



## Who we are

S&T Mutual Water Company (S&T) was founded in 1961 to serve the newly formed Sunset Terrace neighborhood of Los Osos, California. S&T is a shareholder owned water company in which property owners own one share of company stock for each deeded lot within the service area. Your water company is managed and operated by your neighbors and fellow water drinkers who are dedicated to the production, treatment and delivery of good, safe, drinking water at cost, without profit. The S&T water distribution system consists of 178 metered services including the Sea Pines Clubhouse Grill.

## Inside this issue

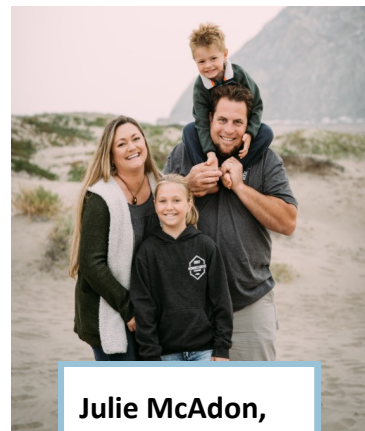
S&T service area map ....	2
Contact information.....	2
New S&T Website .....	2
New 2019 water rates....	3
Water meter project .....	4
Tank control project.....	5
Drain pipe project .....	5

## Message from the President

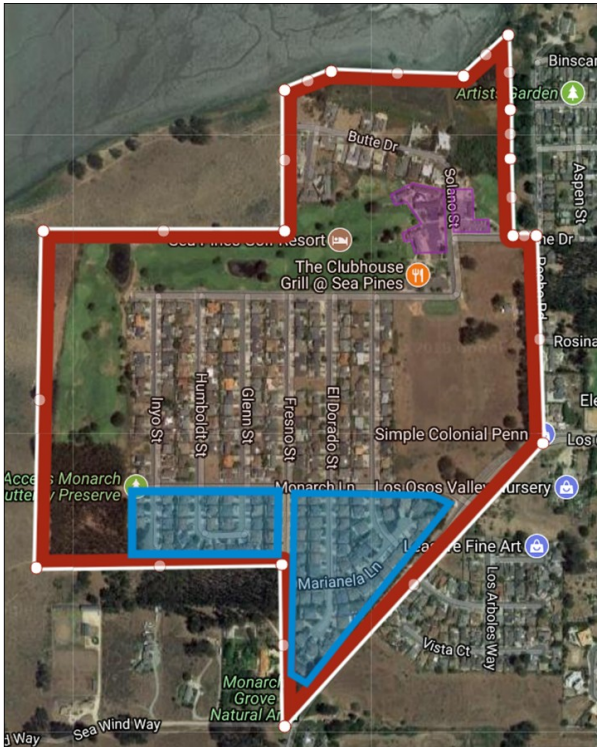
Dear Shareholders,

Thank you for taking the time to read our newsletter. While serving on the Board of Directors these past two years I have learned a lot about the Los Osos water basin and our unique mutual water company. I am thankful for the dedication and hard work of the past and current directors. We have a great little company run by fellow neighbors. It is vital that we maintain our water company and continue to offer safe drinking water to our shareholders.

(Continued on page 2)



**Julie McAdon,  
S&T President**



## S&T Service Area

The S&T Service Area was defined in the original 1961 articles of incorporation by the white boundary on the map to the left. These were the 1961 boundaries of the original Sunset Terrace development in Los Osos.

## S&T contact Information

Email: [STMutualWater@gmail.com](mailto:STMutualWater@gmail.com)

Voice mail: (805) 316-0640

Website: [www.ST-Water.com](http://www.ST-Water.com)

*S&T Mutual Water Company*

## President's Message

(continued from front page)

### S&T has a new website!

In late November of 2018 we commissioned a new company web site. Please visit the site at:

[www.ST-Water.com](http://www.ST-Water.com)

The design and function of this website will evolve as we learn how to use and maintain the site. Our intention is that this will become the primary public location for news, meeting dates and communication for the company. Please look at the site. We are interested in your opinions and suggestions for improvements.

