

the Reservoir



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



Customer Meter Replacements Complete!

The District has completed its meter replacement program in neighborhoods across Pacifica. If you receive a “Leak Alert,” it means the new **Advanced Metering Infrastructure (AMI)** system has notified the District of continuous usage ongoing at your residence. Continuous usage is defined as water usage that never recedes to 0 gallons per hour. This could mean a toilet is running, an irrigation system is malfunctioning, or there is a leak elsewhere. If you think this is the case, stop by the District for free leak detection tablets or schedule a free audit. Also, you can now monitor your own water use and set your own alerts using My360. Learn more below.

Learn more at [NCCWD.com/ami](https://www.nccwd.com/ami)

Springtime Sprinkler Check



As we spring forward on our clocks, remember to check your irrigation systems for proper operation and potential leaks. Up to 40% of household water consumption in California occurs outdoors. Proper maintenance of your controller, sprinklers, and drip irrigation tubing is a crucial part of water efficiency.

Monitor Your Daily Water Use!

Sign up through the new customer portal and monitor your water usage today!



The District is pleased to introduce **Neptune My360**, a new online platform that allows residents to monitor water consumption. This innovative tool gives customers greater control and visibility of water consumption to support water conservation efforts, detect potential issues, and monitor daily usage.

BENEFITS OF NEPTUNE MY360

- ✓ View daily water usage details 24/7 with easy-to-understand charts and graphs.
- ✓ Set water usage thresholds and receive real-time alerts for potential leaks or abnormal activity.
- ✓ Reduce high bills and emergency service calls by monitoring your water habits.
- ✓ Access the online account from desktops, laptops, tablets, or smartphones – always up-to-date and user-friendly.
- ✓ Help promote water conservation through better awareness of your water consumption.

GETTING STARTED IS SIMPLE

- To get started, go to [NCCWD.my360-app.com](https://www.nccwd.com/my360-app.com)
- Click ‘Create an account’ and agree to the terms and conditions.
- Enter the account number, full name, and street address of the property (reference utility bill).
- Enter email address and set up the security questions.
- Check email for ‘New User Registration’ from Neptune360 to create your password.
- Start monitoring the water consumption dashboard and customize personalized alerts.



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Nextdoor



X (Twitter)



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Grand OPENING

2400 Francisco Blvd., Pacifica



On November 20, 2025 the North Coast County Water District (NCCWD) held its ribbon-cutting ceremony for the grand opening of its new headquarters at 2400 Francisco Blvd., Pacifica. Members of the community, local dignitaries, and friends joined the District to celebrate the new facility and the District's 80th anniversary.

The modern facility prioritizes sustainability and resilience. Solar panels generate renewable energy, and recycled water supports plumbing and landscaping. Designed to withstand coastal hazards, including flooding and tsunamis, it ensures reliable operations while providing a safe, efficient workspace for staff and a welcoming space for customers.

Today, all NCCWD business is conducted from this location, including: customer service, payment services and after-hours drop box, monthly Board of Directors meetings (every third Wednesday), and free water conservation devices pick-up. And coming soon, the recycled water fill station will re-open to the public at the new headquarters. ■

Emergency Preparedness



The District is committed to long-term planning for emergencies. We continually assess local risks from natural disasters such as wildfires, floods, and earthquakes. Our goal is to develop long-term strategies that will reduce or "mitigate" future damage to people, homes, and businesses in Pacifica.

As part of this mission, the NCCWD is partnering with San Mateo County on its county-wide **Local Hazard Mitigation Plan (LHMP)** which identifies these natural hazard risks through updated data and local knowledge. The LHMP serves as a strong framework for the County to coordinate with cities, special districts, community organizations, and residents on developing practical actions before disasters occur. These efforts are self-sustaining by keeping San Mateo County eligible for future, federal hazard mitigation funding.



Want to learn more about the County's Local Hazard Mitigation Plan (LHMP) and share input?



SCAN THE QR CODE.



REGISTER FOR EMERGENCY ALERTS!

Sign up to receive emergency alerts, such as water outages or water quality issues in your area.

NCCWD.com