Since 1918

PALMDALE WATER DISTRICT

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September 8, 2016

Agenda for a Meeting of the Finance Committee of the Palmdale Water District Committee Members: Marco Henriquez-Chair, Robert Alvarado to be held at the District's office at 2029 East Avenue Q, Palmdale

Tuesday, September 13, 2016

4:00 p.m.

NOTE: 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.

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) Roll call.
2) Adoption of agenda.
3) Public comments.
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 regular meeting held August 9, 2016.

4.2) Discussion and overview of Cash Flow Statement and Current Cash Balances as of July, 2016. (Financial Advisor Egan)

4.3) Discussion and overview of Financial Statements, Revenue, and Expense and Departmental Budget Reports for July, 2016. (Finance Manager Williams)

4.4) Discussion and overview of committed contracts issued and water revenue bond projects. (Assistant General Manager Knudson)

4.5) Discussion and overview of meter and pipeline inventory. (Committee Member Alvarado)

4.6) Discussion and overview of the District's Internship Program, the accomplishments of this program, and increasing this program for 2017. (Committee Member Alvarado)

4.7) Discussion and evaluation of key points and items for inclusion in 2017 Budget. (Finance Manager Williams)

4.8) Consideration and possible action on long term financial planning and adoption of remaining three years of approved Proposition 218 Water Rate Plan to ensure future water rate stability and long-term water sustainability projects to meet current and future water demands. (Assistant General Manager Knudson/Finance Manager Williams)

4.9) Consideration and possible action on Request for Proposals for hiring an outside consultant to determine additional cost reductions for the District. (Chair Henriquez)

4.10) Consideration and possible action on proposal received from TruePoint for updating the District's customer information system. ($180,000.00 – Budgeted – Finance Manager Williams)

5) Information items.

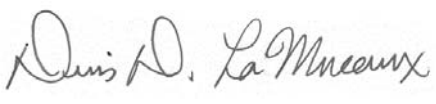
5.1) Status of Debt Service Coverage. (Financial Advisor Egan)

5.2) Status of refunding 2012 Installment Purchase Agreement and a portion of the 2013A Water Revenue Bonds. (Finance Manager Williams)

5.3) Other.

6) Board members' requests for future agenda items.

7) Adjournment.



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DENNIS D. LaMOREAUX,
General Manager

DDL/dd

PALMDALE WATER DISTRICT

BOARD MEMORANDUM

DATE:	September 7, 2016	**September 13, 2016**
TO:	FINANCE COMMITEE	**Committee Meeting**
FROM:	Mr. Bob Egan, Financial Advisor	
RE:	***AGENDA ITEM NO. 4.2 – DISCUSSION AND OVERVIEW OF CASH FLOW STATEMENT AND CURRENT CASH BALANCES AS OF JULY, 2016.***	

Attached is the Investment Funds Report and current cash balance as of July 31, 2016. The reports will be reviewed in detail at the Finance Committee meeting.

PALMDALE WATER DISTRICT
INVESTMENT FUNDS REPORT
July 31, 2016

			July 2016	June 2016
CASH				
1-00-0103-100	Citizens - Checking		39,065.87	965,932.46
1-00-0103-200	Citizens - Refund		343.73	(1,633.48)
1-00-0103-300	Citizens - Merchant		41,877.70	72,329.45
		Bank Total	**81,287.30**	**1,036,628.43**
1-00-0110-000	PETTY CASH		300.00	300.00
1-00-0115-000	CASH ON HAND		5,400.00	5,400.00
		TOTAL CASH	**86,987.30**	**1,042,328.43**
INVESTMENTS				
1-00-0135-000	**Local Agency Investment Fund**	**Acct. Total**	**11,806.40**	**11,790.36**
1-00-0120-000	**UBS Money Market Account General (SS 11469)**			
	UBS RMA Government Portfolio		2,690,933.75	2,619,500.19
	UBS Bank USA Dep acct		250,000.00	250,000.00
	Accrued interest		9,876.31	7,767.47
			2,950,810.06	**2,877,267.66**

US Government Securities

CUSIP #	Issuer	Maturity Date	Rate	PAR	Market Value	Market Value
912828SJ0	US Treasury Note	02/28/2017	0.87	1,000,000	**1,002,360.00**	**1,002,580.00**
				1,000,000	**1,002,360.00**	**1,002,580.00**

Certificates of Deposit

	Issuer	Maturity Date	Rate	Face Value		
1	Safra National Bank	08/16/2016	0.60	240,000	240,014.40	240,040.80
2	First Bank PR	11/07/2016	0.80	240,000	240,156.00	240,201.60
3	Compass Bank	02/07/2017	0.95	240,000	240,408.00	240,441.60
4	GE Cap Retail Bank	04/27/2017	1.84	200,000	201,370.00	201,440.00
5	Discover Bank	05/02/2017	1.73	240,000	241,869.60	241,965.60
6	Merrick Bank	06/12/2017	1.00	100,000	100,340.00	100,326.00
7	Level One Bank	06/19/2017	0.65	101,000	101,253.51	101,229.27
8	GE Cap Retail Bank	06/22/2017	1.78	200,000	201,960.00	202,038.00
9	Capitol One Bank	08/14/2017	1.20	240,000	241,060.80	241,063.20
10	Triumph Bank	09/26/2017	0.80	200,000	200,704.00	200,652.00
11	MB Finl Bank	10/26/2017	0.85	200,000	200,126.00	200,008.00
				2,201,000	**2,209,262.31**	**2,209,406.07**
				Acct. Total	**6,162,432.37**	**6,089,253.73**
1-00-1110-000	**UBS Money Market Account Capital (SS 11475)**					
	UBS Bank USA Dep acct				234,466.76	7.56
	UBS RMA Government Portfolio				-	-
				Acct. Total	**234,466.76**	**7.56**
1-00-0125-000	**UBS Access Account General (SS 11432)**					
	UBS Bank USA Dep acct				221,327.63	221,323.91
	UBS RMA Government Portfolio				-	-
	Accrued interest				27,993.64	21,711.82
					249,321.27	**243,035.73**

US Government Securities

CUSIP #	Issuer	Maturity Date	Rate	PAR	Market Value	Market Value
912828XF2	US Treasury Note	06/15/2018	1.125	1,000,000	1,008,480.00	1,010,040.00
912828KD1	US Treasury Note	02/15/2019	2.610	1,500,000	1,577,520.00	1,581,090.00
912828P53	US Treasury Note	02/15/2019	0.75	1,000,000	1,000,630.00	1,001,950.00
				3,500,000	**3,586,630.00**	**3,593,080.00**

Certificates of Deposit

	Issuer	Maturity Date	Rate	Face Value		
1	Goldman Sachs Bk	11/07/2016	1.00	240,000	240,314.40	240,405.60
2	CIT Bank	11/06/2017	1.60	240,000	240,259.20	240,232.80
3	BMW Bank	11/15/2018	1.96	240,000	245,354.40	245,160.00
4	American Express	04/29/2019	1.44	240,000	243,921.60	243,640.80
5	Synchrony Bank	04/14/2020	1.83	240,000	246,573.60	246,112.80
				1,200,000	**1,216,423.20**	**1,215,552.00**
				Acct. Total	**5,052,374.47**	**5,051,667.73**
				Total Managed Accounts	**11,461,080.00**	**11,152,719.38**
1-00-1121-000	**UBS Rate Stabilization Fund (SS 24016) - *District Restricted***					
	UBS Bank USA Dep acct				250,000.00	250,000.00
	UBS RMA Government Portfolio				230,298.83	230,290.46
				Acct. Total	**480,298.83**	**480,290.46**
				GRAND TOTAL CASH AND INVESTMENTS	**12,028,366.13**	**12,675,338.27**
				Increase (Decrease) in Funds	**(646,972.14)**	
1-00-1130-000	**2013A Bonds - Project Funds (BNY Mellon)**					
	Construction Funds				**533,272.15**	**597,345.70**

PALMDALE WATER DISTRICT

2016 Cash Flow Report (Based on Jan. 19, 2016 Approved Budget)

	January	February	March	April	May	June	July	August	September	October	November	December	YTD	Budget 2017 Carryover Information
Total Cash Beginning Balance (BUDGET)	**12,253,595**	**11,996,708**	**12,070,140**	**9,443,313**	**11,240,278**	**11,923,901**	**11,779,269**	**10,981,346**	**11,574,708**	**9,220,541**	**9,395,698**	**9,267,781**		
Total Cash Beginning Balance	**12,253,595**	**12,534,672**	**12,719,333**	**10,275,232**	**12,340,454**	**13,316,414**	**12,675,338**	**12,028,366**	**11,924,930**	**9,547,576**	**9,330,821**	**9,006,288**		
Budgeted Water Receipts	1,541,128	1,523,788	1,575,809	1,590,982	1,790,396	1,946,460	2,165,382	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,675,500	
Water Receipts	**1,836,145**	**1,903,857**	**1,602,349**	**1,518,640**	**1,618,564**	**1,843,912**	**1,793,757**	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,658,779	
DWR Refund (Operational Related)				**1,718**	**28**								1,746	
Other													-	
Total Operating Revenue (BUDGET)													-	
Total Operating Revenue (ACTUAL)	1,836,145	1,903,857	1,602,349	1,520,358	1,618,592	1,843,912	1,793,757	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,660,525	
Total Operating Expenses excl GAC (BUDGET)	(1,237,486)	(1,217,967)	(1,591,629)	(1,550,533)	(1,568,100)	(1,439,060)	(1,770,025)	(1,614,651)	(1,795,266)	(1,449,785)	(1,434,170)	(1,550,028)	(18,218,700)	
GAC (BUDGET)	(362,730)		(190,000)			(190,000)			(190,000)		(190,000)		(1,122,730)	
Operating Expenses excl GAC (ACTUAL)	**(1,356,117)**	**(1,281,496)**	**(1,961,054)**	**(1,361,831)**	**(1,377,208)**	**(1,883,577)**	**(1,989,499)**	(1,614,651)	(1,795,266)	(1,449,785)	(1,434,170)	(1,550,028)	(19,054,682)	
GAC	**(62,730)**	**(183,290)**	**(275,135)**					(190,000)			(190,000)		(901,154)	
Prepaid Insurance (paid)/refunded		**(66,457)**											(66,457)	
Total Operating Expense (ACTUAL)	(1,418,847)	(1,531,243)	(2,236,189)	(1,361,831)	(1,377,208)	(1,883,577)	(1,989,499)	(1,804,651)	(1,795,266)	(1,449,785)	(1,624,170)	(1,550,028)	(20,022,294)	
Non-Operating Revenue Expenses:														
Assessments, net (BUDGET)	664,439	253,955	14,289	2,027,090	739,781	11,042	75,342	127,302	-	-	129,251	2,452,512	6,495,000	
Actual/Projected Assessments, net	**684,181**	**313,172**	**15,308**	**2,078,805**	**818,666**	**12,539**	**70,859**	**145,201**	-	-	129,251	2,452,512	6,720,493	
RDA Pass-through (Successor Agency)					**307,851**								307,851	
Interest	**3,168**	**4,991**	**9,069**	**8,540**	**9,385**	**9,296**	**9,120**	2,915	2,915	2,915	2,915	2,935	68,164	
Market Adjustment	**7,983**	**(12,780)**	**7,384**	**(3,392)**	**(4,736)**	**19,028**	**(5,943)**						7,543	
Grant Re-imbursement						**306,915**						177,000	483,915	
Capital Improvement Fees							**234,459**						234,459	
DWR Refund (Capital Related)				**98,537**	**37,228**				50,000			50,000	235,765	
Other	**3,415**	**26**	**590**	**(202)**	**(33)**	**89**	**21,976**	8,330	8,330	8,330	8,330	8,370	67,551	
Total Non-Operating Revenues (BUDGET)													-	
Total Non-Operating Revenues (ACTUAL)	**698,746**	**305,408**	**32,351**	**2,182,288**	**1,168,361**	**347,866**	**330,472**	**156,446**	**61,245**	**11,245**	**140,496**	**2,690,817**	**8,125,741**	
Non-Operating Expenses:														
Budgeted Capital Expenditures	(514,999)	(306,567)	(287,878)	(40,796)	(48,676)	(26,296)	(91,743)	(91,743)	(91,743)	(91,743)	(91,744)	(918,263)	(2,602,191)	
Actual/Projected Capital Expenditures	**(93,505)**	**(302,341)**	**(24,615)**	**(62,302)**	**(242,404)**	**(31,036)**	**(43,219)**	(261,081)	(129,572)	(123,296)	-	-	(1,313,371)	
Uncommitted Capital Expenditures	-	-	-	-	-	-	-	(205,000)	(225,000)	(410,000)	(338,000)	(25,000)	(1,203,000)	
WRB Capital Expenditures	-	-	-	-	-	-	-	-	-	-	-	(347,629)	(347,629)	(582,380)
SWP Capitalized	**(717,495)**	**(170,388)**	**(196,069)**	**(170,390)**	**(170,390)**	**(170,390)**	**(717,492)**	(170,390)	(201,804)	(170,388)	(170,388)	(170,388)	(3,195,972)	
Butte County Water Transfer						**(726,859)**						(726,859)	(1,453,719)	
Bond Payments - Interest			**(1,084,814)**						(1,076,522)				(2,161,336)	
Principal			**(537,114)**						(1,020,439)				(1,557,553)	
Capital leases - Go West (2012 Lease)	**(17,296)**	**(17,296)**	**-**	**(35,624)**	**(17,296)**	**(17,296)**	**(17,296)**	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(208,585)	
Capital leases - Wells Fargo (Printer Lease)	**(6,672)**	**(3,336)**	**-**	**(7,277)**	**(3,695)**	**(3,695)**	**(3,695)**	(3,695)	(3,695)	(3,695)	(3,695)	(3,695)	(46,846)	
Total Non-Operating Expenses (ACTUAL)	**(834,969)**	**(493,362)**	**(1,842,612)**	**(275,592)**	**(433,785)**	**(949,277)**	**(781,702)**	**(657,462)**	**(2,674,328)**	**(724,675)**	**(529,379)**	**(1,290,868)**	**(11,488,010)**	
Total Cash Ending Balance (BUDGET)	**11,996,708**	**12,070,140**	**9,443,313**	**11,240,278**	**11,923,901**	**11,779,269**	**10,981,346**	**11,574,708**	**9,220,541**	**9,395,698**	**9,267,781**	**10,300,285**		
Total Cash Ending Balance (ACTUAL)	**12,534,672**	**12,719,333**	**10,275,232**	**12,340,454**	**13,316,414**	**12,675,338**	**12,028,366**	**11,924,930**	**9,547,576**	**9,330,821**	**9,006,288**	**10,529,558**		
												Budget	**10,300,285**	
												Difference	**229,273**	

Indicates actual expenditures/revenues:

Indicates anticipated expenditures/revenues:

PALMDALE WATER DISTRICT

BOARD MEMORANDUM

DATE:	September 7, 2016	**September 13, 2016**
TO:	Finance Committee	**Committee Meeting**
FROM:	Michael Williams, Finance Manager/CFO	
VIA:	Mr. Dennis LaMoreaux, General Manager	
RE:	***AGENDA ITEM 4.3 – DISCUSSION AND OVERVIEW OF FINANCIAL STATEMENTS, REVENUE, AND EXPENSE AND DEPARTMENTAL BUDGET REPORTS FOR JULY, 2016.***	

Discussion:

Presented here are the Balance Sheet and Profit/Loss Statement for the period ending July 31, 2016. Also included are Year-To-Year Comparisons and Month-To-Month Comparisons for both revenue and expense. Finally, I have provided individual departmental budget reports for the month of July, 2016.

This is the seventh month of the District's Budget Year 2016. The target percentage is 58%. Revenues ideally are at or above, and expenditures ideally are below.

Balance Sheet:

- Page 1 is our balance sheet on July 31, 2016.
- The significant change is the reduction in cash. This is due to payment of obligations, which was discussed last month.
- There was an increase in accounts receivable of approximately $500K due to the increased water sales for the month.
- There was an increase in assessments receivable assessments as we recognized the 2016/2017 assessments.
- The offset in liabilities appears under deferred assessments.

Profit/Loss Statement:

- Page 3 is our profit/loss statement on July 31, 2016.
- Operating revenue is at 56% of budget.
- Cash operating expense is at 59% of budget.
- Net operating profit for the month of July was $793K. Net operating profit year-to-date is at $62K.
- Operations and Finance Departments are tracking a little high and will discuss those later in the report.
- Page 6 is showing the distribution of operating expense between labor and operations. Labor costs are currently at 52% of total expenses with salaries making up 36% of that.

Year-To-Year Comparison P&L:

- Page 7 is our comparison of July, 2015 to July, 2016.
- Total operating revenue is up $337K, or 17%.
- Operating expenditures are down $258K, or 14%.
- Page 7-1 is our comparison of July, 2014 to July, 2016.
- Total operating revenue is up $6K, or .3%.
- Total operating expenses were up $57K, or 4%.
- Page 8 and 8-1 is a graphic presentation of the water consumption comparison for 2015 and 2014, respectively. Units billed in acre feet for 2015 comparison were up by 348 or 22%. Total revenue per unit sold is down $0.13, or 4%, total revenue per connection is up $11.82, or 18%, and units billed per connection is up 5.64, or 22%.
- Units billed in acre feet for 2014 comparison were down by 245, or 11%. Total revenue per unit sold is up $0.32, or 13%, total revenue per connection is down $6.26, or 7.5%, and units billed per connection is down 4.2, or 12%.

Revenue Analysis Year-To-Date:

- Page 9 is our comparison of revenue, year-to-date.
- Operating revenue through July, 2016 is up $345K, or 3%.
- Retail water revenue from all areas are up by $115K from last year. That's shown by the combined green highlighted area.
- Retail water sales, including the drought surcharge but excluding meter fees, is up $252K.
- Total revenue is up $800K.
- Operating revenue is at 56% of budget; last year was at 51% of budget. However, our 2016 revenue budget is $1.5MM less than 2015.

Expense Analysis Year-To-Date:

- Page 11 is our comparison of expense, year-to-date.
- Cash Operating Expenses through July, 2016 are up $575K, or 4.7%, compared to 2015.
- Total Expenses are up $705K, or 3.7%.

Departments:

- Pages 14 through 24 are detailed individual departmental budgets for your review.
- Operations Department on page 19 had some unexpected expenditures for the Hypo Generator, repairs to the facility, and increased chemical use.
- Finance Department on page 20 is tracking high under Contract Services because of the increased cost with new collection process. We under budgeted the increased costs.

Non-Cash Definitions:

Depreciation: This is the spreading of the total expense of a capital asset over the expected life of that asset.

OPEB Accrual Expense: Other Post Employment Benefits (OPEB) is the recognized annual required contribution to the benefit. The amount is actuarially determined in accordance with the parameters of GASB 45. The amount represents a level of funding that, if paid on an ongoing basis, is projected to cover normal cost each year.

Bad Debt: The uncollectible accounts receivable that has been written off.

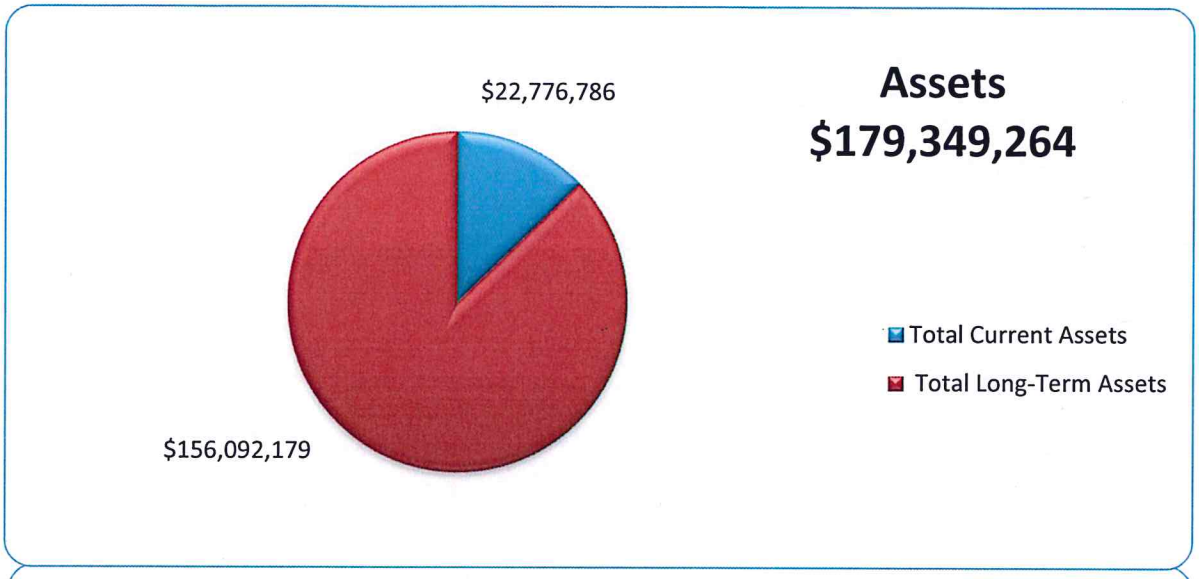
Service Cost Construction: The value of material, parts & supplies from inventory used to construct, repair and maintain our asset infrastructure.

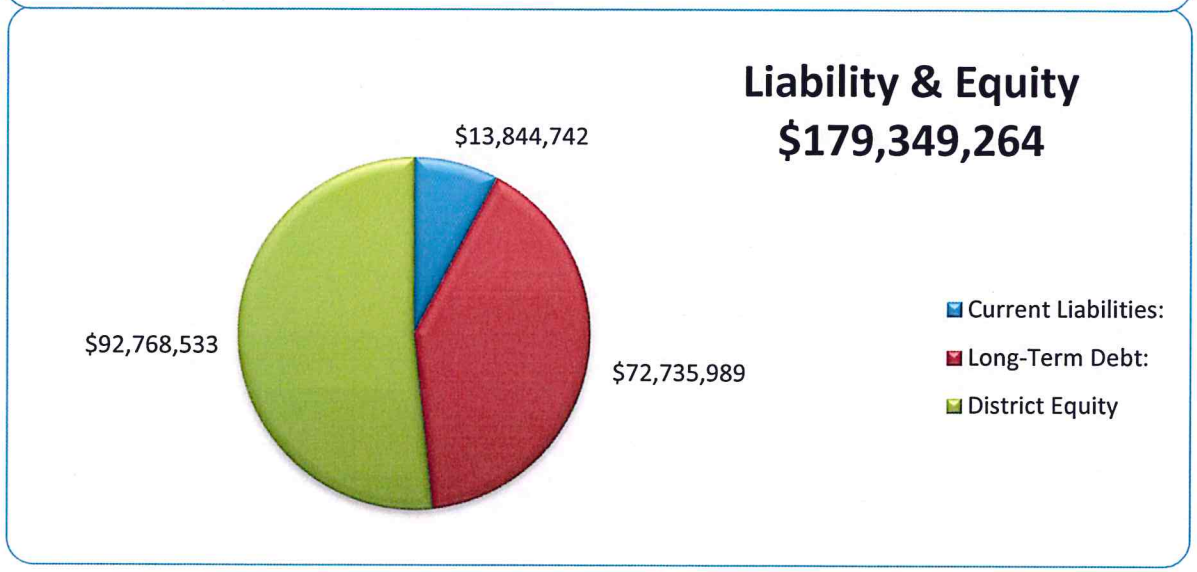
Capitalized Construction: The value of our labor force used to construct our asset infrastructure.

Palmdale Water District
Balance Sheet Report
For the Seven Months Ending 7/31/2016

	July 2016	June 2016
ASSETS		
Current Assets:		
Cash and Cash Equivalents	$ 86,961	$ 1,042,328
Investments	11,461,080	11,152,719
2013A Bonds - Project Funds	497,437	597,346
	$ 12,045,478	$ 12,792,394
Receivables:		
Accounts Receivables - Water Sales	$ 2,216,182	$ 1,655,295
Accounts Receivables - Miscellaneous	37,417	35,107
Allowance for Uncollected Accounts	(196,113)	(196,113)
	$ 2,057,486	$ 1,494,289
Assessments Receivables	$ 7,864,811	$ 935,670
Meters, Materials and Supplies	731,954	739,056
Prepaid Expenses	77,058	101,829
Total Current Assets	**$ 22,776,786**	**$ 16,063,238**
Long-Term Assets:		
Property, Plant, and Equipment, net	$ 110,599,561	$ 110,868,299
Participation Rights in State Water Project, net	44,340,668	43,820,076
Investment in PRWA	229,923	229,923
2013A Bonds - Insurance & Surity Bond	217,226	217,893
CalPERS Contributions	704,801	704,801
	$ 156,092,179	**$ 155,840,991**
Restricted Cash:		
Rate Stabilization Fund	480,299	480,290
Total Long-Term Assets & Restricted Cash	**$ 156,572,478**	**$ 156,321,282**
Total Assets	**$ 179,349,264**	**$ 172,384,519**
LIABILITIES AND DISTRICT EQUITY		
Current Liabilities:		
Current Interest Installment of Long-term Debt	$ 717,724	$ 538,300
Current Principal Installment of Long-term Debt	1,113,290	1,113,290
Accounts Payable and Accrued Expenses	5,597,061	6,003,615
Deferred Assessments	6,416,667	-
Total Current Liabilities	**$ 13,844,742**	**$ 7,655,205**
Long-Term Debt:		
Pension-Related Debt	$ 9,177,550	$ 9,177,550
OPEB Liability	12,492,726	12,492,726
2013A Water Revenue Bonds	42,943,711	42,945,961
2012 - Certificates of Participation	8,074,716	8,067,919
2011 - Capital Lease Payable	47,286	47,286
Total Long-Term Liabilities	**$ 72,735,989**	**$ 72,731,442**
Total Liabilities	**$ 86,580,731**	**$ 80,386,647**
District Equity		
Revenue from Operations	$ (1,886,864)	$ (2,657,525)
Retained Earnings	94,655,397	94,655,397
Total Liabilities and District Equity	**$ 179,349,264**	**$ 172,384,519**

BALANCE SHEET AS OF JULY 30, 2016



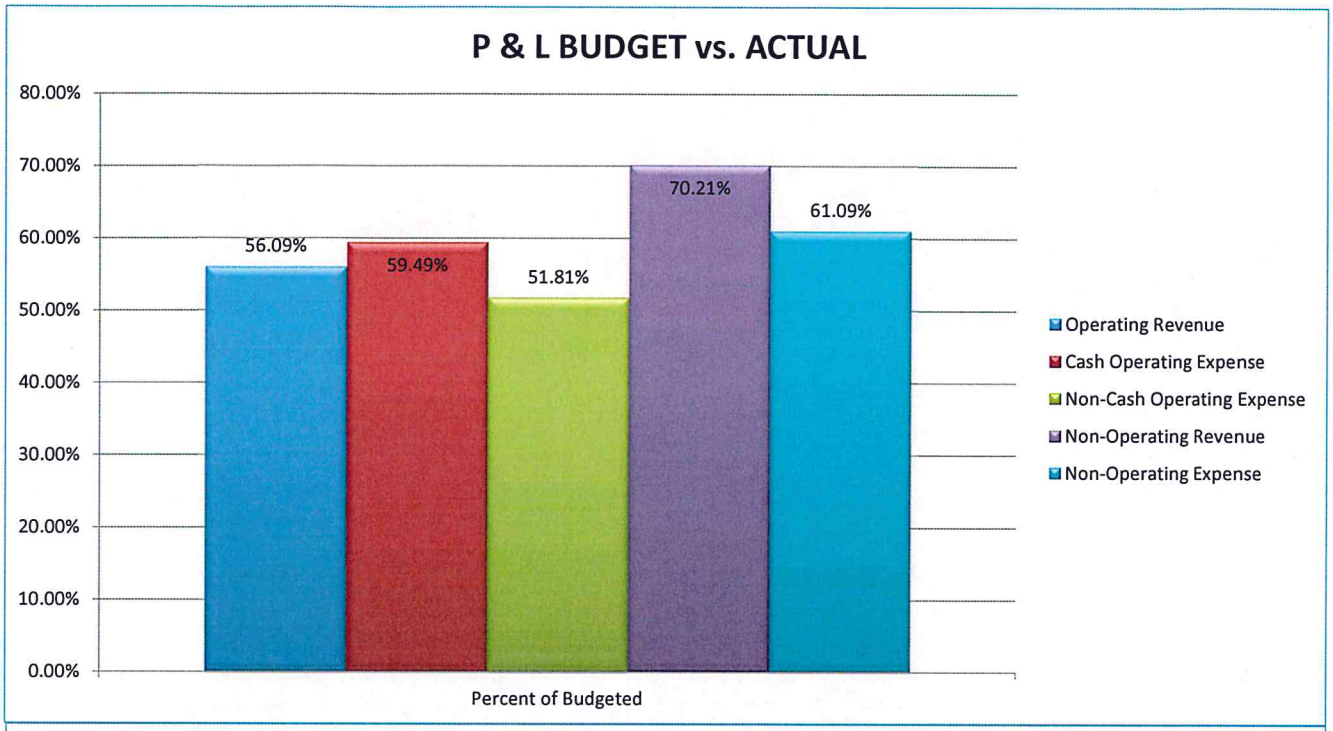


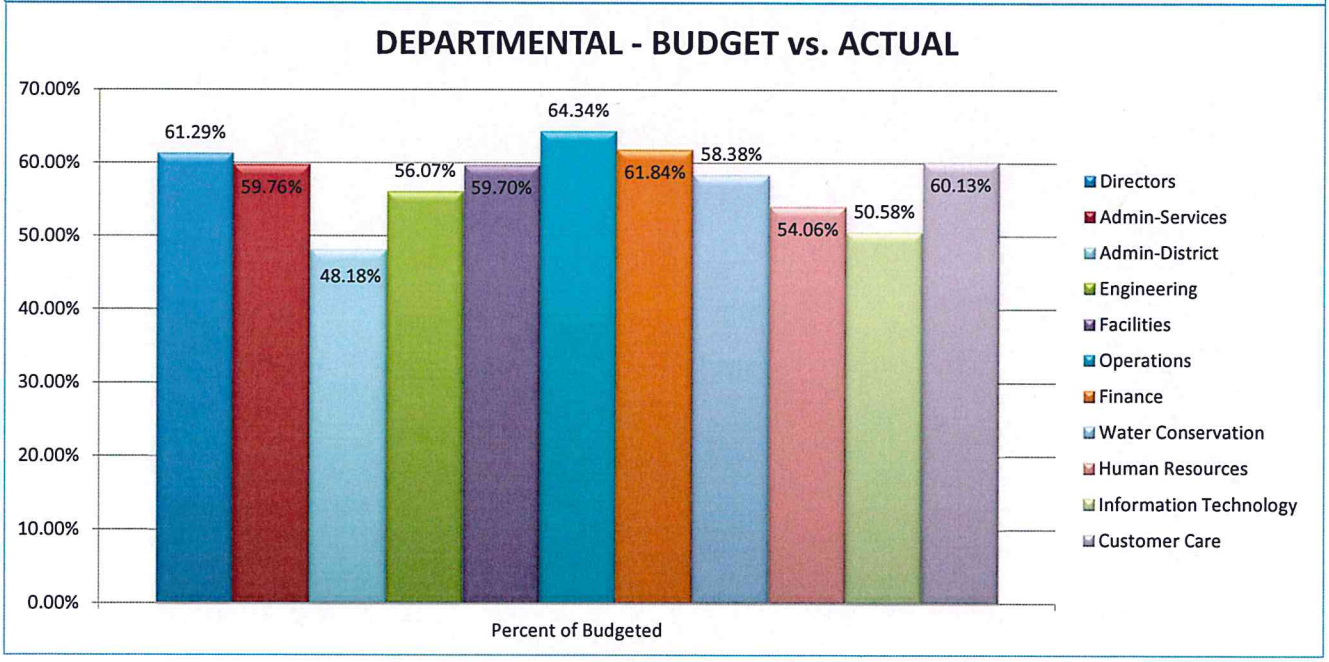
Palmdale Water District
Consolidated Profit and Loss Statement
For the Seven Months Ending 7/31/2016

