

H-2-Oh What a Year!

For the majority of 2020, the COVID-19 pandemic impacted communities worldwide. In March, OMWD took immediate measures to maintain high levels of service while changing daily routines in order to prevent the spread of COVID-19. We also implemented safety practices to protect employees, ensuring 24-hour coverage at facilities.

OMWD's COVID-19 response has included keeping your water safe, canceling or modifying in-person public events, initiating facility closures, and developing virtual services such as online landscape workshops and community forums. To ease the burden of costs to our ratepayers, OMWD submitted all reimbursable expenses related to the COVID-19 pandemic to the Federal Emergency Management Agency and the California Office of Emergency Services for reimbursement.

Despite these impacts on our operations, OMWD achieved significant accomplishments in 2020. We are pleased to provide an overview of highlights over the past year.



Fiscal Responsibility

- OMWD water rates remain in the lower half among San Diego agencies, and our board adopted a Fiscal Year 2021 budget that contained no increase in operating costs over the previous year.
- OMWD's Board of Directors considered the pandemic's impact on the region's economy and our customers, and voted against increasing sewer rates and capacity fees in 2020.
- Fitch Ratings, a global rating agency that offers independent credit opinions, reaffirmed our "AAA" bond rating with a stable outlook. AAA is the highest possible rating assigned by Fitch, and OMWD is one of only a handful of Southern California water agencies that have achieved this rating, which results in significant savings for our ratepayers in financial transactions.
- Vallecitos Water District and OMWD executed an agreement for cooperative use of a reservoir site, enabling OMWD to receive meter reads from throughout much of the district. This partnership will save our ratepayers over \$100,000 by reducing the amount of equipment necessary to upgrade OMWD's communication network.
- OMWD applied for a \$500,000 grant from the US Bureau of Reclamation to continue our Advanced Metering Infrastructure expansion project. AMI technology allows us to read meters without driving by your house each month, drastically reducing labor and fuel costs. The project also includes an upcoming web portal where customers can view water consumption data, billing rates, and conservation tips. Customers can set alerts for spikes in usage to help detect potential leaks.



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BOARD MEETING DATES

Please visit our website at www.olivenhain.com for dates.

MISSION STATEMENT

Olivenhain Municipal Water District is a multi-functioning public agency that is dedicated and committed to serving present and future customers in a service-oriented manner by:

Water

Providing safe, reliable, high-quality drinking water while exceeding all regulatory requirements in a cost-effective and environmentally responsive manner.

Recycled Water

Providing recycled water and wastewater treatment in the most cost-effective and environmentally responsive method.

Parks

Safely operating Elfin Forest Recreational Reserve and providing all users with a unique recreational, educational, and environmental experience.

Emergency Management

Complying with policies and procedures that adhere to local, state, and federal guidelines for national security and disaster preparedness.

Sustainable Operations

Pursuing alternative and/or renewable resources with the most sustainable, efficient, and cost-effective approach.

2020 Highlights, continued

Legislation and Regulations

- OMWD continues to provide state and federal legislators with input into developments in Sacramento and Washington that may have an impact on our ratepayers. OMWD engaged our representatives on topics including the FUTURE Drought Resiliency Act, the California Water Resilience Portfolio, Governor Newsom's Climate Resilience Bond, water use efficiency legislation, water conservation reporting requirements, and COVID-19 relief packages to provide much-needed financial relief to the San Diego region.
- OMWD provided testimony at several California Department of Water Resources workshops and is participating in a statewide landscape water use study. DWR workgroups and study results will set the standards for water measurements in conservation across the state, and OMWD is fighting hard for every drop for our customers.
- OMWD continues to lead the North San Diego Water Reuse Coalition and engage federal agencies on the critical need for recycled water infrastructure funding. Since 2010, the coalition of water and wastewater agencies has decreased the demand for local drinking water by expanding recycled water use through its North San Diego County Regional Recycled Water Project.



Reliable Water Sources

- OMWD was awarded \$750,000 from California's Department of Water Resources to install 3,700 linear feet of recycled water pipeline along El Camino Real in Encinitas, allowing more customers to convert to recycled water. This grant-funded project will offset nearly 45 acre-feet per year of potable water to irrigate landscape, such as school playing fields, green space, and homeowner association common areas. Each acre-foot contains about enough water to cover a football field, one foot deep.
- OMWD converted the irrigation meters of three homeowner associations, saving an estimated 9.5 million gallons of potable water annually.
- OMWD installed five recycled water access points that allow Leucadia Wastewater District's sewer-cleaning trucks and street-sweeping vehicles to use recycled water rather than drinking water for maintenance purposes.

