



North Tahoe Public Utility District Quarterly Newsletter—Spring 2017

Volume 8, Issue 2, May 2017

Topics of Interest

- Manager's Briefs—On the Clothesline
- Your Sewer Fees at Work! Federal/State Mandate Fees Replace Old, Worn Out Equipment.
- Don't Discharge Sump Pumps into the Sewer
- North Tahoe Event Center Update
- Tahoe Vista Recreation Area Boat Launch to Open this Season!
- 2017 Water Conservation Measures
- Now Offering Picnic Table Reservations at Tahoe Vista Recreation Area and the North Tahoe Regional Park

MANAGER'S BRIEFS - ON THE CLOTHESLINE

Does anyone wonder when Winter will bow its head and let Spring take over? Like our residents, the District overcame numerous weather challenges throughout this Winter while working to keep sewer or water problems from impacting property or the environment. Early notification of problems by our community allows the District to work to identify the source of the problem. Sometimes our investigations determined the District was responsible, but other times the problem was the responsibility of the property owner. Property owners should know where the responsibility for their services begins and ends. For water, you are responsible for the line from just past the water meter to your house and all properties should have a water shut off that is accessible even in the deepest of winters and if your home is going to be unoccupied for any period of time, it is highly recommended water is turned off to your home to prevent damage in the case of a water emergency. In the case of sewer service, property owner responsibility begins at the property line cleanout and runs to the home. It is important you know how and where to access your utility connections in all weather conditions in case of a water or sewer emergency in your home. Use this summer to prepare your home for next winter.



Strategic Planning has been a priority for the District for the last couple of years. Public workshops were held in February and March with a presentation of the draft Strategic Plan for 2017 scheduled for May 9, 2017. A Strategic Plan provides a “roadmap” for direction and decisions by Board and staff to better serve the North Tahoe Public Utility District community. The Board of Directors will affirm the Mission Statement, Strategic Vision and Core Values for the District. The new employee evaluation process under development utilizes the District's Core Values to evaluate employee performance.

The Core Values emphasize the Board's desire for the delivery of Exemplary Customer Service; whether coming to the front counter for a plan review, using our facilities or reporting a problem, our goal is to listen and be good stewards of the District your dollars have built. We are always open to comments, criticisms and input. In response to the recent Needs Assessment survey, a new public outreach committee has been formed to develop new ways of communicating our programs and services as well as how we strive to be good stewards of your money. This communication is critical for routine business and even more important during emergencies and through the survey we learned we need to do more to communicate what we are doing and why we are doing it, as well as who we are and what our responsibilities are as your water, sewer and parks provider.

Turn to the next page for an update on Parks funding and the North Tahoe Event Center. As always, feel free to contact me with any questions, concerns, or topics that you are interested in knowing more about.

Sewer Emergency? Call Us First!

- 1) Call 530-546-4212, We will respond within an hour, 24/7/365
- 2) District issues will be repaired at no expense to you.
- 3) If not a District issue, we will recommend a plumber or other service.

DIG SAFELY Call USA North at least two working days before you dig. 1-800-227-2600

NORTH TAHOE EVENT CENTER UPDATE

Over the years, the District has been exploring a variety of ways to ensure the solvency of the recreation and parks department. Parks funding comes from parking and boat launch fees, concessionaires, facility rentals, a contract with Placer County for maintenance of their facilities and most importantly, CFD 94-I, a Mello Roos approved by our residents in 1994. Staff does a great job of keeping expenses down so these funds cover most of our operational costs even as inflation chews up the spending power of our dollars. However, securing funding for large capital projects is always a challenge. Staff is always looking for revenue from grants, new concessionaire partnerships, and to increase rentals of our facilities without new tax dollars. We will never ask you for new funding without assuring every revenue opportunity has been investigated and every opportunity for cost saving has been explored.

Our current budget and audited financial statements from last fiscal year are available at www.ntpud.org by clicking on the “Financial Information” link under “Documents.”

The North Tahoe Event Center is home for many community events and activities but the result of keeping prices affordable is an annual deficit of about \$90k. Running in the red precludes the ability to set money aside for a rainy day. The Board’s direction that each department must operate on the revenue generated gives the most transparent depiction of the program or department’s cost. In the last couple of years, the Board has given the Recreation Department subsidies from the Sewer Department to “bridge” the deficits to keep the doors open.



