



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

June 23, 2021

BOARD OF DIRECTORS

AMBERROSE MERINO

Division 1

DON WILSON

Division 2

GLORIA DIZMANG

Division 3

KATHY MAC LAREN-GOMEZ

Division 4

VINCENT DINO

Division 5

AGENDA FOR REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE PALMDALE WATER DISTRICT TO BE HELD AT 2029 EAST AVENUE Q, PALMDALE OR VIA TELECONFERENCE

FOR THE PUBLIC: VIA TELECONFERENCE ONLY

DIAL-IN NUMBER: 571-748-4021 ATTENDEE PIN: 470-366-241#

Submit Public Comments at: <https://www.gomeet.com/470-366-241>

MONDAY, JUNE 28, 2021

6:00 p.m.

DENNIS D. LaMOREAUX

General Manager

ALESHIRE & WYNDER LLP

Attorneys

NOTES: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Additionally, an interpreter will be made available to assist the public in making **comments** under Agenda Item No. 4 and any action items where public input is offered during the meeting if requested at least 48 hours before the meeting. Please call Dawn Deans at 661-947-4111 x1003 with your request. (PWD Rules and Regulations Section 4.03.1 (c))

Adicionalmente, un intérprete estará disponible para ayudar al público a hacer **comentarios** bajo la sección No. 4 en la agenda y cualquier elemento de acción donde se ofrece comentarios al público durante la reunión, siempre y cuando se solicite con 48 horas de anticipación de la junta directiva. Por favor de llamar Dawn Deans al 661-947-4111 x1003 con su solicitud. (PWD reglas y reglamentos sección 4.03.1 (c))

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Pledge of Allegiance/Moment of Silence.
- 2) Roll Call.
- 3) Adoption of Agenda.



- 4) Public comments for non-agenda items.
- 5) Presentations:
 - 5.1) June 21, 2021 presentation made to the Palmdale Recycled Water Authority “Advanced Water Treatment & Groundwater Injection.” (Engineering/Grant Manager Rogers)
- 6) Action Items - Consent Calendar (The public shall have an opportunity to comment on any action item on the Consent Calendar as the Consent Calendar is considered collectively by the Board of Directors prior to action being taken.)
 - 6.1) Approval of minutes of Regular Board Meeting held June 14, 2021.
 - 6.2) Payment of bills for June 28, 2021.
 - 6.3) Approval of updated job descriptions for the Customer Care and Finance Departments. (No Budget Impact – Human Resources Director Emery/Personnel Committee)
 - 6.4) Approval of Resolution No. 21-13 being a Resolution of the Board of Directors of the Palmdale Water District Approving the Antelope Valley State Water Contractors Association Budget for Fiscal Year 2021/2022. (\$10,000.00 – Budgeted – Budget Item No. 1-02-5070-011 – Resource and Analytics Director/AVSWCA General Manager Thompson II)
 - 6.5) Approval of absence of Director Wilson from June 14, 2021 Regular Board Meeting due to illness. (General Counsel Dunn)
- 7) Action Items – Action Calendar (The public shall have an opportunity to comment on any action item as each item is considered by the Board of Directors prior to action being taken.)
 - 7.1) Consideration and possible action on California Special Districts Association Board of Directors Seat A Southern Network election for the 2022-2024 term. (No Budget Impact – General Manager LaMoreaux)
 - 7.2) Consideration and possible action on authorization of the following conferences, seminars, and training sessions for Board and staff attendance within budget amounts previously approved in the 2021 Budget:
 - a) 2021 WateReuse California Annual Conference to be held September 19 – 21, 2021 in Los Angeles.
 - b) WaterSmart Innovations Conference & Exposition to be held October 6 – 7, 2021 in Las Vegas.
 - 7.3) Discussion on temporary approach to new Cal-OSHA rules for Palmdale Water District operations. (No Budget Impact – Human Resources Director Emery)
- 8) Information Items:
 - 8.1) Reports of Directors:
 - a) Standing Committees; Organization Appointments; Agency Liaisons:

- 1) Personnel Committee. (Director Mac Laren-Gomez, Chair/Director Merino)
- 2) Finance Committee. (Director Wilson-Chair/President Dizmang)
- 3) Palmdale Recycled Water Authority. (Director Dino/Director Wilson/Director Mac Laren-Gomez, Alternate)
- 4) Antelope Valley East Kern Water Agency-AVEK. (Director Dino/Director Mac Laren-Gomez, Alternate)
- b) General Meetings Reports of Directors.
- 8.2) Report of General Manager.
 - a) June 2021 written report of activities through May 2021.
- 8.3) Report of General Counsel.
- 9) Public comments on closed session agenda matters.
- 10) Closed session under:
 - 10.1) Conference with Legal Counsel – Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with Special Litigation Counsel regarding existing litigation to which the District is a party. The title of such litigation is as follows: *Antelope Valley Ground Water Cases*.
- 11) Public report of any action taken in closed session.
- 12) Board members' requests for future agenda items.
- 13) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

PALMDALE RECYCLED WATER AUTHORITY



Advanced Water Treatment & Groundwater Injection

Scott Rogers, P.E. PWD Engineering Manager

June 21, 2021

38300 Sierra Highway, Suite C, Palmdale, CA 93550

Advanced Water Treatment & Groundwater Injection

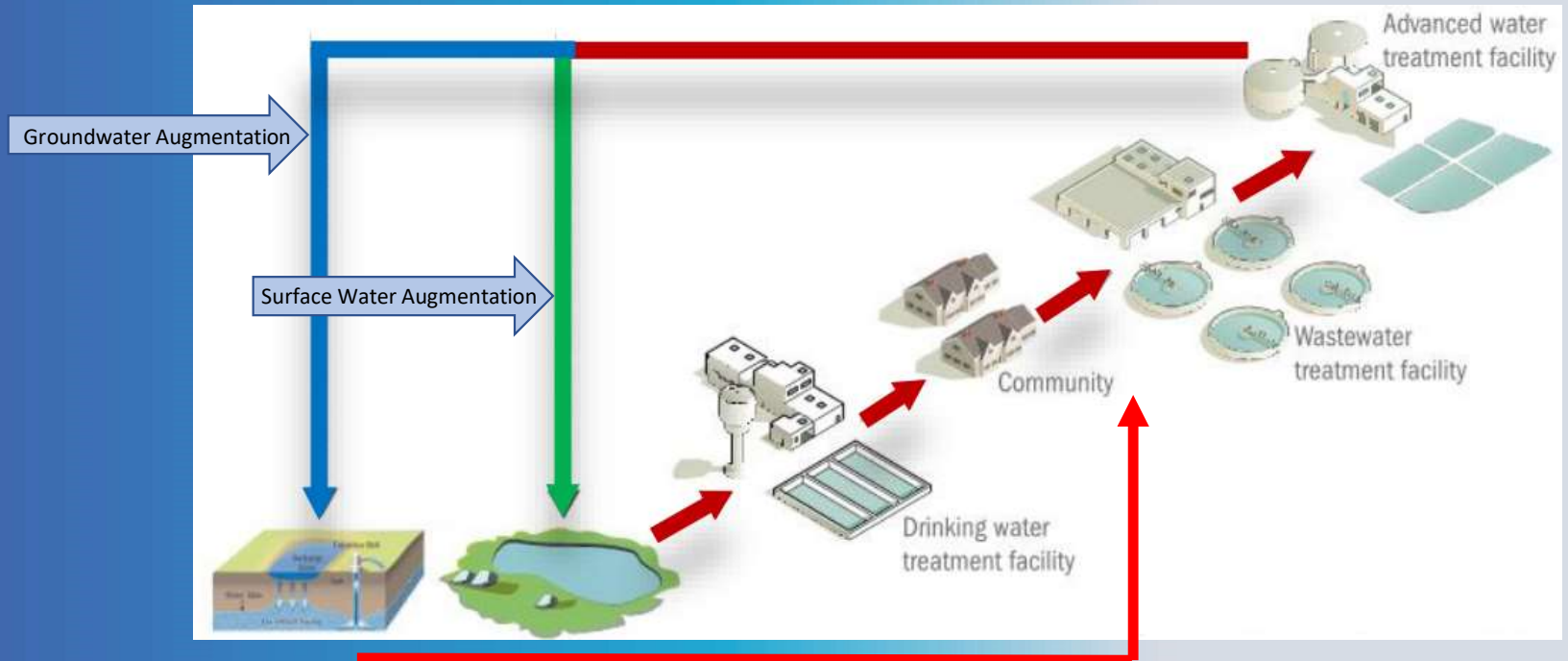
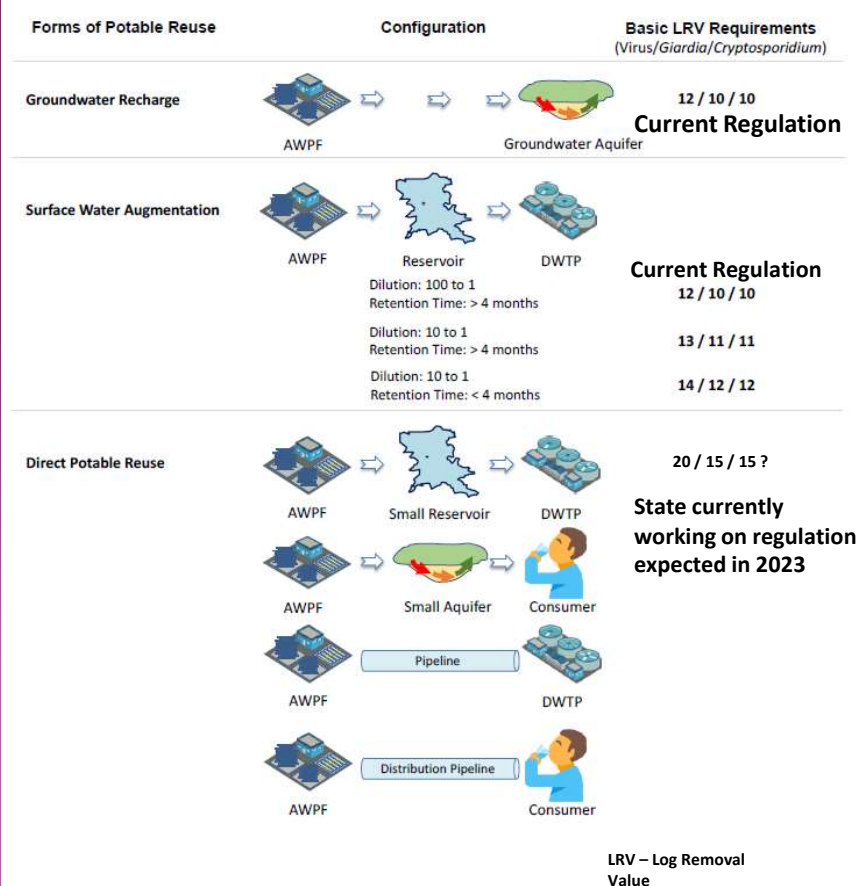


Image Credit – Kentucky-Tennessee Water Environment Association

Tertiary Water Use Options



Below are several options approved or in the process of being approved for utilizing tertiary water.

Indirect

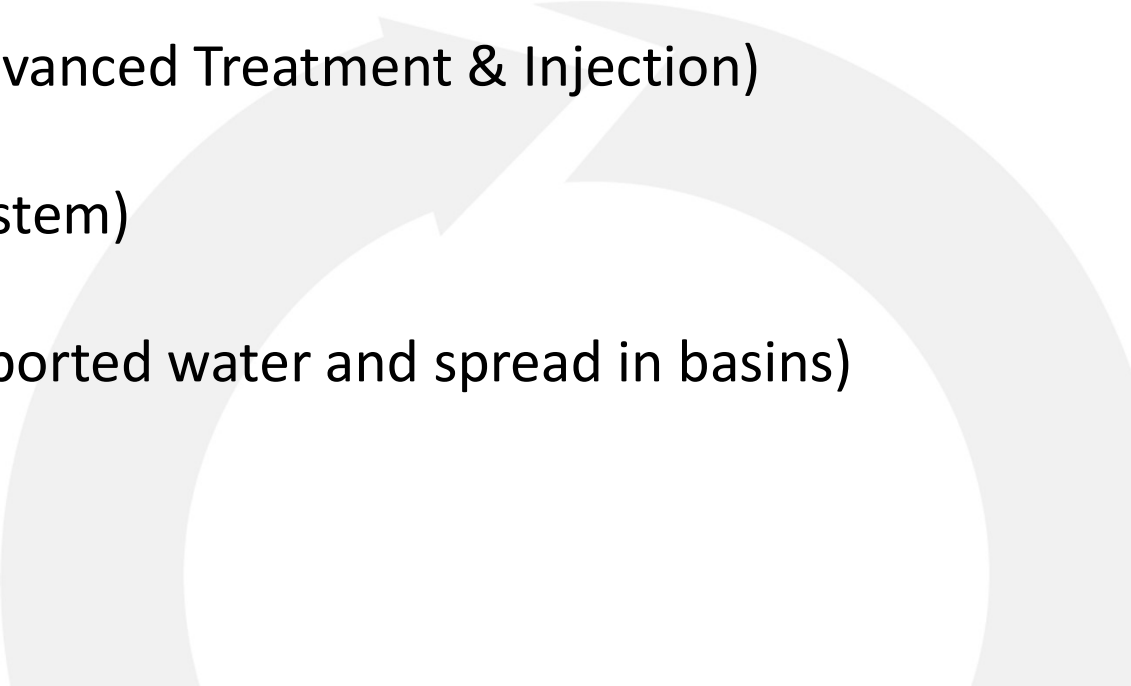
- Groundwater Recharge
 - Replenishment
 - Injection
- Surface Water Augmentation

Direct

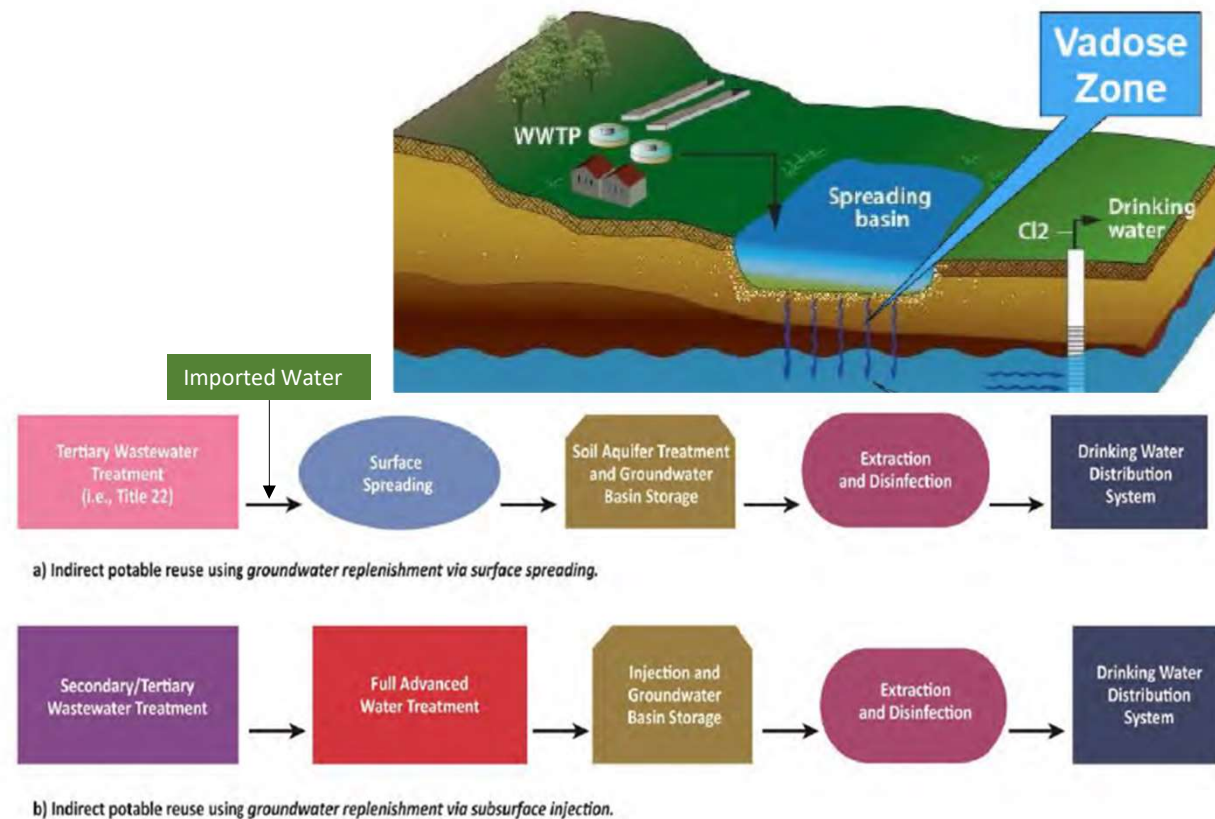
- Raw Water Augmentation
- Treated Water Augmentation

Tertiary Water Use Options for Palmdale

The beneficial use of tertiary water from the Palmdale Water Reclamation Plant is important to the future water supply for Palmdale and fully utilizing the 5,325 acre-feet annually helps address it.

- Water Augmentation (Advanced Treatment & Injection)
 - Irrigation (purple pipe system)
 - Recharge (blend with imported water and spread in basins)
- 

Indirect Treatment Options



Regulatory Requirements



Upper Amargosa Creek Recharge, AV Watermaster



Recycled Water Irrigation at Camp Pendleton

Recharge

- Blend 80% Imported Water with 20% Tertiary Water

Irrigation

- Public Notice
- Infrastructure
- Plumbing Surveys

Groundwater Augmentation

- Treated to very high quality
- Travel time between point of injection to point of withdrawal

What is Groundwater Augmentation?



Tertiary water must be highly treated



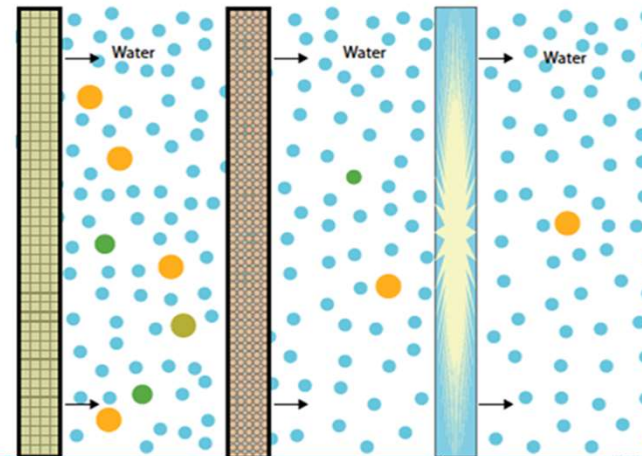
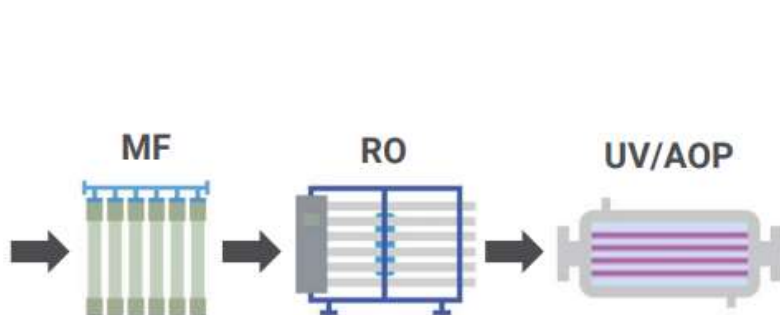
Direct injection of water into the groundwater



Currently being done in California

Orange County Water District
Water Replenishment District of Southern California
Monterey One Water
West Basin Municipal Water District

Advanced Treatment Capability



What is 12-log removal?
 99.9999999999% Removal
 One in one trillion
 1 second in 31,688 year

	Membrane Filtration	Reverse Osmosis	UV/AOP	Chlorination
Process Function	Removal of particulate matter	Removal of dissolved solids, organics and pathogens	Destruction of trace organics and disinfection	Disinfection and free-chlorine residual

Pathogen Log Removal					FAT Total
Virus	0	1.5	6	5	12.5
Giardia	4	1.5	6	0	11.5
Cryptosporidium	4	1.5	6	0	11.5

FAT – Full Advanced Treatment Train

Function of Unit Processes in Full Advanced Treatment (FAT) Train

Unit Process	Function
Membrane Filtration	Removal of particulate matter and pathogens
Reverse Osmosis	Removal of dissolved solids, organics and pathogens
Ultraviolet / Advanced Oxidation Process	Destruction of trace organics (e.g. pharmaceuticals and personal care products) and disinfection
Chlorination	To maintain a free chlorine residual in the conveyance pipelines for disinfection

Proposed Advanced Treatment Train

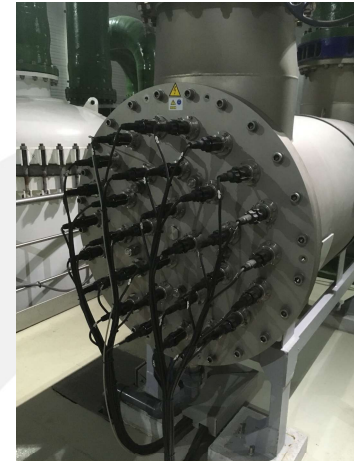
Below are examples of the proposed treatment systems for the Advanced Treatment Train for the Groundwater Augmentation Program.



