Sustainability Plan Progress Report

Goleta Water District Sustainability Plan

2018-2019

GOLETA WATER DISTRICT

District Mission

To provide a reliable supply of quality water at the most reasonable cost to the present and future customers within the Goleta Water District.

ACKNOWLEDGEMENTS

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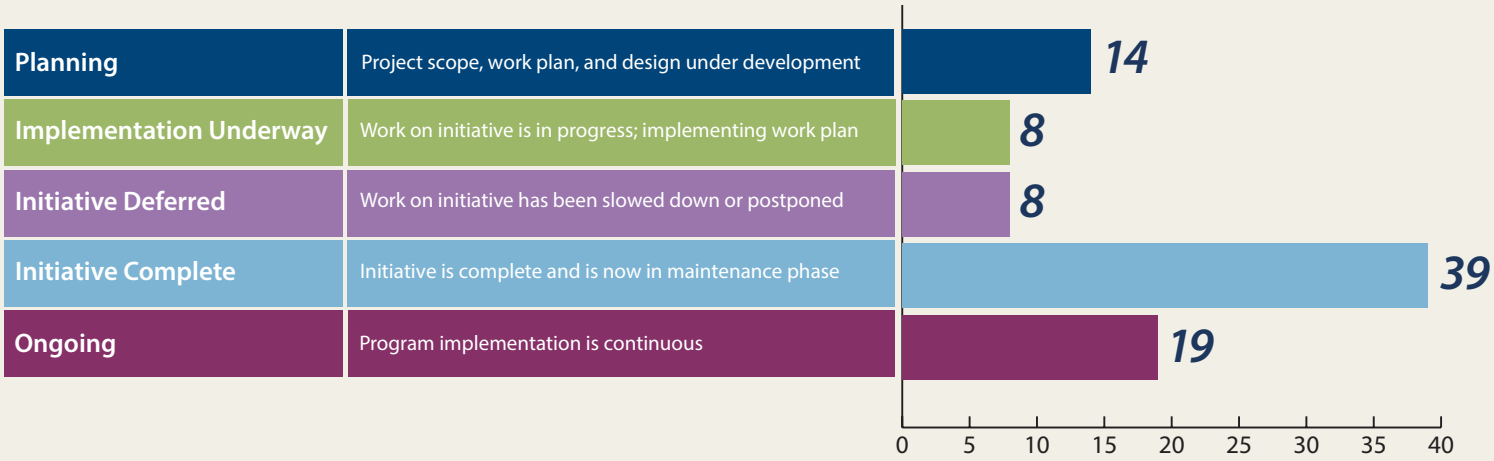
***Sustainability** is commonly defined as the responsible management of economic, environmental and social resources to meet the needs of present and future generations.*

Initiative Implementation Progress Status Overview

The bar graph below provides a snapshot of the 88 Goleta Water District Sustainability Plan initiatives in each stage of progress.*



*A comprehensive list of the initiatives that have been included in the 2012-2018 Sustainability Plan and their relative status is provided on page 32.

INTRODUCTION

75 Years of Service: Celebrating the Past While Looking to the Future

On November 17, 2019 the District marked its 75th anniversary. Established by a vote of the people in response to an extended local drought, the District was formed to ensure local water supplies were managed responsibly to meet the needs of the Goleta Valley. Over the years the District has developed a diverse and robust water supply that has sustained the community in times of drought and water scarcity, and built a complex system to treat and deliver water to customers. Much of the infrastructure necessary to deliver that water to Goleta customers was built in the 1950s and '60s, and remains in service today. Sustainability has been a consistent theme at the core of the District's mission from the beginning, as showcased in the historical timeline featured in this report.

The environment within which the District operates has changed considerably over the last 75 years. Whether historic drought, record-breaking storms, or frequent wildfires, the District and community at large have increasingly faced more extreme and less predictable weather. Last year, winter rains brought significant relief to drought conditions that had persisted for eight record-breaking years, and wildfires in the Cachuma watershed led to degraded water quality as intense rainfall washed sediment and vegetation into the lake. In mid-2019, the District received a full allocation of Cachuma entitlement for the first time in four years, allowing the Board of Directors to lift all drought restrictions, and ultimately terminate the nearly four-year Stage III Water Shortage Emergency.

In the face of these challenges, sustainability has become even more critical to balancing the immediate and long term economic, social, and environmental needs of the District. Continued investment to maintain and slowly replace this aging system is critical to ensure ongoing service reliability for customers. Capital projects included in the District's recently adopted Five-Year Infrastructure Improvement Plan will allow the District to continue to meet regulatory requirements, maintain the District's current level of service, and address any major deficiencies throughout the system. Even with the more recent dramatic and rapidly evolving conditions, the approach detailed in this document allowed the District to complete a number of significant accomplishments over the last year that contribute to the sustainability of the agency, water service reliability, and Goleta Valley water supplies. These, and initiatives planned for the 2019/20 Fiscal Year are summarized in this Sustainability Plan, consistent with the Board-adopted Annual Budget and Infrastructure Improvement Plan.

The District's 75th Anniversary provides an opportunity to reflect on the accomplishments of the past, but also anticipate and plan for a future that is sustainable, financially sensible, and forward looking. The Guiding Principles outlined in the District's Sustainability Plan will continue to guide investment while controlling operational costs, preserving the natural environment, and protecting local water supplies and ongoing service reliability for current and future customers – for another 75 years and beyond.

As we look to the future, our commitment to sustainability as well as our continued investment to maintain the District's system will ensure ongoing service reliability for the nearly 87,000 residents of the Goleta Valley.

Plan Organization

Every year, the District reflects on how its past initiatives, current management efforts, and planned future activities produce sustainable outcomes. By evaluating the actual and projected benefits through the lens of sustainability, the District can adapt or adjust its efforts as needed to align with its overarching Guiding Principles. This Sustainability Plan Progress Report is organized into four sections:

- ***Introduction*** reflects back on the District's implementation of the Sustainability Plan, including highlights of sustainable outcomes from initiatives and activities implemented over the last year.
- ***Guiding Principles*** describes how the three original Guiding Principles have taken on new meaning in a changing service delivery environment, and identifies District strategies for producing outcomes consistent with the Principles going forward.
- ***Strategic Investment Across the District*** illustrates how District initiatives produce sustainable benefits, including annual performance highlights from previously established initiatives, and "new" initiatives planned or underway. This section is organized under three district service delivery categories:
    1. **Customer Service and Business Operations**
    2. **Administration Buildings and Fleet Management**
    3. **Water Supply, Treatment, and Distribution System Investment**
- ***Progress at a Glance*** provides a summary of all District Sustainability initiatives, organized by service delivery category, as well as the Guiding Principle(s) with which initiative outcomes align (i.e., economic, environment, social).

Goleta Water District: A History of Sustainability

Sustaining the Goleta Valley

Responding to drought conditions at the time, the Goleta Valley Water District, as it was then called, was formed by a vote of the people on November 17, 1944 to represent the water interests of the Goleta Valley. The community had always relied on wells, but now Lake Cachuma, with its efficient gravity fed system would also provide water to the region.


SANTA BARBARA NEWS-PRESS

CACHUMA WATER PROJECT WINS

Construction Bids Asked for Tecolote Tunnel and Camp Site

Reclamation Director Says All Work to Be Under Way by Spring

Plan Overwhelmingly Ratified in City and Four Outside Districts

Water Conservation Leaders

Droughts in the 1970s and 1980s prompted some of the District's first-of-their-kind water conservation programs. As a result, Goleta Valley residents became early conservation leaders.

1940 1950 1960 1970 1980

GOLETA WATER DISTRICT

Gravity-Fed Distribution System

Following the Cachuma Project approval, the District began constructing its gravity-fed water distribution system, using mountain slopes and the coastal shelf to energize a complex system, and reduce high energy and power needs naturally.

Harnessing Natural Power

Construction of CDMWTP in 1973 to treat surface water included a basin using the natural power of the sun and air to remove water from sediment left over from the organic filtration process. This process would otherwise require tremendous energy consumption using mechanical equipment.

Wright Judgment

In 1989 the Goleta Groundwater Basin became an adjudicated basin when the Court released the Wright Judgment. This legal ruling governs groundwater use and management in the basin. It established a safe yield for how much water can be used in a year and determined who can access that groundwater.

SAFE

In 1991 voters of the Goleta Water District passed the SAFE Water Supplies Ordinance, which sets forth conditions the District must meet in order to approve new or additional water connections.

Low Per Capita Usage

Water thrifty Goleta Water District customers have long led the state in conservation. During the height of the most recent drought residents averaged 47 gallons per person per day, which is among the lowest water use in California and less than half the state's goal of 110. Due to improved water efficiency, even with population growth the District now uses the same amount of water as it did in the 1970s.

1990 2000 2010 2020

Aquifer Storage and Recovery

The District was one of the first in the nation to establish an Aquifer Storage & Recovery Program, which enables injection and storage of Lake Cachuma water into the groundwater basin during wet years, for later use during dry years.

Conserving Potable Water

The Recycled Water treatment plant was constructed in 1996 to irrigate Goleta Valley landscapes and golf courses, thereby preserving potable water in preparation for future droughts and water shortages.

Focused Planning for a Sustainable Future

Regularly updated water management plans and comprehensive studies evaluate water and system needs, and help the District plan initiatives to coincide with new water quality regulations, system reliability, operational efficiency, and aging infrastructure. These plans will continue to guide prudent management of the District's water supply sources and infrastructure projects to invest in the right projects at the right time.

1944 75 2019
GOLETA WATER DISTRICT

Annual Highlights At A Glance

Water quality emerged as a top priority for the District in 2018 as the Lake Cachuma watershed faced increasing impacts from drought and wildfires.

Celebrating a Milestone Year – To mark the District's 75th Anniversary outreach to the community included digitizing and publishing historic photographs, and providing exhibits at the Lemon Festival, Earth Day, and the Goleta Public Library to highlight the District's history and role in the community. The year was capped off with a public ceremony to place a time capsule at the Corona Del Mar Water Treatment Plant (CDMWTP). The capsule will be opened at the 100th Anniversary in 2044.

