PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

BOARD OF DIRECTORS
ROBERT E. ALVARADO
Division 1
JOE ESTES
Division 2
MARCO HENRIQUEZ
Division 3
KATHY MAC LAREN
Division 4
VINCENT DINO
Division 5

DENNIS LaMOREAUX
General Manager
ALESHIRE & WYNDER LLP
Attorneys

March 22, 2018

# AGENDA FOR REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE PALMDALE WATER DISTRICT to be held at the District's office at 2029 East Avenue Q, Palmdale WEDNESDAY, MARCH 28, 2018 7:00 p.m.

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

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

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

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

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

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

1) Pledge of Allegiance/Moment of Silence.

2) Roll Call.

3) Adoption of Agenda.

4) Public comments for non-agenda items.

5) Presentations:

5.1) Palmdale Water District Sanitary Survey Update. (Operations Manager Masaya/Water Quality/Regulatory Affairs Supervisor Thompson)

6) Action Items - Consent Calendar (The public shall have an opportunity to comment on any action item on the Consent Calendar as the Consent Calendar is considered collectively by the Board of Directors prior to action being taken.)

6.1) Approval of minutes of special Town Hall meeting held March 8, 2018.

6.2) Approval of minutes of regular meeting held March 14, 2018.

6.3) Payment of bills for March 28, 2018.

6.4) Approval of changing the job title of one Customer Account Technician to Payroll Specialist and revision to salary range for this position. (No Budget Impact – Human Resources Director Emery/Personnel Committee)

7) Action Items – Action Calendar (The public shall have an opportunity to comment on any action item as each item is considered by the Board of Directors prior to action being taken.)

7.1) Consideration and possible action on adoption of Palmdale Water District Safety Culture Vision Statement. (No budget impact – Safety and Training Technician Oates)

7.2) Consideration and possible action on revision to Organizational Chart moving the Customer Care Department directly under the General Manager position. (No budget impact – Human Resources Director Emery/General Manager LaMoreaux/Personnel Committee)

7.3) Consideration and possible action on revisions to Employee Handbook. (No budget impact at this time – Human Resources Director Emery/Personnel Committee)

7.4) Consideration and possible action on authorization of the following conferences, seminars, and training sessions for Board and staff attendance within budget amounts previously approved in the 2018 Budget:

a) None at this time.

8) Information Items:

8.1) Reports of Directors:

a) Meetings/General Report.

b) Standing Committee/Assignment Reports (Chair):

1) Palmdale Recycled Water Authority.

2) Personnel Committee.

3) Finance Committee.

8.2) Report of General Manager.

a) March 2018 written report of activities through February 2018.

8.3) Report of General Counsel.

9) Public comments on closed session agenda matters.

10) Break prior to closed session.

11) Closed session under:

11.1) Conference with Legal Counsel – Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with Special Litigation Counsel regarding existing litigation to which the District is a party. The title of such litigation is as follows: *Antelope Valley Ground Water Cases.*

11.2) Conference with Legal Counsel – Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with legal counsel regarding pending litigation to which the District is a party. The title of such litigation is as follows: *United States, et al. v. J-M Manufacturing Company, Inc., et al., United States District Court for the Central District of California; Case No. ED CV06-0055-GW.*

12) Public report of any action taken in closed session.

13) Board members' requests for future agenda items.

14) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

# 2017 SANITARY SURVEY UPDATE

MYNOR V. MASAYA

OPERATIONS MANAGER

PALMDALE WATER DISTRICT

PALMDALE, CA 93550

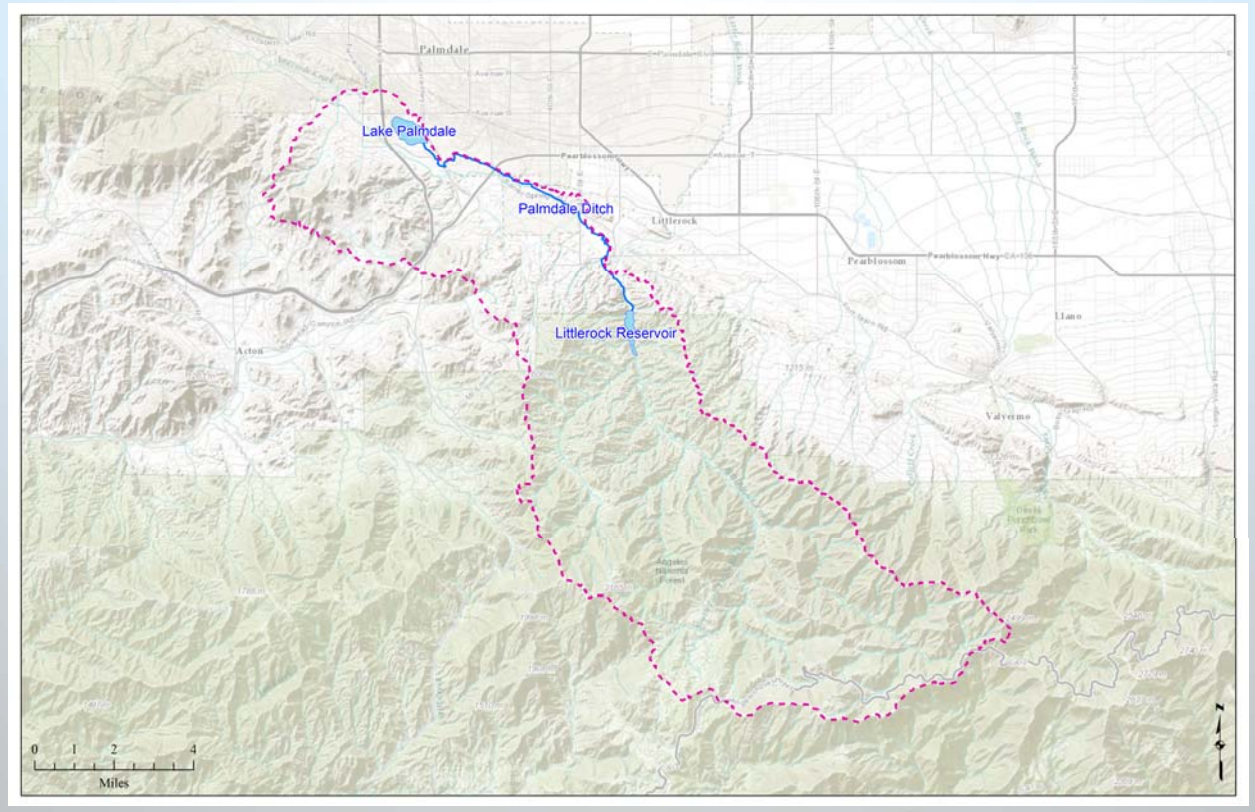
AMANDA THOMPSON

WATER QUALITY / REGULATORY AFFAIRS SUPERVISOR

# AGENDA

- POTENTIAL WATER QUALITY THREATS
- SOURCE PROTECTION ACTIVITIES
- RAW WATER QUALITY
- TREATED WATER QUALITY
- REGULATORY COMPLIANCE
- RECOMMENDATIONS

# WATERSHED BOUNDARY



# POTENTIAL THREATS IN IMMEDIATE VICINITY OF WATER SOURCES

**RECREATION**

- Littlerock Reservoir: Body-contact recreation, Camping
- Lake Palmdale: Boating, Hunting







