COMMUNITY ADVISORY COMMISSION MEETING

In an effort to prevent the spread of COVID-19 and in accordance with Governor Newsom's Executive Order N-25-20 and N-29-20, this meeting is being conducted via teleconference. There will be no public location for attending this meeting in person. Members of the public and Shareholders may listen and provide public comment telephonically.

Anyone wishing to join the meeting may do so using the following information:

DIAL: 1-510-338-9438 and enter ACCESS CODE: 620 138 487##

You may also join via webex.com: Link
MEETING# 620 138 487 and PASSWORD: EVWD2020

May 12, 2020 - 6:00 PM
31111 Greenspot Road, Highland, CA 92346

AGENDA

CALL TO ORDER
PLEDGE OF ALLEGIANCE
ROLL CALL OF COMMISSION MEMBERS
PUBLIC COMMENTS

Any person wishing to speak to the Board of Commissioners is asked to complete a Speaker Card and submit it to the District Clerk prior to the start of the meeting. Each speaker is limited to three (3) minutes, unless waived by the Chairman of the Commission. Under the State of California Brown Act, the Board of Commissioners is prohibited from discussing or taking action on any item not listed on the posted agenda. The matter will automatically be referred to staff for an appropriate response or action and may appear on the agenda at a future meeting.
1. **APPROVAL OF CONSENT CALENDAR**

   All matters listed under the Consent Calendar are considered by the Board of Commissioners to be routine and will be enacted in one motion. There will be no discussion of these items prior to the time the commissioners consider the motion unless members of the commission, the administrative staff, or the public request specific items to be discussed and/or removed from the Consent Calendar.

   a. Approve the January 14, 2020 Commission Meeting Minutes
   b. Approve the February 11, 2020 Commission Meeting minutes

**DISCUSSION/INFORMATIONAL ITEMS**

2. Fiscal Year 2020-21 Budget Overview
3. Emergency Response Update
4. Community Group Appointment Process
5. Commissioner Comments
6. Staff Comments

**ADJOURN**

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, that is sought in order to participate in the above-agendized public meeting should be directed to the District Clerk at (909) 885-4900 at least 72 hours prior to said meeting.
Cecilia Contreras, Senior Administrative Assistant, called the meeting to order at 6:00 pm and led the flag salute.

PRESENT: Commissioners: Dondalski, Laster, Miller, Yauger
ABSENT: Commissioners: None
STAFF: Kelly Malloy, Director of Strategic Services; Cecilia Contreras, Senior Administrative Assistant; Brian Tompkins, Chief Financial Officer; Nate Paredes, Business Services Manager
GUEST(s): Habib Isaac, IB Consulting

PUBLIC COMMENTS

The Senior Administrative Assistant declared the public participation section of the meeting open at 6:01 pm.

There being no written or verbal comments, the public participation section was closed.

The Senior Administrative Assistant switched agenda item #3 to be moved up to agenda item #2.

APPROVAL OF THE NOVEMBER 12, 2019 COMMISSION MEETING MINUTES

M/S/C (Yauger-Laster) to approve the November 12, 2019 Commission meeting minutes as submitted.

RATE HEARING UPDATE

The Chief Financial Officer introduced the District’s consultant Habib Isaac from IB Consulting to present the Rate Study. Mr. Isaac stated that the District contracted with his agency to conduct a Cost of Service Analysis; that this information will be used to develop recommendations that will be presented to the Governing Board to consider for adoption at a public hearing; that the key elements for consideration is the continued need for infrastructure investments, an on-going commitment to the water supply, and to avoid added costs that would result from deferred maintenance; that the District is responsible for maintaining rates that meet the needs of providing world class service to the community.

Information only.
STERLING NATURAL RESOURCE CENTER PROJECT UPDATE

The Director of Strategic Services presented an update to the Commission regarding the Sterling Natural Resource Center including but not limited to: the progression of the design-build with the co-digesters, the sales tax exclusion has been recommended by State personnel for approval, working on the settlement agreement with the City of Highland, Wildlife Hazard plan has been submitted to the FAA for review, continuing to work with Southern California Edison and AQMD, a pathways program will begin in February with the students from Indian Springs High School, and that the District continues to keep its residents informed of the progress through bill inserts.

Information only.

COMMISSIONER COMMENTS

Mr. Yauger stated that he would like to see the Tier 2 usage be explained in more detail during the redesign.

Mr. Dondalski commented that he spoke with his neighbors about the District’s Budget Based Rates and presented the feedback to the commission members.

Dr. Miller suggested that the District provide information about educating customers about the Bunker Hill Basin.

Mr. Laster stated that he enjoyed the presentation today.

STAFF COMMENTS

The Director of Strategic Services stated that Mr. Jaurigue had resigned from the Commission and that staff will be promoting the position to the community for applications; that the news had recently shared a story about water conservation that was inaccurate and the next meeting will have an agenda item to discuss; and thanked the Commission for their time and the next meeting is scheduled for February 11, 2020.

Information only.

ADJOURN

The meeting adjourned at 8:08 pm.

________________________
Kelly Malloy
Director of Strategic Services
Cecilia Contreras, Senior Administrative Assistant, called the meeting to order at 6:00 pm and led the flag salute.

PRESENT: Commissioners: Dondalski, Laster, Miller, Yauger
ABSENT: Commissioners: None
STAFF: Kelly Malloy, Director of Strategic Services; Cecilia Contreras, Senior Administrative Assistant; Roxana Morales, Public Affairs Specialist; Melissa Valdez, Public Affairs Manager
GUEST(s): Members of the public and local stakeholders

PUBLIC COMMENTS

The Senior Administrative Assistant declared the public participation section of the meeting open at 6:01 pm.

There being no written or verbal comments, the public participation section was closed.

HAZARD MITIGATION PLAN UPDATE

The Director of Strategic Services presented the Hazard Mitigation Plan (HMP) to the Commissioners. She stated that the final version of this document is submitted to Federal Emergency Management Agency (FEMA) and California Offices of Emergency Services (CalOES) for review and comments; and that when the District receives the approval letter, it will be sent to the District’s Board of Directors for final approval of the document. Ms. Malloy explained that with this document, the District becomes eligible for FEMA mitigation grants or reimbursement funds should an emergency impact the service area. She provided information about the plan to include the following but not limited to: how the Hazard Mitigation Plan evaluates manmade and natural hazards; that it develops a strategy to reduce or eliminate impacts, including damage to infrastructure and/or interruption to critical water and wastewater services that impact the service area; and that it breaks the cycle of disaster, damage, restoration, and repeated damage by improving District assets. She reviewed the mitigation goals and objectives for each hazard that the District felt would impact the service area. The top risks that were assessed are: earthquake, drought, wildfire, floods & flashfloods, dependency hazards, physical adversary, cyber-attack, and proximity hazards.
Ms. Malloy opened the agenda item for discussion. Representatives from local stakeholders and the commissioners were able to ask questions and staff answered appropriately.

Information only.

STERLING NATURAL RESOURCE CENTER PROJECT UPDATE

The Director of Strategic Services presented an update to the Commission regarding the Sterling Natural Resource Center including but not limited to: reimbursement funds received from the State; that staff is currently working through the Urban Greening Grant for the landscape portion and the sales tax exclusion; construction is still moving along with extensive cooperation with Southern California Edison and the Regional Water Control Board; staff is working with the South Coast Air Quality Management District for public noticing with the surrounding community; and an overview of the outreach material provided through bill inserts, the website, social media, and advertising.

Information only.

LEGISLATIVE UPDATE

The Director of Strategic Services reported out about implementation of SB 998 and how the District has implemented changes to be in compliance including a change in the past due reminder letter format, disconnection notices timing and format, and payment options available to customers. Ms. Malloy gave an update to the current state water use efficiency regulations which is changing the standard for indoor gallons per person per day from 55 to 50 by 2025 along with additional reporting requirements to the State.

Ms. Malloy stated the she will be visiting Sacramento for office visits with elected officials along with the General Manager/CEO, Board President, and Board Vice President.

Information only.

OUTREACH UPDATE

The Director of Strategic Services stated that the District continues to outreach to the community with bill inserts, social media, the website, direct mailers, and print advertisements; that the District has been highlighting the following but not limited to construction projects, in-house pipeline projects, sewer line replacement project with San Manuel Band of Mission Indians, Sterling Natural Resource Center, warning about avoiding technology scams, and conservation.

Information only.
COMMISSIONER COMMENTS

Mr. Yauger stated that he had a very positive experience when calling in for Ms. Malloy and instead of being sent straight to voicemail, they were able to assist him with what he needed.

Mr. Laster stated that he received the notice from San Manuel that they will be doing work along with East Valley Water District in the area.

STAFF COMMENTS

The Director of Strategic Services stated that the next meeting is scheduled for May and the discussion will be about the upcoming budget, and that she will keep the commissioners updated about the vacant position for Commissioners and the SNRC community group.