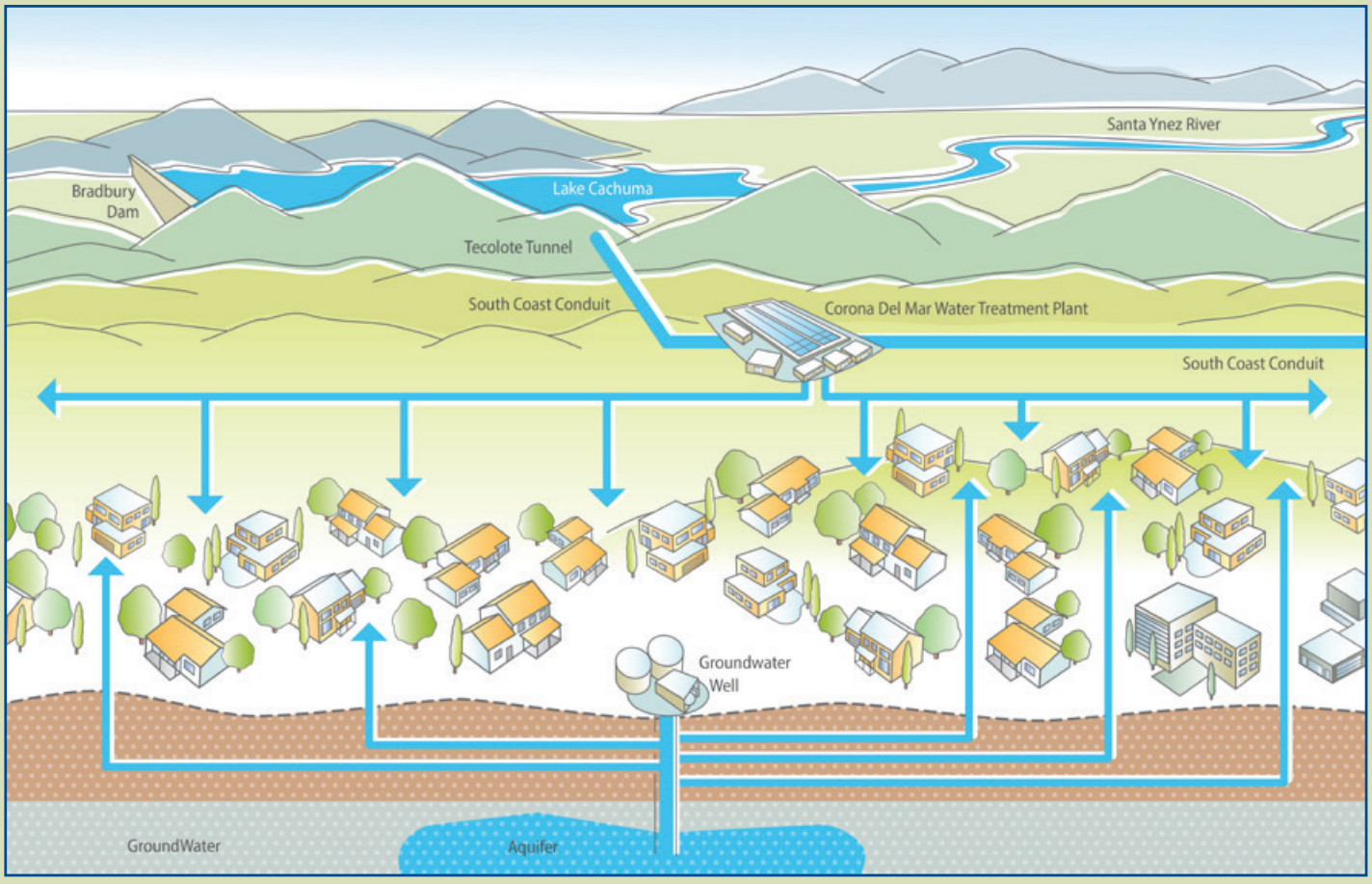
Water Quality – Water quality treatment research and technology improvements continued to be a top priority for the District in 2018/19 as the Lake Cachuma watershed faced increasing impacts from drought and wildfires. The Corona Del Mar Water Treatment Plant (CDMWTP) studies and testing were done to analyze surface water quality for corrosivity, disinfection byproducts, trihalomethanes (THMs), organic matter, algae, and other chemical parameters. The District also successfully constructed aeration systems at Fairview and Ellwood Reservoirs to improve water quality. These projects increased the District's ability to adapt to changing conditions at Lake Cachuma and allowed the District to remain in compliance with drinking water regulatory standards. (Initiative 3.34)

Local Hazard Mitigation Plan – The District submitted a Hazard Mitigation Plan that provides a framework for reducing the District's vulnerability to the impacts of natural and man-made hazard events such as earthquakes, flooding, and fires. Ultimately, the Plan will help prevent reactive responses to emergencies, while also positioning the District for potential grant funding to implement hazard mitigation activities and offset associated costs to the District and its customers. The Board of Directors adopted the Plan in December 2019 and submitted it to CAL OES and FEMA. (Initiative 1.28)

Continued Investment in a Diverse Water Supply

The District continued to make significant investments in its water treatment and distribution system to ensure quality water can be reliably delivered to all areas of the community under varying circumstances. Continued access to its diverse water supply portfolio has been key to this effort. This has required investment in its groundwater wells, pump stations, and infrastructure to deliver this water as surface water supplies diminished and groundwater grew in importance.

Before the drought, water from Lake Cachuma provided the primary source of water for the community, and served as the cheapest and most energy efficient supply source. However, over the past ten years due first to drought conditions and then changing water quality conditions at the lake, the District has instead relied on a mix of water supply sources to serve the community.



Unlike water from Lake Cachuma, which flows downhill through a gravity-fed system, groundwater must be pumped through 19 pressure zones within the District distribution system, and even uphill to many customers. Operations and maintenance costs associated with pumping and delivering this diverse water supply mix are higher, but the result is improved reliability and resiliency that has led to greater emergency preparedness.

Guiding Principles

The District's Sustainability Guiding Principles (developed in 2012) still provide the foundation for actions: a sustainable service delivery model that balances economic, environmental and social principles. The Guiding Principles remain a central component of upholding the District's mission to provide safe, reliable, affordable water supplies for current and future customers. That said, the service delivery environment in which the District operates today is considerably different than it was when the first Sustainability Plan was developed in 2012, giving new meaning to each of the Guiding Principles. Severe drought, regulatory changes that threaten to alter long-term water supply reliability, and an aging distribution system have tested what it means to be a sustainable water provider. The District is faced with new challenges and opportunities, and the key initiatives that put the Guiding Principles into action will help the District continue to achieve outcomes that provide economic, environmental, and social benefits to the District and its customers.

Economic Principle

Enhanced value creation and service reliability for District customers

The District's water service delivery and daily decision-making will consider sustainable approaches that create value for District customers now and into the future. Strategic infrastructure investments, cost effective business operations, and water supply management can help ensure the highest level of reliable service for District customers.

Environmental Principle

Resource stewardship, adaptability, independence, and emergency preparedness

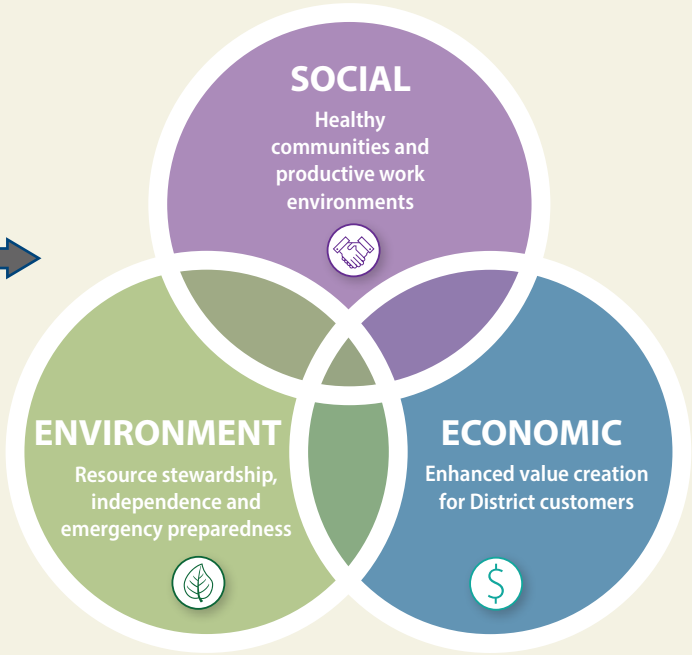
The District will position itself for greater independence and emergency preparedness by reducing reliance on external business inputs including electricity, natural gas, and petroleum-based fuels, while simultaneously increasing reliance on locally controlled sources of water. These actions will help protect the District from impacts associated with global climate change, local weather extremes and other hazards, and will help the District move toward carbon neutrality.

Social Principle

Healthy Communities and productive work environments

As a provider of a lifeline resource, the District will support healthy communities through the provision of quality water to the public and a governance structure that supports civic involvement and public transparency. Additionally, daily actions and work environments will consider the enhancement, productivity and safety of the District workforce while making positive contributions to the well-being of our community.

How it Works



Strategies for producing outcomes consistent with the Economic Guiding Principle include:

- Create pathways for alternative revenue sources and funding streams.
- Maintain, rehabilitate and improve infrastructure and processes at the CDMWTP.
- Maintain investment in the groundwater basin and well infrastructure.
- Mitigate water supply risks, preserve potable supplies, and seek out alternative sources of local water supplies.
- Implement programs that minimize water loss, maximize accounting of water use, and keep pace with technological advances.

Strategies for producing outcomes consistent with the Environmental Guiding Principle include:

- Maintain, replace, and improve the efficiency of the District's water distribution system and mechanical equipment.
- Improve the sustainability of the District fleet and heavy equipment.
- Minimize the environmental impacts of District administrative operations through employee education, building retrofits, and other property improvements.
- Explore and invest in renewable energy installations including solar and hydropower.
- Ensure the District's preparedness for natural disasters and other unplanned emergencies.

Strategies for producing outcomes consistent with the Social Guiding Principle include:

- Maintain community education and public engagement.
- Implement a suite of rebate and incentive programs to promote water conservation by District customers.
- Enhance the safety, wellbeing, and productivity of the District workforce.
- Ensure the ongoing delivery of safe, clean water supplies to protect the health and safety of the community.
- Continuously enhance customer service and provide customers with convenient ways to interact with the District.