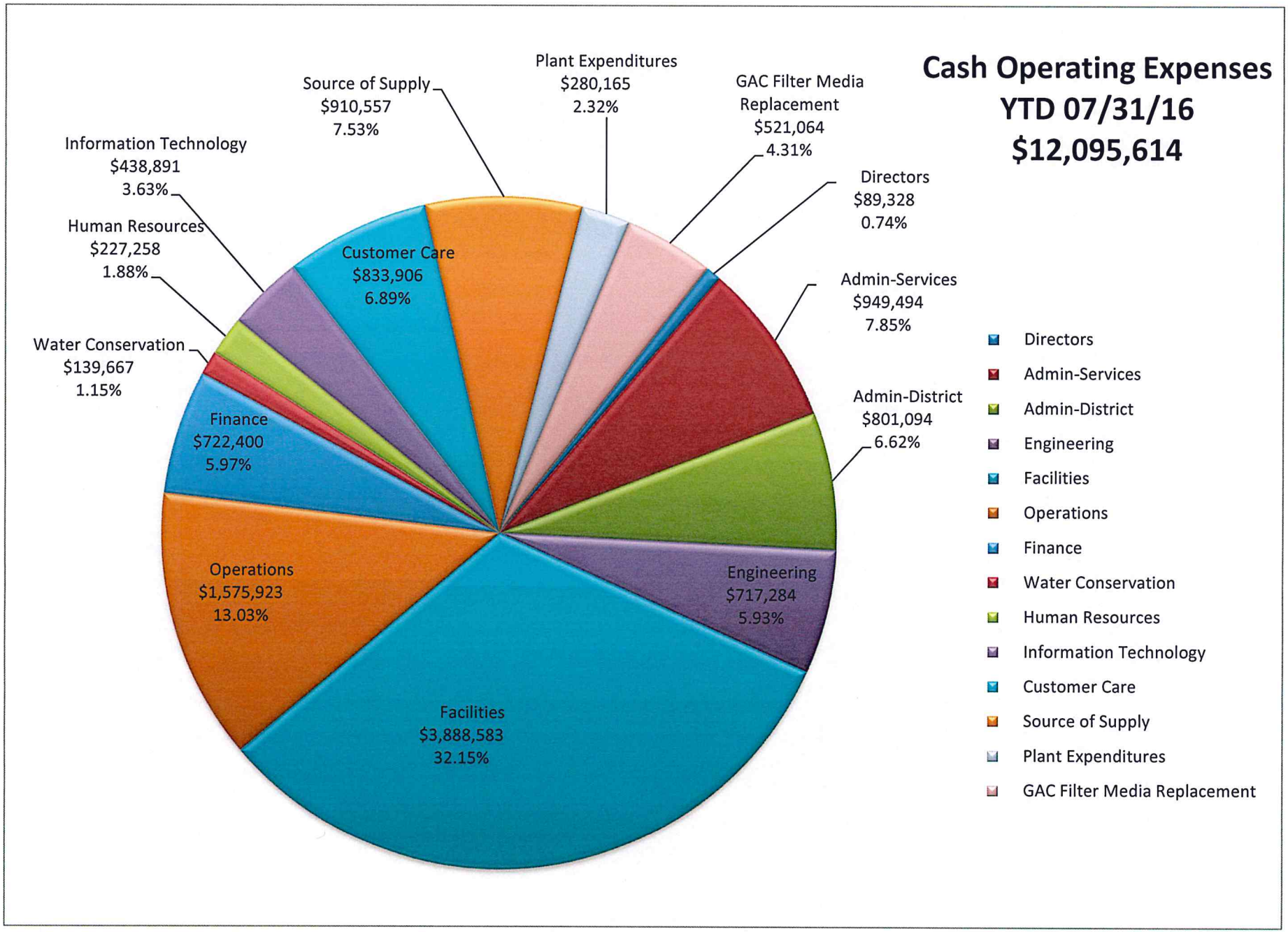
	Thru June	July	Year-to-Date	Adjustments	Adjusted Budget	% of Budget
Operating Revenue:						
Wholesale Water	$ 56,156	$ 1,953	$ 58,108		$ 160,000	36.32%
Water Sales	2,486,348	882,839	3,369,187		7,242,000	46.52%
Meter Fees	6,082,948	1,016,145	7,099,093		12,079,000	58.77%
Water Quality Fees	339,735	108,103	447,838		934,500	47.92%
Elevation Fees	131,004	45,709	176,713		400,000	44.18%
Other (Page 3-1)	359,422	63,435	422,857		860,000	49.17%
Drought Surcharge	380,311	203,554	583,865		-	
Total Operating Revenue	**$ 9,835,925**	**$ 2,321,738**	**$ 12,157,662**	**$ -**	**$ 21,675,500**	**56.09%**
Cash Operating Expenses:						
Directors	$ 83,131	$ 6,196	$ 89,328		$ 145,750	61.29%
Administration-Services	783,253	166,240	949,494		1,588,750	59.76%
Administration-District	785,830	15,264	801,094		1,612,750	49.67%
Engineering	609,286	107,998	717,284		1,279,250	56.07%
Facilities	3,355,102	533,481	3,888,583		6,513,750	59.70%
Operations	1,277,619	298,304	1,575,923		2,449,250	64.34%
Finance	613,924	108,476	722,400		1,168,250	61.84%
Water Conservation	121,826	17,841	139,667		239,250	58.38%
Human Resources	203,626	23,632	227,258		420,350	54.06%
Information Technology	362,899	75,992	438,891		867,750	50.58%
Customer Care	719,479	114,427	833,906		1,386,750	60.13%
Source of Supply-Purchased Water	898,781	11,776	910,557		1,725,000	52.79%
Plant Expenditures	231,509	48,656	280,165		-	
GAC Filter Media Replacement	521,064	-	521,064		934,500	55.76%
Total Cash Operating Expenses	**$ 10,567,330**	**$ 1,528,284**	**$ 12,095,614**	**$ -**	**$ 20,331,350**	**59.49%**
Net Cash Operating Profit/(Loss)	**$ (731,406)**	**$ 793,454**	**$ 62,048**	**$ -**	**$ 1,344,150**	**4.62%**
Non-Cash Operating Expenses:						
Depreciation	$ 2,868,543	$ 456,107	$ 3,324,650		$ 7,200,000	46.18%
OPEB Accrual Expense	1,371,021	-	1,371,021		2,250,000	60.93%
Bad Debts	55,014	14,334	69,347		50,000	138.69%
Service Costs Construction	46,795	34,572	81,367		125,000	65.09%
Capitalized Construction	(347,924)	(30,136)	(378,060)		(1,000,000)	37.81%
Total Non-Cash Operating Expenses	**$ 3,993,449**	**$ 474,877**	**$ 4,468,326**	**$ -**	**$ 8,625,000**	**51.81%**
Net Operating Profit/(Loss)	**$ (4,724,855)**	**$ 318,577**	**$ (4,406,277)**	**$ -**	**$ (7,280,850)**	**60.52%**
Non-Operating Revenues:						
Assessments (Debt Service)	$ 2,680,250	$ 440,417	$ 3,120,667		$ 4,670,000	66.82%
Assessments (1%)	1,177,601	142,917	1,320,518		2,025,000	65.21%
DWR Fixed Charge Recovery	135,765	(926)	134,839		200,000	67.42%
Interest	57,934	3,178	61,112		35,000	174.61%
Capital Improvement Fees	-	234,459	234,459		50,000	468.92%
Grants - State and Federal	306,915	-	306,915		485,000	63.28%
Other	124,595	21,977	146,571		120,000	122.14%
Total Non-Operating Revenues	**$ 4,483,059**	**$ 842,021**	**$ 5,325,081**	**$ -**	**$ 7,585,000**	**70.21%**
Non-Operating Expenses:						
Interest on Long-Term Debt	$ 1,116,601	$ 184,638	$ 1,301,239		$ 2,228,000	58.40%
Amortization of SWP	1,181,379	196,900	1,378,280		2,238,000	61.59%
Change in Investments in PRWA	105,316	-	105,316		-	
Water Conservation Programs	11,243	9,590	20,833		126,500	16.47%
Total Non-Operating Expenses	**$ 2,414,540**	**$ 391,128**	**$ 2,805,668**	**$ -**	**$ 4,592,500**	**61.09%**
Net Earnings	**$ (2,656,335)**	**$ 769,471**	**$ (1,886,864)**	**$ -**	**$ (4,288,350)**	**44.00%**

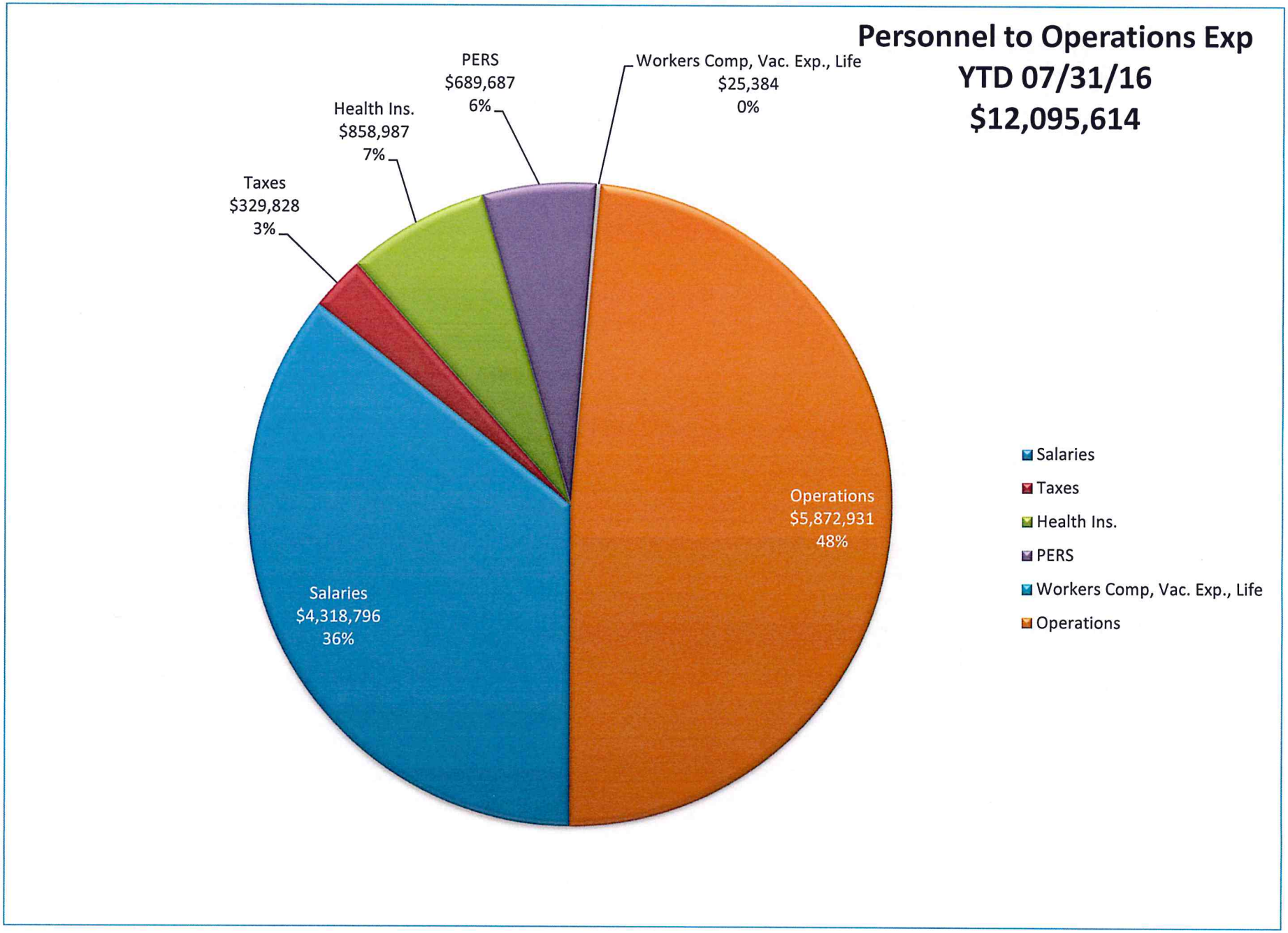
OTHER OPERATING REVENUE

	Current	YTD
Account Setup Charge($25)	$4,250.00	$26,385.00
Customer Request Turn On/Off($15)	$0.00	$15.00
Account Setup Charge/CC ($35)	$0.00	$1,085.00
5/8" Meter W/Itron Assembly($212)	$0.00	($212.00)
After Hours Service Call	$15.00	$540.00
Credit Check($10)	$0.00	$690.00
ERT (87.20)	$0.00	$87.20
Grind Down Angle Stop ($230)	$0.00	($230.00)
Lock Broken or Missing($15)	$75.00	$405.00
Miscellaneous Charge	$0.00	$931.70
Non-Compliance Fee Backflow($50)	$0.00	$600.00
Pulled Meter Service Charge($60)	$120.00	$660.00
Rejected Payment Notification	$320.00	$2,020.00
Repair Angle Stop After Hours($600.00)	$0.00	$0.00
Repair Angle Stop($440.00)	$880.00	$5,280.00
Shut-Off Charge($30)	$6,210.00	$43,170.00
Shut-Off Notice Fee ($5)	$7,845.00	$57,350.00
Standard Trip Charge($15)	$180.00	$1,440.00
Waste Water 1st Notice($50.00)	$450.00	$6,150.00
Waste Water 2nd Notice ($250.00)	$0.00	($250.00)
Late Fees	$34,344.40	$220,026.39
NSF Fee	$400.00	$2,850.00


P & L BUDGET vs. ACTUAL
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
56.09%
59.49%
51.81%
70.21%
61.09%
Operating Revenue
Cash Operating Expense
Non-Cash Operating Expense
Non-Operating Revenue
Non-Operating Expense
Percent of Budgeted


DEPARTMENTAL - BUDGET vs. ACTUAL
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
61.29%
59.76%
48.18%
56.07%
59.70%
64.34%
61.84%
58.38%
54.06%
50.58%
60.13%
Directors
Admin-Services
Admin-District
Engineering
Facilities
Operations
Finance
Water Conservation
Human Resources
Information Technology
Customer Care
Percent of Budgeted


Cash Operating Expenses
YTD 07/31/16
$12,095,614
Plant Expenditures
$280,165
2.32%
Source of Supply
$910,557
7.53%
GAC Filter Media
Replacement
$521,064
4.31%
Information Technology
$438,891
3.63%
Directors
$89,328
0.74%
Human Resources
$227,258
1.88%
Customer Care
$833,906
6.89%
Admin-Services
$949,494
7.85%
Water Conservation
$139,667
1.15%
Admin-District
$801,094
6.62%
Finance
$722,400
5.97%
Operations
$1,575,923
13.03%
Engineering
$717,284
5.93%
Facilities
$3,888,583
32.15%
Directors
Admin-Services
Admin-District
Engineering
Facilities
Operations
Finance
Water Conservation
Human Resources
Information Technology
Customer Care
Source of Supply
Plant Expenditures
GAC Filter Media Replacement


Personnel to Operations Exp
YTD 07/31/16
$12,095,614
PERS
$689,687
6%
Workers Comp, Vac. Exp., Life
$25,384
0%
Health Ins.
$858,987
7%
Taxes
$329,828
3%
Operations
$5,872,931
48%
Salaries
$4,318,796
36%
Salaries
Taxes
Health Ins.
PERS
Workers Comp, Vac. Exp., Life
Operations

Palmdale Water District
Profit and Loss Statement
Year-To-Year Comparison - July

	2015 July	2016 July	Change	% Change
Operating Revenue:				
Wholesale Water	$ -	$ 1,953	$ 1,953	
Water Sales	628,351	882,839	254,488	40.50%
Meter Fees	972,174	1,016,145	43,971	4.52%
Water Quality Fees	94,615	108,103	13,488	14.26%
Elevation Fees	40,529	45,709	5,180	12.78%
Other	102,185	63,435	(38,750)	-37.92%
Drought Surcharge	146,366	203,554	57,188	39.07%
Total Operating Revenue	**$ 1,984,220**	**$ 2,321,738**	**$ 337,518**	**17.01%**
Cash Operating Expenses:				
Directors	$ 10,260	$ 6,196	$ (4,063)	-39.60%
Administration-Services	149,756	166,240	31,748	21.20%
Administration-District	-	15,264		
Engineering	172,447	107,998	(64,449)	-37.37%
Facilities	638,102	533,481	(104,621)	-16.40%
Operations	277,077	298,304	21,227	7.66%
Finance	153,138	108,476	(44,661)	-29.16%
Water Conservation	32,140	17,841	(14,299)	-44.49%
Human Resources	39,445	23,632	(15,813)	-40.09%
Information Technology	147,018	75,992	(71,026)	-48.31%
Customer Care	166,857	114,427	(52,430)	-31.42%
Source of Supply-Purchased Water	11,509	11,776	267	2.32%
Plant Expenditures	(10,742)	48,656	59,399	-552.94%
GAC Filter Media Replacement	-	-	-	
Total Cash Operating Expenses	**$ 1,787,005**	**$ 1,528,284**	**$ (258,722)**	**-14.48%**
Non-Cash Operating Expenses:				
Depreciation	$ 535,911	$ 456,107	$ (79,804)	-14.89%
OPEB Accrual Expense	183,580	-	(183,580)	-100.00%
Bad Debts	3,166	14,334	11,168	352.79%
Service Costs Construction	1,489	34,572	33,084	2222.15%
Capitalized Construction	(52,698)	(30,136)	22,561	-42.81%
Total Non-Cash Operating Expenses	**$ 671,448**	**$ 474,877**	**$ (196,571)**	**-29.28%**
Net Operating Profit/(Loss)	**$ (474,233)**	**$ 318,577**	**$ 792,810**	**-167.18%**
Non-Operating Revenues:				
Assessments (Debt Service)	$ 443,333	$ 440,417	$ (2,917)	-0.66%
Assessments (1%)	140,000	142,917	2,917	2.08%
DWR Fixed Charge Recovery	-	(926)	(926)	
Interest	(739)	3,178	3,917	-529.77%
Capital Improvement Fees	-	234,459	234,459	
Grants - State and Federal	-	-	-	
Other	32	21,977	21,944	
Total Non-Operating Revenues	**$ 582,626**	**$ 842,021**	**$ 259,395**	44.52%
Non-Operating Expenses:				
Interest on Long-Term Debt	$ 189,248	$ 184,638	$ (4,610)	-2.44%
Amortization of SWP	172,877	196,900	24,023	13.90%
Change in Investments in PRWA	-	-	-	
Water Conservation Programs	27,117	9,590	(17,527)	-64.63%
Total Non-Operating Expenses	**$ 389,242**	**$ 391,128**	**$ 1,886**	0.48%
Net Earnings	**$ (280,849)**	**$ 769,471**	**$ 1,050,320**	**-373.98%**

Consumption Comparison

	2015	2016
Units Billed	679,783	831,559
Active	26,518	26,592
Vacant	859	813
Rev/unit	$ 2.92	$ 2.79
Rev/con	$ 65.45	$ 77.27
Unit/con	25.63	31.27

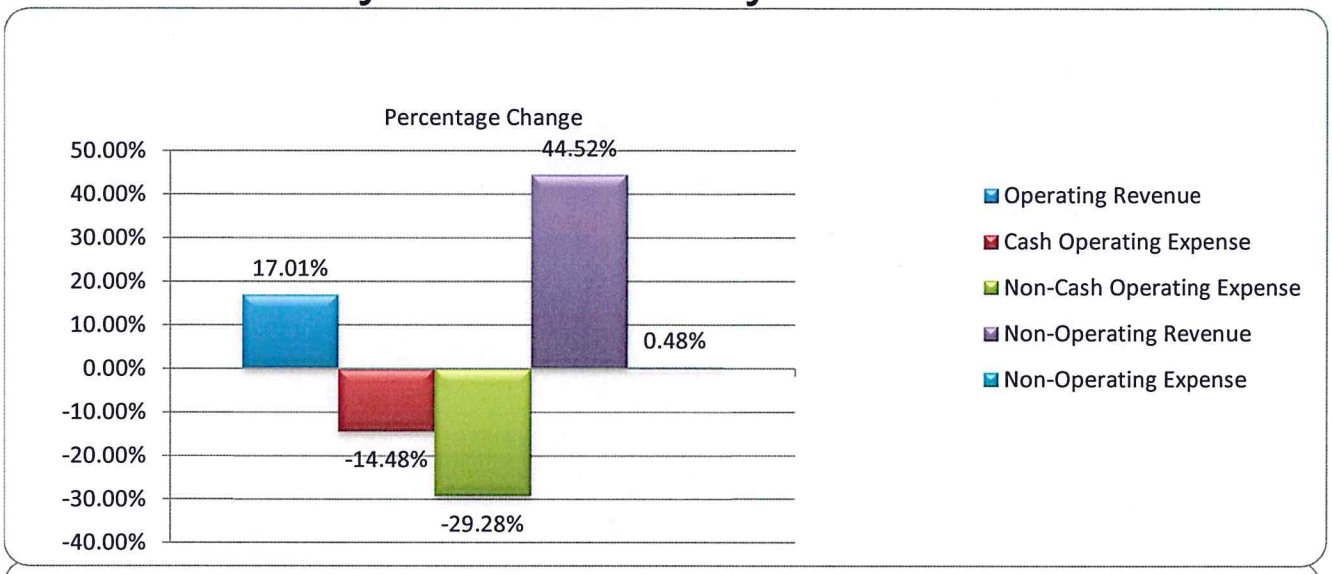
Palmdale Water District
Profit and Loss Statement
Year-To-Year Comparison-2 Years - July

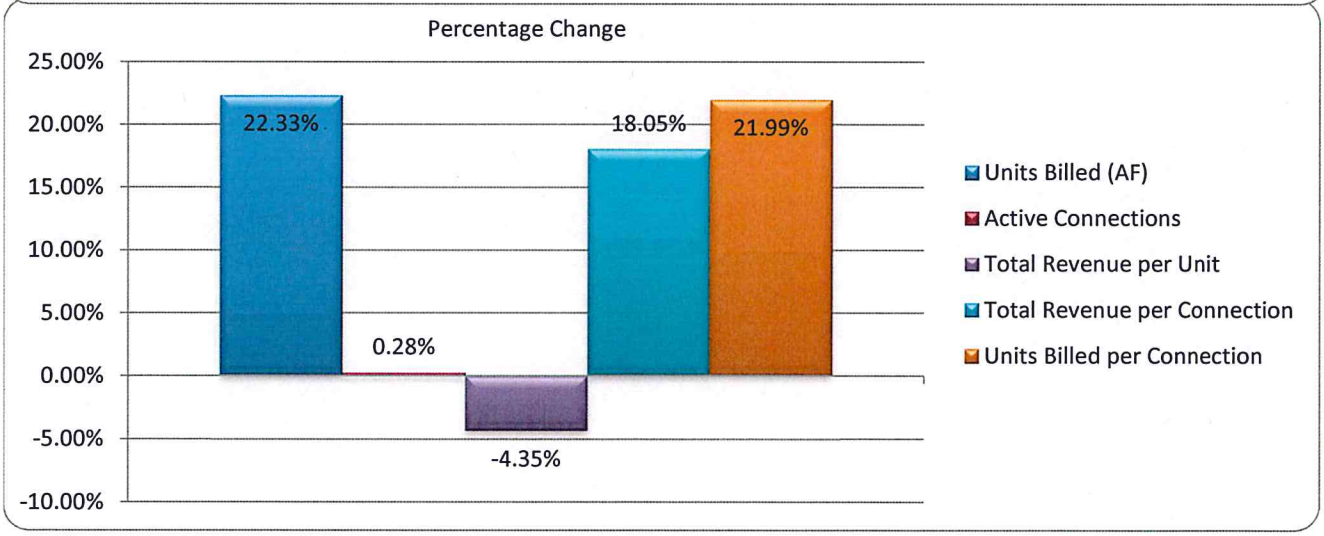
	2014 July	2016 July	Change	% Change
Operating Revenue:				
Wholesale Water	$ 43,402	$ 1,953	$ (41,450)	-95.50%
Water Sales	974,152	882,839	(91,312)	-9.37%
Meter Fees	947,584	1,016,145	68,561	7.24%
Water Quality Fees	185,525	108,103	(77,422)	-41.73%
Elevation Fees	59,200	45,709	(13,491)	-22.79%
Other	105,068	63,435	(41,633)	-39.62%
Drought Surcharge	-	203,554	203,554	
Total Operating Revenue	**$ 2,314,930**	**$ 2,321,738**	**$ 6,807**	**0.29%**
Cash Operating Expenses:				
Directors	$ 15,532	$ 6,196	$ (9,336)	-60.11%
Administration-Services	243,191	166,240	(61,687)	-25.37%
Administration-District	-	15,264		
Engineering	126,181	107,998	(18,184)	-14.41%
Facilities	346,414	533,481	187,067	54.00%
Operations	557,331	298,304	(259,027)	-46.48%
Finance	290,520	108,476	(182,044)	-62.66%
Water Conservation	11,237	17,841	6,604	58.77%
Human Resources	27,850	23,632	(4,218)	-15.14%
Information Technology	62,346	75,992	13,647	21.89%
Customer Care	-	114,427	114,427	
Source of Supply-Purchased Water	(267,839)	11,776	279,615	-104.40%
Plant Expenditures	58,223	48,656	(9,567)	-16.43%
GAC Filter Media Replacement	-	-	-	
Total Cash Operating Expenses	**$ 1,470,988**	**$ 1,528,284**	**$ 57,296**	**3.90%**
Non-Cash Operating Expenses:				
Depreciation	$ 1,006,510	$ 456,107	$ (550,403)	-54.68%
OPEB Accrual Expense	166,875	-	(166,875)	-100.00%
Bad Debts	172	14,334	14,161	8219.03%
Service Costs Construction	(137,158)	34,572	171,731	-125.21%
Capitalized Construction	(225,819)	(30,136)	195,683	-86.65%
Total Non-Cash Operating Expenses	**$ 810,580**	**$ 474,877**	**$ (335,704)**	**-41.42%**
Net Operating Profit/(Loss)	**$ 33,362**	**$ 318,577**	**$ 285,215**	**854.90%**
Non-Operating Revenues:				
Assessments (Debt Service)	$ 63,234	$ 440,417	$ 377,183	596.49%
Assessments (1%)	16,971	142,917	125,945	742.10%
DWR Fixed Charge Recovery	-	(926)	(926)	
Interest	2,543	3,178	635	24.99%
Capital Improvement Fees	-	234,459	234,459	
Grants - State and Federal	-	-		
Other	14,145	21,977	7,832	55.37%
Total Non-Operating Revenues	**$ 96,893**	**$ 842,021**	**$ 745,129**	769.03%
Non-Operating Expenses:				
Interest on Long-Term Debt	$ 194,872	$ 184,638	$ (10,235)	-5.25%
Amortization of SWP	159,510	196,900	37,390	23.44%
Change in Investments in PRWA	-	-	-	
Water Conservation Programs	11,274	9,590	(1,684)	-14.94%
Total Non-Operating Expenses	**$ 365,656**	**$ 391,128**	**$ 25,472**	6.97%
Net Earnings	**$ (235,401)**	**$ 769,471**	**$ 1,004,873**	**-426.88%**

Consumption Comparison

	2014	2016
Units Billed	938,344	831,559
Active	26,455	26,592
Vacant	914	813
Rev/unit	$ 2.47	$ 2.79
Rev/con	$ 83.53	$ 77.27
Unit/con	35.47	31.27

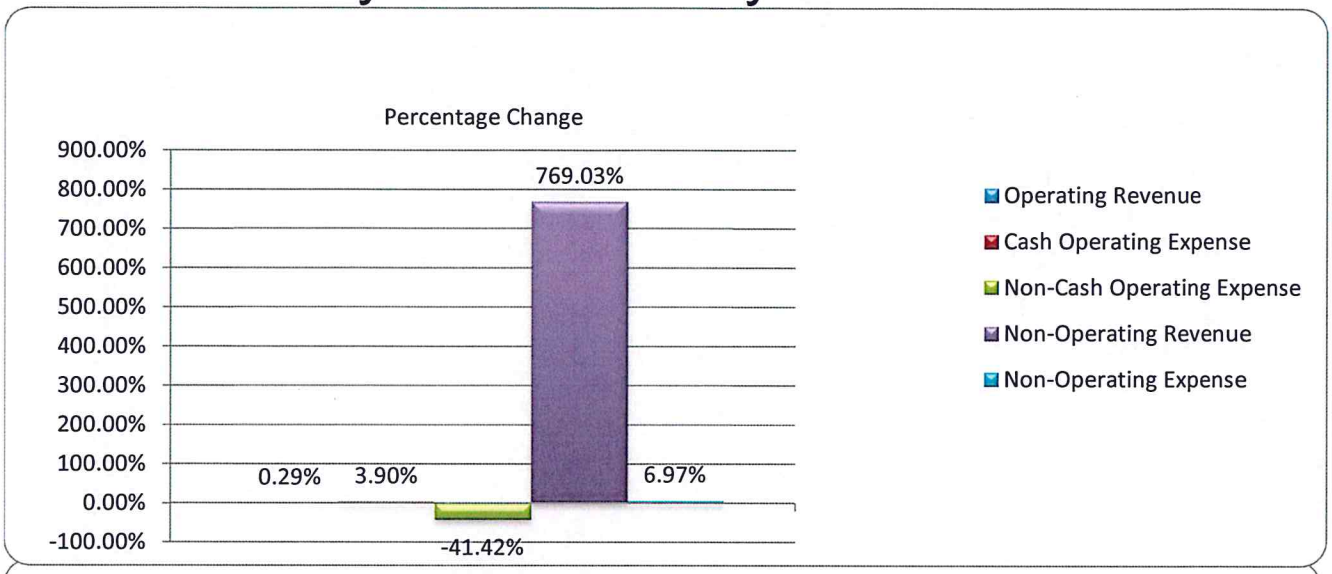
YEAR-TO-YEAR COMPARISON
July 2015 -To - July 2016

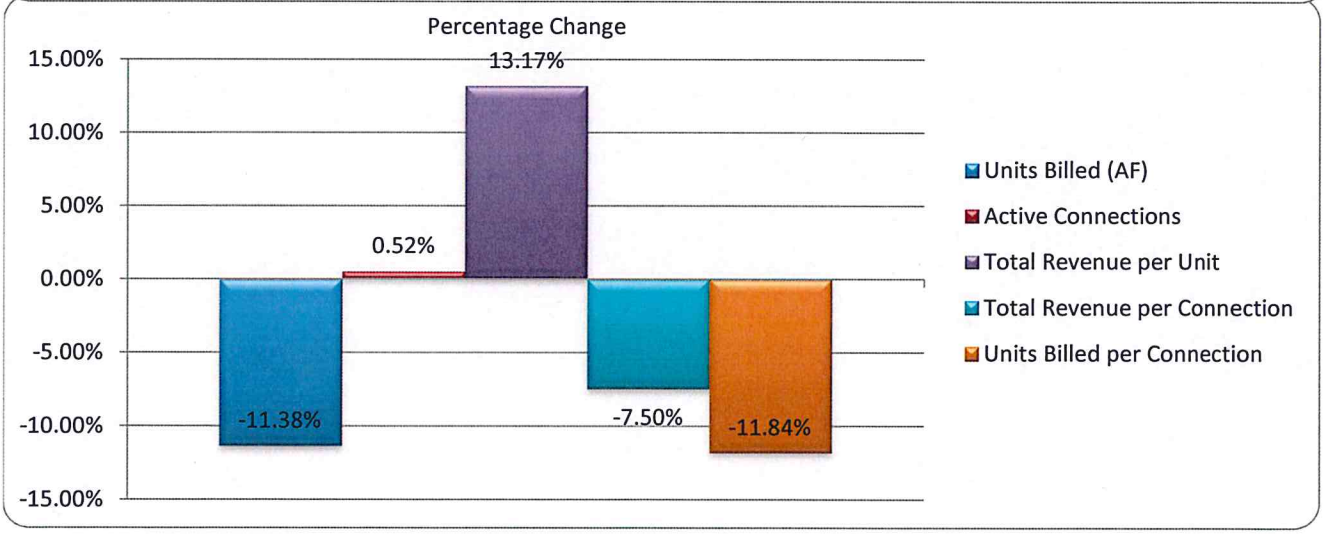




	2015	2016	Change	
Units Billed (AF)	1,561	1,909	348	22.33%
Active Connections	26,518	26,592	74	0.28%
Non-Active	859	813	-46	-5.36%
Total Revenue per Unit	$2.92	$2.79	-$0.13	-4.35%
Total Revenue per Connection	$65.45	$77.27	$11.82	18.05%
Units Billed per Connection	25.63	31.27	5.64	21.99%

YEAR-TO-YEAR COMPARISON
July 2014 -To - July 2016





	2014	2016	Change	
Units Billed (AF)	2,154	1,909	-245	-11.38%
Active Connections	26,455	26,592	137	0.52%
Non-Active	914	813	-101	-11.05%
Total Revenue per Unit	$2.47	$2.79	$0.32	13.17%
Total Revenue per Connection	$83.53	$77.27	-$6.26	-7.50%
Units Billed per Connection	35.47	31.27	-4.20	-11.84%

Palmdale Water District
Revenue Analysis
For the Seven Months Ending 7/31/2016

2016

	Thru June	July	Year-to-Date	Adjusted Budget	% of Budget
Operating Revenue:					
Wholesale Water	$ 56,156	$ 1,953	$ 58,108	$ 160,000	36.32%
Water Sales	2,486,348	882,839	3,369,187	7,242,000	46.52%
Meter Fees	6,082,948	1,016,145	7,099,093	12,079,000	58.77%
Water Quality Fees	339,735	108,103	447,838	934,500	47.92%
Elevation Fees	131,004	45,709	176,713	400,000	44.18%
Other	359,422	63,435	422,857	860,000	49.17%
Drought Surcharge	380,311	203,554	583,865	-	
Total Water Sales	**$ 9,835,925**	**$ 2,321,738**	**$12,157,662**	**$21,675,500**	**56.09%**
Non-Operating Revenues:					
Assessments (Debt Service)	$ 2,680,250	$ 440,417	$ 3,120,667	$ 4,670,000	66.82%
Assessments (1%)	1,177,601	142,917	1,320,518	2,025,000	65.21%
DWR Fixed Charge Recovery	135,765	(926)	134,839	200,000	67.42%
Interest	57,934	3,178	61,112	35,000	174.61%
Capital Improvement Fees	-	234,459	234,459	50,000	468.92%
Grants - State and Federal	306,915	-	306,915	485,000	63.28%
Other	124,595	21,977	146,571	120,000	122.14%
Total Non-Operating Revenues	**$ 4,483,059**	**$ 842,021**	**$ 5,325,081**	**$ 7,585,000**	**70.21%**
Total Revenue	**$ 14,318,984**	**$ 3,163,759**	**$17,482,743**	**$29,260,500**	**59.75%**

