

— A QUARTERLY EVENT —

NORCO COMMUNITY  
**TOWN HALL**  
M E E T I N G

**MONDAY** **JULY 27**  
6:30 P.M.  
NELLIE WEAVER HALL  
3737 CRESTVIEW DRIVE

**B E I N F O R M E D**

Hear updates from City staff, regional agencies, Corona-Norco Unified School District, community organizations, and more! Residents will be allowed to ask questions as time allows after each presentation. Town Hall Meetings will be hosted by various community organizations.

\*Doors open at 6 P.M.

HOSTED BY:



## NORCO COMMUNITY TOWN HALL MEETING

Monday, July 27, 2015

Nellie Weaver Hall

6:30 p.m.

### AGENDA

Welcome: R.U.R.A.L. / President Pat Overstreet

Pledge of Allegiance

City of Norco Updates: Mayor Herb Higgins  
Cheryl Link, City Clerk  
Steve King, Planning Director and Javier  
Rodriguez, Code Compliance Officer

State Senator Richard Roth Update:  
Tyler Madary, Field Representative

State Assemblyman Eric Linder Update:  
Emanuel Patrascu, Chief of Staff

Overview of Water Conservation Program:  
Mallory Gandara, Water Use Efficiency Specialist,  
Western Municipal Water District  
Bill Thompson, Water & Sewer Consultant, City of  
Norco

Water Portal Presentation Olivia Hoyt, Accounting Manager, City of Norco

A question and answer period will be allowed after each presentation with a three (3) minute time limit per person.

Next Town Hall Meeting is planned for October 26, 2015  
hosted by Lake Norconian Club Foundation.

R.U.R.A.L. thanks you for your attendance and  
participation and please remember to

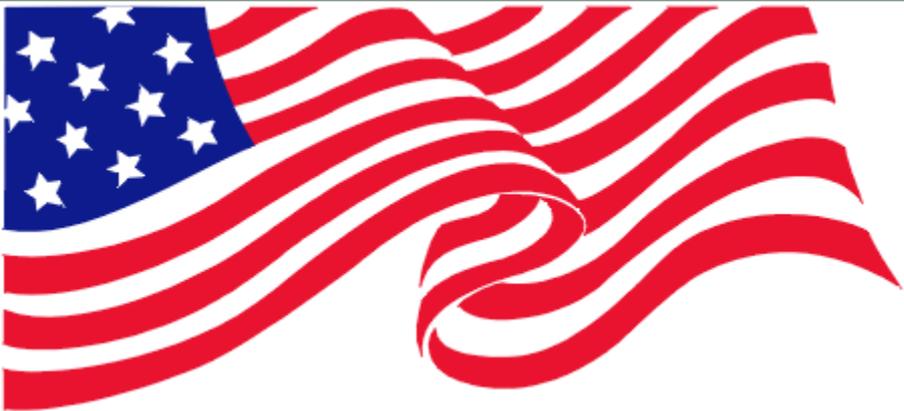
**SHOP NORCO!**



# ELECTION 2015 UPDATE

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Norco Community Town Hall Meeting  
July 27, 2015



## November 3, 2015 Election:

- City Council Candidate nomination period is July 13 through August 6, 2015.
- To-date, six residents have pulled nomination papers:
  - Lance Gregory
  - Ted Hoffman
  - Berwin Hanna
  - Robin Grundmeyer
  - Jason Bemowski
  - Herb Higgins



- 2013 Election:
  - 11,426 registered voters
  - 4,692 vote count
  - 41% voter turnout
- Register to vote! The last day to register to vote is Monday, October 19<sup>th</sup>.
- Go to [www.voteinfo.net](http://www.voteinfo.net) or [www.norco.ca.us](http://www.norco.ca.us) for voter registration information.

# Code Enforcement Process, Filing a complaint:

1. Complainant files a complaint that can either be by written form, by phone call, by email, the City's website, etc.
2. To file a complaint it is not necessary that the name, address, and phone number of the complainant be provided as was the case previously.
3. However, if a complainant wants follow-up from the Code Enforcement Officer then a name and phone number have to be provided with a request for follow-up.

# **Code Enforcement Process, City Procedure, First Phase (4-8 working days):**

1. Complaint is received by staff and transferred to the Code Enforcement Officer (except in cases of animal-control violations that are processed by the Animal Control Division, and weed-abatement complaints that are processed by the Fire Department).
2. Code Enforcement Officer does a site inspection to determine if a violation exists.
3. If the violation is determined to exist the Code Enforcement Officer confers with the corresponding City Division/Department to finalize the type and number of violations, and to ensure that previous permission has not been granted for whatever “work” may have been done.

# **Code Enforcement Process, City Procedure, Second Phase (approximately 20 days):**

4. Once the violation has been determined the Code Enforcement Officer issues a First Citation with a fine of \$100.
  
5. The receiver of the Citation has 20 days to appeal the Citation to the City's ticket processing contractor (DataTicket). If the Citation is appealed, the code enforcement process stops until a Hearing Officer is appointed to review and make a determination to the validity of the Citation.
  - If the appeal is granted, the case is dismissed.
  
  - If the appeal is not granted, the code enforcement process continues.

# **Code Enforcement Process, City Procedure, Third Phase (approximately 20 days):**

6. If a violation is not corrected or appealed within 20 days the Code Enforcement Officer issues a Second Citation with a fine of \$200. The Second Citation starts another 20-day appeal period.
7. If the violation is not corrected within 20 days of the Second Citation the case can be transferred to the City Attorney for prosecution in municipal court.
8. The Code Enforcement Office presents the possible court cases to the City Council and City Manager during Closed Session of City Council agendas for direction on what cases to transfer to the City Attorney.