Sustaining Water Infrastructure

In celebrating the past, the District also looks to the future to ensure continued service reliability. Valued at nearly $1 billion, a system with infrastructure near or at its expected service life presents significant resource challenges. Moving forward, implementing and investing in strategies to balance these needs and provide for the long-term sustainability of the District's water treatment and distribution system will be critical.

ENSURING RESERVOIR RELIABILITY

Challenge: Of the District's eight reservoirs, three are at least 45 years old. Initial conditions assessments have indicated interior and exterior surfaces and equipment upgrades are needed to address deficiencies.

Strategy: Planned reservoir upgrades include replacing telemetry, corroded pipe brackets, climbing fixtures, inlet/outlet piping, hatch entries, and any other inoperable components discovered during upgrades.

Project Benefit: Extend the life of District reservoirs and conserve resources by repairing rather than replacing when possible.

District assets include approximately 270 miles of pipe; 1,550 hydrants; 17,200 meters; 5,670 valves; eight reservoirs; six pump stations; and numerous other assets.

PROTECTING PIPES

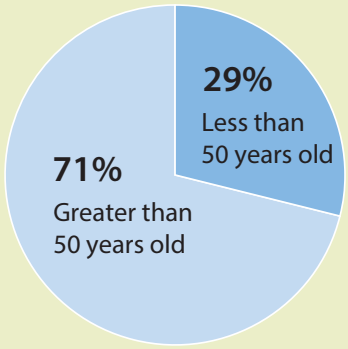
Challenge: Of the District's 240 miles of potable pipeline, 83 miles have an age that will exceed 65 years by 2025. Potable water pipelines have an average expected useful life of 65 to 110 years. More than 170 miles of pipeline are currently older than 50 years.

Strategy: Cathodic protection protects steel water mains and pipelines from corrosion, while detecting leaks and identifying problem areas early for proactive repair.

Project Benefit: Preventative maintenance in the form of cathodic protection can extend the service life of pipes while prioritizing segments for repair and minimizing potential failures.

240

Miles of Potable Pipeline



VALIDATING VALVES

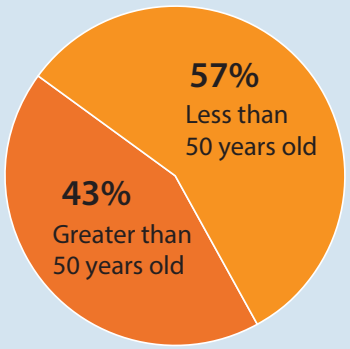
Challenge: More than half of the District's 6,500 valves will be older than their expected service life of 50 years by 2025. Valves allow distribution operators to control where water moves in the system and allow operators to isolate smaller areas during emergency repairs and service outages. The District operates nearly 2,777 valves (43%) that are older than 50 years and at increased risk of potential inoperability.

Strategy: The District regularly operates and exercises about 150 valves per year to ensure proper functioning, and replaces inoperable valves through its active Valve Replacement Program.

Project Benefit: Proactive valve replacement maximizes the ability of the District to isolate segments of the system during outages and repairs, minimizing service disruptions to customers.

6,473

Valves in System



Strategic Investment Across the District

Key Initiatives

Meeting short-term production targets and long-term sustainability goals requires strategically balanced investment in all areas of District service delivery. As a water provider, an obvious focus and investment priority is the **water supply, treatment, and distribution system** that delivers water to over 87,000 people in the Goleta Valley. In addition to water supplies, smart investments are made across all categories of District operations, from its daily **business operations and customer service** to the long-term maintenance of its **administration buildings and fleet** of vehicles and heavy equipment. The pages that follow provide summaries of initiatives the District is undertaking that fit within the framework of the Sustainability Plan, as well as notable outcomes from existing initiatives that align with the Guiding Principles. Looking ahead, new projects will provide improvements needed to meet new regulatory requirements, while offering economic benefits in the form of reduced energy costs, minimizing impacts to natural resources, and supporting a healthy community.

Customer Service and Business Operations

This category incorporates sustainability into everyday operations, policy development, and decision-making presents opportunities to reduce costs and inefficiencies, streamline operations, and increase revenue.

The following summaries highlight the sustainable outcomes associated with District customer service and business operations activities, organized by the central project benefits that are consistent with the Sustainability Guiding Principles.

Annual Performance Highlights

MAINTAINING COMMUNITY EDUCATION AND PUBLIC ENGAGEMENT

- Produced seven videos designed to keep customers informed about current water supply conditions, including three featuring in-depth information on each of the District's water supply sources. The videos were developed in-house using existing resources and are posted on the District's website for easy access. (Initiative 1.25)

- The Customer Scorecard Program, launched during the drought in 2015, employs a multi-touch approach to reach high water using customers with calls, postcards, and online resources. This year, the District began using real-time automated meter reading data through its Advanced Metering Infrastructure (AMI) Program, combined with its billing system to identify specific customers for conservation outreach. This approach has increased the speed with which outreach around potential leaks occurs and streamlined the process for both staff and customers.

- Participated in the annual Earth Day Festival and Lemon Festival and provided educational outreach to the public (including more than 3,000 customers) about the District's water supply portfolio, updates on how operational changes and infrastructure needs will affect how the District delivers water in the future, and the District's 75th Anniversary.

- Made various presentations to several community groups including:

    - The Sustainability Summit;
    - UCSB guest lectures;
    - Santa Barbara Home and Garden Expo;
    - Landscape Professional Workshops;
    - Santa Barbara League of Women Voters; and
    - Various local schools reaching over 500 students.

ENHANCED CUSTOMER SERVICE AND CONVENIENCE OF INTERACTING WITH THE DISTRICT

- Launched a Web Self-Service program to provide a variety of internet-based customer service enhancements that allow customers to initiate simple service requests and facilitate increased use of electronic billing ("e-Billing"). Since launching the program in January 2019, over 400 customers have used the portal to open and close accounts, add or change account information, or make other requests. Allowing customers to initiate these actions online provides added convenience while eliminating certain manual data entry tasks for District staff.

- Made over 3,000 visits to customers' premises to assist customers with leaks, provide courtesy shutoffs for repairs, repair meter boxes and assemblies, check meter reads for accuracy, and complete other customer-initiated individual visits.

- Responded to over 550 after-hours service calls to investigate various issues within the water system, thereby maintaining continuous customer service and water service.

Customer Service and Business Operations

STRENGTHENED PREPAREDNESS FOR NATURAL DISASTERS AND OTHER UNPLANNED EMERGENCIES

The District completed a Hazard Mitigation Plan that identifies potential hazards within the District's service territory. The Plan assists with response planning, exercise development, public education and awareness, and other emergency management functions, supporting the District's emergency preparedness, public health and safety, and grant funding eligibility. (Initiative 1.28)

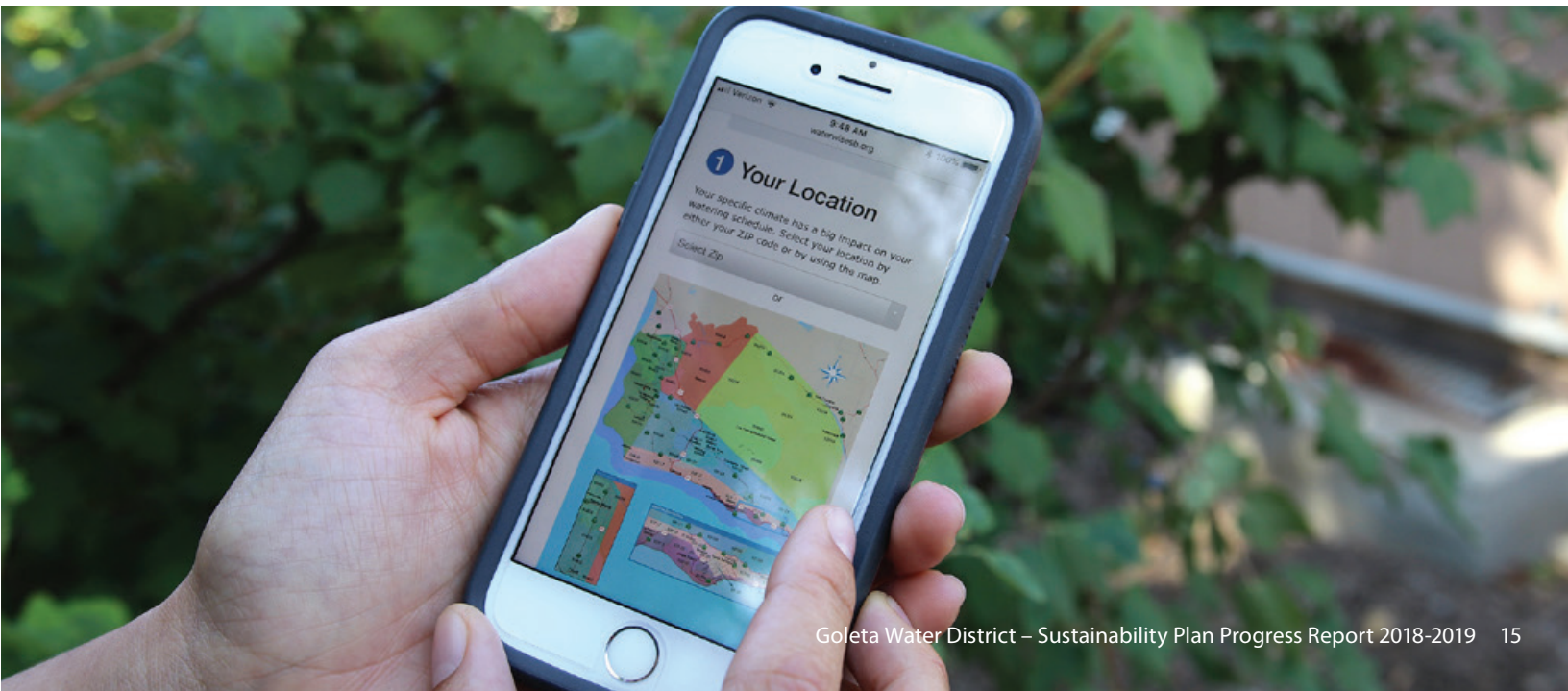
CREATED PATHWAYS FOR ALTERNATIVE REVENUE SOURCES AND FUNDING STREAMS

- Received a $275,000 grant through the Federal Emergency Management Agency (FEMA) to offset expenses related to the Thomas Fire.
- Received grant funds for the fourth consecutive year to support the Employee Wellness Program.
- Adopted the Santa Barbara County Integrated Water Resource Management Plan update, a state-mandated county-wide planning document that allows the District to maintain eligibility for State grant funding.