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Reliable Water Sources

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- Taking advantage of \$900,000 in grant funding awarded by California's Department of Water Resources, OMWD is studying the possibility of developing a local water supply through a groundwater desalination project. OMWD concluded an aquifer test in the San Dieguito Valley Groundwater Basin and is analyzing test data. If results are favorable, OMWD's board could approve a project that would begin producing a new, locally sourced drinking water supply as early as 2024.



- OMWD is a leader in distribution system water loss prevention and implements many proactive measures to minimize water loss, including cathodic protection, valve replacement, leak detection, and meter replacement. In fact, according to State Water Resources Control Board guidelines, our water loss is about the lowest that is economically feasible to achieve. Out of 279 water agencies statewide reporting, OMWD's water loss was among the closest to what is considered unavoidable.

Awards

OMWD continues our commitment to excellence as evidenced by the following awards this year:

- OMWD took bronze for statewide recognition as a California Water Environment Association's Community Engagement and Outreach Program of the Year for recycled water outreach. OMWD engages a broad audience to increase public trust in and appreciation of recycled water.
- The Government Finance Officers Association honored OMWD with its Certificate of Achievement for Excellence in Financial Reporting for the 25th consecutive year. The award recognized OMWD's Comprehensive Annual Financial Report for the fiscal year ending June 30, 2019. GFOA experts determined that our document accurately and fairly communicated OMWD's financial statements and operating procedures in a clear and transparent manner.
- American Public Works Association's San Diego and Imperial Counties Chapter named our Recycled Water Pipeline Extension 153A Project as its Project of the Year. To irrigate recreational sports fields, saving up to 100 million gallons of potable water annually, OMWD installed a 1,600-foot recycled water pipeline 60 feet below the San Dieguito River using horizontal drilling.



Recreation

- While Elfin Forest Recreational Reserve was required to close in March due to COVID-19, the reserve was able to reopen in accordance with health and safety requirements after three months. Rangers improved the trail system and increased safety measures to provide much-needed recreational opportunities.
- To increase visitor safety, rangers hosted first responder scenario training in coordination with Rancho Santa Fe Fire Protection District.



- OMWD worked with the Escondido Creek Conservancy to create virtual field trip programs for students unable to visit the reserve.

Have a FOG-Free Holiday This Season

Many households do more cooking during the holidays, increasing the likelihood of fats, oils, and grease (FOG) going down the drain.

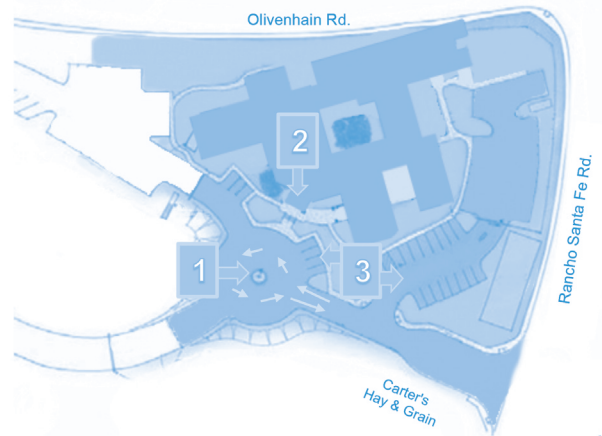


FOG in sewer systems can harden and build up, causing blockages in sewer lines and home plumbing systems. This season, keep FOG out of the drain!

Prevent backups by storing cooled fats, oils, and grease in a grease disposal bag or lidded container and disposing of it in the garbage. Minimize the use of your garbage disposal and scrape food scraps from dishes and pans into the trash before washing.

Headquarters Renovation

OMWD has moved into our renovated headquarters in Encinitas. Our service area has expanded considerably during the sixty years since OMWD was established in 1959, and facilities at the main campus were in need of upgrades to meet demands and current building codes. Partially funded by developer fees, the facility expansion will allow customers to enjoy improved accessibility, a larger-capacity boardroom for public meetings, and a new lobby.



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| 1 | Payment Drop Box – At any time, payments may be made at a drive-up drop box at the center of OMWD's roundabout. |
| 2 | OMWD Lobby – When OMWD's lobby is open, payments may be made in person. |
| 3 | Public Parking – OMWD offers numerous parking spaces to accommodate visitors when health and safety requirements allow. |

Can We Reach You During an Emergency?

Is your contact information up to date so we can reach you in the event of an emergency, or if your meter read shows a large spike in water usage, which may indicate a leak?

Please call 760-753-6466 or visit our website at www.olivenhain.com/update so we can update our records.