# **Code Enforcement Process, City Procedure, Additional Phases: (timeline unknown)**

9. Upon receipt of transfer cases the City Attorney will seek to obtain compliance and may begin legal proceedings seeking an injunction against the property in question if compliance cannot be obtained.
10. Certain cases may require time extensions for the owners to get violations corrected depending on the severity of the violation and the amount of work that is needed to achieve compliance.

# **City Council Direction:**

The City Council has given direction that the Code Enforcement process be made easier with a quicker timeline to compliance.

# Proposed changes:

1. Make the code enforcement process a centralized approach that is managed by the Code Enforcement Officer rather than individual departments/divisions.
2. Make it easier to report potential violations, and shorten the timeframe for achieving compliance by eliminating unneeded or repetitive steps in the current process.
3. For cases that do not proceed satisfactorily to compliance get earlier involvement from the City Attorney as needed.

# Progress:

- The City's Code Enforcement Officer processed 328 code cases in 2014 and has so far processed 194 cases in 2015 which if maintained could almost double the amount of cases in 2014.
- Of the 194, 2015 cases (including some carry-over 2014 cases) the Code Enforcement Officer has closed approximately 143 of the cases meaning that compliance has been obtained.
- The Code Compliance Officer averages approximately six new cases a week in addition to joint inspections that involve the Sheriff's, Public Works, and Animal Control.
- Approximately 15-20 cases have been transferred to the City Attorneys office in 2015 for additional follow-up and/or prosecution.



# Programs and Tools for Water-Efficient Homes

*Mallory Gandara, Western Municipal Water District*

**Norco Community Town Hall Meeting**

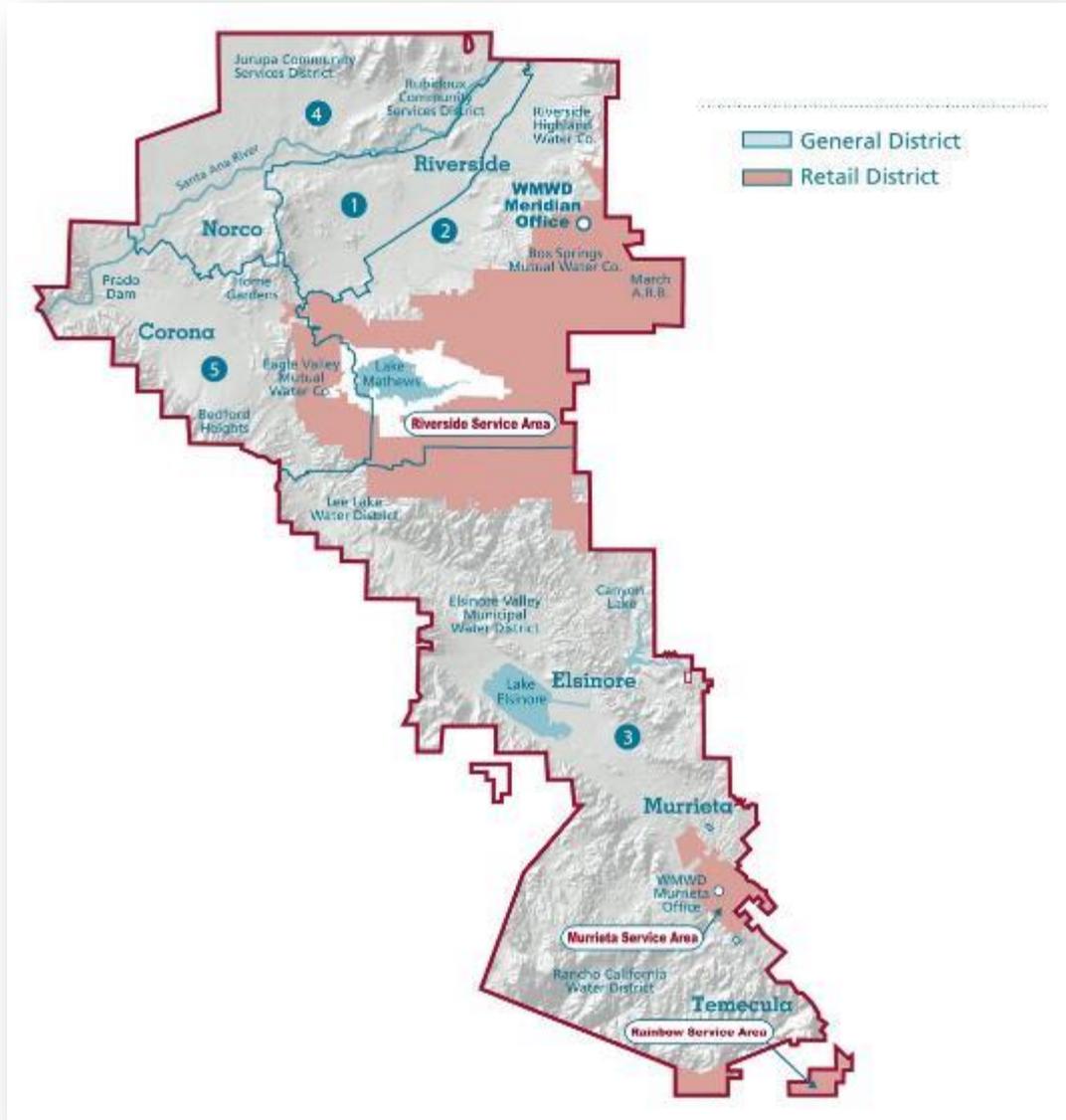
**July 27, 2015**



# Western at a Glance



- 527 square miles of western Riverside County
- Population of nearly 1 million...1.5 million by 2030
- 25,000 retail customers
- 13 agencies
- 89,000 acre-feet of water annually
- 435 miles of pipelines
- 38 water storage reservoirs
- Metropolitan Water District member agency