IMPLEMENTED INCENTIVE PROGRAMS TO PROMOTE WATER CONSERVATION BY DISTRICT CUSTOMERS

The implementation of conservation incentive programs continued despite the lifting of the District's Water Shortage Emergency, helping customers save water and money. (Initiative 1.24) Annual highlights include:

- Issuing 118 customer rebates under the Smart Landscape Rebate Program, which produces a 30% average annual water savings per participant.
- Issuing 12 washing machine rebates totaling $1,800 to single family residential customers under the Water Saving Incentive Program, which is expected to save 180 HCF (135,000 gallons) per year.
- The continued offering of a Mulch Rebate Program, with 81 rebates totaling $6,004 for reimbursement of 95 truckloads (665 cubic feet) of mulch to customer properties to increase soil health and maximize landscape water retention.
- Creation of a program to allow customers to downsize oversized meters free of charge, encouraging conservation and lowering customer bills.



Customer Service and Business Operations

MITIGATED WATER SUPPLY RISKS AND PRESERVED POTABLE SUPPLIES

- Finalized an agreement with Goleta West Sanitary District to provide recycled water for street sweeping and other purposes that would otherwise have required potable water.
- Enrolled in the Regional Water Quality Control Board General Permit for recycled water, thereby updating and streamlining the District's nearly 30-year old permit. The new permit expands the allowed use of recycled water in the Goleta Valley and minimizes administrative review of recycled water applications, potentially increasing recycled water use and conserving potable water.
- Continued to advocate for the District's water rights, in addition to advocacy efforts through membership in the Cachuma Conservation Release Board (CCRB) related to the currently pending draft State Water Rights Order and Biological Opinion for the Cachuma Project, maximizing the protection of local water supplies that serve the community.

IMPLEMENTED PROGRAMS THAT MAXIMIZE OPERATIONAL EFFICIENCY AND KEEP PACE WITH TECHNOLOGICAL ADVANCES

The District continued to improve and integrate its technology and software programs. Use of the latest technology produces operational savings by allowing employees to work at a high rate of productivity and efficiency, while ensuring the accurate maintenance of facility records, billing, and customer information vital to the operation of the District water system and customer service. (Initiative 1.8) Improvements over the last year included:

- Replaced the District's network servers, improving reliability and efficiency. The expanded capacity enables the District to continue its shift towards paperless processing and reporting.
- Updated the accounting system to provide new functionalities for future operational improvements including paperless approvals for purchases, the ability to attach relevant supporting documentation to all entries, and other features.
- Implemented a web-based system for independent certified backflow testers to enter the required annual backflow inspection forms directly into the District's system, eliminating the manual data entry of approximately 3,000 inspection forms received per year.
- Completed creation of Geographic Information System (GIS) layers for service lines and seismic features, as well as initiated creation of GIS layers for customer water quality complaints, easements, and cathodic protection systems, allowing for more effective system and infrastructure management.
- Transitioned the meter reading input system from hand held computers to smart phones (see "Featured Initiative" for details).

STRENGTHENED PREPAREDNESS FOR NATURAL DISASTERS OR UNPLANNED EMERGENCIES

Completed new Standard Operating Procedures (SOP) to guide groundwater well facility operation under various circumstances, expanding staff's ability to effectively operate the facilities and maintain readiness for emergency use after periods of non-operation. The SOPs are also expected to maximize sustained production and prolong equipment life, minimizing operational costs to the District.

Then and Now

Crew members working on the Goleta Water District distribution system in the early 1960s and over 50 years later in 2011.

Top-notch customer service both in the office and in the field remains a priority for the District. From greeting customers with a friendly smile to working around the clock to ensure reliable water service to the community, customers come first in the District's daily business operations.

1944 75 2019 GOLETA WATER DISTRICT

In the digital age, a user-friendly website enhances customer convenience of doing business with the District. Recent upgrades to the District's website allow customers to submit service requests, access electronic forms, and make changes to their account. Additional upgrades are underway, and will expand customer access to historical water use, payment options, and conservation tools, further enhancing customer engagement with the District.

Customer Service and Business Operations

Featured Initiative

Meter Reading Smart Phone Transition

The District has 17,273 meters throughout its service area which are physically read by meter specialists monthly to measure water use and facilitate accurate billing. In FY 2018-19, staff performed approximately 206,000 meter reads utilizing hand held computer devices. Recently, the District implemented a new meter reading program that transitioned the meter read input system from hand held computers to lighter, more compact smart phones. The change provides many program benefits, including greatly reducing carry weight, improving ergonomics in a physically demanding, repetitive job, and the cost benefit of using readily available equipment. Benefits also extend to customer service staff by improving the speed and accuracy of communication with staff in the field, the ability to validate readings with photos, and more efficient data transfer.

Sustainable Outcomes and Benefits:

Improved communication between field and office staff increases staff efficiency and reduces the cost of doing business.

The use of photos to validate meter readings lessens the need for re-reads, while also reducing fuel use and decreasing vehicle emissions.

Improved ergonomics for meter specialists, with reduced carry weight and simple touch interface.

Looking Ahead

ENHANCE THE SAFETY AND WELLBEING OF THE DISTRICT WORKFORCE

Worker Safety Electrical Upgrades – The mitigation of "arc flash" and other electrical hazards, including those identified in the District's periodic Arc Flash Study, is required to help the District continue to meet State Occupational Safety and Health Administration (OSHA) requirements and National Electrical Code (NEC) changes. Many of the District's electrical facilities were installed years ago and require upgrades to maintain safe working environments for employees.

Anticipated Outcomes and Benefits: Electrical upgrades will prevent arc flash and other electrical hazards that could potentially damage equipment, while protecting the safety of personnel.

ENHANCE CUSTOMER SERVICE AND CONVENIENCE OF INTERACTING WITH THE DISTRICT

Customer Service Payment Portal – The new online payment portal offers new customer engagement tools to customers while providing a suite of automated business processes for the District. Implementation of this project was initiated in late 2019 and is expected to be completed before the end of the 2019/20 Fiscal Year. The new program will provide valuable analytics related to customer water use by location and customer class, reducing staff time to pull these statistics manually, and facilitate the development of targeted customer programs and outreach.

Anticipated Outcomes and Benefits: Once fully implemented, the new customer portal will enhance customer interfaces and improve online access to electronic bills, payment options, and historical water use. From a business operations perspective, automated processes will improve staff productivity and operational efficiency.

Ongoing activities associated with existing initiatives that are scheduled for the year ahead include:

MAINTAINING COMMUNITY EDUCATION AND PUBLIC ENGAGEMENT

Informing Customers About Water (Initiative 1.25) – Now that the District has completed videos on all of the District's water supply sources, these segments will be combined into a full documentary that can be used as an educational tool for classrooms, as well as broader community education about where the water that serves the Goleta Valley comes from, and what is involved in its treatment and delivery to customers. This resource is particularly useful for reaching customers that do not attend and interact with the District at various community events throughout the year, and for area schools that increasingly do not have the budget or time for student field trips. By providing an easy to access digital version of the type of information typically shared in a community presentation, the District can reach more people and reduce the need for vehicle travel.

Administration Buildings and Fleet Management

This category incorporates sustainability considerations into District investments and initiatives to increase the financial predictability of operating and maintaining District-owned buildings, facilities, and heavy equipment.

The following summaries highlight the sustainable ***outcomes*** associated with District administration buildings and fleet management operations activities, organized by the central project ***benefits*** that are consistent with the Sustainability Guiding Principles.

Special Note: Due to a significant revenue shortfall for fiscal year 2018-19, and the prioritization of projects that maintain water quality and system reliability for treatment and distribution, fewer Category 2 projects were funded this year.

Annual Performance Highlights

MINIMIZED NEGATIVE ENVIRONMENTAL IMPACTS OF DISTRICT PROPERTIES

- Continued to minimize storm water runoff at the District's headquarters through implementation of best management practices included in the District's Storm Water Management Program. These efforts protect water quality by reducing the amount of potential sediment runoff into storm drains and neighboring creeks while maintaining regulatory compliance. (Initiative 2.13)

- Energy-consuming fluorescent light bulbs throughout the District's Headquarters were successfully replaced with energy-efficient LED bulbs. The District replaced 280 bulbs, each expected to outlast a fluorescent bulb by more than 27,000 hours. This will reduce energy consumed for office lighting by than 50% and generate cost savings over time. (Initiative 2.4)

STRENGTHENED THE DISTRICT'S PREPAREDNESS FOR NATURAL DISASTERS AND EMERGENCIES

Completed a vulnerability assessment of pipeline creek crossings to ensure exposed pipelines are adequately protected from high flow conditions and natural disasters.

SUPPORT INFORMED DECISION-MAKING, INVESTMENTS, AND INFRASTRUCTURE SUSTAINABILITY

Compiled an inventory of all of the District's physical assets, including specific asset age, expected remaining service life and estimated replacement costs, which supports sustainable management of District infrastructure and related investments.

IMPROVED OPERATIONAL EFFICIENCY

Completed design and construction of a new radio antennae at the Corona del Mar Water Treatment Plant, located in the Goleta Foothills, to improve radio communications between remote facilities.

IMPROVE THE SUSTAINABILITY OF THE DISTRICT FLEET AND HEAVY EQUIPMENT

The District installed two additional dual-port electric Vehicle Charging Stations (Initiative 2.15) in the Operations Yard for use by District fleet and employee vehicles. Together with the charging station installed in 2018, the new stations have the ability to charge six vehicles at a time, avoiding approximately 11,550 kg of greenhouse gas emissions.