**Membrane Filtration
System**



Reverse Osmosis System



**Ultraviolet Light and
Advanced Oxidation
Process**

Tertiary Water Use Options Costs & Evaluation

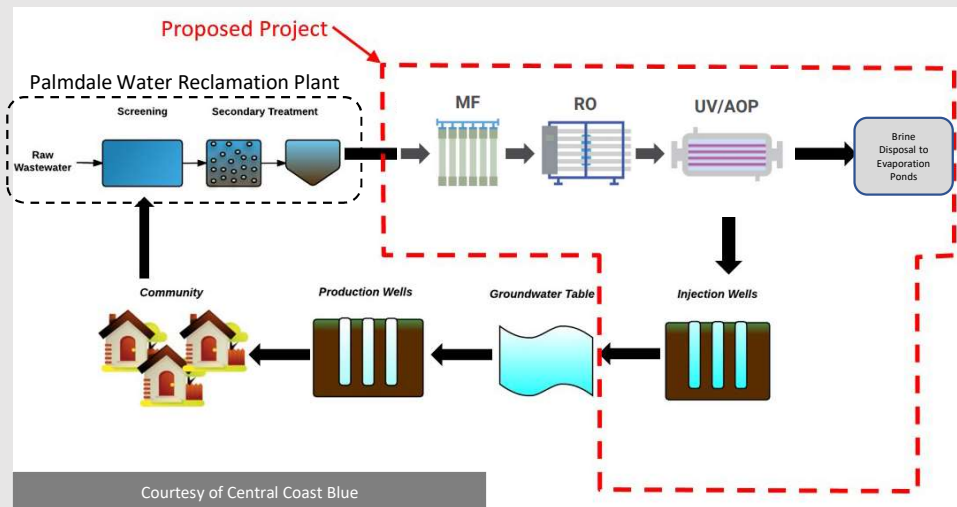
Optimizing the use of tertiary water for Palmdale.

Options for Utilizing Tertiary Water	AWTF and Injection	Irrigation (purple pipe)	Recharge and Recovery
Volume (afy)	5,325	1,725	4,000
Cost (\$/afy)	\$1,710	\$2,600	\$3,160

Benefits of Advanced Treated Tertiary Water

- Larger volume of recycle water used
- Improved aquifer water quality and help with aquifer health
- Less infrastructure (pipelines, booster stations, tanks) required
- Smaller environmental impact
- Less loss from evaporation
- No required imported water for blending
- No additional imported water purchase costs
- More drought resilient
- Local Control
- Usage not impacted by season (irrigation)





THANK YOU

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: June 21, 2021 **June 28, 2021**
TO: BOARD OF DIRECTORS **Board Meeting**
FROM: Jennifer Emery, Human Resources Director
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 6.3 – APPROVAL OF UPDATED JOB DESCRIPTIONS FOR THE CUSTOMER CARE AND FINANCE DEPARTMENTS. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY/PERSONNEL COMMITTEE)***

Recommendation:

Staff and the Personnel Committee recommend full Board approval of the revised job descriptions for the Customer Care and Finance Departments.

Impact of Taking No Action:

Our prior job descriptions would remain active.

Background:

Every three years the District updates job descriptions to make sure that they list the current essential job functions and requirements for the position.

Strategic Plan Initiative/Mission Statement:

This work is part of Strategic Plan Initiative No. 2 – Organizational Excellence.
This item directly relates to the District’s Mission Statement.

Budget:

There is no effect on budget.

Supporting Documents:

Customer Care Intern Job Description
Customer Care Representative 1-2 Job Description
Customer Care Supervisor Job Description
Field Customer Care Representative 1-2 Job Description
Senior Customer Care Representative Job Description
Senior Field Customer Care Representative Job Description
Accounting Supervisor Job Description
Accounts Payable Technician Job Description
Customer Account Technician Job Description
Customer Finance Supervisor Job Description
Finance Manager/CFO Job Description
Management Analyst – Finance Job Description
Purchasing Technician Job Description

PALMDALE WATER DISTRICT

CUSTOMER CARE INTERN

FLSA Status: Non-Exempt

DEFINITION

To perform a wide variety of assistance to District customers; to receive and process applications for service and payments for water service; and to perform varied and routine general office support duties.

DISTINGUISHING CHARACTERISTICS

This is the educational level class in the Customer Care series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Senior Customer Care Representative;
Receives technical and functional supervision from a Customer Care Representative II.

The program is designed to train each participant so that at the end of the program participants are able to perform assigned duties without any direct supervision. Each participant will have this opportunity by proving their ability to work independently.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Serve as a counter representative or telephone representative, accepting applications for service, closing accounts, answering customer account inquiries, and providing routine changes to accounts within established standards and guidelines; provides a professional image to customers, co-workers, and other agencies.

Responds to a variety of customer care questions and provides assistance regarding matters such as the status of accounts, water service application processes, water quality, and District policies and procedures; refer to appropriate departments as necessary.

Receive and process payments and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.

Balance cash receipts; verify and reconcile computer produced reports and records; adjust customer accounts and grant payment extensions and waive fees as appropriate.

Perform a variety of clerical duties including typing, document scanning, and filing.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer care.

Perform related duties as assigned.

EDUCATIONAL OPPORTUNITY

The intern position will provide the following educational experiences:

Knowledge of:

Modern office procedures, methods, and computer systems and equipment.

Principles and practices of customer Care and interaction with the public.

Basic record keeping practices and procedures.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

Ability to:

Perform a wide variety of clerical and accounting customer care duties.

Intermittently, review documents related to assigned duties; observe, identify office operations and procedures; understand, interpret and explain District and department policies and procedures.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; lift or carry weight up to 20 pounds.

Learn to use specialized customer care information software.

Learn pertinent District and department policies.

Learn to apply balancing techniques with speed and accuracy.

Perform rapid and accurate arithmetic calculations; use a 10-key calculator.

Perform detailed and accurate clerical work while experiencing frequent interruption.

Set up and maintain manual and computerized records, files, and accounts.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

REQUIREMENTS:

Must be enrolled in college work experience program during the semester of employment to qualify.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

CUSTOMER CARE REPRESENTATIVE I CUSTOMER CARE REPRESENTATIVE II

FLSA Status: Non-Exempt

DEFINITION

To solve customer challenges to the satisfaction of the customer; to receive and process applications for service and payments for water service; to respond to customer inquiries and complaints; and to perform varied and routine customer care duties.

DISTINGUISHING CHARACTERISTICS

Customer Care Representative I - This is the entry level class in the Customer Care series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Customer Care Representative I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Care Representative II - This is the journey level class in the Customer Care series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Customer Care Representative in that the latter is an advanced journey level class responsible for highly complex customer care work and exercises technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Customer Care Representative I

Receives immediate supervision from the Senior Customer Care Representative; may receive technical and functional supervision from a Customer Care Representative II.

Customer Care Representative 2

Receives general supervision from the Senior Customer Care Representative.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Serve as a counter representative or telephone representative, accepting applications for service, closing accounts, answering customer account inquiries, and providing routine changes to accounts within established standards and guidelines; provides a professional image to customers, co-workers, and other agencies.

Respond to a variety of customer care questions and provide assistance regarding matters such as the status of accounts, water service application processes, water quality, and District policies and procedures; refer to appropriate departments as necessary.

Receive and process payments and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.

Balance cash receipts; verify and reconcile computer produced reports and records; adjust customer accounts and grant payment extensions and waive fees as appropriate.

Accept applications for service and enter data into a computerized system; set up new accounts for residents or developers/contractors for new parcels and construction meters; review associated documents such as deeds, rental agreements, and drivers' licenses. Complete quality control on processing of move in/out requests.

Process closing account requests.

Respond to customer emails.

Accept applications for the rate assistance program and process leak and number of occupants' variance applications.

Interact with field staff regarding service start-up, and scheduled or immediate shut-downs; request investigation of field conditions, inconsistent or unusual meter readings, meter audits/meter re-reads; prepare related service tags and work orders.

Perform a variety of clerical duties including typing, document scanning, and filing.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer care.

Cross train in both field and office customer care duties and be able to perform those duties when needed.

Perform related duties as assigned.

Additional Duties for Customer Care Representatives II:

Assists other office personnel in clerical and accounting functions as necessary.

Assists in resolving the more complex customer care issues and complaints.

Trains Customer Care Representative I's and other support staff

Performs all of the duties of a Customer Care Representative I.

MINIMUM QUALIFICATIONS

Customer Care Representative I

Knowledge of:

Modern office procedures, methods, and computer systems and equipment.

Principles and practices of customer care and interaction with the public.

Basic record keeping practices and procedures.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

Ability to:

Perform a wide variety of clerical and accounting customer care duties.

Intermittently, review documents related to assigned duties; observe, identify and problem solve office operations and procedures; understand, interpret and explain District and department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; lift or carry weight up to 20 pounds.

Learn to use specialized customer service information software.

Learn pertinent District and department policies.

Perform rapid and accurate arithmetic calculations; use a 10-key calculator.

Perform detailed and accurate clerical work while experiencing frequent interruption.

Set up and maintain manual and computerized records, files, and accounts.

Obtain customer information by asking relevant questions; deal firmly and courteously with the public.

Analyze situations quickly and objectively; determine proper course of action within scope of assigned responsibility.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of clerical and accounting experience in a customer care environment is desirable.

Training:

GED/High school diploma.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Customer Care Representative II

In addition to the qualifications for the Customer Care Representative I:

Knowledge of:

Advanced practices and procedures related to accounting for cash receipts and maintenance of revenue accounts.

District policies and procedures related to billings, account maintenance, and application for service.

Ability to:

Independently perform responsible clerical and accounting customer care work.

Use specialized customer service information software.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of responsible journey experience performing duties similar to a Customer Care Representative I with the Palmdale Water District.

Training:

GED/High School Diploma. Additional Customer Care Certification through specialized training in customer care and accounting is required.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL REQUIREMENTS:

On a continuous basis, sit at desk for long periods of time; intermittently stand; walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine

manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

CUSTOMER CARE SUPERVISOR

FLSA Status: Exempt

DEFINITION

Under general supervision, assigns, and reviews the work of customer care personnel who provide information, research problems, perform collections and credit arrangement activities, by telephone and in person; handles difficult, complex or sensitive customer account problems and delinquency issues; coordinates other customer service daily activities and variety of tasks relative to assigned area of responsibility.

This is the first-line supervisor level classification in the Customer Care Department. The Customer Care Supervisor provides direction to the Customer Care Department by assigning, directing and reviewing work of staff. Supervisory duties include training, writing, conducting performance appraisals, and assisting in department budget preparation. Incumbents provide coaching and guidance to representatives. Duties also include resolving escalated customer complaints and disputes and handle difficult customer delinquency and billing issues.

SUPERVISION RECEIVED AND EXERCISED

Receive direction from the General Manager.

Exercise supervision over Customer Care Department.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provides day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports achieving the Department's and the District's mission, objectives and values.

Prioritize, assign, evaluate and supervise the work of all Customer Care Representatives. Provides coaching and guidance for performance improvement and development; directs and oversees the training of new representatives.

Plans and implements work programs and customer care activities; modifies departmental procedures and processes; creates quality assurance tools to ensure completion, quality and timeliness.

Write and conduct formal performance appraisals: participates in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.

Interacts effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality.

Maintains the daily schedule to ensure complete coverage for the District's customer base.

Assumes difficult and specialized customer relation situations, involving upset and dissatisfied customers and requiring sensitivity and sound judgment; takes action to resolve complaints where appropriate, including waiving of delinquency charges and security deposits and agreement on long term payment plans; receives and responds to correspondence and telephone calls, providing information and handling issues, request and complaints.

Attends and participates in professional group meeting; stays abreast of new trends and innovations in utility billing and customer service; directs and participates in the incorporation of new developments into program areas, as appropriate.

Assists and participates in the development and administration of the Customer Care annual budget.

Reads, understands, and ensures compliance with the PWD's Safety Policies; attends safety, meetings, as required; reports all accidents, violations, or infractions to manager.

Oversee daily processing of customer payments and receipts; ensure daily reconciliation of cash register and on-line credit card and other payment methods, ensure proper documentation for deposit transactions.

Opens, closes and locks District Administration building, sets and activates building alarm, and performs building security functions.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Customer service practices and customer-oriented telephone etiquette.

Customer Care Supervisor

- 3 -

District rules and regulations, meter service operations and issues related to assigned functions.

District personnel rules and policies.

Office administrative procedures and methods.

Cash, check and credit card handling techniques.

Principles and methods of business correspondence, recordkeeping and filing.

Principles and practices of sound business communications and correct English use, including spelling, grammar and punctuation.

Appropriate safety precautions, procedures, practices and regulations related to maintain a department safety program, safe working conditions, and operating equipment.

Modern office equipment, software programs, and computerized record keeping and filing methods.

General business mathematics and calculations.

Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

Principles and practices of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Supervise, assign, inspect and evaluate the work of others.

Communicate effectively, both verbally and in written formats.

Motivate and evaluate staff and provide for their training and development.

Develop and implement work standards.

Plan and organize work to meet changing priorities and deadlines.

Analyze and resolve complex customer service problems.

Exercise independent judgment and initiative.

Train and orient new and existing employees.

Perform general maintenance and review of customer accounts.

Analyze, interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.

Maintains and directs the daily activities such as work orders, phones, counter, reception, and any departmental duties.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Establish and prioritize action items and multitask effectively.

Prepares concise records, reports and other written materials.

Use creative thought to problem solve including the use of new and innovative technologies and techniques.

Participate in groups and committees that affect District operations, policies and procedures.

Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrate intellectual capabilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.

Assist in the development and monitoring of an assigned program budget.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in customer care and billing; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to Associates Degree in business, customer service or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

AWWA Customer Care Training.

PHYSICAL REQUIREMENTS:

On a continuous basis, sit at desk for long periods of time; intermittently stand; walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

FIELD CUSTOMER CARE REPRESENTATIVE I

FIELD CUSTOMER CARE REPRESENTATIVE II

FLSA Status: Non-Exempt

DEFINITION

To perform a variety of field service activities including installation, repair, and calibration of water meters and radio transmitting devices; to read, collect, and record water consumption from meters and radio transmitting devices; to read, collect, and record water consumption from meters; and to interact with the public in the course of field activities.

DISTINGUISHING CHARACTERISTICS

Field Customer Care Representative I – This is the entry level class in the Field Customer Care series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Field Customer Care Representative I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Field Customer Care Representative II – This is the journey level class in the Field Customer Care series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Field Customer Care Representative I – Receives general supervision from the Senior Field Customer Care Representative; receives technical and functional supervision from Field Customer Care Representative II.

Field Customer Care Representative II – Receives general supervision from the Senior Field Customer Care Representative; receives technical and functional supervision from the Senior Field Customer Care Representative.

Field Customer Care Representative 1 and 2

Customer Care

- 2 -

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Field Customer Care Representative I

Perform all meter reading functions.

Field Customer Care Representative II

Leak assessment. Including, but not limited to, service line, main line, and customer side versus Palmdale Water District responsibility.

Perform equipment/meter calibration and pressure checks.

USA markouts and protocol.

Replace angle stops.

Customer service line repair.

Distribute and place door hanger tags, scheduled and/or emergency shut-offs.

Turn on/off water service per authorized instructions; shut off and lock service; remove meters as directed.

Locate valves and isolation valves.

Interact with the public while in the field; receive, record, and report complaints or concerns; follow up as needed and refer to other District staff as appropriate.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer care.

Cross train in both field and office customer care duties and be able to perform those duties when needed.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Field Customer Care Representative 1 and 2
Customer Care
- 3 -

Field Customer Care Rep I:

Knowledge of:

Basic principles of arithmetic, including addition, subtraction, multiplication, division, and percentages.

Basic practices and methods of record keeping.

Advanced customer interaction.

Repair and installation of utility meters and meter reading devices and related equipment.

How to use hunter scale and/or GIS system to find service line, meters and/or shut off valves in street to be able to isolate a service.

Ability to:

Perform a variety of field customer care activities related to the installation, repair, and calibration of water meters.

Perform angle stop replacement.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and locate site locations; interpret work orders, remember equipment location, and explain job to others.

Intermittently, sit while studying or preparing reports and/or driving; bend, squat, kneel, twist, and walk long distances when performing field duties; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight up to 50 pounds.

Learn geography and street/road locations within the District's jurisdiction.

Learn to use a computer to access customer care database system for performing work orders in the field and to retrieve and enter data.

Deal tactfully with customers encountered in the field.

Work outdoors in a variety of weather conditions.

Work assigned shift schedules; be available for call back.

Communicate clearly and concisely, both orally and in writing.

Field Customer Care Representative 1 and 2

Customer Care

- 4 -

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of responsible experience in a position involving substantial public contact is desirable.

Training:

GED/High School Diploma.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 1 Certificate as issued by the Water Resources Control Board is desired.

Field Customer Care Rep II:

Knowledge of:

All knowledge required of Field Customer Care Representative I.

Extensive knowledge required to answer a variety of customer inquiries.

Ability to:

All abilities possessed by a Field Customer Care Representative I.

Ability to complete pressure tests, meter calibrations, angle stop replacements and more advanced related issues with little or no direction from the Senior Field Customer Care Representative.

Field Customer Care Representative 1 and 2
Customer Care
- 5 -

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of responsible experience in a position equivalent to a Field Customer Care Representative I.

Training:

GED/High School Diploma.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the Water Resources Control Board.

Possession of a Treatment Operator Grade 1 Certificate as issued by the Water Resources Control Board is desirable.

PHYSICAL REQUIREMENTS

Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 60 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

Field Customer Care Representative 1 and 2

Customer Care

- 6 -

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

SENIOR CUSTOMER CARE REPRESENTATIVE

FLSA Status: Non - Exempt

DEFINITION

To organize, assign and review the work of assigned personnel engaged in customer care activities including processing payments and response to customer inquiries; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor. To solve customer challenges to the satisfaction of the customer.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Customer Care Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and respond to and resolve sensitive or difficult customer situations. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Care Supervisor.

Exercises technical and functional supervision over assigned customer care staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of customer care activities.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training.

Accept applications for service and enter data into a computerized system; set up new accounts for residents or developers/contractors for new parcels and construction meters; review associated documents such as deeds, rental agreements, and drivers' licenses.

Interact with field staff regarding service start-up; request investigation of field conditions, inconsistent or unusual meter readings, meter audits/meter re-reads; prepare related service tags and work orders.

Receive and process payments and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.

Perform the most difficult work related to customer care duties including investigating and resolving sensitive and/or complex billing and collection matters.

Assign registers, daily reconciliation and posting.

Process deposit refund requests.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer care.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training.

Practices and procedures related to accounting for cash receipts and maintenance of customer accounts.

Computerized customer billing and reporting systems.

Principles and practices of customer care and interaction with the public.

Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

Perform the most complex duties related to customer care interactions and accounting processes.

Intermittently, review documents related to customer care operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain customer care and District policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk or stand at a public counter for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Perform a variety of difficult and complex financial recordkeeping and accounting support work.

Analyze difficult customer care problems, evaluate alternatives and resolve issues.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of responsible journey level experience performing duties similar to a Field Customer Care Representative II with the Palmdale Water District.

