the Reservoir

THE OFFICIAL NEWSLETTER OF NORTH COAST COUNTY WATER DISTRICT / FALL 2026

Your New Meter Is Working for You



With new **Advanced Metering Infrastructure (AMI)** meters now installed throughout Pacifica, NCCWD customers have greater access to information about their water use than ever before. Instead of waiting for your bill to see how much water you've used, you can view hourly usage and better understand when and how water is being used at your residence or business.

That information can help you spot unusual changes in water use to detect possible leaks, understand household water-use patterns, and make more informed decisions about conservation. It's another way NCCWD is giving customers useful tools for managing their water. ■

To learn more and sign up for My360, please visit NCCWD.com/ami

Don't Ignore a Leak Alert!



Leak alerts help protect your property and our community's water supply. Under NCCWD's Ordinance 61, customers are responsible for addressing notified leaks within five days. If repeated alerts go unresolved, the District may take additional steps to stop ongoing water loss. Responding promptly helps conserve water and avoid further action. To learn more about Ordinance 61, please visit **NCCWD.com/ordinance** ■

Stay Ahead of Leaks with My360

Sign up for **Neptune My360** to monitor your daily water use and help identify potential leaks early. If you receive a leak alert, check My360 and investigate your property. Need help? NCCWD also offers free leak detection tablets and water audits. ■

NCCWD.my360-app.com

KEEP YOUR CONTACT INFO ✓ CURRENT



NCCWD is updating customer contact information to better serve our community. Having your current phone number and email address on file allows us to reach you quickly in the event of urgent water issues, planned maintenance, or important service updates. Many districts statewide are improving their notification systems, and accurate customer information is essential for timely communication. Customers with special circumstances may relay that information to the District.

Please take a moment to update your contact details by phone at **(650) 355-3462**. Have your account number or service address ready. Your participation helps us keep you informed, prepared, and connected. ■

North Coast County Water District

FIND NCCWD ON SOCIAL MEDIA Nextdoor X (Twitter) Facebook

Cooler Weather Means Using Less Water

As temperatures cool and days grow shorter, your landscape needs less water. Reduce irrigation schedules as we move into fall and winter, and let seasonal rainfall do the work whenever possible. Looking for more ways to save? NCCWD offers free water conservation devices to help customers use water wisely. Stop by our office at 2400 Francisco Blvd. to pick up yours! ■



Rebates for Fall

Save water & money! Go to **NCCWD.com/rebates** for more info, terms and conditions, and applications.

Lawn Be Gone Rebate Program: Replace your thirsty lawn with a water efficient, drought tolerant garden and receive up to $2,500!

High-Efficiency Toilet Rebate: $50 per toilet replacement and reimbursement for Pacifica Recycling Yard disposal.

Rain Barrel Rebate: Up to $100 per 50 gallon barrel and additional rebate for larger barrels.

Finding Water in Pacifica's Fog

The NCCWD is actively involved in fog harvesting research, collaborating with scientists to explore its potential as a water resource. NCCWD is partnering with local scientists and universities to explore this technology further. Learn more at **NCCWD.com/fog** ■



Rain Barrels Are Back!

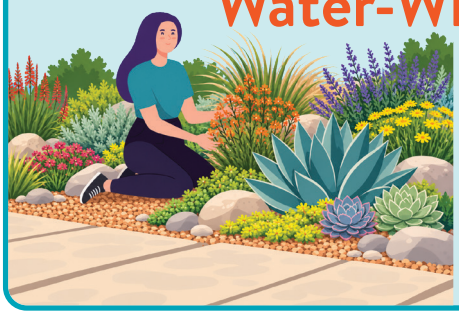


& EASY TO PICK UP

Put Pacifica's rainy seasons to work! NCCWD customers can purchase rain barrels for just $96 each and may qualify for rebates of up to $200. Reduce your use of potable water by capturing rainwater for plants and landscaping. Visit **NCCWD.com/rain** to order, then schedule pickup at District Headquarters. ■

Water-Wise Garden Contest Returns

PRIZES!



Customers with water-saving landscapes throughout Pacifica are encouraged to enter the contest for a chance to win a rain barrel, nursery gift card, tools, and the honorary first place rock plaque. By showcasing drought tolerant gardens, you can help other residents see the value and beauty of water savvy landscapes. Contest deadline is November 20, 2026 at noon. Voting takes place the following week. For a complete list of contest rules and to vote, visit **NCCWD.com** ■