Information only.

ADJOURN

The meeting adjourned at 8:08 pm.

________________________
Kelly Malloy
Director of Strategic Services
To: Commission Members  
From: Director of Strategic Services  

Subject: Fiscal Year 2020-21 Budget Overview  

RECOMMENDATION:  

This item is for information only, no action is required at this time.  

BACKGROUND / ANALYSIS:  

Each year the District develops an annual budget to take effect on July 1, beginning the fiscal year.  

This process typically begins in January with the development of District-wide Goals, which are ultimately adopted as the General Manager/CEO's annual goals. These goals then facilitate the development of Program Goals and Objectives for consideration by the Governing Board. Following the development of the expectations, the program expenditures are developed. Concurrently with the development of these targets, financial revenue projections are developed to anticipate the available funds for use. Should there be excessive expenses beyond anticipated revenues, then the expectations may need to be adjusted to fit within the financial constraints of the District. Once developed, the document is presented to the Governing Board for consideration. By law, the District must adopt by June 30 of each year.  

This document serves as a guide for activities throughout the fiscal year. It is an essential tool for transparency into the priorities, activities, and costs of operating the District.  

AGENCY GOALS AND OBJECTIVES:  

Goal and Objectives II - Maintain a Commitment to Sustainability, Transparency, and Accountability  

a) Practice Transparent and Accountable Fiscal Management  
d) Provide Quality Information to Encourage Community Engagement  

Respectfully submitted:  

Kelly Malloy  
Director of Strategic Services
<table>
<thead>
<tr>
<th>Description</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>Goals and Objectives Presentation</td>
<td>Presentation</td>
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<tr>
<td>Revenue Projections</td>
<td>Presentation</td>
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</tbody>
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GOALS & OBJECTIVES

Fiscal Year 2020-21

April 15, 2020
Support Agency Strategic Plan

Support 5-Year Work Plan

Support District-Wide Goals

Key Considerations
- Source Water Quality
- Infrastructure Projects
- Cybersecurity
- Technology
- Regulations
- Funding
# District-Wide Goals

## Optimize Infrastructure
- Continue Analysis for the Potential Construction of an Additional Surface Water Treatment Plant
- Proceed with efforts to complete the consolidation of mutual water companies in progress

## Financial Stability with Full Understanding of Operational Complexities
- Evaluate the benefits of restructuring current bonds to take advantage of the financial market
- Initiate the cost of service analysis for wastewater collection and treatment in preparation for the operations of the Sterling Natural Resource Center (SNRC)

## Protect Organizational Investments
- Update the district’s succession plan to better understand potential organization changes and growth
- Develop internal efforts to communicate the district’s brand and the importance of protecting the high expectations that it includes

## Maximize the District’s Position
- Complete the installation of smart meters throughout the district
- Begin developing operational plans and identifying contract services necessary for the Sterling Natural Resource Center

## Have Others See the District as a Premier Agency
- Initiate efforts to establish contractual relationships regarding high stream food-waste to prepare for energy generation at the SNRC
- Increase district engagement with regional and industry activities to share the success experienced through the district’s vision
PROGRAM SUMMARIES
FINANCE & ACCOUNTING
Finance and accounting oversee the business operations of the District in order to provide accountability and adequate control over the use of District funds.

Staff downloads meter read data, audits data, and submits data files to a third-party vendor for bill printing and mailing. The department also maintains the financial systems and records in accordance with Generally Accepted Accounting Principles (GAAP) as well as applicable laws, regulations, and District policies.

Total Employees: 6
Completed a Water and Wastewater Rate Study and Update the Miscellaneous Fee Schedule

Implemented Sound Financial Practices to Preserve and Enhance the District’s Financial Position

Link Fixed Asset Information in Tyler Accounting System to Digitized Maps in Geographical Information System (GIS) Program

Other Accomplishments

• Completed the Water and Wastewater Rate Study
• Completed the Capacity Fee Study

• Received awards from both the Government Finance Officers Association (GFOA) and the California Society of Municipal Finance Officers for the District’s 2019-20 Budget
• Issued and received GFOA Awards for Outstanding Achievement for the District’s June 2019 Comprehensive Annual Financial Report and Popular Annual Financial Report
• Amended the Finance Agreement and received $40.9 M from the SWRCB for reimbursement loans for the SNRC

• Completed the linking of FY 2018-19 Water and Wastewater projects

• Saved the District approximately $67,000 annually by executing a contract with a new merchant service provider
Financial Stability with Full Understanding of Operational Complexities

- Work with Bond Council to restructure current bonds to take advantage of the financial market and record the debt in accordance with GAAP
- Coordinate Public Hearing and noticing efforts with Public Affairs to comply with Proposition 218 requirements and implement adopted rates in District’s utility billing software
- Identify the financial impact with affordable-rate regulation consideration working in collaboration with Conservation and Public Affairs

Fully Understand the Cost Associated with the SNRC Operations

- Develop a listing of vendors and contract services based on recommendations from Engineering and regional wastewater agencies
- Develop a comprehensive salaries and benefits analysis based on the staffing schedule for the SNRC and the District
- Develop an allocation plan to determine each funds’ proportionate share of the SNRC operating and capital costs

Link Fixed Asset Information in Tyler Accounting System to Digitized Maps in Geographical Information System (GIS) Program

- Hold a series of meetings with Engineering and Information Technology staff to fully understand linkage between Tyler and GIS
- Develop plan for estimating costs in Tyler for old assets and for distributing costs in GIS
INFORMATION TECHNOLOGY
Information Technology (IT) is responsible for the strategic alignment of technology with the District’s initiatives.

Staff maintains the enterprise systems, network, cybersecurity, and computer hardware.

Total Employees: 3
Proactively Replaced Hardware and Software Approaching End-of-Life Cycle

- Proactively replaced all end-of-life workstations and laptops
- Implemented InframapNow mapping software

Improved IT Infrastructure for Reliable and Secure Services

- Installed treatment plant firewalls

Other Accomplishments

- Improved SCADA wireless performance
- Deployed 20 iPads to Field staff
- Completed 5-year IT Strategic Plan
GOALS & OBJECTIVES

Fortify IT Infrastructure for Reliability and Expand Services for HQ, SNRC, and Plant 134

- Broaden network server infrastructure by upgrading End-of-Life Cisco servers and VMware licensing to support the SNRC and Plant 134
- Work with Operations to enhance SCADA infrastructure and improve radio communication at each site
- Expand hardware needs for operations staff and simplify staff processes through mobile devices

Proactively Improve Systems and Cybersecurity Measures for Internal and Emergency Response Functions

- Engage staff with cybersecurity training and monthly Phishing emails to mitigate security risk
- Heighten IT staff knowledge and skills through professional development for IT standards
- Assess and enhance remote capabilities for staff and EOC operations
- Implement imaging software to allow image and recovery of computer systems to minimize downtime

Analyze Current Systems to Enhance Reporting and Automate Processes

- Work with consultant to enhance reporting and business analytics through Microsoft BI
- Assist Finance with GIS and Tyler integration
- Expand DocuSign E-form capability to streamline internal processes and create another outlet for customer and District engagement
- Work with Operations to select an asset management system
- Assess Cityworks and current GIS infrastructure with Engineering to fit the organizational needs recommended through the IT strategic plan
CUSTOMER SERVICE
Customer Service provides the community with prompt, courteous, and world-class customer relations.

As the primary contact point with residents, this program explores opportunities to provide

- Thorough and accurate responses to billing inquiries
- Convenient locations and methods for payment
- Resolve customer concerns about service delivery by requesting assistance from field personnel
- Follow up with customers regarding the resolution to their concern

Total Employees: 6.5
Developed Strategies to Address Organizational Service Needs

- Launched AMI customer portal
- Implemented the use of Intellius to research landlord info/contact
- Implemented disconnect service orders through municipal online portal
- Worked with 3rd party vendor to validate all service addresses within the District in compliance with USPS

Modified Processes to Comply with Changes in Legislation while Maintaining Financial Stability

- Assisted with the launch and implementation of SB 998

Other Accomplishments

- Successfully transitioned to working from home during COVID-19 pandemic
- Resolved ongoing issues with automated phone check payments
Develop Strategies to Address Organizational Service Needs

- Work with Field and IT in Re-Evaluating Cityworks and attend product demonstrations for alternate work order system if scheduled
- Develop SNRC action plan and, if necessary, prepare justification for additional full-time employee
- Work with IT to activate autopay with credit card while remaining PCI compliant
- Work with Business Services Manager to update physical/digital access where needed

Modify Processes to Comply with Changes in Legislation while Maintaining Financial Stability

- Meet quarterly with Public Affairs for updates on proposed/pending legislation
- Reassess written policy and departmental procedures related to SB 998
- Assist with preparation of Customer Service talking points to address customer inquiries related to proposed Water Tax legislation
- Review and propose changes to Miscellaneous Fee Schedule related to Customer Accounts

Work with Engineering and IT to Complete AMI Installations and Fully Utilize Smart Meter Capabilities

- Estimate water saved, log all leak notifications, and contact customers to minimize water losses
- Work with Public Affairs to create customer educational materials about Smart Meter Portal and setting up alerts
- Review routes and billing dates for possible changes to accommodate timing of bills to customers on fixed incomes
ENGINEERING

Engineering is responsible for planning and overseeing infrastructure projects designed to maintain safe and reliable water and wastewater services.

