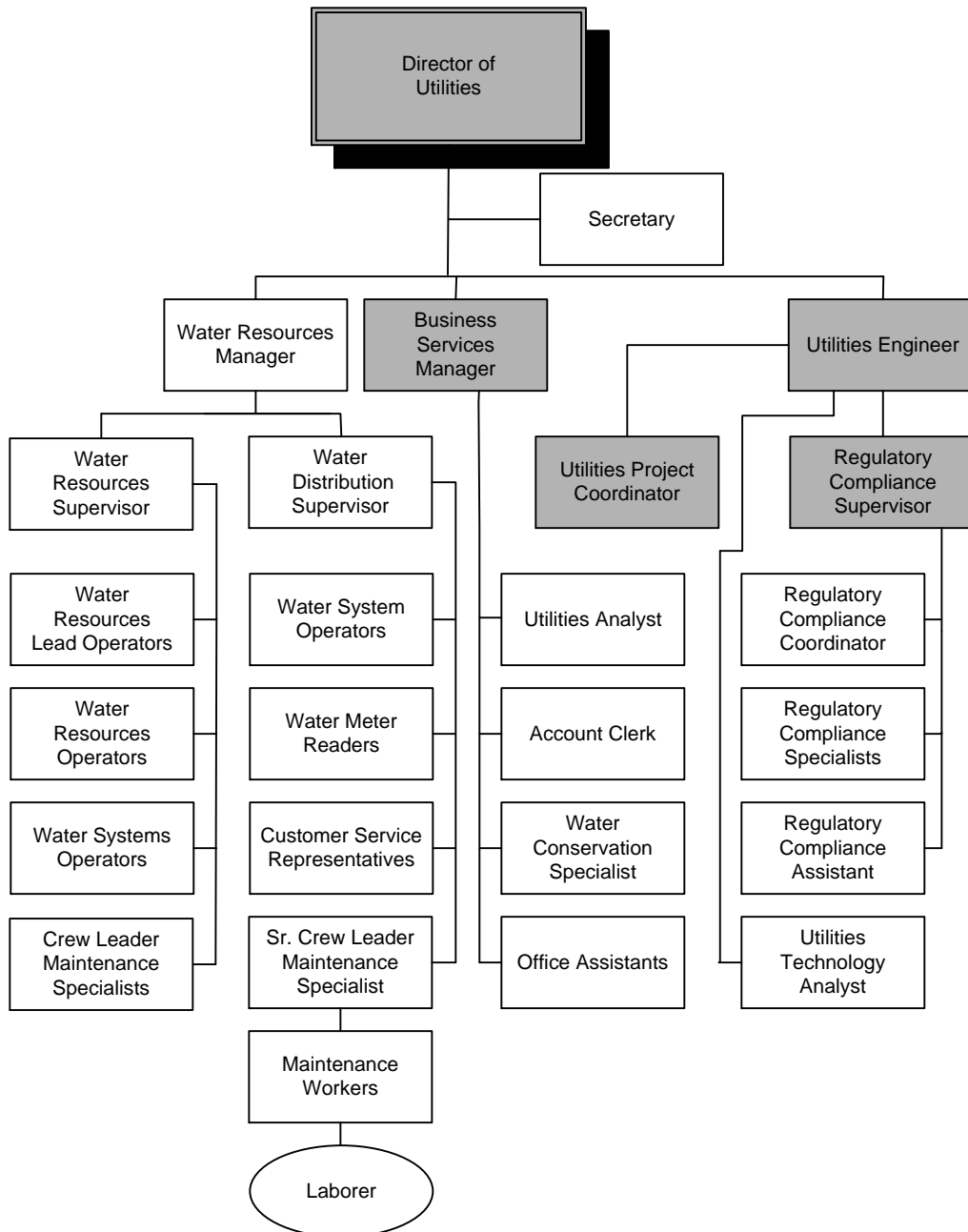
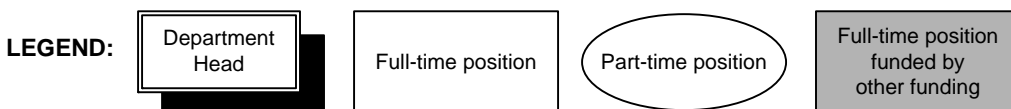


**WATER RESOURCES**



The above organizational chart depicts full-time and part-time employees only



# UTILITIES

DEPARTMENT: Utilities  
 DIVISION: Water, Wastewater, Utility Billing, Drainage & Sewer  
 PROGRAM: Water Distribution Services  
 FUND: Water Resources Fund