# POTENTIAL THREATS IN IMMEDIATE VICINITY OF WATER SOURCES

**DUMPING**

- PALMDALE DITCH AND AQUEDUCT CONNECTION

**SPILLS AND LEAKS**

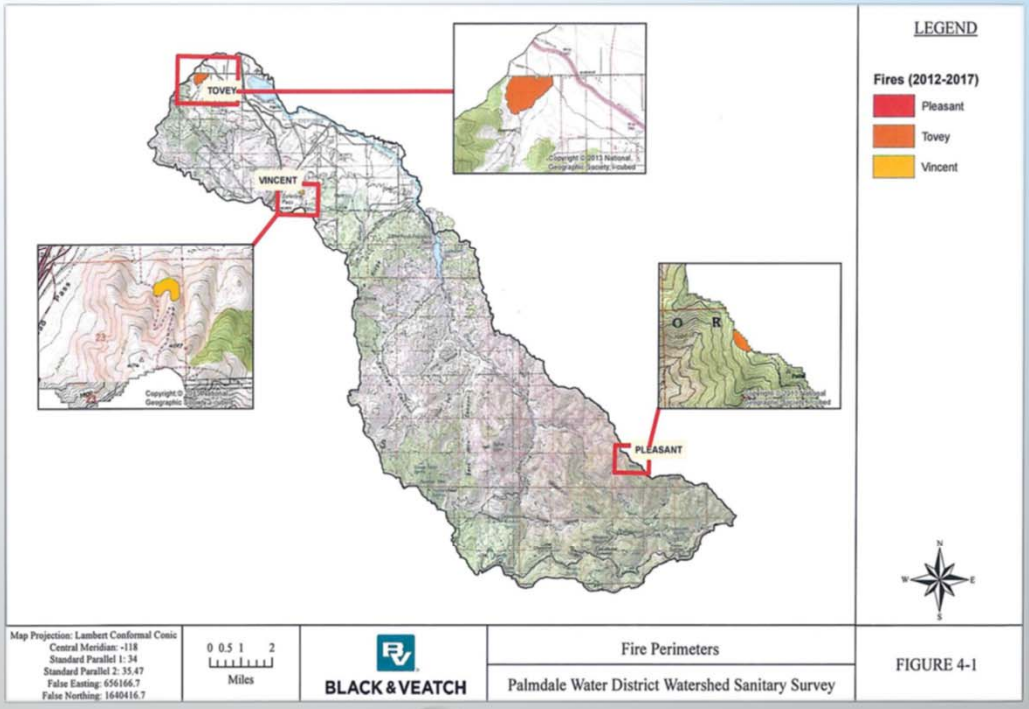
- FOUR SPILLS WERE RECORDED IN THE VICINITY OF THE WATERSHED IN 2012, LESS THAN 75 GALLONS OF MATERIAL



# POTENTIAL THREATS IN IMMEDIATE VICINITY OF WATER SOURCES

**WILDFIRES**

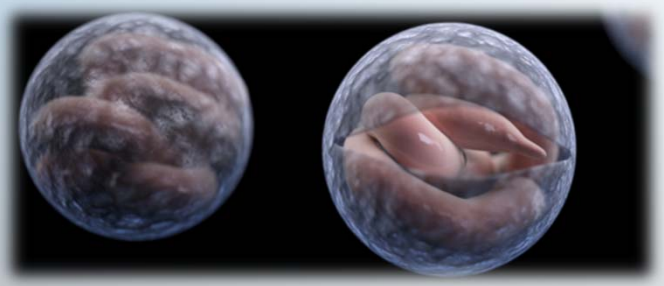
- TOVEY FIRE IN 2012 – 68 ACRES
- VINCENT FIRE IN 2012 – 7 ACRES
- PLEASANT FIRE IN 2016 – 14 ACRES



# POTENTIAL THREATS IN IMMEDIATE VICINITY OF WATER SOURCES

**CONTAMINANTS OF CONCERN**

- CRYPTOSPORIDIUM-GIARDIA, COLIFORMS, VOLATILE ORGANIC COMPOUNDS FROM FUEL







# POTENTIAL THREATS IN IMMEDIATE VICINITY OF WATER SOURCES

**THE MOST COMMON CONCERNS ARE MICROBIOLOGICAL CONTAMINANTS RELATED TO HUMAN ACTIVITY**

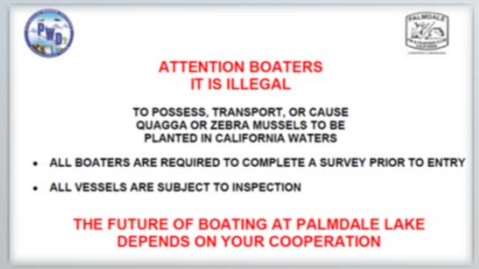




# MANAGEMENT ACTIVITIES

## LAKE PALMDALE

- REGULATED BOATING FOR FISHING
- FIN & FEATHER CLUB AND PWD WORKING TOGETHER
- COPPER SULFATE TREATMENTS
- DAM INSPECTIONS
- WATER QUALITY SAMPLING