2015

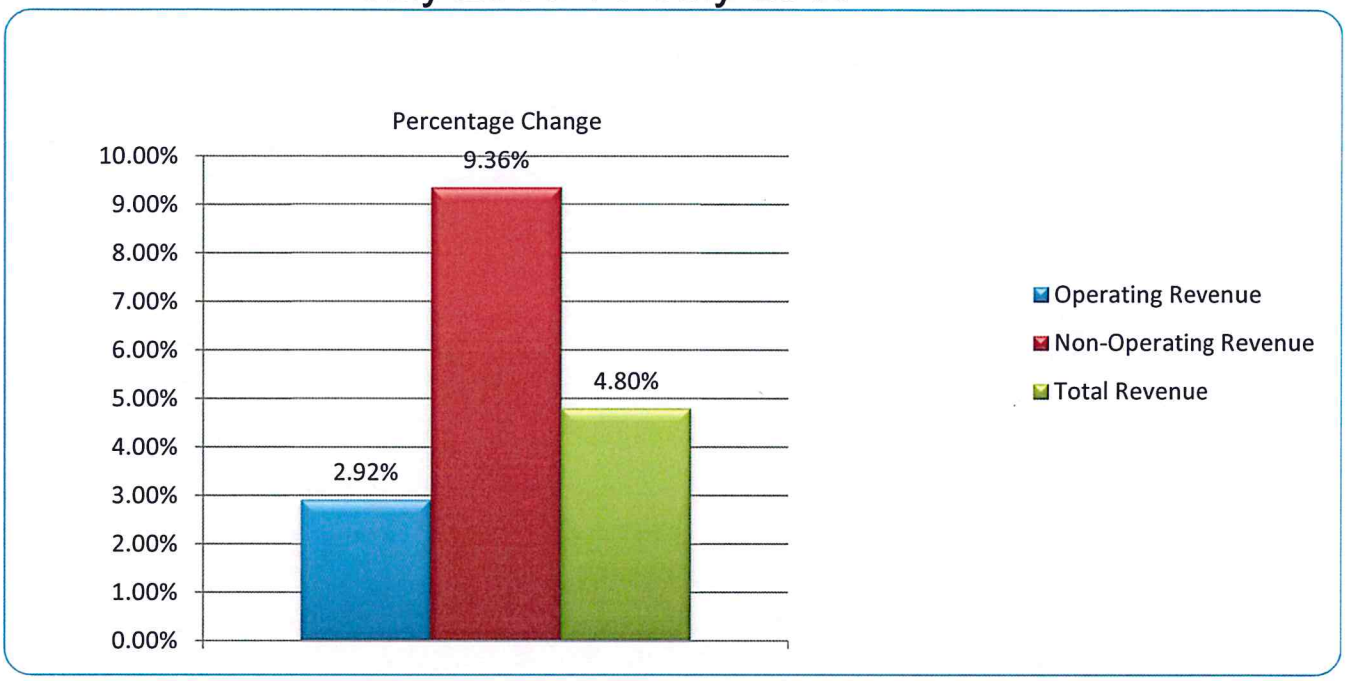
	Thru June	July	Year-to-Date	Adjusted Budget	% of Budget
Operating Revenue:					
Wholesale Water	$ 10,720	$ -	$ 10,720	$ 225,000	4.76%
Water Sales	2,842,386	628,351	3,470,737	8,550,500	40.59%
Meter Fees	5,826,821	972,174	6,798,995	11,506,000	59.09%
Water Quality Fees	407,064	94,615	501,679	1,146,500	43.76%
Elevation Fees	165,355	40,529	205,884	525,000	39.22%
Other	576,090	102,185	678,275	1,450,000	46.78%
Drought Surcharge	-	146,366	146,366	-	
Total Water Sales	**$ 9,817,715**	**$ 1,984,220**	**$11,801,935**	**$23,178,000**	**50.92%**
Non-Operating Revenues:					
Assessments (Debt Service)	$ 2,679,000	$ 443,333	$ 3,122,333	$ 5,100,000	61.22%
Assessments (1%)	1,177,200	140,000	1,317,200	1,950,000	67.55%
DWR Fixed Charge Recovery	253,732	-	253,732	100,000	253.73%
Interest	26,918	(739)	26,179	35,000	74.80%
Capital Improvement Fees	138,702	-	138,702	50,000	277.40%
Grants - State and Federal	-	-	-	-	
Other	11,192	32	11,224	5,000	224.48%
Total Non-Operating Revenues	**$ 4,286,745**	**$ 582,626**	**$ 4,869,371**	**$ 7,240,000**	**67.26%**
Total Revenue	**$ 14,104,460**	**$ 2,566,846**	**$16,671,306**	**$30,418,000**	**54.81%**

2015 to 2016 Comparison

	Thru June	July	Year-to-Date	% Change
Operating Revenue:				
Wholesale Water	$ 45,435	$ 1,953	$ 47,388	442.04%
Water Sales	(356,037)	254,488	(101,549)	-2.93%
Meter Fees	256,127	43,971	300,098	4.41%
Water Quality Fees	(67,329)	13,488	(53,841)	-10.73%
Elevation Fees	(34,351)	5,180	(29,171)	-14.17%
Other	(216,668)	(38,750)	(255,417)	-37.66%
Drought Surcharge	380,311	57,188	437,499	
Total Water Sales	**$ 7,489**	**$ 337,518**	**$ 345,007**	**2.92%**
Non-Operating Revenues:				
Assessments (Debt Service)	$ 1,250	$ (2,917)	$ (1,667)	-0.05%
Assessments (1%)	401	2,917	3,317	0.25%
DWR Fixed Charge Recovery	(117,967)	(926)	(118,893)	-46.86%
Interest	31,016	3,917	34,933	133.44%
Capital Improvement Fees	(138,702)	234,459	95,757	69.04%
Grants - State and Federal	306,915	-	306,915	
Other	113,403	21,944	135,347	1205.88%
Total Non-Operating Revenues	**$ 196,315**	**$ 259,395**	**$ 455,710**	**9.36%**
Total Revenue	**$ 203,804**	**$ 596,913**	**$ 800,717**	**4.80%**

REVENUE COMPARISON YEAR-TO-DATE

July 2015-To-July 2016



Palmdale Water District
Operating Expense Analysis
For the Seven Months Ending 7/31/2016

	2016					2015 to 2016 Comparison			
	Thru June	July	Year-to-Date	Adjusted Budget	% of Budget	Thru June	July	Year-to-Date	% Change
Cash Operating Expenses:									
Directors	$ 83,131	$ 6,196	$ 89,328	$ 145,750	61.29%	$ 14,813	$ (4,063)	$ 10,750	13.68%
Administration-Services	783,253	166,240	949,494	1,588,750	59.76%	115,352	31,748	147,100	9.17%
Administration-District	785,830	15,264	801,094	1,612,750	49.67%				
Engineering	609,286	107,998	717,284	1,279,250	56.07%	15,583	(64,449)	(48,866)	-6.38%
Facilities	3,355,102	533,481	3,888,583	6,513,750	59.70%	649,548	(104,621)	544,927	16.30%
Operations	1,277,619	298,304	1,575,923	2,449,250	64.34%	139,897	21,227	161,124	11.39%
Finance	613,924	108,476	722,400	1,168,250	61.84%	(320,500)	(44,661)	(365,161)	-33.58%
Water Conservation	121,826	17,841	139,667	239,250	58.38%	(10,083)	(14,299)	(24,382)	-14.86%
Human Resources	203,626	23,632	227,258	420,350	54.06%	(8,827)	(15,813)	(24,640)	-9.78%
Information Technology	362,899	75,992	438,891	867,750	50.58%	21,141	(71,026)	(49,885)	-10.21%
Customer Care	719,479	114,427	833,906	1,386,750	60.13%	287,193	(52,430)	234,763	39.18%
Source of Supply-Purchased Water	898,781	11,776	910,557	1,725,000	52.79%	177,123	267	177,390	16.03%
Plant Expenditures	231,509	48,656	280,165	-		(171,773)	59,399	(112,375)	-28.63%
GAC Filter Media Replacement	521,064	-	521,064	934,500	55.76%	(74,980)	-	(74,980)	-12.58%
Total Cash Operating Expenses	**$ 10,567,330**	**$ 1,528,284**	**$ 12,095,614**	**$ 20,331,350**	**59.49%**	**$ 834,487**	**$ (258,722)**	**$ 575,766**	**4.76%**
Non-Cash Operating Expenses:									
Depreciation	$ 2,868,543	$ 456,107	$ 3,324,650	$ 7,200,000	46.18%	$ (338,014)	$ (79,804)	$ (417,818)	-11.16%
OPEB Accrual Expense	1,371,021	-	1,371,021	2,250,000	60.93%	269,541	(183,580)	85,961	6.69%
Bad Debts	55,014	14,334	69,347	50,000	138.69%	51,599	11,168	62,767	953.91%
Service Costs Construction	46,795	34,572	81,367	125,000	65.09%	20,801	33,084	53,885	196.07%
Capitalized Construction	(347,924)	(30,136)	(378,060)	(1,000,000)	37.81%	212,656	22,561	235,218	-38.35%
Total Non-Cash Operating Expenses	**$ 3,993,449**	**$ 474,877**	**$ 4,468,326**	**$ 8,625,000**	**51.81%**	**$ 216,585**	**$ (196,571)**	**$ 20,013**	**0.45%**
Non-Operating Expenses:									
Interest on Long-Term Debt	$ 1,116,601	$ 184,638	$ 1,301,239	$ 2,228,000	58.40%	$ (23,950)	$ (4,610)	$ (28,560)	-2.15%
Amortization of SWP	1,181,379	196,900	1,378,280	2,238,000	61.59%	144,118	24,023	168,141	13.89%
Change in Investments in PRWA	105,316	-	105,316	-		91,311	-	91,311	
Water Conservation Programs	11,243	9,590	20,833	126,500	16.47%	(103,288)	(17,527)	(120,815)	-85.29%
Total Non-Operating Expenses	**$ 2,414,540**	**$ 391,128**	**$ 2,805,668**	**$ 4,592,500**	**61.09%**	**$ 108,191**	**$ 1,886**	**$ 110,077**	**4.08%**
Total Expenses	**$ 16,975,319**	**$ 2,394,288**	**$ 19,369,607**	**$ 33,548,850**	**57.74%**	**$ 1,159,263**	**$ (453,407)**	**$ 705,856**	**3.78%**

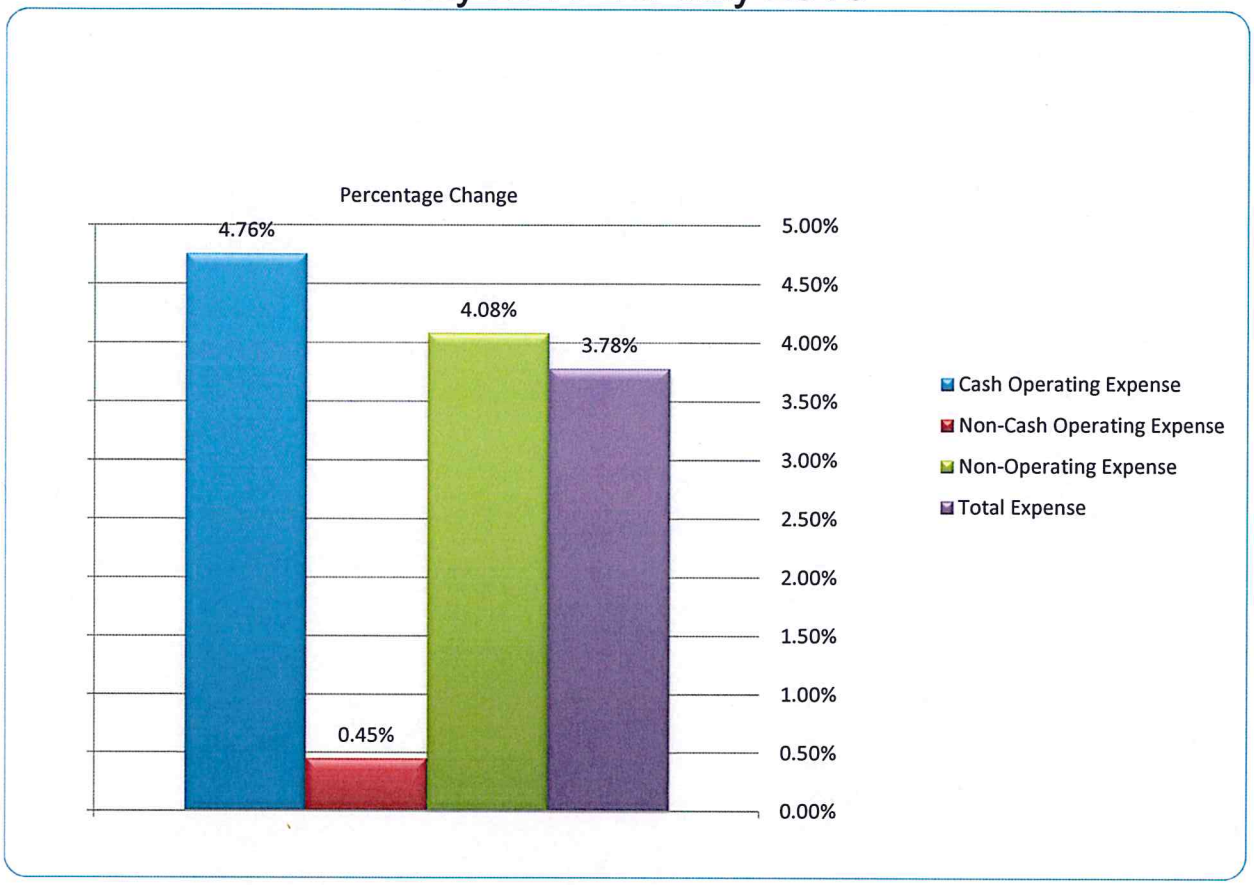
Palmdale Water District
Operating Expense Analysis
For the Seven Months Ending 7/31/2016

2015 to 2016 Comparison

	2015 Thru June	July	Year-to-Date	Adjusted Budget	% of Budget
Cash Operating Expenses:					
Directors	$ 68,318	$ 10,260	$ 78,578	$ 118,500	66.31%
Administration-Services	1,453,731	149,756	1,603,487	2,667,250	60.12%
Administration-District	-	-			
Engineering	593,703	172,447	766,150	1,252,750	61.16%
Facilities	2,705,554	638,102	3,343,656	5,998,000	55.75%
Operations	1,137,722	277,077	1,414,798	2,624,000	53.92%
Finance	934,424	153,138	1,087,561	2,950,750	36.86%
Water Conservation	131,909	32,140	164,049	284,000	57.76%
Human Resources	212,453	39,445	251,898	326,100	77.25%
Information Technology	341,758	147,018	488,776	782,750	62.44%
Customer Care	432,286	166,857	599,143	-	
Source of Supply-Purchased Water	1,094,780	11,509	1,106,289	2,400,000	46.10%
Water Purchases-Prior Year OAP	(36,045)	-	(36,045)	250,000	-14.42%
Water Recovery	(337,077)	-	(337,077)	(100,000)	337.08%
Plant Expenditures	403,283	(10,742)	392,540	1,146,500	34.24%
GAC Filter Media Replacement	596,045	-	596,045	1,896,000	31.44%
Total Cash Operating Expenses	**$ 9,732,843**	**$ 1,787,005**	**$ 11,519,848**	**$ 22,596,600**	**50.98%**
Non-Cash Operating Expenses:					
Depreciation	$ 3,206,557	$ 535,911	$ 3,742,468	$ 6,450,000	58.02%
OPEB Accrual Expense	1,101,480	183,580	1,285,060	2,000,000	64.25%
Bad Debts	3,414	3,166	6,580	100,000	6.58%
Service Costs Construction	25,993	1,489	27,482	125,000	21.99%
Capitalized Construction	(560,580)	(52,698)	(613,278)	(1,000,000)	61.33%
Total Non-Cash Operating Expenses	**$ 3,776,864**	**$ 671,448**	**$ 4,448,312**	**$ 7,675,000**	**57.96%**
Non-Operating Expenses:					
Interest on Long-Term Debt	$ 1,140,551	$ 189,248	$ 1,329,799	$ 2,111,000	62.99%
Amortization of SWP	1,037,262	172,877	1,210,139	1,679,000	72.07%
Change in Investments in PRWA	14,005	-	14,005	-	
Water Conservation Programs	114,531	27,117	141,648	200,000	70.82%
Total Non-Operating Expenses	**$ 2,306,349**	**$ 389,242**	**$ 2,695,591**	**$ 3,990,000**	**67.56%**
Total Expenses	**$ 15,816,056**	**$ 2,847,695**	**$ 18,663,751**	**$ 34,261,600**	**54.47%**

EXPENSE COMPARISON YEAR-TO-DATE

July 2015-To-July 2016



Palmdale Water District
2016 Directors Budget
For the Seven Months Ending Sunday, July 31, 2016

	YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:					
1-01-4000-000 Directors Pay	$ 31,800	$ 50,000	$ -	$ 18,200	63.60%
Employee Benefits					
1-01-4005-000 Payroll Taxes	2,433	5,500		3,067	44.23%
1-01-4010-000 Health Insurance	44,922	76,250		31,328	58.91%
Subtotal (Benefits)	47,355	81,750	-	31,328	57.93%
Total Personnel Expenses	$ 79,155	$ 131,750	$ -	$ 49,528	60.08%
OPERATING EXPENSES:					
1-01-4050-000 Directors Travel, Seminars & Meetings	10,173	14,000		3,827	72.66%
Subtotal Operating Expenses	10,173	14,000	-	3,827	72.66%
Total O & M Expenses	$ 89,328	$ 145,750	$ -	$ 53,355	61.29%

Palmdale Water District
2016 Directors Budget
For The Month Of July 2016

	2016	2015
Personnel Budget:		
1-01-4000-000 Directors Pay	$ 5,700	$ 4,500
Employee Benefits		
1-01-4005-000 Payroll Taxes	436	344
1-01-4010-000 Health Insurance	6,168	4,868
Subtotal (Benefits)	6,604	5,213
Total Personnel Expenses	$ 12,304	$ 9,713
OPERATING EXPENSES:		
1-01-4050-000 Directors Travel, Seminars & Meetings	60	586
Subtotal Operating Expenses	60	586
Total O & M Expenses	$ 12,365	$ 10,298

	Directors Pay		Health Ins.	
	2016	2015	2016	2015
Alvarado	0	1350	1,600	1,591
Dino	1,350	1,500	1,134	1,125
Dizmang	0	450	0	0
Estes	0	0	1,591	1,566
Henriquez	3,750	0	1,257	0
Mac Laren	600	1,200	587	586
	5,700	4,500	6,168	4,868

	Operating	
	2016	2015
Alvarado	0	0
Dino	-282	0
Dizmang	0	0
Estes	342	333
Henriquez	0	0
Mac Laren	0	253
	60	585.7

Palmdale Water District
2016 Administration Services Budget
For the Seven Months Ending Sunday, July 31, 2016

	YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:					
1-02-4000-000 Salaries	$ 578,837	$ 982,000		$ 403,163	58.94%
1-02-4000-100 Overtime	3,429	8,250		4,821	41.57%
Subtotal (Salaries)	$ 582,266	$ 990,250	$ -	$ 407,984	58.80%
Employee Benefits					
1-02-4005-000 Payroll Taxes	$ 43,006	$ 74,000		30,994	58.12%
1-02-4010-000 Health Insurance	78,400	135,000		56,600	58.07%
1-02-4015-000 PERS	63,942	117,500		53,558	54.42%
Subtotal (Benefits)	$ 185,349	$ 326,500	$ -	$ 141,151	56.77%
Total Personnel Expenses	$ 767,615	$ 1,316,750	$ -	$ 549,135	58.30%
OPERATING EXPENSES:					
1-02-4050-100 General Manager Travel	$ 4,382	$ 5,000		618	87.65%
1-02-4060-100 General Manager Conferences & Seminars	1,455	4,000		2,545	36.38%
1-02-4130-000 Bank Charges	90,218	140,000		49,782	64.44%
1-02-4150-000 Accounting Services	21,151	27,500		6,349	76.91%
1-02-4175-000 Permits	10,150	10,000		(150)	101.50%
1-02-4180-000 Postage	7,203	27,500		20,297	26.19%
1-02-4190-100 Public Relations - Publications	29,642	35,000		5,358	84.69%
1-02-4190-900 Public Relations - Other	851	1,000		149	85.12%
1-02-4200-000 Advertising	1,478	4,000		2,522	36.95%
1-02-4205-000 Office Supplies	10,015	18,000		7,985	55.64%
1-02-4210-000 Office Furniture	5,333	-		(5,333)	0.00%
Subtotal Operating Expenses	$ 181,879	$ 272,000	$ -	$ 90,121	66.87%
Total Departmental Expenses	$ 949,494	$ 1,588,750	$ -	$ 639,256	59.76%

Palmdale Water District
2016 Administration District Wide Budget
For the Seven Months Ending Sunday, July 31, 2016

	YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:					
1-02-5070-001 On-Call	$ 48,800	$ 95,000		$ 46,200	51.37%
Subtotal (Salaries)	$ 48,800	$ 95,000	$ -	$ 46,200	51.37%
Employee Benefits					
1-02-5070-002 PERS-Unfunded Liability	$ 225,436	$ 404,750		179,314	55.70%
1-02-5070-003 Workers Compensation	60,474	125,000		64,526	48.38%
1-02-5070-004 Vacation Benefit Expense	(38,856)	35,000		73,856	-111.02%
1-02-5070-005 Life Insurance	3,766	8,000		4,234	47.08%
Subtotal (Benefits)	$ 250,820	$ 572,750	$ -	$ 321,930	43.79%
Total Personnel Expenses	$ 299,620	$ 667,750	$ -	$ 368,130	44.87%
OPERATING EXPENSES:					
1-02-5070-006 Other Operating	$ 15,402	$ 20,000		4,598	77.01%
1-02-5070-007 Consultants	46,924	160,000		113,076	29.33%
1-02-5070-008 Insurance	172,425	300,000		127,575	57.47%
1-02-5070-009 Groundwater Adjudication	25,899	80,000		54,101	32.37%
1-02-5070-010 Legal Services	70,009	160,000		89,991	43.76%
1-02-5070-011 Memberships/Subscriptions	65,932	150,000		84,068	43.95%
1-02-5070-012 Elections	104,882	75,000		(29,882)	139.84%
Subtotal Operating Expenses	$ 501,474	$ 945,000	$ -	$ 443,526	53.07%
Total Departmental Expenses	$ 801,094	$ 1,612,750	$ -	$ 811,656	49.67%

Palmdale Water District
2016 Engineering Budget
For the Seven Months Ending Sunday, July 31, 2016

	YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:					
1-03-4000-000 Salaries	$ 501,598	$ 852,000		$ 350,402	58.87%
1-03-4000-100 Overtime	3,515	6,750		3,235	52.08%
Subtotal (Salaries)	$ 505,113	$ 858,750		$ 353,637	58.82%
Employee Benefits					
1-03-4005-000 Payroll Taxes	38,417	64,000		25,583	60.03%
1-03-4010-000 Health Insurance	95,596	155,000		59,404	61.67%
1-03-4015-000 PERS	56,169	101,000		44,831	55.61%
Subtotal (Benefits)	$ 190,181	$ 320,000	$ -	$ 129,819	59.43%
Total Personnel Expenses	$ 695,295	$ 1,178,750	$ -	$ 483,455	58.99%
OPERATING EXPENSES:					
1-03-4155-000 Contracted Services	12,900	64,000		51,100	20.16%
1-03-4165-000 Memberships/Subscriptions	1,534	2,500		967	61.34%
1-03-4250-000 General Materials & Supplies	2,385	3,000		615	79.51%
1-03-8100-100 Computer Software - Maint. & Support	5,170	31,000		25,830	16.68%
Subtotal Operating Expenses	$ 21,989	$ 100,500	$ -	$ 78,511	21.88%
Total Departmental Expenses	$ 717,284	$ 1,279,250	$ -	$ 561,966	56.07%

Palmdale Water District
2016 Facilities Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-04-4000-000	Salaries	$ 1,184,642	$ 2,083,750		$ 899,108	56.85%
1-04-4000-100	Overtime	60,098	90,000		29,902	66.78%
	Subtotal (Salaries)	$ 1,244,739	$ 2,173,750	$ -	$ 929,011	57.26%
Employee Benefits						
1-04-4005-000	Payroll Taxes	96,744	166,500		69,756	58.10%
1-04-4010-000	Health Insurance	266,824	444,500		177,676	60.03%
1-04-4015-000	PERS	129,045	257,500		128,455	50.11%
	Subtotal (Benefits)	$ 492,612	$ 868,500	$ -	$ 375,888	56.72%
	Total Personnel Expenses	$ 1,737,352	$ 3,042,250	$ -	$ 1,304,898	57.11%
OPERATING EXPENSES:						
1-04-4155-000	Contracted Services	$ 421,454	$ 488,000		$ 66,546	86.36%
1-04-4175-000	Permits-Dams	10,985	50,000		39,015	21.97%
1-04-4215-100	Natural Gas - Wells & Boosters	107,425	225,000		117,575	47.74%
1-04-4215-200	Natural Gas - Buildings	31,733	9,000		(22,733)	352.58%
1-04-4220-100	Electricity - Wells & Boosters	704,783	1,480,000		775,217	47.62%
1-04-4220-200	Electricity - Buildings	39,344	88,000		48,656	44.71%
1-04-4225-000	Maint. & Repair - Vehicles	23,620	35,000		11,380	67.48%
1-04-4230-100	Maint. & Rep. Office Building	24,567	15,000		(9,567)	163.78%
1-04-4230-110	Maint. & Rep. Office Equipment	65	-		(65)	
1-04-4235-110	Maint. & Rep. Equipment	871	6,500		5,629	13.40%
1-04-4235-400	Maint. & Rep. Operations - Wells	65,899	75,000		9,101	87.86%
1-04-4235-405	Maint. & Rep. Operations - Boosters	43,800	50,000		6,200	87.60%
1-04-4235-410	Maint. & Rep. Operations - Shop Bldgs	4,990	10,000		5,010	49.90%
1-04-4235-415	Maint. & Rep. Operations - Facilities	21,191	15,000		(6,191)	141.27%
1-04-4235-420	Maint. & Rep. Operations - Water Lines	180,381	225,000		44,619	80.17%
1-04-4235-425	Maint. & Rep. Operations - Littlerock Dam	23,134	15,000		(8,134)	154.23%
1-04-4235-430	Maint. & Rep. Operations - Palmdale Dam	795	7,500		6,705	10.60%
1-04-4235-435	Maint. & Rep. Operations - Palmdale Canal	-	10,000		10,000	0.00%
1-04-4235-440	Maint. & Rep. Operations - Large Meters	22,340	10,000		(12,340)	223.40%
1-04-4235-445	Maint. & Rep. Operations - Telemetry	1,038	4,000		2,962	25.95%
1-04-4235-450	Maint. & Rep. Operations - Hypo Generators	-	10,000		10,000	0.00%
1-04-4235-455	Maint. & Rep. Operations - Heavy Equipment	23,596	45,000		21,404	52.44%
1-04-4235-460	Maint. & Rep. Operations - Storage Reservoirs	2,308	5,000		2,692	46.16%
1-04-4235-470	Maint. & Rep. Operations - Meters Exchanges	202,085	225,000		22,915	89.82%
1-04-4270-300	Telecommunication - Other	4,167	4,000		(167)	104.18%
1-04-4300-200	Testing - Large Meters	12,322	12,500		178	98.57%
1-04-4300-300	Testing - Edison Testing	-	30,000		30,000	0.00%
1-04-6000-000	Waste Disposal	8,847	20,000		11,153	44.23%
1-04-6100-100	Fuel and Lube - Vehicle	38,220	105,000		66,780	36.40%
1-04-6100-200	Fuel and Lube - Machinery	11,222	40,000		28,778	28.06%
1-04-6200-000	Uniforms	16,452	22,500		6,048	73.12%
1-04-6300-100	Supplies - General	33,232	47,500		14,268	69.96%
1-04-6300-200	Supplies - Hypo Generators	6,094	6,500		406	93.75%
1-04-6300-300	Supplies - Electrical	836	3,000		2,164	27.86%
1-04-6300-400	Supplies - Telemetry	203	5,000		4,797	4.07%
1-04-6300-800	Supplies - Construction Materials	37,547	35,000		(2,547)	107.28%
1-04-6400-000	Tools	15,470	25,000		9,530	61.88%
1-04-7000-100	Leases -Equipment	10,216	12,500		2,284	81.73%
	Subtotal Operating Expenses	$ 2,151,231	$ 3,471,500	$ -	$ 1,320,269	61.97%
	Total Departmental Expenses	$ 3,888,583	$ 6,513,750	$ -	$ 2,625,167	59.70%

Palmdale Water District
2016 Operation Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-05-4000-000	Salaries	$ 619,446	$ 1,012,500		$ 393,054	61.18%
1-05-4000-100	Overtime	33,746	56,000		22,254	60.26%
	Subtotal (Salaries)	$ 653,192	$ 1,068,500	$ -	$ 415,308	61.13%
Employee Benefits						
1-05-4005-000	Payroll Taxes	50,136	84,500		34,364	59.33%
1-05-4010-000	Health Insurance	114,006	183,500		69,494	62.13%
1-05-4015-000	PERS	71,423	137,750		66,327	51.85%
	Subtotal (Benefits)	$ 235,565	$ 405,750	$ -	$ 170,185	58.06%
	Total Personnel Expenses	$ 888,757	$ 1,474,250	$ -	$ 585,493	60.29%
OPERATING EXPENSES:						
1-05-4155-000	Contracted Services	$ 45,200	$ 93,500		$ 48,300	48.34%
1-05-4175-000	Permits	14,015	40,000		25,985	35.04%
1-05-4215-200	Natural Gas - WTP	664	3,000		2,336	22.15%
1-05-4220-200	Electricity - WTP	62,318	125,000		62,682	49.85%
1-05-4230-110	Maint. & Rep. - Office Equipment	126	500		374	25.17%
1-05-4235-110	Maint. & Rep. Operations - Equipment	11,427	11,500		73	99.37%
1-05-4235-410	Maint. & Rep. Operations - Shop Bldgs	6,622	6,000		(622)	110.37%
1-05-4235-415	Maint. & Rep. Operations - Facilities	46,901	45,000		(1,901)	104.22%
1-05-4235-450	Maint. & Rep. Operations - Hypo Generator	64,014	18,000		(46,014)	355.63%
1-05-4235-500	Maint. & Rep. Operations - Wind Turbine	8,722	10,000		1,278	87.22%
1-05-6000-000	Waste Disposal	2,896	20,000		17,104	14.48%
1-05-6200-000	Uniforms	8,549	16,000		7,451	53.43%
1-05-6300-100	Supplies - General	7,175	15,000		7,825	47.83%
1-05-6300-600	Supplies - Lab	36,520	40,000		3,480	91.30%
1-05-6300-700	Outside Lab Work	48,730	92,000		43,270	52.97%
1-05-6400-000	Tools	1,775	6,500		4,725	27.31%
1-05-6500-000	Chemicals	321,512	400,000		78,488	80.38%
1-05-7000-100	Leases -Equipment	-	3,000		3,000	0.00%
3-05-4300-100	Filter Media Testing/Inspection	-	30,000		30,000	0.00%
	Subtotal Operating Expenses	$ 687,166	$ 975,000	$ -	$ 257,834	70.48%
	Total Departmental Expenses	$ 1,575,923	$ 2,449,250	$ -	$ 843,327	64.34%

Palmdale Water District
2016 Finance Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-06-4000-000	Salaries	$ 399,184	$ 670,250		$ 271,066	59.56%
1-06-4000-100	Overtime	236	3,000		2,764	7.88%
	Subtotal (Salaries)	$ 399,421	$ 673,250	$ -	$ 273,829	59.33%
Employee Benefits						
1-06-4005-000	Payroll Taxes	30,093	49,000		18,907	61.41%
1-06-4010-000	Health Insurance	54,998	83,000		28,002	66.26%
1-06-4015-000	PERS	47,654	87,000		39,346	54.77%
	Subtotal (Benefits)	$ 132,745	$ 219,000	$ -	$ 86,255	60.61%
	Total Personnel Expenses	$ 532,166	$ 892,250	$ -	$ 360,084	59.64%
OPERATING EXPENSES:						
1-06-4155-000	Contracted Services	$ 1,700	$ 6,000		$ 4,300	28.33%
1-06-4155-100	Contracted Services - Infosend	158,317	225,000		66,683	70.36%
1-06-4165-000	Memberships/Subscriptions	220	500		280	44.00%
1-06-4230-110	Maintenance & Repair - Office Equipment	-	500		500	0.00%
1-06-4250-000	General Material & Supplies	321	3,000		2,679	10.69%
1-06-4260-000	Business Forms	2,842	7,500		4,658	37.90%
1-06-4270-100	Telecommunication - Office	13,045	12,000		(1,045)	108.71%
1-06-4270-200	Telecommunication - Cellular Stipend	11,920	18,500		6,580	64.43%
1-06-7000-100	Leases - Equipment	1,869	3,000		1,131	62.31%
	Subtotal Operating Expenses	$ 190,234	$ 276,000	$ -	$ 85,766	68.93%
	Total Departmental Expenses	$ 722,400	$ 1,168,250	$ -	$ 445,850	61.84%

Palmdale Water District
2016 Water Conservation Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-07-4000-000	Salaries	$ 66,461	$ 129,000		$ 62,539	51.52%
1-07-4000-100	Overtime	142	1,000		858	14.18%
	Subtotal (Salaries)	$ 66,603	$ 130,000		$ 63,397	51.23%
Employee Benefits						
1-07-4005-000	Payroll Taxes	7,419	10,000		2,581	74.19%
1-07-4010-000	Health Insurance	23,673	38,000		14,327	62.30%
1-07-4015-000	PERS	6,082	17,250		11,168	35.26%
	Subtotal (Benefits)	$ 37,174	$ 65,250	$ -	$ 28,076	56.97%
	Total Personnel Expenses	$ 103,777	$ 195,250	$ -	$ 90,615	53.15%
OPERATING EXPENSES:						
1-07-4190-300	Public Relations - Landscape Workshop/Training	$ 5,135	$ 1,000		$ (4,135)	513.54%
1-07-4190-400	Public Relations - Contests	-	1,000		1,000	0.00%
1-07-4190-500	Public Relations - Education Programs	299	2,500		2,201	11.96%
1-07-4190-700	Public Relations -General Media	25,206	25,000		(206)	100.82%
1-07-4190-900	Public Relations - Other	3,207	2,000		(1,207)	160.36%
1-07-4500-000	Drought Enforcement	-	7,500		7,500	0.00%
1-07-6300-100	Supplies - Misc.	2,043	5,000		2,957	40.86%
	Subtotal Operating Expenses	$ 35,890	$ 44,000	$ -	$ 8,110	81.57%
	Total Departmental Expenses	$ 139,667	$ 239,250	$ -	$ 98,725	58.38%

