

# **Urban Water Institute 2022 Conference**

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*“Balancing regulatory requirements to  
Operational & Budgetary realities, with  
Innovative Actions for the effective delivery  
of Public Water Utility Services, in today’s  
highly challenging governmental  
environment”*

## Introduction

- The Norwalk Municipal Water System (NMWS) serves an estimated population of 18,500 through 5,362 service connections in portions of the City of Norwalk, the City of Artesia & a small unincorporated Los Angeles County area
- Golden State Water Company, Park Water Company, the City of Santa Fe Springs & the City of Cerritos provide water service to the remaining areas of the City
- The NMWS service area covers 1,331 acres (2.1 square miles)

## Water System Facilities

- Approximately 291,800 feet (55.3 miles) of distribution water mains, sized from 2 to 16-inches, primarily constructed in the 1940's & 1950's
- 3 operating wells (Wells 4, 5, & 10)
- 7 connections w/Cities of Santa Fe Springs & Cerritos
- 1 imported water connection (MWD)
- 9 emergency interconnections
- 5 pressure regulating stations
- 5,362 service connections
- Also includes a High Pressure Fire Pipeline System
- The total demand is 2,134 acre-feet per year

## Water System Improvements



**Well 10 Control Valve Upgrades**

## Water System Improvements (cont)



**CIP # 7448 Well 10 Emergency Backup Generator**

## Water System Improvements (cont)



**CIP# 7440 12-inch Watermain Installation**

## Topic

- The City of Norwalk's priority is to provide clean, safe drinking water to its ratepayers (prime directive)
- We do this through careful planning; review of water operations; keeping informed of current regulations & changes in the water arena (operations & system management). We manage this through careful, courteous customer service practices.
- We also review & plan for the necessary infrastructure improvements to insure continuous water delivery services (capital projects & infrastructure investment)



## Topic (cont)

- We implemented water conservation during drought (Stage 2) on a voluntary basis (supply, drought & resiliency)
- We review for & incur rate increases to insure consistent water delivery services
- We utilize a Water System Master Plan to identify recommended water system improvements/projects to insure continued water system operations
- These improvements have associated costs (water master plan study, projects, design, construction & construction support services for projects)

## Topic (cont)

- We receive our water supply from 2 sources: MWD thru Central Basin MWD & groundwater pumping. Both water sources have associated costs.
- There are regulatory requirements to address in groundwater production
- The latest substances are PFOS/PFAS, along with Perchloroethylene (PCE), Trichloroethylene (TCE), Benzene and 1-4 Dioxane. There are high associated costs for response & treatment of these substances
- The above costs are collected/compiled & reviewed when considering the costs to provide water delivery & water rates

## Topic (cont)

- We also review/compare the costs for our water supply sources (MWD & groundwater pumping)
- There are savings to be achieved from the cost differences in the water supply sources that can be applied towards offsetting future water rate increases. This information is compiled and presented to City Council for discussion and consideration.
- The City is currently reviewing into storm water capture for groundwater replenishment. This will supplement groundwater supplies and increase the City's options of it's for water supply sources.

## Topic (cont)

- We publish project information (Norwalk NOW, etc.) to inform our residents of the many infrastructure improvements (whether water, sewer storm drain, streets, etc.) that are coming and/or underway to demonstrate that the City is there to take care of business & provide services to property
- This goes well to demonstrate the City is “planning the work”, then working the plan” by taking care of the city’s customers to provide efficient and clean water delivery

## Topic (cont)

- We will be pursuing water rate increases in the near future for water system improvements
- Providing water infrastructure improvements information to the ratepayers as they occur in advance of a rate increase request demonstrates the City's commitment to effecting necessary investments to the water system
- When the discussion begins, this should get buy-in from ratepayers for the above-mentioned improvements/investments

## Topic (cont)

- Much explanation/discussion will be needed to inform the ratepayers of the increasing regulatory requirements placed upon water purveyors, and the need to make scheduled capital water system improvements, regulatory/operational responses & potential future rate increases to remain compliant
- *The **longer** you wait to make repairs/improvements... the **more** it costs going forward...*

*Thank you for your time...*