

# Lake Morena Views Mutual Water Company

4<sup>th</sup> Quarterly Administrator  
Public Meeting

**March 22, 2024**



## Agenda

1. Welcome
2. Update on LMV/ LMOS Consolidation Process
3. LMV Operational Updates
  - Results of nitrate system pilot testing
4. LMV Financial Updates
  - 2025 Q1 Budget Update
  - Grant Funding
  - Updated Water Shutoff Policy
  - Upcoming: Rate Study
5. Questions, answers, discussion

# Welcome

- Stantec Administrator Team

- Ryanna Fossum, Admin Lead
- Connie Adera, Technical Lead
- Caitlin Glover, Technical Team
- Mike Antos, Project Lead

- LMV Staff

- Raymond Leon, General Manager/ Chief Water Operator
- Patrick Walsh, Part-Time Operator
- Jill Coryell, Bookkeeper

- LMV Board Members

- Harold O'Neal, Board President
- Trevor Dougherty, Board Secretary
- Rick Bradbury, Board Member

# What to expect from today's meeting



Review plans for consolidating the two water systems



Understand what will be happening next



Review the plans to address drinking water quality issues in the short-term



Listen, learn, ask questions, and make comments



Get a financial update about LMV and learn about the Water Shutoff Policy

# Meeting Agreements & Guidelines

**1. Listen actively and with an open mind**



**2. Stay on point and on time**



**3. This is a public discussion, not a debate**

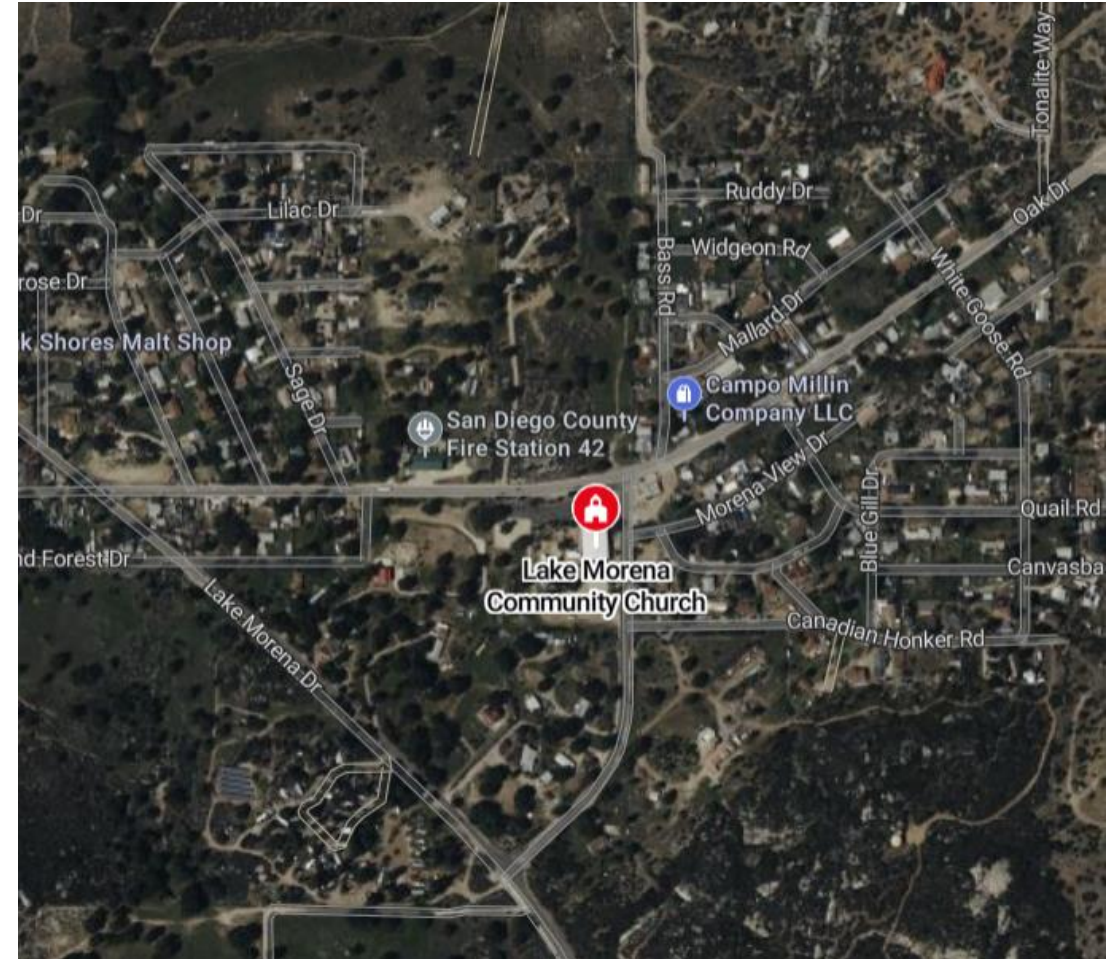




# How we hold meetings:

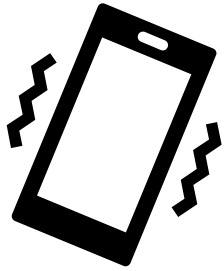
We have **quarterly public meetings**, just like this one

- Each meeting will share updates about progress
- Held at the Lake Morena Community Church: 29765 Oak Dr, Campo, CA 91906
- The Administrator Team will be available in-person at all public meetings



# Materials here today

Sign-up sheet to  
receive LMV text  
notifications



FAQ and summary  
of December public  
meeting & printed  
slides



2023 Consumer  
Confidence Report  
and Do Not Drink  
Notices



Customers can access all public records at the LMV Office during business hours.  
Monday – Friday from 6:30 – 2:30 PM  
29856 Mallard Dr, Campo, CA 91906