Staff manages the capital improvement program, coordinates with new development, and provides technical support for the infrastructure system.

Total Employees: 5
Developed and Implemented the District’s Capital Improvement Program to Address Rehabilitation and Maintenance Needs While Also Preparing for New Development

- Completed master service contracts for rehabilitation of reservoirs and the rehabilitation of Reservoir 1 at Plant 39
- Managed the completion of Phase 4 of the AMI Project and led efforts to pre-purchase materials for subsequent phases to realize cost savings
- Supported the design and construction of the sewer main upsizing and replacement in Sterling Ave and Marshall Blvd being performed by the San Manuel Band of Mission Indians
- Provided engineering support on water main replacement work performed by the Operations Department on Rockford Ave, Del Norte Pl, Del Norte Cir, Lomita Pl, Val Mar Cir, Yuma Dr, and Barton St

Developed Plans to Optimize District Utilization of Local and Imported Surface Water

- Completed an evaluation of enhanced coagulation at Plant 134 to assess its potential to address disinfection byproduct formation
- Initiated an investigation to increase capacity for sludge handling at Plant 134
- Completed a feasibility study for a water treatment plant at the east-end of the District’s service area

Supported Steps Necessary for Advancement of the SNRC

- Led evaluation of digesters and completed design of the digesters and associated systems
- Continued permitting work with regulatory agencies
GOALS & OBJECTIVES

Develop and Implement the District’s Capital Improvement Program to Address Rehabilitation and Maintenance Needs While Also Preparing for New Development

- Issue design and construction contract for rehabilitation of reservoir at Plant 108
- Complete rehabilitation of Plant 101
- Facilitate completion of design for main replacement projects identified in CIP for FY 2020-21
- Support the development of CFD for the Highland Hills development
- Continue to lead AMI implementation

Develop Plans to Optimize District Utilization of Local and Imported Surface Water

- Complete pre-design report for the Water Treatment Plant at the east-end of the District’s service area
- Initiate contract for design-build of process improvements related to disinfection byproduct control at Plant 134
- Install meter facilities and reporting tools to document North Fork water going to surface spreading

Support the Steps Necessary for Advancement of the SNRC

- Lead development of facility start-up plans
- Support construction efforts by facilitating any documentation or decisions necessary
- Continue working with regulatory agencies to receive needed approvals and permits
METER SERVICES
METER SERVICES

Meter Services is responsible for reading all District meters monthly for billing, addressing on-site customer meter-related requests, and customer service assistance.

Field Service Supervisor

Meter Reader I (2)

Meter Reader II

Total Employees: 3
Developed Inspection Program for Facilities in AMI Areas No Longer Read Manually

- Created a prioritized replacement schedule that identified needed vault lid replacements
- Recommended the top five limited-access meters for relocation

Collected Information on Existing Meters to Facilitate Future Phases of AMI Implementation

- Verified meter lid sizes, meter sizes, and lay length for AMI Phase IV
- Identified and documented concerns with existing meter locations and resolved issues prior to the scheduled installation
- Provided recommendations to Engineering for future phases of AMI regarding areas of priority and routes, including new construction

Developed Proactive Meter Reader Training and Meter Testing Programs

- Trained readers on budget-based rates and uploading routes into handhelds
- Trained readers on AWWA meter efficiency standards
- Conducted an audit of 10% of large meters for accuracy to ensure compliance with AWWA standards
Identify needed vault lid replacements and create prioritized replacement schedule
Visually inspect all meter boxes in routes included in Phase I of AMI implementation

Collect Information on Remaining Manual-Read Meters to Facilitate Early Completion of AMI Implementation Project
Verify meter lid sizes, meter size, and lay length in preparation for AMI Phases 6 and 7
Install AMI meters at accounts bypassed by the AMI Contractor due to special issues or concerns

Continue Meter Testing Programs in Compliance with State Water Audits Best Practices
Conduct an audit of 10% of large meters for accuracy to ensure compliance with AWWA standards
WATER PRODUCTION
WATER PRODUCTION

Water Production is responsible for the daily monitoring and operations of the entire water production system.

This program ensures the timely preventative maintenance of all pumps, motors, wells, boosters, reservoirs, pressure regulating valves (PRVs), hydro-pneumatic plants, and the Supervisory Control and Data Acquisition (SCADA) system.

Staff also operates the North Fork Canal.

Total Employees: 7
Prioritized and Executed Contracts for Tank/Reservoir Rehabilitation Projects Based on Findings in Harper Engineering Report

- Rehabilitated two wells and five booster pumps
- Assisted with Plant 39-1 tank rehabilitation
- Replaced and repaired control panel at Plant 132 to prevent ground arcing and motor failure
- Replaced motor starts at Plants 33-1, 24-2, 129-1, and 39-2

Implemented Improvements to Enhance the SCADA System

- Replaced transfer switch at Plant 141 to receive generator power
- Worked with contractor to improve SCADA and radio communications at multiple plants
- Worked on NFWC sand box Parshall flume to get SCADA feedback for more accurate groundwater recharge data

Transitioned NFWC and Bear Valley Mutual Water Company Shareholders from the North Fork Canal/Pipeline to Alternative Metered Connections

- Assisted with purchase of NFWC shares

Other Accomplishments

- Completed Cla-Val pressure regulating valve maintenance and inspections
- Completed annual tank inspections
- Trained operators on proper generator hook up to prepare for Edison shutdowns
- Promoted and trained the new Water Production Supervisor, Sr. Water Production Operator, and Water Production Operator I

ACCOMPLISHMENTS
Support the Engineering and Contractor Assigned to Plant 108 Tank/Reservoir Rehabilitation Projects

• Develop a pumping plan to have tank 108 out of service for rehabilitation
• Identify and isolate all valves required to drain and rehabilitate tank
• After construction fill, sample and bring the tank back online

Implement Improvements to Enhance the SCADA System

• Collaborate with consultants to develop RFP for the SCADA masterplan
• Work with IT to identify scope of work and complete phase three to upgrade SCADA radios
• Move forward and assign staff to assist with radio contractors’ recommendations

Transition Remaining NFWC and Bear Valley Mutual Water Company Shareholders from the North Fork Canal/Pipeline to Alternative Metered Connections

• Determine size and flow requirements and install water meters at the properties
• Abandon weirs and other facilities made unnecessary by shareholder agreements

Bring Plant 120 Online to Produce 600-800 Gallons Per Minute

• Hire a SCADA contractor and electrician to install the necessary equipment to control the Plant
• Clean and rehabilitate the forebay downstream of the well
• Inspect and make necessary repairs to boosters on site
WATER TREATMENT
WATER TREATMENT

Water Treatment is responsible for using various methods to treat the three different sources of supply used by the District.

Staff is trained to operate the Surface Water Treatment Plant 134 to maximize both Santa ana River water and imported State Project Water.

Staff also operates two unique groundwater treatment facilities:
- Plant 28 uses Granular Activated Carbon (GAC)
- Plant 39 is a blending facility

Total Employees: 2
Completed Plant 134 Membrane Replacements Using a 5-Phase Replacement Plan

- Received and installed new membrane filters at Plant 134

Supported the Development of a Long-Term Plant 134 Site Improvement Plan

- Worked with contractor to repaint the filter basins due to peeling paint
- Replaced wastewater valve and implemented a plan to replace/maintain all plant valves
- Hired engineering firm to update the Spill Prevention Control and Countermeasure Plan, which is required for the diesel fuel storage for the generator at Plant 134

Other Accomplishments

- Advanced two employees' level of Treatment Certifications
Support Anticipated Design Build Efforts at Plant 134 for Granular Activated Carbon (GAC) and Sludge Removal Capital Projects Per SWRCB Recommendations

- Understand recommendations for additional treatment processes needed to maintain high water quality
- Assist in capital planning for new treatment processes

Complete Plant 134 Membrane Replacements Using a Five-Phase Replacement Plan and Replace Air Control Valves for Trains

- Identify the modules to be replaced in Phase 4
- Procure the needed membrane modules from the manufacturer in accordance with the District’s purchasing policy
- Coordinate and schedule the in-house installation of the new membranes
- Hire contractor to install air control valves

Replace All 5 Chlorine Generation Cells at Plant 134

- Purchase proper cells
- Coordinate and schedule installation
WATER QUALITY
WATER QUALITY

Water Quality is responsible for ensuring District compliance with State and Federal Drinking Water Regulations. This program manages Backflow Prevention, Water Sampling and Testing and Fire Hydrant Flushing Programs.