## LITTLEROCK RESERVOIR

- PRIVATE BOATING DISCONTINUED
- CLOSED TO THE PUBLIC
- DAM INSPECTIONS
- WATER QUALITY SAMPLING



# MANAGEMENT ACTIVITIES

COPPER SULFATE TREATMENT:





# MANAGEMENT ACTIVITIES

**TREATMENT PLANT UPGRADES**

- ADDITION OF POTASSIUM PERMANGANATE FEED SYSTEM FOR ALGAE CONTROL AND ENHANCED COAGULATION
- INTRODUCTION OF A NEW LIQUID COPPER SULFATE TREATMENT FOR LAKE ALGAE CONTROL
- SWITCHED COAGULANT AID CHEMICAL



# MANAGEMENT ACTIVITIES

POTASSIUM PERMANGANATE SYSTEM:





# WATER QUALITY MONITORING AND REGULATORY COMPLIANCE

AMANDA THOMPSON

WATER QUALITY / REGULATORY AFFAIRS SUPERVISOR

PALMDALE WATER DISTRICT

PALMDALE, CA 93550

# RAW WATER QUALITY MONITORING



California Aqueduct (PWD Turnout)

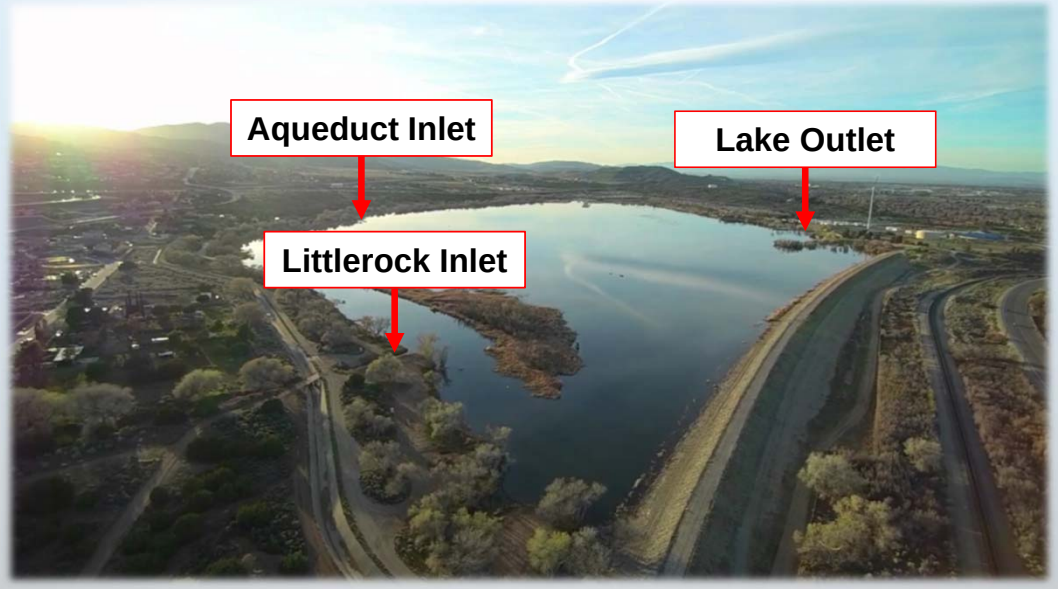


Littlerock Reservoir



Palmdale Lake

# RAW WATER QUALITY MONITORING



# RAW WATER QUALITY MONITORING



# RAW WATER QUALITY MONITORING

- Monitored Parameters (Comparable to 2012 Sanitary Survey)
  - pH, Alkalinity, Turbidity, Microbiological
- Selected Results
  - No detection of *Giardia* or *Cryptosporidium*
  - Benzene, Toluene, Ethel Benzene and Xylene (BTEX): Low concentrations at boat ramp, not detectable at WTP intake
  - Algae: Generally low levels with a spike in 2016