# Why Reduce?

- We are in a severe drought – 4<sup>th</sup> year
- Mandated by statewide 25% reduction in water use from 2013.
- City of Norco required to cut by 36%



# Unprecedented Conditions



## Water Year (WY) 2012-2013

*Below average runoff*

## Calendar Year 2013

*Driest on record*

## January 2014

*Lowest snowpack*

## WY 2014

*4<sup>th</sup> lowest runoff*

## 2014 State Water Project Allocation

*5% - lowest*

## 2014 Temps

*Record high temperatures*

# Conditions in the Northern Sierra



April 2010, 117% of normal



April 2015, 5% of normal

## End-user requirements in promotion of water conservation

- No landscape runoff
- Automatic positive shut-off hose nozzles
- Do not wash down sidewalks, driveways, etc.
- Decorative fountains must recirculate
- Do not irrigate in rain or within 48 hours following
- Ask for drinking water at a restaurant
- Median irrigation of turf using recycled or non-potable only
- Landscape requirements for new construction

\**State Water Resources Control Board*

## **Mandatory Actions by Water Suppliers**

- Notify customers of known leaks
- Report monthly production information to State Board
- Reduce potable urban 36 percent
- Reduction must commence June 1, 2015
- Reductions measured monthly (15th of following month)
- Reductions assessed by State Board on cumulative basis

# Indoor Water Use



ULFT 1994  
1.6 gpf

HET 2014  
1.28 gpf

***25% of indoor water use***

# Outdoor Water Use



65% of total water use

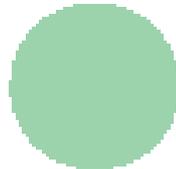
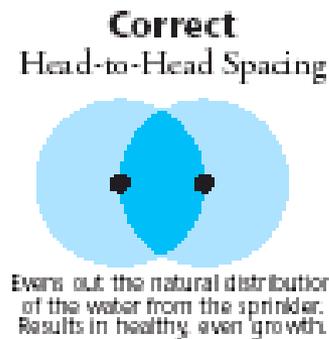
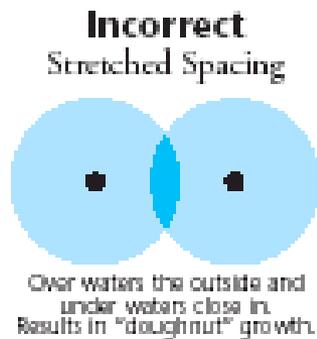
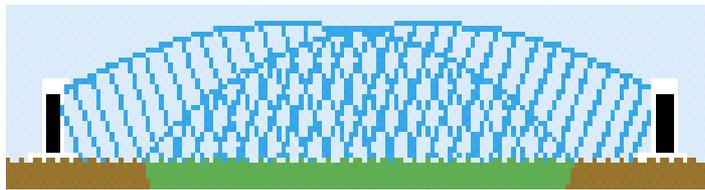
# Repair Broken Heads and Pipe



# Remove Obstacles



# Head to Head Coverage



- Always use head-to-head spacing of sprinklers
- This ensures even coverage so you don't over water to compensate for dry spots

# Don't Mix Different Sprinkler Types



# Adjust Pressure



# Use Efficient Devices

- 80 to 95% efficient



- 30 to 70% efficient



# Use a Smart Controller

A smart controller ***automatically*** adjusts irrigation schedules in response to changing weather or environmental conditions.

- Measures evapotranspiration
- Sensor or signal based



# Irrigation Tips

- Water early in the morning
- Don't water every day
- Break up watering time into several cycles to avoid runoff and allow water to penetrate the soil
- Change your controller schedules as weather changes
  - In winter, you only need to irrigate 1/3 or less the amount you use in summer



How Can We Help You?



# Programs and Rebates

# Rebate Programs

Metropolitan Water District offers customers rebates on water saving devices. Rebates offered include:

- Smart Irrigation Controllers - \$80
  - Soil moisture sensing
  - Weather-based
  
- High efficiency clothes washers - \$85
  
- High efficiency toilets - \$100
  
- High efficiency sprinkler nozzles - \$4/nozzle

A full list of devices and incentives is available at

[www.socalwatersmart.com](http://www.socalwatersmart.com)





BE PART OF THE MORE THAN  
30,000 Already Saving  
Get Your Free Sprinkler Nozzles