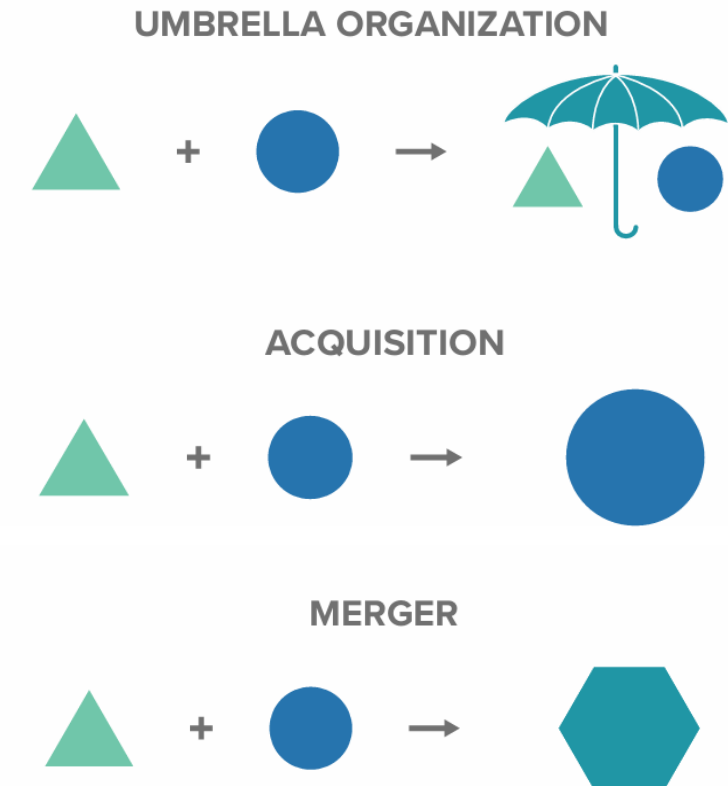
Update on consolidation process

# About Consolidations

- **Consolidation:** the formal merging of some or all the governance, management, operations, infrastructure, and/or financial functions of drinking water provision.
- Consolidations can help pool resources, grow the system's customer base, and increase Technical, Managerial, and Financial (TMF) capacity.
- LMV, LMOS, and the Lake Morena County Park are undergoing a physical, managerial, and financial consolidation

FIGURE 1

## Three options for structuring water system consolidations





# Recent report on consolidations in CA

Key challenges requiring attention include project duration, funding, and affordability

## Project Duration:



For projects currently in implementation or construction, on average, **respondents reported that they had been working on their consolidation for 9 years already.** For projects in planning, the average was 7 years.

## Most common benefits:

**82%** Improved infrastructure  
**74%** Improved water quality  
**22%** Improved water supply

## Most important benefit:

**34%** Improved water quality  
**20%** Improved infrastructure  
**17%** More equitable access to drinking water services

## For completed projects:

**100%** reported that their consolidation was a success.

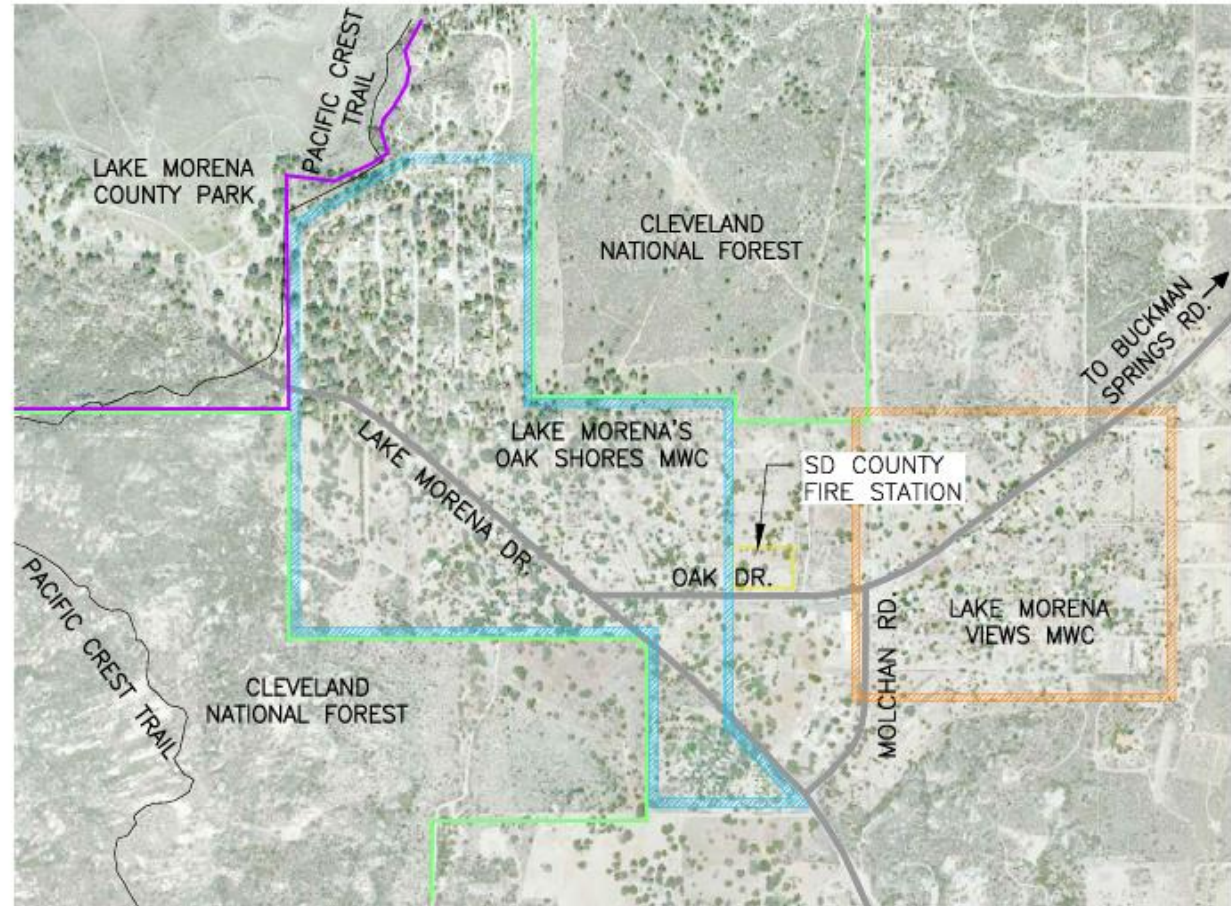
**82%** indicated all of their motivations for consolidation were fully addressed.

**12%** said all of their motivations were at least somewhat addressed.

# Water Quality and Supply – Long-Term Solutions

- **Consolidation** between Lake Morena Views, Lake Morena Oak Shores, and Lake Morena County Park
  - **Combined** service area with approx. 326 connections, serving 1,030 people
- **Upgrades** will include:
  - New and consolidated water sources:
    - County Park Well No. 2
    - LMOS Wells and LMV Wells
    - Expand LMOS Treatment Facility for treatment of all LMV Wells, County Park Well, and Existing LMOS Wells

Continued on next slide....