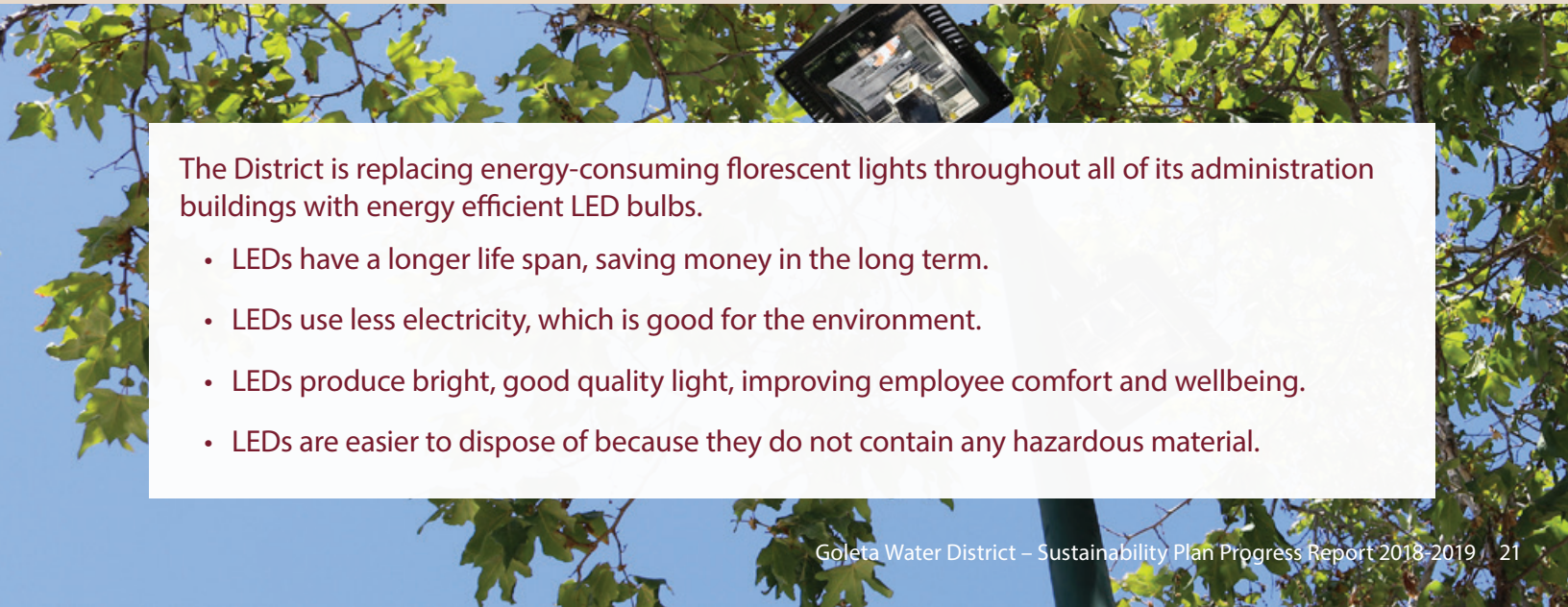
Then and Now

Goleta Water District employees at the District's Headquarters and Operations Yard in the late 1960s.

New electric vehicles added to the District's fleet in 2019, parked in front of the same building pictured to the left.

While still occupying some of the very same buildings it did in its early years, the District has made significant energy efficiency improvements to its facilities and fleet of vehicles. From energy efficient lighting upgrades inside and outside of the District Headquarters, to construction of a LEED® Gold Certified laboratory, administration, and control building at the Corona Del Mar Water Treatment Plant, to the addition of highly efficient trucks and electric fleet vehicles, the District continuously incorporates sustainability considerations in the management of its buildings and equipment.

1944 75 2019 GOLETA WATER DISTRICT



The District is replacing energy-consuming florescent lights throughout all of its administration buildings with energy efficient LED bulbs.

- LEDs have a longer life span, saving money in the long term.
- LEDs use less electricity, which is good for the environment.
- LEDs produce bright, good quality light, improving employee comfort and wellbeing.
- LEDs are easier to dispose of because they do not contain any hazardous material.

Featured Initiative

Electric Fleet Vehicles

The District incorporated three new electric vehicles into its fleet in mid-2019. District vehicles travel approximately 240,000 miles per year, and while electric versions of trucks and heavy equipment aren't currently available, the District is working to replace its smaller standard engine fleet vehicles with electric cars. Since the electric vehicles were put into service in July 2019, the District calculates it has avoided using approximately 336 gallons of fuel and saved approximately $1,170 in associated fuel costs, while preventing the generation of an estimated 3 metric tons of greenhouse gas emissions.

Sustainable Outcomes and Benefits:

Use of electric vehicles lowers fuel costs, reducing the District's overall operating costs. The District saved $1,170 in fuel costs during the first six months of using electric vehicles, which is expected to more than double for the total first year savings.

Since put into service, the District's electric vehicles are responsible for avoiding greenhouse gas emissions equivalent to planting 49 trees and letting them grow for 10 years! Replacing standard engine vehicles with electric vehicles also reduces dependence on foreign oil and minimizes the District's carbon footprint.

Clean air vehicles that reduce greenhouse emissions and fuel usage help support healthy communities.

Looking Ahead

MINIMIZE THE ENVIRONMENTAL IMPACTS OF DISTRICT OPERATIONS AND FACILITIES

CDMWTP Leach Field Replacement – Corona Del Mar Water Treatment Plant's existing leach field requires replacement based on historical observations of overflows and continued deterioration. As part of the original design of the CDMWTP in 1975, a 2,000 gallon septic tank, leach lines, and a leach pit were installed south of CDMWTP. A newer leach field was constructed in 1988, and new water treatment technology was installed in 2004. The leach field periodically ponds and overflows during periods of heavy rain and soil saturation. In 2015, the District's Sustainable Sewage Disposal Study at CDMWTP recommended total replacement of the leach field. This project will design and construct a replacement leach field to prevent future overflows.

Anticipated Outcomes and Benefits: The leach field has exceeded its expected 25 year service life by six years, and requires replacement to ensure leach field overflow does not threaten downstream facilities, including vaults to the transmission mains, as well as private property.

Lighting Upgrades at CDMWTP – Efficient lighting upgrades are planned at the District's Corona Del Mar Water Treatment Plant (CDMWTP) to reduce energy use and associated costs while also providing a healthy and productive work environment for District employees. The District plans to replace all fluorescent light bulbs at the CDMWTP with LED lights over the coming year.

Anticipated Outcomes and Benefits: Lighting upgrades will decrease energy consumption, maximize employee comfort and reduce operational costs.

Water Supply, Treatment, and Distribution System

Initiatives in this category support the core mission of the District. Comprehensive infrastructure planning and investment ensure the ongoing reliability of the distribution and treatment systems. Investment in sustainable infrastructure that is resource efficient, cost effective, replicates natural hydrology, and can adapt to a changing climate and other conditions provides multiple benefits to the District and its customers.

Annual Performance Highlights

MAINTAINED INVESTMENT IN THE GROUNDWATER BASIN AND WELL INFRASTRUCTURE

This year the District continued to seasonally alternate surface and groundwater supplies to address changing water quality conditions at Lake Cachuma produced by winter storms and recent fires in the watershed. This involved the intermittent operation of nine wells over eight months to produce 20% of the total potable water supply for the year. The following were instrumental in allowing the District to optimize the use of its groundwater supplies to maintain high water quality standards throughout the system:

- Completed the cleaning of four large wells under the annual well maintenance program to maintain efficient operation of groundwater facilities.
- Initiated design for a permanent pump station at the District's Corona Reservoir that would blend groundwater with treated surface water for delivery of quality water to higher elevations of the system that did not previously have access to groundwater supplies.
- Continued to track Regional Water Quality Control Board investigations of environmental remediation activities at sites near the District's wells to protect local groundwater supplies.

MAINTAINED INFRASTRUCTURE AND PROCESSES AT THE CDMWTP

Completed the second phase of the removal of excess sediment in the CDMWTP intake structures and lines, increasing the efficiency and long-term sustainability of this infrastructure. (Initiative 3.15)

MAINTAINED, REPLACED, AND IMPROVED THE EFFICIENCY OF THE WATER DISTRIBUTION SYSTEM

- Completed conditions assessment for the District's entire Cathodic Protection (CP) system, and performed maintenance and upgrades to ensure continued operations. CP controls corrosion in metal pipes, reducing the need for repair and replacement and conserving money and resources. (Initiative 3.8)
- Performed initial phase of a robotic conditions assessment on the District's 42-inch transmission main, which will allow the District to prioritize main replacement scheduled to occur over the next 5 years.
- Completed major construction work on the Patterson Booster Pump Station to convert it from an emergency backup facility to full service, more than doubling its pumping capacity, and added a connection for an emergency generator. Increased capacity enables the District to more efficiently blend groundwater with surface water to meet water quality objectives, operate continuously, and deliver diverse water supplies to higher elevations, thereby increasing the reliability of water service to District customers. The work also added a connection for an emergency generator, improving emergency preparedness. (Initiative 3.29)

Water Supply, Treatment, and Distribution System

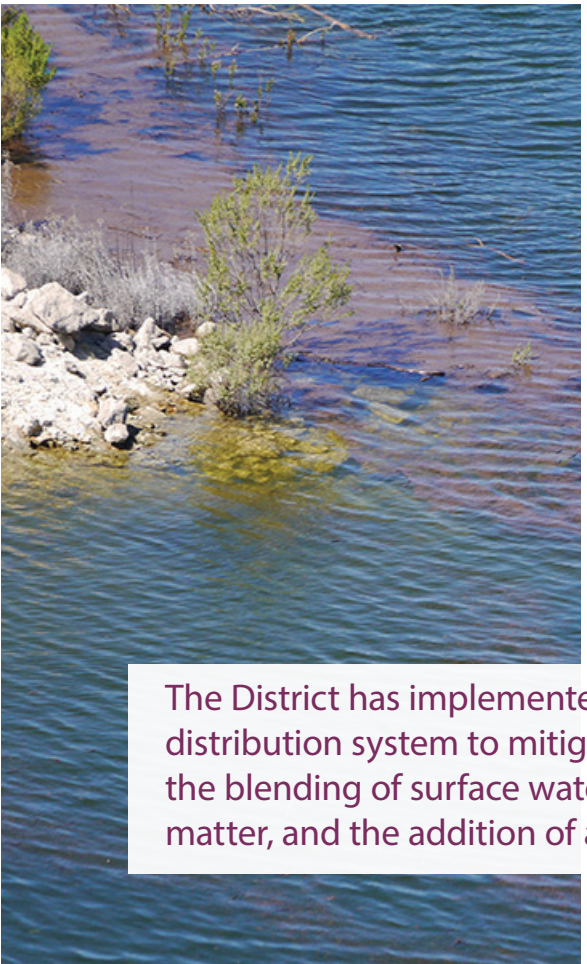
IMPLEMENTED PROGRAMS THAT MINIMIZE WATER LOSS AND MAXIMIZE ACCOUNTING OF WATER USE