	Actual 2008-09	Adopted 2009-10	Year-End Estimated 2009-10	Proposed 2010-11	Proposed 2011-12
<b>PROGRAM EXPENSES/REVENUES</b>					
Salaries & Benefits	\$ 4,137,370	\$ 4,392,090	\$ 3,973,810	\$ 4,405,630	\$ 4,639,250
Services & Supplies	5,759,900	5,696,940	5,717,160	5,873,250	5,735,760
Total Operating Cost	9,897,270	10,089,030	\$ 9,690,970	10,278,880	10,375,010
State Water & CCWA Contract	16,740,740	18,562,390	18,562,390	18,493,390	19,023,520
Capital	1,338,220	4,918,900	12,116,670	2,446,110	4,282,710
Debt Service	3,447,730	6,000,400	6,074,020	6,626,800	6,629,250
Transfers	388,710	418,870	418,870	441,200	441,200
Total Cost	\$ 31,812,670	\$ 39,989,590	\$ 46,862,920	\$ 38,286,380	\$ 40,751,690

## SUMMARY OF SERVICE PROGRAMS

Water	\$ 26,743,390	\$ 32,293,990	\$ 33,087,190	\$ 32,612,860	\$ 33,652,930
Utility Billing	664,840	679,320	643,940	675,880	703,850
Total Water	27,408,230	32,973,310	33,731,130	33,288,740	34,356,780
Wastewater	3,740,050	6,141,160	12,285,350	4,357,070	5,736,390
Drainage	337,710	415,000	383,600	404,370	410,070
Sewers	326,680	460,120	462,840	236,200	248,450
Total Wastewater	4,404,440	7,016,280	13,131,790	4,997,640	6,394,910
Water Resources Total	\$ 31,812,670	\$ 39,989,590	\$ 46,862,920	\$ 38,286,380	\$ 40,751,690

## SUMMARY OF POSITIONS

### FULL-TIME

Account Clerk I	1	1	1	1	1
Business Services Manager	1	1	1	1	1
Crew Leader/Maint. Spec.	2	2	2	2	2
Customer Service Rep.	2	2	2	2	2
Director of Utilities	1	1	1	1	1
Office Assistant I/II	2	2	2	2	2
Regulatory Compliance Assist.	1	1	1	1	1
Regulatory Compliance Coord.	1	1	1	1	1
Regulatory Compliance Spec.	2	2	2	2	2
Secretary	1	1	1	1	1
Sr. Crew Leader/Maint. Spec.	1	1	1	1	1
Utilities Technology Analyst	1	1	1	1	1
Water Conservation Specialist	1	1	1	1	1
Water Distribution Supervisor	1	1	1	1	1
Water Meter Reader	2	2	2	2	2
Water Res. Lead Operator	2	2	2	2	2
Water Resources Operator	6	6	6	8	8
Water Res. Operator Trainee	2	2	2	0	0
Water Resources Manager	1	1	1	1	1

# UTILITIES

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	Actual 2008-09	Adopted 2009-10	Year-End Estimated 2009-10	Proposed 2010-11	Proposed 2011-12
<b>SUMMARY OF POSITIONS (continued)</b>					
Water Resources Supervisor	1	1	1	1	1
Water System Operator I	2	2	2	4	4
Water System Operator II	3	3	3	3	3
Water System Operator Trainee	2	2	2	0	0
<b>TOTAL</b>	<b>39</b>	<b>39</b>	<b>39</b>	<b>39</b>	<b>39</b>
<b>PART-TIME</b>					
Laborer III	1	1	1	2	2
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>GRAND TOTAL</b>	<b>40</b>	<b>40</b>	<b>40</b>	<b>41</b>	<b>41</b>
<b>TEMPORARY (FTE)</b>					
General Laborer	0.5	0.5	0.5	0.5	0.5
<b>TOTAL TEMPORARY (FTE)</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>	<b>0.5</b>

## PROGRAM DESCRIPTION

### Water

The Water Resources Operation and Maintenance Section is responsible for supplying the residents of Santa Maria with an adequate supply of potable water for domestic, industrial, and fire protection purposes.

The Water Resources Operation and Maintenance Section has two primary objectives: to produce the highest quality water possible for the City's customers and to distribute water in such a manner that meets the customer's demands for peak water flow. The drinking water is produced from imported State Water supplies and nine active and three standby groundwater production water wells located throughout the Santa Maria service area. The system has a total of 20 million gallons of reservoir capacity. The combined well production and reservoir capacity must supply a peak demand of over 17 million gallons per day, plus an additional 6,000 gallons per minute for at least six hours for fire fighting purposes. This capability must be maintained with two of the largest water sources out of service. In 1997, the City began receiving State Water on a full-time basis. State Water provides the City with a reliable, good quality water source, and is the first priority water source for the foreseeable future.