## LEGEND

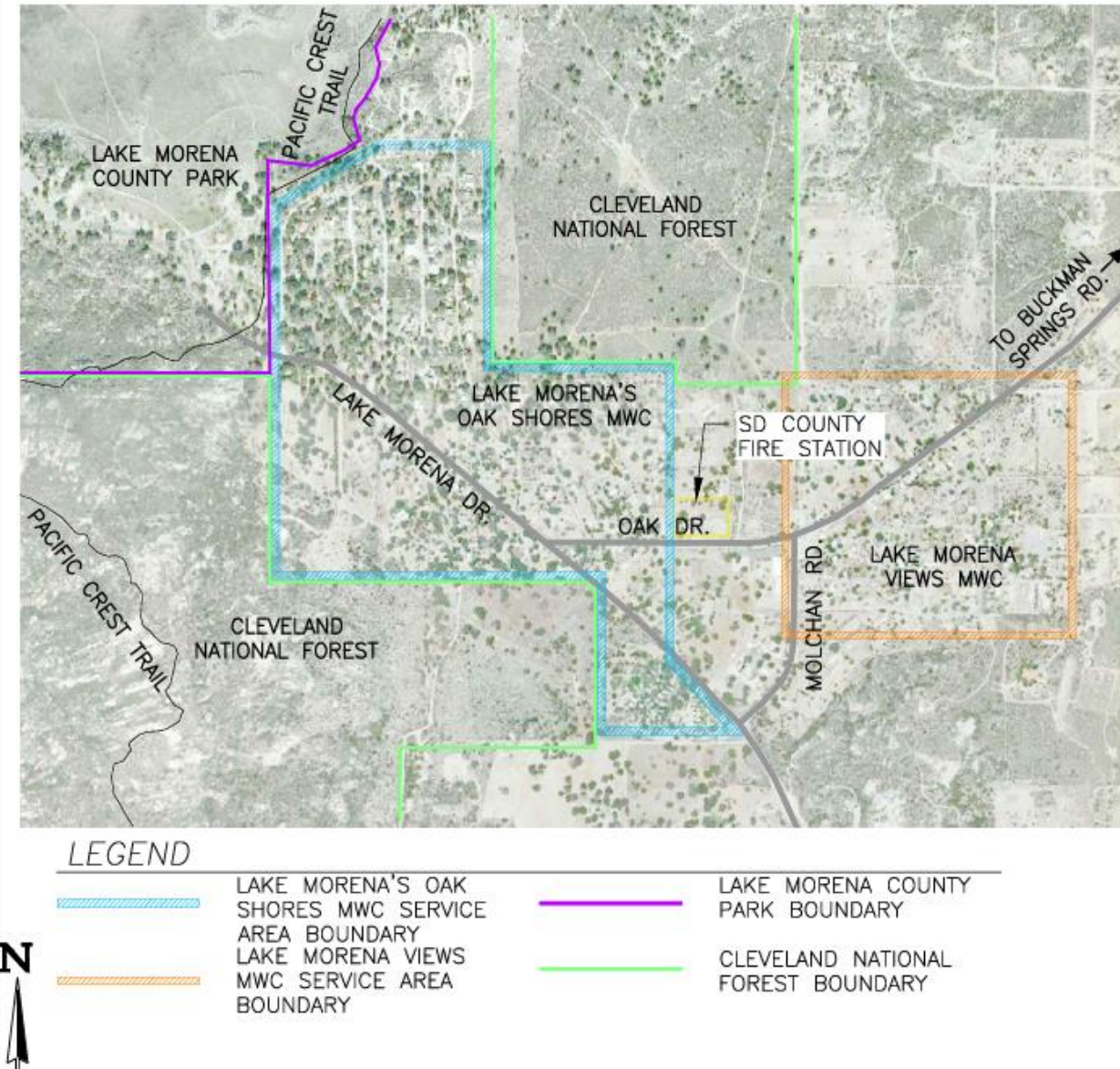
	LAKE MORENA'S OAK SHORES MWC SERVICE AREA BOUNDARY		LAKE MORENA COUNTY PARK BOUNDARY
	LAKE MORENA VIEWS MWC SERVICE AREA BOUNDARY		CLEVELAND NATIONAL FOREST BOUNDARY





# Long-Term Solutions

- **Additional upgrades** will include:
  - LMV distribution system improvements
    - Dead End Pipeline Removal, Hydraulic Loops
    - Increased Pipe Sizes, New Valves to Limit Scope of Shutdowns, Hydrants for Fire Suppression
  - Operational improvements
    - Remotely read water meters
    - Communication between LMV, LMOS, County Park components (wells, tanks, treatment facility)
    - Pumping and Pressure Reducing Systems to convey water between current LMV, LMOS, and County Park systems
  - New office and meeting space (LMV Well Site)