Palmdale Water District
2016 Human Resources Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-08-4000-000	Salaries	$ 67,194	$ 116,000		48,806	57.93%
1-08-4000-100	Salaries - Overtime	4				
1-08-4000-200	Salaries - Intern Program	26,350	40,000		13,650	65.88%
	Subtotal (Salaries)	$ 93,548	$ 156,000		$ 62,456	59.97%
Employee Benefits						
1-08-4005-000	Payroll Taxes	7,191	15,250		8,059	47.16%
1-08-4010-000	Health Insurance	11,796	18,250		6,454	64.64%
1-08-4015-000	PERS	4,363	7,250		2,887	60.18%
	Subtotal (Benefits)	$ 23,350	$ 40,750	$ -	$ 17,400	57.30%
	Total Personnel Expenses	$ 116,899	$ 196,750	$ -	$ 79,856	59.41%
OPERATING EXPENSES:						
1-08-4050-000	Staff Travel	$ 26,117	$ 27,500		$ 1,383	94.97%
1-08-4060-000	Staff Conferences & Seminars	11,377	25,000		13,623	45.51%
1-08-4070-000	Employee Expense	36,849	60,000		23,151	61.41%
1-08-4095-000	Employee Recruitment	909	3,000		2,092	30.28%
1-08-4100-000	Employee Retention	3,184	20,000		16,816	15.92%
1-08-4105-000	Employee Relations	1,661	3,500		1,839	47.46%
1-08-4110-000	Consultants	3,797	1,000		(2,797)	379.68%
1-08-4120-100	Training-Safety	12,008	35,000		22,992	34.31%
1-08-4120-200	Training-Speciality	4,323	25,000		20,677	17.29%
1-08-4121-000	Safety Program	307	1,000		693	30.65%
1-08-4165-000	Membership/Subscriptions	589	1,600		1,011	36.81%
1-08-4165-100	HR/Safety Publications	-	1,000		1,000	0.00%
1-08-6300-500	Supplies - Safety	9,239	20,000		10,761	46.19%
	Subtotal Operating Expenses	$ 110,359	$ 223,600	$ -	$ 113,241	49.36%
	Total Departmental Expenses	$ 227,258	$ 420,350	$ -	$ 193,096	54.06%

Palmdale Water District
2016 Information Technology Budget
For the Seven Months Ending Sunday, July 31, 2016

		YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:						
1-09-4000-000	Salaries	$ 133,485	$ 225,500		$ 92,015	59.20%
1-09-4000-100	Overtime	1,761	2,500		739	70.45%
	Subtotal (Salaries)	$ 135,246	$ 228,000		$ 92,754	59.32%
Employee Benefits						
1-09-4005-000	Payroll Taxes	10,287	16,000		5,713	64.29%
1-09-4010-000	Health Insurance	23,302	38,000		14,698	61.32%
1-09-4015-000	PERS	16,550	29,500		12,950	56.10%
	Subtotal (Benefits)	$ 50,139	$ 83,500	$ -	$ 33,361	60.05%
	Total Personnel Expenses	$ 185,385	$ 311,500	$ -	$ 125,376	59.51%
OPERATING EXPENSES:						
1-09-4155-000	Contracted Services	$ 52,254	$ 121,500		$ 69,246	43.01%
1-09-4165-000	Memberships/Subscriptions	310	2,000		1,690	15.50%
1-09-4270-000	Telecommunications	46,479	79,250		32,771	58.65%
1-09-8000-100	Computer Equipment - Computers	15,183	20,000		4,817	75.91%
1-09-8000-200	Computer Equipment - Laptops	14,278	16,000		1,722	89.24%
1-09-8000-300	Computer Equipment - Monitors	-	2,000		2,000	0.00%
1-09-8000-500	Computer Equipment - Toner Cartridges	71	3,000		2,929	2.37%
1-09-8000-550	Computer Equipment - Telephony	-	2,500		2,500	0.00%
1-09-8000-600	Computer Equipment - Other	14,376	40,000		25,624	35.94%
1-09-8100-100	Computer Software - Maint. and Support	24,131	60,000		35,869	40.22%
1-09-8100-140	Computer Software - Starnik	55,300	130,000		74,700	42.54%
1-09-8100-150	Computer Software - Dynamics GP Support	29,660	60,000		30,340	49.43%
1-09-8100-200	Computer Software - Software and Upgrades	1,464	20,000		18,536	7.32%
	Subtotal Operating Expenses	$ 253,506	$ 556,250	$ -	$ 302,744	45.57%
	Total Departmental Expenses	$ 438,891	$ 867,750	$ -	$ 428,120	50.58%

Palmdale Water District
2016 Customer Care Budget
For the Seven Months Ending Sunday, July 31, 2016

	YTD ACTUAL 2016	ORIGINAL BUDGET 2016	ADJUSTMENTS 2016	ADJUSTED BUDGET REMAINING	PERCENT USED
Personnel Budget:					
1-10-4000-000 Salaries	$ 553,138	$ 929,250		$ 376,112	59.53%
1-10-4000-100 Overtime	4,930	10,000		5,070	49.30%
Subtotal (Salaries)	$ 558,068	$ 939,250	$ -	$ 381,182	59.42%
Employee Benefits					
1-10-4005-000 Payroll Taxes	44,102	71,500		27,398	61.68%
1-10-4010-000 Health Insurance	145,470	217,000		71,530	67.04%
1-10-4015-000 PERS	69,023	119,000		49,977	58.00%
Subtotal (Benefits)	$ 258,595	$ 407,500	$ -	$ 148,905	63.46%
Total Personnel Expenses	$ 816,663	$ 1,346,750	$ -	$ 530,087	60.64%
OPERATING EXPENSES:					
1-10-4155-000 Contracted Services	$ 11,752	$ 22,000		$ 10,248	53.42%
1-10-4230-110 Maintenance & Repair-Office Equipment	499	500		1	99.84%
1-10-4250-000 General Material & Supplies	4,993	7,500		2,507	66.57%
1-10-4260-000 Business Forms	-	10,000		10,000	0.00%
Subtotal Operating Expenses	$ 17,243	$ 40,000	$ -	$ 22,757	43.11%
Total Departmental Expenses	$ 833,906	$ 1,386,750	$ -	$ 552,844	60.13%

Palmdale Water District
2016 Capital Project Expenses
Updated: September 8, 2016

Committed Contracts (Actual / *Projected* Expenses)

Project Title	Project Type	Contract	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total	2017 Total
Upper Amargosa Recharge Project - WRB Fund Carry-over	Water Supply and Groundwater Management	1,250,000	City of Palmdale / AVEK / WW40	-	-												347,629	347,629	773,155
Recharge and Recovery Project Pilot	Water Supply Project / Planning	97,000	Kennedy/Jenks Consultants														97,000	97,000	
Littlerock Sediment Removal Project - WRB Fund Carry-over	Water Supply Project / Planning	32,805	Aspen															-	32,805
PRGRRP - Financial Model	Water Supply Project / Planning	29,000	PFM, Inc.	-	-					14,465					14,535			29,000	
2015 Urban Water Management Plan	Planning / Regulatory	64,380	Kennedy/Jenks Consultants	-	4,186	10,456	9,089	7,105	4,007	11,370	8,886	5,744	2,375	1,162				60,194	
Water System Master Plan Update	Water System Infrastructure Planning	196,043	MWH	141,860	-	20,904				18,071				11,023				49,998	
Hydrologic and Energy Database	Water Supply and Demand Management	67,000	DCSE	65,970	-				1,030									1,030	
Security Improvements Project	Asset Management - Equipment Replacement	301,799	Siemens	205,283	-	36,716							45,096	18,769				100,581	
Security Improvements Project - Eng.	Asset Management - Equipment Replacement	58,730	Exante360	31,938	-													-	
Dredging & Lake Outlet Repairs	Asset Management - Equipment Replacement	40,639	Parker / Layne	-	-		40,639											40,639	
Well No. 15 - Rehabilitation	Asset Management - Equipment Replacement	189,907	Layne / Amarillo	-	-	17,621	134,286		38,000									189,907	
Well No. 30 - Rehabilitation	Asset Management - Equipment Replacement	74,222	Layne	-	-		74,222											74,222	
Well No. 22 - Rehabilitation	Asset Management - Equipment Replacement	57,936	Layne						21,525	36,411								57,936	
Water Main Replacement - Tierra Subida Ave. (Paving)	Asset Management - Infrastructure Replacement	46,253	RBC	-	-		42,398											42,398	
Well No. 25 - Rehabilitation	Asset Management - Equipment Replacement	16,365	Rottman Drilling									16,365	24,508					40,873	
Well No. 26 - Rehabilitation	Asset Management - Equipment Replacement	14,433	Roadrunner Pump Service											24,697				24,697	
Well CT Study	Water Quality - Regulatory	9,700	Carollo Engineers											3,500	3,500	2,700		9,700	
Brine Tank at Water Treatment Plant	Asset Management - Water Quality	85,000	TBD													50,000	35,000	85,000	
Well No. 3A - Emergency Repair	Asset Management - Infrastructure Repairs	36,672	Reed Electric										36,672					36,672	
Clearwell Booster Station - 2800' Emergency Repair	Asset Management - Infrastructure Repairs	25,000	Reed Electric										12,937	12,063				25,000	
Clearwell Booster Station - 2950' Rebuild	Asset Management - Infrastructure Repairs	33,874	PWD											33,874				33,874	
Hi-Speed Scanners and Engineering Plotter	Asset Management - Equipment Replacement	44,015	Insight / Source Graphics								9,525	11,095		23,913				44,533	
Meter Replacement Program	Asset Management - Equipment Replacement	600,000	TBD											200,000	200,000	200,000		600,000	
Spec. 1503 - El Camino Water Main Replacement	Asset Management - Infrastructure Replacement	70,000	PWD											30,000	30,000	10,000		70,000	
Replacement Solar Inverter	Asset Management - Infrastructure Replacement	24,995	Princeton Power Systems											25,000				25,000	
Tire Machine	Asset Management - Equipment Replacement	4,434	CarQuest							4,434								4,434	
Emergency Repairs on Well 18/19 Tank	Asset Management - Infrastructure Repairs	57,850	Superior Tank Solutions	-	57,850													-	
Office Space Remodel for Customer Care	Asses Management - Ergonomics Improvements	12,010	Rothman Business Interiors				2,547	5,496		3,117								11,160	
Office Space for Electronic Tech.	Work Flow and Communication Improvements	25,863	Yourway Const, / Circulating Air	-	-					25,863								25,863	
Valve Exercising Truck	Equipment Replacement	122,277	Wondries / CTEC	-	-					122,277								122,277	
New Vehicle - Durango	Equipment Replacement	32,184	Victorville Motors	-	-			32,184										32,184	
Surveying / GIS Equipment	Equipment Replacement	17,799	Allen Associates, Inc.	-	-				17,799									17,799	
Fleet Lighting Improvements	Safety	10,000	PWD	1,500	-													-	
Generator/Engine Emissions - 25th and 45th Booster Sta.	Regulatory	20,000	Emission Complaint Controls								4,526							4,526	
ARC Flash	Safety	137,500	Carollo	-	-	6,020												6,020	
AC Pipe Disposal	Safety / Regulatory Compliance	26,875	Alliance	-	26,875													-	
Lobby Design	Customer Service Improvement / Feasibility Design	56,600	ITZEN	49,344	-	4,650												4,650	
Subtotal		2,580,355		**495,895**	**88,911**	**96,367**	**303,181**	**44,785**	**82,361**	**236,008**	**22,937**	**33,204**	**121,588**	**384,001**	**248,035**	**262,700**	**479,629**	**2,314,796**	**805,960**

Water Quality Fee Funded Projects

Project Title	Project Type	Contract	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total
GAC Replacement - WTP	Water Quality Improvement / Regulatory	655,135	Calgon Carbon	573,109				275,135							190,000	190,000		655,135
GAC Replacement - WTP AC1230CX Reactivated	Water Quality Improvement / Regulatory	183,200	Evoqua	298,286			183,200											183,200
GAC Replacement - Underground Booster	Water Quality Improvement / Regulatory	62,730	Evoqua			62,730												62,730
Subtotal		901,065		**871,395**	**-**	**62,730**	**183,200**	**275,135**	**-**	**-**	**-**	**-**	**-**	**-**	**190,000**	**190,000**	**-**	**901,065**

Budgeted - Not Committed (Projected Expenses)

Project Title	Project Type	Estimate	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total
Water Main and Service Line Replacement Projects	Asset Management - Infrastructure Replacement	230,000	TBD												75,000	25,000	130,000	230,000
Water System Master Plan - CEQA	Planning / Regulatory	75,000	TBD											15,000	25,000	10,000	25,000	75,000
WTP Security - Feasibility and Phase 1	Asset Management - Equipment Replacement	25,000	TBD											10,000	15,000			25,000
Drainage Improvements @ WTP	Asset Management - Site Improvements	50,000	TBD	-	-												50,000	50,000
Recharge and Recovery Project Pilot	Water Supply Project / Planning	203,000	TBD												100,000	103,000		203,000
Conference Room Projectors - Installation	Asset Management - Equipment Replacement	10,000	TBD												10,000			10,000
Entry Way Building @ WTP	Safety	10,000	TBD												10,000			10,000
Subtotal		603,000			**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**25,000**	**235,000**	**138,000**	**205,000**	**603,000**

Water Revenue Bond - Series 2013A

Updated: September 6, 2016

Project	Work Order	Description	Allocated Based on Bond	Contractual Commitment	Payout to Date	Grant Funds/Operating Budget	Uncommitted Bond $
Spec. 1204	603-12	Ave. Q - Q-3, Division and Sumac	$ 725,000	$ 765,085	$ 765,085	$ -	$ (40,085)
Spec. 1201	606-11	20th, Puerta, Sweetbriar, and 22nd St. E.	$ 1,450,000	$ 1,487,261	$ 1,487,261	$ -	$ (37,261)
Spec. 1205	605-12	Frontier, 31st St. E., etc. between Ave. Q and Q-4	$ 1,200,000	$ 1,291,539	$ 1,291,539	$ 485,000	$ (91,539)
Spec. 1207	607-12	10th St. E. between Ave. P and Palmdale Blvd.	$ 1,400,000	$ 1,327,806	$ 1,327,806	$ -	$ 72,194
LRDSR	501-04	Littlerock Sediment Removal (EIR/EIS/Permits)	$ 975,000	$ 869,023	$ 638,540	$ -	$ 105,977
LCGRRP	400-12	Littlerock Recharge and Recovery (Feasibility)	$ 1,500,000	$ 769,891	$ 769,891	$ -	$ 730,109
UAR	TBD	Upper Amargosa Recharge (Project Capacity)	$ 1,250,000	$ 1,250,000	$ 129,215	$ 668,589	$ -
Spec. 0905	601-09	15th St. E. between Ave. P and Ave. Q (Material)	$ -	$ 362,984	$ 362,984	$ -	$ (362,984)
PRGRRP	501-04	Palmdale Regional Recharge and Recovery (Permits)	$ -	$ 1,530,000	$ 1,245,426		$ (1,530,000)
Totals:			**$ 8,500,000**	**$ 9,653,589**	**$ 8,017,748**	**$ 1,153,589**	**$ (1,153,589)**

Requisition No.	Payee	Date Approved	Invoice No.	Project	Payment Amount
2	Issuance Costs	Jul 8, 2013	N/A	WRB	$ 24,815.84
3	BV Construction - Progress Payment #1	Jul 9, 2013	1	Spec. 1204	$ 98,552.53
4	JT Eng. - Design Progress Payment	Jul 17, 2013	5187	Spec. 1207	$ 9,108.00
5	BV Construction - Progress Payment #2	Aug 5, 2013	2	Spec. 1204	$ 145,175.44
6	BV Construction - Progress Payment #3-4	Sep 4, 2013	3 and 4	Spec. 1204	$ 167,790.43
7	Aspen - EIR/EIS Progress Payment	Sep 30, 2013	1116.002-01	LRDSR	$ 18,499.60
8	BV Construction - Progress Payment #5	Sep 30, 2013	5	Spec. 1204	$ 46,862.08
9	BV Construction - Progress Payment #6	Oct 24, 2013	6	Spec. 1204	$ 51,052.05
10	Aspen - EIR/EIS Progress Payment	Oct 24, 2013	1116.002-02	LRDSR	$ 8,410.32
11	BV Construction - Progress Payment #7	Nov 7, 2013	7	Spec. 1204	$ 87,960.50
12	BV Construction - Progress Payment #8	Dec 4, 2013	8	Spec. 1204	$ 70,650.08
13	Aspen - EIR/EIS Progress Payment	Dec 4, 2013	1116.002-03	LRDSR	$ 11,054.97
14	Kennedy/Jenks - Progress Payment	Jan 2, 2014	78236	LCGRRP	$ 24,066.25
14	BV Construction - Progress Payment #1	Jan 2, 2014	1	Spec. 1201	$ 29,925.00
14	BV Construction - Progress Payment #9	Jan 2, 2014	9	Spec. 1204	$ 58,787.84
14	Aspen - EIR/EIS Progress Payment	Jan 2, 2014	1116.002-04	LRDSR	$ 36,178.95
14	JT Eng. - Design Progress Payment	Jan 2, 2014	5200	Spec. 1207	$ 9,518.00
15	BV Construction - Progress Payment #2 & #3	Jan 21, 2014	2 & 3	Spec. 1201	$ 114,095.00
16	Aspen - EIR/EIS Progress Payment	Feb 24, 2014	1116.002-05	LRDSR	$ 4,917.47
16	BV Construction - Progress Payment #4 & #5	Feb 24, 2014	4 & 5	Spec. 1201	$ 131,743.15
17	BV Construction - Retention Payment	Mar 3, 2014	10	Spec. 1204	$ 38,254.26
17	Kennedy/Jenks - Progress Payment	Mar 3, 2014	79010 & 80391	LCGRRP	$ 113,652.66
18	BV Construction - Progress Payment #6	Mar 31, 2014	6	Spec. 1201	$ 126,834.50
18	Aspen - EIR/EIS Progress Payment	Mar 31, 2014	1116.002-06 and 07	LRDSR	$ 17,080.04
19	Kennedy/Jenks - Progress Payment	Apr 16, 2014	78236	LCGRRP	$ 28,228.60
19	BV Construction - Progress Payment #7	Apr 16, 2014	7	Spec. 1201	$ 252,741.80
20	BV Construction - Progress Payment #8	May 15, 2014	8	Spec. 1201	$ 69,825.00
20	Aspen - EIR/EIS Progress Payment	May 15, 2014	1116.002-08	LRDSR	$ 33,388.96
20	Kennedy/Jenks - Progress Payment	May 15, 2014	82422 & 80900	LCGRRP	$ 135,858.74
21	BV Construction - Progress Payment #9	Jun 4, 2014	9	Spec. 1201	$ 67,260.00
21	Aspen - EIR/EIS Progress Payment	Jun 4, 2014	1116.002-09	LRDSR	$ 31,845.93
22	BV Construction - Progress Payment #10	Jun 30, 2014	10	Spec. 1201	$ 139,498.00
23	Kennedy/Jenks - Progress Payment	Jun 30, 2014	83735	LCGRRP	$ 30,172.21
23	Aspen - EIR/EIS Progress Payment	Jun 30, 2014	1116.002-10	LRDSR	$ 10,672.32
24	BV Construction - Progress Payment #11	Jul 21, 2014	11	Spec. 1201	$ 141,217.50
24	Kennedy/Jenks - Progress Payment	Jul 21, 2014	84147	LCGRRP	$ 26,431.83
24	Aspen - EIR/EIS Progress Payment	Jul 21, 2014	1116.002-11	LRDSR	$ 6,274.20

25	BV Construction - Progress Payment #12	Aug 19, 2014	12	Spec. 1201	$	84,386.60
25	Aspen - EIR/EIS Progress Payment	Aug 19, 2014	1116.002-12	LRDSR	$	11,115.51
26	BV Construction - Progress Payment #13	Sept 10, 2014	13	Spec. 1201	$	47,654.85
26	Aspen - EIR/EIS Progress Payment	Sept 10, 2014	1116.002-13	LRDSR	$	37,715.30
27	BV Construction - Progress Payment #14	Sept 29, 2014	14	Spec. 1201	$	122,741.90
27	PWD - Reimbursement	Sept 29, 2014	N/A	Spec. 0905	$	260,611.31
28	Cedro Construction - Progress Payment #1	Oct 14, 2014	1	Spec. 1207	$	310,752.41
28	City of Palmdale - Recharge Project	Oct 14, 2014	PWD-2014	UAR	$	38,402.47
29	Aspen - EIR/EIS Progress Payment	Oct 23, 2014	1116.002-14	LRDSR	$	56,223.72
29	Kennedy/Jenks - Progress Payment	Oct 23, 2014	87036	LCGRRP	$	80,732.32
30	BV Construction - Progress Payment #15	Nov 12, 2014	15	Spec. 1201	$	84,974.65
30	Aspen - Bio and Cultural Report	Nov 12, 2014	3277.001-01	Spec. 1205	$	10,608.08
30	Cedro Construction - Progress Payment #2	Nov 12, 2014	2	Spec. 1207	$	195,802.84
31	ANM Construction - Paving	Nov 17, 2014	011115-1	Spec. 0905	$	102,373.00
32	Aspen - Bio and Cultural Report	Nov 26, 2014	3277.001-02	Spec. 1205	$	1,147.81
32	Aspen - EIR/EIS Progress Payment	Nov 26, 2014	1116.002-15	LRDSR	$	76,161.79
33	Kennedy/Jenks - Progress Payment	Dec 29, 2014	88741	LCGRRP	$	71,831.14
33	BV Construction - Progress Payment #16 (Retention)	Dec 29, 2014	16 - Retention	Spec. 1201	$	74,363.05
33	Aspen - EIR/EIS Progress Payment	Dec 29, 2014	1116.002-16	LRDSR	$	6,136.99
34	Cedro Construction - Progress Payment #3	Jan 7, 2015	3	Spec. 1207	$	294,189.21
35	BV Construction - Progress Payment #1	Jan 26, 2015	1	Spec. 1205	$	152,445.08
35	Aspen - EIR/EIS Progress Payment	Jan 26, 2015	1116.002-17	LRDSR	$	13,105.63
36	Kennedy/Jenks - Progress Payment	Feb 2, 2015	89538	LCGRRP	$	78,066.17
37	BV Construction - Progress Payments #2 and #3	Feb 19, 2015	2 and 3	Spec. 1205	$	195,962.20
37	Aspen - EIR/EIS Progress Payment	Feb 19, 2015	1116.002-18	LRDSR	$	8,814.60
38	BV Construction - Progress Payment #4	Mar 9, 2015	4	Spec. 1205	$	123,500.00
38	Cedro Construction - Progress Payment #4	Mar 9, 2015	4	Spec. 1207	$	70,371.25
39	BV Construction - Progress Payment #5	Mar 31, 2015	5	Spec. 1205	$	144,210.00
39	Aspen - EIR/EIS Progress Payment	Mar 31, 2015	1116.002-19	LRDSR	$	12,057.52
39	Kennedy/Jenks - Progress Payment	Mar 31, 2015	90983	LCGRRP	$	134,407.47
40	Cedro Construction - Progress Payment #5	Apr 13, 2015	5	Spec. 1207	$	116,680.99
41	BV Construction - Progress Payment #6	Apr 27, 2015	6	Spec. 1205	$	125,003.43
41	Aspen - EIR/EIS Progress Payment	Apr 27, 2015	1116.002-20	LRDSR	$	7,540.62
42	Cedro Construction - Progress Payment #6	May 19, 2015	6	Spec. 1207	$	103,592.13
43	BV Construction - Progress Payment #7	Jun 8, 2015	7	Spec. 1205	$	72,296.90
43	Aspen - Native American Monitoring	Jun 8, 2015	3277.001-03	Spec. 1205	$	7,702.52
43	Aspen - EIR/EIS Progress Payment	Jun 8, 2015	1116.002-21	LRDSR	$	44,109.14
44	Aspen - EIR/EIS Progress Payment	Jun 23, 2015	1116.002-22	LRDSR	$	34,285.59
44	Cedro Construction - Progress Payment #7	Jun 23, 2015	7	Spec. 1207	$	60,299.73
45	BV Construction - Progress Payment #8	Jul 15, 2015	8	Spec. 1205	$	111,492.00
45	Kennedy/Jenks - Progress Payment	Jul 15, 2015	93555	LCGRRP	$	46,443.99
45	Kennedy/Jenks - Progress Payment	Jul 15, 2015	93556	PRGRRP	$	251,714.21
46	Aspen - EIR/EIS Progress Payment	Jul 21, 2015	1116.002-23	LRDSR	$	16,484.80
46	Aspen - Native American Monitoring	Jul 21, 2015	3277.001-04	Spec. 1205	$	4,152.75
46	City of Palmdale - Recharge Project	Jul 21, 2015	PWD-2015	UAR	$	54,977.18
47	BV Construction - Progress Payment #9	Aug 11, 2015	9	Spec. 1205	$	107,542.76
47	Kennedy/Jenks - Progress Payment	Aug 11, 2015	94435	PRGRRP	$	238,422.35
48	Aspen - EIR/EIS Progress Payment	Sept 14, 2015	1116.002-24	LRDSR	$	9,024.21
48	Cedro Construction - Final Payment/Retention	Sept 14, 2015	Final Retention	Spec. 1207	$	157,491.76
49	Aspen - EIR/EIS Progress Payment	Sept 28, 2015	1116.002-25	LRDSR	$	1,034.50
49	Kennedy/Jenks - Progress Payment	Sept 28, 2015	95632	PRGRRP	$	190,705.91
50	Aspen - Native American Monitoring	Oct. 12, 2015	3277.001-05	Spec. 1205	$	5,581.50
50	BV Construction - Progress Payment #10	Oct. 12, 2015	10	Spec. 1205	$	92,241.20
51	Aspen - Native American Monitoring	Nov. 4, 2015	3277.001-06	Spec. 1205	$	4,707.50

51	Kennedy/Jenks - Progress Payment	Nov. 4, 2015	96460	PRGRRP	$ 129,704.49
52	Aspen - Native American Monitoring	Dec. 28, 2015	96461	Spec. 1205	$ 3,013.50
52	Kennedy/Jenks - Progress Payment	Dec. 28, 2015	97775	PRGRRP	$ 159,241.36
53	Kennedy/Jenks - Progress Payment	Jan. 21, 2016	98545	PRGRRP	$ 67,612.54
53	Aspen - EIR/EIS Progress Payment	Jan. 21, 2016	1116.002-25 & 27	LRDSR	$ 3,751.40
54	BV Construction - Progress Payment #11	Feb. 3, 2016	11	Spec. 1205	$ 67,200.17
55	BV Construction - Retention Payment	Feb. 23, 2016	Retention	Spec. 1205	$ 62,731.78
55	Kennedy/Jenks - Progress Payment	Feb. 23, 2016	99318	PRGRRP	$ 58,537.45
56	Aspen - EIR/EIS Progress Payment	Mar. 28, 2016	1116.003-01	LRDSR	$ 33,898.64
56	Kennedy/Jenks - Progress Payment	Mar. 28, 2016	99918	PRGRRP	$ 57,193.72
57	Kennedy/Jenks - Progress Payment	Apr. 19, 2016	100572	PRGRRP	$ 7,364.72
58	Aspen - EIR/EIS Progress Payment	May 23, 2016	1116.003-02	LRDSR	$ 5,535.88
58	Kennedy/Jenks - Progress Payment	May 23, 2016	101354	PRGRRP	$ 26,258.21
59	Aspen - EIR/EIS Progress Payment	Jun 20, 2016	1116.003-03	LRDSR	$ 37,001.22
59	Kennedy/Jenks - Progress Payment	Jun 20, 2016	102083	PRGRRP	$ 5,389.60
60	Aspen - EIR/EIS Progress Payment	Jul 21, 2016	1116.003-05 & 05	LRDSR	$ 43,122.23
60	Kennedy/Jenks - Progress Payment	Jul 21, 2016	103204	PRGRRP	$ 21,078.38
61	City of Palmdale - Recharge Project	Jul 27, 2016	PWD-2016	UAR	$ 35,834.85
62	Aspen - EIR/EIS Progress Payment	Sept 6, 2016	1116.003-06	LRDSR	$ 3,097.87
62	Kennedy/Jenks - Progress Payment	Sept 6, 2016	104354	PRGRRP	$ 32,202.76

PALMDALE WATER DISTRICT

BOARD MEMORANDUM

DATE:	September 7, 2016	**September 13, 2016**
TO:	Finance Committee	**Committee Meeting**
FROM:	Michael Williams, Finance Manager/CFO	
VIA:	Mr. Dennis LaMoreaux, General Manager	
RE:	***AGENDA ITEM 4.7 – DISCUSSION AND EVALUATIOIN OF KEY POINTS AND ITEMS FOR INCLUSION IN 2017 BUDGET***	

Discussion:

As part of the budgeting process, staff would like to inform the Committee of important factors and items of consideration as we begin the process of developing the 2017 PWD Operational Budget. The intent is to keep the Committee well informed of the District's needs.

1. Projected expenses for 2017 will have several items that will be reviewed. The following are the key factors moving forward and will increase the overall expense projections:
    a. Healthcare will see a blended average increase of 8.73%.
    b. Salaries will have an initial projected COLA increase of 1.6% (Based on current averages and historical trends).
    c. Edison will see a proposed increase of 5.04% for 2017 (0.54% relative to present rates – PUC docket number 15-11-021).
    d. Implementation and purchase of the District's replacement customer information system.

2. Proposed revenue will initially be projected based on the full rate increase of 5.5% from the approved Proposition 218 Water Rate Plan. This will be adjusted in accordance with the proposed adoption of the remaining three years based on Board approval.

3. Deferred Capital projects from the 2016 Budget will be brought forward. This will include approximately $3,400,000 in general and replacement projects. At the present time, this is the amount for what is known and does not include any proposed new projects.

4. There will also be an amount of $1,154,000 for carryover from the committed 2013A water revenue bond projects that will need to be paid in 2017 to complete the approved contracts.

5. District staff will continue the evaluation process related to long-term lease option of District vehicles currently being implemented. Projected expenditure for 2017 will be $38,000 if no changes are made. This will be reviewed again in September, 2017 to see if further long-term leased vehicles will be pursued.

6. District staff proposed budget will maintain the required debt service coverage of 110% or 1.10 to satisfy all bond covenants.

In addition to this key point of discussion, staff is including the 2017 budget preparation timeline.

MEMORANDUM

FINANCE DEPARTMENT

September 7, 2016

TO: Dennis LaMoreaux, General Manager
Matthew Knudson, Assistant General Manager
Department Heads

FROM: Michael Williams, Finance Manager
Dennis Hoffmeyer, Accounting Supervisor

CC: Board of Directors

SUBJECT: Time Line for 2017 Budget Process (Initial Dates)

The following time line will be used for preparing, reviewing and adopting the 2017 Annual Budget.

1. 09/12/2016 – Initial departmental budget projections for 2016 Budget year based on 2016/2017 Budget information sent out to departments. All projects shown in 2016 to be used as the basis for establishing potential priority moving forward.

2. 09/13/2016 – Finance Committee – evaluate key points for establishment of 2017 Budget and review items for consideration for inclusion moving forward.

3. 09/26/2016 – Department Heads to submit any change requests for departmental budgets as well as any supporting documentation.

4. 10/03/2016 through 10/06/2016 – Review period of initial budget projections by General Manager, Assistant General Manager, Finance Manager, and Financial Advisor for establishing 2016 (Actual)/2017 (Projected) Cash Flow numbers.

5. 10/06/2016 – Initial submission of departmental project inclusion items due from Department Heads to Finance.

6. 10/06/2016 – Finance to distribute 8 month, current budget reports to Department Heads with budget worksheets from second round of 2017 Budget review.

7. 10/11/2016 – Finance Committee – first full review of 2016/2017 Budget financials with updated projections.

8. 10/18/2016 (If Necessary) – Review inclusions with Engineering, Facilities and Operations Departments. Please reserve this date with your supervisors so they can attend for comment

portion. Allocate two hours for the review meeting – start time 10:00 a.m. upstairs conference room.

9. October 2016 – Personnel Committee
(Staffing levels, salaries, COLA adjustments and job descriptions.)

10. November 2016 – Facilities Committee
(Projects, equipment, etc. proposed for the budget)

11. 10/20/2016 – Department Accomplishments/Goals/Objectives due to Finance.

12. 10/27/2016 – Meet with General Manager, for draft review.

13. 11/08/2016 – Final review with Finance Committee before sending to the full board for review.

14. 11/09/2016 – 2017 Budget review package will be handed out to the full board the night of the board meeting.

15. 11/17/2016 (Proposed) – 2017 Budget Workshop include possible adoption.

16. 11/23/2016 – Adopt 2017 Budget if necessary.

17. 12/19/2016 – Final narrative from General Manager & Finance Manager.