Water Quality is also leading District efforts to establish a Fats, Oil and Grease (FOG) program, a critical program for monitoring customer discharge into the wastewater collection system. FOG programs are maintained by agencies providing wastewater treatment services, which the District will become upon completion of the Sterling Natural Resource Center at the end of calendar year 2021.
**Expanded Sampling Programs to Ensure Compliance with All State and Federal Water Quality Requirements**
- Installed tank mixer at Plant 108
- Completed EPA’s Unregulated Contaminant Monitoring Rule sampling as required
- Completed construction of the Plant 143 consolidated Orthophosphate injection system

**Implemented an In-House Environmental Controls and Compliance Program**
- Increased customer participation in the backflow testing program by 6%

**Other Accomplishments**
- One employee received their Water Use Efficiency Practitioner I certification
GOALS & OBJECTIVES

Evaluate Water Quality Regulations and Improve Process Efficiencies to Enhance Water Quality Compliance

- Develop sampling programs to maximize treatment process efficiencies
- Support efforts to assist in treatment process improvements at Plant 134
- Contract for installation of tank mixing equipment in District reservoirs at Plant 129

Implement In-House Environmental Controls and Compliance Program Improvements

- Develop Fats, Oil and Grease (FOG) program language for incorporation into the District’s Sewer Use Ordinance
- Analyze and report to management the effect of SB 998 on District’s ability to enforce compliance with annual backflow testing
WATER MAINTENANCE
WATER MAINTENANCE

Water Maintenance is responsible for the repair and replacement of the District’s water distribution mains, water service lines, fire hydrants, meters, valves, and all related equipment.

Total Employees: 15
REVIEWED DATA ACCURACY

- Worked with IT to ensure all Field Staff were equipped with appropriate mobile devices

OTHER ACCOMPLISHMENTS

- Completed in-house projects by installing 2,500 linear feet of new water main on six streets
- Repaired 263 leaks
- Installed infrastructure for North Fork ditch to meter switch over
- Completed year two of the leak survey by collecting data for the water audit
- Increased employees’ level of Water Distribution and Class B Driver’s License
GOALS & OBJECTIVES

Prioritize Preventative Maintenance Schedules to Ensure Equipment Readiness for Emergency Response
- Exercise all gate valves between Boulder Avenue on the east, and Central Avenue on the west
- Work with Production to perform inspection and operation of critical valves at 12 plants
- Inspect, and paint if necessary, 1,500 hydrants

Complete Two In-House Water Main Projects
- Replace 550 linear feet of 4” with new 8” water main on 14th St
- Replace 250 linear feet of 3” with new 6” water main on Mirada St

Complete Evaluation of Existing Technology/Software and Requisition Upgrades/Replacements if Necessary
- Identify weaknesses of existing software programs
- Conduct needs-assessment
- Coordinate with IT to hold product demonstrations
- Work with IT to ensure all Field Staff are equipped with appropriate mobile devices
- Collaborate with IT to fix data connectivity issue
WASTEWATER MAINTENANCE
WASTEWATER MAINTENANCE

Wastewater Maintenance is responsible for monitoring and ensuring the free flow and containment of wastewater through the District’s 220 miles of wastewater conveyance pipelines.

The Wastewater Maintenance program’s primary mission is to prevent wastewater spills and leaks.

Total Employees: 4
Continued Wastewater Collection System Maintenance and Management

- Updated Sanitary Sewer Management Plan
- Cleaned 125 miles of sewer main and video inspected 52 miles of sewer main
- Worked with contractor on numerous main and lateral repairs

Identified Operational Changes Needed to Accommodate Planned Development within the District

- Documented contributing factors of high maintenance areas in preparation for the in-house Fats, Oils and Grease (FOG) Program
- Sent out letters to FOG generating businesses/customers

Other Accomplishments

- Started maintaining the East trunk sewer, formerly owned by the City of San Bernardino
GOALS & OBJECTIVES

**Continue Wastewater Collection System Maintenance and Management**
- Video inspect and assess all District mains between the northern and southern District boundaries, and between Del Rosa and Victoria
- Clean a minimum of 110 miles of wastewater main

**Implement Procedures to Enhance Monitoring of High-Flow Sewer Mains**
- Contract for video inspection of recently acquired East Trunk sewer main south of Baseline (33,000 ft)
- Install flow sensors in manholes of five selected mains

**Update Staff Training to Include Enhanced Functions of New Equipment**
- Train all field staff on the new vactor
- Train all field staff on lateral launcher and new CCTV truck
Facilities Maintenance is responsible for the complete maintenance and repair of all District facilities, including:

- Administration buildings
- Water facilities
- District-owned vacant properties and easements

Total Employees: 2
ACCOMPLISHMENTS

Implemented a Long-Term Site Improvement Plan for Plant 134

- Completed security fence upgrade at Plant 134

Completed Systematic Upgrades and Rehabilitation of District Facilities

- Installed access card readers at the entrance of Board room and break room
- Added emergency exit gate in the headquarter demonstration garden
- Installed new HVAC systems and upgraded to LED lights at Plants 99, 33, 24, 11, 127, and 149
- Upgraded to LED lights at the District headquarter
- Installed new metal doors at Plants 11, 39, and 33
- Replaced the booster house roof at Plant 129
- Slurry seal and striping of headquarter parking lot

Other Accomplishments

- Assisted with demolition of the Cherokee house on 6th St to expand the SNRC
GOALS & OBJECTIVES

Complete Long-Term Site Improvements for Plant 134

• Work with IT to complete security system and digital access at Plant 134
• Remodel laboratory at Plant 134 to include restroom, flooring, and cabinetry

Complete Systematic Upgrades and Rehabilitation of District Facilities

• Develop a comprehensive site improvement project list
• Replace fence and repair asphalt driveway at Plant 34 and 141
• Paint existing building at Plant 33
• Complete upgrades on HVAC systems at Plants 129 and 142

Develop a Facilities Maintenance Program to Track and Anticipate Future Costs Associated with All District Facilities

• Collaborate with IT and other departments in selecting an asset management program that suits maintenance program needs
• Complete incorporating facilities data into selected Facilities Maintenance Program
• Implement a consistent tracking program and help provide training for staff
FLEET MAINTENANCE
FLEET MAINTENANCE

Fleet Maintenance is responsible for preventative maintenance and repairs of the District’s vehicles and heavy equipment.

Total Employees: 1
Complied with Current Air Quality and Highway Safety Regulations

- Contracted with air quality consultant for Air Quality Management District and California Air Resources Board
- Scheduled semi-annual on-site employee safety training for vehicles and equipment
- Transmitted emissions data to the Bureau of Automotive Repair using new Network Fleet devices

Continued Enhancement of Emergency Response Capabilities

- Added three additional generators to support Production with Edison shutdowns and enhance emergency preparedness

Transitioned Fleet Management Program

- Purchased new sewer jetting truck to support wastewater crews
- Added skid steer and trailer to support field staff with in-house water main projects
- Purchased three new trucks; one is a mid-size dump truck to move generators
• Continue quarterly inspections with air quality consultant for Air Quality Management District and California Air Resources Board
• Schedule semi-annual-site employee safety training for vehicles and equipment
• Transmit emissions data to the Bureau of Automotive Repair using new Network Fleet devices

Enhance Vendor-Managed Fleet Maintenance Program

• Collaborate with IT to maximize on vendor reporting capabilities
• Work with vendor to refine list of pre-approved work to mitigate delays on safety repairs
• Contract with vendor to provide detailing for specialized equipment
PUBLIC AFFAIRS

Public Affairs oversees internal and external communication programs consistent with the District’s vision.