# Construction Application: Current Status

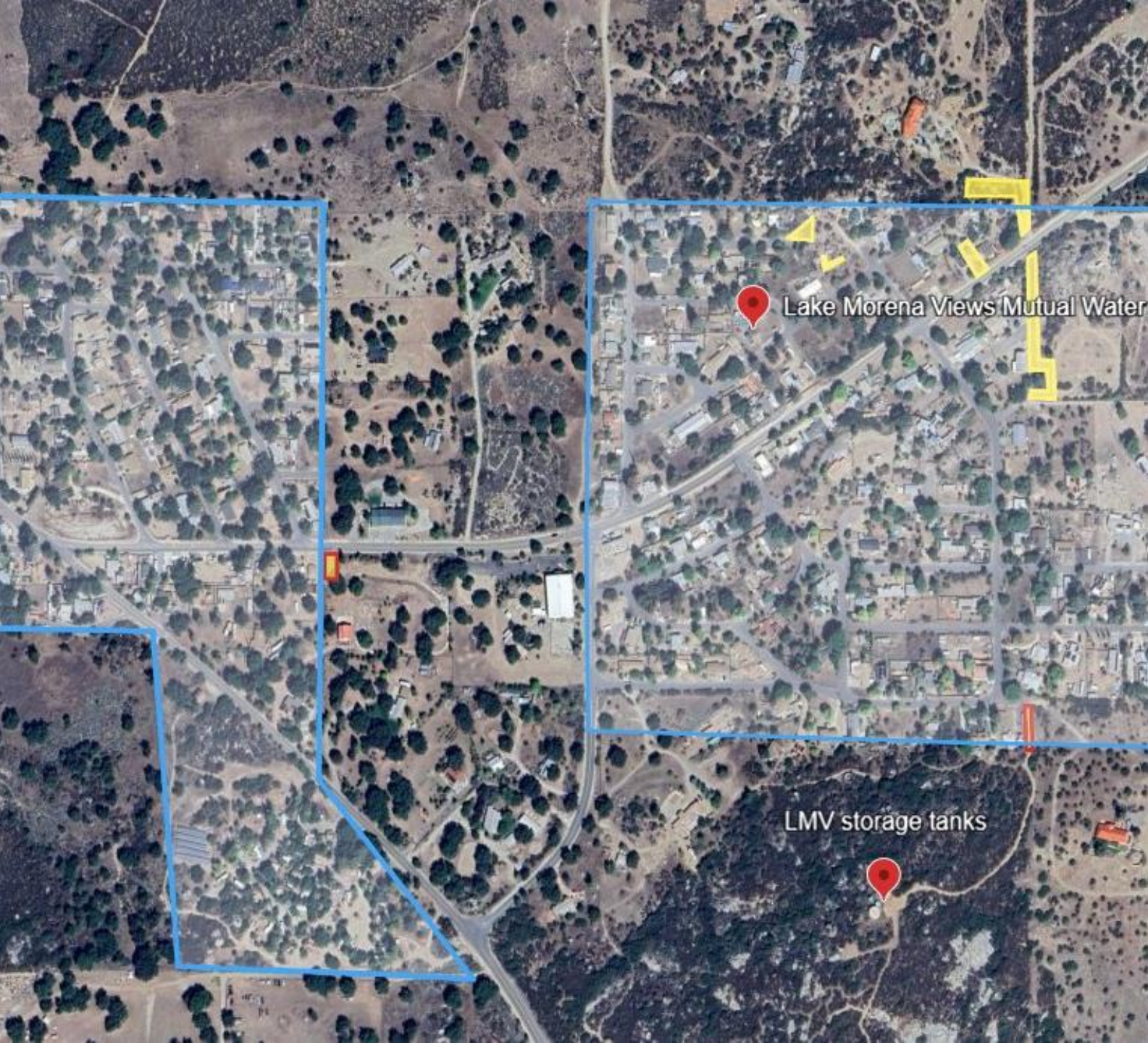


Required component	Status
General Package	Complete
Technical Package	90% design will be completed by March
Environmental Package	Public circulation initiated in April
Financial Package	Undergoing completeness review by State Board
Consolidation Agreement	Undergoing review by State Board

*Design Engineer:*







Lake Morena Views Mutual Water

LMV storage tanks

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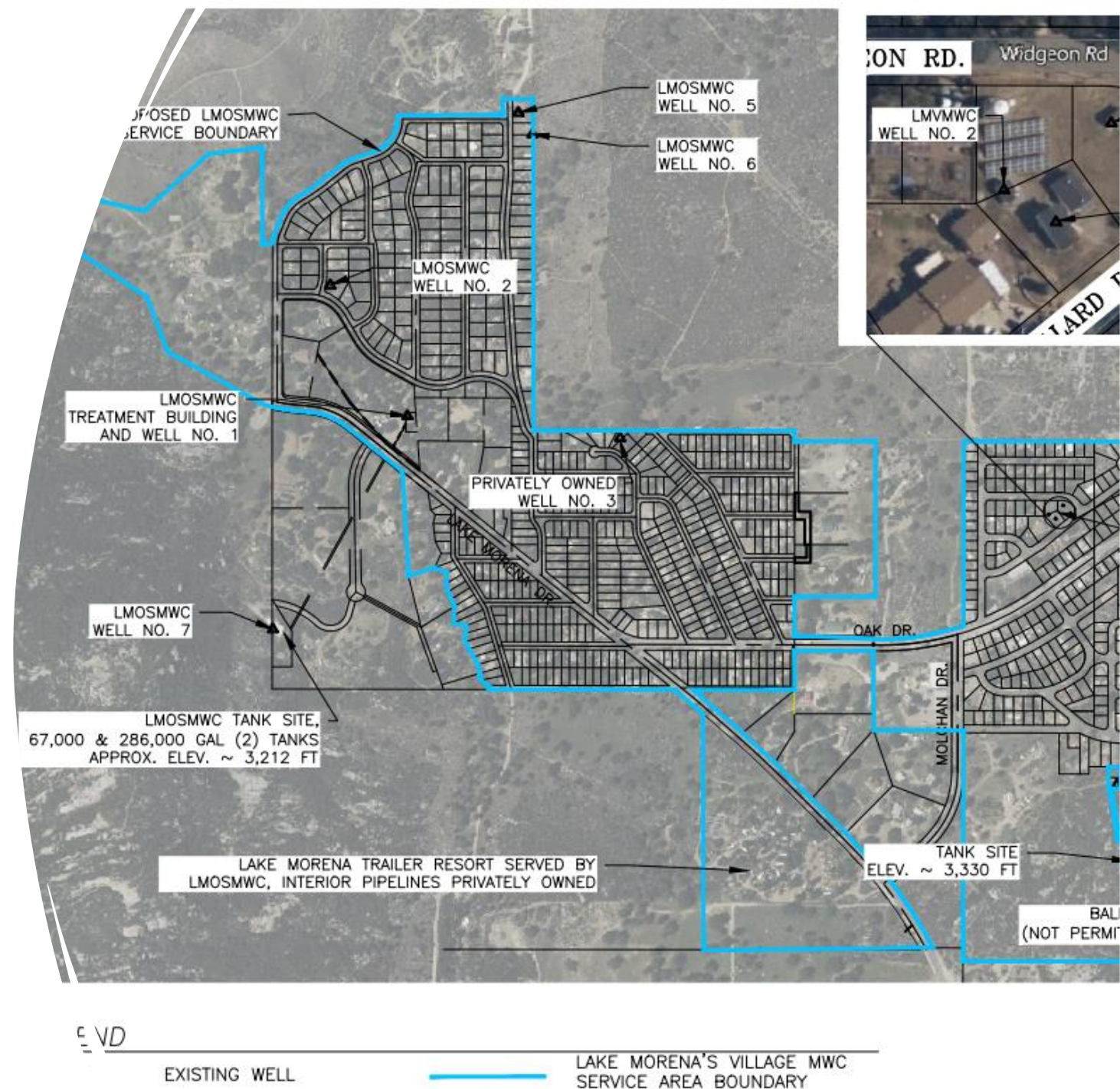
## Consolidation planning: landowner outreach

LMV staff will be reaching out to ~8 landowners that will be impacted by pipeline construction to discuss property utility/ access agreements



# Consolidation Agreement

- Also called “Restructuring Agreement”
- Legal agreement between LMOS and LMV to combine service areas into a new single entity known as Lake Morena Village Mutual Water Company (“Village”).
- Outlines the steps required to manage construction, amend governing documents, change service boundary, apply for new permits, transfer assets, etc.
- Establishes that after completion of upgrades, Village will become the permitted water system serving all shareholders within the Village service area





# Local Approval

- Likely process to fully execute the Restructuring Agreement:
  - LMV and LMOS Boards sign the Water System Restructuring and Water Service Agreement
  - Within 60 days of signing, both LMV and LMOS submit the question of the ratification of the approval and execution of the Agreement to its shareholders
  - The LMOS and LMV Boards each notice the other party when a majority of shareholders voting on the question of ratification has voted in favor thereof
- Once both Boards have noticed, this is known as the “Effective Date” of the Agreement ”