PALMDALE WATER DISTRICT
RESOLUTION NO. 16-__

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE PALMDALE WATER DISTRICT ADOPTING A REDUCED WATER RATE ADJUSTMENT OF 4.25% FOR EACH CALENDAR YEAR 2017, 2018, AND 2019 AND AMENDING APPENDIX C TO THE RULES AND REGULATIONS OF THE PALMDALE WATER DISTRICT

WHEREAS, the Palmdale Water District (the "District") is authorized to collect charges and set rates for water service pursuant to the Irrigation District Law, codified at Division 11 of the Water Code, specifically at Sections 22280 through 22284; and

WHEREAS, the Board of Directors of the Palmdale Water District has developed and adopted several water supply and infrastructure plans outlining long range water supply projects to meet the water supply needs of the community's growing population and the future growth of Palmdale, and long range financial planning to finance these projects is required; and

WHEREAS, the Board of Directors of the Palmdale Water District previously approved a Water Rate Plan authorizing annual water rate adjustments up to 5.5% through calendar year 2019; and

WHEREAS, the Board of Directors of the Palmdale Water District approved a reduced water rate adjustment of 2.5% in 2015 and a reduced water rate adjustment of 4.0% in 2016; and

WHEREAS, the Board of Directors of the Palmdale Water District now desires to approve a reduced water rate adjustment of 4.25% for each calendar year 2017, 2018, and 2019 to ensure adequate funds to meet current and future water demands, to construct long range water supply projects, and to continue to provide high quality water; and

WHEREAS, District staff will continue to search for cost saving measures; these measures, along with proposed annual projects and expenditures, will continue to be reviewed with the Board of Directors during annual budget discussions for each calendar year 2017, 2018, and 2019; and if circumstances allow and a water rate adjustment less than 4.25% is sufficient to meet all District operations, expenses, projects, and current and future water demands, said reduction will be presented to the Board of Directors for consideration; and

WHEREAS, the adoption of this resolution is exempt from the requirements of the California Environmental Quality Act ("CEQA") pursuant to Public Resources Code Section 21080(b)(8) and Section 15273 of the State CEQA Guidelines codified at 14 CCR §15273 because the resolution pertains to the adoption of charges necessary to maintain services within the District's existing service area.

NOW, THEREFORE, BE IT RESOLVED THAT, the Board of Directors does hereby:

1) Approve a reduced water rate adjustment of 4.25% for each calendar year 2017, 2018, and 2019, the remaining three years of the previously approved Proposition 218 Rate Study/Plan, effective January 1, 2017.

2) Revise Appendix C of the Palmdale Water District's Rules and Regulations to reflect this reduction.

3) Direct District staff to continue researching cost saving measures to lessen future rate increases beyond the current Water Rate Study/Plan.

PASSED AND ADOPTED this _____ day of _____, _____ by the Board of Directors, the governing body of the Palmdale Water District.

PALMDALE WATER DISTRICT

_____
ROBERT ALVARADO, President

ATTEST

_____
JOE ESTES, Secretary

APPROVED AS TO FORM:

By: _____
Aleshire & Wynder, General Counsel

DRAFT

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:	September 8, 2016	**September 13, 2016**
TO:	FINANCE COMMITTEE	**Committee Meeting**
FROM:	Michael Williams, Finance Manager/CFO	
VIA:	Mr. Dennis D. LaMoreaux, General Manager	
RE:	***AGENDA ITEM NO. 4.10 – CONSIDERATION AND POSSIBLE ACTION ON PROPOSAL RECEIVED FROM TRUEPOINT FOR REPLACING THE DISTRICT'S CURRENT CUSTOMER INFORMATION SYSTEM SOFTWARE.***	

Recommendation:

Staff recommends approving the proposal from TruePoint for the purchase and implementation of their Customer Information System, Utility Billing Software, TrueBill.

Alternative Options:

Continue to look for a replacement software package through the Request For Proposal (RFP) process and continue using our current utility billing software.

Impact of Taking No Action:

Continue using the current utility billing software, Utility TrakR, from Starnik, Inc.

Background:

The current utility billing software used by the District was a temporary fix for a problem dating back to 2012. From 2005 through 2012 the District used a software package called Cogsdale CIS, Utility Billing Software. This software could never meet the demands or needs of the District, even after a virgin reinstall and complete reconfiguration in 2009, and as an alternative the District approved the switch to use of the current utility billing software, Utility TrakR.

In September 2012, the Board approved an agreement to use Starnik's cloud based system as a means for meeting the necessary needs of the District as a temporary fix for the problems we were experiencing with Cogsdale as we completed a full RFP process for the purchase of a replacement utility billing software package.

The cloud based system allowed for an immediate alternative to the system we were using at the time without having to expend a huge outlay of cash. We basically rent space on their servers for a monthly charge based on the number of accounts supported, however, we never own the software. This solution served the purpose, and in late 2014, we began to develop an RFP to purchase a software package that best addressed the needs and requirements of the District.

On August 3, 2015, we issued an RFP for a customer information system that was very detailed in nature, listing all the requirements of the District as well as a multitude of needs and wish list items. The District received a total of ten responses to the RFP; a review team consisting of Customer Finance Supervisor, Accounting Supervisor, and Finance Manager/CFO selected the top four from those proposals and began a review and interview process. The review team also conducted demos with the involvement of Customer Care Representatives to narrow the list down to the top two candidates. A final round of demos with request for items more specific to the District's operation were performed, and the final choice was made of TruePoint.

The total cost of the software and implementation is approximately $475,000, which is made up of two components. The cost of the software is $150,000. The estimated cost of professional services for the implementation is $310,000. And there will be some out of pocket expense not to exceed $15,000 for travel and such. After installation, there are annual maintenance costs of $30,000 per year.

Comparatively, we are renting the current software at a cost of $7,900 per month based on 30,000 customers. Additionally, we are charge for each customization that are specific to our needs, such as the new six tier water budget and all customized reporting requirements and data extraction.

Looking at the historical costs and projections over a five-year period, provided there are no new future modifications and customizations, it would become less expensive after a five-year period to purchase the software than to rent space.

COMPANY	2013	2014	2015	2016	2017	TOTAL
Starnik	$126,400	$159,000	$115,500	$94,800	$94,800	$590,500

COMPANY	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
TruePoint	$475,000	$30,000	$30,000	$30,000	$30,000	$595,000

There are a few advantages to purchasing and owning TruePoint software versus renting from Starnik.

1. Software and data is stored on site and not dependent on Internet access.
2. Greater data retrieval reporting capabilities using sequel server data base.

3. Increased flexibility in modifications making software more end user friendly to Customer Care staff.
4. TruePoint runs on a Windows based platform.
5. TruePoint integrates with our Financial Software and GIS system, as well as an existing interface with Infosend, which is the company hosting our Electronic Bill Presentment and Payment platform.

There is one additional important advantage from TruePoint, the source codes for TruePoint software will be held in a trust account in case something happens to the company and they can no longer provide support or the company fails to adequately provide error corrections and bug fixes.

The conversion project to the new software, will take approximately nine months to implement with a go live target date of September 1, 2017. The current agreement with Starnik runs annually with an automatic annual renewal in September, unless a sixty-day notice to terminate is given.

Strategic Plan Initiative:

Strategic Plan Initiative No.6-Customer Care & Advocacy: *Improved customer account management tools.*

Budget:

The effect on the budget will be an expense in 2016 of approximately $180,000, with the balance of $295,000 due in 2017. Included in the 2016 budget was an anticipated cost of $675,000 for CIS software replacement.

Supporting Documents:

- Summary of RFP's received from vendors
- RFP from TruePoint

Summary of RFP BIDS REC"D by 9/8/15 @ 4:00pm

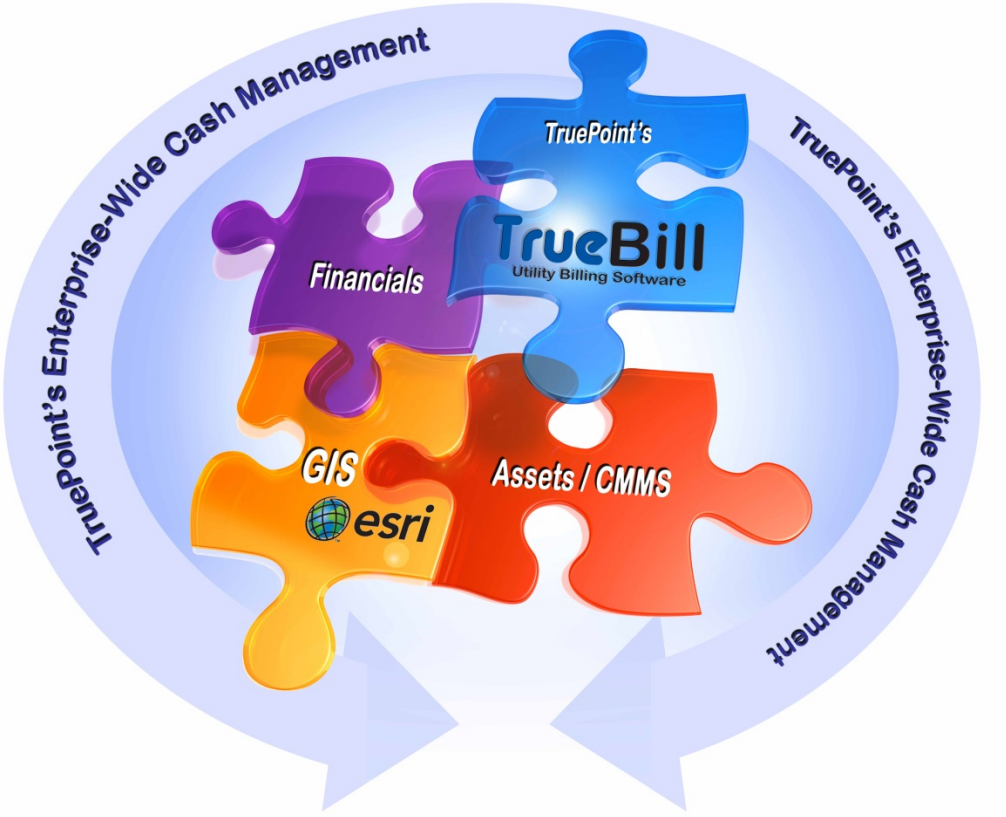
Companies	Installed Core Solution	Type of Solution	Annual Maintenance Cost 1	2	3	4	5	Total	Installed Core & 5 Yrs Maint	# of Users	Years in Business	Service Size: Per telephone Conversation # of Connections Capacity	Service Size: Information from RFP Doc's # of Connections	Current Proposed Version Implementations: For System Solution Proposed # Installations	2015	2014	2013	2012	2011	Total # EMP	Dev	Supp	% of work force Supp	System DB
1 NorthStar*	$469,630	Software	$34,705	$35,746	$36,819	$37,923	$39,031	$184,224	$653,854	40	38	Mrkt 30K-40K, Tested upto 250K However they have no upper limit	1,000 to 120,000	132	12	4	3	4	3	69	20	18	26%	SQL
2 Cogsdale*	664,685	Software	54,613	56,922	59,336	61,859	64,498	297,228	961,913		18	No upper limit	17,000 to 240,000	170	21	5	8	6	13	100	35	30	30%	Win
3 TruePoint	475,210	Software	30,000	30,000	30,000	30,000	30,000	150,000	625,210	unl	10	Mrkt 15 -75K, No upper limit	1,400 to 44, 000	28	6	4	5	3	3	49	7	3	6%	SQL
4 Accela	114,632	SAAS	115,829	62,068	65,171	68,430	71,851	383,349	497,981		30		No data	No data given will provide if selected						616	122	80	13%	Saas
5 Data West*	293,150	Software	22,020	22,681	23,361	24,062	24,784	116,908	410,058	15	40	Mrkt 1 -100K, Can go over 100K but may need to re-config hardware to keep proc. Speeds	12,000 to 44,000	149	2	2	2	5	3	48	18	14	29%	SQL
6 CUSI	468,570	Software	39,200	39,200	39,200	39,200	39,200	196,000	664,570	25	30	Mrkt 20 -100K, 1 cust. has 500K. Have not tested upper limit.	9,000 - 120,000	81	25	7	18	10	6	46	12	11	24%	SQL (.NET)
	468,570	Hosted Offsite	75,200	75,200	75,200	75,200	75,200	376,000	844,570	25	↓		↓		same as above						same as above			
	329,070	SAAS	108,000	108,000	108,000	108,000	108,000	540,000	869,070	25	↓		↓		same as above						same as above			
7 Advanced Utility Systems*	1,278,750	Software	48,875	51,319	53,885	56,579	59,408	270,066	1,548,816		18	Mrkt 12 - 180K, No upper Limit	12,000 to 180,000+	90	6	7	10	5	6	88	35	17	19%	SQL (.NET)
8 Caselle	124,473	Hosted (SAAS)	38,318	38,318	38,318	38,318	38,318	191,590	316,063		36	Mrkt 10 -30K, no limit on connections	4,000 to 13,500	402	16	25	26	21	16	76	23	20	26%	
	162,243	Software	23,856	23,856	23,856	23,856	23,856	119,280	281,523		↓		↓		same as above						same as above			
9 InHance*	362,938	Software	31,240	31,240	32,200	33,300	33,610	161,590	524,528	25	17	Mrkt 8 - 65K, Upper limit 100K Can go higher but due to other Harris Prod Offering.	8,000 to 65,000	100	13	25	42	16	0	30	7	14	47%	SQL / .net
10 Systems & Software *	1,409,304	Software	114,826	119,419	124,196	129,163	134,330	621,934	2,031,238		42	Upto 1 Million, Largest Cust 400K	12,500 -230,000	34	2	1	0	2	0	77	28	21	27%	SQL

Proposal Response to a

Palmdale Water District

RFP for a

Customer Information System (CIS)



Submitted by:

TruePoint Solutions

3262 Penryn Rd.
Suite 100-B
Loomis, CA 95650

Submittal Date
September 8, 2015

TruePoint Solutions

September 8, 2015

Michael Williams
Chief Financial Officer
Palmdale Water District
2029 E. Avenue Q
Palmdale, CA 93550

RE: Palmdale Water District RFP for a Customer Information System

Dear Mr. Williams and Evaluation Committee:

TruePoint Solutions is proud to submit our response to a Palmdale Water District (PWD, the District) RFP for a Customer Information System. After a thorough review of your stated requirements, we feel we can provide you a system that will exceed your expectations.

Kent Johnson, TruePoint's Chief Executive Officer is the person authorized to contractually obligate TruePoint Solutions. Glenn Mathes is the Account Executive for this business relationship, and will be the primary contact person responsible for this response. Glenn can be reached at (541)-633-7357 office direct, (509) 930-6789 mobile, (916) 256-1975 fax. In the interests of satisfying all requirements set forth for transmittal letters, we also offer the following stipulations:

- TruePoint has reviewed and accepts the Terms and Conditions and takes no exceptions to the language contained therein;
- TruePoint acknowledges that our proposal is considered firm for one hundred and eighty (180) days after the due date for receipt of proposals or receipt of the last best and final offer submitted;
- We acknowledge completion of, and have included, under separate cover, the District's Pricing Worksheet;
- Our proposal has been signed by the person authorized to contractually obligate the organization.

Again, we appreciate your consideration. We are confident that our twenty plus years of experience in designing, implementing and supporting critical information systems for water and sewer billing as well as associated integrations will prove to be a major consideration in your decision making process. We are very proud of our offering and look forward to demonstrating our system capabilities to you. Please review the enclosed proposal and feel free to contact me with any questions.

Regards,

Glenn Mathes
Primary Contact, Account Executive
(541)-633-7357 office direct
(509) 930-6789 mobile
gmathes@truepointsolutions.com

Kent Johnson
Chief Executive Officer
(916) 259-1293 office
(916) 607-4490 mobile
kjohnson@truepointsolutions.com

COMPANY OVERVIEW
- *TruePoint Solutions*

Incorporated:
- *2004*
- *49 employees*

Professional Services:
- *Business Analysis*
- *Configuration*
- *Data Conversion*
- *Report Development*
- *Event Scripting*
- *Interface Development*
- *Consulting*
- *Training*

Industry:
- *State and Local Government*

Industry Focus:
- *Land Management and Permitting*
- *Business and Trade Licensing*
- *Code Enforcement*
- *Asset Management*
- *Utility Billing*
- *IT Consulting*

2. Executive Summary

TruePoint is uniquely qualified to deliver our high-performance, browser-based Utility Billing solutions as well as all required integrations and interfaces.

Our technology platform was designed with systems integration in mind. We offer unlimited user site licensing with no restrictions on the number of users, ever! Our system offers ease of access from remote devices via secure web browser. Internal IT staff maintenance is greatly reduced as all TruePoint software is located on the server with no client-side footprint.

The TrueBill system can be deployed as an on premise or cloud based application. And for the purposes of this proposal we have proposed an on premise implementation.

Our system can help you reduce costs with features like our e-bill paperless billing functionality, Enterprise-wide Cash Receipting as well as our TrueCIP customer inquiry and payment portal.

We understand CMMS and GIS Integration. TruePoint is authorized by Cityworks, Lucity, Accela and Infor. We are also an authorized ESRI developer/partner. We understand CMMS, GIS and how to integrate these systems with Utility Billing functionality to get the most out of your investment in these applications.

Virtually all of our clients have their TrueBill Utility Billing system integrated with CMMS and ESRI GIS systems. We have long-standing relationships with Cityworks, Lucity and Infor that date back to the early 90's. We offer an out-of-the-box integration between these systems. This integration is real time, standardized and supportable, not one-off custom code.

TruePoint Solutions – Water Management Experts
TruePoint Solutions is a software and services company, solely focused on Information Technology Solutions for local government agencies, water companies and special districts. As compared to most full-suite ERP vendors, we specialize in Utility Management applications and associated integrations (GIS, Asset Management and Financial Management). Our exclusive focus on Utility Operations has resulted in some of the most focused, powerful solutions in the industry. Established in 2004 TruePoint has enjoyed healthy, steady growth and an increasing number of happy customers. While still a relatively new company (10 years old), TruePoint staff has extensive knowledge and experience developing billing solutions. Many of the solutions that TruePoint staff has been involved with over the years are still successfully running in some of the largest cities and counties in the U.S. and abroad. Implementing solutions for water agencies in South Africa, England, Australia, New Zealand, Canada, and the US have given the TruePoint team members an incredible perspective on the industry.

There are four founding and active members and owners at TruePoint Solutions; Kent Johnson, Robert Strouse, Keith Hobday, and Don Hunsinger. TruePoint is headquartered in the Sacramento area suburb of Loomis with additional locations in Nevada and Arizona. All of the firm's employees report directly to the partners.

Managed Care
TruePoint Solutions provides a Managed Care approach to on-going support and upgrades. Instead of requiring our clients to implement upgrades, updates and patches on their own, TruePoint installs, tests and manages the aspects of TrueBill system upgrades and new releases as a standard part of our annual maintenance program.

We also support very tight version control. All of our clients are running the same version of the software which promotes supportability, modification sharing and assures that the product continues to evolve and improve over time.

3. Bidder Qualifications

Vendor Profile and Product History

TruePoint brings a substantial amount of valuable industry experience to the table. Our management team averages 25 years of Public Sector IT experience designing, developing, implementing, and supporting complex government related applications and services... Not only does our team offer significant industry experience, but that experience was garnered by working together as a team, at TruePoint and at our predecessor company. Our talented staff has an exceptional resume of specific industry expertise to help your agency achieve success. We want to do more than just suggest or recommend a solution; we want to provide the products and services that become a cornerstone of the foundation of your information systems solutions.

Minimum Qualifications:

TruePoint Solutions meets the District's minimum requirements as listed in Section 2.1 of the RFP. TruePoint's system has been installed and in production in well over the District's minimally required five organizations, in the United States, with utility and/or public sector experience, and over 15 implementations in the public sector. This includes five implementations of the solution in the previous five years and at least one installation on the version proposed within the past two years.

TruePoint's solution runs on a Microsoft SQL Server 2008 as its database management system.

TruePoint provides a Graphical User Interface (GUI) / Browser/Portal Based User Interface (BUI) for system use which allows for efficient data entry and high volume data access through keypads, hot keys, etc. without utilization of a mouse. Please see Section 6 – Presentation of System Overview – for examples of this.

TruePoint's primary vendor contact will be Jay Lum, our proposed project implementation consultant. TruePoint's single point of contact with overall responsibility for the successful installation of the solution will be Jason Reliford – Customer/Product Manager.

Experience

As compared to most full-suite ERP vendors, we specialize in Utility Management applications and associated integrations (GIS, Asset Management and Financial Management). Our exclusive focus on Utility Operations has resulted in some of the most focused, powerful solutions in the industry.

TruePoint billing products are designed to operate using the latest technology available. These billing products are focused on operational billing, CIS, and accounts receivable management for water agencies. While there are solutions that have been in the marketplace longer than the TruePoint solution, many of these are entombed in aging technologies.

Our solutions are not tired legacy applications with a new user interface bolted on top. They are built from the ground up using current generation tools, development platforms and techniques. We believe it is in the best interest of the District to select a solution that is based upon the most current 'proven' technologies.

TruePoint is a Microsoft partner and a member of the Microsoft Developer Network. We have made a commitment to the Microsoft platform and we believe SQL Server to be the best database option available. By leveraging Microsoft's other products like Office and SharePoint, TruePoint can provide a robust application while easily integrating to the District's other core IT platforms and systems.

References – Appendix 7.5

In addition to Appendix 7.5, we offer the table below for simplicity's sake, for a number of TruePoint's most relevant references. The City's reference form begins on the following page.

Agency Name	Street Address:	Contact Name, Title, Phone number, email	Project Scope and TruePoint's Role
Sacramento Suburban Water District	3701 Marconi Ave #100, Sacramento, CA 95821	Annette O'Leary, Administrative Services Manager 916.679.3975, aoleary@sswd.org 916-972-7171	TruePoint implemented the TrueBill, TrueCIP, Asset Management integration, Financials Integration. 48,000 accounts
City of Rochester Hills, MI	1000 Rochester Hills Dr. Rochester Hills, MI 48309	Keith Sawdon, Finance Director/Project Manager 248-841-2535 sawdonk@rochesterhills.org	TruePoint implemented the TrueBill, TrueCIP, GIS Integration, Financials Integration. 24,000 accounts.
City of Meridian	33 E. Broadway Ave. Meridian, ID 83642	Sheryl Bishop, UBS Project Senior Project Manager [Contractor] Experis IT | PMP/MBA 208.489.0388 Office - Onsite Hours: 8A to 12P 208.866.6694 Mobile sbishop@meridiancity.org	Utiltiy Billing Implementation Start 3/15 – Currenlty implementing 30,000 Customer Accounts Implementation of TrueBill, TrueCIP, Integration with Infor (Hansen) Asset management, GIS integration and Financials Integration
Laurens County Water and Sewer Commission	3850 Hwy 221 S. Laurens SC 29360	Angie Nelson, Director of Administration and Customer Service (864) 682-6527 (864) 200-1431 cell (864) 682-3260 fax anelson@lcwsc.com	Water Billing Implementation. Cloud Implementation of TrueBill, TrueCIP, Integration with Cityworks, GIS, IVR and Financials 23,000 customer accounts
Horseshoe Bay, TX	#1 Community Drive PO Box 7765 Horseshoe Bay, Texas 78657	Jeff Koska IT Services (830)-598-8741 jkoska@horseshoe-bay-tx.gov	TrueBill, TrueCIP, Hand Held Reader Interface, Cityworks Integration, Financials Integration 5,000 accounts

Table 1 - References

REFERENCES

The bidder must have the solution installed and in production in at least five organizations in the United States of similar size to PWD, with utility and/or public sector experience and 15 implementations overall in the public sector. At least 3 – 5 implementations of the solution over the past five years and at least one installation of the proposed version within the past two years.

	REFERENCE NO. 1
NAME OF FIRM	**Sacramento Suburban Water Authority**
CUSTOMER'S BUSINESS/OPERATIONS	**Public Water Agency**
ADDRESS	**3701 Marconi Ave #100,**
CITY, STATE, ZIP	**Sacramento, CA 95821**
CONTACT	**Annette O'Leary, Administrative Services Manager**
TELEPHONE NO.	**916.679.3975, 916-972-7171**
EMAIL	**aoleary@sswd.org**
PROJECT NAME	**Customer Information System**
COMPLETION DATE	**Start 7/13 – Live 6/14**
NO OF EMPLOYEES	**Full-time users: 15** **Casual users: 20**
NO OF SYSTEM USERS	**Number of accounts: 44,782**
NO OF SERVICE CONNECTIONS	**Number of accounts: 44,782** **Number of Meter Reads per Month: 30,000** **Average Services per account: 1.39** **Billing Cycles per Month: 4** **Billing Frequency: Monthly** **Cycle Bills – High: 18,000** **Cycle Bills – Low: 6,000** **Number years on-line history required: 5** **Calls per Month: 4,300** **Door Tags per Month: 1,200** **Miscellaneous Invoices per Month: 1-5** **Cash Receipts per Month: 38,000**
MODULES IMPLEMENTED	**TruePoint implemented the TrueBill, TrueCIP, Asset Management integration, Financials Integration.**
	REFERENCE NO. 2

NAME OF FIRM	**City of Rochester Hills, MI**
CUSTOMER'S BUSINESS/OPERATIONS	**City government**
ADDRESS	**1000 Rochester Hills Dr.**
CITY, STATE, ZIP	**Rochester Hills, MI. 48309**
CONTACT	**Keith Sawdon, Finance Director/Project Manager**
TELEPHONE NO.	**248-841-2535**
EMAIL	**sawdonk@rochesterhills.org**
PROJECT NAME	**Utility Billing Implementation**
COMPLETION DATE	**Currently implementing**
NO OF EMPLOYEES	
NO OF SYSTEM USERS	
NO OF SERVICE CONNECTIONS	**24,000 Customer Accounts**
MODULES IMPLEMENTED	**Implementation of TrueBill, TrueCIP, Lucity Integration, GIS integration, Financials Integration**

	REFERENCE NO. 3
NAME OF FIRM	**City of Meridian, ID**
CUSTOMER'S BUSINESS/OPERATIONS	**City government**
ADDRESS	**33 E. Broadway Ave.**
CITY, STATE, ZIP	**Meridian, ID 83642**
CONTACT	**Sheryl Bishop, UBS Project Senior Project Manager [Contractor] Experis IT | PMP/MBA**
TELEPHONE NO.	**208.489.0388 Office - Onsite Hours: 8A to 12P 208.866.6694 Mobile**
EMAIL	**sbishop@meridiancity.org**
PROJECT NAME	**Utiltiy Billing Implementation**
COMPLETION DATE	**Start 3/15 – Currently implementing**
NO OF EMPLOYEES	
NO OF SYSTEM USERS	

NO OF SERVICE CONNECTIONS	30,000 Customer Accounts
MODULES IMPLEMENTED	Implementation of TrueBill, TrueCIP, Integration with Infor (Hansen) Asset management, GIS integration and Financials Integration
	REFERENCE NO. 4
NAME OF FIRM	Laurens County Water and Sewer Commission
CUSTOMER'S BUSINESS/OPERATIONS	County Water Agency
ADDRESS	3850 Hwy 221 S Laurens SC 29360
CITY, STATE, ZIP	
CONTACT	Ms Angie Nelson, Director of Administration and Customer Service
TELEPHONE NO.	(864) 682-6527 (864) 200-1431 cell (864) 682-3260 fax
EMAIL	anelson@lcwsc.com
PROJECT NAME	Water Billing Implementation
COMPLETION DATE	May 2015
NO OF EMPLOYEES	
NO OF SYSTEM USERS	
NO OF SERVICE CONNECTIONS	15,000 customer accounts
MODULES IMPLEMENTED	Cloud Implementation of TrueBill, TrueCIP, Integration with Cityworks, GIS, IVR and Financials
	REFERENCE NO. 5
NAME OF FIRM	San Jacinto River Water Authority, TX
CUSTOMER'S BUSINESS/OPERATIONS	One of ten major river authorities in Texas. SJRA aims to develop, conserve, and protect the water resources of the San Jacinto River watershed.
ADDRESS	1577 Dam Site Rd.
CITY, STATE, ZIP	Conroe, TX. 77304
CONTACT	Diego Franco, Systems Analyst

TELEPHONE NO.	**(936) 588-7179**
EMAIL	**dfranco@sjra.net**
PROJECT NAME	**Utiility Billing Implementation**
COMPLETION DATE	**Start 1/15**
NO OF EMPLOYEES	
NO OF SYSTEM USERS	
NO OF SERVICE CONNECTIONS	
MODULES IMPLEMENTED	**Implementation of TrueBill, TrueCIP, Misc. Permits and Accounts Receivable. Financials Integration, GIS integration Managing retail and bulk water**

	REFERENCE NO. 6
NAME OF FIRM	**City of Horseshoe Bay**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**#1 Community Drive PO Box 7765**
CITY, STATE, ZIP	**Horseshoe Bay, Texas 78657**
CONTACT	**Nancy Stuckert**
TELEPHONE NO.	**830-598-8741**
EMAIL	**nstuckert@horseshoe-bay-ta.gov**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**December, 2011**
NO OF EMPLOYEES	**71**
NO OF SYSTEM USERS	**4**
NO OF SERVICE CONNECTIONS	**3,300 water accounts 3,300 sewer accounts 3,000 refuse accounts**
MODULES IMPLEMENTED	**TrueBill, TrueCIP, Hand Held Reader Interface, Cityworks Integration, Financials Integration**

	REFERENCE NO. 7
NAME OF FIRM	Kennewick Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	12 W. Kennewick Avenue
CITY, STATE, ZIP	Kennewick, WA
CONTACT	Colleen G. Storms, CPA, Treasurer
TELEPHONE NO.	(509)586-9111, Ext. 124
EMAIL	cstorms@kid.org
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	Spring 2012
NO OF EMPLOYEES	50
NO OF SYSTEM USERS	15
NO OF SERVICE CONNECTIONS	22,000 billed accounts
MODULES IMPLEMENTED	TrueBill, TrueAIM implementation. KID is an active installation and Springbrook replacement.