We are at a time where components of our water delivery system need to be updated and repaired. We will begin several capital improvement projects in 2019 that will ensure that we can provide safe, reliable water distribution to our shareholders and provide accurate up to date information on your individual water use. In light of these projects the directors decided at the annual meeting in October to increase water rates. The projects and rates are included in this newsletter.

At the annual meeting we also increased the frequency of the meetings to allow for greater participation from shareholders. Meetings will now be monthly (excluding December) from 6:30-8 pm at Sea Pines Golf course. While RSVPs are appreciated, they are *not* required. The next meeting is January 17th. I hope to see you there.

## New Water Rates for 2019

At the October meeting, the S&T Board of Directors adopted a new water rate structure that will begin with the February 2019 water bills. The new water rates are intended to increase revenue to match expected increases in operating expenses that we anticipate over the next few years (refer to the story about capital projects in this newsletter).

The new water rate structure for 2019 is defined as follows:

- Water bills represent 2 months of water usage.
- As in the previous several years there are 4 billing tiers
- Water use is quantified in units, where each unit of water represents 1,000 gallons of metered water use.
- Tier 1 consists of usage between 1 unit and 6 units.
  - The charge for the first unit (1,000 gallons) is \$65 and the “per unit charge” (the charge for each additional unit) within Tier 1 is \$2 per unit.
  - This means that the charge for 6 units of water (6,000 gallons) will be \$75.
- Tier 2 consists of usage between 7 units and 12 units.
  - The charge for 7 water units (7,000 gallons) will be \$80
  - The per unit charge (The charge for each additional 1,000 gallons) for water in Tier 2 is \$5 per unit.
  - The charge for 12 water units will be \$105.
- Tier 3 consists of usage between 13 units and 30 units.
  - The charge for 13 units of water will be \$113.
  - The per unit water charge in Tier 3 will be \$8 per unit.
  - The charge for 30 units of water will be \$249.
- Tier 4 consists of usage beginning at 31 units.
  - The charge for 31 units of water (31,000 gallons) will be \$264.50.
  - The per unit charge for water within Tier 4 will be \$15.50.

With these new rates the typical water bill will increase by 20% to 23% from 2018 rates. The S&T board has found it necessary to adopt this rate increase to pay for capital projects which are necessary for providing a safe and reliable water delivery to our shareholders. Our S&T water continue to be the lowest cost water service in Los Osos.

Contact S&T if you have questions. A table representing these rates is available on the website at:

[WWW.ST-Water.com](http://WWW.ST-Water.com)

## Bill Garfinkel Retirement



Bill Garfinkel retired from the S&T Board of Directors in July of 2018.

Bill has a long history of community service in Los Osos. His understanding of local issues and the interrelationships of government agencies and institutions cannot be replaced.

Bill began his work with the water company in 2010 at the end of the 10-year period in which the water company was largely managed by President/Operator Dave Tolley and Tom Maxwell who led the company for several decades before Dave Tolley's tenure.

Almost immediately upon starting at S&T, Bill managed the construction project for the installation of water meters in the S&T service area in 2011. This was one of the largest S&T construction projects since the original system installation in 1961.

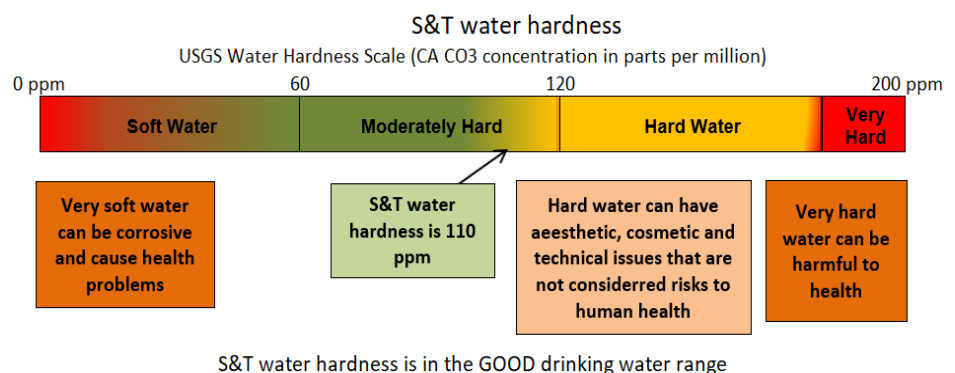
If you see Bill walking around the neighborhood, thank him for his service and wish him a long and fun retirement.