# Most optimal consolidation timeline

## Planning and Design

**Nov 12, 2019**

LMV Assigned Technical Assistance  
Provider for Planning

**September 2022**

DRAFT Feasibility Study/ Preliminary  
Engineering Report (PER)

**Fall 2024**

PER Revised  
Consolidation Agreement submitted

**Spring 2025**

90% Plans/ Specs finalized  
Circulate Project's Environmental  
Documentation for Public Review

**Fall 2025**

SWB executes Construction Phase  
Funding Agreement

**Spring 2026**

Preconstruction activities complete (e.g.  
permitting, easements)

**Summer 2026**

Award construction contracts/  
Notice to Proceed

**Fall 2027**

Completion of consolidation  
improvements construction projects

**Winter 2027**

LMV relinquishes water supply permit  
Final compliance achieved

Construction Begins

# Questions, Answers, and Discussion

## Next topics:

- LMV Operational Updates
- LMV Financial Updates
- Q&A

# LMV Operational Updates



# Reminder: Do Not Drink Notices – providing more detail

## Nitrate

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

#### DRINKING WATER WARNING

Lake Morena Views MWC water has high levels of nitrate

**DO NOT GIVE THE WATER TO  
INFANTS UNDER 6 MONTHS OLD OR PREGNANT WOMEN  
OR USE IT TO MAKE INFANT FORMULA**

Recent water sampling results for Nitrate are shown in the table below:

Sample Date	Nitrate Concentration at Well Blend	Nitrate Maximum Contaminant Level
6/4/2024	24.0 mg/L	10 mg/L
7/9/2024	24.0 mg/L	10 mg/L

These results are above the nitrate standard, or maximum contaminant level (MCL), of 10 milligrams per liter. Nitrate in drinking water is a serious health concern for infants less than six months old.

#### What should I do? What does this mean?

- **DO NOT GIVE THE WATER TO INFANTS.** *\*Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die because high nitrate levels can interfere with the capacity of the infant's blood to carry oxygen. \* Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.*
- **PREGNANT WOMEN SHOULD NOT CONSUME THE WATER.** *High nitrate levels may also affect the oxygen-carrying ability of the blood of pregnant women.*
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

## PFAS

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

**Lake Morena Views Mutual Water Company Has Levels of Perfluorohexane Sulfonic Acid (PFHxS) Above the Response Level**

#### DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA

Our water system recently confirmed a detection of PFHxS above the public health-based response level. PFHxS may affect thyroid hormone levels in the body. As our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Water sample results received on June 10, 2024 showed PFHxS levels of 230 nanograms per liter (ng/L) for Well 1 and 34 ng/L for Well 3. These values are above the State Water Board established response level of 20 ng/L.

#### What should I do?

- **DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA.** *PFHxS has been shown to interfere with thyroid hormones levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.*
- Water, juice, and formula should not be prepared with tap water. Bottled water or other water low in PFHxS should be used until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the PFHxS level.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

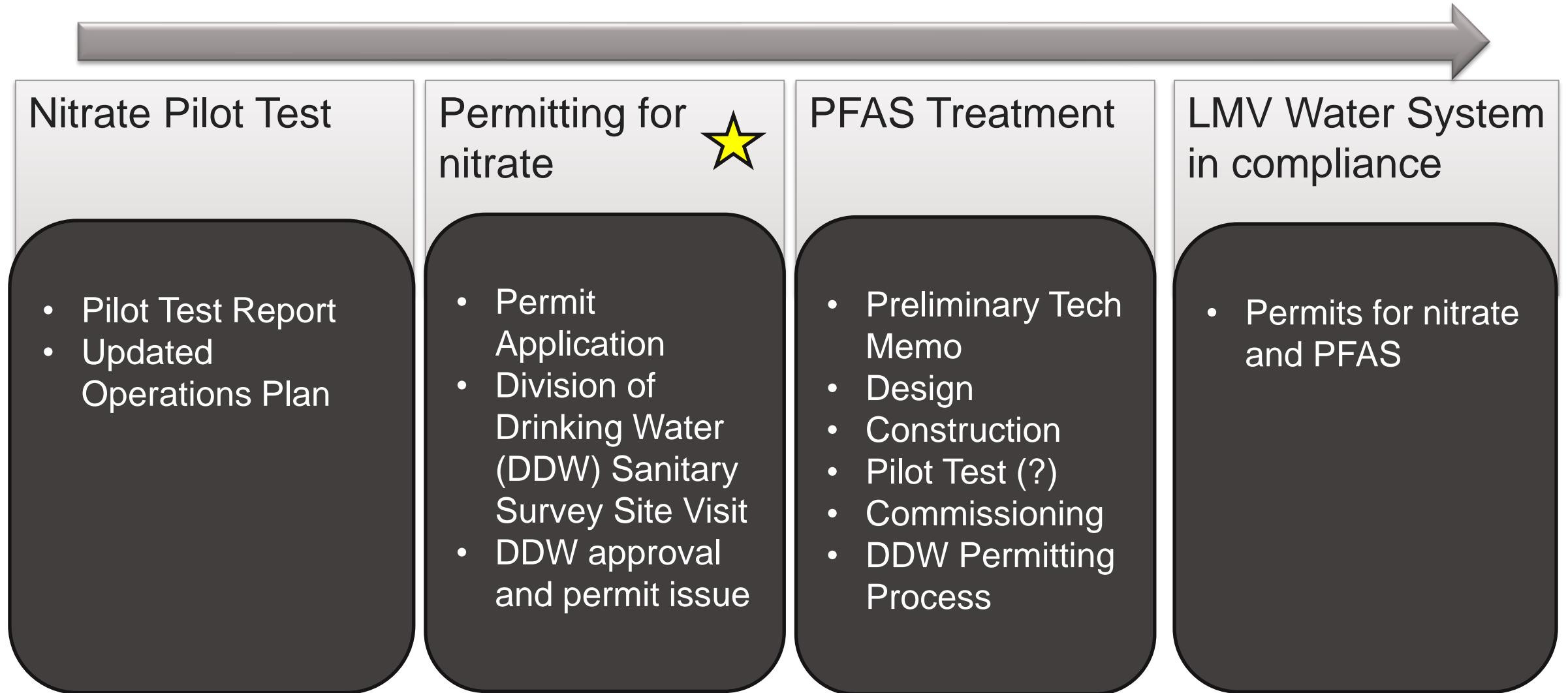
#### What happened? What is being done?