FreeSprinklerNozzles.com

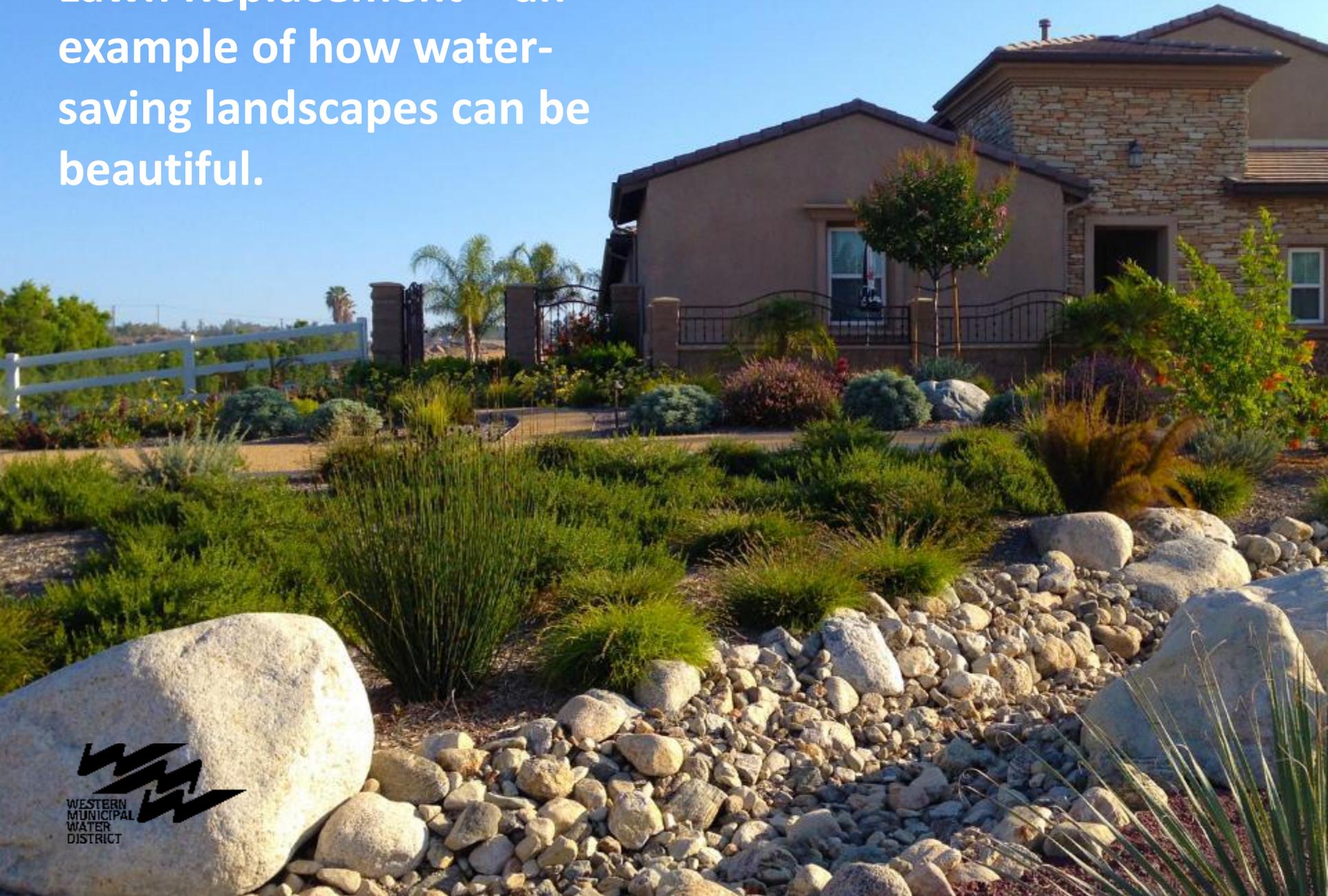
Sponsored by local water agencies.



City of Norco residents are eligible for up to 25 free high efficiency sprinkler nozzles.

Visit [freesprinklernozzles.com](http://freesprinklernozzles.com) and have your account number ready to receive a voucher for nozzles.

Lawn Replacement – an example of how water-saving landscapes can be beautiful.



# Customer Resources



iEfficient.com website and phone app:

- Report water waste
- Learn more about rebate programs and drought updates

BeWaterWise.com

- Resources on landscape irrigation, education, and rebate programs

SoCalWaterSmart.com

- Regional rebate program details and applications

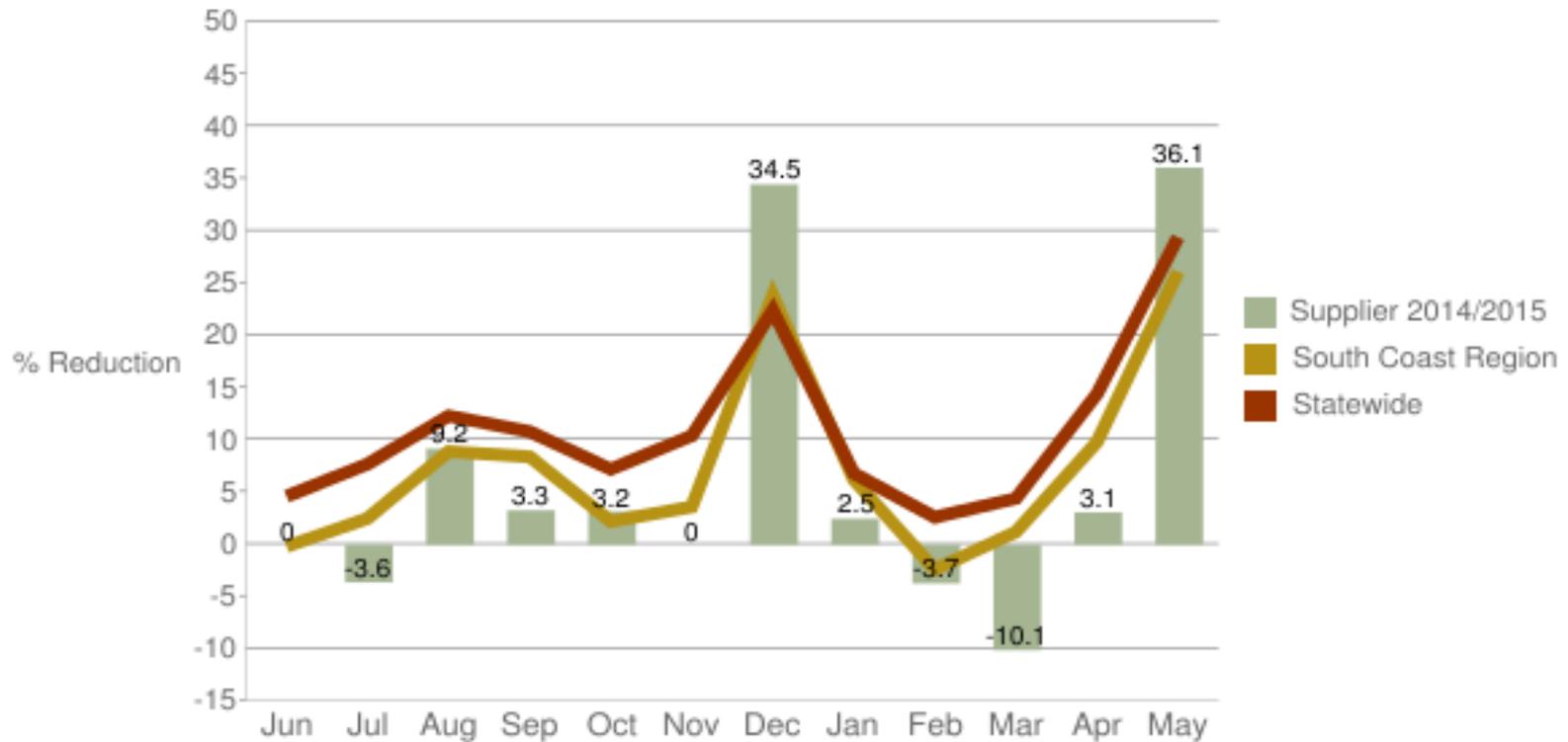


# QUESTIONS?

Mallory Gandara  
Water Use Efficiency Specialist  
Western Municipal Water District  
(951) 571-7296,  
[mgandara@wmwd.com](mailto:mgandara@wmwd.com)

# CITY OF NORCO

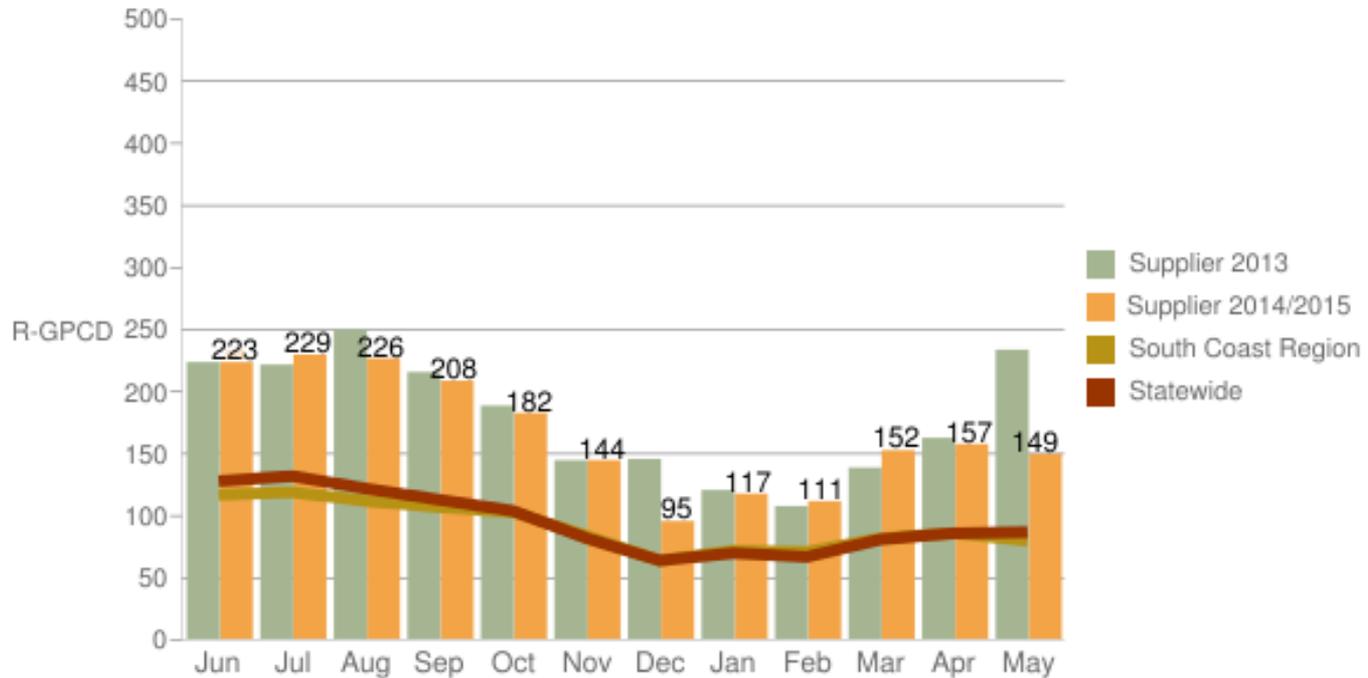
Norco City of Water Use Reduction  
 From 2013 Year Baseline and Other Averages by Month  
 Cumulative Reduction: 9.0 Percent (%)



Source: DRINC Portal ([drinc.ca.gov](http://drinc.ca.gov)) Urban Water Supplier Monitoring Reports (Jul 2015)

# CITY OF NORCO

Norco City of (1029) Population: 27160  
Calculated Residential Gallons-per-Capita-Day (R-GPCD)  
and Other Averages by Month



Source: DRINC Portal ([drinc.ca.gov](http://drinc.ca.gov)) Urban Water Supplier Monitoring Reports (Jul 2015)

# Mandatory “Level 3” water-use restrictions are in effect

The City of Norco requests all residents continue to save water.....

**PLEASE REDUCE YOUR USAGE BY 25%**

## **Mandatory Restrictions and Requirements:**

- ◆ Irrigation is limited to three (3) days per week for no more than ten (10) minutes per station. Odd addresses may irrigate on Monday, Wednesday, and Friday. Even addresses may irrigate on Tuesday, Thursday, and Saturday. No Irrigation from 8:00 am to 8:00 pm. No irrigation on Sundays.
- ◆ No washing down sidewalks, driveways, or parking areas.
- ◆ No automobile washing without a shutoff nozzle.
- ◆ Eating establishments will not serve drinking water unless requested.
- ◆ Hotels and Motels must offer their guests the option to have linens laundered.
- ◆ Please repair all leaks and adjust sprinklers.
- ◆ No irrigating within 48 hours following a measurable rainfall.