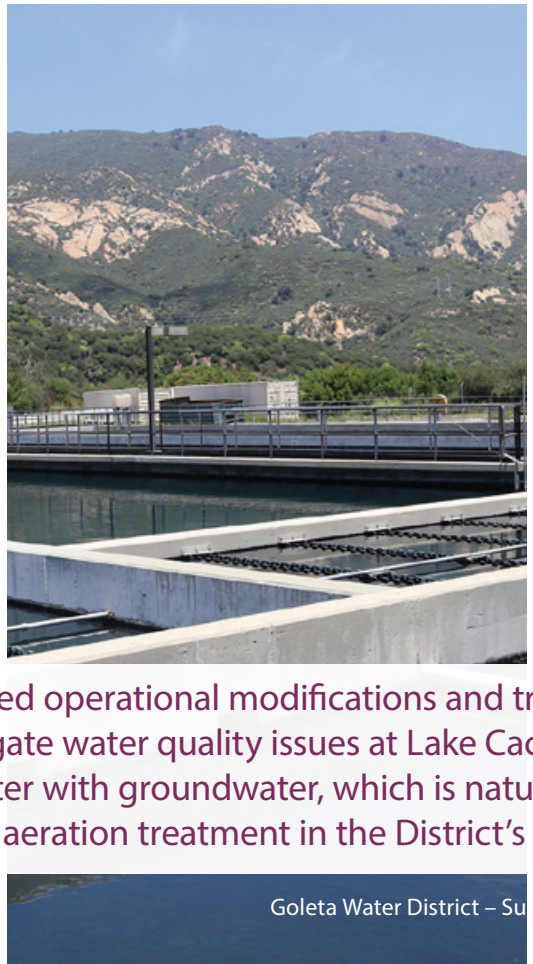
Under the Valve Replacement Program (Initiative 3.32), maintained and replaced numerous valves for pressure regulation, system isolation, and monitoring:

- More than 60 new and replacement mainline valves were installed to protect the distribution system and customer infrastructure as the District works to repair and replace aging pipelines and appurtenances to minimize future service interruptions.
- Operated and exercised over 150 main line valves throughout the distribution system, and replaced 70 key service line valves used to isolate individual customers during repairs and minimize interruptions to the water supply.
- Conducted maintenance on more than 120 special regulating valves located throughout the distribution system to ensure proper pressure is consistently maintained.

PRESERVED POTABLE SUPPLIES THROUGH IMPROVEMENTS TO THE RECYCLED WATER SYSTEM

Completed upgrades to the District's recycled water pump station. Work included upgrades to the existing five pumps with the addition of a sixth pump to improve the reliability and efficiency of mechanical equipment. The installation of additional Variable Frequency Drive (VFD) units with automated controls optimized the operation of the motors, saving electricity through increased efficiency while improving staff productivity by automating operations. (Initiative 3.29)





The District has implemented operational modifications and treatment changes in the distribution system to mitigate water quality issues at Lake Cachuma. This includes the blending of surface water with groundwater, which is naturally low in organic matter, and the addition of aeration treatment in the District's reservoir network.

Water Supply, Treatment, and Distribution System

ENSURED THE ONGOING DELIVERY OF SAFE, CLEAN WATER SUPPLIES TO THE COMMUNITY

As changing water quality conditions are likely to persist for many years, work was completed to position the District to continue to meet these ongoing challenges into the future:

- Completed construction and testing of aeration treatment systems at Fairview and Ellwood Reservoirs to reduce disinfection byproducts in the distribution system that result from increased levels of organic matter in surface water. The aeration systems increase the District's ability to adapt to changing water quality conditions at Lake Cachuma, ensuring continued delivery of quality water to customers while maintaining compliance with drinking water regulatory standards. (Initiative 3.33)
- Completed design of an upgraded electrical system and an aeration system at Corona Reservoir.
- Completed CEQA review and initiated the permitting process with the Regional Water Quality Control Board to resume Aquifer Storage and Recovery (ASR) within the Goleta Groundwater Basin. This will allow the District to recharge the groundwater basin through injection, while complying with recently adopted state permitting requirements.
- Performed extensive water treatment technology testing and prepared for demonstration-scale testing at the Corona Del Mar Water Treatment Plant. This will allow the District to identify the most effective solution for total organic carbon treatment and trihalomethane (THM) reduction to address changing water quality conditions at Lake Cachuma. (Initiative 3.34)
- Completed design of an iron and manganese removal system at University well to improve water quality while ensuring continued compliance with drinking water regulations. (Initiative 3.30)
- Completed preliminary design of post-filter granular activated carbon (GAC) contactors as a possible long term solution for reducing trihalomethanes (THMs) in the potable water system resulting from higher organic matter in Lake Cachuma water supply. (Initiative 3.34)
- Completed designs for upgrades to the Edison and Van Horne Booster Pump Stations. (Initiative 3.29)

Then and Now

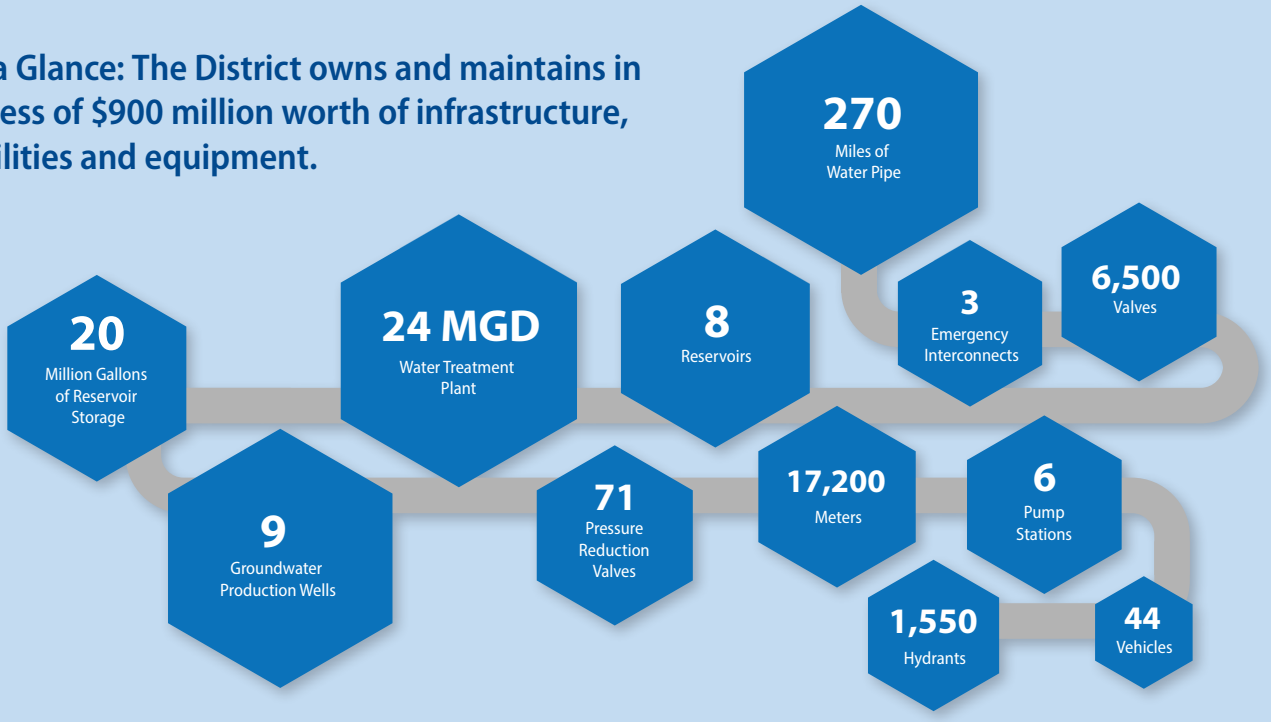
Groundbreaking ceremony the Corona Del Mar Water Treatment Plant in the early 1970s.

Nearly 50 years after original construction, the Plant treats approximately 8 million gallons of water per day for delivery to the community.

Constructed in the 1970s, the Corona Del Mar Water Treatment Plant treats water from Lake Cachuma. The plant was a state of the art treatment facility at the time it was built and has since undergone two significant renovations and continuous infrastructure and process upgrades. As water quality conditions at the lake change, and as Federal and State Regulations are updated, the District will continue to invest in the latest treatment technology to provide a reliable supply of quality water at the most reasonable cost to present and future customers.

1944 75 2019 GOLETA WATER DISTRICT

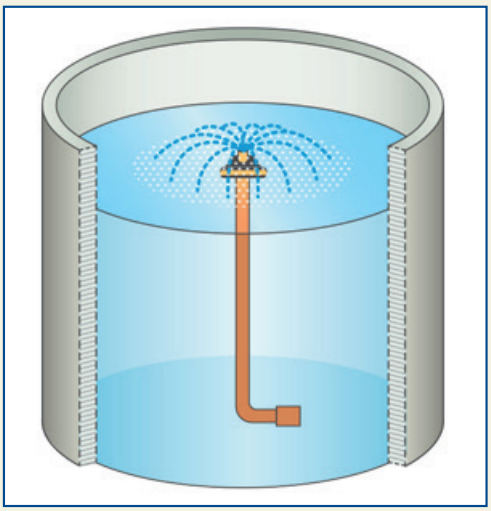
At a Glance: The District owns and maintains in excess of $900 million worth of infrastructure, facilities and equipment.