Through media, community and governmental relations, the District is able to provide effective communications to various stakeholders.
Worked with Partners to Advance the Construction of the SNRC

- Created outreach materials and attended events to promote construction status and future programs of the SNRC
- Coordinated with outside Government agencies for necessary approvals and review of relevant subject matter relating to the SNRC
- Oversaw construction of the Administration Center to ensure it was within the allocated scope of the Guaranteed Maximum Price (GMP)

Developed Communication Methods to Enhance the District’s Brand

- Developed Proposition 218 notice and outreach campaign to inform customers of proposed rate changes
- Developed a campaign to educate customers on the value of reliable utility services provided by the District

Advanced the District’s Emergency Preparedness Program to Effectively Respond in an Emergency

- Updated the District’s Hazard Mitigation Plan and submitted for FEMA approval
- Completed the Vulnerability Assessment and EPA Risk and Resiliency Assessment

Other Accomplishments

- Completed outreach material for SB 998, AMI project, and Capital Improvement Projects
GOALS & OBJECTIVES

Advance Construction of the SNRC and Prepare for Facility Operations

- Begin developing operational plans and identifying contract services necessary for the Administration Center for the SNRC
- Coordinate with outside Government agencies for necessary approvals and review of relevant subject matter relating to the SNRC
- Oversee construction of the Administration Center within allocated scope of the Guaranteed Maximum Price (GMP)
- Maintain community engagement including weekly social media posts, regular print advertisements, and internal communications to share critical project information
- Begin quarterly meetings of the SNRC Community Group

Utilize Communication Methods that Enhance the District’s Brand

- Develop proposition notices and outreach material to inform customers of proposed rate changes for water and wastewater services
- Develop door hangers and project notices for all current year CIP projects (English/Spanish)
- Develop a monthly report to highlight internal communications efforts and assess the effectiveness of the tools
- Develop and implement an outreach effort to increase customers’ understanding of budget-based rates through social media posts, community events, and bill redesign

Advance the District’s Emergency Preparedness Program to Effectively Respond in an Emergency

- Conduct quarterly emergency preparedness trainings for staff
- Complete necessary reporting requirements related to the COVID-19 local state of emergency
- Finalize the updated Emergency Response Plan and Hazard Mitigation Plan as required by FEMA and the EPA
- Evaluate and assess the District’s current Department Operations Center for needed enhancements to infrastructure and equipment
- Implement a quarterly campaign to improve the District’s customer contact database in the event of an emergency
CONSERVATION
CONSERVATION

Conservation is responsible for overseeing programs that facilitate and encourage sustainable water use throughout the District. Additionally, this program is responsible for communicating conservation benchmarks to various regulatory agencies.

Total Employees: 1
Developed Technical Assessment Tools to Minimize Water Losses within the District’s Distribution System

- Completed the annual water audit and developed an action item list

Evaluated Rebate Program Success and Implemented Program Enhancements

- Translated rebates from English to Spanish to enhance program participation
- Invited high-water users to participate in rebate water surveys
- Developed a conservation action plan to encourage water efficiency through different stages of water supply availability

Engaged in the Legislative Process as it Relates to Changes in Conservation Regulations

- Actively participated in the regulatory and legislative process as new conservation guidelines were considered
Coordinate with District Programs/Departments to Complete Necessary Conservation Reporting

- Gather information necessary to update the District’s Drought Risk Assessment within the required timeline
- Draft the District’s Water Shortage Contingency Plan and work with Engineering for data collection to meet SWRCB requirements for the Regional Urban Water Management Plan
- Remain in compliance with the state’s monthly reporting requirements
- Facilitate the annual water audit submittal, develop an action item list, and track results

Evaluate Rebate Program Success and Implement Program Enhancements

- Work with IT to build GIS maps that display rebate program participation
- Hold four conservation workshops in English (2) and in Spanish (2)
- Develop a program to identify customers with inefficient water use for participation in the District’s rebate programs
- Understand and adopt industry standards or best practices for gathering conservation data information

Engage in the Legislative Process as it Relates to Changes in Conservation Regulations

- Actively participate in the regulatory and legislative process as new conservation guidelines are considered
- Develop tracking measures to highlight financial impact on operations should affordable-rate regulations be considered
- Provide quarterly updates to the Legislative Committee and Semi-Annual to the Governing Board to ensure they are informed of the changing conservation requirements and other legislative issues
HUMAN RESOURCES

Human Resources is responsible for facilitating programs to attract the best and brightest candidates while fostering a work environment that promotes high morale and employee retention.

Recognizing the importance of individual well-being, Human Resources leads the efforts to encourage health and wellness. Additionally, they manage the risk and safety programs to ensure a safe work-place at the District.
Initiated Programs in Support of SNRC Workforce and Community Needs

• Conducted a staffing analysis to address current staffing needs and identified future growth and SNRC staffing needs with a 3-year schedule

• Helped implement a water industry pathway program at Indian Springs High School

Promoted a Positive Organizational Culture that Maintains a Supportive and Encouraging Work Environment

• Evaluated and discussed potential plan for upcoming retirements occurring within the next five years

• Initiated updates to staff career mapping and identified professional development opportunities for employees

• Enhanced partnerships with the San Bernardino Sheriff’s Department to increase the safety and security of District staff, sites, and resources

Negotiated a 3-Year MOU that Considers both Long-Term Financial Commitments and Employee Morale

• Negotiated a 3-year MOU considering long-term financial commitments and employee morale
GOALS & OBJECTIVES

Initiate Programs in Support of the SNRC Workforce Needs

• Amend District organizational chart to include new job classifications, job descriptions, and pay scales for the identified classifications
• Develop an action plan for a Wastewater Operator-in-Training program to prepare internal candidates for future employment opportunities at the SNRC
• Develop a marketing strategy to attract quality candidates for SNRC employment opportunities

Promote a Positive Organizational Culture that Maintains a Supportive and Encouraging Work Environment

• Update the District’s Succession Plan to identify organizational growth and provide development opportunities for staff
• Develop pre-retirement transition plans to assist retirees in preparing for retirement and provide the District with the opportunity to capture institutional knowledge
• Conduct a comprehensive compensation analysis and update the District’s compensation policy

Promote Regional Involvement to Provide Workforce Experience and Educational Opportunities

• Work with San Bernardino City Unified School District on elevating the Water and Resource Management Pathway Program
• Partner with Generation Go, the Workforce Development Department’s work-based learning program, to provide internship opportunities to high school students
• Update the District’s Volunteer Program to include SNRC related volunteer opportunities
GENERAL ADMINISTRATION
GENERAL ADMINISTRATION

The General Manager/CEO is responsible for carrying out day-to-day District operations, implementation of adopted policies, general oversight to interagency relations, legislative activities, and strategic planning.

Additionally, Administration is responsible for implementing the District’s Vision, maintaining official records, promoting public trust, and ensuring transparency compliance.
EAST VALLEY WATER DISTRICT

ACCOMPLISHMENTS

- Completed Consolidation of the North Fork Water Company
  - Acquired 97% of North Fork Water Company Shares

- Continued Leading Efforts to Ensure Viability of the Community Heritage and Educational Foundation (CHEF)
  - Completed preliminary design of CHEF Building

- Utilized the Intranet for Communication with Board of Directors
  - Created Board member portal/intranet web page
  - Populated web page with forms, Board calendar, and other informational items

- Other Accomplishments
  - Increased efforts to support Adopt-a-School partnership with SBUSD
GOALS & OBJECTIVES

Complete Reaccreditation Process for SDLF District Transparency Certificate of Excellence and District of Distinction Accreditation

- Update and post required information to the District’s website
- Complete and submit application and required documents for approval

Complete Consolidation/Dissolution of North Fork Water Company

- Continue acquiring remaining shares of North Fork Water Company
- Coordinate with legal counsel to determine how North Fork Water Company will operate in the future

Develop Agenda Policy and Procedures to Standardize Business Processes

- Evaluate and identify industry best practices to be included in the new policy
- Prepare draft policy to include comments and suggestions received from staff
- Finalize and implement approved policy

Finalize Preliminary Design of Community Heritage and Education Foundation Building

- Resolve administrative challenges related to the CHEF building site
- Continue efforts to develop a fundraising plan and financial goals
The Governing Board is the legislative body of the organization and is comprised of five members elected at-large to four-year staggered terms of office.

Board members are responsible for providing leadership, direction, and serving as the organizational policy makers.