**Source water parameters generally varied within normal ranges**

# TREATED WATER QUALITY



# TREATED WATER QUALITY

- Monitored parameters (Comparable to 2012 Sanitary Survey)
  - pH, Alkalinity, Turbidity, Microbiological
- Treated water TOC has remained consistently lower due to GAC contactors
- No exceedances of enforceable primary MCLs noted in monitoring data
- Treated water scores highly on aesthetic measures

**Treated water quality continues to meet current standards**

# REGULATORY COMPLIANCE



# REGULATORY COMPLIANCE SUMMARY – CURRENT

| Regulation | Conclusion |
|---|---|
| Surface Water Treatment Rule (SWTR) | Continued compliance is anticipated. |
| Lead and Copper Rule | Revision to the Federal LCR were in progress at the time of this update. DDW to make revisions in 2018 to reflect Federal Rule. |
| Phase II, Phase V SOC/IOC Regulations | Continued compliance is anticipated. |
| Total Coliform Rule | Continued compliance is anticipated. |
| Revised Total Coliform Rule | Continued compliance is anticipated. |
| Stage 1 Disinfectants/Disinfection Byproducts Rule (Stage 1 DBP Rule) | Continued compliance is anticipated. |
| Stage 2 Disinfectants/Disinfection Byproducts Rule (Stage 2 DBP Rule) | Continued compliance is anticipated. |
| Interim Enhanced Surface Water Treatment Rule (IESWTR) | Continued compliance is anticipated. |
| California Interim Enhanced Surface Water Treatment Rule | Continued compliance is anticipated. |
| Long-Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) | Continued compliance is anticipated. |
| Long-Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) | Continued compliance is anticipated. |

| Regulation | Conclusion |
|---|---|
| Consumer Confidence Reports Rule | Continued compliance is anticipated. |
| Radionuclides | Continued compliance is anticipated. |
| Filter Backwash Recycling Rule | Continued compliance is anticipated. |
| Arsenic Rule | Continued compliance is anticipated. |
| California MTBE Standard | Continued compliance is anticipated. |
| Ground Water Rule (GWR) | Compliance not evaluated here. |
| Unregulated Contaminant Monitoring Rules | Continued compliance is anticipated. |
| Public Notification Rule | Continued compliance is anticipated. |
| California *Cryptosporidium* Action Plan | Continued compliance is anticipated. |
| Perchlorate | Continued compliance is anticipated. |
| | |

**Continued compliance with these regulations is anticipated.**

# REGULATORY COMPLIANCE – FUTURE REGULATIONS

| Regulation | Conclusion |
|---|---|
| Radon | Radon MCL has not yet been promulgated. Compliance is anticipated. |
| Hexavalent Chromium | DDW is currently establishing a new MCL. A Federal MCL has not been promulgated. Potential treatment requirements are not currently known. The impact on Palmdale WTP treatment requirements should be evaluated when more information is available. |
| Nitrosamines | Nitrosamines MCL has not yet been promulgated. Potential treatment requirements are not currently known. |
| Cyanotoxins | EPA is evaluating a possible cyanotoxin rule based on UCMR 4 monitoring results which is scheduled to be completed in 2020. |
| Strontium | A Federal MCL has not been established, however, a final rule is expected in 2019-2020. Continued compliance is anticipated for the State MCL. |
| Chlorate | A Federal MCL has not been promulgated; however, the EPA recognizes chlorate may be introduced or formed in public water systems and disinfection practices and therefore it is importance to evaluate chlorate in the context of reviewing existing Microbial and Disinfection Byproduct Regulations. Chlorate is also part of CCL 4. |
| VOCs | EPA is currently evaluating the regulation of Carcinogenic VOCs as a group rather than individual compounds. The ultimate form of the potential future regulation was undetermined at the time of this review. |
| Legionella | EPA's third year review (January 2017) highlights an opportunity to reduce risk posed by Legionella and links secondary disinfectant results to reduce the risk posed by Legionella. |
| 1,2,3-TCP | At the time of this review, DDW had promulgated a proposed MCL of 0.000005 mg/L. |

**PWD intends to meet all future regulations.**

# 2017 SANITARY SURVEY – RECOMMENDATIONS

- Monitoring
  - Organize water quality data in a database and prepare an annual review of trends
  - Conduct special monitoring for fire, spill, and storm events
- Ditch Access
  - Install and maintain fencing along the Palmdale Ditch right-of-way to prevent access.
  - Investigate feasibility of additional ditch enclosure
- Public Education and Outreach Efforts
  - Install signage indicating that Littlerock Reservoir & Lake Palmdale are drinking water sources.