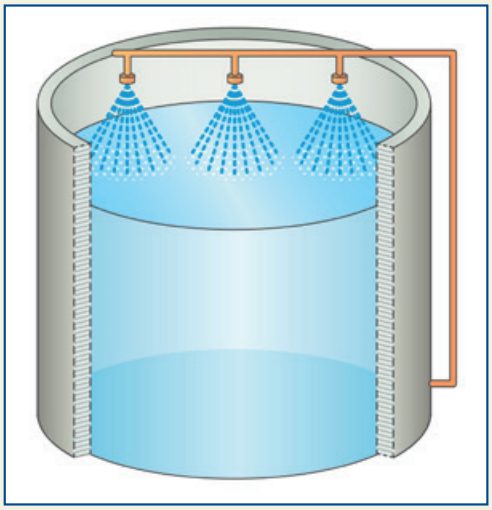


Featured Initiative

Reservoir Aeration Treatment Systems

The District completed construction and testing of reservoir aeration treatment systems at Fairview and Ellwood Reservoirs (Initiative 3.33). Reservoir aeration helps to reduce disinfection byproducts in the distribution system that result from increased levels of organic matter in Lake Cachuma. Fires in the Cachuma watershed over the last two years coupled with periods of intense rainfall have resulted in debris being washed into the lake, complicating treatment regimen. Additionally, organics that grew in the dry lakebed during the historic drought are now submerged and decomposing, increasing the level of organic matter in the lake. All of these scenarios culminate in degraded water quality that is difficult to treat to drinking water standards. The aeration systems increase the District's ability to adapt to changing water quality, ensuring continued delivery of quality water to customers while maintaining compliance with drinking water regulatory standards. (Initiative 3.33)





Sustainable Outcomes and Benefits:

The project will ensure continued compliance with state and federal drinking water quality standards.

The project enhances the District's ability to adapt to changing conditions at Lake Cachuma, supporting the use of local surface water supplies and minimizing the need to rely on groundwater and imported water.

Water quality improvements resulting from the aeration systems will support the continued reliability and delivery of quality water to the community.

Looking Ahead

PRESERVE POTABLE SUPPLIES THROUGH IMPROVEMENTS TO THE RECYCLED WATER SYSTEM

Hollister Recycled Water Booster Pump Station Relocation: The Hollister Booster Pump Station pumps recycled water for landscape irrigation to recycled water customers west of Glen Annie Road. The pump station is located underground, where future road widening will take place, necessitating the facility's relocation. The District has evaluated potential relocation sites along the recycled water main and conducted long-term economic analysis on potential alternatives. The selected project includes 100% design, construction, and project management of the booster pump relocation. The relocated pump station project will consider newer pump and motor technologies, which are critical to providing adequate recycled water pressure to customers, while also saving energy and associated costs and maximizing system reliability.

Anticipated Outcomes and Benefits: The Hollister Recycled Water Booster Pumping Station ensures recycled water is delivered at acceptable flows and pressures to the western portion of the recycled water distribution system, which serves some of the District's largest customers. Without reliable recycled water delivery, customers would otherwise use potable water to irrigate large golf courses and landscaping.

ENSURE THE ONGOING DELIVERY OF SAFE, CLEAN WATER SUPPLIES TO THE COMMUNITY

Transition Main Relocation – Phase I: The District's 42-inch transmission main conveys treated surface water to a majority of the District's distribution system. Recent, shallow landslide and ground movement observed along a hillside portion of the District's 42-inch transmission main necessitate relocation of a key segment of the main to avoid a critical pipeline failure. This project implements the first phase of mitigation, including landslide monitoring, easement acquisition for a new pipeline alignment, and engineering design. Recommended relocation areas include a more stable rock formation to the east to avoid sloping terrain and landslide risks or a flatter area to the west with more stable, alluvial soils and improved access.

Anticipated Outcomes and Benefits: Because the District does not have a backup pipeline, a transmission main break would force the District to limit customer usage while temporarily relying on groundwater and interconnections with the City of Santa Barbara. Pipeline failure may also result in the sudden release of water, causing potentially significant property damage downstream, costly emergency repairs and a service outage to some District customers.

Looking Ahead

ENHANCE SYSTEM-WIDE RELIABILITY AND SAFETY

Reservoir Reliability Program: The District's eight storage reservoirs are almost 40 years old, and provide critical water storage. Storage reservoirs provide the District with the ability to manage flows throughout the system to meet peak demand and operational requirements, and have water available in case of an emergency. Upgrades and refurbishments will include replacing telemetry, corroded pipe brackets, ladders, railings, and safe climbing fixtures, hatch lids, and inlet/outlet piping, and any inoperable reservoir components as they are discovered.

Anticipated Outcomes and Benefits: Maintaining District reservoirs sustains current levels of storage to meet community water demand, and helps comply with Occupational Safety and Health Administration (OSHA) guidelines for worker safety. The project will prevent the potential loss of reservoir use and ensure sufficient water storage to meet operational requirements, fire flows, and emergency demand, while correcting safety deficiencies to provide a safe working environment for employees.

Corona Pump Station: This project will install a permanent pump station at Corona Reservoir and replace an existing temporary pump station. The pump station will increase water quality and reduces the formation of disinfection byproducts by blending groundwater and surface water at the Corona Reservoir, and sending it to the Ellwood Reservoir. The design for the pump station and associated electrical equipment was completed in 2019, and includes electrical facility capacity to energize potential aeration treatment at the reservoir. The pump station will have two 2,800 gallon per minute pumps for redundancy and a smaller pump for the plant's domestic water line to improve water quality. The pump station will also be programmed and connected to SCADA, allowing for remote operation and programing.

Anticipated Outcomes and Benefits: Corona Pump Station supports improved water quality and reduces disinfectant byproduct levels in the distribution system. The facility can also provide water to the Ellwood Zone in the event of a break in the 42-inch transmission main. Absent this project, the existing booster pump station would limit the District's ability to deliver water to higher elevations during an unexpected transmission main break or other emergency.

ENSURE PREPAREDNESS FOR NATURAL DISASTERS AND OTHER UNPLANNED EMERGENCIES

Interconnect Component Replacements: The District maintains three interconnects with the City of Santa Barbara to provide an emergency backup supply of water to the eastern portion of the distribution system when needed. This project will replace interconnect components when they fail. Various components are showing signs of malfunctioning, indicating the need for imminent replacement. The District's three interconnects can provide up to 2.3 million gallons per day and have historically been used to supplement District demand and water blending operations. Interconnects provide an essential backup water supply during times of emergencies or planned shutdowns.

Anticipated Outcomes and Benefits: Replacement of inoperable interconnection facilities is necessary to maintain access to mutual assistance to neighboring agencies in the event of an emergency, such as a transmission line break, earthquake, wildfire, or planned system outage. Backup water supplies may not otherwise be available or sufficient when needed.

Looking Ahead

IMPLEMENT PROGRAMS THAT MINIMIZE WATER LOSS AND MAXIMIZE ACCOUNTING OF WATER USE

The District maintains approximately 16,000 water meters of sizes 1.5 inches or smaller, of which more than half are older than 15 years. Under the District's Meter Replacement Program (Initiative 3.10), faulty meters will be replaced with new meters. Studies show that meters loose accuracy over time, and new meters can more accurately measure water at both high and low flow rates, providing more accurate data for both the customer and the District. This also allows the District to better account for all water use, thereby reducing unaccounted water loss and related revenue.

ENSURE THE ONGOING DELIVERY OF SAFE, CLEAN WATER SUPPLIES TO THE COMMUNITY

Reservoir Aeration Systems: Phase 1 includes the construction of floating spray aeration treatment systems for Corona Reservoir and Barger Reservoir to reduce trihalomethane (THM) concentrations. Hydraulic and water quality modeling has shown that adding these treatment systems can provide system-wide or localized water quality improvements. Construction at Corona Reservoir will include air handling and blower units in addition to a number of floating spray aerators for inside the reservoir. Design for the Barger Reservoir is ongoing. Construction at Barger Reservoir will include bringing electrical power to a remote site that currently has a limited amount of solar power, improving facility reliability and emergency preparedness.

Overall Progress at a Glance

SERVICE CATEGORY #1 - CUSTOMER SERVICE AND BUSINESS OPERATIONS

REF	2012-13 INITIATIVES	STATUS
1.1	Integrated Regional Water Management Planning (IRWMP)	Ongoing
1.2	Conservation	Complete
1.3	Electronic Billing System	Complete
1.4	Emergency Response Plan Update	Complete
1.5	Workplace Safety Program Update	Complete
1.6	Drought and Water Shortage Contingency Plan	Complete
1.7	Vendor Management	Complete
1.8	Technology Improvement and Integration	Ongoing
1.9	Alternative Revenue Sources	Ongoing
1.10	Introduction of Lifeline Discount Program	Deferred
1.11	Tiered Rate Updated	Complete
REF	**2013-14 INITIATIVES**	**STATUS**
1.12	Community Demonstration Garden Outreach	Ongoing
1.13	Salt and Nutrient Management Plan Scoping	Complete
1.14	Asset Management Implementation Plan and Pilot Study of the Recycled Water System - Phase I	Complete
1.15	Coordinated Energy Management	Ongoing
REF	**2014-15 AND 2015-16 INITIATIVES**	**STATUS**
1.16	Drought Supply and Demand Model	Ongoing
1.17	Groundwater Management Plan Update	Planning
1.18	Water Supply Management Plan Update	Planning
1.19	Urban Water Management Plan Update	Planning
1.20	Drought Outreach Plan	Complete
1.21	Sustainable Groundwater Management Act Implementation	Ongoing
1.22	Groundwater Model	Complete
1.23	Agricultural Water Efficiency Action Plan	Complete
1.24	Conservation Incentive Programs	Ongoing
REF	**2016-17 AND 2017-18 INITIATIVES**	**STATUS**
1.25	Informing Customers about Water	Underway
1.26	Employee Wellness Program	Ongoing

SERVICE CATEGORY #2 - ADMINISTRATION BUILDINGS AND FLEET MANAGEMENT

REF	2012-13 INITIATIVES	STATUS
2.1	Community Demonstration Garden Restoration and Enhancement	Complete
2.2	Renewable Energy (Solar) Feasibility and Permitting	Ongoing
2.3	Green Business Certification	Deferred
2.4	Building Envelope Improvements	Ongoing
2.5	Fleet and Construction Equipment Replacement Program	Ongoing
2.6	Field Operations	Ongoing
2.7	Fleet Replacement Study	Complete
REF	**2013-14 INITIATIVES**	**STATUS**
2.8	Edible Garden Project	Complete
2.9	Lighting Upgrades at Administrative HQ – Phase I	Complete
2.10	Solar Trellis System at Administrative HQ – Phase I	Underway