	REFERENCE NO. 8
NAME OF FIRM	Solano Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	810 Vaca Valley Parkway, Suite 201
CITY, STATE, ZIP	Vacaville, CA 95688
TELEPHONE NO.	(707) 455-4008, cmorin@SIDWater.org (707) 455-4042 cmueller@SIDWater.org
CONTACT	Cammie Morin, Finance Director or Charles Mueller, IT Director
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	July 2011
NO OF EMPLOYEES	71
NO OF SYSTEM USERS	10

NO OF SERVICE CONNECTIONS	3100
MODULES IMPLEMENTED	TrueBill, TrueAIM
	REFERENCE NO. 9
NAME OF FIRM	Imperial Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	333 East Barioni Blvd
CITY, STATE, ZIP	Imperial, CA 92251
TELEPHONE NO.	(760) 482-9600, czvillalon@iid.org
CONTACT	Carlos Villalon, General Superintendent of Water Operations
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	November 2007–present. Project relationship is ongoing.
NO OF EMPLOYEES	1,300
NO OF SYSTEM USERS	400
NO OF SERVICE CONNECTIONS	21,000
MODULES IMPLEMENTED	Displaced SAP for Water Billing, TrueBill, TrueAIM, TrueCIP
	REFERENCE NO. 10
NAME OF FIRM	Merced Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	744 W. 20th Street
CITY, STATE, ZIP	Merced, CA 95344
TELEPHONE NO.	(209) 722-5761, kramos@mercedid.org
CONTACT	Kandi Ramos
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	March 2008
NO OF EMPLOYEES	Approx. 50

NO OF SYSTEM USERS	24
NO OF SERVICE CONNECTIONS	5,600 Water Accounts 6,800 Parcel Accounts
MODULES IMPLEMENTED	Displaced Harris Northstar for Water Billing - TrueBill, TrueAIM, TrueCIP, TrueIVR
	REFERENCE NO. 11
NAME OF FIRM	Elk Grove Water District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	9257 Elk Grove Blvd. #A
CITY, STATE, ZIP	Elk Grove, CA 95624
TELEPHONE NO.	(916) 685-3556 dmaxwell@egwd.com
CONTACT	Denise Maxwell Senior Utility Billing Specialist Florin Resource Conservation District
PROJECT NAME	TruePoint Software Implementation – This was a Harris inHance Replacement
COMPLETION DATE	July 2011
NO OF EMPLOYEES	32
NO OF SYSTEM USERS	5
NO OF SERVICE CONNECTIONS	12,000 water accounts
MODULES IMPLEMENTED	TrueBill
	REFERENCE NO. 12
NAME OF FIRM	Central California Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	1335 West "I" Street
CITY, STATE, ZIP	Los Banos, CA 93635
TELEPHONE NO.	(209) 826-1421, ccidrice@sbcglobal.net

CONTACT	**Gregg Rice, Secretary / Controller**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**March 2006**
NO OF EMPLOYEES	**40**
NO OF SYSTEM USERS	**23**
NO OF SERVICE CONNECTIONS	**5250**
MODULES IMPLEMENTED	**TrueBill**
	REFERENCE NO. 13
NAME OF FIRM	**Modesto Irrigation District**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**1231 11th Street**
CITY, STATE, ZIP	**P.O. Box 4060 Modesto, CA 95352-4060**
TELEPHONE NO.	**(209) 526-7580, brucer@mid.org**
CONTACT	**Bruce Rankin, Project Supervisor - IT Applications**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**March 2010**
NO OF EMPLOYEES	**445**
NO OF SYSTEM USERS	**23**
NO OF SERVICE CONNECTIONS	**4500**
MODULES IMPLEMENTED	**TrueAIM, TrueBill**
	REFERENCE NO. 14
NAME OF FIRM	**Central Nebraska Water and Power District**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**415 Lincoln Street**
CITY, STATE, ZIP	**Holdrege, NE 68949**

TELEPHONE NO.	(308) 995-3573, jlaurer@cnppid.com
CONTACT	Jim Lauer, Senior Systems Analyst
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	May 2011
NO OF EMPLOYEES	99
NO OF SYSTEM USERS	22 (6 office & 16 field staff)
NO OF SERVICE CONNECTIONS	2500
MODULES IMPLEMENTED	TrueAIM, TrueCanal, TrueCIP
	REFERENCE NO. 15
NAME OF FIRM	San Benito County Water District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	30 Mansfield Road
CITY, STATE, ZIP	Hollister, Ca 95024
TELEPHONE NO.	(831) 637-8218, ssingleton@sbcwd.com
CONTACT	Sara Singleton, Manager of Administration and Finance
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	April 2009
NO OF EMPLOYEES	10-15 users
NO OF SYSTEM USERS	Approximately 10 (6 office & 4 meter readers)
NO OF SERVICE CONNECTIONS	2500
MODULES IMPLEMENTED	TrueBill, TrueAIM
	REFERENCE NO. 16
NAME OF FIRM	Lower Tule River Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	357 E. Olive Avenue

CITY, STATE, ZIP	Tipton, CA 93272
TELEPHONE NO.	1-559-686-4716 rperez@LTRID.org
CONTACT	Raul Perez, Systems Analyst
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	November 2008
NO OF EMPLOYEES	20
NO OF SYSTEM USERS	10
NO OF SERVICE CONNECTIONS	1,400 Water Accounts 2,800 Parcel Accounts
MODULES IMPLEMENTED	TrueBill: Project Scope included Water Billing, Assessments Billing, Accounts Receivable, and Customer Portal System
	REFERENCE NO. 17
NAME OF FIRM	Black Canyon Irrigation District
CUSTOMER'S BUSINESS/OPERATIONS	Water Utility/District
ADDRESS	474 Elgin St
CITY, STATE, ZIP	Notus, ID 83656
TELEPHONE NO.	(208) 459-4141, bcid@cableone.net
CONTACT	Dennis Heaps, Manager
PROJECT NAME	TruePoint Software Implementation
COMPLETION DATE	Implementation of TrueAIM and TrueBill applications September 2008-January 2009, TrueCIP: December 2009 – January 2010
NO OF EMPLOYEES	15
NO OF SYSTEM USERS	10
NO OF SERVICE CONNECTIONS	2600
MODULES IMPLEMENTED	TrueBill, TrueAIM, TrueCIP
	REFERENCE NO. 18

NAME OF FIRM	**Owyhee Irrigation District**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**17 S. First St**
CITY, STATE, ZIP	**Nyssa, OR 97913**
TELEPHONE NO.	**(541) 372-3540, oidh20@fmtc.com**
CONTACT	**Jay Chamberlin, General Manager**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**March 2009 – June 2009**
NO OF EMPLOYEES	**12**
NO OF SYSTEM USERS	**8**
NO OF SERVICE CONNECTIONS	**2,000**
MODULES IMPLEMENTED	**TrueBill, TrueAIM**
	REFERENCE NO. 19
NAME OF FIRM	**Larimer Weld Irrigation Company**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**108 Elm Avenue Eaton, CO 80615-3420**
CITY, STATE, ZIP	**Eaton, CO 80615**
TELEPHONE NO.	**(970) 454-3377**
CONTACT	**Kimberly Nelson**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**May 1, 2010**
NO OF EMPLOYEES	**7**
NO OF SYSTEM USERS	**2**
NO OF SERVICE CONNECTIONS	**1200**
MODULES IMPLEMENTED	**TrueAIM, TrueBill**
	REFERENCE NO. 20

NAME OF FIRM	**Roosevelt Irrigation District**
CUSTOMER'S BUSINESS/OPERATIONS	**Water Utility/District**
ADDRESS	**103 West Baseline Road Buckeye**
CITY, STATE, ZIP	**AZ 85326-1115**
TELEPHONE NO.	**(623) 386-2046**
CONTACT	**Stan Ashby, General Manager**
PROJECT NAME	**TruePoint Software Implementation**
COMPLETION DATE	**July 1, 2008**
NO OF EMPLOYEES	**14**
NO OF SYSTEM USERS	**4**
NO OF SERVICE CONNECTIONS	**1389**
MODULES IMPLEMENTED	**TrueAIM, TrueBill**

4. Presentation of System Overview

a. Software Modules, System Architecture & Development Tools
TrueBill – Utility Billing Solution

In TrueBill UB, TruePoint offers a customer service and billing solution which will enable your Agency to serve your customers more effectively by offering efficient access to account information, service orders, and service based assets. The browser-based software will allow personnel to view and maintain accounts from any terminal without the need for client based software, thus eliminating the burden of complicated communications and synchronization routines. TrueBill enables your agency to work more effectively with features such as:

System Components

- Utility Billing,
- Service Orders,
- Customer Payment/Inquiry Portal,
- Cash Receipting (POS), (with enterprise-wide capability)
- Misc. Accounts Receivable
- Full Meter Management
- Debt Management
- Backflow Prevention
- Routing
- Management Dashboard
- Financials Integration
- Work Order/CMMS Integration
- And much more…

The TrueBill solution will increase your staff productivity by giving them better tools that will allow them to provide a higher level of service to your customers.

Global Product Features

- Browser based
- Intuitive, user friendly interface
- Anywhere, anytime access via secure web browser
- User definable queries
- MS Office integration
- Built in notes and alerts functionality
- Embedded Document management, link driven,
- Customer managed forms
- Customizable Workflows

Microsoft-Centric

- SQL Database
- MS Sharepoint Integration
- MS ASP.Net
- MS Active Directory, single sign on
- MS SQL Reporting
- MS Office integration
- Easily extend applications to external/mobile devices such as laptop, phone, kiosk
- Ease of integration with 3rd party applications via Web Services.
- Standard interfaces to many 3rd party Financial systems and Asset Management systems

System Design

Customer Service – Account Inquiry and Maintenance

The TrueBill Account Inquiry screen is designed to give Customer Service Agents an overview of a customer's information to answer and take action on most of the customer calls on the first screen. For the calls that require more detailed information, the screen is designed with links and tabs to get the Customer Service Agent to the information as quickly as possible without lengthy lookups or the need to navigate through several screens.

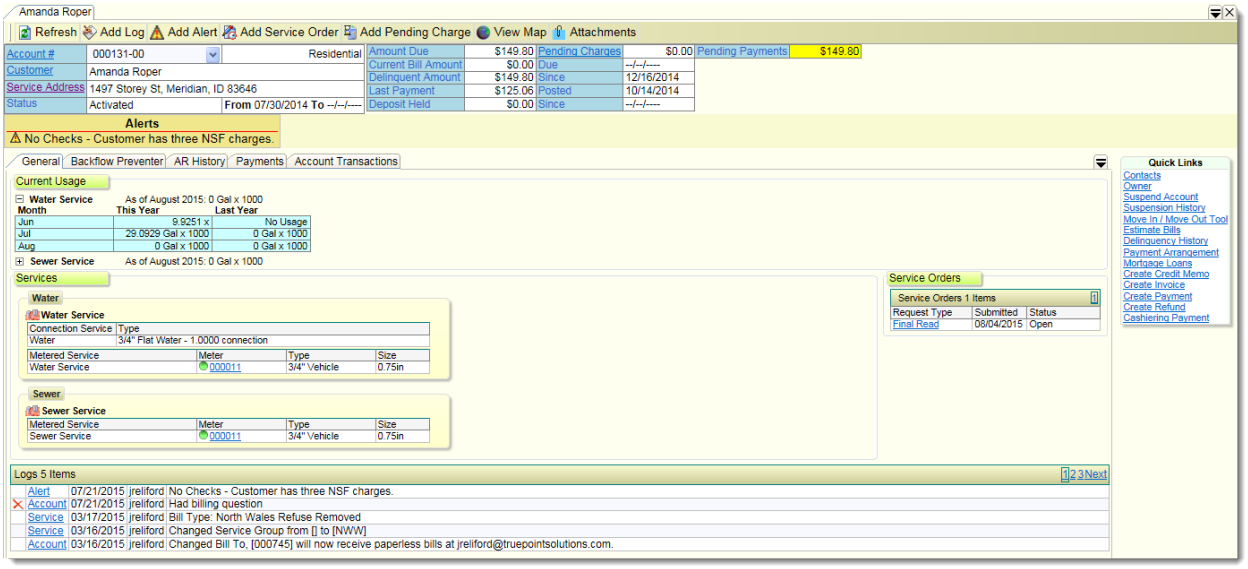


Figure 1 – Account Inquiry Screen

Service Orders

The TrueBill Service Order Module is a highly customizable service orders system that can handle items from escalation of customer inquiries, to orders for the replacement of utility services.

Specialized Service orders can be set up with service order Request Types, Tasks and Activities. Within this structure the service orders can:

- Be assigned and reassigned
- Collect custom data
- Track pertinent account history
- Be scheduled and rescheduled
- Attach costs and budget information

Rather than forcing your Agency to "fit" business processes into predetermined and hard coded service orders or tasks, TrueBill's strength is its ease in setting up and configuring service orders to meet your Agency's specific business needs. Service orders can even be configured to trigger other system actions through the "workflow" feature.

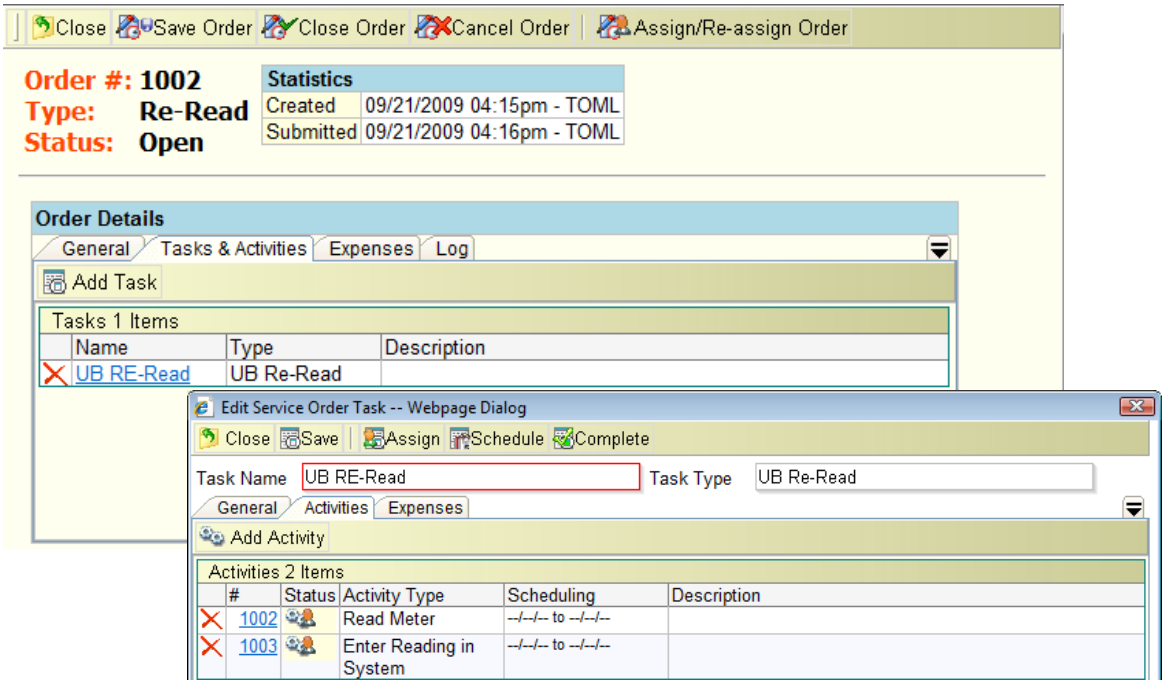


Figure 2 – Service Order Screens

Administration

TrueBill Administration functionality allows staff to easily configure, maintain and upgrade the software without lengthy processes or procedures. It also allows staff with proper security rights to establish access group permissions, create user accounts and assign users to access groups.

Configuration

It has been our experience that systems requiring complex formulas to be configured and run for account inquiry and billing calculation cause inefficient access times and lengthy billing batch runs. The TrueBill system has been designed to minimize the need for formulas by allowing built in Charge Basis types for billing calculations. This offers, among others, the advantages of reducing configuration time, reducing testing cycles, and shorter, more efficient billing calculation runs.

Maintenance

The configuration, maintenance and modification of the system, including security, rates, service order types, and the like can also be accomplished without the need for extensive technical training.[1] This allows the maintenance of the system to be accomplished by business expert personnel instead of limiting it to the Information Technology group.

Ad Hoc Queries

A powerful tool – one that is easily accessible by users throughout TrueBill – is the ability to look up specific information using customized search queries. Only the data columns that are applicable are returned, and specific filters to the data are defined so that you only get the information you require. Key features include:

- Choose columns to display
- Define the filter criteria for the data returned
- Sort the results
- Export the results to CSV, Excel, text or Word
- Define private or public queries or by user access roles

[1] With the appropriate credentials and access

- Define the number of rows to be returned for each page

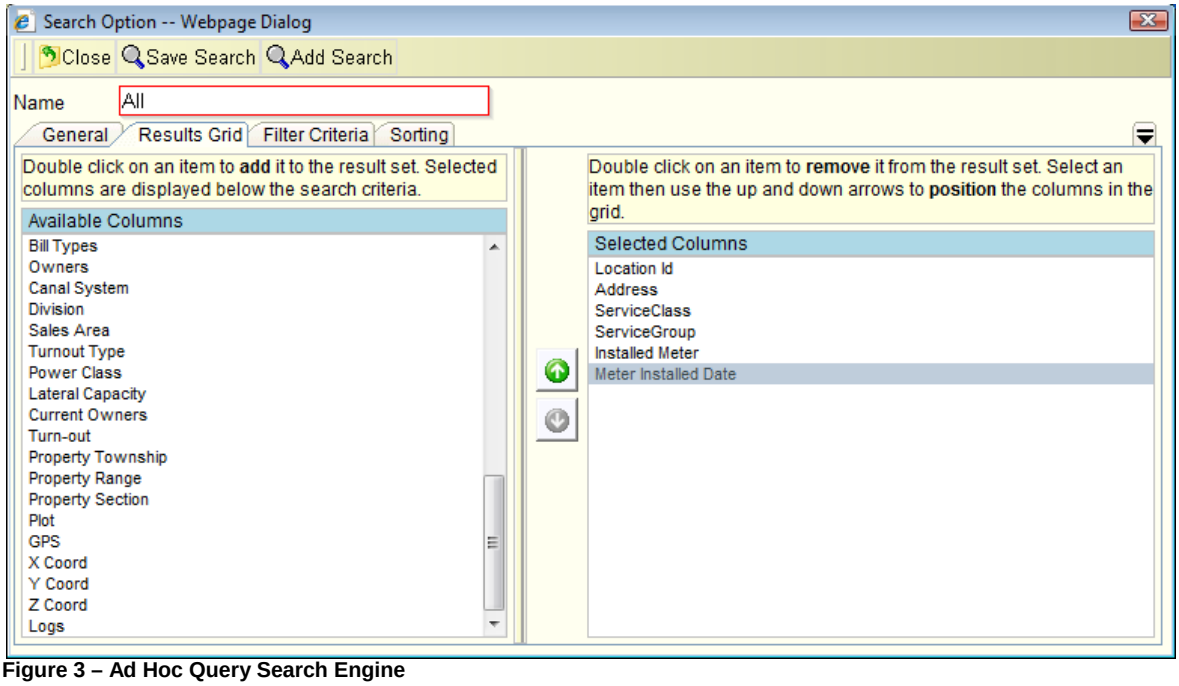


Figure 3 – Ad Hoc Query Search Engine

Customer Accounts

In the block diagram below the customer account structure has been provided to illustrate the relationships of the system.

It is this enhanced account structure that allows for multiple accounts and service locations to be linked to one customer. The customer accounts in TrueBill also provide enhanced customer service capabilities. Easy to read, easy to interpret account summaries provide quick overviews of outstanding invoices and historical information to account reps.

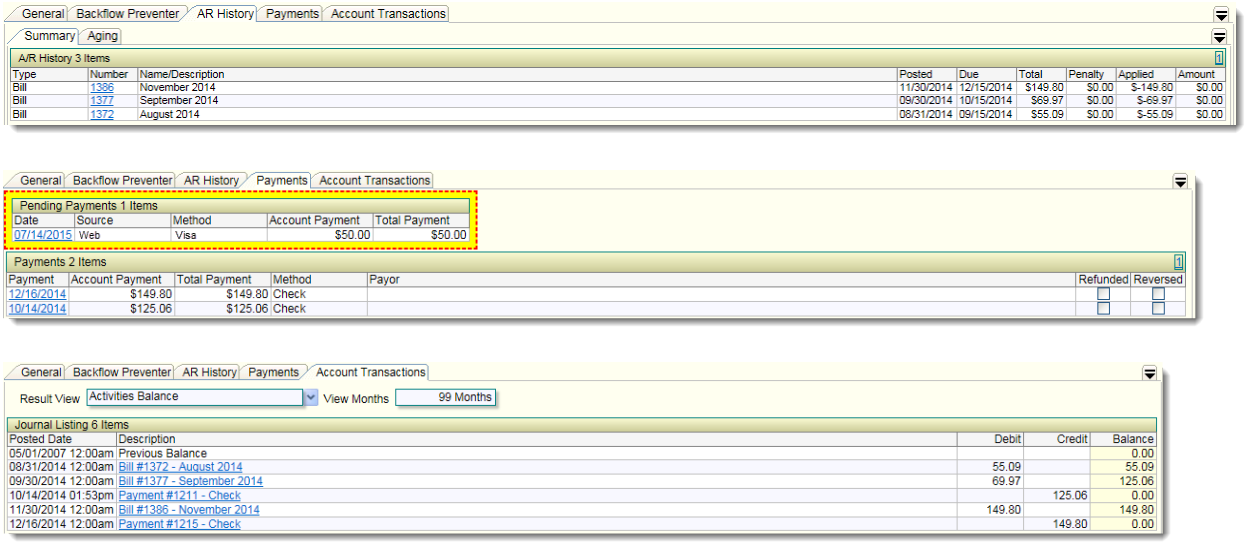


Figure 4 – Enhanced Customer Service Capabilities

TrueBill also accommodates multiple rate methods and structures that are easily configured and controlled. Customers are charged for services according to specified rate combinations that can be broken down by many factors including:

- Account class
- Bill type
- Meter size
- Agency
- Service type
- Many more

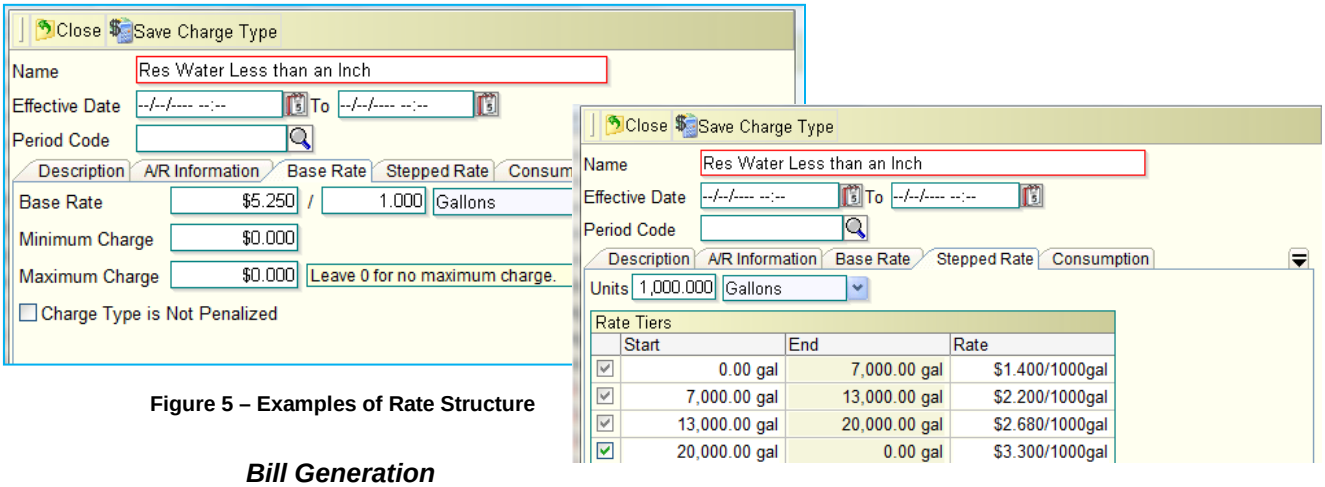


Figure 5 – Examples of Rate Structure

Bill Generation

Generating bills for a period takes only a few minutes on average allowing more time to ensure that billing is correct. Each bill is itemized to include run-times, consumption, and prior balances for your customers as well as customer specific information supplied to the Agency.

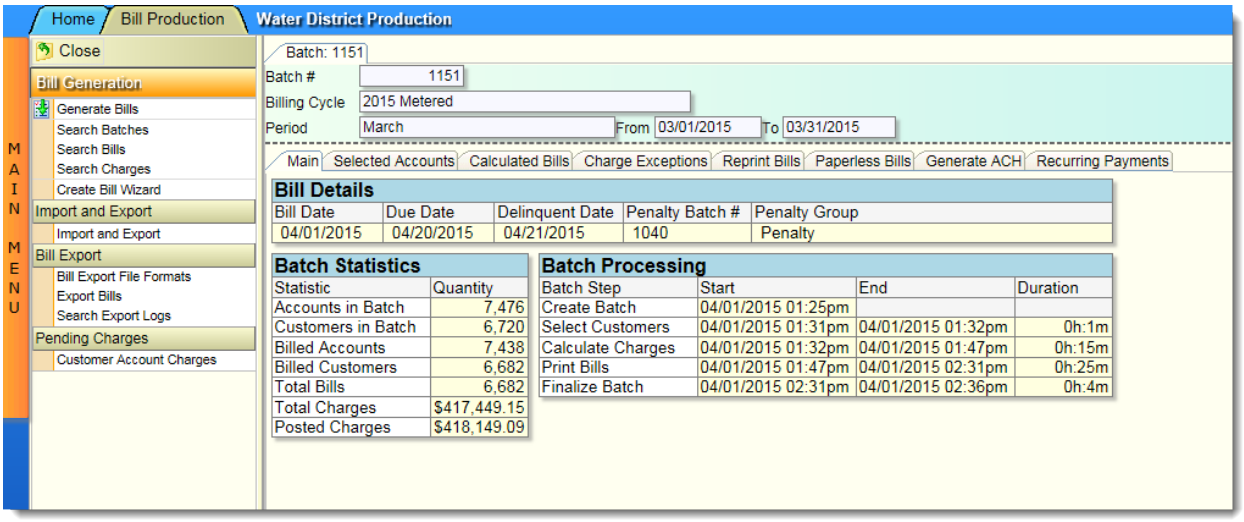


Figure 6 – Generate Bills Screenshot

Billing can also be generated for "what-if" scenarios to determine the impacts of rate changes in the system. These scenarios can be based upon a distinct group of customers or on the entire Agency.

Accounts Receivable

TrueBill automatically routes payments, charges, credits, transfers, and deposits into the correct revenue, cash, and expense account structures. These structures are defined by your Agency to match the information in their chart of accounts. TrueBill automates this process for each receivable and payment applied to the system.

Maintenance agreements, construction projects, and time and materials invoices can be tracked, billed, and paid through the system. Standard labor rates, materials costs, and taxes can also be collected. For long running projects the invoices may be incrementally created and remain open until project milestones are met.

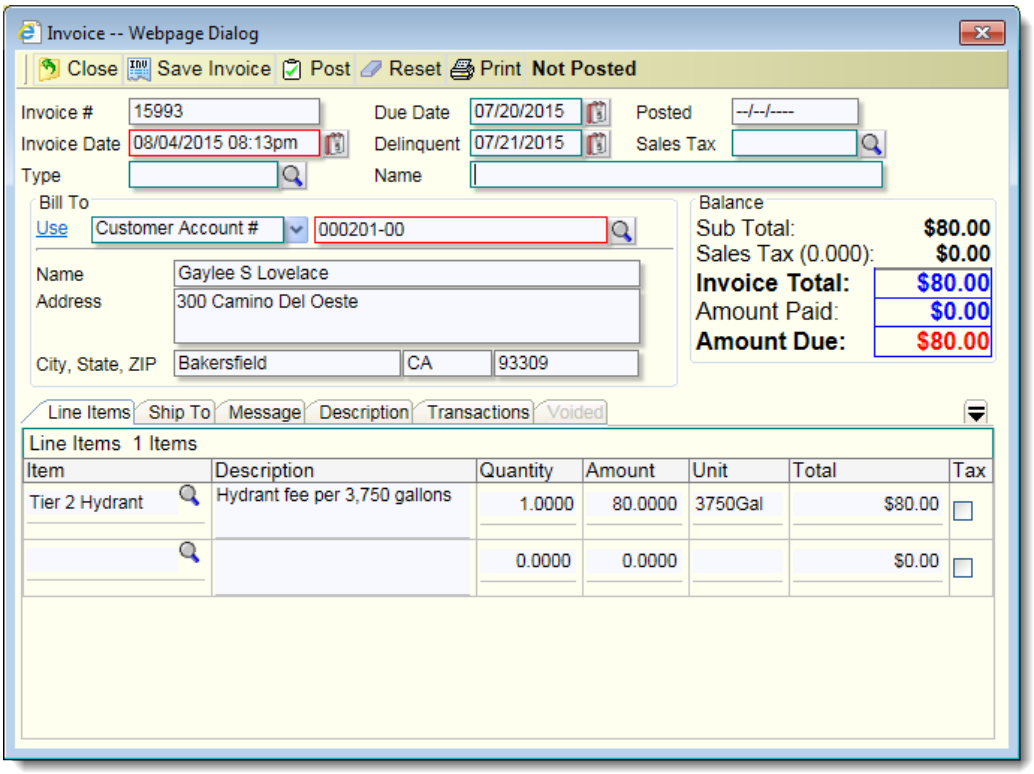


Figure 7 - Invoice Screen Shot

TrueBill allows an agency to quickly and easily report on sales for multiple categories for aging, collections, payments, and credits. This eases the challenge of identifying questionable receivables.

Reporting

All reporting for TrueBill is accomplished using Microsoft Reporting Services. Agencies can create their own reports or modify standard reports included in the software. This open reporting model allows reports to be created using a "what you see is what you get" report designer. To streamline the process, Reporting Services is fully integrated into TrueBill so users never leave the billing system to run, print and export report data.

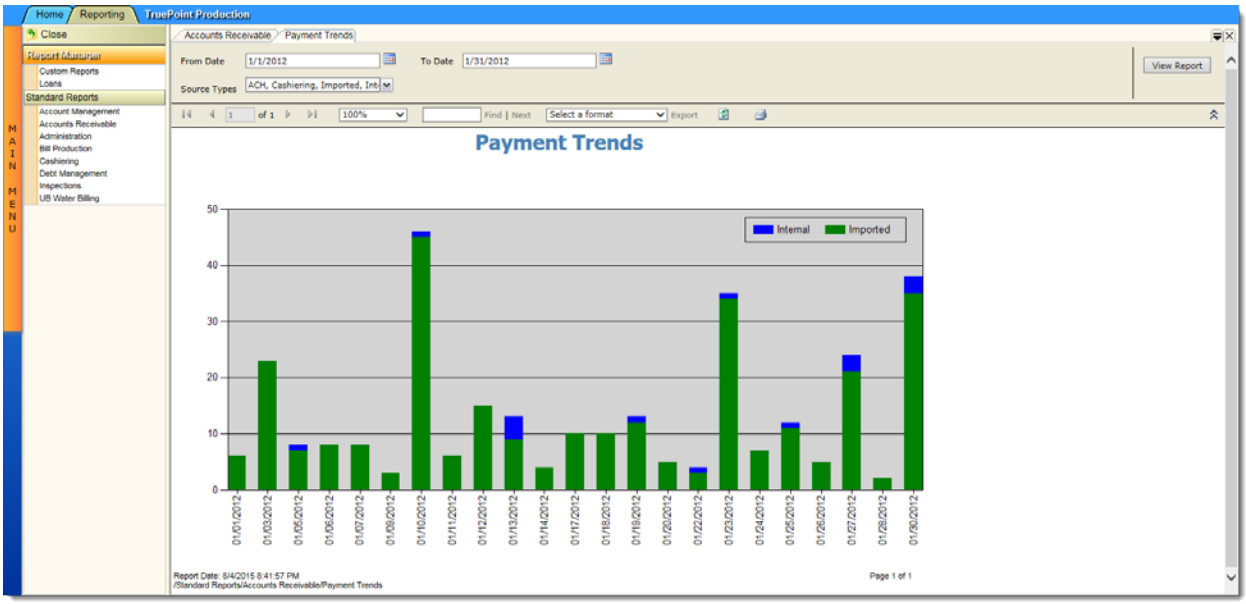


Figure 8 - Report Generation

Statement/Invoice/Bill Presentment

Statements, invoices, and bills in TrueBill are customizable to provide the information that customers need to assist them in paying for services. Custom tear-offs, remittance slips, preprinted forms, and envelopes can be accommodated. Current and prior statements can be reprinted at any time to include current payments and amounts.

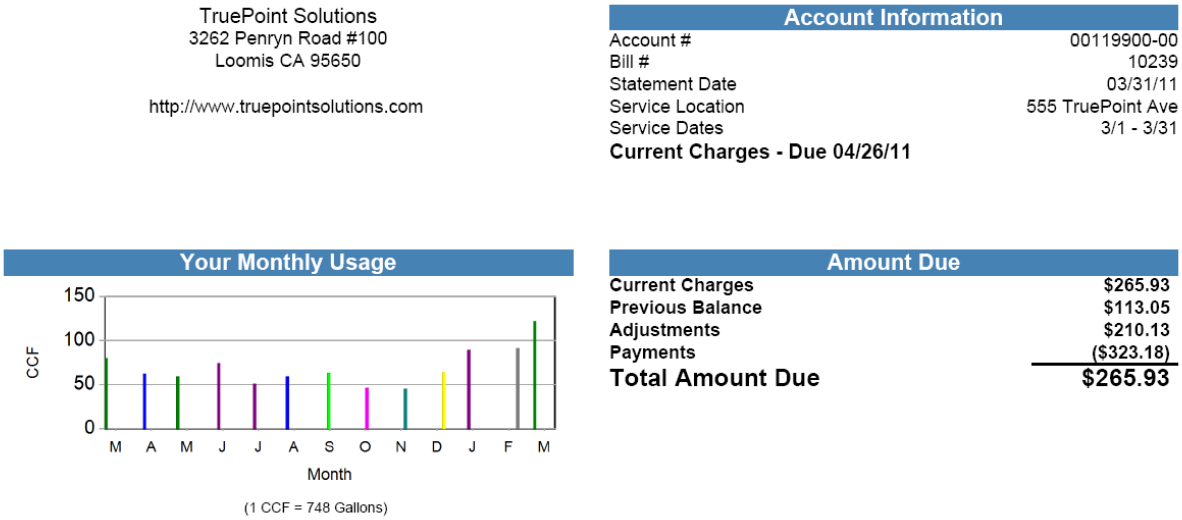


Figure 9 – Bill Statement Example

Route Management

TrueBill allows users to create, edit and maintain address routes through Route Management. This feature allows for defining route numbers, assigning service locations to routes, viewing and re-arranging the sequence order of service addresses within a route. It also allows the user to auto-sequence the route based on the order in which readings were 'walked' within the route.

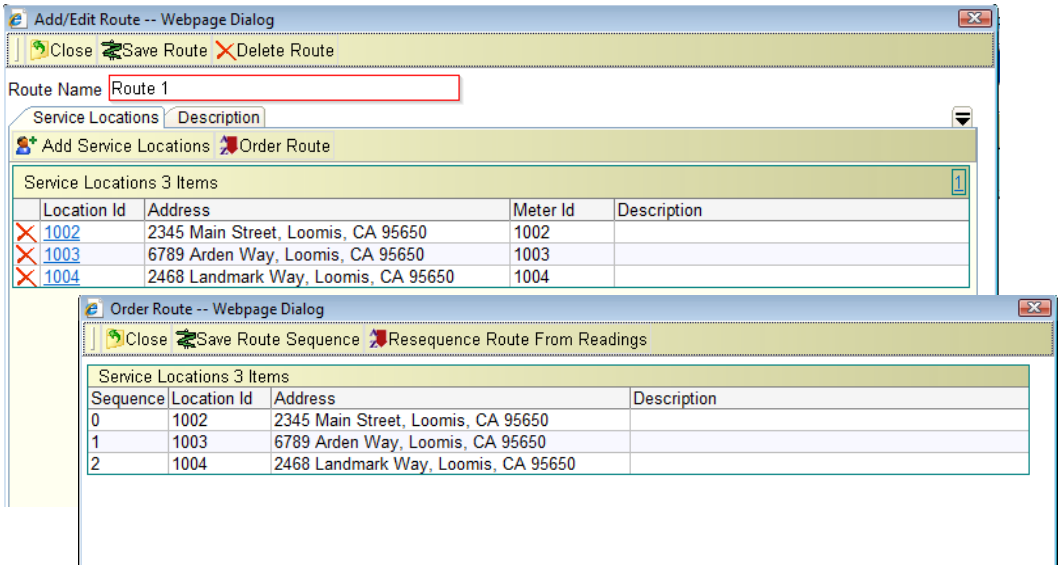


Figure 10 – Route Management Screen Shots

Reading Review

TrueBill allows the user to review meter readings imported from outside meter reading systems. With the Reading Review feature, the user can:

- Review usage statistics using one of several TrueBill algorithms to identify items such as High Usage, Low Usage, rollovers, missing or zero consumption, usage at inactive or suspended accounts, low side usage and many other statistical items
- Include Reader Code information from your readers system such as Tempers and Leak Detections
- Issue service orders such as re-reads or meter leak inspections upon reviewing exceptions
- Estimate consumption on readings that were not able to be gathered in the field
- Manually enter readings when necessary.

The Reading Review can be configured to automatically highlight many different exceptions based on your Agency rules and regulations for abnormal readings.