The Governing Board appoints the General Manager/CEO to carry out the day-to-day District operations and implementation of adopted policies.
ACCOMPLISHMENTS

Provided Organizational Direction and Set Expectations through Policy Decisions

- Conducted General Manager/CEO Annual Evaluation and established FY 2020-21 goals
- Conducted Board member evaluations and established Board leadership positions

Addressed Policy Related Decisions Related to the Sterling Natural Resource Center (SNRC)

- Participated in activities that encouraged community engagement for the SNRC

Made Financial Decisions that Result in Stability and Understanding Operational Complexities

- Considered Memorandum of Understanding with the District’s Employee Partnership
- Evaluated and considered agenda items related to water/wastewater rate studies
• Review and address items related to COVID-19 pandemic that may impact the District
• Conduct General Manager/CEO annual evaluation, including establishment of FY 2021-22 Goals
• Consider actions related to the North Fork Water Company

Address Policy Related Decisions Related to the Sterling Natural Resource Center (SNRC)

• Consider agenda items related to ongoing construction of the SNRC
• Evaluate staffing plan and program proposals related to the operation of the SNRC
• Participate in activities that encourage community engagement for the SNRC

Make Financial Decisions that Result in Stability and Understanding Operational Complexities

• Evaluate and consider agenda items related to water/wastewater rate studies
• Consider agenda items related to bond refinancing and Community Facilities Districts
• Assess and consider agenda items relating to COVID-19 which may have a financial impact on the adopted budget

Conduct all Activities Required for the Board of Directors Election

• Coordinate with the San Bernardino County Registrar of Voters to hold 2020 elections
• Update and post electoral information on the District’s website
• Review and update Candidate Orientation Program
2019-20 REVENUE

• Water Sales
  • Mid-Year Projected Water Sales of 7,184,000 HCF for $16,100,000
  • Revised Projected Water Sales of 6,941,000 HCF for $15,777,000

• Water System (Meter) Charges
  • $8,884,155 on Customer Connections
  • $125,726 on Temporary Connections

• Wastewater System (Collection) Charges Projected Revenue
  • $3,551,934 on 19,125 SFR Accounts
  • $1,113,646 on 1,080 MF/Commercial Accounts
2019-20 REVENUE (CONTINUED)

• January 2020 - Implemented Last Half of Phase III Tiered Rates
• Refrained from Implementation of Phase III Meter Charges
• Most Recent Adjustments
  • Water Rates:
    • July 2017 - Commodity Rate Increased - ½ of Phase III Adopted Rate (6%)
    • July 2016 - Water System (Meter Charge) - Phase II Implemented
  • Wastewater Rates:
    • October 2012 - Wastewater System (Collection) Charges Increased 9%
    • July 1, 2017 - Wastewater Treatment Rate Increase - $0.70 per SFR (3%)
EAST VALLEY WATER DISTRICT

EVALUATING RESULTS – WATER REVENUE

<table>
<thead>
<tr>
<th></th>
<th>FY 2017-18</th>
<th>FY 2018-19</th>
<th>FY 2019-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Charges</td>
<td>$8,943,223</td>
<td>$9,001,470</td>
<td>$9,009,881</td>
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<tr>
<td>Tier 1</td>
<td>$6,258,376</td>
<td>$6,229,945</td>
<td>$6,480,000</td>
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<tr>
<td>Tier 2</td>
<td>$5,940,316</td>
<td>$5,954,209</td>
<td>$5,602,000</td>
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<tr>
<td>Tier 3</td>
<td>$4,143,686</td>
<td>$4,084,748</td>
<td>$3,695,000</td>
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</table>

$25.3 Million $25.3 Million $24.8 Million
EAST VALLEY WATER DISTRICT

EVALUATING RESULTS – WASTEWATER REVENUE

<table>
<thead>
<tr>
<th></th>
<th>FY 2017-18</th>
<th>FY 2018-19</th>
<th>FY 2019-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Charge</td>
<td>$4,650,970</td>
<td>$4,647,667</td>
<td>$4,656,000</td>
</tr>
<tr>
<td>Treatment Charge</td>
<td>$8,578,638</td>
<td>$8,666,031</td>
<td>$8,586,000</td>
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</table>

$13.2 Million

$13.3 Million

$13.2 Million
REVENUE PROJECTIONS
# Water Rates

## Rate Types

<table>
<thead>
<tr>
<th>Rate Type</th>
<th>Current Rates</th>
</tr>
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<tbody>
<tr>
<td>Tier 1</td>
<td>$1.83</td>
</tr>
<tr>
<td>Tier 2</td>
<td>$2.61</td>
</tr>
<tr>
<td>Tier 3</td>
<td>$3.64</td>
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</table>

*Effective January 2020*

## Meter Sizes

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Current Rates</th>
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<tbody>
<tr>
<td>5/8&quot;</td>
<td>$23.06</td>
</tr>
<tr>
<td>3/4&quot;</td>
<td>$29.27</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$41.71</td>
</tr>
<tr>
<td>1 1/2&quot;</td>
<td>$72.81</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$110.13</td>
</tr>
<tr>
<td>3&quot;</td>
<td>$228.30</td>
</tr>
<tr>
<td>4&quot;</td>
<td>$402.44</td>
</tr>
<tr>
<td>6&quot;</td>
<td>$819.44</td>
</tr>
<tr>
<td>8&quot;</td>
<td>$1,503.28</td>
</tr>
<tr>
<td>Commercial Fire Service</td>
<td>$8.78 to 87.84</td>
</tr>
</tbody>
</table>
Projected Usage for FY 2019-20
6,941,000 HCF or 5,192 MG
FY 2020-21 PROJECTED WATER REVENUE

- FY 2019-20 Budget: $8,980,000
- FY 2019-20 Projected: $9,009,000
- FY 2020-21: $9,020,000

FY 2019-20 Budget: $24.9 Million
FY 2019-20 Projected: $24.8 Million
FY 2020-21: $25.9 Million

- Meter: $15,900,000
- Water Sales: $8,000,000

- FY 2019-20 Budget: $15,900,000
- FY 2019-20 Projected: $15,777,000
- FY 2020-21: $16,868,000

- FY 2019-20 Budget: $16,868,000
# FY 2020-21 WATER SALES

<table>
<thead>
<tr>
<th>RATE TYPE</th>
<th>TIER 1</th>
<th>TIER 2</th>
<th>TIER 3</th>
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<tbody>
<tr>
<td>Residential</td>
<td>$3,936,000</td>
<td>$3,744,000</td>
<td>$1,707,000</td>
</tr>
<tr>
<td>Multi-Family</td>
<td>$1,788,000</td>
<td>$1,020,000</td>
<td>$916,000</td>
</tr>
<tr>
<td>Commercial</td>
<td>$926,000</td>
<td>$89,000</td>
<td>$398,000</td>
</tr>
<tr>
<td>Irrigation / Construction</td>
<td>$0</td>
<td>$1,178,000</td>
<td>$1,166,000</td>
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</table>

**TOTAL** - $16,868,000
### FY 2020-21 METER CHARGES

<table>
<thead>
<tr>
<th>METER SIZE</th>
<th>COUNT</th>
<th>RATE</th>
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<tbody>
<tr>
<td>5/8”</td>
<td>4,202</td>
<td>$23.06</td>
</tr>
<tr>
<td>3/4”</td>
<td>12,537</td>
<td>$29.27</td>
</tr>
<tr>
<td>1”</td>
<td>4,134</td>
<td>$41.71</td>
</tr>
<tr>
<td>1 1/2”</td>
<td>267</td>
<td>$72.81</td>
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<tr>
<td>2”</td>
<td>294</td>
<td>$110.13</td>
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<tr>
<td>3”</td>
<td>89</td>
<td>$228.30</td>
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<tr>
<td>4”</td>
<td>26</td>
<td>$402.44</td>
</tr>
<tr>
<td>6”</td>
<td>18</td>
<td>$819.44</td>
</tr>
<tr>
<td>8”</td>
<td>12</td>
<td>$1,503.28</td>
</tr>
<tr>
<td>Commercial Fire Services</td>
<td>255</td>
<td>Various</td>
</tr>
</tbody>
</table>

**TOTAL - $9,020,000**

- 5/8”: $233,000
- 3/4”: $1,163,000
- 1”: $1,000,000
- 1 1/2”: $233,000
- 2” and Larger: $152,000
- Fire Svcs: $1,000,000
- Commercial Fire Services: $2,069,000
- 6” and 8”: $4,403,000
<table>
<thead>
<tr>
<th>CUSTOMER TYPE</th>
<th>SERVICE CONNECTIONS</th>
<th>ESTIMATED USAGE</th>
<th>MONTHLY FIXED OR UNIT CHARGE</th>
<th>TOTAL REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>19,125</td>
<td>N/A</td>
<td>$ 15.36</td>
<td>$ 3,552,000</td>
</tr>
<tr>
<td>Commercial / Multi-Family</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Fixed</td>
<td>1,080</td>
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<td>$ 3.90</td>
<td>$ 50,500</td>
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<tr>
<td>Volumetric</td>
<td>2,007,000</td>
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<td>$ 0.55</td>
<td>$ 1,053,500</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$ 1,104,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$ 4,656,000</td>
</tr>
</tbody>
</table>
FY 2020-21 WASTEWATER TREATMENT CHARGES

- City of San Bernardino Rates Effective 7/1/2017
  - Residential: $21.55 Monthly
  - Multi-Family: $1.97, plus $1.53 per HCF
  - Non-Residential: $3.52, plus $1.33 to $3.28 per HCF

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-20</th>
<th>FY 2020-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wastewater Treatment Charges</td>
<td>$8,665,000</td>
<td>$8,586,000</td>
</tr>
<tr>
<td>Contract Services – Wastewater Treatment</td>
<td>(8,665,000)</td>
<td>(8,586,000)</td>
</tr>
<tr>
<td>Net Effect on District Operations</td>
<td>$0</td>
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</table>
## FY 2020-21 Wastewater Treatment Charges (Continued)