The North Tahoe Event Center in Kings Beach

You may have heard or read about the numerous discussions and public workshops that have taken place regarding the Event Center. Over a dozen public meetings have been held to seek opinions and options in response to a proposal for a public private partnership that would have a developer taking over operation of the Center. Their proposal is to rebuild the facility with a multi-million dollar investment and operate it in conjunction with other developments in Kings Beach.

The Event Center was acquired as part of a grant and a deed restriction stipulates it can only be used for “park purposes.” Continuing the operational model that the District has used for 40 years provides the developer with a roadmap for this partnership with the NTPUD that meets the deed restriction. The District would retain ownership of the facility and will secure access for the community equal to or exceeding historical use. A public-private partnership where the full cost of operation would be handled by the operator with a guaranteed annual rent to the District is being explored as it can maintain service to the community in a much nicer facility.

Anyone interested in this potential public-private partnership under negotiation should contact me or review the information linked off the District’s home page as well as meeting minutes and the streaming archive from the last twelve (12) months.

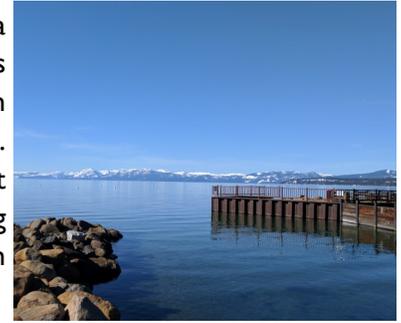


NOW OFFERING PICNIC TABLE RESERVATIONS

In looking for ways to better serve our customers, the District has created a program that will allow the rental of picnic tables for small groups such as birthday parties and small gatherings. The groupings of three (3) or four (4) tables are located in the North Tahoe Regional Park near the children’s playground or at the Tahoe Vista Recreation Area. This new program will allow those looking to host smaller parties than the 100 person Ramada holds. For more information please visit www.northtahoe.com and visit the North Tahoe Regional Park page or contact the District.

TAHOE VISTA RECREATION AREA BOAT LAUNCH OPENING THIS YEAR!

Preparations are underway for the opening of the boat launch at the Tahoe Vista Recreation Area. It has been almost three years since boats could launch from this ramp and the District is excited to open for the season! Tentative plans are to open the launch by Memorial Day and operate all summer; staffing and lake level dependent. All boats and jet skis must be inspected at an approved station before launching. Visit www.tahoeboatinspections.com for details, inspection locations, and costs. Opening day information will be posted on the Tahoe Vista Recreation Area and Boat Launch Facebook page.



The Tahoe Vista Recreation Area Boat Launch on April 21, 2017

Daily launching and parking fees will be finalized at the May Board meeting. Season passes will also be available.

Reminder: NTPUD Property Owners can pick up their Resident's Sticker at the office anytime during business hours, or give our Customer Service Representatives a ring and they'll mail it to you.



YOUR SEWER FEES AT WORK! FEDERAL/STATE MANDATE FEES REPLACE OLD, WORN OUT EQUIPMENT

After almost 10 years of collecting and saving the Federal/State Mandate Fee paid by our customers through their sewer bill, the District purchased three (3) new pieces of heavy equipment that meet emissions standards and to replace equipment that was requiring significant maintenance to keep it going well past its useful life. All three rigs were built on like chassis in order simplify maintenance and inventory of parts.



A 10-yard dump truck replaced the 10- yard dump truck we retired approximately 7 years ago due to emissions standards. District staff found that trying to operate with the smaller dump truck still in our fleet was requiring multiple trips to the dump or the materials handling year, which cost more in staff time, fuel and wear and tear on the equipment.

The work horses of the District, our two (2) new vacuum/hydro flushing trucks.

The most critical pieces of equipment for sewer maintenance are the District's vacuum/hydro flushing trucks. The two trucks being replaced no longer meet emission requirements, are extremely tired and no longer reliable. The District retains two (2) vacuum/hydro flushing trucks in our fleet. The smaller truck being replaced is a 5 yard, two-wheel drive machine with 15 years of service. It is being replaced with a new 5 yard four-wheel drive Vac-Con. The larger truck being retired is a 10 yard, six-wheel drive truck with 10 years of service. It is being replaced with an 11 yard, six- wheel drive Vac-Con.