# CITY OF NORCO CUSTOMER WATER PORTAL

Olivia Hoyt  
July 27, 2015

# What is the Customer Water Portal?

- The Customer Water Portal offers all City of Norco residents the capability of monitoring water consumption.
- It allows viewing of individual meter consumption data online and also receive email alerts about abnormal consumption or potential leaks based on defined parameters that are set up once you create an account in the Customer Water Portal.

### Notification Settings

Save Cancel

We Can Help You Monitor Your Usage. Set Your Threshold(S) And We Will Send Alerts When The Threshold Is Exceeded.

**Water**

Alert Me When My Monthly Usage Consumption Exceeds  HCF

Alert Me When My Weekly Usage Consumption Exceeds  HCF

Alert Me When My Daily Usage Consumption Exceeds  HCF

I Want To Receive General Notifications About Utility Programs [?](#)

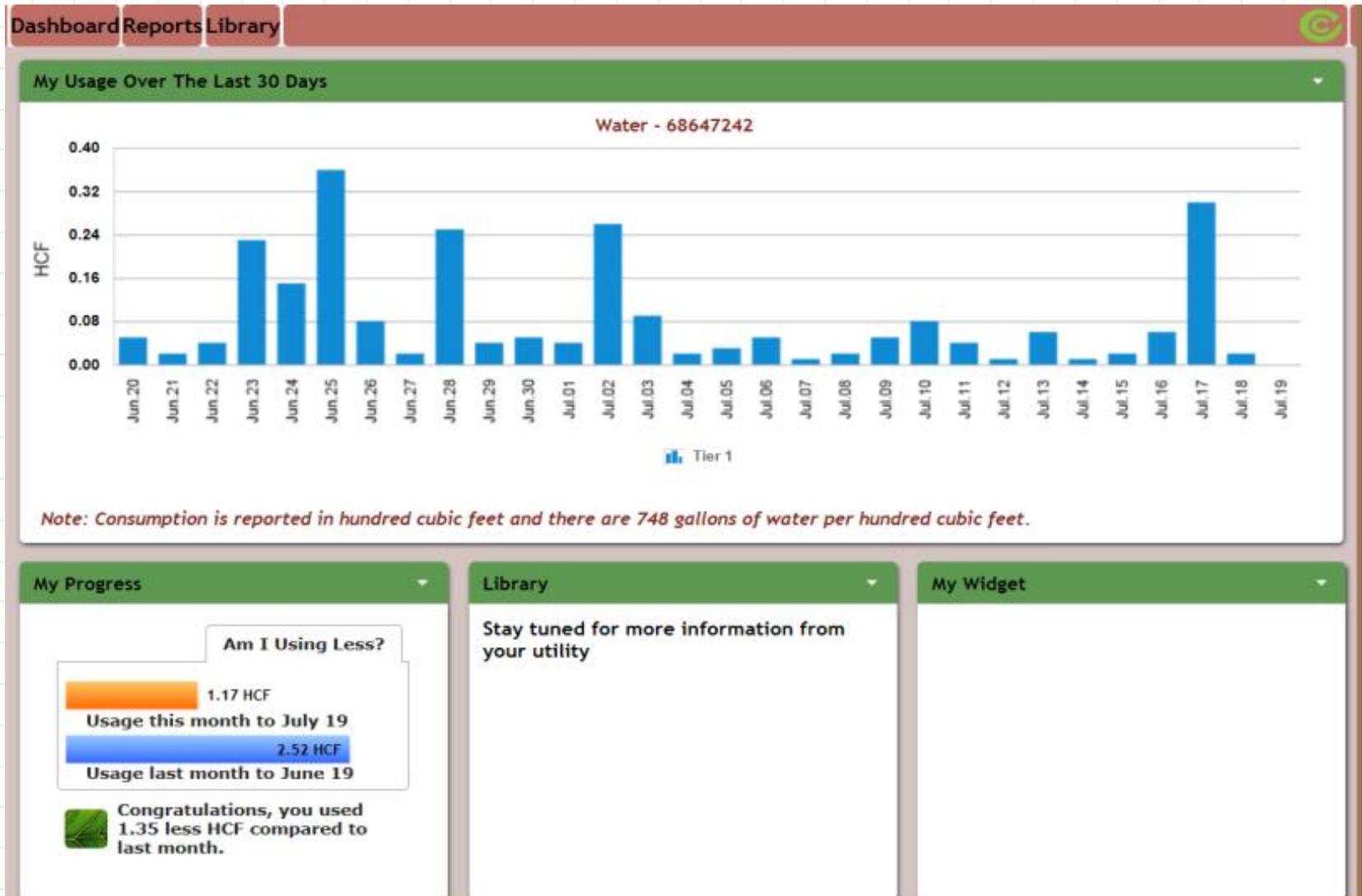
**My Notification Contact Methods**

My web portal account

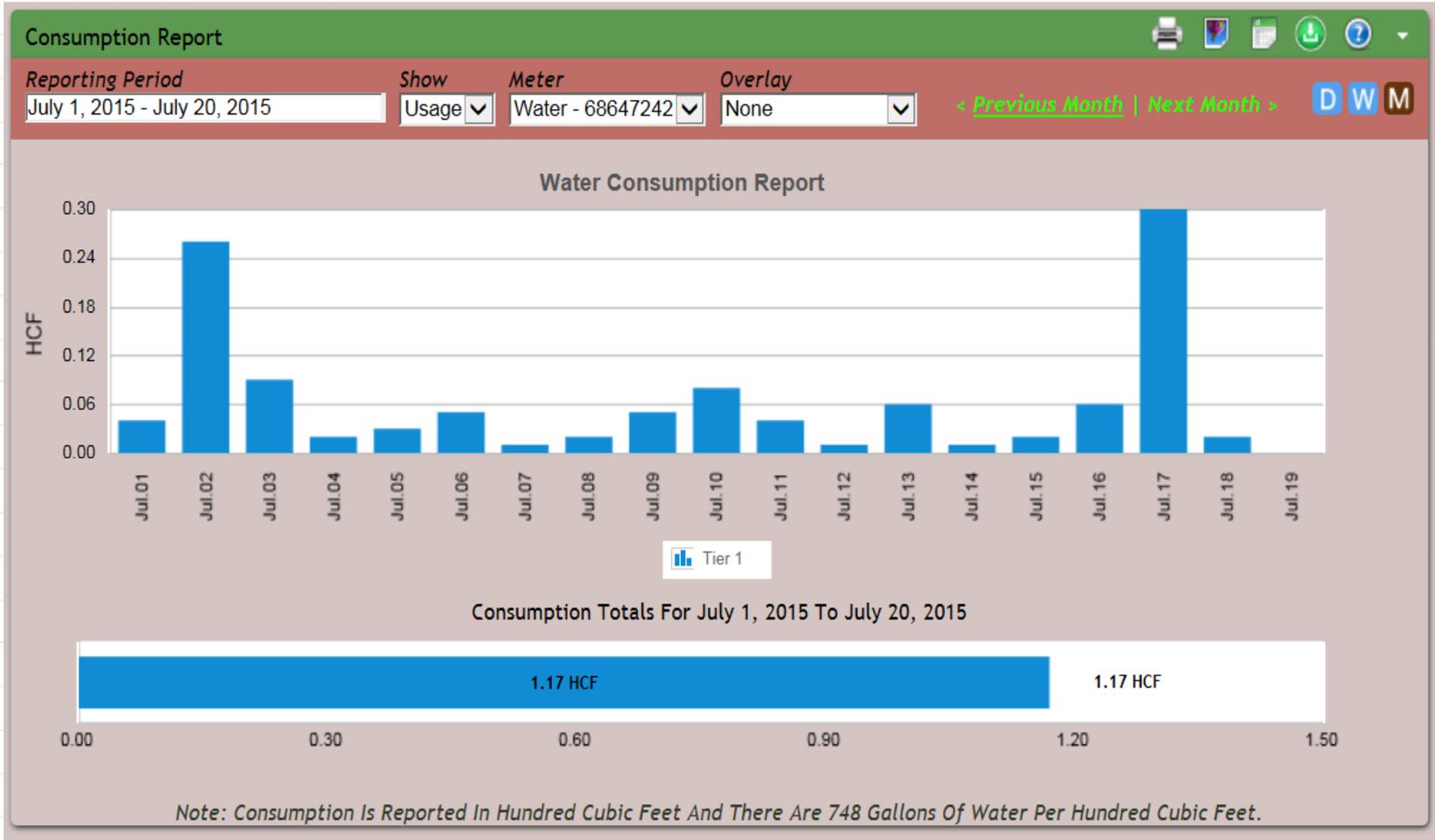
Email to:

+ Add email

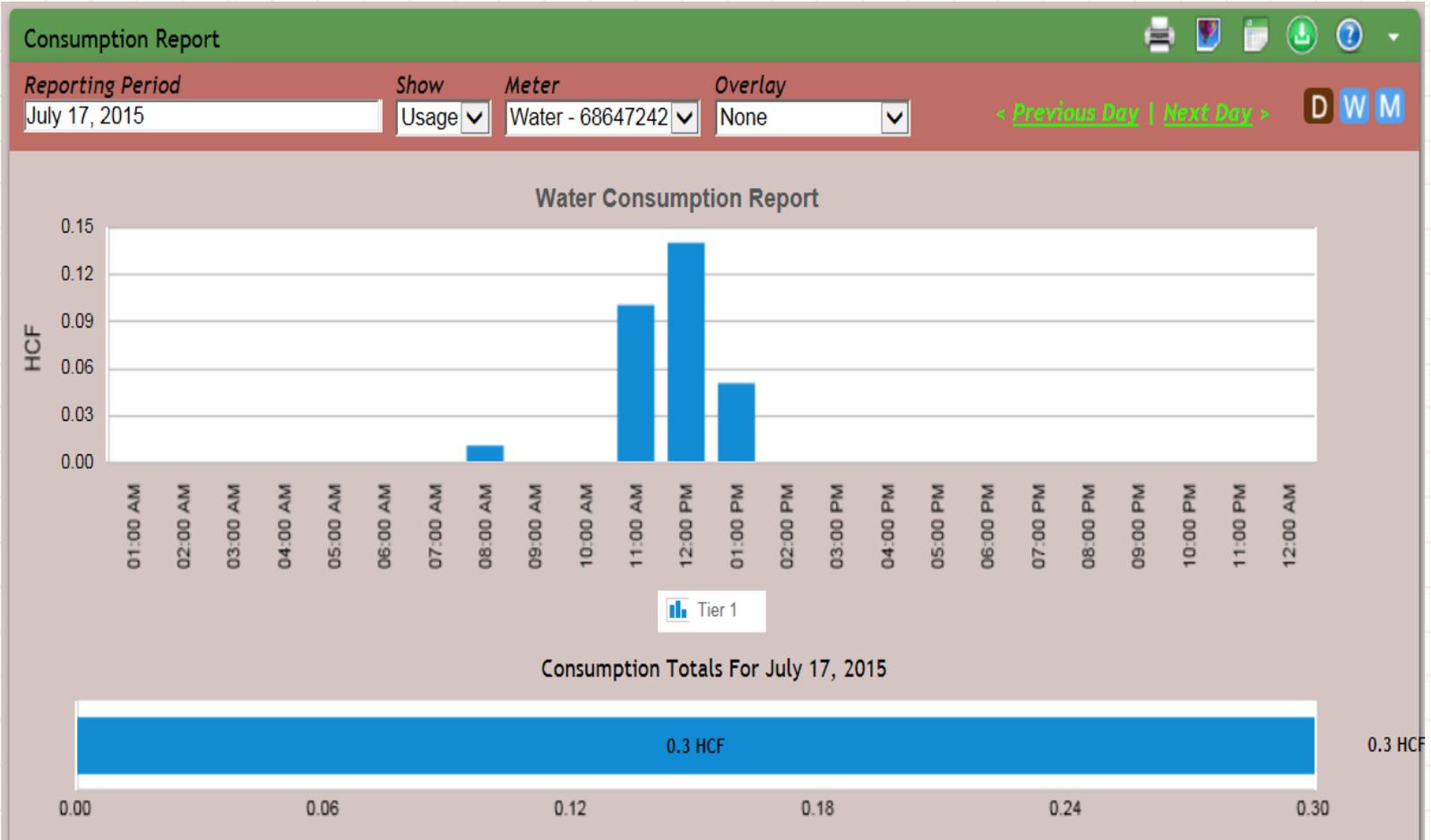
- Under the dashboard tab, a view of usage for the last 30 days is displayed as well as a comparison of consumption in the current month to the same time last month.