Training:

GED/High School Diploma. Additional specialized training in water utility systems, methods, and procedures or a related field is desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

AWWA Customer Service Certificate Program.

PHYSICAL REQUIREMENTS:

On a continuous basis, sit at desk for long periods of time; intermittently stand; walk, bend, twist, squat, and kneel while performing field work; twist to reach office equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 25 pounds.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

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PALMDALE WATER DISTRICT

SENIOR FIELD CUSTOMER CARE REPRESENTATIVE

FLSA Status: Non-Exempt

DEFINITION

To organize, assign and review the work of assigned personnel engaged in reading water meters and recording customer water consumption and in performing a variety of field customer care functions; to perform duties requiring specialized knowledge; and to provide administrative support to the General Manager.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Field Customer Care Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and resolve difficult or sensitive issues in the field with inspectors, contractors, or customers and make difficult meter calibrations. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Care Supervisor.

Exercises technical and functional supervision over assigned field customer care staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of water meter reading and customer consumption recording duties.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Senior Field Customer Care Representative

- 2 -

Read water meters and record consumption.

Monitor consistency and accuracy of meter readings; document and report unusual readings and/or circumstances for follow up; perform leak detection checks as requested or according to observation.

Re-read meters in cases of unusual billings or consumption patterns; conduct flow tests to assess accuracy of meter readings.

Respond to customer inquiries or complaints in the field, including matters such as water conservation, water delivery service, water quality, meter reading accuracy, and high/low water pressure.

Confirm accurate water meter registration/consumption readings.

Perform equipment calibration and pressure checks; pull meters for shop service and install new meters as necessary.

Distribute and place door hanger tags as notification regarding non-payment and related matters, and scheduled and/or emergency shut-offs.

Interact with the public while performing meter reading duties and receive, record, and report complaints or concerns, including high levels of water usage; follow up as needed, including issuance of fines.

Turn on or turn off water service per authorized instructions; shut and lock services; remove meters as directed.

Work with customer care and engineering staff in verifying addresses for new or existing water services to confirm accurate installation, service and billing addresses.

Diagnose, repair, or replace radio transmitting devices or non-functional registers on water meters.

Perform the most difficult work related to meter reading and recording of customer water consumption including resolving sensitive issues in the field with inspectors, contractors, or customers, making difficult meter calibration, and handling difficult meter re-readings and change-out of meters.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer care.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training, including safety practices and related record-keeping.

Pertinent water utility industry standards and regulations.

Methods, techniques, tools, equipment and materials used in installation, maintenance, repair, and testing of water meters and meter reading devices.

Basic principles of arithmetic, including addition, subtraction, multiplication, division, and percentages.

Computer skills as necessary to perform job duties.

Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

Perform the most complex duties related to water meter reading, meter calibration, installation, maintenance, repair, and testing duties.

On a continuous basis, know and understand operations and observe safety rules; intermittently analyze problem situations and/or equipment; identify and interpret technical and numerical information; observe and problem solve operational and technical policies and procedures; determine compliance; identify, interpret, explain and enforce violations; identify and locate site locations, interpret work orders, remember equipment locations and explain job to others.

Intermittently, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 50 pounds.

Design, modify, and schedule meter route activities to accomplish maximum efficiency and effectiveness.

Operate and program automated meter reading equipment.

Work outdoors in a variety of weather conditions.

Work assigned shift schedules, be available for call back.

Keep records and make reports; use a personal computer to enter and retrieve data; track works status and communicate electronically.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of responsible journey level experience performing duties similar to a Field Customer Care Representative II with the Palmdale Water District.

Training:

GED/High School Diploma. Additional specialized training in water utility systems, methods, and procedures or a related field is desirable.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State of California Department of Public Health.

Possession of a Distribution Operator Grade 3 Certificate as issued by the State of California Department of Public Health is desired.

Possession of a Treatment Operator Grade 1 Certificate as issued by the Water Resources Control Board is required.

Possession of a Treatment Operator Grade 2 Certificate as issued by the Water Resources Control Board is desired.

May be required to obtain special certifications.

PHYSICAL REQUIREMENTS

Senior Field Customer Care Representative

- 5 -

Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 60 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

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PALMDALE WATER DISTRICT

ACCOUNTING SUPERVISOR

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise assigned personnel engaged in technical and clerical accounting activities including accounts payable/receivable, payroll and fixed assets; purchasing and inventory; to perform a variety of complex and difficult professional accounting tasks; and to provide administrative support to the Finance Manager/CFO.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Manager/CFO.

Exercises direct supervision over assigned technical and financial support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for a variety of revenue and expenditure accounting and payroll activities, including purchasing; implement policies and procedures.

Plan, prioritize, and supervise the work of staff involved in a variety of accounting activities.

Assist in preparation of the District-wide annual budget including forecasting of future revenue levels and expenditure patterns; participate in accounting function budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; conduct employee performance evaluations; work with employees to correct deficiencies; implement discipline procedures..

Prepare, maintain, and analyze a variety of fiscal and accounting records, statements, and reports.

Identify trends and irregularities in reported fiscal transactions; research and make recommendations for modifications to internal procedures and policies and/or external reporting requirements.

Oversee reconciliation of banking processes; and maintain and review detailed sub-ledgers such as capital improvement projects, accounts payable, accounts receivable, developer deposits and customer deposits.

Review the general ledger in preparation for year-end financial statement audit and prepare schedules for auditors.

Audit and analyze accounting systems and procedures to ensure compliance with accepted accounting standards and applicable laws, rules, and regulations.

Analyze, evaluate and organize data and information in preparation of complex studies such as financial forecasts and cost benefit analyses.

Answer public questions and provide information to the public; investigate customer complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of professional accounting practices, especially as applied to the public sector.

Principles and practices of accounting, budgeting, auditing, financial reporting and administration.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget preparation and monitoring.

Pertinent local, State and Federal laws, rules and regulations.

Ability to:

Organize, implement and direct accounting functions, purchasing and inventory for the District and to perform a variety of difficult and complex professional accounting tasks.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Interpret and explain pertinent accounting and District practices and procedures.

Assist in the development and monitoring of assigned accounting function programs and District-wide budget.

Develop and recommend policies and procedures related to assigned operations, including implementation of efficient accounting procedures, and auditing and analysis of accounting systems and procedures.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible journey level accounting experience; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to an associate degree from an accredited college or university with major course work in accounting, finance, business administration, public administration or a related field or Bachelor of Science coursework in related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

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PALMDALE WATER DISTRICT

ACCOUNTS PAYABLE TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To perform responsible clerical accounting work related to accounts payable and receivable functions; and to set up and maintain related records and files.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Accounting Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform accounts payable functions; create vendor accounts; process and code invoices for payment; review for completeness and accuracy; input information; prepare and mail various checks; and, track, post or reconcile expenditures.

Perform accounts receivable functions; receive payments and reconcile with statements or invoices for accuracy and additional charges relating to amounts due; and process related paperwork; post and update account information.

Verify stop payment orders on lost check payments; void out-of-date checks; match invoices and purchase orders to packing slips to ensure accuracy of payment; balance vendor statements; maintain and balance petty cash.

Prepare bills for field services provided by the District, collect data related to specific projects/jobs; check work order numbers used by field staff to verify labor, direct expenses and inventory used.

Perform a variety of clerical duties including typing, document scanning, filing, and mail distribution; prepare and distribute accounting reports as needed or according to periodic schedules.

Receive telephone calls from other departments or the public; answer questions and provide information accordingly.

Ensure that work is performed on a priority basis and is organized and completed in a timely manner; check documents and records for accuracy, completeness and conformance to applicable policies, rules and regulations.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Advanced bookkeeping and financial record keeping methods and practices.

District policies and procedures related to financial services.

Modern office procedures and methods, including computer software related to accounting processes.

Ability to:

Perform responsible clerical accounts payable and receivable work.

Intermittently, review documents related to assigned duties; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Independently perform responsible clerical accounts payable and receivable work.

Use specialized accounting software.

Learn pertinent administrative and departmental policies.

Perform rapid and accurate arithmetic calculations; use a 10-key calculator.

Use word processing, spreadsheet, and database software applications.

Set up and maintain records and files; maintain logs and ledgers.

Prioritize work and meet required deadlines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of clerical accounting experience is required.

Training:

Equivalent to high school diploma/GED.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

CUSTOMER ACCOUNT TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To process customer billings; process customer payments; coordinate customer collections; and to perform varied and routine payroll and accounts payable duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Finance Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Respond to a variety of customer questions and provide assistance regarding billing, reminder and shut-off notices, shut-offs, and collections.

Receive and process night drop payments/payments by mail and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.

Coordinate the collections process for both current and former customers of the District.

Process rejected payments.

Coordinate and assist in payroll related functions and accounts payable functions as needed.

Coordinate lien placement; process payoff demands and bankruptcies.

Perform a variety of clerical duties including typing, document scanning, and filing.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Modern office procedures, methods, and computer systems and equipment.

Principles and practices of customer service and interaction with the public.

Basic record keeping practices and procedures.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

Advanced practices and procedures related to accounting for cash receipts and maintenance of revenue accounts.

District policies and procedures related to billings, account maintenance, and application for service.

Ability to:

Perform a wide variety of clerical and accounting customer accounting duties.

Independently perform responsible clerical and accounting customer service work.

Learn/use specialized customer service information software, financial reporting software, and automated meter reading software.

Intermittently, review documents related to assigned duties; observe, identify and problem solve office operations and procedures; understand, interpret and explain District and department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Learn pertinent District and department policies.

Learn principles and practices of billing and collections; learn to apply balancing techniques with speed and accuracy.

Perform accounts payable functions, process and code invoices for payment, prepare and mail various checks.

Perform accounts receivable functions, receive payments and reconcile with statements or invoices for accuracy, process related paperwork, post and update account information.

Perform payroll functions, set-up and maintain employee records, process timesheets and related information, prepare checks and earnings statements, process CalPERS related data entry and postings when necessary.

Assist accounting supervisor with quarterly and annual balancing and tax filings when necessary.

Perform rapid and accurate arithmetic calculations; use a 10-key calculator.

Perform detailed and accurate clerical work while experiencing frequent interruption.

Set up and maintain manual and computerized records, files, and accounts.

Obtain customer information by asking relevant questions; deal firmly and courteously with the public.

Analyze situations quickly and objectively; determine proper course of action within scope of assigned responsibility.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of experience performing accounting/clerical/billing/collection duties desirable.

Training:

Equivalent to high school diploma/GED. Additional specialized training in billing and accounting is desired.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

CUSTOMER FINANCE SUPERVISOR

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise customer finance operations of the Finance Department, and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Manager/CFO.

Exercises direct supervision over assigned Customer Account Technicians

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for customer finance operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in customer finance operations including issuance of customer billings; receipt, posting and deposit of payments.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; conduct employee performance evaluations; work with employees to correct deficiencies; implement discipline procedures.

Ensure that customer accounts are properly established, maintained, and monitored.

Oversee daily processing of customer on-line credit card and other payment methods, ensure proper documentation for deposit transactions; order currency.

Review and oversee Fin & Feather Club's contract compliance with District.

Ensure accurate billings are provided to customers on a regular and periodic basis; oversee collection activities for non-payment or late payments.

Ensure assigned staff comply with related District policies and procedures.

Investigate customer complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of utility accounting, billing, and record-keeping, including use of computerized systems.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of water budget monitoring.

Basic accounting principles and practices related to water rates and fee structure.

Record keeping techniques, research, and statistical methods.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct customer finance operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; explain regulations, policies, and procedures to the public, developers, contractors, consultants, and District staff.

Interpret and explain pertinent District and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in customer finance, credit operations, or utility billing; including three years providing technical and functional supervision over assigned personnel.

Training:

Equivalent to associates degree in accounting, business, computer science, or related field or Bachelor of Science course work in accounting, computer science or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

FINANCE MANAGER/CFO

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and review the activities and operations of the Finance Department (Finance and Customer Services divisions) including accounting, payroll, customer service, and field service operations to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager/CEO and Assistant General Manager/COO.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager/CEO and Assistant General Manager/COO.

Exercises direct supervision over assigned supervisory, professional, and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Board of Directors, General Manager/CEO, and Assistant General Manager/COO; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Coordinate, supervise and oversee preparation of the District-wide annual budget; administrate and monitor the District-wide annual budget as adopted by the Board; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; monitor and approve expenditures; implement mid-year adjustments for the department.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Prepare and approve adjusting journal entries; close year end accounts and oversee preparation for audits; ensure outside auditors are provided with test documents, sub-ledgers and reconciliations.

Work with outside consultants in investigating alternatives and recommending investment strategies for District funds.

Prepare and/or oversee required periodic financial statements and budget reports; review general ledger postings from accounts payable and accounts receivable; establish and maintain internal controls.

Review and manage various contracts and agreements; prepare requests for information/proposals; prepare various cost analyses; assist in rate studies; and prepare special revenue/expense reports.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of financial management and governmental accounting standards.

Principles and practices of information technology as related to financial reporting and recordkeeping.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Ability to:

Plan, direct and control the administration and operations of the Administrative Services Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

Coordinate and oversee preparation of the District's annual budget; prepare and administer the Finance Department budget.

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply District and department policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Ten years of increasingly responsible experience in financial management, including five years of administrative and management responsibility; public sector experience is highly desirable.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in finance, accounting, business administration, public administration or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Possession of, or ability to obtain, certification as a Certified Public Accountant (CPA) as awarded by the American Institute of Certified Public Accountants or Certified Management Accountant from The Association of Accountants and Financial Professionals in Business highly desired.

PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

MANAGEMENT ANALYST - FINANCE

FLSA Status: Non-Exempt

DEFINITION

To perform technical level administrative and/or financial related duties in assistance to the Finance Department; to research, collect, and analyze data and prepare draft reports; to perform payroll related functions; to provide some highly responsible administrative duties in support of the Department heads and supervisors.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Accounting Supervisor, may receive technical and functional supervision from Finance Manager/CFO.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Oversees and administers Payroll Processing (i.e. CelerTime); performing all payroll functions for the District including bi-weekly payroll processing, deductions, adjustments, levies & garnishments, analytical review, audit and reconciliation; maintaining all necessary back-up documentation for payroll transactions and communicating with local agencies to manage payroll deductions and payments.

Oversee the payment of all District payroll related tax and other related obligations providing necessary documentation; prepare/process and review all quarter and year end reporting (i.e. Federal and State payroll tax returns, CalPERS, and requested management reporting).

Oversees, updates, and develops necessary standard operating procedure (SOP) documentation for processes within the department. This will ensure that all regular tasks can be performed in the case of the primary individual not being available.

Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties; prepare and type correspondence, and compile and type reports.

Assists with reconciliation of banking processes; and maintain and review detailed sub-ledgers such as capital improvement projects, accounts payable, accounts receivable, and customer deposits.

Assists with the general ledger in preparation for year-end financial statement audit and prepare schedules for auditors.

Assists the Accounting Supervisor in the preparation of the District's annual budget performing analysis and calculations necessary for completing all necessary projections and forecasting.

Assists with accounts payable functions, as needed.

Assists in performing year-end closing procedures including but not limited to the setup of project maintenance accounts for the new year, entering cost of living adjustments (if applicable), and various other tasks.

Independently respond to letters, electronic mail, and general correspondence based on areas of assignment.

May perform a wide variety of complex, responsible, secretarial, and administrative duties for executive staff and other management personnel; provide routine analytical support.

Build and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of administrative and/or technical area to which assigned including, but not limited to, legislation, budget, and personnel.

Modern office equipment, procedures computer hardware, and software, including word processing, database, spreadsheet and accounting applications.

Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.

Advanced practices and procedures related to accounting for cash receipts and maintenance of revenue accounts.

Techniques and principles of effective written and oral communication.

Pertinent local, State and Federal laws, codes, ordinances, District functions, policies, rules and regulations.

English usage, basic mathematical calculations and statistical methods.

Ability to:

Perform technical level administrative and/or program related duties.

On a continuous basis, know and understand all aspects of the job; intermittently review documents related to department operations; analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe, identify and problem solve office operations and procedures; understand, interpret and explain policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time; intermittently walk or stand in the field and sit while driving in vehicle or operating equipment; twist and reach office equipment; write and use keyboard to communicate through written means; perform simple grasping and fine manipulation; lift or carry weight up to 20 pounds.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Perform independent research in carrying out technical administrative and technical duties.

Collect, compile, analyze and present a variety of data in a meaningful way.

Review budget submissions and revisions for mathematical and accounting accuracy.

Understand District policies and practices to objectively analyze situations to determine proper course of action.

Understand and interpret complex policies, procedures, and regulations of outside agencies as necessary to assume assigned technical responsibilities.

Analyze situations quickly and objectively to determine proper course of action.

Compose professional quality correspondence; write highly detailed technical and analytical reports.

Maintain a high level of confidentiality of a wide range of sensitive information.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of responsible administrative support or technical experience preferably in the subject area to which assigned. One year of lead supervisory experience is highly desirable.

Education:

Associate degree from an accredited college with major course work in Public Administration, Business Administration, or a related field based on area of assignment desired or a Bachelor's Degree from an accredited college with a major in Public Administration, Business Administration, or a related field based on area of assignment.

Additional specialized training in payroll functions and compliance.

License and Certificate

Possession of, or ability to obtain a valid California Driver's License.

May be required to obtain special certifications, depending on area of assignment.

PHYSICAL REQUIREMENTS

Intermittently, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 35 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

PALMDALE WATER DISTRICT

PURCHASING TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To plan and organize the District's warehouse and service functions and functions associated with receiving, warehousing, and distribution of supplies, parts, and equipment; to establish and manage inventory control and warehousing systems; and to do related work as required.

Ensures that the District has or can get the materials necessary to keep the water system functioning properly. This position is also responsible for satisfying the supply needs of various District departments.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Accounting Supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Receiving Functions:

Receive materials and supplies at the District's warehouse; inspect shipments for damage and conformance to invoice and packing list; offload and store materials received using forklift or other equipment; return defective materials; notify and /or deliver to appropriate persons when shipments are received.

Establishes and oversees an inventory control system for materials, supplies, parts, all small equipment required for the efficient operation of the District.

Develops procedures for the requisition, acquisition, warehousing, and distribution of supplies and equipment.

Contacts vendors regarding prices, discounts, product availability, deliveries and product problems.

Issues and delivers materials, equipment and supplies.

Load, unload, assemble and deliver requested materials from warehouse to offices and job sites.

Maintains current information on trends and practices in public purchasing.

Maintains shipping/receiving and other records of materials in the warehouse and enter data into computerized inventory control data base as needed.

Assist in purchasing a variety of routine and non-routine items; contact vendors concerning price and availability of materials, parts, and equipment; solicit informal bids and quotes and select or recommend vendor selection; place approved orders with vendors.

Participate in all phases of District-wide activities and operations as assigned, including after-hours, on-call, and at other unusual times.

Assists other District personnel in all phases of activities and operations as needed, including after-hours, on-call, and at other unusual times.

Service and Warehouse Functions:

Plans and organizes the receiving, warehousing, and distribution of District supplies, parts, and equipment.

Plans, organizes, and documents all small meter, angle stop and meter box repair/replacement programs.

Establish and maintain proper inventory levels through use of a computerized inventory system which includes inventory related to emergency preparedness.

Reviews invoice of asphalt cuts, ensures accuracy, and submits for payment when completed.

Enters and updates material cost data and inventory levels onto computer.

Verify the accuracy of shipments, and report problems and discrepancies to District management.

Operates warehouse equipment in connection with the receipt, storage, and issue of materials.

Reviews requisitions and issue ordered materials.

Conducts periodic inventories of warehouse stock; including end-of-year inventory count and balancing to general ledger.

Operates a vehicle to pick-up items purchased and deliver materials and equipment to field personnel as requested.

Cleans and organizes the warehouse and facility yards, keeping all materials properly stored and organized for systematic distribution.

Assists in the repairs and maintenance of any and all aspects of the District's water distribution system as requested.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

Work outdoors in a variety of weather conditions.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, procedures, and practices related to the purchasing of materials and equipment for the District.

Proper methods for the development of specifications, preparation of bid packages, and securing proposal requests.

Inventory control and warehousing methods.

Methods used in receiving, inspecting, and storing materials and equipment.

Safety practices and regulations.

