

URBAN WATER INSTITUTE NEWSLETTER



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In Focus: Residential Customers

Big Things Come in Small Packages: Rincon Water

Courtesy Of Dr. Greg Quist, Vice President, Rincon del Diablo Municipal Water District Board of Directors

If you believe that big things come in small packages, Rincon Water will not disappoint.



Located in North San Diego County, Rincon del Diablo Municipal Water District (Rincon Water) is considered a small urban water district consisting of over 8,600 metered connections, of which 89% are residential customers. Its industrial customers include big name companies ranging from a high tech trauma hospital, a nationally popular brewery, a large vital utility, and everything in between.



Rincon Water frequently demonstrates that it can juggle many things at once while simultaneously brain-storming grant opportunities, conducting fair and equitable rate studies, upgrading facilities, writing multiple regulatory reports, while greeting customers with a smile.

There is no challenge for which staff will not rise and achieve maximum cost savings for their customers. "Too good to be true," you think? Well, here are some examples of what they have achieved.

Always proactive in evaluating and considering its Pension and Retiree Health liabilities, Rincon Water fully funded its OPEB (Retiree Health) liability for Fiscal Year 2020-21 by depositing approximately \$2.4 Million into its OPEB trust. This action effectively fully funded the liability and will also allow Rincon Water to pay for its annual retiree health costs with proceeds from the trust, saving approximately \$200k on an annual basis moving forward. Again, in FY 2021-22, Rincon Water also took action to accelerate the funding of its CalPERS Unfunded Accrued Liability for its Classic Miscellaneous Plan. This action moved Rincon Water from a 30-year to a 10-year amortization program, which significantly shortens the amortization and saves Rincon Water approximately \$1.9 Million over the life of the payment schedule. ... *(continued to page two)*

In Focus: Residential Customers *(continued)*



(from page one) ... Going back to 2012, Rincon Water began the implementation of an Advanced Metering Infrastructure (AMI) program which integrated a system of “smarter” meters, a communications network, and data management software. By 2015, the entire service area had been completed, saving customers upwards of \$3 million over the life of the system.

Today the system continues to transform while integrating the latest in AMI technology. While AMI has many benefits, one of the most important is that it helps staff to avoid streets with heavy traffic and saves time/money by allowing

staff more time for other maintenance projects. As an added bonus, the data generated by AMI is provided to Rincon Water customers to heighten customer-based water management through WaterSmart Software.

Besides having the opportunity to view water usage on an hourly/daily basis, customers receive leak notifications. Leak notifications have helped customers collectively save over 1,000,000 gallons each year, and with the higher cost of water in San Diego County, this can mean fewer out of control water bills and actual water saved.



With the current scenarios of COVID-19 and the high cost of fuels, staff ingenuity rose to the challenge once again. With vital infrastructure supplies such as pipelines exceedingly difficult to acquire and more expensive than ever, enough pipeline to complete two years of capital improvement projects was pre-purchased.

The benefits? Time savings (waiting for delivery) and cost savings due to inflation (which has already increased by 20%). What about savings for employees? Just last month, Rincon Water’s General Manager approved a work schedule modification which includes a staggered four day (10 hours per day) work week. This modified work week eliminates one day of travel to and from work thereby reducing personal transportation costs, lessening impacts on the environment, and providing a better work/life balance.

Rincon Water – a Big Thing? You betcha!

This article was prepared by: Julia Escamilla, Public Services Information Officer, Rincon del Diablo Municipal Water District and Clint Baze, General Manager, Rincon del Diablo Municipal Water District.

Dr. Greg Quist is a past Chairman of UWI and longtime board member of UWI.

Annual Water Conference: August 24-26, 2022

You are cordially invited to Urban Water Institute's Annual Water Conference - *Getting To The Heart Of The Matter*.

This three day, in person gathering will be held at San Diego Mission Bay Resort on August 24-26, 2022 in San Diego, CA.

For more details, including sponsorship opportunities, conference registration, and other details, please visit UWI's website at UrbanWater.com.

For additional information, you may also contact us at: (949) 679-9676.



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URBAN WATER INSTITUTE'S ANNUAL WATER CONFERENCE AUGUST 24-26, 2022 | REGISTRATION FORM

NAME: _____ TITLE: _____
ORGANIZATION: _____
ADDRESS: _____ CITY/STATE/ZIP _____
PHONE WORK: _____ MOBILE: _____ EMAIL: _____

CONFERENCE REGISTRATION FEES

Registration fees include handouts,
breakfasts, luncheon, breaks and receptions.

Note: Self parking for hotel guests is complimentary

_____ \$575 Urban Water Member Registration Fee for Conference August 24-26, 2022

(Must be a member of the Urban Water Institute with 2022 dues paid in full, for more information on memberships please contact the Urban Water Institute at (949) 679-9676 or stacy@urbanwater.com)

_____ \$675 Non-Member Registration Fee for Conference August 24-26, 2022

_____ \$100 Spouse Registration - Includes breakfasts, luncheon, breaks and receptions.

Spouse Name For Nametag:

REGISTRATION INFORMATION

LOCATION

The 29th Annual Water Conference will be conducted at the San Diego Mission Bay Resort located at:
1775 E Mission Bay Dr, San Diego, CA 92109

WILL YOU STAY AT THE SAN DIEGO MISSION BAY RESORT?

Please contact the hotel directly to reserve your room, we have a special conference rate of **\$221 per night plus tax**. To make your room reservations, call the San Diego Mission Bay Resort directly at **1-(877) 313-6645** and reference **Urban Water Institute**. Please note the cut-off date for the group rate is **July 20, 2022**. Reservations can also be made online at www.hilton.com.

CONFERENCE REGISTRATION *(All Registrations Should Be Made In Advance)*

To pay by credit card visit our website www.urbanwater.com. You can register online and pay with a Visa, MasterCard or American Express. To pay by check, please complete the Registration Form and send it along with a check made payable to:

Urban Water Institute: 24651 Evereve Circle, Suite 1, Lake Forest, CA 92630.

After **August 19, 2022** registrations will be accepted at the door on a space available basis, with an additional \$25 administrative charge.

CANCELLATION POLICY

Cancellations must be received in writing by **July 24, 2022**. Faxes are accepted at **(949) 305-9919**. Registration fee will be refunded, less a \$50 administrative charge if received by **July 24, 2022**. Substitutes are accepted. **No refunds after July 24, 2022**. The Institute reserves the right to substitute announced speakers and assumes no responsibility for personal expenses.

SPONSORSHIP INFORMATION

Information on sponsoring may be obtained by calling (949) 679-9676 or can be found on the Urban Water Institute Website www.urbanwater.com.

MAIL CONFERENCE REGISTRATION CHECKS PAYABLE TO:

Urban Water Institute: 24651 Evereve Circle, Suite 1 • Lake Forest, CA 92630

Tax ID # 33-0578523

**For More Information Contact the Urban Water Institute
at (949) 679-9676 or stacy@urbanwater.com**