<table>
<thead>
<tr>
<th>Customer Type</th>
<th>Service Connections</th>
<th>Estimated Usage (HCF)</th>
<th>Monthly Fixed or Unit Charge</th>
<th>Total Revenue</th>
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</thead>
<tbody>
<tr>
<td>Residential</td>
<td>19,125</td>
<td>N/A</td>
<td>$ 21.55</td>
<td>$ 4,938,000</td>
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<tr>
<td>Multi-Family - Fixed</td>
<td>468</td>
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<td>$ 1.97</td>
<td>$ 11,000</td>
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<tr>
<td>Multi-Family - Volumetric</td>
<td>1,286,000</td>
<td>$ 1.53</td>
<td></td>
<td>$ 1,967,000</td>
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<tr>
<td>Commercial - Fixed</td>
<td>612</td>
<td></td>
<td>$ 3.52</td>
<td>$ 26,000</td>
</tr>
<tr>
<td>Commercial - Volumetric</td>
<td>624,000</td>
<td>Various</td>
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<td>$ 1,644,000</td>
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<tr>
<td></td>
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</tr>
<tr>
<td>Commercial Total</td>
<td></td>
<td></td>
<td></td>
<td>$ 3,648,000</td>
</tr>
<tr>
<td>Wastewater Treatment Charges Total</td>
<td></td>
<td></td>
<td></td>
<td>$ 8,586,000</td>
</tr>
</tbody>
</table>
FY 2020-21 OTHER CHARGES & REVENUE

TOTAL PROJECTED REVENUE - $734,500

Interest Revenue: $255,000
Initiation of Service Fee: $80,000
Delinquent Fee: $115,000
Disconn. Notice Charge: $195,000
Disconn./Reconn. Fee: $33,000
Returned Payment Fee: $5,000
Facility Rental Fee: $15,500
Miscellaneous Revenue: $36,000

Other Charges:
- Returned Payment Fee: $5,000
- Facility Rental Fee: $15,500
- Miscellaneous Revenue: $36,000
- Delinquent Fee: $115,000
- Disconn. Notice Charge: $195,000
- Initiation of Service Fee: $80,000
- Interest Revenue: $255,000

Total Projected Revenue: $734,500
<table>
<thead>
<tr>
<th>FY</th>
<th>Wastewater Treatment Charges</th>
<th>Wastewater System Charges</th>
<th>Water Revenue</th>
<th>Other</th>
<th>Total</th>
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<tbody>
<tr>
<td>2016-17</td>
<td>$8,128,030</td>
<td>$4,703,439</td>
<td>$23,500,991</td>
<td>$1,116,089</td>
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<tr>
<td>2017-18</td>
<td>$8,697,671</td>
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<td>$26,063,647</td>
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<td>$40.3 Million</td>
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<td>2019-20</td>
<td>$8,573,606</td>
<td>$4,665,580</td>
<td>$25,129,000</td>
<td>$25,129,000</td>
<td>$39.0 Million</td>
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<tr>
<td>2020-21</td>
<td>$8,586,000</td>
<td>$4,656,000</td>
<td>$25,888,000</td>
<td>$25,888,000</td>
<td>$39.9 Million</td>
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<tr>
<td></td>
<td>WATER</td>
<td>WASTEWATER</td>
<td></td>
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<tr>
<td>-------------------------------</td>
<td>----------------</td>
<td>----------------</td>
<td></td>
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<tr>
<td>Sales &amp; Services</td>
<td>$25,888,000</td>
<td>$13,242,000</td>
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<tr>
<td>Other Charges</td>
<td>$285,000</td>
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<tr>
<td>Investment &amp; Miscellaneous Revenue</td>
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<td>$30,000</td>
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<td>Total Revenue</td>
<td>$26,398,000</td>
<td>$13,467,000</td>
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<td>$12,324,000</td>
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<td>$313,000</td>
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<td>Capital Expenditures</td>
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<td>$830,000</td>
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<td>Total Expenditures</td>
<td>$26,398,000</td>
<td>$13,467,000</td>
<td></td>
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</tbody>
</table>
To: Commission Members  
From: Director of Strategic Services  
Subject: Emergency Response Update  

RECOMMENDATION:  

This item is for information only, no action is requested at this time.

BACKGROUND / ANALYSIS:  

East Valley Water District is committed to providing world class public service, this includes going to great lengths to meet the needs of the community during both normal and emergency situations.

Over the last year, a team of staff members have been working to update the District's emergency preparedness documents. This includes an evaluation of the hazards that could occur within the service area, development of planned responses to emergencies, and identification of projects that could mitigate the impact of future emergencies.

While this process has been underway, the COVID-19 pandemic began impacting people across the world resulting in the need for operational adjustments at the District level to comply with regulatory guidelines while maintaining service level for the community. This included the District proclaiming a local state of emergency, which allows for the modification of daily operations to meet the needs of the organizational vision.

This emergency has been an opportunity for staff to use the processes and procedures that have been put in place based on federal standards, with the ability to make adjustments to enhance efficiencies for the District. Actions have included development of incident action plans, holding regular staffing briefings, and situation reports. Confidence in the development of these documents is important in situations where the District would be submitting for reimbursement through FEMA.

The District has continued to provide service to the community, while maintaining a safe work environment. Unlike an earthquake or wildfire the COVID-19 emergency has not resulted in damage to infrastructure, however it has required adaptations to operations including:

- Deployment of a remote work plan for a majority of staff
- Implementation of enhanced cleaning measures in District facilities
- Procurement and distribution of personal protective equipment
- Enhanced communications through social media, bill inserts, and the website

Additionally, the steps taken during the COVID-19 emergency are being used in the development of a Business
Continuity Plan, which had originally been scheduled for development in Fiscal Year 2020-21. This includes the development of the Return to Work Plan, which will help to guide the process of returning employees to the workplace from working remotely with new safety measures. By developing these plans and responding to the emergency concurrently, the District is able to ensure that the documents result in practical resources to help prioritize responses that have an enhanced degree of consistency than if they were developed independently.

The District will continue to respond to the current emergency and take steps to be prepared for ones in the future. An effective emergency preparedness program requires on-going attention and adjustments by staff throughout the organization.

**AGENCY GOALS AND OBJECTIVES:**

**FISCAL IMPACT**

There is no fiscal impact associated with this item.

Respectfully submitted:

Kelly Malloy
Director of Strategic Services
To: Commission Members
From: Director of Strategic Services
Subject: Community Group Appointment Process

RECOMMENDATION:

This item is for informational purposes only.

BACKGROUND / ANALYSIS:

The District values active engagement of the community and puts significant effort in sharing information regarding projects and programs. With this effort in mind, the District has maintained the Community Advisory Commission (Commission) as an opportunity to foster dialogue with residents.

Originally formed as the Water Conservation Commission, the Community Advisory Commission serves as both an advisory group for the development of policies, programs, and projects along with the ability to serve as a forum to hear water conservation appeals. While the District has not issued punitive penalties relating to water conservation, the Water Shortage Contingency Plan calls for the mechanism to remain in place. Additionally, the group provides valuable input on topics such as the annual budget development, the facility use program, and the Sterling Natural Resource Center.

Staff has prepared draft revisions to the policy which reflect enhancements to the structure and clarification to the purpose including:

- Reorganization of the functions to clarify the advisory capacity and the appeals hearing.
- Expansion of the group from 5 to 7 members to allow for additional community participation.
- Incorporation of term limits totaling a maximum of four years.

Currently, there are two vacancies on the Commission. Following the consideration of the recommended policy changes, the District will promote the vacancies and an application process as approved by the General Manager/CEO. The Governing Board would then be presented with recommendations for appointments at a future Board Meeting. If the proposed changes are approved, then the process would allow for up to four new community members to be selected for the group. Given the high degree of commitment displayed to date, the three current Commissioners would not be required to submit an application, rather they would need to express an interest in remaining on the Commission and would then be limited to one additional two-year term.

AGENCY GOALS AND OBJECTIVES:
Goal and Objectives II - Maintain a Commitment to Sustainability, Transparency, and Accountability

d) Provide Quality Information to Encourage Community Engagement

Goal and Objectives III - Deliver Public Service with Purpose While Embracing Continuous Growth

d) Embrace an Environment of Active Learning and Knowledge Sharing

**FISCAL IMPACT**

There is not fiscal impact associated with this item.

Respectfully submitted:

Kelly Malloy
Director of Strategic Services

**ATTACHMENTS:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Backup Material</td>
</tr>
<tr>
<td>Community Group Policy</td>
<td>Cover Memo</td>
</tr>
<tr>
<td>Community Group Policy_Redlined</td>
<td>Cover Memo</td>
</tr>
</tbody>
</table>
COMMUNITY ADVISORY COMMISSION
APPLICATION

OPEN APPLICATION PERIOD
Congratulations on taking a step towards getting involved with your water district. Applications to join the East Valley Water District Community Advisory Commission will be accepted by the Public Affairs Office from May 1 - June 1, 2020.