Ability to:

Organize, coordinate, and direct the receiving, storage, and distribution of merchandise, equipment, and other items.

Receive, inspect, and issue supplies and equipment.

Use computer systems and software applicable for the receiving, warehousing, inventory, and distribution of equipment and supplies.

Operate a computer terminal and computer keyboard with accuracy; and enter and retrieve information from a computerized inventory control system.

Use and operate computer and related office equipment.

Conduct physical inventories.

Operate District owned vehicles and warehouse equipment.

On a continuous basis, know and understand the operations; observe safety rules; intermittently, analyze problem equipment, identify and locate necessary parts and supplies; interpret work orders; remember location of parts; and explain operations to others.

Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.

Operate a variety of common hand and power tools and materials handling equipment, including a forklift.

May work outdoors in a variety of weather conditions; be available for call back.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience with construction purchasing or project management. Experience in a water utility is highly desirable. Knowledge and ability to use Microsoft Word and Excel.

Training:

Equivalent to high school diploma/GED .

License and Certificate

Possession of, or ability to obtain, a valid Class "A" California Driver's License desirable.

Possession of a Distribution Operator Grade 2 Certificate as issued by the State Water Resources Control Board.

Possession of Certified Professional in Distribution and Warehousing desirable.

PHYSICAL REQUIREMENTS

Constantly, walk stand, kneel, climb, and bend in the field; sit while studying or preparing reports and driving in vehicle or operating equipment; perform simple and power grasping, pushing, pulling and fine manipulation; intermittently write or use a keyboard to communicate; and lift or carry weight up to 50 pounds. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: June 22, 2021 **June 28, 2021**
TO: BOARD OF DIRECTORS **Board Meeting**
FROM: Mr. Peter Thompson II, Resource and Analytics
Director/AVSWCA General Manager
VIA: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 6.4 – APPROVAL OF RESOLUTION NO. 21-13
APPROVING THE ANTELOPE VALLEY STATE WATER
CONTRACTORS ASSOCIATION BUDGET FOR FISCAL YEAR
2021/2022. (\$10,000.00 – BUDGETED – BUDGET ITEM NO. 1-02-5070-
011 – RESOURCE AND ANALYTICS DIRECTOR/AVSWCA GENERAL
MANAGER THOMPSON II)***

Recommendation:

Staff recommends the Board approve Resolution No. 21-13 being a Resolution of the Board of Directors of the Palmdale Water District Approving the Antelope Valley State Water Contractors Association (AVSWCA) Budget for Fiscal Year 2021/2022.

Background:

The Board of Commissioners for the AVSWCA approved the 2021/22 General Program Funds at their June 3, 2021 meeting. Per the Joint Powers Agreement that created the AVSWCA, the governing body of each member agency must also approve the budget. The budget is then deemed effective upon receipt by the AVSWCA of certified copies of the approving resolution from each member agency.

The budget has two categories: General Operating Funds and Restricted Funds (USGS Groundwater Monitoring Program and the Antelope Valley Integrated Regional Water Management Plan). The Restricted Funds portion of the budget will be assessed at a subsequent meeting of the AVSWCA. Should there be a need for additional funding for the Restricted Funds portion, a separate request will be made at that time.

Per the bylaws of the Association, the first \$30,000.00 of member agency contributions is split evenly to cover General Operating Costs. It is recommended that each of the three member agencies contribute \$10,000.00 in Fiscal Year 2021/2022 to the Association's General Operating Fund to cover the proposed 2021/2022 General Operating Costs.

BOARD OF DIRECTORS
PALMDALE WATER DISTRICT

VIA: Mr. Dennis D. LaMoreaux, General Manager

-2-

June 22, 2021

Strategic Plan Initiative/Mission Statement:

This item is under Strategic Initiative No. 5 – Regional Leadership.
This item is directly related to the District's Mission Statement.

Budget:

The District's contribution to the AVSWCA is from Account 1-02-5070-011 (Memberships).

Supporting Documents:

- Resolution No. 21-13
- AVSWCA budget for fiscal year 2021/2022

RESOLUTION NO. 21-13

**RESOLUTION OF THE BOARD OF DIRECTORS
OF THE PALMDALE WATER DISTRICT
APPROVING ANTELOPE VALLEY
STATE WATER CONTRACTORS ASSOCIATION
BUDGET FOR FISCAL YEAR 2021/2022**

WHEREAS, the Palmdale Water District, along with the Antelope Valley-East Kern Water Agency and the Littlerock Creek Irrigation District, is a member agency of the Antelope Valley State Water Contractors Association formed by a Joint Powers Agreement dated May 26, 1999; and

WHEREAS, said Joint Powers Agreement provides for the formulation and adoption of a budget for the Antelope Valley State Water Contractors Association and approval of said budget by its members; and

WHEREAS, the Antelope Valley State Water Contractors Association unanimously adopted a budget for fiscal year 2021/22 at their regular meeting held June 3, 2021, which included an allocation among the member agencies.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Palmdale Water District hereby approves the 2021/22 budget and allocation of budgeted funds adopted by the Antelope Valley State Water Contractors Association.

I certify that this is a true copy of Resolution No. 21-13 as passed by the Board of Directors of the Palmdale Water District at its meeting held June 28, 2021 in Palmdale, California.

Date: June 28, 2021

Gloria Dizmang, President,
Board of Directors

ATTEST:

Kathy Mac Laren-Gomez, Secretary, Board of Directors

APPROVED AS TO FORM:

BY: _____
Aleshire & Wynder, LLP, General Counsel

ANTELOPE VALLEY STATE WATER CONTRACTORS ASSOCIATION

Proposed Budget - FY 2021/2022

General Program Funds

	FY 2015/16 ACTUAL	FY 2016/17 ACTUAL	FY 2017/18 ACTUAL	FY 2018/19 ACTUAL	FY 2019/20 ACTUAL	FY 2020/21 PROPOSED BUDGET	FY 2020/21 PROJECTED YTD	FY 2021/22 PROPOSED BUDGET
Revenues:								
Member Contributions - General	\$ 24,000.00	\$ 64,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00
Member Contributions - Smart Water Expo/H&G Show				12,413.00	18,000.00	13,000.00	13,000.00	-
Member Contributions - AV Fair Conservation Garden				25,000.00	25,000.00	25,000.00	25,000.00	-
Interest Earnings	50.00	11.66	27.04	271.02	305.44	250.00	175.00	200.00
Revenue - Refund/Misc		5.00	-	-	-		-	
Total Revenue	<u>\$ 24,050.00</u>	<u>\$ 64,016.66</u>	<u>\$ 30,027.04</u>	<u>\$ 67,684.02</u>	<u>\$ 73,305.44</u>	<u>\$ 68,250.00</u>	<u>\$ 68,175.00</u>	<u>\$ 30,200.00</u>
Expenditures:								
Insurance (ACWA/JPIA)	\$ 2,182.92	\$ 2,183.10	\$ 2,182.98	\$ 2,183.00	\$ 2,183.00	\$ 2,350.00	\$ 2,183.01	\$ 2,350.00
Memberships (ACWA)	2,385.22	2,510.00	2,635.00	3,165.00	3,680.00	3,750.00	3,680.00	3,750.00
Outreach (Web Site, Community Activities)	4,231.63	30,257.79	5,187.40	15,544.30	444.00	5,000.00	444.00	5,000.00
Miscellaneous (Bank Fees, Refreshments, Etc.)	75.00	-	-	-	-	500.00	-	500.00
Contract Services - Administration	13,712.77	17,046.49	13,413.28	18,518.43	11,209.30	12,000.00	11,209.30	12,000.00
Contract Services - General Projects	-	-	-	-	-			
(A.V. Fair - Conservation Garden)					25,000.00	25,000.00	25,000.00	-
(Home & Garden Show/WaterSmart Expo)					10,000.00	13,000.00	10,000.00	-
Contract Services - Financial Audit	2,000.00	2,000.00	2,000.00	2,500.00	2,500.00	3,500.00	2,500.00	5,000.00
Total Expenditures	<u>\$ 24,587.54</u>	<u>\$ 53,997.38</u>	<u>\$ 25,418.66</u>	<u>\$ 41,910.73</u>	<u>\$ 55,016.30</u>	<u>\$ 65,100.00</u>	<u>\$ 55,016.31</u>	<u>\$ 28,600.00</u>
Net Income (Loss)	<u>\$ (537.54)</u>	<u>\$ 10,019.28</u>	<u>\$ 4,608.38</u>	<u>\$ 25,773.29</u>	<u>\$ 18,289.14</u>	<u>\$ 3,150.00</u>	<u>\$ 13,158.69</u>	<u>\$ 1,600.00</u>
						Member Contribution (General):		10,000.00
Additional Expenditures						AVEK Contribution =		\$ -
						PWD Contribution =		-
						LCID Contribution =		-
						Secondary Member Contribution (Table A basis):		\$ -

Director Wilson was absent from the June 14, 2021 Regular Board Meeting. Agenda Item No. 6.5 has been placed on the Consent Calendar to excuse this absence pursuant to Section 4.07.2 of the District's Rules and Regulations which states, "The Board shall excuse absences by approving such absences pursuant to the Consent Calendar at the next regular Board meeting."

P A L M D A L E W A T E R D I S T R I C T
B O A R D M E M O R A N D U M

DATE: June 22, 2021 **June 28, 2021**
TO: BOARD OF DIRECTORS **Board Meeting**
FROM: Mr. Dennis D. LaMoreaux, General Manager
RE: ***AGENDA ITEM NO. 7.1 – CONSIDERATION AND POSSIBLE ACTION
ON CALIFORNIA SPECIAL DISTRICTS ASSOCIATION BOARD OF
DIRECTORS SEAT A SOUTHERN NETWORK ELECTION FOR THE
2022-2024 TERM. (NO BUDGET IMPACT – GENERAL MANAGER
LaMOREAUX)***

Each of the California Special Districts Association's (CSDA's) six networks has three seats on the Board. Candidates for these seats must be either a Board Member or management-level employee of a member district located in Network. Candidates for the election for Seat A Southern Network for the 2022-2024 term are listed below, and the ballot, candidate statements, and candidate information sheets for each of the candidates are attached. The District is asked to vote for one candidate by July 16, 2021.

The candidates are as follows:

- Joe MacKenzie (incumbent)
Past President, Vista Irrigation District
- Jan Bissell
Vice President, Valley-Wide Recreation and Park District
- Kelly Gregg
Director, Hesperia Recreation and Park District
- Rickey Manbahal
Interim General Manager/Chief Financial & Administrative
Officer, West Valley Water District
- Jo-Anne Martin
President, Placentia Library District
- Paulina Martinez-Perez
Director, South Bay Irrigation District
- Rachel Mason
Chief Executive Officer, Fallbrook Regional Health District
- David Raley
Director, San Bernardino Valley Water Conservation District
- John Skerbelis
President, Rubidoux Community Services District

Supporting Documents:

- CSDA ballot
- Candidate statements and information sheets



CSDA Board of Directors Election Ballot - Term 2022-2024; Seat A - Southern Network

Please vote for your choice

Choose **one** of the following candidates:

- Jo MacKenzie*
- Jan Bissell
- Kelly Gregg
- Rickey Manbahal
- Jo-Anne Martin
- Paulina Martinez-Perez
- Rachel Mason
- David E. Raley
- John Skerbelis

*Incumbent

Please vote for your choice

- ☐ Jo MacKenzie* [\[view details\]](#)
- ☐ Jan Bissell [\[view details\]](#)
- ☐ Kelly Gregg [\[view details\]](#)
- ☐ Rickey Manbahal [\[view details\]](#)
- ☐ Jo-Anne Martin [\[view details\]](#)
- ☐ Paulina Martinez-Perez [\[view details\]](#)
- ☐ Rachel Mason [\[view details\]](#)
- ☐ David E. Raley [\[view details\]](#)
- ☐ John Skerbelis [\[view details\]](#)



RE-ELECT JO MACKENZIE

PROVEN EXPERIENCE LEADING SPECIAL DISTRICTS

- Dedicated
- Fiscally Responsible
- Committed to Special Districts

It has been a privilege to serve on the CSDA Board of Directors representing the Southern Network. I am honored that three years ago you elected me to serve your district. I am asking for your vote again in this election.

I am committed to continue building on the present foundation of CSDA's educational programs, state and federal legislative advocacy, and public outreach. As you know, this year ALL webinars are free to our members. The Special District Leadership Foundation Board has eliminated budget limits for scholarships. This allows all districts to apply for scholarships to attend workshops and conferences in 2021. I serve on both boards and I'm proud that the collaboration between the two boards allows all special districts to take advantage of CSDA's programs.

Serving on the Board of Directors and CSDA committees takes dedication and commitment, and especially a commitment of time. I have a proven record of leadership as both a Board member, a committee member and a chair. I was the PublicCEO Special District Official of the Year 2011 and CSDA Legislative Advocate of the Year 2010.

My proven leadership and public service experience, commitment to fiscal responsibility, and my comprehensive LAFCO and special district knowledge make me the most qualified candidate to represent the Southern Network.

With a passion for and proven experience in leading special districts, I would be honored to continue serving on the CSDA Board of Directors as your Southern Network Director.

✓ **Your district's vote will be greatly appreciated!**

Last day to vote: July 16, 2021



**California Special
Districts Association**

Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information MUST accompany your nomination form and Resolution/minute order:

Name: Jo MacKenzie

District/Company: Vista Irrigation District, *CSDA District of Distinction, Platinum Level*

Title: Director

Elected/Appointed/Staff: Elected

Length of Service with District: 29 years

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

- CSDA Board of Directors, President 2011, Vice President 2010, Treasurer 2008-2009
- CSDA Legislative Advocate of the Year 2010
- Graduate of CSDA Governance Academy
- CSDA Finance Corporation Board of Directors, 2007-present; President 2012, 2013, 2015- present
- Special District Leadership Foundation Board of Directors, Treasurer 2014-present
- Fiscal and Audit Committees; Membership Committee 2011- present; Chair 2020-2021
- Legislative Committee 2004-present; Chair, 2006-2010 and 2012
- CSDA San Diego Chapter, Board of Directors, 1993-present; President 1998-2000
- Attend all Annual Conferences and Legislative Days

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

- ACWA: Past Board Director; Local Government, Chair 2014-2015 and Membership Committee
- ACWA Region 10 Board of Directors, Vice Chair, Alternate Chair, Director 1997-2010
- The California Association of Local Agency Formation Commissions (CALAFCO), Board Member and Legislative Committee member, 2017 - present
- Special District Official of the Year by PublicCEO 2011

3. List local government involvement (such as LAFCO, Association of Governments, etc.):

- San Diego LAFCO, 1994-present, Commissioner 7 years, Chair 2018-2019; Alternate 5 years; Special District Advisory Committee 14 years, Chair 2005 -2009
- City of San Marcos Planning and Traffic Commissions
- Personally initiated the City of San Marcos Budget Review Committee in 1980, Chair 1996-2006

4. List civic organization involvement:

- San Marcos Chamber of Commerce, Lifetime Ambassador
- Graduate Leadership 2000, Cal State San Marcos
- Community Development Associates, Treasurer
- Soroptimist International

****Candidate Statement-**Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot mailing.**



1391 Engineer Street • Vista • California 92081-8840

Phone: (760) 597-3100 • Fax: (760) 598-8757

www.vidwater.org

Board of Directors

Patrick H. Sanchez, *President*

Paul E. Dorey

Jo MacKenzie

Marty Miller

Richard L. Vásquez

Administrative Staff

Brett L. Hodgkiss

General Manager

Lisa R. Soto

Board Secretary

David B. Cosgrove

General Counsel

May 18, 2021

Re: Jo MacKenzie for CSDA Board of Directors, Southern Network, Seat A

Dear Board President:

On February 17, 2021, the Vista Irrigation District (VID) Board nominated Jo MacKenzie to the California Special Districts Association (CSDA) Board of Directors for the Southern Network, Seat A. As President of the Board, I'm requesting that your Board cast its vote for Jo MacKenzie, CSDA Board of Directors. The electronic balloting starts on May 28.

Jo's enthusiasm, commitment, and comprehensive knowledge of special districts have brought a high level of experience to the CSDA Board of Directors. Jo believes it is important that CSDA continue to be the voice of all special districts and build on the present foundation of legislative advocacy, educational programs, and public outreach.

Currently serving on the CSDA Board as a Past President (President, 2011), Jo serves on the CSDA Legislative Committee; she served as the Committee Chair from 2006-2010 and in 2012 and was named Legislative Advocate of the Year in 2010. Jo currently serves as President of the CSDA Finance Corporation, and Treasurer of the Special District Leadership Foundation. She also serves on the CSDA Membership Committee and is very active with the San Diego Chapter of CSDA, serving as its President 1998-2000.

Jo was elected to the VID Board of Directors in 1992 and has since served as President eight times. She is currently a Commissioner on the San Diego Local Agencies Formation Commission (LAFCO) and served as Chair in 2019-2020; Jo has continuously served in various capacities on LAFCO since 1994. She also serves on the California Association LAFCO Board of Directors and is on its Legislative Committee. Jo is a past Board Director for the Association of California Water Agencies and currently serves on its Membership Committee.

Jo is active in her local community, having served on the City of San Marcos Planning Commission, Traffic/Safety Commission, Budget Review Committee and Affordable Housing Task Force. She has also been active in the San Marcos Chamber of Commerce for 30 years, serving as a Board Member and a Life Member Ambassador.

Jo is extremely active and engaged in all aspects of California special districts and her wealth of experience makes her the obvious choice for the Southern Network, Seat A. I urge your Board to vote for Jo MacKenzie to continue her service as Seat A Director for the Southern Network. Thank you for your support!

Very truly yours,

Patrick H. Sanchez

President, Board of Directors



JAN BISSELL

FOR

CSDA BOARD OF DIRECTORS, SEAT A SOUTHERN NETWORK

Hello, my name is Jan Bissell and I am the Vice President of the Valley-Wide Recreation and Park District Board of Directors. I am proud to say that for over 45 years, I have been involved with Valley-Wide Recreation as a volunteer in many capacities from coaching, officiating, organizing fundraisers and being an ambassador of Recreation in the community. My background is in business, but I also had the opportunity to serve as a Recreation Supervisor for 5 years and I was fortunate that both jobs kept me in direct contact with my community.

Last year, I had the honor of being recognized as an Outstanding Board Member for the California Association of Recreation and Park Districts. It is an honor I share with my fellow Board members as it is a reflection of our collective work to ensure the growth and sustainability of our District. With over 80 Parks and community centers and more than 250,000 residents to serve, my focus is on making sure the core of our services continue to reflect and fill the needs of our community.

- **Valley-Wide Recreation and Park District Board Member for 15 years (current)**
- **CIF and Recreation coach and sports official for 40+ years**
- **Outstanding Board Member CARPD 2020**
- **First Baptist Church Board of Trustees for 8 years**
- **First Baptist School Board Member for 4 years**
- **Member of the CIF Board for 25 years**

I am a husband, father, grandfather and a fearless advocate for our community. It is my hope that with your support, I can also be a fearless advocate for your special District.

On Behalf of our Board of Directors and entire Valley-Wide Recreation staff, I respectfully request your District's vote for the nomination to the Board of Directors of the California Special District Association (CSDA).



California Special
Districts Association
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: Jan Bissell

District/Company: Valley-Wide Recreation and Park District

Title: Vice President

Elected/Appointed/Staff: Elected

Length of Service with District: 14 years (1999 - 2010, 2018 - to present day)

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

Attendee of CSDA Conference

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

California Parks and Recreation Society (CPRS), California Association of Recreation Park Districts (CARPD), California Interscholastic Federation (CIF).

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

Valley-Wide Recreation and Park District (VWRPD)

4. List civic organization involvement:

First Baptist School Board, USA Pickleball Association (USAPA), Friends of Valley-Wide Foundation (FOVWF), Local Pony Baseball and Softball Associations.

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**

Kelly J Gregg, Director
Hesperia Recreation and Park District

I have been a lifelong resident of Hesperia since 1971. I served as the voice of the community, and taxpayers on the HRPD Governing Board from 2010-2014 and 2016-current.

- Serves as Director of the Hesperia Recreation and Park District and on several committees: Finance (chair), Tri-Agency (chair), Personnel (v-chair).
- Served as President of the Hesperia Recreation and Park District and on several committees: Budget (chair), Safety and Security (chair), Foundation, and Golf Course.
- Serves on Hesperia City Council Safety Committee (chair).
- Fiscal responsibility and transparency are two main platform goals that take priority when making decisions for any agency or civic organization.