The water distribution system delivers water, from the State Water turnout and water wells, to all areas throughout the City. Water is provided to approximately 20,060 accounts through over 320 miles of water main. Routine preventive maintenance is performed on a continuous basis and includes: an annual flushing program; valve turning; and hydrant maintenance. Distribution staff performs meter reading, customer service, and maintains all water distribution facilities, including water mains, water services, and water meters. Additional maintenance duties include storm drain maintenance and flood control.

## **UTILITIES**

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**DEPARTMENT:** Utilities  
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Drainage & Sewer

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### Wastewater

The Water Resources Operation and Maintenance Section is responsible for providing safe, economical, and efficient treatment of domestic and industrial wastewater. This is accomplished by operating and maintaining a two-stage trickling filter wastewater treatment plant, and ensuring high quality influent through a pretreatment program. Staff treats and disposes of 8.5 million gallons of wastewater per day within State Water Quality Control Board and Air Pollution Control District (APCD) standards as the City's Wastewater Treatment Plant (WWTP). In addition, the WWTP has a septage receiving station that accepts septage from the Santa Maria Valley and surrounding communities. The Wastewater Section hydraulically cleans, on an annual basis; over 200 miles of sewer line, and identifies and corrects sewer system deficiencies including cracked pipe, line offsets, root intrusion, and manhole deterioration.

### Engineering

Engineering administers and coordinates all capital improvement programs for the Utilities Department. The major areas of responsibility include construction of capital and maintenance projects that improve and expand existing facilities. In addition, Engineering provides support for annual reporting, environmental compliance, technical recommendations concerning new programs and treatment processes.

### Regulatory Compliance

The Regulatory Compliance Section is responsible for the administration of eight regulatory programs. The Division prepares 28 annual reports to various regulatory agencies. These include the California Integrated Waste Management Board, Regional Water Quality Control Board (RWQCB), the State Department of Health Services, and the APCD.

## **SUBPROGRAMS AND THEIR OBJECTIVES**

### Water

#### Water Production and Distribution

The Water Resource Operation and Maintenance Section provides a high quality water to satisfy domestic water demands of the community through operation and maintenance of water facilities including groundwater wells, a blending/disinfection facility, and storage reservoirs. Potable water supplies meet or exceed safe drinking water standards and City adopted standards for total dissolved solids and hardness by blending State Water and groundwater prior to entering the City's water system.

This section implements and maintains an effective customer service, water meter reading/replacement program, and a distribution/flood control maintenance program. Performance standards for excellent customer service are implemented and performed in a timely and efficient manner. Water meters are read every month and customers receive bills that provide accurate water usage statistics. Fixed Base meter reading technology is being implemented to reduce staff meter reading time while maintaining high customer service and reducing wasted water through identifying customer leaks.

Staff maintains over 9,000 line and control valves and approximately 3,200 fire hydrants. Annually, a quarter of the system's distribution and transmission lines are flushed. Routine maintenance is performed on all City maintained flood control systems, including drainage structures, culverts, open channel drainage ditches, and underground storm drains.

# UTILITIES

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## Wastewater

The wastewater program is comprised of two subprograms: WWTP operation and maintenance; and sewer cleaning and maintenance.

### WWTP Operation and Maintenance

The preventive maintenance program consists of routine maintenance that extends the life of wastewater facilities, while detecting malfunctioning equipment to avoid costly repairs. Routine maintenance provides lubrication, adjustments, and inspections on a daily, weekly, monthly, quarterly, semi-annual, and annual basis allowing operation staff to perform corrective maintenance work in a timely, cost-effective manner.

On a semi-annual schedule, all 750 valves are exercised to maintain proper operation. Prevention includes maintaining a sufficient number of tools, spare parts, and equipment for response to malfunctions or emergencies within the WWTP or the sewage lift station.

Operation of the WWTP consists of adjusting various parameters to ensure that wastewater is effectively and economically treated and complies with APCD and RWQCB standards.

## Sewer

The Water Resources Operation and Maintenance Section provides overall maintenance and repair of the City's wastewater collection system and ensures the safe conveyance of domestic and industrial wastewater for treatment.