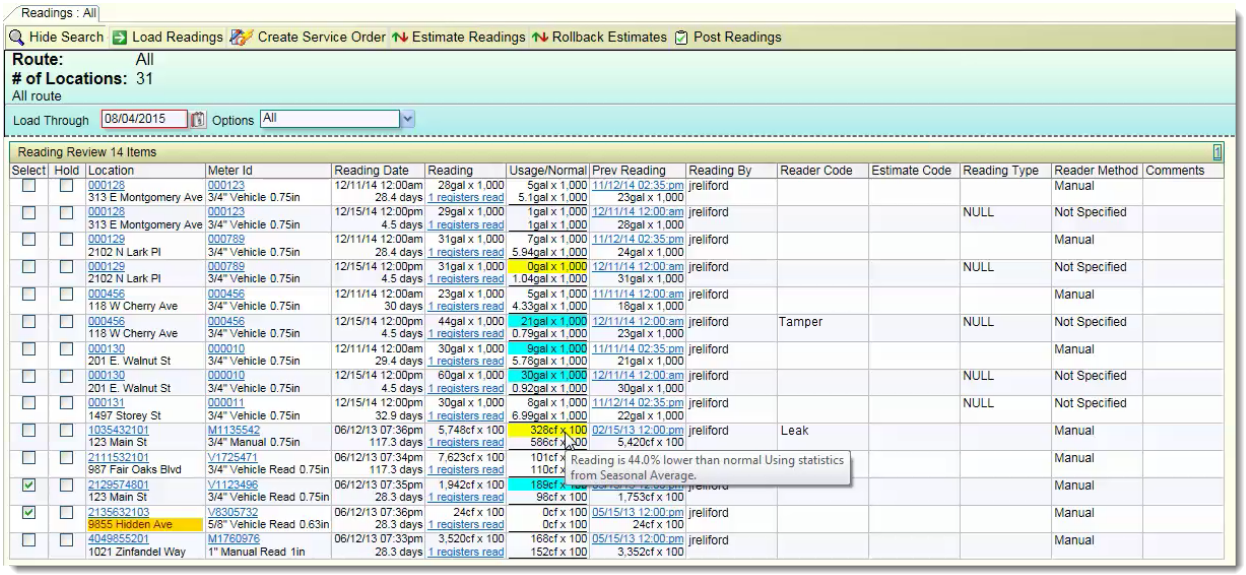


Figure 11 -Usage Reading Review Screen Shot

Cash Receipting

The TrueBill Cash Receipting /Point of Sale system allows distributed, secure real-time payment processing and receipt printing. Rapid keyboard input as well as optional BAR Code scanning, interfaces to cash drawers, receipt printers as well as automated remittance processing systems are standard. Tight security and full audit trail reporting assure compliance with your internal controls.

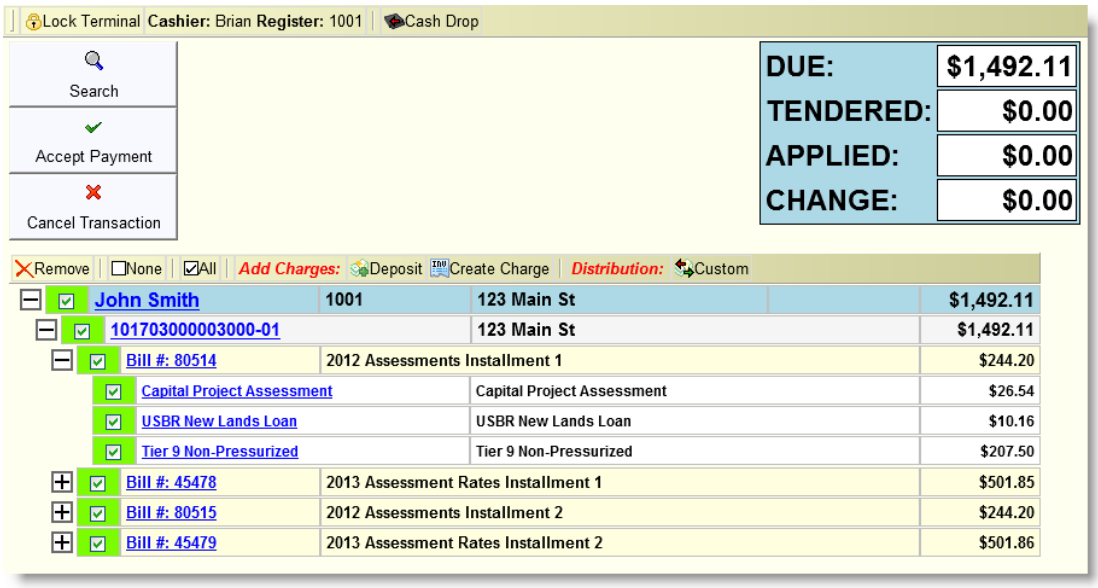


Figure 12 – Cash Receipting Screenshot

Debt Management

TrueBill will allow the user to manage delinquent accounts through the Debt Management module. With the Debt Management feature, users can:

- Create collection processes for multiple account types
- Mirror your collections process with our user defined steps
- Automatically generate service orders for accounts eligible for service shut off
- Automatically apply fees to accounts in the collections process

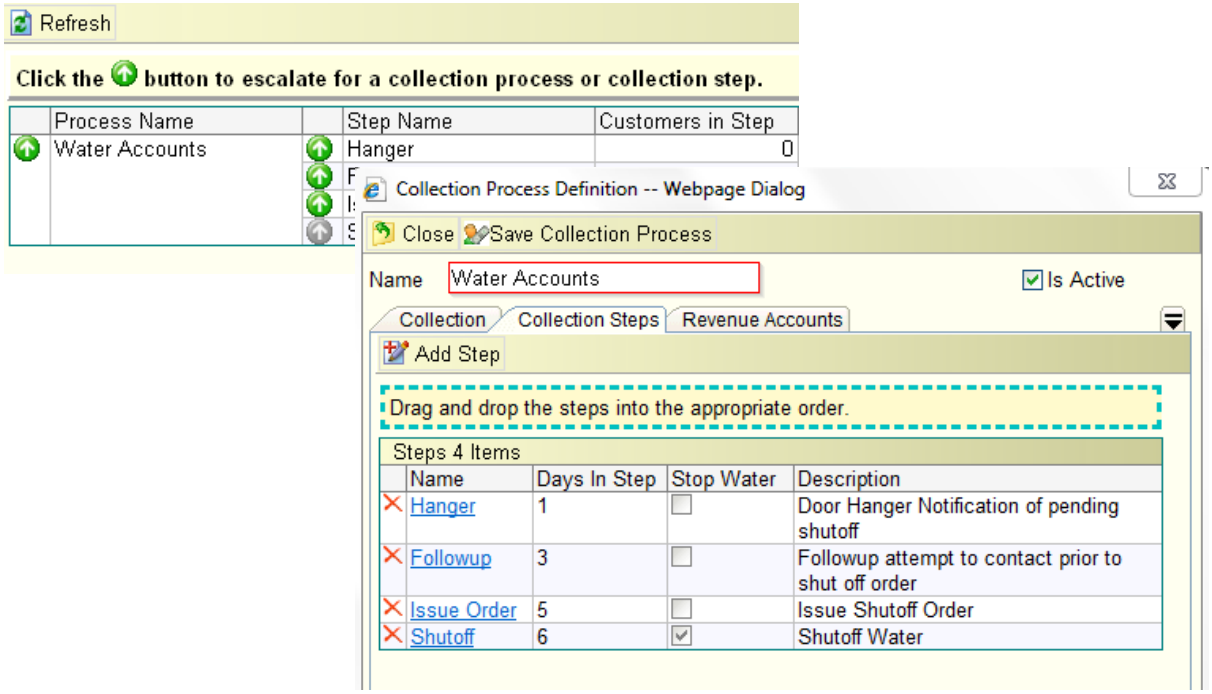


Figure 13 - Collection Process Screen Shots

Customize Workflows

TrueBill will allow users to customize areas of the system that need to be extended to incorporate specific agency requirements. This could range from messages that would be displayed to the user to more advanced automation features that increase productivity.

Key Features:

- Create an Unlimited number of Rules
- Show Customized Messages or Warnings
- Select the available Rule Event such as OnLoad, OnAdd, OnUpdate, etc.
- Select the predefined Rule Target that can send an email, execute stored procedures, etc.

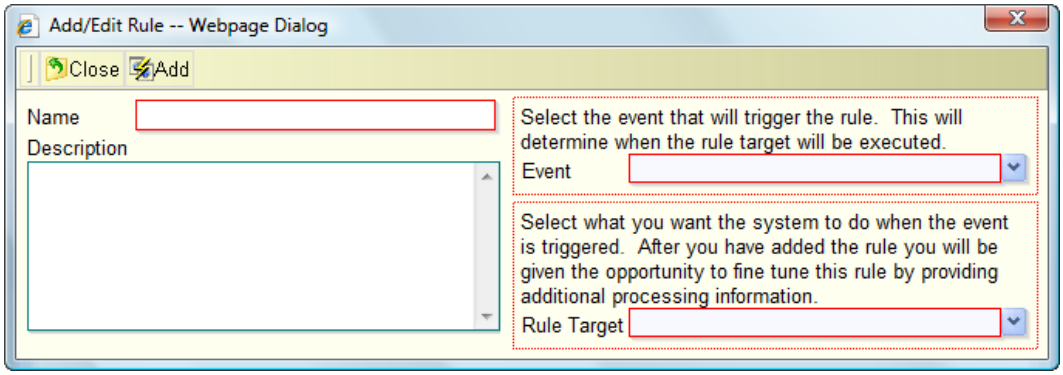


Figure 14 - Add/Edit Rule Dialog

Example of the available events from service orders:

Name	Description
OnAssign	Event to be processed when the assignment value changes during an update.
OnReassign	Fires when the request is about to be reassigned. This event fires if the request was previously assigned.
OnAfterAdd	Event that is processed after the service request is first created.
OnBeforeDelete	Fires when the request is about to be deleted. The transaction not open at this time.
OnBeforeUpdate	Fires when the request is about to be updated.
OnAfterDelete	Fires after the request has been deleted. The transaction is op at this time and can be rolled back.
OnAfterUpdate	Fires after the request has been updated. The transaction is open at this time and can be rolled back.
OnBeforeValidate	Fires before validation occurs on the object. This gives the opportunity to manipulate the data prior to the validation event.
OnAfterValidate	Fires after validation occurs on the object. If common validatio fails then this event will not fire.
OnBeforeSave	Fires before an add or an update. A transaction will be open at this point that will roll back any changes if subsequent events fail.
OnAfterSave	Fires after an add or update has been processed.

Figure 15 - Service Orders Events Sample

TrueCIP – Customer Information Portal

TrueCIP is an online application that gives your customers immediate access to account and billing history. Features of TrueCIP include the ability to make payments, submit service orders, and check billing and usage history in up-to-the-minute customer account views.

The TrueCIP software breaks the limits of content based web strategies by interactively communicating with the TrueBill database. This provides online functional capabilities that go far beyond the typical Utility agency's current web capabilities.

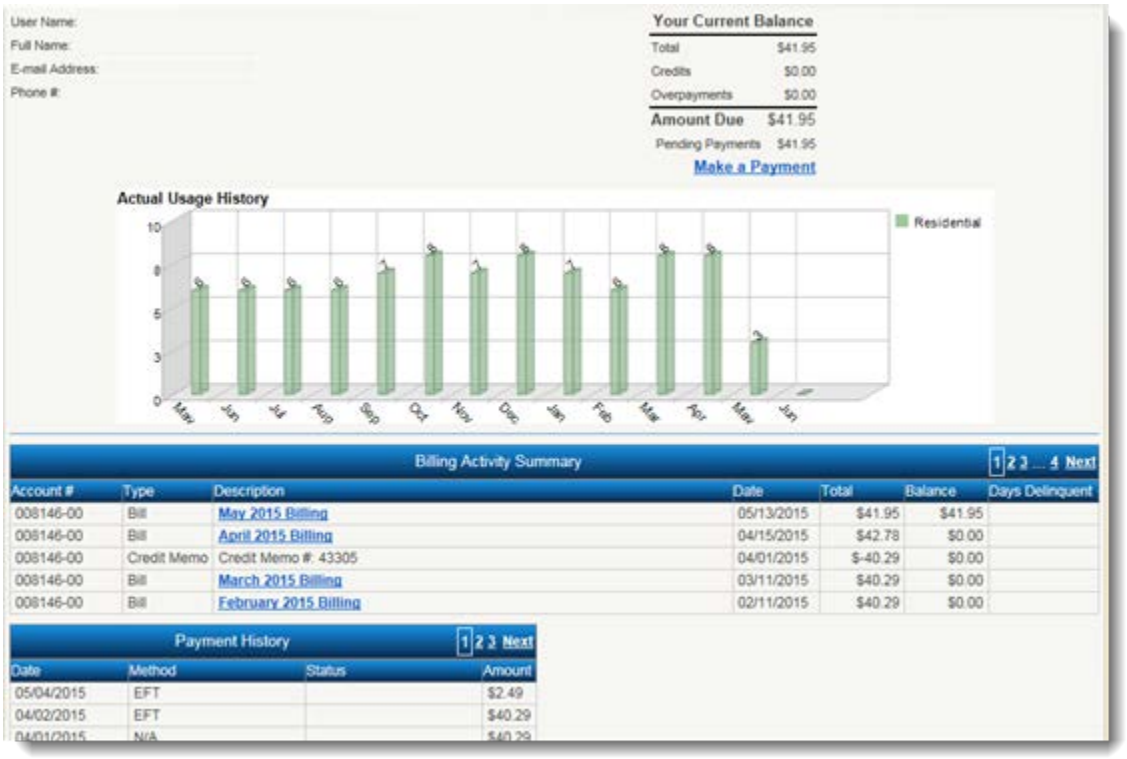


Figure 16 – Portal Billing History Diagram

Product Benefits and Features

24 hours a day, 7 days a week, 365 days a year, from anywhere that you have internet access.

- Make payments
- Check usage and billing status
- View Graphical Consumption Summaries
- Create and submit Service Orders
- Quickly see the status of all accounts
- Secure, PCI Compliant payment processing
- Reduced staff labor time

Detailed account history, including consumption history, billing and payment history and current bill amount can be displayed in the portal. Customers can securely interact with the Agency 24 hours a day/7 days a week to make payments and check account status while receiving answers to most of their questions online.

Online Payment Processing

TruePoint Solutions partners with several industry leaders in Payment Card Industry Data Security Standards (PCI DSS) compliant payment processing solutions. We offer our customers fully integrated, secure and cost-effective payment processing available through TruePoint Solutions' TrueBill Utility Billing Application.

Capture every sale with easy-to-use, reliable payment processing solutions that simplify card payment acceptance and reduce the risk associated with handling cardholder data. This state-of-the-art platform supports your credit processing needs allowing you to easily comply with PCI DSS requirements.



ProfitStars – Electronic Check Processing and Remittance Solution

RemitPlus is an automated electronic check processing solution that simplifies the remittance process by providing financial institutions and diverse corporate entities the ability to scan and capture images of checks and payment vouchers, stubs or coupons. This affordable, turnkey check scanning and imaging solution enables financial institutions to transfer processing of checks from their back office environment to their commercial customers' locations. Because of its scalable design, RemitPlus is ideal for a large merchant to the smallest nonprofit organization as well as the largest lockbox providers.

What It Does

- Offers high-speed scanning that captures both check
- sides and adds auto-endorsement as needed
- Complies fully with Check 21 regulations
- Creates a Check 21 compliant x9.37 cash
- letter or ACH file for electronic deposit
- Creates an image archive of checks and payment documents
- Archives easily to CD, hard drive, or remote storage
- Supports multiple users, scanning stations, and bank accounts
- Provides full reporting features and supports
- batch processing environment
- Offers next-day notification on NSF payments
- Provides extensible search features to research and review items
- Updates accounts receivable by auto-extracting an upload file

What It Does For Me

- Creates an ideal flow for electronic check
- processing and remittance
- Increases on-time collections for financial institutions
- Reduces float and increases cash flow
- Offers a more convenient, faster way to
- update internal billing software
- Simplifies submission of electronic files to banks
- Improves accuracy by eliminating the keying
- errors generated with manual check deposits
- Saves money by lowering check processing fees
- and reducing staffing resource needs
- Mitigates fraud exposure by reducing paper check handling

Selectron Interactive Voice Response

VoiceUtility is an IVR solution developed to meet the needs of utility companies. Offering customers instant access to utility account information, VoiceUtility reduces the number of telephone calls fielded by an agency's staff and increases the level of customer service offered to its citizens.

Instant Information Access

With VoiceUtility, customers using a touch-tone telephone need only their account or customer ID number to instantly access utility account information such as their current balance and the date of their last payment. This information can easily be retrieved at any time, from any location, without compromising security. Users may also request fax documents detailing the same account information that is available over the phone.

Flexibility and Scalability

VoiceUtility adapts to the unique needs of any community. Highly scalable, this full-featured, industry standard system can integrate with both commercial and custom application databases. Integrating the IVR system with multiple databases is also possible, thereby allowing operation of several departmental applications (such as business licensing, courts, elections, parking citation, taxation, and building inspections) on one system and increasing an agency's return on investment significantly

Key Benefits

Handling the majority of an agency's phone and data entry work, ***VoiceUtility***:

Improves customer satisfaction by making information available when customers need it

Reduces staff workload by giving users self-help capabilities

Increases efficiency by saving staff time

Heightens accuracy by reducing data entry errors

TruePoint offers consulting services that can assist your Agency in developing a functional and technical roadmap that will help your agency realize the benefits of true Operations-side integration.



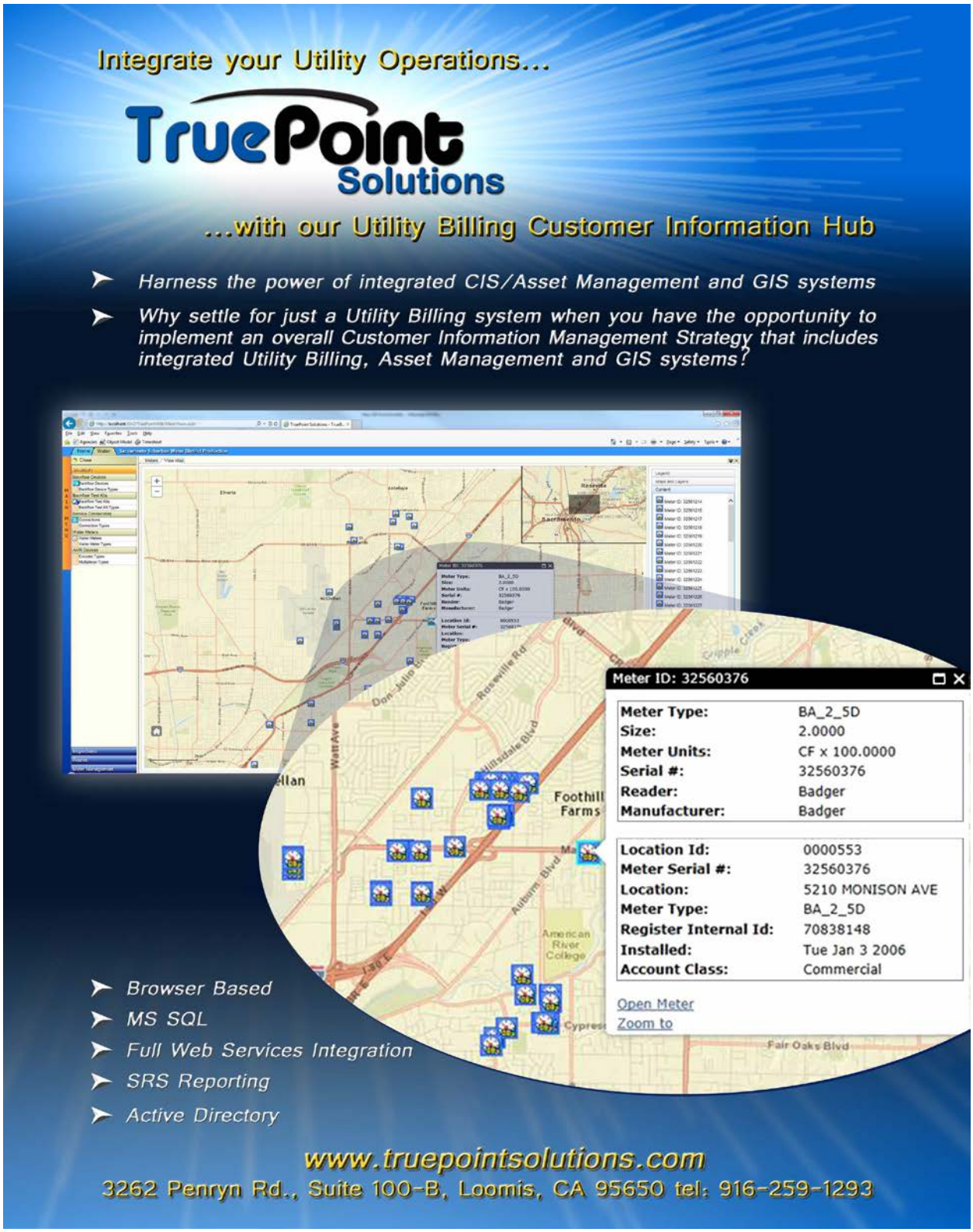




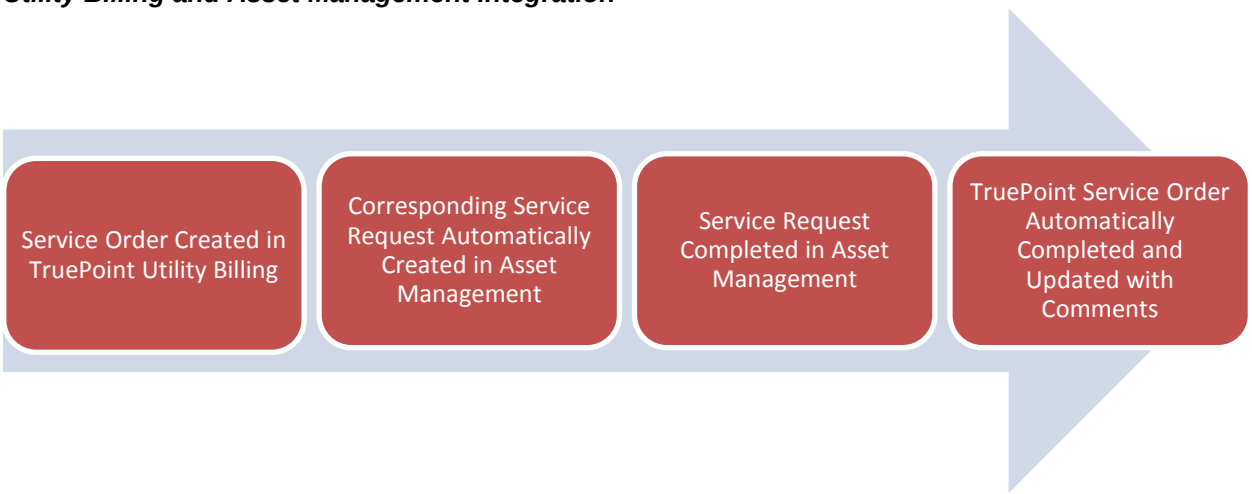
TruePoint is an authorized partner of Lucity, Cityworks and Infor. Our partners provide industry leading Work management and Asset Management systems focused on the specific needs of Public Sector agencies. The TruePoint Utility Billing application is fully integrated with Lucity, Infor and Cityworks work management systems.

Lucity, Cityworks and Infor empower GIS to manage both physical infrastructure and land-focused asset management. Organizations allocate considerable resources toward developing and maintaining their GIS, Lucity capitalizes on this valuable resource. Lucity, Cityworks and Infor integrated with Esri ArcGIS combine to make the perfect platform for designing and creating GIS-centric public asset management solutions.

TruePoint has worked with the Lucity, Cityworks and Infor® team members professionally for almost twenty years. The combination of TruePoint and integrated Work/Asset management and GIS® can help you streamline the operations side of your agency.


Integrate your Utility Operations...
TruePoint Solutions
...with our Utility Billing Customer Information Hub
Harness the power of integrated CIS/Asset Management and GIS systems
Why settle for just a Utility Billing system when you have the opportunity to implement an overall Customer Information Management Strategy that includes integrated Utility Billing, Asset Management and GIS systems?
Meter ID: 32560376
Meter Type: BA_2_5D
Size: 2.0000
Meter Units: CF x 100.0000
Serial #: 32560376
Reader: Badger
Manufacturer: Badger
Location Id: 0000553
Meter Serial #: 32560376
Location: 5210 MONISON AVE
Meter Type: BA_2_5D
Register Internal Id: 70838148
Installed: Tue Jan 3 2006
Account Class: Commercial
Open Meter
Zoom to
Browser Based
MS SQL
Full Web Services Integration
SRS Reporting
Active Directory
www.truepointsolutions.com
3262 Penryn Rd., Suite 100-B, Loomis, CA 95650 tel: 916-259-1293

Utility Billing and Asset Management Integration



The TruePoint Asset Management interface works in near real time and without any end user intervention. When a service order is created within TruePoint and the request type matches the specific business rules, a corresponding service request is automatically created within your Asset Management system.

The service request and subsequent activities are all managed within your Asset Management system to completion. Once the service request is completed within your Asset Management system, the corresponding Service Order in TruePoint is automatically updated with the comments from the Asset Management system.

If there are no subsequent activities to be completed within TruePoint the service order will automatically be completed. If there are subsequent activities to complete within TruePoint (i.e.: update account, enter meter reading, etc.) a user will be able to see the subsequent activities and complete those activities within TruePoint.

The benefits of integrated Utility Billing/GIS/Asset Management systems include the following

- **Customer Service** — Customer Service Representatives are able to get a complete view of account activity from one system. Meter reading route analysis and auditing, zero meter reporting, identification of illegal connections, and call responses are all enhanced.
- **Engineering** — verification of service availability, planning and cost estimation, inspection assistance, and demographic and land use analysis for demand projections
- **Finance** — inventory and location of facility assets, depreciation analysis, determination/justification of customer connection fees, and “missing” customers (holes in database)
- **Operations** — facility locating and planning, facility management and planning, field map creation, and call response

b. Other Required Software

There is no further software required for our solution.

c. Recommended Hardware

The solution proposed in this document may require the purchase of additional hardware. If it is determined by PWD that new functional devices are to be used in the field, then laptop computers may become part of an upgrade migration strategy. If so, it is recommended that this hardware be acquired locally to enhance support and replacement. TruePoint will also evaluate the current office hardware to determine the compatibility with the proposed solutions.

Field Device Architecture

TruePoint software designers possess a breadth of experience, building field based solutions since the late 1980s. In our experience two of the most challenging aspects of maintaining an effective field application are the availability and support of devices, and configuring the software on those devices.

Office Server Architecture

TruePoint will use its Distributed Collaboration Architecture as the backbone for the office server functionality. This architecture is designed to provide rich end user experiences and high performance utilizing Microsoft ASP.NET technology.

Because the server architecture is based upon Web technologies it can be made accessible over common secured internet connections. This means that if desired the data in the server can be accessed over secure internet connections from the central office or any other authorized internet connection.

Data Storage

For data storage on the Server TruePoint will use Microsoft SQL Server as its storage platform.

d. Recommended Redundancy & Fault Tolerance Guidelines

There are two components that the District will depend on for running the TruePoint software. These components are:

1. SQL Server 2008 or greater
2. Windows Server 2008 (only specific versions have the feature)

Both of these allow our solution to be extended to handle failover and redundancy solutions if desired. This would be at the discretion of the District. Below, we have included links to the white paper from Microsoft, which has information on this prospect.

This article addresses the failover concept:
http://www.practicalsqldba.com/2012/03/understanding-concept-of-sql-server.html

MS link for SQL Server High Availability Solutions:
http://msdn.microsoft.com/en-us/library/ms190202.aspx

More about database mirroring with SQL Server:
http://msdn.microsoft.com/en-us/library/ms189852.aspx

This link provides information about failover with Windows Server 2008 R2 Enterprise and Windows Server R2 Datacenter:
http://technet.microsoft.com/enus/library/ff182326(v=ws.10).aspx

e. Recommended Operating Environments

TruePoint applications utilize server based technologies that allow for the maximum scalability and security within your IT infrastructure. Utilizing server platforms from Microsoft, TruePoint applications are installed centrally within your network infrastructure. The software can then be accessed from anywhere a secure HTTP connection to the server can be made using Microsoft Internet Explorer.

Though all environments could be set up on a single physical or virtual server, it is best to isolate the production environment and then depending on costs, either install the additional environments on the same or separate servers. More detail is offered in our Implementation Methodology and Training Methodology sections.

f. Application Security Environment

There are many levels of security applied to the TruePoint software. These levels are based upon the user source. For instance, internal users are granted functional access based upon the rights assigned to them. While some users have the right to view records in the system, they may not have the right to modify, edit, or process records. This by definition is role based security that is based upon the LDAP or ActiveDirectory security supplied by user logins. TruePoint uses single-sign on functionality to supply all application security.

Only those users that have been granted access to a specially created User Group in Active Directory can access the administrative tools.

Access to reports is handled through Active Directory and Reporting Service's Role Assignments. The security profile is stored in concert with Active Directory and in the TruePoint database.

g. User Interface

Please see Section 2, subsection 1, "Modules/Architecture/Development Tools – TrueBill."

h. Future Direction and Plans for the Software

TruePoint Solutions is a Microsoft development partner and as such we have access to all the latest tools, applications, and platforms which Microsoft produces. We constantly review new technologies and appropriately incorporate those which can provide value to our customer base. All of our customers have opted to take an annual service and maintenance agreement which, among other services, provides continual upgrades and enhancements to the core products.

i. Process Logic

TrueBill provides a workflow manager that is configured and maintained within the application with appropriate access rights. The workflow manager is designed to fire on events for specified

forms. These events may fire on loading of form, before saving, after saving, etc. The workflow manager then may be configured to send an email, call a web service, or call a stored procedure.

The workflow manager may be used to enforce custom business rules that prevent a transaction from completing if the rules are not satisfied. The workflow manager may also be used to initiate an external process as required.

j. Pre-Existing Interface Points

TrueBill has two main interface points: Web services and import / export companion. TrueBill is fully designed using web services. All web services in TrueBill potentially may be used in creating an interface to or from the system. These web services may be called for asynchronous processes.

The import / export companion is integrated throughout the system. This tool is used to import or export text files using the existing business logic within the system. All configuration and file mapping is managed within the application without programming or SQL knowledge. Each location may have multiple file formats specified. There are several locations within the system that use this structure including payment import, meter reading import and export, and delinquency export. Additional portions of the system are being extended to use this tool. This list of interface points is not meant to be exhaustive.

k. Writing and Managing Interfaces

All interface development begins with a comprehensive analysis and documentation process for the specific interface. The analysis and documentation will be led by the TruePoint project manager. This process assists with determining the best approach to developing the interface. This also provides the basis for development of test cases.

The first and most preferred method for interface development is to call an API in the target system. The next method will be to generate or import a text file. The third method is to call a stored procedure. When an interface is developed using an API the TruePoint development team will use the existing web services available in the system to develop the integration. Using the TrueBill web services provides continuity of support through system upgrades.

In the scenario where a text file is imported into TrueBill, the development team will develop the import interface using the import / export companion. TrueBill has been designed with a robust import engine that allows for rapid mapping of text files to system values. This provides continuity of support through upgrades as no custom code is created and mapping is to business logic and not directly to the database. All system business rules are maintained through the import. The same process, when applicable, is applied to exported text files.

The process of importing or exporting (process) text files is managed completely within the application. A user with the appropriate access controls will be able to process text from a menu item. The process will display the results along with detailed errors if there are any. The process will be logged and a copy of the text file archived. These logs and archives are managed within the application and do not require a separate application.

l. Required Skills to Maintain and Enhance the System

Required skills needed to maintain and enhance the system are a basic knowledge of the Windows system. As a further benefit of the web based nature of TruePoint's software, we are frequently able to assist our customers with enhancements remotely.

m. Upgrade Policies, Frequencies and Costs

TruePoint rolls out two primary releases during a year, along with "as-needed" service upgrades. Service upgrades contain bug fixes and minor enhancements. This method of improving our product continues to give us the flexibility essential to producing consistent and quality software, while delivering enhancements or fixes in an appreciably expedited manner. Due to the nature of web based software, TruePoint will typically install software in a test environment for the customer remotely. When customer is assured the functionality is appropriate, the software will be applied to the production environment.

n. Software Licensing

TruePoint licenses our software differently than most of the other providers. We offer an enterprise license (meaning there won't be any additional 'seats' required as the number of users grows) and it's a perpetual use license. This means that once the license has been paid for, the District has the right to use the product forever (assuming no breach of contract issues arise). A Software Maintenance Agreement (SMA) is required for the first year, and highly recommended annually after that initial term.

o. Warranty and support

TruePoint software maintenance contracts are annual agreements that entitle the licensed user to a number of benefits. Some of these benefits include: software updates, technical support, error correction, and related application upgrades to support new platform technologies (operating system and database as examples). Contracts typically begin the first business day of the month in which the solution is placed into production and continue for 12 months.

Software maintenance contracts are renewable each year by prepayment of an annual fee. TruePoint will notify customers via invoice well in advance of the contract renewal date. If PWD does not want to continue the SMA then the District would provide TruePoint with written notification. Failure to pay the renewal fee promptly may result in a contract being suspended or terminated altogether.

Contract rates are calculated as a percentage of the total list price of TruePoint software installed at a site. The percentage to be applied is 20%. Additional software purchased in the mid-term of a contract cycle will be taken into account upon production use and its rate will be calculated on a pro-rata basis until the next contract renewal date, after which it will revert to the full rate.

A TruePoint software maintenance contract relates to TruePoint software only. It does not provide support coverage for any hardware (i.e. computers, sampling equipment etc.) or third-party software products.

TruePoint will ensure faults are fixed in the product in a timely fashion as to minimize any operational impact. Due to the nature of software, TruePoint cannot guarantee that the product will be entirely free of faults at all times but TruePoint will contractually obligate the company to provide corrections as promptly as possible.