Kelly J Gregg is available to you at (760)985.1193 or by email directorgregg@hesperiaparks.com

Please Vote: Kelly J Gregg for CSDA Director Southern Network



California Special
Districts Association
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: Kelly J Gregg

District/Company: Hesperia Recreation and Park District

Title: Director

Elected/Appointed/Staff: Elected

Length of Service with District: 9 years

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

Have attended several CSDA conferences and workshops.

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

N/A

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

Current chair for City of Hesperia Safety committee.

4. List civic organization involvement:

Member of Elks lodge #2646. Have assisted in many community events.

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**

CANDIDATE STATEMENT

When Mr. Manbahal was hired, WVWD was in a state of financial and administrative turmoil. Under his leadership, WVWD enacted ten major reforms to resolve financial issues, address the numerous negative findings in a previous California State Controller's office audit and deliver greater accountability and savings for ratepayers, resulting in WVWD's receiving of the Special District Leadership Foundation Transparency Certificate of Excellence. As a result of his efforts, including the implementation of the Cal-Card purchasing card program to minimize fraud, WVWD's most recent state audit found no material deficiencies with WVWD's internal controls, management and records.

Even in the face of a decline in revenue due to COVID-19, Manbahal's strong leadership produced a responsible fiscal year 2020-2021 budget that generated \$416,000 in cost savings without raising rates for ratepayers. Recently, Manbahal led WVWD's effort to apply for and secure a U.S. Environmental and Protection Agency loan for capital improvements worth nearly \$25 million.

Before his tenure at WVWD, Manbahal served as director of finance, assistant financial services director and interim finance director for localities throughout California. Prior to that, Manbahal worked as an internal auditor for the County of Los Angeles. Manbahal earned his Master's degree in Public Administration from California State University Northridge and a bachelor's degree in accounting. He also serves as a part-time lecturer at UCLA Extension, leading intensive courses in auditing, accounting and business management.

Given his extensive experience in turning around municipal finances and management, we have no doubt Mr. Manbahal will be a valuable addition to CSDA leadership. Without any reservation, we strongly urge you to consider Mr. Manbahal for the position of CSDA Board of Director Seat A — Southern Network in the coming election. If you have any questions or concerns, please contact Mr. Manbahal directly at smanbahal@wvwd.org or (909) 820-3706.

*Rickey S. Manbahal, MPA
Interim General Manager
Chief Financial & Administrative Officer*



California Special
Districts Association
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: Shamindra "Rickey" Manbahal, MPA

District/Company: West Valley Water District

Title: Interim General Manager, Chief Financial & Administrative Officer

Elected/Appointed/Staff: WVWD Board & Public Affairs Manager Naseem Farooqi

Length of Service with District: 1.7 years

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

Participated in several training Transparency Certificate of Excellence,

Leadership Academy and General Manager Training, attended conferences and is registered for 2021 conference.

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

ACWA, GFOA, CMTA, CSMFO, League of California Cities

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

GFOA and LAFCO

4. List civic organization involvement:

Various Chamber of Commerce activities, Various non-profit participation

Jewish Vocational Service, High Road Training Program

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**



March 15, 2021

President Jo-Anne Martin's background is in aerospace defense, operations and business. She has a bachelor's degree in biopsychology from Vassar College, and a master's degree in Systems Management from the State University of New York at Binghamton.

Jo-Anne Martin served in the US Air Force for 21 years as an Air Battle Manager. During this time she commanded 2 Air Force units, served as a Mission Crew Commander in both the US and NATO Airborne Warning and Control System (AWACS) and was the Pacific Regional Air Defense Commander. President Martin commanded an AWACS crew during the first Gulf War, accumulating over 200 combat flying hours and was awarded an Air Medal for her accomplishments. She is the first female graduate of the USAF Fighter Weapons (Top Gun) School. Her last assignment was at the Pentagon where she directed Congressional, budget and program integration for a \$28 billion portfolio of communications and computer programs. She routinely briefed Congressional staffers, Air Force senior leadership and media.

After retiring from the Air Force, Jo-Anne Martin spent 10 years in the aerospace defense industry. She was a Director of Business Development for The Boeing Company with extensive international as well as domestic responsibilities. Her international experiences span Asia, the Middle East and Europe with multiple tours in South Korea.

President Martin is very active in the local community serving as Associate Director on the Financial Partner's Credit Union Board of Directors, Secretary for Alta Vista's Women's Golf Association, an Elder of the Placentia Presbyterian Church, and as a literacy volunteer at the Placentia Library District. President Martin also regularly volunteers at Charity's Closet and is a past chair and board member of the Homeless Intervention Shelter.

BOARD OF TRUSTEES

Jo-Anne Martin
President

Gayle Carline
Secretary

Sherri Dahl
Trustee

Hilaire Shioura
Trustee

Al Shkoler
Trustee

Jeanette Contreras, M.L.S.
Library Director

PLACENTIA LIBRARY DISTRICT

411 E. Chapman Ave.
Placentia, CA 92870
Phone: 714-528-1925
administration@placentialibrary.org
www.placentialibrary.org



Jo-Anne Martin
President
Placentia Library District
Board of Trustees



California Special
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Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: Jo-Anne Martin

District/Company: Placentia Library District

Title: Board President

Elected/Appointed/Staff: Elected

Length of Service with District: _____

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

I routinely attend the CSDA annual conference, as well as the Legislative Days. I have completed multiple CSDA webinars and training sessions. I also completed CSDA's Board Secretary Workshop.

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

I am a member of the League of Women Voters and the California/Nevada League of Credit Unions.

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

None.

4. List civic organization involvement:

I currently serve as an Associate Director on Financial Partners Credit Union's Board of Directors, as the Secretary for Alta Vista's Women's Golf Association, an Elder of the Placentia Presbyterian Church and as a literacy volunteer for the Placentia Library District. I am also a past chair and board member of the Homeless Intervention Shelter.

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.



SOUTH BAY IRRIGATION DISTRICT
505 GARRETT AVENUE, POST OFFICE BOX 2328
CHULA VISTA, CALIFORNIA 91912-2328
(619) 420-1413 FAX (619) 425-7469
www.sbid.us

BOARD OF DIRECTORS
STEVE CASTANEDA
DIVISION 1
PAULINA MARTINEZ-PEREZ
DIVISION 2
JOSE PRECIADO
DIVISION 3
HECTOR MARTINEZ
DIVISION 4
JOSIE CALDERON-SCOTT
DIVISION 5

Candidate Statement:

I am pleased to share with you my interest in being part of the Board of Directors representing the Southern Network. The Board of Directors for the California Special Districts Association has six major beliefs and I believe I would be an excellent addition that would support the board in being a leading and passionate voice for all special districts.

In order to raise awareness and understanding of what special districts are, the CSDA established the "Districts Make The Difference" campaign. This campaign focuses on creating more visibility and outreach to the public. With its new logos, videos, student contents, etc. the CSDA is demonstrating a newfound commitment to revolutionize, and modernize its efforts. Electing me as the representative of the Southern Network would align with CSDA's most recent push in revitalizing and revamping its efforts to outreach the public.

Undoubtedly, the members of the current Board of Directors are committed to strengthening and supporting the special districts that make up California. However, the strength of a fresh perspective cannot be overstated. As a newly elected Director the South Bay Irrigation District, and the youngest member ever elected, I have been able to bring a new perspective to our governing board. As part of the Board of Directors I would focus on being a member that promotes the ability to look at what can be done, and not only at what has been done.

Professionally, I am a graduate of the University of California, Los Angeles (UCLA) with a major in Political Science and minored in Society and Genetics as well as Biological Anthropology. I also possess a master's degree from Johns Hopkins University and I am currently a public high school biology teacher.

Please feel free to reach me directly at pmp.sbid@gmail.com or 619.361.1647.

Thank you for your time.

Respectfully,

A handwritten signature in black ink, appearing to read "Paulina Martinez-Perez".

Paulina Martinez-Perez



California Special
Districts Association
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: Paulina Martinez-Perez
South Bay Irrigation District
District/Company: Director- Division 2
Title: Elected
Elected/Appointed/Staff: 4 year term- 2020-2024
Length of Service with District: _____

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

Workshops: Getting Oriented: The Critical Nature of Communications in the Public Age

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

Currently the delegate to ACWA representing South Bay Irrigation District, and an alternate representing Sweetwater Authority.

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

N/A

4. List civic organization involvement:

Public school teacher at a heavily civically involved TK-12 systemt that promotes

social justice and civic engagement with all students. Have also participated in fellowship

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**

March 11, 2021

California Special Districts Association

RE: 2021 Board of Directors Election Candidate Statement

To Whom it May Concern,

I respectfully submit this nomination form for consideration to represent the Southern Network of CSDA. My tenure with the Fallbrook Regional Health District has been short in duration, yet I feel that these last two years have been the most rewarding of my professional career. My initial professional life was in the nonprofit industry, so when I switched to a Governmental role, I found a new vocabulary, new rules of operations, and a new ability to provide deep service to my community. Upon entry to this position, I was immediately directed by the Board of Directors, the District's legal counsel and our long-time staffers to engage with CSDA for trainings, education and support. I have been impressed with the education and advocacy provided to members from CSDA and have benefitted from these resources. I believe that while I may be still be considered new to this industry, my broad professional experience and collaboration building abilities could benefit CSDA, my home District and our shared communities.



Rachel A. Mason, M.A., M.S.
Chief Executive Officer
Fallbrook Regional Health District



**California Special
Districts Association**
Districts Stronger Together

2021 BOARD OF DIRECTORS NOMINATION FORM

Name of Candidate: Rachel Mason

District: Fallbrook Regional Health District

Mailing Address: 138 S. Brandon Rd., Fallbrook, CA 92028

Network: Southern Network (see map)

Telephone: Office: 760.731.9187 or Cell: 909.838.8071

(PLEASE BE SURE THE PHONE NUMBER IS ONE WHERE WE CAN REACH THE CANDIDATE)

Fax: 760.731.9131

E-mail: rmason@fallbrookhealth.org

Nominated by (optional): Jennifer Jeffries, FRHD Board Treasurer

Return this form and a Board resolution/minute action supporting the candidate and Candidate Information Sheet by mail or email to:

CSDA
Attn: Amber Phelen
1112 I Street, Suite 200
Sacramento, CA 95814
(877) 924-2732

amberp@csda.net

DEADLINE FOR RECEIVING NOMINATIONS – March 29, 2021

David E. Raley
Director, SBV Water Conservation District/ Retired Credit Union CEO, Retired Colonel

I have demonstrated my leadership and organizational commitment in rising from Aviation Cadet to a Colonel in the US Air Force. I demonstrated the same skills when I was elected to the Conservation District Board against a 16 year talented and effective Board Member.

My leadership skills and financial expertise have ensured cost effective protection of critical ground water resources in the San Bernardino Valley Water Conservation District.

I am a Vietnam Pilot Combat Veteran and a retired USAF Colonel after enlisting as an Aviation Cadet with a Trade High School Diploma.

As your Representative I will use these same skills and commitment to maintain and enhance the operation of the CSDA Board of Directors, Seat A, Southern Network Representative

I have continued to insist the District had effective fiscal controls to build and maintain a permanent strong financial position that ensures the viability of the District and its important endeavors.

"Helping Nature Store Our Water" is our Water District's motto. I have actively promoted and supported projects to enhance water capture and to ensure all the available State Project water is stored in the Bunker Hill Basin.

I have provided significant contributions to our District's effort to protect endangered species, public access to trails so all can enjoy the community's upper Santa Ana River resources and local aggregate supplies in support of the local economy.

Qualifications: Master's Degree in Business Administration from Arizona State University, President/CEO, Norton (Alta Vista) Credit Union, President, Crafton Hills College Foundation, Redlands Police Civilian Patrol, 3 years as Chairman of the Volunteer Governing Committee, City of Redlands Technical and Professional Volunteer of the Year and President of the San Bernardino Valley Conservation Trust.

I ask for your vote.

Thank you.

909.798.9248



**California Special
Districts Association**
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: David E. Raley

District/Company: San Bernardino Valley Water Conservation District

Title: Director

Elected/Appointed/Staff: Elected

Length of Service with District: 11 years

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

I have taken Governance Training through CSDA.

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

Our District is currently a member of ACWA.

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

Please see attached statement.

4. List civic organization involvement:

Please see attached statement.

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**

CANDIDATE STATEMENT

JOHN SKERBELIS

Unique to Rubidoux Community Services District (“Rubidoux”) is its history as the state of California’s first community services district, formed in 1952. Rubidoux was within an unincorporated area of western Riverside County and now provides approximately 35,000 people with water, sewer, fire protection, trash, weed abatement, and street light services. These services in part helped enable the area to develop and grow, eventually leading into the incorporation of the area as the City of Jurupa Valley on July 1, 2011. Rubidoux continues to provide services consistent with its formation in 1952 and as a CSDA Member appreciates the support CSDA provides in many ways.

John Skerbelis is a Director on Rubidoux’s Board of Directors and currently the Board President. He is seeking election to CSDA’s Board of Directors and is asking for support from fellow CSDA Southern Network Members.

Examples of Director Skerbelis’ local community service experience include -

- Elected to Board of Directors of Rubidoux in 2007 and past Board President twice
- Member of Riverside County Solid Waste Management Advisory Council – 7 years
- Recognized by Riverside County Board of Supervisors for outstanding performance related to the illegal dumping task force (AB 1822 and AB 1924)
- Worked for Riverside County Department of Environmental Health - 8 years
- Local business owner
- Coordinated with Congressman Calvert and Takano to secure FEMA funds for Rubidoux

With his experience and diversity of public service, Director Skerbelis would be a meaningful member of CSDA’s Board of Directors. When submitting your vote in the upcoming vote for CSDA Board of Director Seat A – Southern Network, it is requested you consider John Skerbelis for your vote. Thank you.



California Special
Districts Association
Districts Stronger Together

2021 CSDA BOARD CANDIDATE INFORMATION SHEET

The following information **MUST** accompany your nomination form and Resolution/minute order:

Name: John Skerbelis

District/Company: Rubidoux Community Services District

Title: Director

Elected/Appointed/Staff: Elected

Length of Service with District: 8 years

1. Do you have current involvement with CSDA (such as committees, events, workshops, conferences, Governance Academy, etc.):

None

2. Have you ever been associated with any other state-wide associations (CSAC, ACWA, League, etc.):

None

3. List local government involvement (such as LAFCo, Association of Governments, etc.):

Riverside County Solid Waste Advisory Committee

Rubidoux Community Services District - Board of Directors

4. List civic organization involvement:

Past involvement with Riverside County Dept of Environmental Health on Community clean ups

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after March 29, 2021 will not be included with the ballot.**



Hotel and Travel Accommodations

Event Name/Date:

2021 WateReuse California Annual Conference/September 19 - 21, 2021

CONTACT INFORMATION

First Name

Last Name

Date

ACCOMMODATION INFORMATION

Rooms and rates are subject to availability. Complete and submit this form as soon as possible to guarantee a room at the host hotel. In the event that the host hotel is booked, every effort will be made to secure a room at the closest hotel within comparable rates to the event discounted rate.

Arrival Date

Departure Date

No. of guests

Room Type

Do you require a smoking room?

☐ Yes ☐ No

Do you need transportation from the airport to the hotel?

☐ Yes ☐ No

Flight Number

Time

ADDITIONAL INFORMATION/REQUESTS

Staff Representative



2021 WaterReuse California
ANNUAL CONFERENCE
SEPT 19-21, 2021 • LOS ANGELES

**BUILDING A RESILIENT
FUTURE TOGETHER**

Do not miss the 2021 WaterReuse California Annual Conference! Join us in-person at the JW Marriott LA Live in Los Angeles or participate virtually from the comfort of your office. Our Annual Conference is where California's water recycling community comes together each year to learn, network, and discover the latest trends in the design, management, operation, and use of water recycling facilities and projects. **Register Today!**

Education and Networking

The in-person program will include 48 technical sessions, seven panel presentations, two tours, and many networking opportunities. For those who don't wish to attend in person, all major sessions will be simulcast and each technical session will be available on the virtual conference platform. The full program will be posted soon!

Opening Session

Welcome Remarks

Paul Sciuto

President, WaterReuse California



After coming on as Deputy General Manager of Monterey One Water in September 2014, Paul Sciuto took over as General Manager in June 2015 and has been key to strengthening and maximizing the Agency's commitment to the community. Under his leadership, Monterey One Water moved to modernize, increase efficiency and accountability, and promote new and innovative thinking. Paul has worked in the potable water, wastewater, and recycled water sectors for more than 25 years.

Keynote Speaker
E. Joaquin Esquivel
Water Board Chair



E. Joaquin Esquivel was appointed to the State Water Resources Control Board by Governor Jerry Brown in March 2017 and designated by Governor Gavin Newsom as Chair in February 2019. Previously, he served as Assistant Secretary for federal water policy at the California Natural Resources Agency in the Governor's Washington, D.C. office, where he facilitated the development of policy priorities between the agency, the Governor's Office, the California Congressional delegation, and federal stakeholder agencies.

Networking Events

Awards Luncheon

Monday, September 20, 12 pm

Join us for a presentation of the California Awards of Excellence as WateReuse California recognizes agencies, customers, and individuals that have demonstrated exceptional leadership in advancing water recycling in California.

President's Reception

Monday, September 20, 6:00 – 7:30 pm

Join us as we roll out the red carpet for a Hollywood-style, poolside President's Reception.

Gordon Cologne Breakfast

Tuesday, September 21, 8:00 – 9:30 am

The breakfast is named in honor of Judge Gordon Cologne, who championed the Porter-Cologne Water Quality Control Act and later served as WateReuse California's first legislative advocate. The Gordon Cologne award honors exceptional water reuse advocacy in the state.

Facility Tours



Albert Robles Center for Water Recycling and Environmental Learning **In-Person Tour**

Sunday, September 19, 12:00 pm

Capacity: Limited to 50 people

Fee: Included in registration

Join us for a tour of the **Albert Robles Center (ARC) for Water Recycling and Environmental Learning**. A bus will be loading from the JW Marriott at noon for a 25-minute trip to ARC, a multipurpose site which encapsulates the Water Replenishment District's (WRD) commitment to community and sustainability.

Once at the facility, participants will receive a boxed lunch and learn more about the facility, which produces 14 million gallons per day of advanced treated water. This water is used to help replenish groundwater resources that provide 50 percent of the drinking water for over four million residents in southern Los Angeles County.

Tour participants will also visit the demonstration garden, see a working model of the San Gabriel River spreading grounds, and experience interactive exhibits in a fully digital learning center.

ARC has also been awarded LEED Platinum Certification, the highest rating offered to environmentally sustainable buildings through its innovative design to optimize the efficient use of water and energy.

Tour participants will be back at the JW Marriott no later than 4:00 pm.



Regional Recycled Water Advanced Purification Center **Live Hosted Virtual Tour**

Sunday, September 19, 1:00 pm

Fee: Included in registration

Join us for a live hosted virtual tour of the **Regional Recycled Water Advanced Purification Center** in Carson, a state-of-the-art demonstration facility that could lead to one of the largest advanced water treatment plants in the world.

This 0.5 million-gallon-per-day demonstration facility is a partnership of The Metropolitan Water District of Southern California and the Los Angeles County Sanitation Districts. It features an innovative purification process that includes membrane bioreactors followed by reverse osmosis and ultraviolet light/advanced oxidation process.

The Advanced Purification Center is a key facility for the agencies' Regional Recycled Water Program, which could produce up to 150 million gallons of purified water daily, or enough water for 500,000 homes. This water could replenish groundwater basins used for drinking, be delivered to industries, and potentially be used for direct potable reuse through raw water augmentation.

During this interactive tour, you will learn more about the Advanced Purification Center, its innovative purification process, and the importance of purified recycled water to Southern California's future.

Registration

There are two ways to participate in the 2021 WaterReuse California Annual Conference. Join us in-person September 19-21 at the JW Marriott Hotel in Los Angeles or participate virtually from the comfort of your office. In-person registration includes access to the on-demand, virtual content. [Register now](#) to reserve your space!

Register Early and Save

Register by **July 16, 2021** to take advantage of the discounted early-bird registration rates.