Lake Morena Views Mutual Water Company (LMVMWC) recently tested its Well 1 and Well 3 for PFHxS for the first time, and PFHxS was detected above the response level in both wells. LMVMWC will now take quarterly samples for PFHxS and other per- and polyfluoroalkyl substances (PFAS) from all LMVMWC active water sources in order to better define the extent of the contamination and have more data to inform appropriate corrective actions. LMVMWC is assessing potential corrective actions, including

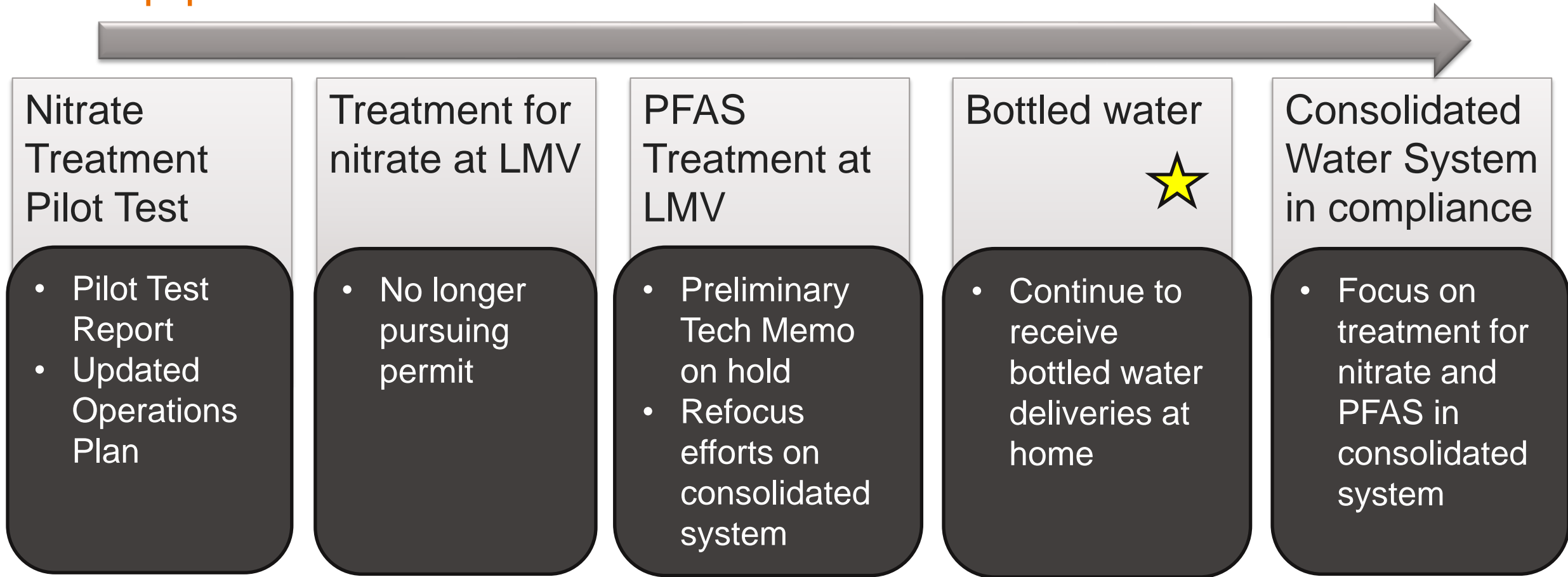
# Water Quality Updates since December

- PFAS detected in May 2024
- Nitrate treatment pilot not designed to remove PFAS
- Nitrate Pilot Report submitted to Stantec by NV5 → Nitrate Pilot was unsuccessful
- DDW will not consider PFAS treatment until nitrate treatment is resolved
- DDW is likely to suggest using bottled water until consolidation

# Status of Overall Process for DDW Approvals from December



# Updated Status of Overall Process for DDW Approvals



# Bottled Water

- Bottled water available through Culligan Water
  - Delivered to 101 households
- Bottled water deliveries are expected to continue until all regulations are met

## Contact LMV Staff with questions

Office phone	619-975-7323
Email	<a href="mailto:lmvwater@gmail.com">lmvwater@gmail.com</a>

## Upcoming delivery dates

3/28/2025	Friday/ Monday
4/11/2025	Friday/ Monday
4/25/2025	Friday/ Monday
5/09/2025	Friday/ Monday
5/23/2025	Friday/ Tuesday
6/09/2025	Monday/ Tuesday
6/23/2025	Monday/ Tuesday
7/08/2025	Tuesday/ Wednesday
7/22/2025	Tuesday/ Wednesday

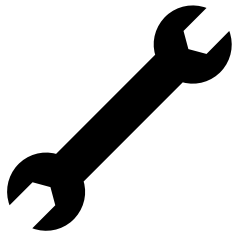
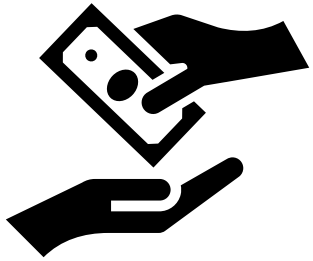
*For the full schedule, visit  
[lmvwater.com/bulletin-board](http://lmvwater.com/bulletin-board)*



LMV Financial Updates

# Urgent Drinking Water Needs Grants

Grant	Details	Managed by	Status
State Water Resources Control Board - Urgent Drinking Water Needs (UDWN) – O&M	Support operations and maintenance costs for SAFER systems	Administrator	Approved, Claim 1 (June 2024- Jan 2025) submitted for reimbursement
State Water Resources Control Board - Urgent Drinking Water Needs (UDWN)	Funds additional bottled water deliveries through the end of 2025  Also funded Pilot Study costs and portion of storage tank construction	Rural Communities Assistance Corporation (RCAC)	Amendment 2 approved 2/20/25