ELIGIBILITY REQUIREMENTS
- Reside within the District’s boundary
- Non-governing Board Member
- Able to serve a two-year term
- Able to participate in quarterly meetings

APPOINTMENT APPLICATION
Please submit your completed application to East Valley Water District for consideration to serve in the Community Advisory Commission. You may also include copies of your resume, transcripts, certificates or any documents that you believe support your application. Appointments will be determined by the East Valley Water District Board Directors with official notification provided to all applicants of the final decision.

APPLICANT INFORMATION

<table>
<thead>
<tr>
<th>APPLICANT NAME</th>
<th>EVWD ACCOUNT NUMBER</th>
<th>PHONE</th>
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<tr>
<td>EMAIL ADDRESS</td>
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<tr>
<td>STREET ADDRESS (residence)</td>
<td>CITY</td>
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<td>MAILING ADDRESS (if different)</td>
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<td></td>
</tr>
<tr>
<td>CITY, STATE, ZIP CODE</td>
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</table>

STATEMENT OF PARTICIPATION

PLEASE PROVIDE A BRIEF EXPLANATION OF WHY YOU WANT TO PARTICIPATE ON THIS COMMISSION:

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. By signing below, I attest to the ability to meet all guidelines, requirements and procedures defined in the District’s Community Advisory Commission Policy.

<table>
<thead>
<tr>
<th>APPLICANT SIGNATURE</th>
<th>DATE</th>
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</thead>
</table>

SUBMIT APPLICATION
Completed applications can be mailed to East Valley Water District Attn: Public Affairs Office, 31111 Greenspot Road, Highland, CA 92346 or emailed to publicaffairs@eastvalley.org.
Purpose

The purpose of this policy is to establish guidelines and instructions for establishing a Community Advisory Commission authorized to receive updates on District activities and provide constructive input. The Commission is also established to hear appeal requests for water supply shortage violations and make recommendations on their enforcement to the Board of Directors.

Definitions

A. For the purpose of this policy, the following definitions shall apply:

1. **District**: East Valley Water District
2. **Board**: A member of the East Valley Water District Board of Directors
3. **Commission**: The Community Advisory Commission
4. **Commissioner**: An appointed member of the Community Advisory Commission.
5. **Staff**: East Valley Water District employee or staff member
6. **Applicant**: Customer or property owner appealing a penalty levied pursuant to the Water Supply Contingency Plan

Policy

A. The Commission may be presented with District projects and programs as a means of community engagement to garner feedback at various stages of implementation.

B. The Commission does not have the authority to implement or cancel District projects or programs.

C. Commission members shall serve on a voluntary basis, with no compensation, stipend, or benefits.

D. A member of the Commission moving outside the District shall constitute a resignation from the Commission effective upon the date the member no longer meets the appointment criteria;

E. Commission members must inform the designated staff member of any anticipated absence and notification shall be made immediately after receipt of the agenda. Absences due to sickness, death, or other emergencies of a like nature shall be
regarded as approved absences and shall not affect the member’s status on the Commission; except that in the event of a long illness or other such case for prolonged absence the member may be replaced.

F. Water Conservation Appeal Consideration

1. A District staff member shall serve as liaison to the Committee, attend all meetings of the Commission, and participate in any discussions, but shall not have the right to vote on any matter before the Commission.

2. A Commission Chair shall be appointed by the Board for a one (1) year term of office to preside over all Commission meetings and shall be eligible to vote on any matter before the Commission.

3. Applicants shall have a right to a hearing, in the first instance by the General Manager/CEO, with the right of appeal to the Commission, and ultimately to the Board, pursuant to the procedures hereinafter set forth in the District’s adopted Water Shortage Contingency Plan.

Commission Appointment Criteria

The Commission shall consist of up to seven (7) members of the public recommended by the General Manager/CEO, appointed by the consensus of the Board, meeting the following appointment criteria:

A. Customer of the District that resides within the District boundary;

B. Non-governing Board Member, employee, or Community Group Member of the District;

C. Able to serve a two-year term, for a maximum of two-terms at the pleasure of the Board;

D. Able to participate in regular meetings, as needed;

E. Meet the selection process criteria as established by the General Manager/CEO; and

F. Appointment may be revoked by the Board of Directors at any time.

Meeting Schedule

The Commission shall establish a recurring meeting date and time to hear authorized appeal requests for water supply shortage violations.
Meeting Procedures

A. Meetings shall be conducted in a manner that is consistent with state and local laws.

B. Given the public nature of the Commission, meetings shall be held in compliance with the Ralph M. Brown Act.

Attachments

A. Water Supply Contingency Plan (Ordinance 396)
Purpose

The purpose of this policy is to establish guidelines and instructions for establishing a Community Advisory Commission authorized to receive updates on District activities and provide constructive input. The Commission is also established to hear appeal requests for water supply shortage violations and make recommendations on their enforcement to the Board of Directors.

Definitions

A. For the purpose of this policy, the following definitions shall apply:

1. District: East Valley Water District
2. Board: A member of the East Valley Water District Board of Directors
3. Commission: The Community Advisory Commission
4. Commissioner: An appointed member of the Community Advisory Commission
3.5. Staff: East Valley Water District employee or staff member
4.6. Applicant: Customer or property owner appealing a penalty levied pursuant to the Water Supply Contingency Plan

Policy

A. The Commission may be presented with District projects and programs as a means of community engagement to garner feedback at various stages of implementation.

B. The Commission does not have the authority to implement or cancel District projects or programs.

B. Commission members shall serve on a voluntary basis, with no compensation, stipend, or benefits.

C.
C. A member of the Commission moving outside the District shall constitute a resignation from the Commission effective upon the date the member fails to no longer meet the appointment criteria;

D. Commission members must inform the designated staff member of any anticipated absence and notification shall be made immediately after receipt of the agenda. Absences due to sickness, death, or other emergencies of a like nature shall be regarded as approved absences and shall not affect the member’s status on the Commission; except that in the event of a long illness or other such case for prolonged absence the member may be replaced. 

E. A District staff member shall serve as liaison to the Committee, attend all meetings of the Commission, and participate in any discussions, but shall not have the right to vote on any matter before the Commission;

Water Conservation Appeal Consideration

1. A District staff member shall serve as liaison to the Committee, attend all meetings of the Commission, and participate in any discussions, but shall not have the right to vote on any matter before the Commission.

2. A Commission Chair shall be appointed by the Board for a one (1) year term of office to preside over all Commission meetings and shall be eligible to vote on any matter before the Commission.

E. Applicants shall have a right to a hearing, in the first instance by the General Manager/CEO, with the right of appeal to the Commission, and ultimately to the Board, pursuant to the procedures hereinafter set forth in the District’s adopted Water Shortage Contingency Plan. Ordinance 396

F. A majority of the Commission members shall constitute a quorum. A quorum shall be present for the Commission to take any official action.

G. Commission members shall serve on a voluntary basis, with no compensation, stipend, or benefits.

H. Commission membership shall require the following:
## EAST VALLEY WATER DISTRICT
### Administrative Policies & Programs

<table>
<thead>
<tr>
<th>Policy Title: Community Advisory Commission Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval Date:</td>
</tr>
<tr>
<td>September 28, 2016</td>
</tr>
</tbody>
</table>

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**Commission Appointment Criteria**

The Commission shall consist of **up to five (5)** **up to seven (7)** District customers/members of the public recommended by the General Manager/CEO, appointed by the consensus of the Board, meeting the following appointment criteria:

- A. Customer of the District **and that** resides within the District boundary;
- B. Non-governing Board Member, of employee, **or Community Group Member** of the District;
- C. Able to serve a two-year term, **for a maximum of with no two-term limits** at the pleasure of the Board;
- D. Able to participate in **monthly-regular** meetings, as needed;
EAST VALLEY WATER DISTRICT
Administrative Policies & Programs

Policy Title: Community Advisory Commission Policy

<table>
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<tr>
<th>Approval Date:</th>
<th>Policy No:</th>
<th>Page 4 of 4</th>
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<td>September 28, 2016</td>
<td>March xx, 2020</td>
<td>Page 4 of 4</td>
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</table>

E. Meet the selection process criteria as established by the General Manager/CEO; and

F. Appointment may be revoked by the Board of Directors at any time.

Meeting Schedule

The Commission shall establish a recurring meeting date and time to hear authorized appeal requests for water supply shortage violations. Meetings may be cancelled in the absence of appeal requests.

Meeting Procedures

A. Meetings shall be conducted in a manner that is consistent with state and local laws.

B. Given the public nature of the Commission, meetings shall be held in compliance with the Ralph M. Brown Act.

Attachments

A. Water Supply Contingency Plan (Ordinance 396)