Phone Support – Telephone hotline support is available from Monday to Friday, between the hours of 8am and 5pm (PST), and provides customers with assistance and information about the general use of the TruePoint software. A number of our customers also utilize email to submit questions or software concerns as this is also a viable support mechanism. All support calls will be dealt with as promptly as possible. As a courtesy to other callers, training cannot be handled over the phone. Phone support is not available during weekends and public holidays. TruePoint will work with PWD to provide coverage for pre-arranged mission critical tasks which may occur after normal business hours.

We will provide further specific details in the pricing section of our proposal for ongoing Configuration Support. We are confident that the District will be comfortable with the level of services and responsiveness you receive from TruePoint. Our goal is to exceed your expectations.

TruePoint intends to negotiate the final language of the SMA once we have been selected as the vendor of choice. We have attached a sample copy of our Maintenance Agreement in Section 11 (Legal Documents and Compliance Reports as Requested) of this proposal.

p. System Documentation

TruePoint has developed highly intuitive screens and wizards which are used to offset the need for more traditional documentation and paper manuals. We do have a series of 'process documents' which can be used as supporting information for a user with questions about a particular task. We would be willing to work with the District to develop PWD specific documentation and process workflows – but this has not been included in our proposed pricing.

Software updates are released twice a year and these new software releases would include updated information as indicated above.

We currently do not provide the standard hardcopy output documentation. Our documentation is an online solution, our goal is to have the system be intuitive and have "how to\what is" explanations as part of the screen. The online content could be extracted into Word or PDF format.

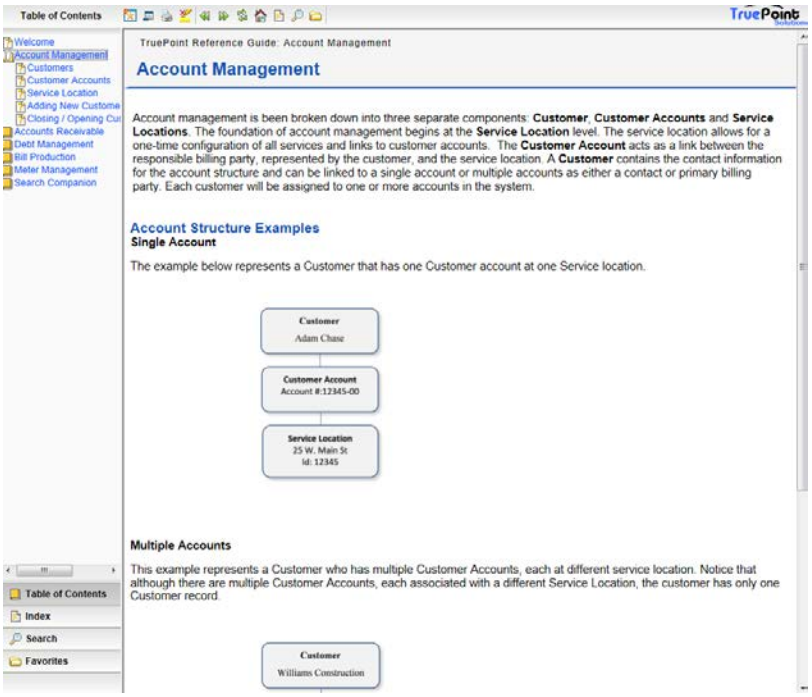


Figure 17 - Online Documentation

q. Report Families

Reports, data exports, and integration files can be created using many available off-the-shelf report writers including; Cognos, SQL Reporting Services, Crystal Reports and many others.

Data can be exported to Microsoft Office related products such as Excel and Word.

In the following table, we have included a list of TrueBill standard report families. It should be noted that this is not an exhaustive list. There are a MANY additional reports not included which have been created by both TruePoint and TruePoint customers.

- Account Management
- Debt Management
- Bill Production
- Accounts Receivable

5. Project Implementation Plan

TruePoint has provided in Appendix 7.3 which contains our Project Implementation Plan.

CIS Software Implementation
Roles and Responsibilities

Task Title	Client's Role	Vendor's Role	Staffing	Hours
Implementation				
PROJECT INITIATION / KICKOFF MEETING This stage is defined as the Project Initiation and first on-site meeting to be held between TruePoint and PWD. Project Initiation includes the development of Project Management documents such as the Project Plan and the related Project Management throughout the duration of the project. TruePoint has quoted 67 hours to this task. The Kickoff Meeting is a three to four day event that includes formal introductions between key resources of the parties. In order to minimize project costs, it is assumed that the Project Kickoff Meeting will be held the same week that the TruePoint project team is on site for the first time engaging in Analysis work sessions.				
	PWD's Role • Provide timely and appropriate responses to TruePoint's request to schedule kickoff meetings • Make available the appropriate PWD key personnel to participate • Provide adequate meeting facilities	TruePoint's Role • Provide timely and appropriate responses to PWD's request for information • Provide TruePoint Automation product demonstration • Present to PWD the TruePoint Implementation Methodology that will be used by TruePoint to deliver Services • Lead a discussion of estimated timeline for the Services	• TruePoint Project Manager • PWD Staff	180 Hours
System Analysis During the System Analysis stage, TruePoint will conduct interviews with key representatives from the Agency to learn more about current business operation. This knowledge will them be incorporated into configuration analysis documents to be used for the configuration. Objectives • Identify the detailed system requirements for all in-scope interfaces, conversions, and reports • Define and agree upon best methodologies for configuring the software				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	• Provide timely and appropriate responses to TruePoint's request for information • Make available the appropriate PWD key users and content experts to participate in the configuration analysis and verify the accuracy of the documented workflows, input/output formats, and data elements • Provide the relevant, documented business processes and data requirements at the beginning of the workshops • Identify and make available staff members who will work with TruePoint through this process and take responsibility for providing information for and validating the configuration • Arrange the time for qualified decision makers and business experts for the design review/configuration analysis sessions that are critical to project success	• Review all system requirements • Interview staff and review reporting requirements • Evaluate the Agency technology infrastructure	• TruePoint Project Manager • PWD Staff	120

CIS Software Implementation
Roles and Responsibilities

Task Title	Client's Role	Vendor's Role	Staffing	Hours
CONFIGURATION TruePoint will provide professional services to install software and configure TrueBill in accordance with requirements established and agreed upon during the System Configuration Analysis effort. Once the system configuration is in place TruePoint will convert necessary data from the legacy system. Core TruePoint configuration is comprised of the following elements that provide the framework for the system: • Successful installation of the TruePoint software in the Agency's environment • The following is a summary of the installation: • Database Server (Windows Server 2003/2008) • SQL Server 2005/2008 • Microsoft SQL Server Management Studio • Reporting Services Configuration • SQL Server Profiler • All the default tools that come with SQL Server 2005 • Microsoft Distributed Transaction Coordinator • .NET Framework 2.0 • Application Server (Windows Server 2003/2008) • .NET Framework 2.0 32 bit • J# 2.0+ • IIS 6/7 • Microsoft Distributed Transaction Coordinator • Reporting Services 2005/2008 • Domain user groups: TruePoint Security Admin, TruePoint Reports • Adobe Reader • Report Viewer Control • Extract the files from the new release of the TrueBill software into the appropriate folder and server. • Complete and test the configuration of the TruePoint suite of products to meet the requirements				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	PWD Responsibilities: • Provide timely and appropriate responses to TruePoint's request for information • Make available the appropriate PWD key users and content experts to participate in the configuration analysis and verify the accuracy of the documented workflows, input/output formats, and data elements • Provide the relevant, documented business processes and data requirements at the beginning of the workshops • Identify and make available staff members who will work with TruePoint through this process and take responsibility for providing information for and validating the configuration • Arrange the time for qualified decision makers and business experts for the design review/configuration analysis sessions that are critical to project success • Unit testing and final system testing of the configuration	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's requests for information • Lead the Analysis and Configuration Review workshops • Provide recommendations based on industry best practices • Work with PWD to define business processes • Work with PWD to configure the system • Assign and schedule appropriate TruePoint resources	• TruePoint Project Manager • PWD Staff	240

CIS Software Implementation
Roles and Responsibilities

Task Title	Client's Role	Vendor's Role	Staffing	Hours
REPORT DEVELOPMENT This service consists of TruePoint Consultation for Report Development. This includes, but is not limited to the following type of activities: • Creation of report documentation which includes identification and analysis of PWD specific reports (which include Financial reports) • Report development • Reviewing and auditing PWD developed reports • Quality Assurance Reports are an integral part of the TruePoint solution. It is important to ensure that PWD develop internal resources that are competent and confident in the report development. Together, PWD and TruePoint Project Management will determine the best approach for the purpose of report development and training. TruePoint has quoted 80 hours to this task.				
	PWD Responsibilities: • Allocate the time for qualified business experts for the report specifications • Allocate the time for qualified IT experts for the report development • Ensure that the reports are developed accurately and to specification	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources	• TruePoint Project Manager • PWD Staff	Included in our services total
IT SYSTEM GROUP TRAINING This deliverable focuses on preparing PWD Super Users (IT Support, Project Management, etc.) to support the Implementation Project. This course will cover the basics of system and network configuration. TruePoint has quoted for 16 hours of Training, the actual distribution of Training hours between Administration/End Users has yet to be determined.				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	PWD Responsibilities: • When appropriate, properly select and prepare the power-users and/or administrators who will be participating in the training and subsequently training other administrators • Arrange the time and qualified people for the training who are critical to the project success • Provide suitable PWD facilities to accommodate various training classes • Users must be proficient in using PC's in a Windows environment • Users must be familiar with use of standard Internet browsers	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Deliver current training documentation in a format that can be used to customize the documentation	• TruePoint Project Manager • PWD Staff	80 Hours
APPLICATION USER TRAINING This deliverable focuses on preparing application users to use the software for daily operations. This course will cover the basics of Application Usage and key components of the software. TruePoint best practices have proven that class sizes no larger than 12 participants are more successful with students who meet the pre-requisites of the course.				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	PWD Responsibilities: • When appropriate, properly select and prepare the power-users who will be participating in the training and subsequently training End Users • Arrange the time and qualified people for the training who are critical to the project success • Provide suitable PWD facilities to accommodate various training classes • Users must be proficient in using PC's in a Windows environment • Users must be familiar with use of standard Internet browsers	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Deliver current training documentation in a format that can be used to customize the documentation	• TruePoint Project Manager • PWD Staff	200 Hours
TRUECIP WEB INTERFACE This deliverable includes the configuration and installation of TrueCIP online portal interface. TruePoint will work directly with PWD to help ensure that the online portal is communicating with the TrueAIM database and that online access is functioning properly.				
	PWD Responsibilities: • Provide network administrator access and support to help ensure TruePoint can install and configure the web portal interface • Provide timely and appropriate responses to TruePoint's request for information • Confirm web portal interface is installed and working correctly • Provide adequate notification and access for customers that will be using the web portal	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's requests for information • Assign and schedule appropriate TruePoint resources • Install and configure TrueCIP online portal interface • Conduct the initial unit testing of TrueCIP online portal interface	• TruePoint Project Manager • PWD Staff	Included in our services total.

CIS Software Implementation
Roles and Responsibilities

Task Title	Client's Role	Vendor's Role	Staffing	Hours
DATA CONVERSION This deliverable includes analysis, requirements documentation and conversion of the data from the Legacy systems data format into the TruePoint data format. TruePoint will work directly with PWD to determine what data will be converted in the analysis phase, which will result in a requirements document being created and approved by both parties. After that, TruePoint and PWD will work together to perform all the data mapping requirements for the conversion. This task will include building the scripts to execute the data conversion as defined by the agreed upon requirements document. TruePoint has quoted 240 hours to be dedicated to this task.				
	PWD Responsibilities: • Oversee the functional testing of conversions • Provide timely and appropriate responses to TruePoint's request for information • Allocate the time for qualified business and technical experts for the testing sessions that are critical to the project success • Execute the Functional Test Plan and allocate the time for qualified personnel to test the conversion	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Lead the development of the data mapping documents which includes scheduling appropriate meetings to define and document conversion requirements • Lead the development of the conversions • Assist PWD with troubleshooting any issues with the conversion	• TruePoint Project Manager • PWD Staff	540 Hours
INTERFACES This deliverable includes the analysis, requirements documentation and development of the interfaces to PWD's financial and cash accounting systems. TruePoint will work directly with PWD in defining the specifications and requirements for these interfaces (which will be incorporated into the requirement documents) as well as designing and troubleshooting the interfaces. TruePoint has quoted 300 hours to be dedicated to this task.				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	PWD Responsibilities: • Provide timely and appropriate responses to TruePoint's request for information • Oversee the functional testing of the interfaces • Allocate the time for qualified personnel to test and verify the interfaces • Allocate the time for qualified business and technical experts for the interface requirements sessions that are critical to the project success	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Lead the development of the interfaces • Assist PWD in troubleshooting any issues found in the functional testing of the interfaces	• TruePoint Project Manager • PWD Staff	Included in our services total.
USER ACCEPTANCE TESTING This Deliverable is defined as the consultation and support provided by TruePoint during the User Acceptance Testing (UAT) Period. User Acceptance Testing will be conducted throughout the project lifecycle as configuration, conversion and interfaces are developed and implemented.				
	PWD Responsibilities: • Make available the appropriate PWD key users and content experts to participate in user acceptance testing as defined and managed by PWD • Communicate any issues found in the acceptance testing to PWD management and TruePoint • Make sure that TruePoint has remote network access for reviewing and troubleshooting any issues found by PWD	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Provide UAT support and oversight • Facilitate UAT completion	• TruePoint Project Manager • PWD Staff	360 Hours

CIS Software Implementation
Roles and Responsibilities

Task Title	Client's Role	Vendor's Role	Staffing	Hours
GO-LIVE SUPPORT This Deliverable is defined as the official date in which TruePoint's products Go Live for daily PWD usage and will involve both onsite and remote support. This date will be agreed to by both TruePoint and PWD and will be included in the Project Plan.				
	PWD Responsibilities: • Make available the appropriate PWD key users and content experts to participate in Go-Live acceptance testing as defined and managed by PWD • Provide TruePoint onsite staff with reasonable access to its equipment, systems, personnel, and facilities to complete Go-Live • Make sure that TruePoint offsite staff have remote network access for reviewing and troubleshooting any issues that may arise during Go-Live	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Provide support to end user functional questions • Assist with issues that may arise during the Go-Live • Performance monitoring of the system	• TruePoint Project Manager • PWD Staff	80 Hours
POST DEPLOYMENT SUPPORT This Deliverable is defined as the TruePoint support immediately following Go-Live. During this Post Deployment Support period, a formal meeting will be scheduled with PWD and TruePoint team to set standards for ongoing phone support from TruePoint. TruePoint will work with PWD to identify and address issues identified during this period using the Post Production Issues List. All issues identified that are within scope of this Project Charter will be added to the list.				

CIS Software Implementation Roles and Responsibilities				
Task Title	**Client's Role**	**Vendor's Role**	**Staffing**	**Hours**
	PWD Responsibilities: • Make available the appropriate PWD key users and content experts to participate in Post Deployment support • Make sure that TruePoint staff has remote network access for reviewing and troubleshooting any issues that may arise following Go-Live	TruePoint Responsibilities: • Provide timely and appropriate responses to PWD's request for information • Assign and schedule appropriate TruePoint resources • Provide support to End Users functional questions • Assist with issues that may arise during the specified period agreed upon by PWD and TruePoint following Go-Live • Continue performance monitoring of the system		80 Hours

6. Description of Service Team Experience and Capabilities

a. Project Staffing Plan

As we have mentioned above, TruePoint's talented staff has an exceptional resume of specific industry expertise to help your agency achieve success. We want to do more than just suggest or recommend a solution; we want to provide the products and services that become a cornerstone of the foundation of your information systems solutions.

The following individuals will all play a part in the successful implementation of TruePoint's software at PWD. It should be noted that a number of these individuals will be playing advisory, non-billable, roles. We would like to make it unmistakably clear that the District will have the full support of the TruePoint Team – from Account Executive, Glenn Mathes, all the way up to our firm's Chief Executive Officer, Kent Johnson.

b. Team Member and Role

The following list comprises the individuals we expect to contribute to PWD's TruePoint implementation. We have included resumes for those individuals likely to play key roles in this engagement – Jay Lum and Jason Reliford:

- Jay Lum – Project Manager
- Jason Reliford – Implementation Consultant
- Kent Johnson , CEO – Executive Sponsor
- Robert Strouse, CTO – Project Director
- Glenn Mathes – PWD Account Executive

c. Resumes and Relevant Experience

TruePoint's resumes begin on the following page.

JAY LUM

Project Manager

Profile

Jay is a dedicated Information Technology Professional with a combined 25 years' experience in project management, systems implementation, and support. Jay has repeatedly demonstrated his effectiveness by taking complete ownership of any project under his charge. The depth of Jay's knowledge and participation in his projects extends throughout all levels of project role and responsibility. His personal and professional skills have aided him in effectively communicating with clients and team members, easily interfacing between the technical and non-technical.

EXPERIENCE:

Senior Implementation Consultant, TruePoint Solutions
Loomis, CA **2008 – Current**

Managed and worked on TruePoint Solution's software Agricultural & Billing projects and Accela Asset Management implementations.

Notable Projects

- Elk Grove Water District, CA
- Black Canyon Irrigation District, ID
- San Benito County Water District, CA
- El Paso, TX
- Watertown, WI
- South San Joaquin Irrigation District, CA
- Modesto Irrigation District, CA
- Horseshoe Bay, TX
- Maryland Heights, MO
- Central Nebraska Public Power

Responsibilities included:

- Act as the project manager, business analyst, configuration specialist, report developer, data conversion specialist and/or quality assurance specialist in solo or team projects.
- Assisted on implementing TruePoint Solutions initial Water Utility Billing project.
- Develop, maintain and implement project timelines and deliverables
- Manage end user support procedures and productivity

Infor (formerly Hansen Information Technologies)
Rancho Cordova, CA **2007 – 2008**

Managed Public Works migration projects from Hansen V7 (client-server) to Hansen 8 (web-based)

Notable Projects

- City of Tempe, AZ
- City of Lincoln, NE
- City of Mississauga, Ontario Canada
- Loudoun County Sanitation Authority, VA
- City of Simi Valley, CA
- City of Calgary, Alberta Canada

Responsibilities included:

- Acted as the project manager, business analyst, configuration specialist, and quality assurance specialist in team projects.
- Developed, maintained and implemented project timelines and deliverables
- Maintained system life cycle procedures and documentation

Hansen Information Technologies
Sacramento, CA **1987- 2007**
Senior Project Manager 2000 - 2007
Managed small to middle size projects implementations

Notable Projects

- City of Las Vegas, NV
- City of Portland, OR
- City of Austin, TX
- Sacramento County, CA
- City of Virginia Beach, VA
- City of Boca Raton, FL
- Henrico County, VA
- City of Atlanta, GA

Responsibilities included:
- Developed and maintained project timelines
- Analyzed and streamlined client business processes
- Created business requirement, conversion and interface specification documentation
- Developed system configuration and conversion, interface and trigger program code
- Supported Production “go lives”

Developer, Conversion Specialist & Systems Consultant 1987 - 2000
Programmer for legacy Hansen software, responsible for implementing client upgrades through various versions of the Hansen software.

COMPUTER SKILLS:
- Programming Languages: PL/SQL, Visual Basic, Cobol, Transact SQL
- Database Platforms: Oracle 7-10g, Access 2.0/97/2000, MS SQL Server 7 - 2008
- Operating Systems: Windows NT/98/2000/XP/Vista/7
- Office Applications: MS Project, Visio, MS Word, MS Excel, PowerPoint
- Other Software: Crystal Reports, P/L SQL Developer, Microsoft SQL Server Reporting Services, Hansen 5.x/6.x/7.x/8.x, Accela Automation Classic/V360

EDUCATION:
Bachelors of Science, Computer Science
California State University, Sacramento, CA
Graduated: 1987

JASON RELIFORD
SOLUTIONS CONSULTANT

PROFILE
For over 14 years now Jason has provided his expertise as a professional trainer, implementation consultant, and documentation expert. Jason began his career providing assessments of the needs and requirements for the development of training solutions. He also provided business analysis for software configuration, business analysis of new acquisitions to ensure that the business units were set up to meet their pro forma expectations. Jason's tenure at TruePoint began with the deployment of an intranet site to TruePoint's customers that contain reference documentation to the company's software products.

PROFESSIONAL EXPERIENCE

TruePoint Solutions
Solutions Consultant
Loomis, CA ***January 2015 – Present***
Participate in discovery sessions to understand the client's business objectives and system needs. Provide a comprehensive and focused product demonstration configured and delivered based on specific needs of the individual agency. Manage post go-live technical support for new customers that have not been transitioned to the TruePoint helpdesk. Work with implementation teams to provide insight into customer specific procedures obtained throughout the sales process. Provide technical training for new and existing customers. Organize and manage company's annual user group.

Notable Projects include:
- City of Meridian – TruePoint Utility Billing implementation
- Sacramento Suburban Water District – TruePoint Utility Billing implementation
- Elk Grove Water District – TruePoint Utility Billing implementation
- Kennewick Irrigation District – TruePoint Utility Billing implementation

TruePoint Solutions
Implementation Consultant
Loomis, CA ***January 2012 – December 2014***
Create and manage product reference material for the company's core software solutions. Provide Tier 1 and Tier 2 product support for the company's customer base. Design and deliver product demonstrations to potential customers. Organize and manage company's annual user group.

Notable Projects include:
- Sacramento Suburban Water District – TruePoint Utility Billing implementation
- Elk Grove Water District – TruePoint Utility Billing implementation
- Kennewick Irrigation District – TruePoint Utility Billing implementation

Sky Walk, Inc.
Certified Flight Instructor, ASEL
Sacramento, CA ***July 2010 – Present***
Provided classroom and flight instruction for private pilot and commercial pilot applicants. Continually updated and modify training curriculum and syllabus to meet FAA training standards and ensured training approach fits the needs of the individual students.

Ten2Eleven Business Solutions, LLC
Business Development Specialist
Sacramento, CA ***December 2008 – June 2010***
Provided on-site training and phone support for custom software applications. Identified and secured new business in accordance with the company's strategic plan. Conducted needs assessment and presented solutions for potential and existing clients. Compiled testing plans to ensure quality in the development of new software applications. Worked with development team on the user interface and functionality of new software applications. Served as liaison between Ten2Eleven and its clients to ensure that needs are met in a timely manner and projects stay on task and on budget.

Waste Connections, Inc.
Operations Integration Analyst
Folsom, CA ***January 2006 – December 2008***
Provided business analysis of new acquisitions to ensure that the business units are initially set up to meet their pro forma expectations. Analyzed P&L trends to identify shortfalls in budget estimates for each of the company's individual locations. Compiled analytical reports for senior level management, including but not limited to, CEO, COO and CFO. Analyzed and restructured district level routing with the use of GIS technology. Worked with underperforming districts to find solutions to operational and financial performance challenges. As a trainer, Jason provided assessment to the needs and requirements for the development of training solutions. Provided business analysis for software configuration. Configured software and database for individual training environments and final go-live. Managed diverse conversion projects with focus on achieving standard implementation results in operating environments with unique requirements. Delivered on-site and online training of corporate AR, budget plan tracking and reporting software. Supervised corporate training team to ensure seamless customer transitions from acquired legacy billing systems to corporate AR software.

Waste Connections, Inc.
Technical Training Manager
Folsom, CA ***February 2001 – January 2006***
Supervise corporate training team to ensure seamless customer transitions from acquired legacy billing systems to corporate AR software. Manage diverse conversion projects with focus on achieving standard implementation results in operating environments with unique requirements. Provided onsite and online training of corporate AR, budget plan tracking and reporting software for customer. Design and develop instructor-independent training materials including software manuals, help files and policy and procedure manuals. Implemented workflow and operational procedures to integrate existing operations practices into new software paradigm for largest acquisition to date.

7. On-Going Product Support & Maintenance Programs

TruePoint software maintenance contracts are annual agreements that entitle the licensed user to a number of benefits. Some of these benefits include: software updates, technical support, error correction, and related application upgrades to support new platform technologies (operating system and database as examples). Contracts typically begin the first business day of the month in which the solution is placed into production and continue for 12 months.

Software maintenance contracts are renewable each year by prepayment of an annual fee. TruePoint will notify customers via invoice well in advance of the contract renewal date. If PWD does not want to continue the SMA then the District would provide TruePoint with written notification. Failure to pay the renewal fee promptly may result in a contract being suspended or terminated altogether.

Contract rates are calculated as a percentage of the total list price of TruePoint software installed at a customer site. The percentage to be applied is 20%. Additional software purchased in the mid-term of a contract cycle will be taken into account upon production use and its rate will be calculated on a pro-rata basis until the next contract renewal date, after which it will revert to the full rate.

A TruePoint software maintenance contract relates to TruePoint software only. It does not provide support coverage for any hardware (i.e. computers, sampling equipment etc.) or third-party software products.

TruePoint will ensure faults are fixed in the product in a timely fashion as to minimize any operational impact. Due to the nature of software, TruePoint cannot guarantee that the product will be entirely free of faults at all times but TruePoint will contractually obligate the company to provide corrections as promptly as possible.

Phone Support – Telephone hotline support is available from Monday to Friday, between the hours of 8am and 5pm (PST), and provides customers with assistance and information about the general use of the TruePoint software. A number of our customers also utilize email to submit questions or software concerns as this is also a viable support mechanism. All support calls will be dealt with as promptly as possible. As a courtesy to other callers, training cannot be handled over the phone. Phone support is not available during weekends and public holidays. TruePoint will work with the District to provide coverage for pre-arranged mission critical tasks which may occur after normal business hours.

We will provide further specific details in the pricing section of our proposal for ongoing Configuration Support. We are confident that the District will be comfortable with the level of services and responsiveness you receive from TruePoint. Our goal is to exceed your expectations.

8. Description of On-Going Training Programs

TruePoint offers three different levels of training, Admin, Tech, and End User. We have proposed to provide a good deal of training to the District as part of this implementation effort – but it is our expectation that the content and category of training will be established by the joint project team to best meet the needs of the District. We expect most of this training to be conducted onsite at the District's facilities. We will provide onsite Product training for up to 20 users.

TruePoint is available to provide ongoing training and refresher courses to the Agency should that be desired. We would be available to provide this training onsite, host staff at our offices, or perform training sessions over the web – whichever is more applicable to the District's needs at the time. These additional efforts have not been priced in our proposal response.

We provide ongoing classes to TruePoint Customers throughout the year as needed either onsite or at our corporate office depending on availability.

b. Vendor Profile Questionnaire (Appendix 7.2)

Question	Answer
Organization name and corporate location	TruePoint Solutions: **Loomis, CA** 3262 Penryn Rd. Ste. 100B Loomis, CA 95650 (916) 577-1470 office (916) 256-1975 fax **Tucson, AZ** 7650 East Broadway Blvd Suite 101 Tucson, AZ 85710 (520) 300-4175 **Incline Village, NV** 774 Mays Blvd, #10-377 Incline Village, NV 89451
Role in proposed project	Prime Contractor
What is your organizations primary business?	TruePoint Solutions is a California software and services company, solely focused on Information Technology Solutions for local government agencies, water companies and special districts.
Is your organization a subsidiary to a larger parent company? If so, Whom?	No. N/A
Length of time your organization (not parent) has been in business providing this software solution?	10+ years
Organization ownership	Limited Liability Company
Number of employees: • Total • Development • Product Support • Professional Services ** Note: Numbers provided for employees in these groups are not mutually exclusive.*	California / U.S. / Worldwide 28 / 49 / 49 7 / 7 / 7 3 / 3 / 3 18 / 33 / 33
Office locations U.S.	**Loomis, CA** 3262 Penryn Rd.

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td></td><td>Ste. 100B
Loomis, CA 95650
(916) 577-1470 office
(916) 256-1975 fax

Tucson, AZ
7650 East Broadway Blvd
Suite 101
Tucson, AZ 85710
(520) 300-4175

Incline Village, NV
774 Mays Blvd,
#10-377
Incline Village, NV 89451</td></tr>
<tr><td>Financial strength:
• Total Revenue
• License Revenue
• Services Revenue
• Maintenance Rev.
• Net Profit
• Actual Solution R&D Spending</td><td><u>2011</u> <u>2012</u> <u>2013</u> <u>2014</u>
$4.5M $5.4M $6M $5M

TruePoint’s revenue statements are not broken down along the lines of the requested categories.</td></tr>
<tr><td>Number of licenses installed.</td><td><u>California</u> <u>U.S.</u> <u>Worldwide</u>
15 28 28</td></tr>
<tr><td>Number of installations for proposed solution:</td><td><u>2011</u> <u>2012</u> <u>2013</u> <u>2014</u>
3 3 5 4</td></tr>
<tr><td>Number of implementations of proposed solution:</td><td><u>California</u> <u>U.S.</u> <u>Worldwide</u>
15 28 28</td></tr>
<tr><td>Current implementations under contract for proposed solution</td><td><u>U.S.</u> <u>Worldwide</u>
28 28</td></tr>
<tr><td>When and where was the proposed solution implemented in the first customer site for the following development environments and platforms:
• Web Based on Windows and SQL Server 2005/2008</td><td><u>Date</u> <u>Customer Site</u>
Spring 2007 Central California Irrigation District</td></tr>
</table>

Question	Answer
Approximate frequency of major release upgrades	TruePoint rolls out two primary releases during a year, along with as-needed service upgrades – both of which are noted in the Support, Training and Maintenance Section. Service upgrades contain bug fixes and minor enhancements. This method of improving our product continues to give us the flexibility essential to producing consistent and quality software, while delivering enhancements or fixes in an appreciably expedited manner.
Average patches, service packs released each year.	See our response to "frequency of major release upgrades" above.
Discuss any partners, associations, and strategic relationships. Provide details on the nature of the relationship?	TruePoint is a Microsoft partner and a member of the Microsoft Developer Network. We have made a commitment to the Microsoft platform and we believe SQL Server to be the best database option available. TruePoint partners with Cityworks, Lucity, Infor and Accela to offer integrated CIS/CMMS solutions as well as being an ESRI Silver Partner. TruePoint also has successful relationships with Selectron (IVR) and Element Payment Services.
Range of services your organization offers	TruePoint Solutions offers the expertise and experience clients need to ensure successful IT implementations, to streamline business processes and to capture data and information that allows for strategic planning, budgeting and more efficient day to day operations. These include the following: • Accela: TruePoint Solutions is a platinum certified implementation partner for Accela and all Accela products. • Infor: TruePoint is considered a 'Go To' implementation partner for Infor PS (formerly Hansen) • Lucity (Formerly gbaMS): TruePoint Solutions is a certified implementer for Lucity (formerly GBA Master Series). • Application Development • Project Management • Business Process Review • Requirements/Needs Analysis
Does your organization provide application development services	Yes – as it relates to additions to our own product suite.
Web Site	www.truepointsolutions.com
Does your organization sponsor a users group that meets periodically? Please provide contact information.	Yes, Jason Reliford, jreliford@truepointsolutions.com
Describe your objective for the user group?	The user group allows us to get to know our customer better, introduce new software features, and encourage collaboration with other members of the industry. Discussion topics include: • Training on existing functionality • New software features

Question	Answer
	• Group collaboration • End user feedback • Promoting users' getting better acquainted with the TruePoint team

c. Integration Partner Questionnaire

This does not apply to our proposal submittal.

PALMDALE WATER DISTRICT

Debt Service Coverage ($000s)

Fiscal Year Ending September 30	Audited 2012	Audited 2013	Audited 2014	Audited 2015	May 2015 - Apr 2016	Jun 2015 - May 2016	Jul 2015 - Jun 2016	Aug 2015 - Jul 2016
OPERATING REVENUES	22,597	24,125	23,342	21,248	21,215	21,238	21,370	21,708
Rate Stabilization Fund		(480)						
	22,597	23,645	23,342	21,248	21,215	21,238	21,370	21,708
OPERATING EXPENSES								
Gross operating expenses	22,216	20,665	22,405	20,974	19,536	19,694	20,173	19,774
Overhead adjustment	(43)	(217)	(509)	(26)				
SWP Fixed operations and maint	(915)	(720)	(363)	(126)	(126)	(126)	(127)	(127)
Non-Cash Related OPEB Expense	(1,565)	(1,455)	(1,786)	(1,828)				
Capital portion included above								
TOTAL EXPENSES	19,693	18,273	19,748	18,994	19,410	19,567	20,046	19,647
NET OPERATING REVENUES	2,904	5,372	3,594	2,254	1,805	1,670	1,324	2,061
NON-OPERATING REVENUE								
Ad valorem property taxes	1,704	2,573	2,132	2,146	2,162	2,142	2,212	2,215
Interest income	25	44	45	43	57	63	68	74
Capital improvement fees	1,258	245	14	367	229	229	229	463
Other income	843	421	306	768	454	456	343	364
TOTAL NON-OPERATING INCOME	3,830	3,284	2,497	3,324	2,901	2,890	2,852	3,116
NET REV AVAILABLE FOR DEBT SERVICE	6,734	8,655	6,091	5,578	4,707	4,561	4,176	5,177
NET DEBT SERVICE								
1998 Certificates of Participation	1,507							
2004A Certificates of Participation	2,127	1,373	1,373					
2012 Issue - Bank of Nevada				1,372	1,373	1,373	1,373	1,373
2013A Water Revenue Bond		2,247	2,344	2,350	2,339	2,339	2,339	2,339
2012 Capital Lease		190	190	190	218	218	218	218
TOTAL DEBT SERVICE	3,634	3,810	3,908	3,912	3,930	3,930	3,930	3,930
DEBT SERVICE COVERAGE	**1.85**	**2.27**	**1.56**	**1.43**	**1.20**	**1.16**	**1.06**	**1.32**
NET REV AVAILABLE AFTER D/S	3,100	4,846	2,183	1,665	777	631	247	1,247

AGENDA ITEM NO. 5.1