**Continue to collaborate with other stakeholders on source water protection and public education activities.**

# 2017 SANITARY SURVEY UPDATE



# 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:** | March 21, 2018 | **March 28, 2018** |
| **TO:** | BOARD OF DIRECTORS | **Board Meeting** |
| **FROM:** | Jennifer Emery, Human Resources Director | |
| **VIA:** | Mr. Dennis D. LaMoreaux, General Manager | |
| **RE:** | ***AGENDA ITEM NO. 6.4 – APPROVAL OF CHANGING THE JOB TITLE OF ONE CUSTOMER ACCOUNT TECHNICIAN TO PAYROLL SPECIALIST AND REVISION TO SALARY RANGE FOR THIS POSITION. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY)*** | |

**Recommendation:**
Staff and the Personnel Committee recommend that the Board of Directors approve changing one Customer Account Technician position to Payroll Specialist at Salary Range 24.

**Alternative Options:**
The alternative is to leave this position as a Customer Account Technician.

**Background:**
The payroll function of the District has been in the Finance Department. The payroll function was moved with the employee who had been performing this task to a Management Analyst position supporting both the Engineering Department and the Facilities Department. The goal was to train a new employee within the Finance Department to take over the payroll task and transfer it back to the correct department once that employee was fully trained. This employee is now working outside of the job description for Customer Account Technicians.

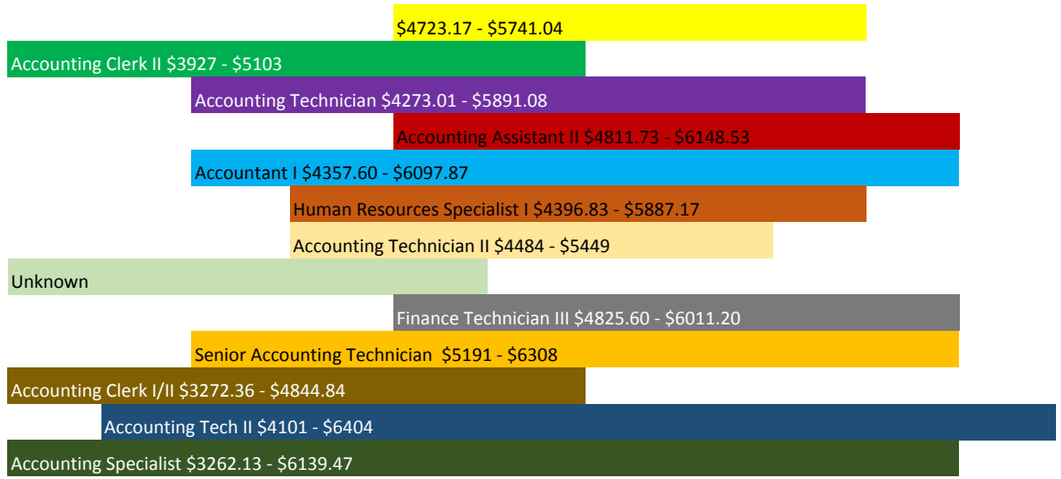
**Strategic Plan Initiative/Mission Statement:**
This work is part of Strategic Plan Initiative No. 2: Organizational Excellence.
This item directly relates to the District's Mission Statement.