The new trucks were placed into service in February following extensive training for the crews. Both trucks were custom built to meet District needs based on recommendations from our Utility Operations Supervisor Bob Orr, Crew Chiefs Jason Dicey and Paul Sandhofner and Fleet Mechanic John Greybeck, who have combined field experience of 74 years. These trucks are the heart and soul of the heavy equipment of our Operations Department, are in the field just about every work day. You will see the vehicles out hydro-flushing (cleaning) sewer mains, cleaning wet wells in our pump stations, hydro-excavating water and sewer lines where using a backhoe or excavator is too dangerous due to other utilities in the ground, and more.



VOLUNTARY WATER CONSERVATION MEASURES

New water conservation measures have been adopted to meet the State's water waste prevention requirements and to help the District achieve the 20% by 2020 mandate. Conservation recommendations for our customers include:

Board of Directors

S. Lane Lewis
President

Sue Daniels
Vice President

Phil Thompson
Secretary

Sarah Coolidge
Director

Tim Ferrell
Director

Duane Whitelaw
General Manager/CEO

Pam Emmerich
Newsletter Editor

Newsletter contributors: Duane Whitelaw, Loren Holt, Will Stelter, Pam Emmerich, Ken Fischer

- Refraining from using potable water on outdoor landscapes during and within 48 hours after measureable snow and/or rainfall
- Serving drinking water only upon request in eating and drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars or other public places where food or drink are served and/or purchased
- Hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily.
- Refraining from applying potable water to driveways and sidewalks.
- Refraining from applying potable water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots or structures.
- Refraining from using a hose that dispenses potable water to wash a motor vehicle, except where the hose, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
- Refraining from using potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system.

Although these are recommendations, the consequence of the District not meeting our 20% by 2020 mandate would be that we would not be eligible for State grants. Currently a State grant is providing the funding for the rebates that the District is offering for water saving appliances. Go to www.ntpud.org/conservation for more information

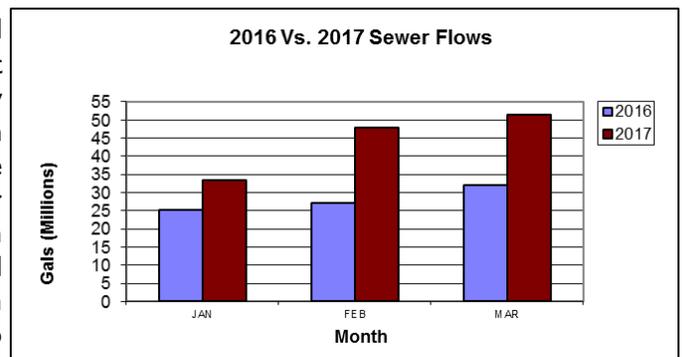
Rebate Available	Number Remaining
Irrigations "smart controller"	100
Water saving dish-washer	30
Washing Machine	118
Shower/sink Water Saving Faucet	78
Low Flow Toilet	22

The North Tahoe Public Utility District Newsletter is published to keep our customers informed about Sewer, Water and Park related issues and upcoming events. If you have any suggestions, please submit them to the Office of the General Manager.

For more information on any of the information contained in this newsletter, please call 530-546-4212 or visit www.ntpud.org

DON'T DISCHARGE SUMP PUMPS INTO THE SEWER

As this wet Winter turns into a wet Spring, many homes and businesses are experiencing flooding issues where they haven't before and are implementing various methods, including new sump pumps, to drain this nuisance water. Collected storm water runoff and groundwater are not permitted to be discharged into the sewer system. This applies to water pumped through a sump pump or that runs into the system purely by gravity. The region's sewer system was not designed to handle this runoff. This is true for the District's collection and transport system, comprised of pipes and pumps, but also the end treatment process at Tahoe Truckee Sanitation Agency. Sending clean stormwater or groundwater through sewer system overwhelms its ability to perform its primary duty of handling the sewer flows.



Sewer flows in the first three (3) months of the year are close to double what they were last year. Sump pumped water from basements and crawlspaces, ground water and run off are not permitted in the sewer system because it was not designed for this use.