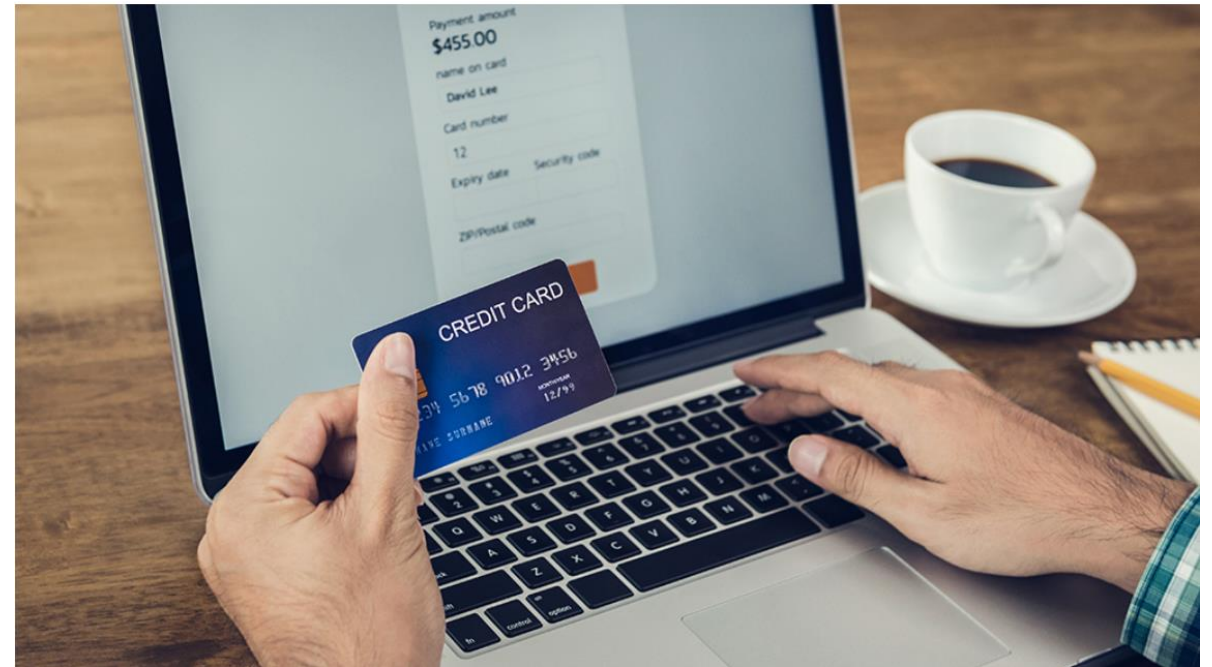
# Budget vs. Actuals: 2025 Quarter 1

LMV historically has experienced financial challenges due to limited income. Currently the system's expenses are greater than the revenue with an absence of grant funding.

Revenue		Quarter 1 Projections	Actual as of March 11, 2025
Customer payments	\$133,524.00	\$26,704.00	\$22,184.74
Net Revenue	<b><u>\$133,524.00</u></b>	<b><u>\$26,704.00</u></b>	<b><u>\$22,184.74</u></b>
Expenditures			
Operating fees	\$54,104.38	\$18,738.73	\$17,139.00
Lab fees	\$30,800.00	\$7,700.00	\$4,525.00
Payroll, Legal, and Professional Fees	\$150,420.00	\$33,300.00	\$19,827.13
Loan repayment	\$17,545.00	\$4,200.00	\$750
Net Expenditures	<b><u>\$252,869.38</u></b>	<b><u>\$63,938.73</u></b>	<b><u>\$42,241.13</u></b>
Net Operating Revenue (shortfall without grant funds)		<b><u>\$(119,345.38)</u></b>	<b><u>\$(37,234.73)</u></b>
Additional Grant Revenue			
UDWN O&M Grant (maximum amount)		\$186,753.20	
Anticipated ending balance		\$67,407.82	

# Online customer payments with Forte

- LMV now accepts online payment for bimonthly bills
- Credit card and ACH/ e-check available
  - \$2.00/ transaction for e-check
  - 3.2% + \$0.17 cents/ transaction for Visa, Mastercard, Discover, Amex
- Using the same payment processing provider as LMOS (CSG Forte)
  - Increased consistency prior to consolidation
  - **Tip: double-check you're using the correct website prior to submitting payment**



# Upcoming Rate Study

- The Administrator team will soon begin working on a **Customer Rate Study** for the consolidated water system.
- Consistent with the **cost-of-service principle**, a typical water rate study calculates the amount of **revenue** the water system needs to collect through charges to its customers **to cover its anticipated costs** including operating costs, capital improvement costs, and debt servicing costs.
- A water rate structure is then designed to ensure that all costs are recovered **fairly** and **equitably** and that the rates will provide fiscal stability to the future water company.
- More information will be shared at **next quarterly public meeting**.



## ***Anticipated financial inputs***

### Costs

- *Current operating budgets*
- *O&M costs for consolidation upgrades*
- *Existing debts or liabilities*
- *Emergency/other reserves*

### Rate considerations

- *Customer base*
- *Base rates vs. usage rates*
- *Affordability index*



Updated Water Shutoff Policy

# Water Shutoff/ Discontinuation Policy

## Background

- In 2019, the Legislature adopted Senate Bill 998, the Water Shutoff Protection Act (the Act), increasing protections for residents facing termination of water service due to non-payment
- In 2023, the Legislature adopted Senate Bill 3 which expanded the protections by applying the Act to smaller water systems. The Act now applies to all community water systems

### LAKE MORENA VIEW MUTUAL WATER COMPANY POLICY ON DISCONTINUATION OF RESIDENTIAL WATER SERVICE

This policy is established to comply with Senate Bill No. 998, known as the "Water Shutoff Protection Act" (California Health and Safety Code Chapter 6, Sections 116900, et seq.), and Senate Bill No. 3, which collectively require certain water systems, including Lake Morena View Mutual Water Company ("LMV"), to have a written policy on discontinuation of water service to residences for nonpayment. This policy is intended to be in compliance with existing law; any prior LMV policy or action governing the matters covered herein is hereby rescinded and replaced with this Policy. Any amendments to existing law governing the matters covered herein that are inconsistent with this policy shall be followed until such time as this policy may be amended to be consistent with applicable law.

**General Provisions** - This policy and any notice required by this policy shall be made available in English, Spanish, and any other language spoken by at least 10 percent of the people residing in the LMV water service area. Upon request of a customer, this policy will be made available in any other language listed in Civil Code § 1632 (currently Chinese, Tagalog, Vietnamese, and Korean); any notice to a customer that has made such a request shall be provided in the language requested. This policy shall be posted on the LMV website ([www.lmvwater.com](http://www.lmvwater.com)) and made available by contacting LMV by mail at PO Box 396, Campo, CA 91906. LMV staff may be reached at (619) 975-7176 for assistance concerning the payment of water bills and to discuss options for preventing the discontinuation of water service for nonpayment, or for any questions about this policy.

LMV may discontinue residential water service for nonpayment if a payment by a customer has been delinquent for at least 60 days and the required notice(s) have been given, provided that the requirements of this policy and California law have been satisfied. **Notwithstanding the date any notice is provided hereunder, LMV shall not discontinue residential water service until a payment has been delinquent for at least 60 days.**

**Due Date of Payments & Late Fees** - All LMV water bills shall be due upon receipt and shall be deemed "delinquent" at 5:00 P.M. on the 5<sup>th</sup> of the month following receipt of each bill. A one-time late fee of \$25.00 shall be assessed as a late fee on any delinquent amount and shall be added to the amount due. Delinquent amounts due shall be tracked separately on subsequent bills.