**Budget:**
This change will stay within the current budget.

**Supporting Documents:**
- Salary Survey
- Job Description

| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
|---|---|---|---|---|---|---|---|---|---|---|
| 3885.76 | 4080.05 | 4284.05 | 4498.26 | 4723.17 | 4959.33 | 5207.29 | 5467.66 | 5741.04 | 6028.09 | 6329.5 |

Customer Account Techni 23




| | | | |
|---|---|---|---|
| | | $ | 5,103.00 |
| | | $ | 5,891.08 |
| | | $ | 6,148.53 |
| | | $ | 6,097.87 |
| | | $ | 5,887.17 |
| | | $ | 5,449.00 |
| | | | |
| | | $ | 6,011.20 |
| | | $ | 6,308.00 |
| | | $ | 4,844.84 |
| | | $ | 6,404.00 |
| | | $ | 6,139.47 |
| $ | 64,284.16 | $ | 5,844.01 |

Recommend Salary Range 24

PALMDALE WATER DISTRICT

# Payroll Specialist

FLSA Status: Non-Exempt

## DEFINITION

To perform varied and routine payroll duties and assist with other projects or activities in the Finance Department (i.e. customer billings, payment processing, accounts payable and collections).

## SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Finance Supervisor

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

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

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

Other responsibilities:

Assist with billing related activities.

Receive and process night drop or mail payments, customer deposits and general ledger receipts, sort payments and use computerized system to enter payments and balance and post.

Assist with accounts payable functions, as needed.

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

This individual will also ensure activities are in accordance with District policy, procedures, regulations, and guidelines; formulate, establish and maintain processes and procedures to maintain appropriate internal controls; coordinate with all internal District departments as needed while providing superior customer service to both internal and external customers.

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

Perform other duties as assigned.

## MINIMUM QUALIFICATIONS

Knowledge of:

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

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

Basic record keeping practices and procedures.

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

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

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

District policies and procedures related to billings and account maintenance.

Ability to:

Perform a wide variety of clerical and accounting duties.

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

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

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

Learn pertinent District and department policies.

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

Ability to perform accounts payable functions, process and code invoices for payment, prepare and mail various checks.

Ability to perform accounts receivable functions, receive payments and reconcile with statements or invoices for accuracy, process and post.

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

Perform detailed and accurate clerical work while experiencing frequent interruption.

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

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

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

Communicate clearly and concisely, both orally and in writing.

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

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

## Experience and Training

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

Experience:

Four years of responsible journey level experience performing accounting/clerical/billing/collection duties desirable.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in payroll functions and compliance.

License and Certificate

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

Approved:

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

_____ _____
Employee Signature Date

_____ _____
Supervisor Signature Date

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

# P A L M D A L E  W A T E R  D I S T R I C T

## *B O A R D  M E M O R A N D U M*

**DATE:** March 21, 2018 **March 28, 2018**

**TO:** BOARD OF DIRECTORS **Board Meeting**

**FROM:** Mrs. Heather Oates, Safety and Training Technician

**VIA:** Mrs. Jennifer Emery, Human Resources Director
Mr. Dennis D. LaMoreaux, General Manager

**RE:** ***AGENDA ITEM NO. 7.1 – CONSIDERATION AND POSSIBLE ACTION ON ADOPTION OF PALMDALE WATER DISTRICT SAFETY CULTURE VISION STATEMENT. (NO BUDGET IMPACT – SAFETY AND TRAINING TECHNICIAN OATES)***

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**Recommendation:**

Staff recommends that the Board adopt a Safety Culture Vision Statement for the District as follows: "To continuously promote a culture of safety by committing necessary resources to educate and train staff."

**Alternative Options:**

The Board can not approve a Safety Culture Vision Statement.

**Impact of Taking No Action:**

The District will not have a Safety Culture Vision Statement.

**Background:**

A Safety Culture Vision Statement will promote a culture of continuous improvement and commitment to safety and training.

We continuously work to identify hazards, evaluate changes, implement corrective plans, and empower all employees with knowledge. This vision supports compliance with the District's safety, health, training programs, and practices. By working together, we can ensure that all employees return home safely each day.

The District's Safety Committee has reviewed and concurs with the Statement.

**Strategic Plan Initiative/Mission Statement:**

This item is under Strategic Initiative No. 3 – Systems Efficiency.
This item directly relates to the District's Mission Statement.

**Budget:**

This item will have no impact to the budget.

**Supporting Documents:**

- None.

