

the Reservoir



THE OFFICIAL NEWSLETTER OF NORTH COAST COUNTY WATER DISTRICT / FALL 2023

MOVING TO EUREKA SQUARE DEC. 18!

Beginning December 4, the current NCCWD headquarters will be closed for approx. 16 months as modernization of the facility begins. See project information at [NCCWD.com/headquarters](https://nccwd.com/headquarters) Please note our new, temporary addresses:

ADMINISTRATION AND CUSTOMER SERVICE

📍 80 Eureka Square Professional Offices, Suite 219, Pacifica

PAYMENT DROP BOX *(no customer service and no-cash payments)*

📍 1005 Terra Nova Blvd. Unit 6, Pacifica

ALL MAIL CAN BE DIRECTED TO:

📍 P.O. Box 1039, Pacifica, CA 94044

THANK YOU!

Beginning January 17, 2024, during construction of the new District Headquarters, monthly Board Meetings will be held at the banquet room of the Sharp Park Restaurant at 2600 Francisco Blvd.



District Headquarters to Be Rebuilt

The District's office at 2400 Francisco Blvd. will be closed for all in person services from December 4-15, 2023 and will reopen to the public at 80 Eureka Square, Suite 219 on December 18, 2023. Customer service by phone and email will continue during the closure.

In August 2023, the City of Pacifica City Council approved the final details of the District Headquarters Upgrade Project, kicking off the next phase of Project. Improvements to the District's Administration Building and Corporation Yard will provide benefits to the community and will provide a safe and modern workplace for District employees.



The new entrance will be located on Francisco Boulevard and will open to a large lobby for members of the public to interact with staff and will provide access to a larger multi-purpose room to support civic engagement at meetings and community events. A new drive-thru recycled water fill station will be the ultimate water saver for customers and will be invaluable during dry periods. Construction for the new Headquarters is estimated to begin by January 2024. The new facility will open to the public in spring 2025.

Beginning January 17, 2024, during construction of the new District Headquarters, monthly Board Meetings will be held at the banquet room of the Sharp Park Restaurant at 2600 Francisco Blvd. Please check the District's website, [NCCWD.com](https://nccwd.com), for meeting agendas, District news, and updates regarding the construction. ■



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Capital Improvement Projects in Your Area

Ensuring a reliable water supply for our customers is one of NCCWD’s top priorities. Having a reliable water system means replacing aging water pipelines that deliver water – before major service disruptions occur. Our water tanks, pump stations, and other facilities also need regular maintenance and sometimes need to be replaced. A large portion of the money from your water bill is invested right back into the system to make these improvements. The benefits of capital improvements include a reduction in water main leaks saving precious water, keeping repair costs low, and providing you with dependable water service. We want to make sure that every dollar is used in the most efficient and impactful way possible. With this in mind, NCCWD has a 20-Year Master Plan that helps prioritize projects over time. This plan provides a detailed road map for making these necessary infrastructure and water supply investments. Some of the projects we are planning in the near term are listed below. ■



Distribution System Projects Update

Sheila Tank Project Construction	Ongoing through Oct. 2024
District Headquarters Upgrade Construction	Begins early 2024
Loop at Everglades Drive Pipeline Replacement	Begins early 2024
Fassler Tank Replacement – Design	Ongoing through 2024

Recycled Water Fill Station Will Reopen as Drive-Thru

The Recycled Water Fill Station at 2400 Francisco Blvd. will be closed beginning this fall, with a reopen date anticipated for spring 2026. Once reopened, the Fill Station will operate as a self service drive-thru for customers to access during posted hours. Transforming the Fill Station to a self-service pump will enable customers to fill up more frequently and without the need to make an appointment. The new drive-thru will open following completion of the City of Pacifica’s treatment plant upgrades. ■



Water-Wise Garden Contest Now Underway PRIZES!

The District’s Water-Wise Garden Contest is back! 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. For a complete list of contest rules, visit NCCWD.com. Contest deadline **October 27, 2023**. Voting to take place on the District website October 28 through November 7, 2023. ■