**Discontinuation of Residential Water Service** - LMV shall process delinquencies expeditiously while conforming to statutory requirements. Therefore, LMV shall contact the customer named on the account by telephone or written notice no less than 10 business days before discontinuing service for nonpayment.

1. **Written Notice.** When LMV contacts the customer named on the account by written notice, the notice shall be mailed to the customer's address on file with LMV. If the customer's address on file with LMV is not the address of the property to which service is provided, the notice shall also be sent to the address of the property where the service is provided, addressed to "Occupant." The notice shall include at least all the following information in a clear and legible format:

- The customer's name and address.
- The amount of the delinquency.
- The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential water service.
- A description of the process to apply for an extension of time to pay the delinquent charges.
- A description of the procedure to petition for bill review and appeal.
- A description of the procedure by which the customer may request a deferral or reduced or alternative payment schedule of the delinquent residential water service charges.

2. **Contact by Telephone.** When LMV contacts a customer by telephone, the customer shall be offered a copy this policy in writing. LMV shall offer to discuss options to prevent discontinuation of water service for nonpayment, including alternative payment schedules, deferred payments, minimum payments, and petition for bill review and appeal.

# Water Shutoff/ Discontinuation Policy

## Required Elements

- No Water Shutoffs Unless At Least 60-Days Delinquent
- Must provide alternative payment plan options to all customers who are unable to pay their water bill, not only customers who meet certain medical and financial criteria.
- Written Policy Required
  - The policy is located on the [LMV website](http://www.lmvwater.com) in English and Spanish
- Telephone or Written Notification Requirements
- Annual Reporting

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# What is a delinquent water bill?

- Water bills are considered delinquent if they are not paid by the due date listed on your bill.
- **Bills that remain unpaid for at least 60 days are subject to further action** under the updated water shut off policy.
- This may include additional notices, late fees, and ultimately, the discontinuation of service if no payment arrangements are made.
- We understand that financial challenges can make it difficult to stay current with your water bill. LMV's goal is to help you avoid service disruptions by working together to address any past-due bills.

**Lake Morena Views Mutual Water Company**  
P.O. Box 396  
Campo, CA 91906  
+16199757176  
www.lmvwater.com

**INVOICE**

BILL TO  
[REDACTED]

INVOICE DATE 02/02/2025  
TERMS Net/30  
DUE DATE 03/04/2025

USAGE 0 CURRENT 0 PREVIOUS 0

**ACCOUNT SUMMARY**

12/02/2024	Balance Forward	920.00
	Other payments and credits after 12/02/2024 through 02/01/2025	0.00
02/02/2025	Other invoices from this date	0.00
	New charges (details below)	60.00
	Total Amount Due	980.00

DATE	ACTIVITY	DESCRIPTION	RATE	AMOUNT
02/01/2025	Unused Meter Fee	Unused Meter Fee	60.00	60.00

\*PAY ONLINE NOW\*  
lmvwater.com/pay-my-bill  
Credit/Debit/E-Check  
(Acct # is next to your name on invoice)

TOTAL OF NEW CHARGES 60.00  
BALANCE DUE **\$980.00**

PAYMENT MUST BE POSTMARKED BY THE DUE DATE. ANY LATE PAYMENTS WILL BE SUBJECT TO A \$25 LATE FEE.  
Page 1 of 1

# When would a water shutoff go into effect?

<b>Bill Becomes Late</b>	Payment is typically due on the 5 <sup>th</sup> of each month following receipt of the bill. If bill is paid after the due date, a \$25 late fee is added to the next month's bill.
<b>Notice and Phone Call Regarding Potential for Shutoff</b>	If a bill remains unpaid for 60 days, LMV sends a written notice and makes a phone call (if customer phone number is available). Customer has 10 business days from the date the notice was mailed to set up a payment plan or pay the amount due.
<b>Final Notice</b>	If no payment is made, a final notice is placed at the property 5 business days before shutoff.
<b>Water Shutoff</b>	If no action is taken and the customer does not contact LMV, staff turn off the water at the meter.
<b>Reconnection</b>	Service is restored after the full balance + \$75 reconnection fee is paid (\$50 for low-income). After-hours reconnection costs \$150.



# How can I avoid a water shut off?

You can avoid service disruptions by contacting LMV for assistance:

- **Affordability Options:** If you're struggling with paying your water bill, please contact staff to discuss setting up a payment plan or arranging a deferred payment date that works for you.
- **Protection Programs:** There are State laws that may protect you from shutoffs if you qualify for specific programs, including CalWORKS and Medi-Cal, and you can provide documentation that discontinuing water service would pose a serious threat to your health and safety.
  - Please contact LMV staff to learn more about these protections and how to apply.
- **Avoiding Shutoffs:** If you cannot make full payments, **don't wait!** Reach out to LMV staff to set up a payment plan or discuss other options.

# What happens if I don't contact LMV?

- While we are here to assist, please note that water shutoffs will resume for accounts that remain unpaid and do not arrange for payment by the deadlines outlined in the policy.

# Will I be impacted by water shut offs if I'm a renter?

- LMV will make every good faith effort to inform the residential occupants at least 10 business days before the shut offs go into effect
- Tenants have the right to become the customer of record without being required to pay the landlord's water debt
- Water stays on if the tenant agree to pay future bills
- Proof of residency (e.g., a lease) will be needed to transfer the customer of record to the tenant

# Understanding the Revised Shut Off Policy

- **Why Timely Payments Matter:** Regular payments provide the funds necessary to maintain the community's water system and ensure that LMV can pay its bills.
- **When Does Disconnection Happen?** Disconnection is a last resort, only considered after multiple notices and opportunities to arrange payment plans have been provided.
- **Balancing Responsibility & Support:** While LMV must maintain operations, staff is committed to supporting customers facing financial hardships through flexible payment plans and extended notice periods.
- **Your Role:** Stay informed of your bill due dates and reach out early if you anticipate difficulties. The LMV team is here to try help you avoid service interruptions.

Looking Ahead



# Between now and our next meeting:

The Administrator Team will:

- Continue to oversee operations and manage Lake Morena Views Mutual Water Company
- Support the next steps for interim and long-term drinking water solutions
- LMV staff will be reaching out to landowners that will be impacted by pipeline construction to discuss property utility/ access agreements
- Coordinate on Drinking Water State Revolving Fund construction funding application for consolidation
- Begin the Rate Study for combined system
- Be available to hear from you in-person, by phone, or by email

*The next Administrator Public Meetings will be held in, June, September, and December 2025*

Thank you!

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