2.11	Stormwater Runoff Improvements Study	Complete
REF	**2014-15 AND 2015-16 INITIATIVES**	**STATUS**
2.12	Leaking Underground Fuel Tank (LUFT) Closure	Complete
2.13	Stormwater Headquarters Improvements/Master Plan (Phase I)	Complete
2.14	Board Room Remodel	Complete
2.15	Recycled Water Hauling Program	Ongoing
REF	**2016-17 AND 2017-18 INITIATIVES**	**STATUS**
2.16	Vehicle Charging Station	Complete

SERVICE CATEGORY #3 - WATER SUPPLY AND SYSTEM INVESTMENT

REF	2012-13 INITIATIVES	STATUS
3.1	Hydroelectric Generator Installations	Complete
3.2	Recycled Water System Booster Station Electrical Upgrades	Complete
3.3	San Ricardo Well Rehabilitation	Complete
3.4	WTP Sustainable Wastewater Disposal and Irrigation Study	Complete
3.5	Grant Application Readiness	Ongoing
3.6	Goleta Beach Recycled Waterline Relocation	Planning
3.7	Infrastructure Improvement Program Evaluation Criteria	Complete
3.8	Corrosion Protection Program	Ongoing
3.9	Neighborhood Compatibility of District Facilities	Ongoing
3.10	Meter Replacement Program	Ongoing
REF	**2013-14 INITIATIVES**	**STATUS**
3.11	San Ricardo Well Site Enhancement	Complete
3.12	Arc Flash and Electrical Upgrades	Complete
3.13	Water System Evaluation and Submetering Program – Phase I	Complete
3.14	Van Horne Reservoir Slope Protection Evaluation	Complete
3.15	Corona Del Mar WTP Infrastructure Improvement Construction	Underway
3.16	Hydroelectric Turbine Installation at Patterson Reservoir	Deferred
3.17	Goleta Water District – City of Santa Barbara Interconnect	Deferred
REF	**2014-15 AND 2015-16 INITIATIVES**	**STATUS**
3.18	San Antonio Well Rehabilitation Project	Complete
3.19	Berkeley Well Rehabilitation Project	Complete
3.20	Shirrell Well Rehabilitation Project	Complete
3.21	Oak Grove Well #2 Rehabilitation Project	Deferred
3.22	SB Corporation Well Rehabilitation Project	Deferred
3.23	Hollister Recycled Water Pump Replacement	Complete
3.24	Emergency Pump Project (Patterson and Edison)	Complete
3.25	Airport Area New Well Project	Deferred
3.26	Transmission Main Area New Well Project	Deferred
3.27	Monitoring Wells	Planning
3.28	Injection Wells	Planning
REF	**2016-17 AND 2017-18 INITIATIVES**	**STATUS**
3.29	Booster Pump Station Improvements	Underway
3.30	Groundwater Treatment Equipment Upgrades	Complete
3.31	Water Quality Studies	Complete
3.32	Valve Replacement Program	Ongoing

New Initiatives at a Glance

SERVICE CATEGORY #1 - CUSTOMER SERVICE AND BUSINESS OPERATIONS

REF	2018-19 INITIATIVES AND NEW INITIATIVES	STATUS
1.27	Web Self-Service Program	Underway
1.28	Hazard Mitigation Plan	Underway
1.29	Recycled Water Slough Crossing Alternative Design Study	Complete
1.30	Worker Safety Electrical Upgrades	Planning
1.31	Customer Service Payment Portal	Underway

SERVICE CATEGORY #2 - ADMINISTRATION BUILDINGS AND FLEET MANAGEMENT

REF	NEW INITIATIVES	STATUS
2.17	Leach Field Replacement at CDMWTP	Planning
2.18	Lighting Upgrades at CDMWTP	Planning

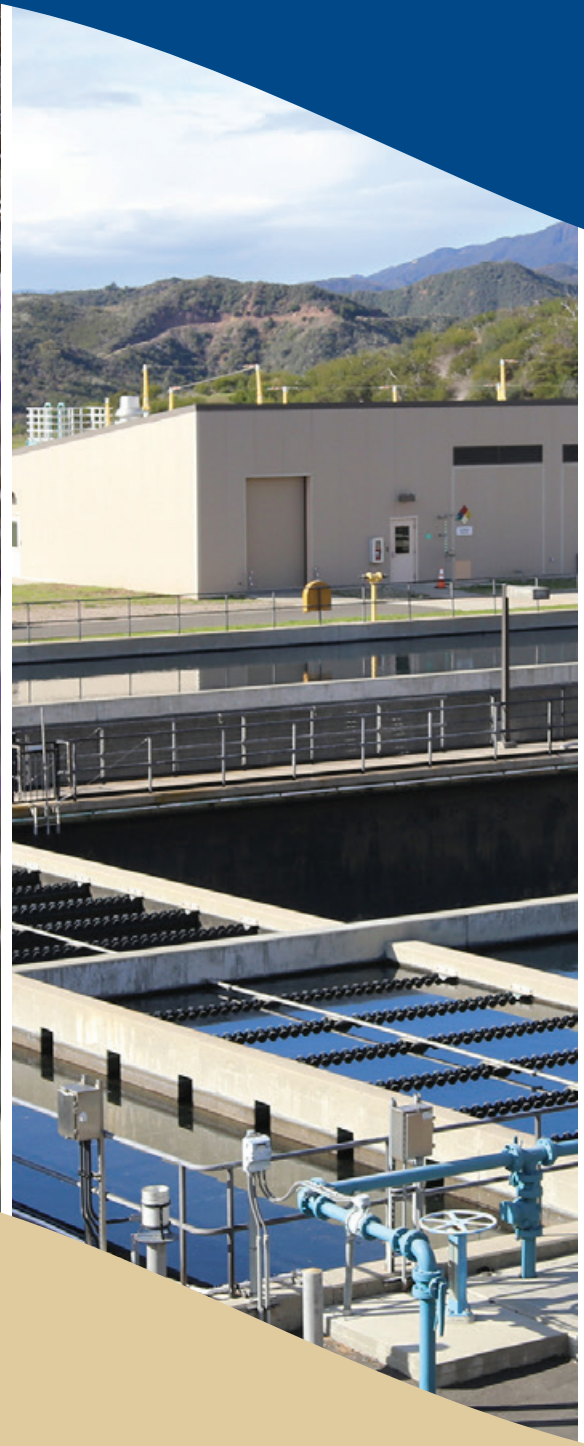
SERVICE CATEGORY #3 - WATER SUPPLY AND SYSTEM INVESTMENT

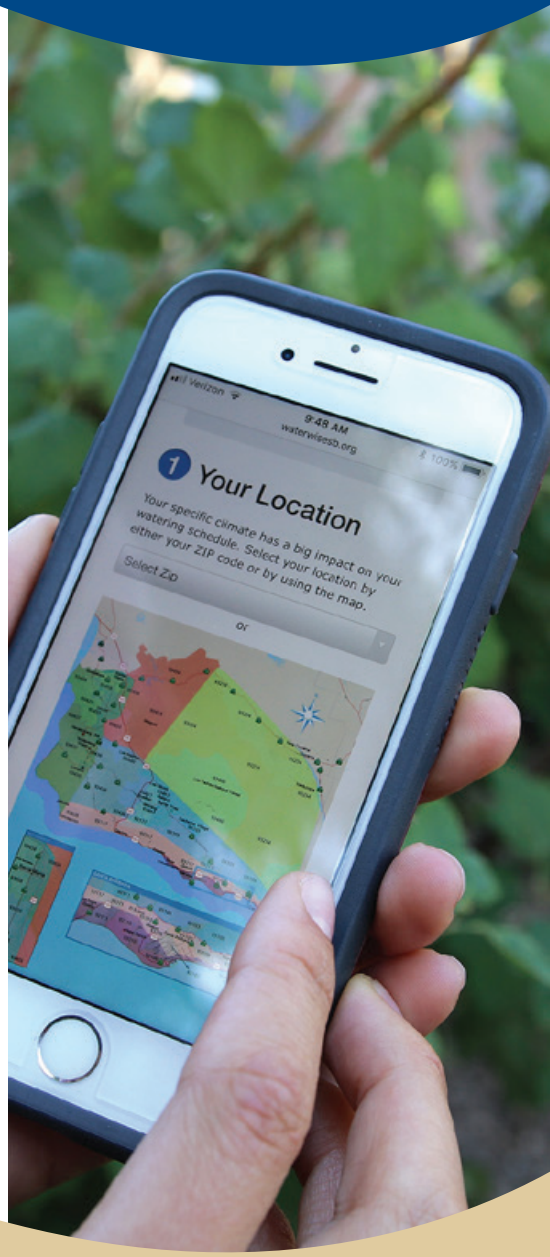
REF	2018-19 INITIATIVES AND NEW INITIATIVES	STATUS
3.33	Reservoir Aeration Systems	Complete
3.34	Surface Water Quality Treatment Technologies	Underway
3.35	Hollister RW Booster Pump Station Relocation	Planning
3.36	Transition Main Relocation	Planning
3.37	Reservoir Reliability Program	Planning
3.38	Corona Pump Station	Planning
3.39	Interconnect Component Replacements	Planning

LOOKING FORWARD

As the District reflects on its 75th Anniversary and looks forward to the future, it faces challenges but also opportunity. An aging system with infrastructure near or at its expected service life will require significant investment, but technological advances may provide new ways to reduce costs, and reduce the District's carbon footprint, while maintaining service quality and reliability.

The Sustainability Plan is a living document, and its ability to remain adaptable is a key asset. Ongoing monitoring of the progress of these initiatives will continue so the District can effectively adjust its approach as needed, and report on Sustainability Plan implementation results and benefits to the community. Through continued strategic planning, investments, and implementation of best practices, the District will continue to foster a model operation for sustainable service today and well into the future.





Let's Save Together
waterwise
Goleta Water District

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