- Water consumption can be controlled by viewing hourly, daily, weekly and monthly data on a 24 hour delayed basis.



- Clicking on any day will expand the consumption view to a 24 hour period.



- Several articles under the library tab can assist residents to use the Customer Water Portal to its full extent.

Library

Location: [All Categories](#) > [Help](#)

<b>Exporting My Data</b> November 12, 2013  The Consumption Report Contains Information That Can Be Useful For Personal Category: <a href="#">Help</a>	<b>Configure Thresholds</b> November 12, 2013  Threshold Based Notifications Are Important In Managing Our Overall Monthly Usage And Category: <a href="#">Help</a>
<b>Set Up Web Notifications</b> November 12, 2013  Notifications Are One Of The Ways We Can Category: <a href="#">Help</a>	<b>Drill Through To A Daily View</b> November 12, 2013  The Consumption Report Has A Multitude Of Category: <a href="#">Help</a>
<b>Save A Copy</b> November 12, 2013 	

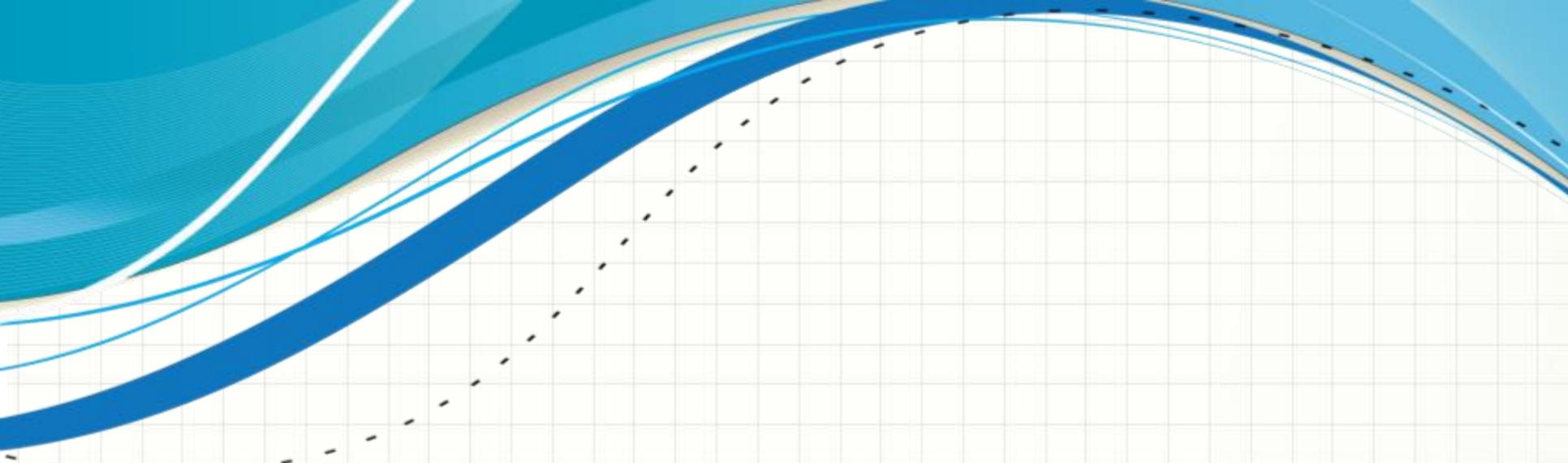
# How to Obtain Access to Customer Water Portal

- Log into the City of Norco Website at [www.ci.norco.ca.us](http://www.ci.norco.ca.us) and obtain step by step instructions on how to create an account in the Customer Water Portal.
- Once in the City website, select Water Portal at the bottom of the City of Norco front page and follow the step by step instruction on how to create a water portal log in.



## Advantages of Using Water Portal

- Obtain access to water consumption online by meter on a daily basis
- Don't have to wait for your monthly water bill to see how much water you use for everyday activities.
- Manage water usage to help with water conservation practices
- If you need assistance, contact our water billing customer service representative at (951) 270-5654.



**QUESTIONS?**