The Water Resources Operation and Maintenance Section provides routine wastewater collection system maintenance consistent with its Sanitary Sewer Management Program, required by the State Water Resources Control Board. Most sanitary sewer system mains are cleaned once a year. Sewer lines are videoed on a schedule that enables the entire system to be videoed within 20 years, an industry standard, and system deficiencies are noted and prioritized for repair. Staff addresses small repairs at a rate of two repairs per month. Larger repairs are bid to local contractors, but are overseen by Water Resources staff. While the goal of the sewer maintenance program is to minimize collection system back-ups and overflows, in the event that these situations occur, Water Resources staff responds to these occurrences at any hour to minimize impact to the public.

## Regulatory Compliance

The Regulatory Compliance staff administers the regulatory permits for the landfill, WWTP and water system. Monthly, semi-annual, and annual reports are prepared in conformance with permit guidelines. Laboratory tests, engineering calculations, and other environmental monitors are reviewed to ensure that the City is operating within permit parameters.

## Laboratory

Facility staff provides the expertise for routine biological, chemical, and physical analysis of plant sludge and domestic and industrial wastewater. The laboratory, an on-site facility, has been registered as an environmental laboratory by State Department of Health Services, Certification No. 1083, and as such is acceptable by the RWQCB to perform mandated routine analysis for wastewater parameters. This is the basis for performance reports required by regulatory agencies and modification of water and wastewater operations. The laboratory is a resource that provides analytical support for the plant process control, the Industrial Pretreatment Program, and occasional requests from other City divisions and consulting engineers. All potable water analysis occurs at a commercial laboratory.

## UTILITIES

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<b>DEPARTMENT:</b> Utilities	<b>PROGRAM:</b> Water Distribution Services
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### Pretreatment Program

The Wastewater Pretreatment Program regulates over 400 businesses and industries within the City assuring compliance with all Federal, State and local regulations that apply to wastewater discharge. Nine of these are considered Significant Industrial Users and one is a Categorical Industrial User requiring frequent site inspections and sampling. Routing pretreatment operations include: permit application review; permit issuance; data review; inspections; sampling and monitoring; and communication with business/industry owners and Federal and State Regulators.

Backflow prevention protects the City's drinking water system. Regulatory Compliance staff track approximately 2,500 backflow prevention assemblies within the City at over 1,050 locations including schools; churches; clubs; businesses; and industries. More than 200 of these backflow prevention assemblies are City-owned at various City facilities. These assemblies prevent contamination from entering the drinking water system through backflow or back siphonage. Staff inspects all newly installed assemblies and works with businesses to ensure that each backflow prevention assembly is tested upon installation and annually, thereafter. Staff maintains a database that documents each test, repair, and replacement record for each separate assembly. Staff interacts with the property owners, tenants, certified backflow prevention testers, as well as Federal, State, and local regulators.

### National Pollutant Discharge Elimination System

The National Pollutant Discharge Elimination System - Phase I regulates two City facilities: the landfill and the Public Works maintenance yard under the Industrial Storm Water General Permit Order 97-03-DWQ. This General Industrial Permit regulates discharges associated with ten broad categories of industrial activities and requires the implementation of management measures that will achieve the performance standard of the best available technology, that is economically achievable, and best conventional pollutant control technology. The General Industrial Permit also requires the development of a Storm Water Pollution Prevention Plan (SWPPP) and a monitoring plan. Through the SWPPP, sources of pollutants are identified and the means to manage the sources to reduce storm water pollution are described. The General Industrial Permit requires that an annual report be submitted each July 1st.

The National Pollutant Discharge Elimination System - Phase II regulates the City and other small municipalities including non-traditional Small Municipal Separate Storm Sewer Systems (MS4s) such as military bases, public campuses, prisons, and hospital complexes. As part of Phase II, the State Water Resources Control Board adopted the General Permit for the Discharge of Storm Water from Small MS4s (WQ Order No. 2003-0005-DWQ). The Small MS4 General Permit requires the City to develop and implement a Storm Water Management Plan with the goal of reducing the discharge of pollutants to the maximum extent practicable (MEP). MEP is the performance standard specified in Section 402(p) of the Clean Water Act. The management programs specify what best management practices will be used to address certain program areas. The program areas include: public education and outreach; illicit discharge detection and elimination; construction and post-construction; and good housekeeping for municipal operations. To implement the above six minimum control measures, Regulatory Compliance staff closely works with the Business Services and Water Resources Divisions, the City Attorney's Office, and the Public Works and Community Development Departments. Regulatory Compliance staff performs site inspections; site plan reviews; storm water sampling and monitoring; in depth documentation; consistent contact with businesses, industries, contractors, developers, and Federal, State and local regulators, and facilitates multi-jurisdictional meetings and workshops addressing community involvement and public education.

### Septage Monitoring

The Regulatory Compliance section is charged with permitting all wastehaulers that use the receiving facility at the WWTP.