## Water meter end point replacement project

S&T installed new water meters with radio endpoints in 2011. The radio endpoint components allow us to read the meters by a radio signal in a few hours instead of a manual reading operation which could take several days. S&T has always known that the batteries in the radio endpoints would be out of warranty after 10 years of use. In August of 2018 S&T was notified that our water meter endpoints were no longer going to be supported for repair or spare parts by the meter vendor. In October of 2018 the S&T Board of Directors approved a capital project which would replace the existing radio endpoints with cellular endpoints. This project is scheduled for completion in 2019 for an estimated cost of \$70,000. Some of the benefits from this project will be:

- Customers will have access to their water use data on a daily basis through a secure web site.
- S&T Operations and customers will be able to configure automated text, phone or email notifications for monitoring leaks and abnormal use issues.
- Early detection of water leaks and other problems

## Did you know? (Water hardness)



S&T water hardness is in the GOOD drinking water range

S&T water is classified as “moderately hard” and is within the range of good and healthy drinking water. No further water softening techniques are recommended by S&T for our supplied water. Contact S&T if you have questions or comments.

## Water tank level control upgrade project

S&T experienced a tank overflow event in October of 2018 that occurred after the failure of a level switch in the south water tank. The existing tank level control system was installed 20 years ago. The S&T Board of directors approved a capital project for modernizing the tank level control for an estimated cost of \$15,000 during 2019. Features of the new tank level control system:

- The new control will have redundant analog level transmitters in place of the existing single-point-of-failure float switch.
- The new control will have cellular telemetry for the timely reporting of errors and alarms.
- The new control will be able to provide telemetry for future advanced water treatment systems

---

**Did you know?** *S&T has a state of California certified water operator on staff who can answer your questions or concerns about water quality. Expert water consultation is a free service provided by S&T.*

---

## Water tank drain pipe cleaning and rework project

When the S&T water tank level switch failed in October (Refer to the Article above) we also experienced the first test of our emergency tank drain pipe in 20 years. During this accidental drain pipe test we discovered several issues with that drain pipe that needed to be mitigated; There is at least one un-authorized storm drain access to our 8 inch drain pipe, some debris blockage needs to be removed, and the outfall ditch needs to be repaired. At the October meeting the S&T Board of Directors approved a capital project for making these repairs and improvements to our drain pipe. This project is scheduled for completion during 2019 at an estimated cost of \$10,000.





## S&T Meeting Calendar

S&T Mutual Water Company is a not-for-profit water company managed by a board of directors elected by the Shareholder / customer / owners of the water company.

Unless other information is provided, all board meetings will be held at:

**Location:** Sea Pines meeting room  
Located behind the Clubhouse Restaurant  
Sea Pines Golf Resort  
1945 Solano Street, Los Osos, CA 93402

**Thursday, January 17, 2019:** Regular Board meeting **Start time:** 6:30 pm

**Thursday, February 21, 2019:** Regular Board meeting **Start time:** 6:30 pm

**Thursday, March 21, 2019:** Regular Board meeting **Start time:** 6:30 pm

**Thursday, April 18, 2019:** Regular Board meeting **Start time:** 6:30 pm

## S&T Mutual Water Company

PO Box 6391  
Los Osos, CA 93412

Phone: (805) 316-0640  
E-mail: [STMutualWater@gmail.com](mailto:STMutualWater@gmail.com)  
Web: [www.ST-Water.com](http://www.ST-Water.com)

PLEASE  
PLACE  
STAMP  
HERE

Mailing Address Line 1  
Mailing Address Line 2  
Mailing Address Line 3  
Mailing Address Line 4  
Mailing Address Line 5