Registration Rates:

	Member Early-Bird Rate	Member Standard Rate	Non-Member Early-Bird Rate	Non-Member Standard Rate
In-Person and Virtual	\$525	\$550	\$575	\$600
Virtual Only	\$190	\$240	\$240	\$290
Speaker: In- Person and Virtual	\$450	\$450	\$450	\$450
Speaker: Virtual Only	\$150	\$150	\$150	\$150

Early-bird registration rates are available through July 16, 2021.

Member Discounts

Please log in or [create an account](#) to receive the member discount. You are eligible for the member rate if your employer is a [Member Organization](#). If you need login help, please contact [Member Services](#).

COVID-19 Liability Waiver and Release

Our event partners are following all site-specific COVID-19 safety measures as recommended by public health agencies. These recommendations continue to evolve as more information becomes available. Registrants for the 2021 WaterReuse California Conference are required to agree to the WaterReuse Association's [COVID-19 Liability Waiver and Release](#), which states, in part, that you release and waive all claims against WaterReuse and our event partners related to COVID-19 exposure in connection with your in-person participation in this event. Please review the terms carefully before you agree to them.

WaterReuse Cancellation Policies

Attendees: All cancellation and transfer requests must be submitted in writing at least ten business days prior to the start of the event. A \$75 administrative fee will be deducted from refunds on cancellations and there is no fee to transfer a registration. After the deadline there are no refunds or transfers permitted. There will be no refund for no-shows. All registrations refunds or transfers should be sent to Alicia Rutherford, arutherford@watereuse.org.

Exhibitors and Sponsors: Cancellation of exhibit space or sponsorships must be made in writing to the WaterReuse office. Cancellations received on or before thirty days prior to the start of the event will receive a 50% refund. Cancellations received after that date will receive no refund. All cancellations should be sent to Alicia Rutherford, arutherford@watereuse.org.

Hotel Reservations

Book your room for the 2021 WaterReuse California Annual Conference using the [online reservations system](#). You can book, modify or cancel your hotel reservations online.

JW Marriott Hotel Los Angeles at L.A. LIVE

900 West Olympic

Los Angeles, CA 90015

Telephone: (877) 622-3056

Room Rate: \$279 per night



Hotel and Travel Accommodations

Event Name/Date:

WaterSmart Innovations Conference & Exposition/October 6 - 7, 2021

CONTACT INFORMATION

First Name

Last Name

Date

ACCOMMODATION INFORMATION

Rooms and rates are subject to availability. Complete and submit this form as soon as possible to guarantee a room at the host hotel. In the event that the host hotel is booked, every effort will be made to secure a room at the closest hotel within comparable rates to the event discounted rate.

Arrival Date

Departure Date

No. of guests

Room Type

Do you require a smoking room?

☐ Yes ☐ No

Do you need transportation from the airport to the hotel?

☐ Yes ☐ No

Flight Number

Time

ADDITIONAL INFORMATION/REQUESTS

Staff Representative

WATERSMART INNOVATIONS

CONFERENCE & EXPOSITION

LAS VEGAS

Oct. 6-7, 2021

Registration now open for 13th WaterSmart Innovations Conference and Exposition

Marking the beginning of a return to a live, in-person event, the WaterSmart Innovations (WSI) Conference and Exposition today opened “early bird” full-conference registration with a special discount in effect through June 30.

Registrants can take advantage of the special \$335 fee by clicking the link on the right and entering the authorization code gettheworm. Beginning July 1, the full-conference registration fee will be increased to \$395. WSI is scheduled for Oct. 6-7 at the South Point Hotel and Conference Center in Las Vegas. Because attendance may be limited for this year’s conference and expo, prospective WSI attendees are encouraged to register as soon as possible.

WSI will again feature comprehensive professional sessions, an expo hall highlighting the most innovative water-efficiency products and services, and myriad networking opportunities with professionals from around the world.

The 2021 edition of WSI signals a safe return to an in-person, face-to-face event.



South Point Hotel and Conference Center
9777 Las Vegas Blvd. South
Las Vegas, NV 89123

WaterSmart Innovations is being held at the South Point Hotel and Conference Center located in the heart of the premiere southwest Las Vegas valley, just minutes away from the famous Las Vegas Strip. Some of our many amenities include a 16-screen Century Theatre movie complex, 64-lane bowling center and a handful of restaurants that cater to all appetites and tastes. Our casino features a large selection of table games and the latest slot and video poker machines. Our distinctive hotel features spacious rooms and suites with 42-inch LED televisions, Point Plush mattresses and Wireless Fidelity throughout. A unique feature to this property is its Equestrian Center, which is the finest horse facility in the country. South Point also has a fabulous 400-seat showroom that features headliner entertainment and dancing to live bands on weekends. Stop by the South Point Hotel, Casino and Spa today, we are sure you will want to stay.

Reservations for hotel rooms.

Room Rates :

Sunday - Thursday: \$75.00 | 13.38% Room Tax (Room Tax Subject to Change) | \$14.00 Per Night Resort Fee (Reduced Resort Fee)

Friday & Saturday: \$130.00 | 13.38% Room Tax (Room Tax Subject to Change) | \$14.00 Per Night Resort Fee (Reduced Resort Fee)

Please note: If you book outside of WaterSmart Innovations block, the resort fee will be \$21 per night.

Reservations must be made by September 12, 2021 to receive Group rates and benefits.

To reserve your room please call the South Point directly at 866-791-7626. Reference group code WAT2021 for best rates available. To reserve your room online, please use this [link](#).

RE: AGENDA ITEM NO. 7.3 – DISCUSSION ON TEMPORARY APPROACH TO NEW CAL-OSHA RULES FOR PALMDALE WATER DISTRICT OPERATIONS. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)

A verbal report on this item will be provided at the Board meeting.

PALMDALE RECYCLED WATER AUTHORITY (PRWA)

**MINUTES APRIL 19, 2021
PALMDALE RECYCLED WATER AUTHORITY (PRWA)
HELD AT CITY OF PALMDALE
CITY HALL COUNCIL CHAMBER
38300 SIERRA HIGHWAY, SUITE B
PALMDALE, CALIFORNIA
6:00 P.M.
www.cityofpalmdale.org
www.palmdalewater.org**

1. CALL TO ORDER.

Director Dino called the meeting to order at 6:00 p.m.

2. PLEDGE OF ALLEGIANCE.

3. ROLL CALL: DIRECTORS VINCENT DINO, AUSTIN BISHOP, JUAN CARRILLO, DON WILSON, AND ZAKEYA ANSON

Alternate Director Mac Laren-Gomez served in place of Director Wilson who was not present.

PRESENT: Directors Dino, Carrillo, Bishop, Mac Laren-Gomez, and Anson

All Directors were present (either in person or telephonically) and were able to participate in all matters.

4. ADMINISTRATION OF OATH OF OFFICE. – (Staff Reference: Acting Authority Secretary Faber).

Acting Authority Secretary Faber administered the Oath of Office to Director Zakeya Anson and Alternate Director Kathryn Mac Laren-Gomez

5. CONSENT CALENDAR – PUBLIC COMMENTS ONLY:

Public Comments: None.

6. CONSENT CALENDAR:

- 6.1 Approve the Minutes from the previous meeting held on February 17, 2021. (Staff Reference: Acting Authority Secretary Faber)
- 6.2 Approve receipt and filing of the Treasurer's Report for the three months ending March 31, 2021. (Staff Reference: Treasurer-Auditor Williams)
- 6.3 Approve receipt and filing of the Investment Report for the quarter ending March 31, 2021. (Staff Reference: Treasurer-Auditor Williams)

Motion: Move to approve the recommendations and findings on all items listed under this Consent Calendar.

Moved by Director Mac Laren-Gomez, seconded by Director Bishop.

Vote: (5-0)

Yes: Directors Dino, Carrillo, Bishop, Mac Laren-Gomez, and Anson

7. ACTION CALENDAR:

- 7.1 Consideration and possible action to suspend activity on Phase II of the Recycled Water Facilities Master Plan adopted January 21, 2015 (Staff Reference: Executive Director LaMoreaux)

Executive Director LaMoreaux presented information on this item and gave a brief background regarding the financing of the Phase II Recycled Water Facilities Master Plan. Director LaMoreaux stated that the regulating environment has changed.

Director Bishop asked questions regarding potable water and whether we would lose our funding. Executive Director LaMoreaux spoke regarding the bulk water station and how, with proper training the same type of setup could be used for recycled water. Executive Director LaMoreaux stated that the \$900,000 that PRWA was awarded for Phase II could be redistributed to other projects on the list within the region.

Director Mac Laren-Gomez spoke about the Measure that was just voted on and stated that a portion of the money was supposed to go to this project and that we need to have something to show for all the money that has been spent. Executive Director LaMoreaux stated we would be going from 2,100-acre foot put to use we will be at 10,000-acre foot put to use. He also stated that suspending the work on Phase II does not mean

eliminating Phase II. There will be advancements in technology so it will cost more moving forward, but we can come back and redo the Master Plan and possibly go forward with a different focus.

Assistant Executive Director Heffernan stated that the City absolutely wants to continue and maintain the relationship with Palmdale Water District. He also spoke about the expanded flexibility one we the purple pipe in the ground. Director Mac Laren-Gomez spoke regarding the partnership with the City and the importance of highlighting the flexibility of going this route, how it will keep our parks green, and the importance of getting that information out to the public.

Public Comments: None.

Motion: Move to approve the suspension of activity on Phase II of the Recycled Water Facilities Master Plan adopted January 21, 2015.

Moved by Director Bishop, seconded by Director Carrillo.

Vote: (5-0)

Yes: Directors Dino, Carrillo, Bishop, Mac Laren-Gomez, and Anson

- 7.2 Consideration and Possible Action to adopt Resolution No. PRWA 2021-001 Authorizing the Adoption of the Revised Palmdale Recycled Water Authority 2021 Annual Budget. (Staff Reference: Executive Director LaMoreaux)

Public Comments: None.

Motion: Move to adopt Resolution No. PRWA 2021-001 adopting the revised Palmdale Recycled Water Authority 2021 Annual Budget.

Moved by Director Mac Laren-Gomez, seconded by Director Carrillo.

Vote: (5-0)

Yes: Directors Dino, Carrillo, Bishop, Mac Laren-Gomez, and Anson

8. NON-AGENDA ITEMS - PUBLIC COMMENTS:

Public Comments: None.

9. DIRECTOR REQUESTS FOR NEW AGENDA ITEMS:

Director Bishop requested a report on potable water.

10. INFORMATIONAL REPORT OF THE BOARD OF DIRECTORS, EXECUTIVE DIRECTOR, AND ASSISTANT EXECUTIVE DIRECTOR.

There were no information reports.

11. ADJOURNMENT.

Director Dino adjourned the meeting at 6:43 p.m. to May 17, 2021 at 6:00 p.m. at the City of Palmdale City Hall Council Chamber located at 38300 Sierra Highway, Suite B, Palmdale, California.

PASSED, APPROVED, and ADOPTED this 21st day of June 2021.

Vincent Dino
Chair

ATTEST:

Roxanne Faber
Acting Authority Secretary

MINUTES OF MEETING OF THE FINANCE COMMITTEE OF THE PALMDALE WATER DISTRICT, MAY 19, 2021:

A meeting of the Finance Committee of the Palmdale Water District was held Wednesday, May 19, 2021, at 2029 East Avenue Q, Palmdale, CA 93550 and via teleconference. Chair Wilson called the meeting to order at 1:30 p.m.

1) Roll Call.

Attendance:

Committee:

Don Wilson, Chair

Gloria Dizmang, Committee Member

Others Present:

Dennis LaMoreaux, General Manager

Adam Ly, Assistant General Manager

Mike Williams, Finance Manager

Judy Shay, Public Affairs Director

Dennis Hoffmeyer, Accounting Spvsr.

Bob Egan, Financial Advisor

Dawn Deans, Executive Assistant

1 member of the public

2) Adoption of Agenda.

It was moved by Committee Member Dizmang, seconded by Chair Wilson, and unanimously carried by all members of the Committee present at the meeting to adopt the agenda, as written.

3) Public Comments for Non-Agenda Items.

There were no public comments for non-agenda items.

4) Action Items: (The Public Shall Have an Opportunity to Comment on Any Action Item as Each Item is Considered by the Committee Prior to Action Being Taken.)

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held April 21, 2021.

It was moved by Committee Member Dizmang, seconded by Chair Wilson, and unanimously carried by all members of the Committee present at the meeting to approve the minutes of the Finance Committee meeting held April 21, 2021.

4.2) Discussion and Overview of Cash Flow Statement and Current Cash Balances as of April 2021. (Financial Advisor Egan)

Financial Advisor Egan provided an overview of the Investment Funds Report through April 2021; the detailed March to April 2021 Major Account Activity Report, including assessments received, interest, capital improvement fees received, and transfers; and the April 2021 Cash Flow Statement, including the deletion of the Palmdale Recycled Water Authority payment and the projected year-end balance followed by discussion of additional capital improvement fees received and Department of Water Resources' refunds.

4.3) Discussion and Overview of Financial Statements, Revenue, and Expense and Departmental Budget Reports for April 2021. (Finance Manager Williams)

Finance Manager Williams reviewed in detail the balance sheet, profit and loss statement and trends, quarter to quarter comparisons, and revenue and expense analysis reports for the period ending April 2021 and stated that most departments are operating at or below the targeted expenditure percentage of 33%.

4.4) Discussion and Overview of Committed Contracts Issued. (Finance Manager Williams)

Finance Manager Williams provided an overview of the Contractual Commitments and Needs Report for new and replacement capital projects, consulting and engineering support projects, new and replacement equipment, water quality fee funded projects, committed and projected capital expenditures, and the payout summary for the Water Revenue Bond Series 2018A through April 2021.

4.5) Presentation on 2021 Bond Issue. (Finance Manager Williams/Financial Advisor Egan/Mark Northcross, NHA Advisors)

Mr. Mark Northcross, NHA Advisors, provided an overview of the proposed 2021 bond issue, including capital projects proposed through 2024 and potential completion dates for these projects, issuing a \$10 million bond in 2021 and a \$10 million bond in 2023 based on the timeline for these projects, structuring the new debt to minimize ratepayer impact, the payback timeline, projected Debt Service Coverage through 2025, the District's credit rating, delinquency rates of other agencies compared to the District's due to COVID-19, and the proposed bond schedule.

5) Reports.

5.1) Finance Manager Williams:

a) The Effect of COVID-19 Event.

Finance Manager Williams stated that due to COVID-19 events, as of April 30, 2021, there were 1,546 single family accounts with a balance of \$50 or more and over sixty days past due with a total past due amount of \$852,624 compared to 1,619 accounts at March 31, 2021 with an outstanding balance of \$846,200 indicating the number of delinquent accounts may be stabilizing and 806 accounts at April 30, 2021 with an outstanding balance of \$194,890 and that cash received for April 2021 was \$115,303 less than March 2021, \$26,597 higher than February 2021, and \$291,781 higher than April 2020.

b) Revenue Projections.

He then stated that 2021 revenue is ahead of projections by approximately \$541,000 as of April 30, 2021.

f) Status on 2020 Audit.

He then stated that staff continues to upload the requested documents for the 2020 Audit and that the estimated completion date for the Audit is June 15, 2021.

5.2) Financial Advisor Egan:

a) Debt Service Coverage Status.

Financial Advisor Egan stated that the Debt Service Coverage for May 2020 to April 2021 is 2.12.

6) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

7) Date of Next Committee Meeting.

It was determined that the next Finance Committee meeting will be held June 17, 2021 at 4:00 p.m.

8) **Adjournment.**

There being no further business to come before the Finance Committee, the meeting was adjourned at 2:16 p.m.



Chair

**MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE
WATER DISTRICT, MAY 20, 2021:**

A meeting of the Personnel Committee of the Palmdale Water District was held Thursday, May 20, 2021, at 2029 East Avenue Q, Palmdale, CA 93550 and via teleconference. Chair Mac Laren-Gomez called the meeting to order at 10:00 a.m.

1) Roll Call.

Attendance:

Committee:

Kathy Mac Laren-Gomez, Chair
Amberrose Merino,
Committee Member

Others Present:

Dennis LaMoreaux, General Manager
Adam Ly, Assistant General Manager
Jennifer Emery, Human Resources Director
Judy Shay, Public Affairs Director
Chris Bligh, Facilities Manager
Dr. Bill Mathis, Board Consultant
Dawn Deans, Executive Assistant
0 members of the public

2) Adoption of Agenda.

It was moved by Committee Member Merino, seconded by Chair Mac Laren-Gomez, and unanimously carried by all members of the Committee present at the meeting to adopt the agenda, as written.

3) Public Comments for Non-Agenda Items.

There were no public comments for non-agenda items.

4) Action Items: (The Public Shall Have an Opportunity to Comment on Any Action Item as Each Item is Considered by the Committee Prior to Action Being Taken.)

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held April 15, 2021.

It was moved by Committee Member Merino, seconded by Chair Mac Laren-Gomez, and unanimously carried by all members of the Committee present at the meeting to approve the minutes of the Personnel Committee meeting held April 15, 2021, as written.

4.2) Consideration and Possible Action on a Recommendation on Updated Job Descriptions for the Facilities Department. (No Budget Impact – Human Resources Director Emery)

Human Resources Director Emery provided an overview of the revised job descriptions for the Facilities Department, and after a brief discussion of the job descriptions and of succession planning, it was moved by Committee Member Merino, seconded by Chair Mac Laren-Gomez, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendation to approve the updated job descriptions for the Facilities Department and that they be presented to the full Board for consideration at the June 14, 2021 Regular Board Meeting.

5) Reports:

5.1) Human Resources Director Emery:

a) Personnel Policy Effects of COVID-19 Event.

Human Resources Director Emery provided an overview of staff's efforts regarding COVID-19, including upcoming Los Angeles County and OSHA requirements regarding masks, ensuring proper staffing at all times, anonymous surveys regarding the vaccination rate for staff to determine a safe level of staffing, indoor gatherings still being strongly discouraged, telecommuting for office staff being encouraged, quarantine requirements for the fully vaccinated, and current state mask guidelines and quarantine requirements for the unvaccinated.

Assistant General Manager Ly then stated that 50% of District staff are vaccinated; that the concern is maintaining District operations if the remaining 50% contract COVID-19; and that requiring District staff to be vaccinated may be brought to the Board for approval followed by discussion of maintaining current COVID-19 restrictions and potential liability for agencies requiring vaccinations.

6) Public Comments on Closed Session Agenda Matters.

There were no public comments on closed session agenda matters.

7) Closed Session Under:

7.1) Government Code §54957:

- a) **Public Employee Performance Evaluation: General Legal Counsel.**
- b) **Public Employee Performance Evaluation: General Manager.**

At 10:22 a.m., Chair Mac Laren-Gomez called for a closed session pursuant to Government Code §54957: a) Public Employee Performance Evaluation: General Legal Counsel and b) Public Employee Performance Evaluation: General Manager. She reconvened the Regular Committee Meeting at 11:08 am.

8) Public Report of Any Action Taken in Closed Session.

Chair Mac Laren-Gomez reported that a closed session was held pursuant to Government Code §54957 to confer with Board Consultant Mathis regarding: a) Public Employee Performance Evaluation: General Legal Counsel and b) Public Employee Performance Evaluation: General Manager and proposed increases.

9) Board Members' Requests for Future Agenda Items.

There were no requests for future agenda items.

10) Date of Next Committee Meeting.

It was stated that the next Personnel Committee meeting will be held June 17, 2021 at 9:00 a.m.

11) Adjournment.

There being no further business to come before the Personnel Committee, the meeting was adjourned at 11:11 a.m.