## **UTILITIES**

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### **GOALS AND OBJECTIVES**

- Continue to provide support to the Army Corps of Engineers and the Santa Barbara County Flood Control District during the Santa Maria River Levee improvements.
- Work with the Twitchell Management Authority (TMA) to complete the Twitchell Project Manual, to assist with projects that will maximize recharge for the Santa Maria Valley Management Area, as required of the TMA in the Groundwater Litigation Stipulation Agreement.
- Install an additional 6,000 Fixed Base meter reading systems at existing residences in an effort to reduce meter reading time by City staff, maintain exceptional customer service standards, and reduce wasted water through better leak identification methods.
- Expand the installation and use of the secondary irrigation system, designed to provide lower quality well water for irrigation purposes, thus saving higher quality imported State Water Project water for domestic and commercial use.
- Initiate the design of the expanded percolation ponds for the WWTP on the eastside of Black Road to achieve reduced future capital and operational costs related to treating wastewater by providing adequate percolation pond capacity.
- Provide a lead role in the County-wide Integrated Regional Water Management Planning effort to seek funding associated with the Proposition 84 grant program.

### **MAJOR BUDGET CHANGES**

- While there is a slight increase in the Water Resources Fund's Services and Supplies program area, the overall reduction in total appropriations in 2010-11 is primarily attributed to a decrease in capital-related project expenditures. However, appropriation increases are anticipated in 2011-12 as a result of expected increases in Central Coast Water Authority (CCWA) and State Department of Water Resources (DWR) expenses associated with costs for the Coastal Branch Phase II facilities revenue bond debt repayment.

Appropriation increases in the Services and Supplies program area are attributed to hauling costs associated with contaminated storm water incidents, a portion of the Connect CTY community alert system operating contract expense, the groundwater management plan, and retention basin irrigation expenses. Regarding the latter, the 2010-12 Capital Projects section of this document details authorized funding to finance a secondary system to irrigate large fields using groundwater, which when completed, should significantly reduce operational expenses in this fund.

- In 2008-10, the City instituted a water resources succession planning and training program to address industry-wide recruitment challenges. The result of this program created two entry-level job classifications: the Water System Operator Trainee and the Water Resources Operation Trainee. The City has been successful in hiring individuals as trainees in their respective program areas and these employees have progressed through the certification and work experience program areas. Staff is recommending, in the 2010-11 Budget, to decrease the full-time personnel complement by two Water System Operator Trainee and two Water Resources Operator Trainee positions; and, increase the full-time personnel complement by two Water System Operator I and two Water Resources Operator positions. There are sufficient funds within the department's target budget to fund these personnel requests.
- The Water Resources Fund is a combined fund of water and wastewater activities that operates within each activities fund account structure. Over the last couple years, and into this budget cycle, operational demands in the Water Fund have financially impacted the fund resulting in a projected operational deficit. And, while the anticipated deficit in the Water Fund needs to be addressed, any shortfall in the Water Fund will be offset by



## **UTILITIES**

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the Wastewater Fund when overall cash ending balances are combined in the Water Resources Fund. Identified operational demands financially impacting the Water Fund include: the 1993 and 1997 Water and Wastewater Bonds; capital improvements to address an aging infrastructure; ongoing State Water costs; and other operational and regulatory increases. To address this financial challenge, staff has reviewed and continues to study the long-term integrity of the fund. It is anticipated that efficiencies such as: the Fixed Base Meter Reading System; additional rate increases through 2011-12; outside water sales; optimizing State Water purchases; pursuit of grant funding; and future delinquent utility bill notifications by telephone; will address the projected deficit over the long-term.

- The Urban Water Management Planning Act requires that every urban water supplier, like Santa Maria, ensure the reliability of its water service is sufficient to meet the needs of customers during normal, dry, and multiple dry years. As part of this requirement, every five years, an Urban Water Management Plan must be submitted to the DWR. During 2010-11, staff will be developing such a plan and submitting the plan to the DWR.
- Federal and State requirements associated with the National Pretreatment Program call for a local limit study on discharge levels of the City's WWTP every five years or when there is a material change in the operational capacity of a wastewater treatment plant. Since the WWTP expanded in 2009-10, a local limit study will be conducted and analyzed in 2010-11.
- An upgrade to the septage receiving station at the WWTP is being proposed in 2010-12. The current facility has been a temporary fix to meet the disposal needs of Central Coast septage haulers. The proposed septage station enhancement project includes a rate study and waste stream analysis, as well as site improvements. The intent of this station upgrade is to increase the capacity for wastewater hauled to the plant, maximize operational efficiencies, and increase septage fee revenues.