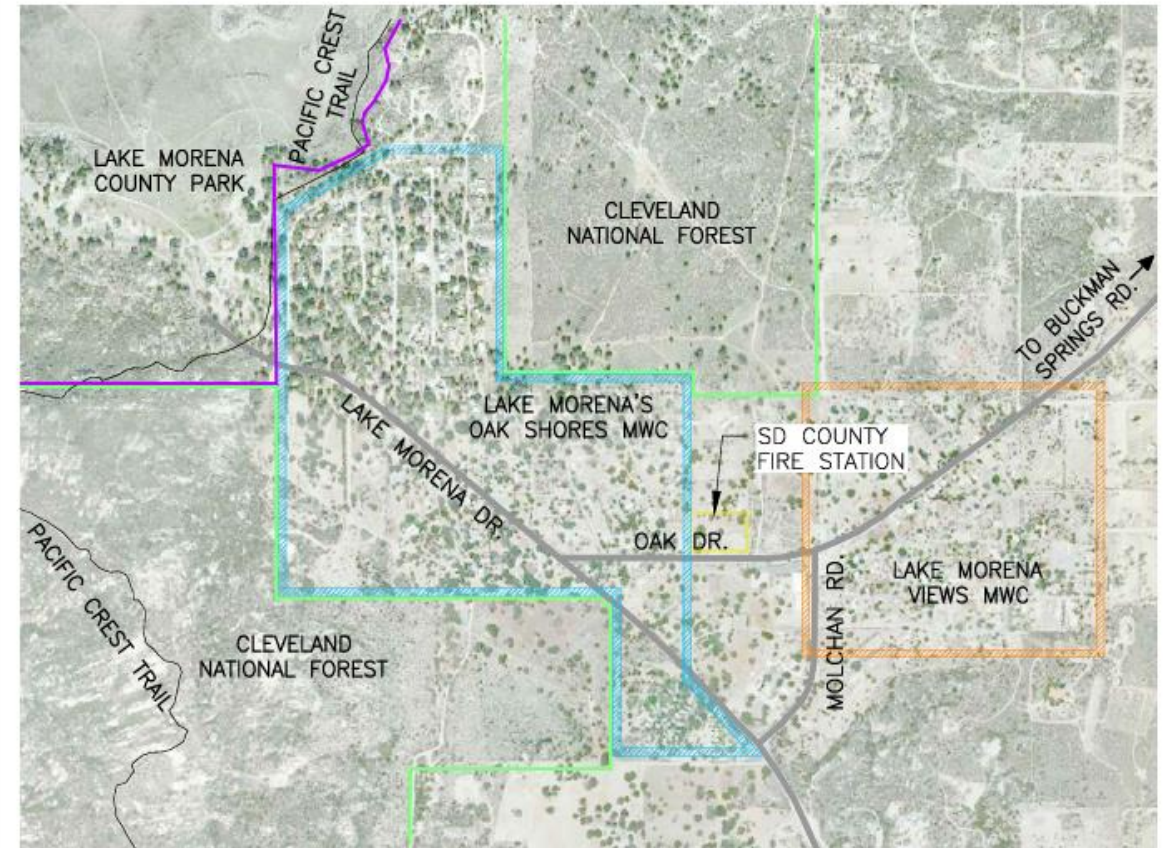
Water Quality and Supply – Long-Term Solution

- Storage tank project
 - Install a new 100,000 gallon storage tank to supplement an existing 100,000 gallon storage tank. Replace 3 smaller, aging tanks.
 - With the tank construction, the consolidated system would have adequate storage capacity to meet maximum daily customer demand
- Milestones
 - Start Construction in January
 - Leak testing in May
 - Preliminary field review with State in May
- What's next
 - Follow-up review with State in July
 - Connect to distribution system in July
 - Completion by August 2024







Water Quality and Supply – Long-Term Solutions

- **Consolidation** between Lake Morena Views, Lake Morena Oak Shores, and Lake Morena County Park
 - **Combined** service area with approx. 326 connections, serving 1,030 people
- **Upgrades** will include:
 - New and consolidated water sources:
 - County Park Well No. 2
 - Ballard Well
 - LMOS Wells and LMV Wells
 - Expand LMOS Treatment Facility for treatment of all LMV Wells, Ballard Well, and Existing LMOS Wells
 - LMV distribution system improvements
 - Dead End Pipeline Removal, Hydraulic Loops
 - Increased Pipe Sizes, New Valves to Limit Scope of Shutdowns, Hydrants for Fire Suppression
 - Operational improvements
 - Remotely read water meters
 - Communication between LMV, LMOS, County Park components (wells, tanks, treatment facility)
 - Pumping and Pressure Reducing Systems to convey water between current LMV, LMOS, and County Park systems
 - New office and meeting space (LMV Well Site)



LEGEND

	LAKE MORENA'S OAK SHORES MWC SERVICE AREA BOUNDARY		LAKE MORENA COUNTY PARK BOUNDARY
	LAKE MORENA VIEWS MWC SERVICE AREA BOUNDARY		CLEVELAND NATIONAL FOREST BOUNDARY



Estimated Consolidation Timeline



Expectations for the future

Between now and our next meeting:

- The Administrator Team will:
 - Finalize the Community Accountability and Engagement Plan
 - Continue to oversee operations and manage Lake Morena Views Mutual Water Company
 - Continue to address deficiencies and support the pilot testing process and completion of tank construction
 - Coordinate on Drinking Water State Revolving Fund construction funding application for consolidation
 - Coordinate on a Consolidation Agreement between Lake Morena Views MWC and Lake Morena Oak Shores MWC
 - Be available to hear from you in-person, by phone, or by email

Thank you!

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LAKE MORENA
VIEWS MUTUAL
WATER CO