Chair

RE: *AGENDA ITEM NO. 8.2.a – JUNE 2021 GENERAL MANAGER REPORT*

Continue providing transparency to our ratepayers

Promote and support leadership training and professional development programs to enhance the District's customers' experience

Ensure employees are trained on the Strategic Plan and the District's Values of Diversity, Integrity, Teamwork, and Passion

Improve safety for Directors, employees, and customers

Develop career paths at the District for interns and pursue state and federal funding for intern programs

Involve employees in community engagement and professional platforms



Systems Efficiency: *Independence, Technology, Research*

Explore energy independence and evaluate the feasibility of energy options, including wind and solar

Incorporate more energy efficient technologies into the District's infrastructure

Advance new technologies to increase treatment efficiencies, including the use of Granular Activated Carbon (GAC)

Research state-of-the-art treatment techniques to help with systems efficiency and flexibility in using recycled water and surface water

Enhance technologies to increase efficiencies

Re-evaluate Lake Palmdale by-pass pipeline and pursue funding options

Improve Palmdale Ditch to reduce water loss



Financial Health and Stability: *Strength, Consistency, Balance*

Pursue grant funding for District projects and operations

Maintain the five-year financial plan adopted as part of the 2019 Water Rate Study, including the five-year Capital Improvement Plan

Build adequate reserve levels and achieve high-level bond rating

Seek potential revenue sources from vacant District properties

Monitor finances, operations, and projects affected by emergencies

Digitize and document departmental workflows



Regional Leadership: *Engage, Lead, Progress*

Increase involvement with water, business, and community partnerships

Provide opportunities for local businesses to contract with the District

Expand the Greater Antelope Valley Water Emergency Coalition by continuing to collaborate with neighboring water agencies and moving to include more agencies outside of the Antelope Valley

Develop working relationships and mutually beneficial projects with other water agencies in the District's state and federal representatives' districts

Develop events or activities with lessees of District properties

Host a 100th anniversary celebration for a fully re-opened Littlerock Dam and Reservoir recreation area in 2024



Customer Care, Advocacy and Outreach: *Promote, Educate, Support*

Enhance customers' experience through communication and feedback

Evaluate, develop, and market additional payment options

Develop the District's Public Outreach Plan and increase public awareness of current programs and services

Develop partnerships with various agencies to distribute information about resources available to the public

Engage elected officials and the public on the importance of local, state, federal, and global water reliability issues

Expand the District's social media platforms and find new avenues to share information and news

Plan and convert to an Advanced Metering Infrastructure (AMI) to increase customers' knowledge of water use

Continue to promote and expand school water education programs

Overview

This report also includes charts that show the effects of the District's efforts in several areas. They are organized within each strategic initiative and include status of the State Water Resources Control Board's (SWRCB) former long-term conservation orders (20 x 2020), the District's total per capita water use trends, 2021 actual water production and customer use graph, mainline leaks, and the water loss trends for both 12- and 24-month running averages.



Water Resource Reliability *Resilience, Development, Partnership*

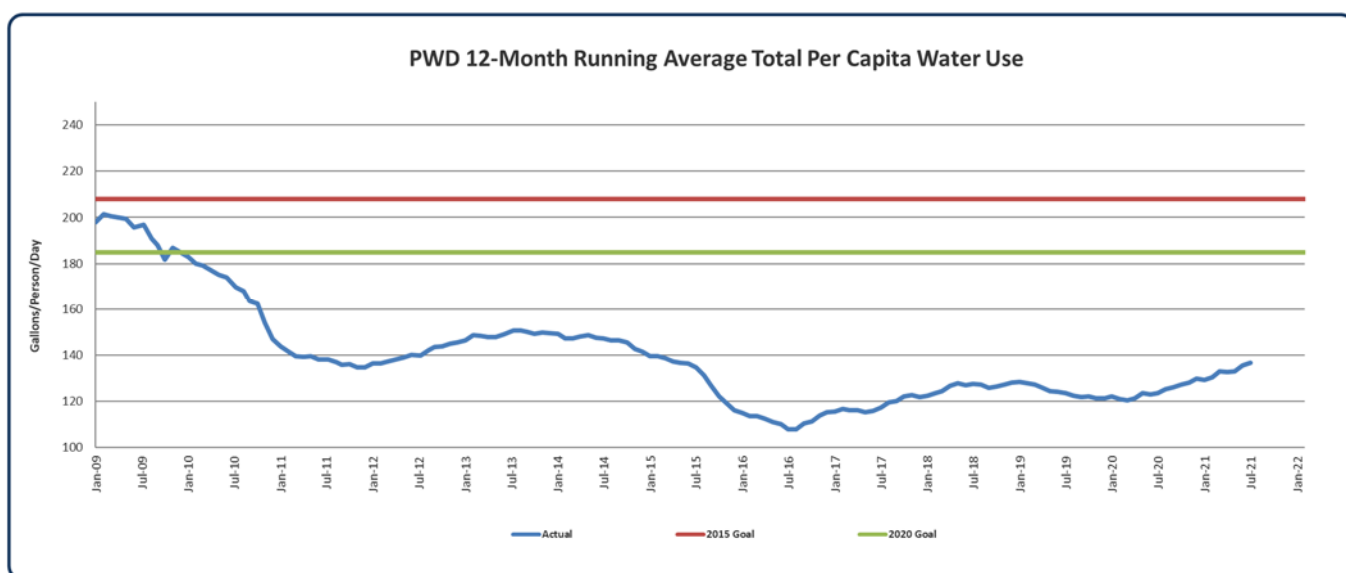
This initiative includes conservation efforts, water supply projects, and water planning.

Recent highlights are as follows:

State Water Resources Control Board (SWRCB) Activities

The 20 x 2020 per capita reduction goals passed by the legislature in 2009 with new long-term water budgeting requirements have now been replaced with new requirements and water agency water budgets. These follow through on the “Making Water Conservation a California Way of Life” plan. The District expects to easily comply with the new requirements as they are based on the same philosophy as the District’s water budget rate structure. More will be known as Kennedy/Jenks works with staff to complete the 2020 Urban Water Management Plan. This report will be brought to the Board for approval in June. Until these criteria are finalized, the customers’ performance is shown in this report using the 20 x 2020 requirements.

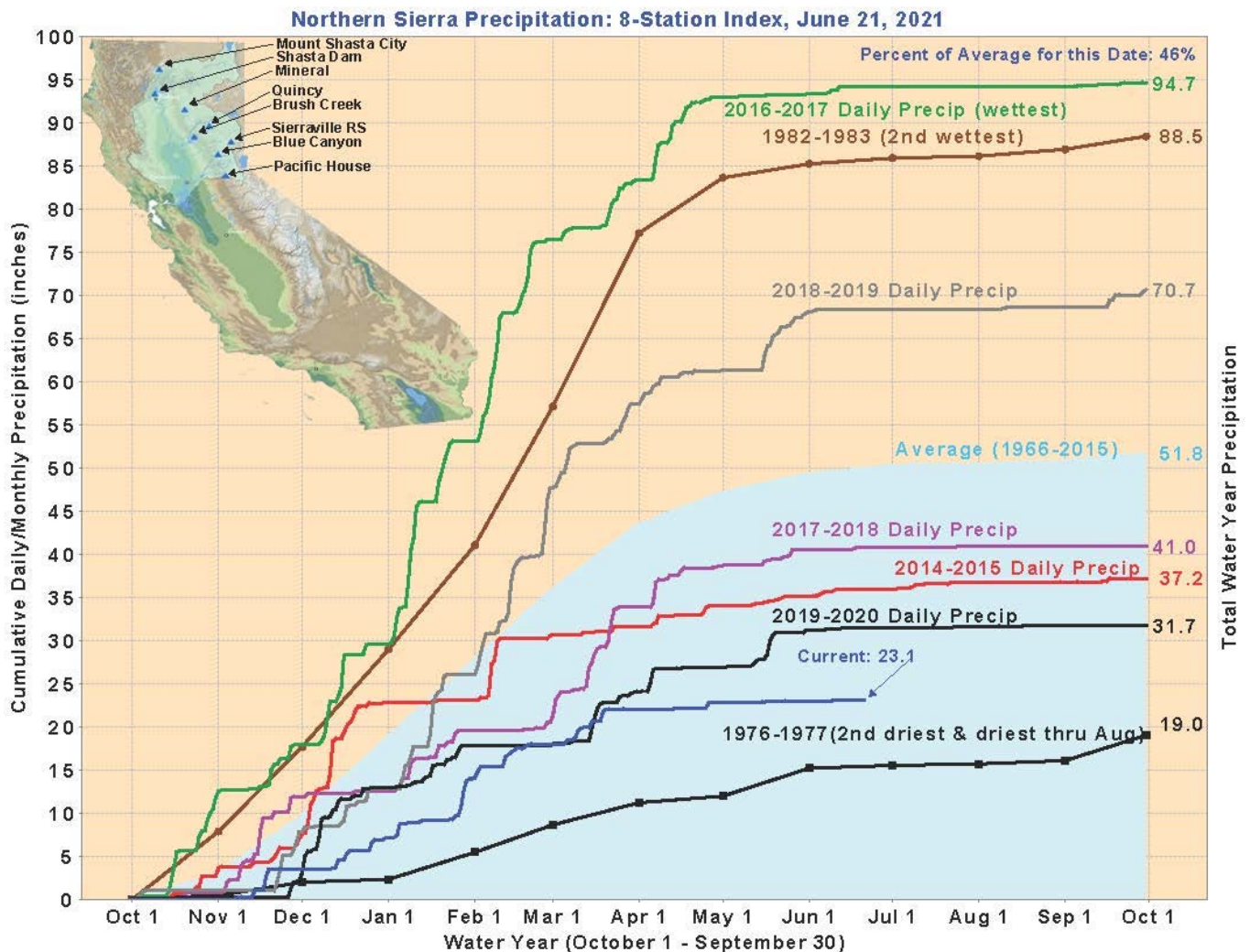
The District’s compliance with the former 20 x 2020 law is evident from the chart titled “PWD 12-Month Running Average Total Per Capita Water Use:”



The District’s customers have cut their water use by **40.7%** from the baseline number of 231 established in the 2015 Urban Water Management Plan and met the 2020 Goal in early 2010. The current Total-GPCD is 137.

2021 Water Supply Information – Extremely Dry Year

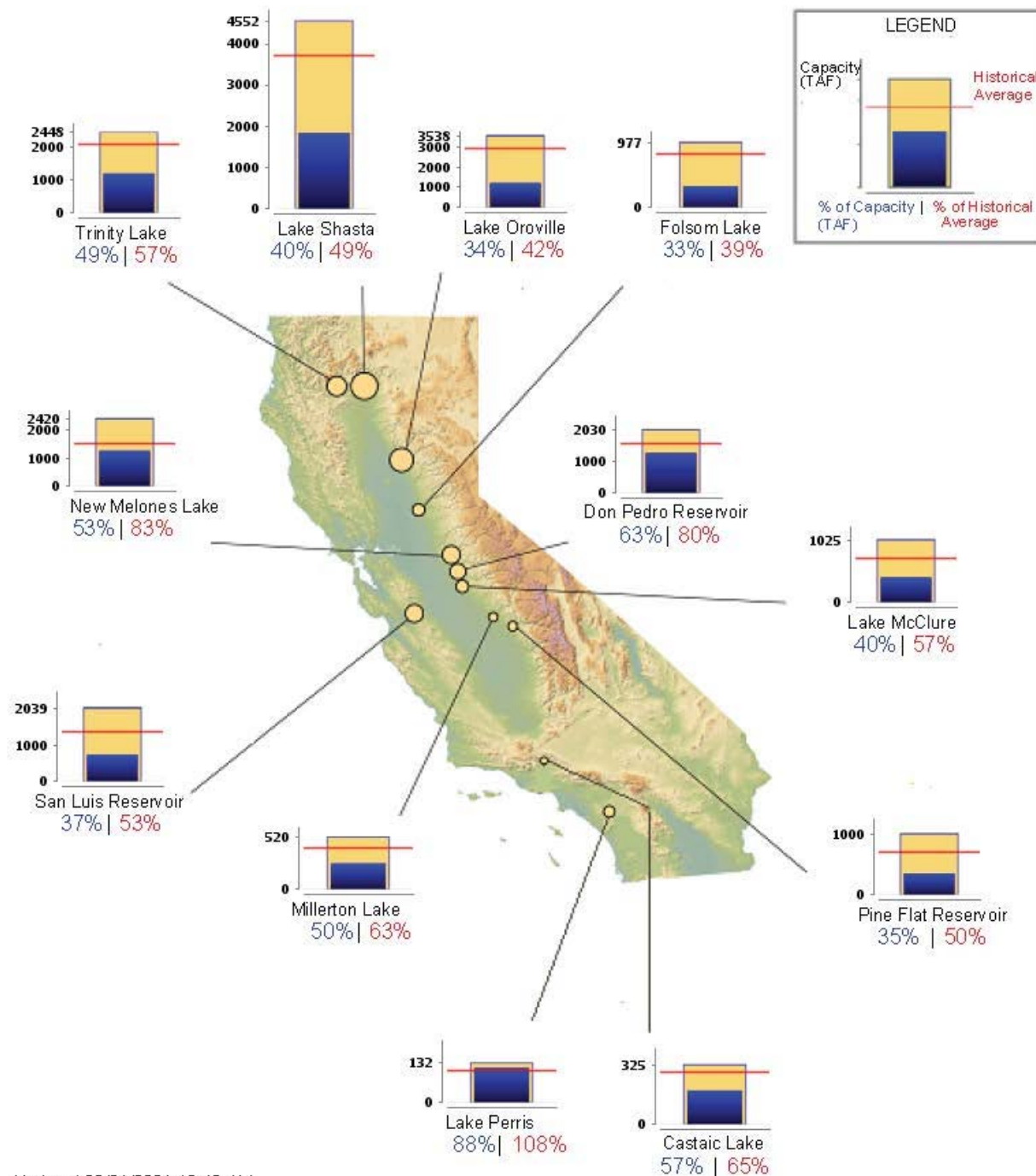
- The AV Adjudication is now entering its sixth year, and the reduction to the native safe yield is in its fourth year. The District's native groundwater right is 2,769.63 AF. The District's 2020 groundwater rights totaled 8,188 AF without the prior year's Carryover Rights. The District's 2021 groundwater rights are 8,359 AF and with 10,260 AF of Carryover production rights from prior years for a total of 18,619 AF. This is more than the District's existing wellfield can pump.
- The 2021 water resources plan is mostly known at this point. Precipitation in the area that contributes to the State Water Project is currently at 46% of average, and the SWP allocation is 5%. The District is solidifying other water sources including the SWC Dry Year Program, Yuba Accord Water, return water from exchanges, new exchanges, LCID SWP water, Littlerock Reservoir water, and carryover SWP from 2020. These are expected to total approximately 12,000 AF. The current precipitation and state reservoir storage as of Monday, June 21, 2021, are as follows:





SELECTED WATER SUPPLY RESERVOIRS

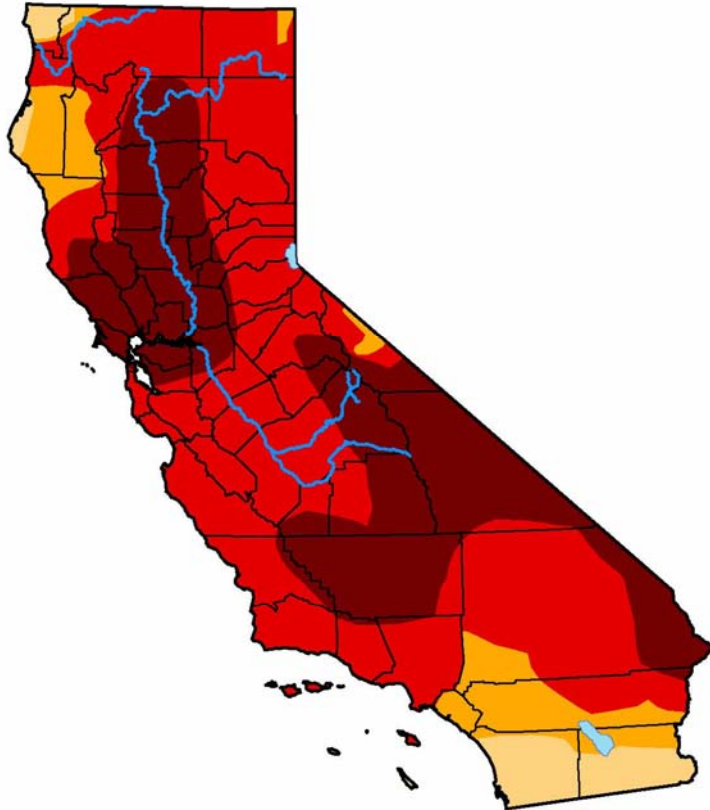
Midnight: June 20, 2021



Updated 06/21/2021 10:48 AM

- The dry conditions shown above led to the District's implementation for its Stage 1 Water Shortage Contingency Plan in April. This stage is a request to our customers to voluntarily reduce their water use by 15%. The focus is on additional outreach, education, and coordination with the largest water users. The following map of California shows the levels of drought in the state. As can be seen, the Antelope Valley is in "Extreme Drought". Most of Kern County and the eastern Sierras are in "Exceptional Drought." This map is updated on a weekly basis and provides information that can help the District take needed steps to address the drought in the months ahead.

U.S. Drought Monitor California



June 15, 2021
(Released Thursday, Jun. 17, 2021)
Valid 8 a.m. EDT

Drought Conditions (Percent Area)

	None	D0-D4	D1-D4	D2-D4	D3-D4	D4
Current	0.00	100.00	100.00	94.75	85.44	33.32
Last Week 06-08-2021	0.00	100.00	100.00	94.75	85.20	33.32
3 Months Ago 03-16-2021	0.78	99.22	90.62	58.59	29.54	3.75
Start of Calendar Year 12-29-2020	0.00	100.00	95.17	74.34	33.75	1.19
Start of Water Year 09-29-2020	15.35	84.65	67.65	35.62	12.74	0.00
One Year Ago 06-16-2020	41.79	58.21	46.74	20.84	2.45	0.00

Intensity:

None	D2 Severe Drought
D0 Abnormally Dry	D3 Extreme Drought
D1 Moderate Drought	D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

Author:

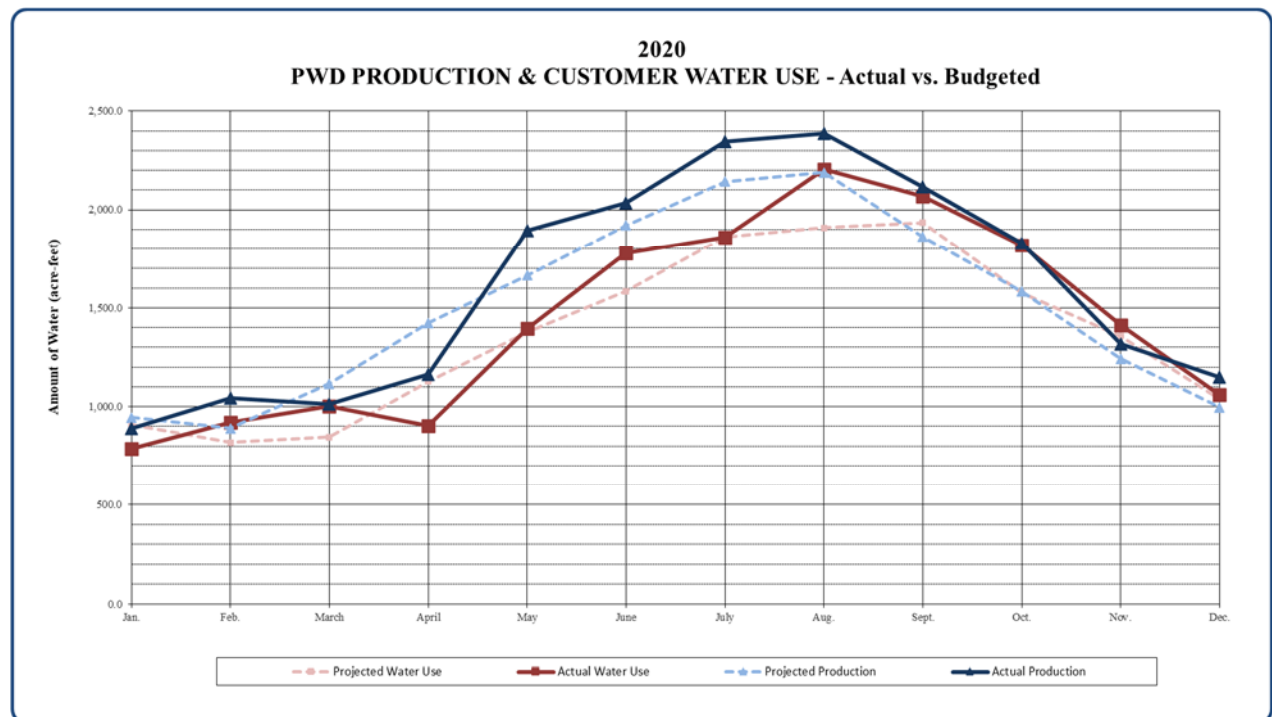
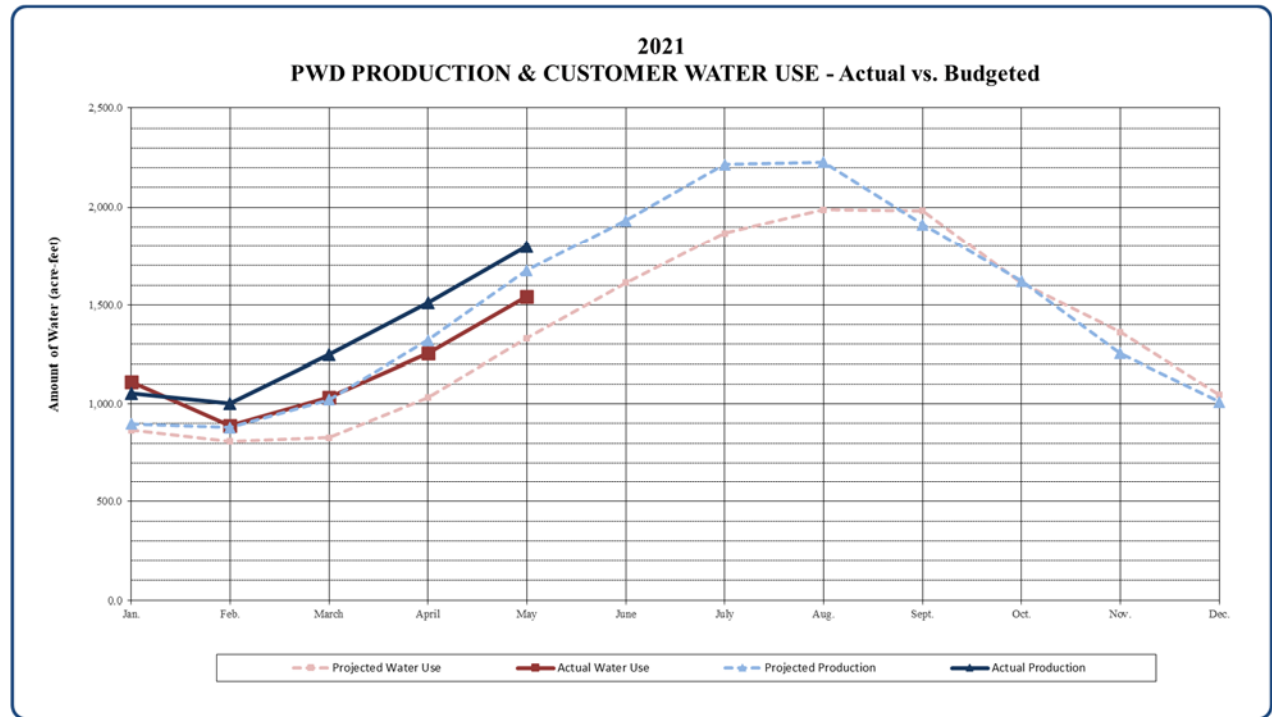
Curtis Riganti
National Drought Mitigation Center



droughtmonitor.unl.edu

- The following graph is the projected monthly water consumption and production for 2021 based on the prior five years of actual monthly information. The projected total consumption is based on the 2021 Budget amount of 16,341 AF. Actual amounts are shown through May with solid lines. The 2020 graph shows the projected and actual water use last year.

Customer water use in 2020 was 17,213 AF. This is the most water used by customers since 18,127 AF in 2014, before the 2015-2017 drought. The trend has continued through May 2021 with customers using 5,834.1 AF of water, a 16.4% increase over the first four months of 2020.



Other Items

- The Littlerock Reservoir Sediment Removal Project (Project) Environmental Impact Report/Environmental Impact Statement (EIR/EIS) was fully approved in 2017. The Project consists of three phases. The Grade Control Structure is Phase 1 and was completed in January 2020.

Phase II is the removal of 1.2 million cubic yards (CY) of sediment from the reservoir. The District received a good, competitive response to the emergency 19,000 CY sediment removal project that included the disposal of the removed sediment. The interest is promising for starting Phase II of the Project later this year in the amount of about 120,000 CY. Staff is preparing a request for proposals for an environmental firm to help manage all the regulatory permits and provide monitoring during the work. Next, staff will develop a multi-year contract for sediment removal, find a contractor, and recommend it to the Board for approval.

- The public review of the Draft California Environmental Quality Act (CEQA) EIR for the Palmdale Regional Groundwater Recharge and Recovery Project (PRGRRP) was completed in 2016. A test well was drilled at a different location on the proposed project site. The drilling is now complete, and it is being equipped as a monitoring well. The information learned about the aquifer show it is not adequate for the proposed project.

Stantec is contracted with the District to look at the feasibility of advanced treatment of the tertiary recycled water. If feasible, the highly treated recycled water can potentially be used in surface water or groundwater augmentation to meet the goal of adding recycled water as an additional potable water source for our customers. PRWA will also consider suspending work on additional purple pipe and moving in this direction.

- The Upper Amargosa Creek Recharge Project is complete. One contract is for the California Aqueduct turnout and transmission water main. The other is for the recharge basins. The project partners, City of Palmdale, LA County Waterworks, and AVEK, are now finalizing the operation and maintenance agreement.

The City of Palmdale recently notified the project partners about the mitigation requirements and costs. The two stages, 11.28 acres and 38.72 acres, of mitigation are being finalized with the regulatory agencies. The estimated construction costs are \$1,305,472 and \$3,100,000, respectively, and will be built several years apart. The City is planning meetings to discuss these costs and the responsibilities of the project partners.

- Delta Conveyance Facility (DCF): The State Water Contractors and the Department of Water Resources are continuing discussions about the Project's financing and operations.

These discussions will result in a clearer picture of the effect on individual contractors. Staff is directly involved in these discussions and completing the Agreement in Principle.

- Delta Conveyance Design and Construction Authority (DCA): This joint power authority is responsible for the environmental, design, and engineering of the project and works with the Department of Water Resources (DWR) on the project. The Board is now reorganized with more representation from smaller agencies. This includes adding two seats for the East Branch, Class 8, of the California Aqueduct. The agencies are AVEK, PWD, Littlerock Creek Irrigation District (LCID), Mojave Water Agency (MWA), Crestline-Lake Arrowhead Water Agency, San Gabriel Valley Municipal Water District, San Bernardino Valley Municipal Water District (SBVMWD), San Geronio Pass Water Agency, Desert Water Agency, and Coachella Valley Water District (CVWD).
- A set of amendments to the State Water Project Contract was finalized in 2020. These changes provide for increased flexibility for SWP contractors to develop long-term exchanges of water within the SWP. This is beneficial for all the contractors and will help the District maintain the SWP's current level of reliability for our customers. Enough State Water Project Contractors have approved the amendment for it to be effective.

The District will work within these amendments with Littlerock Creek Irrigation District and other State Water Contractors for our customers' benefit.



Organizational Excellence *Train, Perform, Reward*

This initiative includes efforts to restructure staff duties and activities to more efficiently provide service to our customers. Recent highlights are as follows:

- Nearly 80 percent of the District staff is required to have certifications or licenses issued by the State of California. Many of these have continuing education requirements which must be met by technical training. The District provides for this in several ways including hosting classes given by the California Rural Water Association, having a training budget for staff to attend conferences, and providing an education tuition allowance for each employee.
- COVID-19 Pandemic Response: District staff initiated a draft Pandemic Response Plan on March 4, 2020 as the State of California and County of Los Angeles issued declarations of emergency. Over the next two weeks, many District events were canceled. These included the Water Ambassadors Academy third session and facility tour, Strategic Plan Workshop, director in person coffees, and all-staff lunch and meeting. The District also reduced the lobby's capacity and eventually closed it to the public due to Los Angeles

County health orders. The other options to conduct business with the District, including using the website, calling Customer Care, using the automated phone system, and using remote payment sites, were promoted on social media, the website, and radio spots. The District has continued to comply with social distancing regulations by updating the Pandemic Response Plan, rotating staff to work from home, staggering work hours, and providing non-medical face coverings for staff.

The District is beginning to transition back toward normal operations as the state and county regulations allow. Appointments with Customer Care representatives are now available all four days of the week, more staff is working in the office, and small meetings are being held in person.

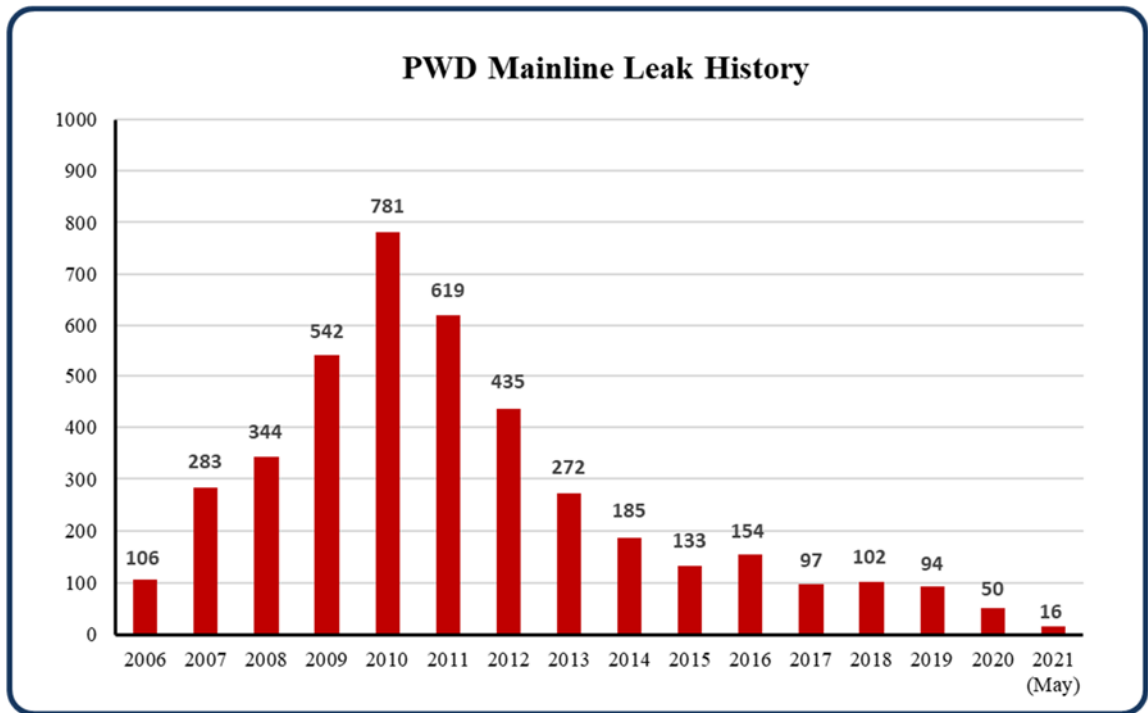
- Despite the pandemic, the District has continued to find ways for internships and training opportunities for college and high school students who are interested in the water industry.
- Work is continuing to review and update the District's job descriptions. Draft job descriptions will be vetted through the staff before being presented to the Personnel Committee and Board for adoption. The updated job descriptions will then be used as the basis of this year's salary survey with comparable water agencies.
- The Employee Handbook update is being reviewed by the District's general counsel. It will then be presented to the Ad-Hoc Committee to review and make a recommendation to the Board on its adoption.



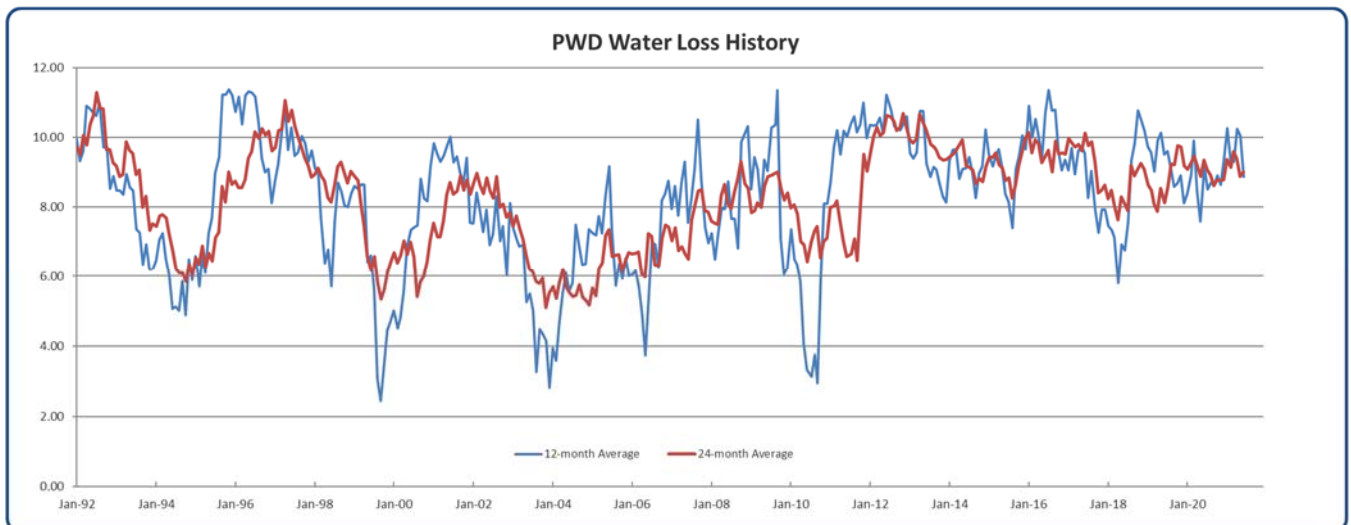
Systems Efficiency *Independence, Technology, Research*

This initiative largely focuses on the state of the District's infrastructure. Recent highlights are as follows:

- The effects of the District's past efforts in replacing failing water mains and meters can be seen in the reduced number of mainline leaks. This is illustrated in the chart titled "Mainline Leak History." The mainline leaks for 2020 total 50, and there were 85 service line leaks. The mainline leaks through May 2021 total 16, and there were 28 service line leaks.



- The District completed two water main replacement projects in 2020 in Avenue P near 25th Street East and in Avenue V-5 west of 47th Street East. Additional water main replacement projects are being designed for construction as planned in the 2019 Water Rate Plan. The first project to be constructed is replacing water mains in and near Sierra Highway and Barrel Springs Road.
- The positive effect of both water main and water meter replacement programs is shown on the chart titled “PWD Water Loss History.” The running average for water losses remains around 10%, though it is rising slightly.



- District staff is working on two energy technologies that will benefit our customers. One is the use of batteries for backup power at four booster facilities. The other is a demonstration project for the generation and storage of hydrogen from wind energy.

These programs are grant funded and managed by the California Public Utilities Commission and California Energy Commission, respectfully. The grant funds go directly to the technology providers, Tesla and DasH2Energy. Both projects involve the installation of pre-designed and assembled equipment at District facilities with minimal construction work at the sites. The approved sites are Well 5 Booster, Underground Booster, 45th Street East Booster, and the new 3M Booster Station. Construction is nearly complete at some sites.

- The wind turbine has been inoperable for several weeks due to a bad anemometer and the maintenance firm's unwillingness to comply with prevailing wage requirements. Staff is working on a couple fronts to resolve this. First, a maintenance contract is being negotiated with a new firm. When completed, the necessary repair parts will have a long lead time as they are only manufactured in Europe. Second, staff is looking into replacing the wind turbine. The main considerations are maximizing the generation and availability of repair parts.



Financial Health and Stability *Strength, Consistency, Balance*

- PWD and City of Palmdale staffs have worked together to obtain funding for the Palmdale Recycled Water Authority (PRWA) Phase II Project. However, PRWA will consider a change in direction to using advanced treatment for recycled water. Work on Phase II is now suspended while the advanced treatment project is studied.

The Littlerock Sediment Removal Project was awarded nearly \$900,000 through the AVIRWMP Grant Program in the current round of funding. The approved grant for Phase II will be redistributed to other projects in the Antelope Valley. This will change the Littlerock grant to over \$1M.

- The 2019 Water Rate Study and Proposition 218 was completed when the Board unanimously approved Resolution No. 19-15. This set the water rate structure and water rates for 2020-2024 and includes criteria to evaluate the District's financial condition each year. It gives the Board the ability to reduce the water rates if the District's financial position meets four (4) of the criteria in an annual review while preparing the following year's budget.
- The 2021 Budget preparation was approved by the Board in November 2020 and is available on the District's website.

- Fitch Ratings reviewed the District's bond rating in December 2020. The review affirmed the District's rating with them of "A+" with a stable outlook. This is a good result considering the uncertainty of unpaid water bills due to the COVID-19 shutoff moratorium. It will also be helpful for the planned bond issue this year.
- The District is seeking State and/or Federal assistance to provide water service to the Alpine Springs Mobile Home Park on Sierra Highway. It has poor water quality from its well and several health violations. Maria Kennedy, Kennedy Communications, is experienced with these programs and is contracted with the District to accomplish it.
- The Finance Department is continuing to monitor the effect of the State's moratorium on shutoffs due to nonpayment on cash flow. The effect is fluctuating somewhat but is remaining 5% or less below what is usually expected. Reminder notices were restarted in June 2020 and have helped stabilize the number of long-term outstanding accounts. Customers with large outstanding balances are being contacted to see what assistance the District can provide. Staff is also placing property liens as appropriate to help secure payment of large, outstanding bills.
- Initial meetings and preparation have begun for a \$10M bond issue this year. The 2019 Rate Plan called for a \$20M bond issue this year. However, the current plan is to split the \$20M into two separate bond issues with the second one in 2023. The bond documents and authorization will be presented to the Board for consideration at the first meeting in June.



Regional Leadership *Engage, Lead, Progress*

This initiative includes efforts to involve the community, be involved in regional activities, and be a resource for other agencies in the area. Recent highlights are as follows:

- Activities of the Palmdale Recycled Water Authority (PRWA), AV Integrated Regional Water Management Plan (IRWMP), and Antelope Valley State Water Contractors Association have continued. The District has leadership positions in these organizations.
- The PWRA Board consists of two Palmdale City Councilmembers, two PWD Board members, and a public director. The process of appointing a new public director began in December 2020 by advertising for interested members of the community. The new public member is Zakeya Anson. She took the Oath of Office at the April meeting.
- The District staff continues to share the administration of the Antelope Valley Watermaster Board (AVWB) with AVEK and related meetings.

- District staff is active in the local chambers, the transition of the AV Board of Trade and Greater Antelope Valley Economic Alliance into AV EDGE, regional human resources, and public information organizations.
- 2021 “PWD Water Ambassador Academy” (WAA) and Junior WAA are tentatively scheduled for this fall.
- The District and other members of the Public Water Agencies Group (PWAG) have hired and share the services of an Emergency Preparedness Coordinator. This approach also helped the District successfully comply with the America’s Water Infrastructure Act (AWIA) of 2018 and respond to the current COVID-19 event.
- The American Indian Little League lease for the property at Division and Avenue P-8 was changed to only include the League and is now fully executed with a ten-year term.



Customer Care, Advocacy, and Outreach *Promote, Educate, Support*

This initiative includes efforts to better serve our customers. Recent highlights are as follows:

- The Board approved moving forward with a new supplier, meter brand, and reading system at the first meeting in September 2020. This change moves the District toward being able to offer customers more information about their water use. The first large order of the new Neptune meters has been placed. A grant from the US Bureau of Reclamation is being sought to assist with implementing the Automated Meter Infrastructure (AMI).
- The ability to make payments at 7-Eleven and Family Dollar Store is continuing to grow due to the COVID-19 event.
- Customer participation in all electronic and remote payment methods has continued increasing due to the COVID-19 event.
- Customer Care staff has now successfully worked with customers from home for over a year.
- Staff successfully conducted virtual coffee meetings with Directors and their constituents, online “Let’s Talk H2O” meetings, issued regular internal and public newsletters, coordinated drive-through giveaways for customers, and monitored and maintained the District’s social media.
- A contract has been awarded to assist the District with updating the public website and ensure it is fully compliant with all relevant regulations.