# 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:** | March 21, 2018 | **March 28, 2018** |
| **TO:** | BOARD OF DIRECTORS | **Board Meeting** |
| **FROM:** | Jennifer Emery, Human Resources Director | |
| **VIA:** | Mr. Dennis D. LaMoreaux, General Manager | |
| **RE:** | ***AGENDA ITEM NO. 7.2 – CONSIDERATION AND POSSIBLE ACTION ON REVISION TO ORGANIZATIONAL CHART MOVING THE CUSTOMER CARE DEPARTMENT DIRECTLY UNDER THE GENERAL MANAGER POSITION. (NO BUDGET IMPACT – HUMAN RESOURCES DIRECTOR EMERY/GENERAL MANAGER LAMOREAUX/PERSONNEL COMMITTEE)*** | |

**Recommendation:**

Staff and the Personnel Committee recommend that the Board approve changing the Organizational Chart to show the Customer Care Department with a direct reporting to the General Manager.

**Alternative Options:**

The alternative is to leave the Organizational Chart with the Customer Care Department reporting to the Assistant General Manager.

**Background:**

The Customer Care Department has been reporting to the General Manager since the Assistant General Manager position was vacated. This has allowed direct access to the General Manager for appeals and customer communications. We wish to continue this reporting structure as we continue to prioritize Customer Care within the organization.

**Strategic Plan Initiative/Mission Statement:**

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

**Budget:**

The updates will not have an effect on budget.

**Supporting Documents:**

- None.

# 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:** | March 21, 2018 | **March 28, 2018** |
| **TO:** | BOARD OF DIRECTORS | **Board Meeting** |
| **FROM:** | Jennifer Emery, Human Resources Director | |
| **VIA:** | Mr. Dennis D. LaMoreaux, General Manager | |
| **RE:** | ***AGENDA ITEM NO. 7.3 - CONSIDERATION AND POSSIBLE ACTION ON REVISIONS TO EMPLOYEE HANDBOOK. (NO BUDGET IMPACT AT THIS TIME – HUMAN RESOURCES DIRECTOR EMERY/PERSONNEL COMMITTEE)*** | |

**Recommendation:**

Staff and the Personnel Committee recommend that the Board adopt revisions to the Employee Handbook.

**Alternative Options:**

The alternative is to leave the Employee Handbook with its current provisions.

**Background:**

The District has adopted best practices of amending our handbook annually and revising our handbook every three years. The last handbook was revised in 2014.

**Strategic Plan Initiative/Mission Statement:**

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

**Budget:**

The updates will not have an effect on budget.

**Supporting Documents:**

- List of Changes

# Proposed Employee Handbook Changes for 2018

1) Incorporate all current addendums into the body of the Employee Handbook – Part-time sick leave, holiday observances, driving policy, retiree health care, FMLA/CFRA/ADA leave updated policy, E-cigarette policy, drone regulation.
2) Change meal allowance to $75 per day in light of cost of living increases recognized by IRS. Daily breakdown 15/20/40
3) Vacation accrual – change the accrual for employees who have been with the District over 5 years to four hours of vacation for each additional year of service. At 20 years 5 weeks' vacation. Caps remain the same.
4) Bereavement leave – increase by one day to 40 hours. Can utilize sick days to care for grieving family members.
5) Out of class pay will be assessed at the end of each month. If the employee has worked out of class for 40 hours, out of class pay will be given for those hours.
6) Re-word boot allowance - $175 annual allowance for safety boots with no restrictions on number of boots purchased within the $175 limit.
7) Outdoor employees will be provided branded hats as a part of their uniform.
8) Re-word clothing policy to clarify that office staff may wear jeans and tennis shoes on Thursdays only.
9) Re-word travel time pay policy to reflect current State of California labor laws.
10) Increase medical waiver stipend $200/month commensurate with the increased medical benefit allowance.
11) Waiting on attorney information to determine any legally necessary changes to the handbook.
12) Change 12-hour shift definition for the treatment plant to include 7/12.25 schedule.
13) Change pronouns to he/she/they for gender neutral handbook
14) Add wording that manager's and supervisors may not use cell phones to communicate with employees that do not have a cell phone stipend and may not ask employees to utilize personal cell phones for District business if they do not receive a cell phone stipend.
15) Add wording that manager's and supervisor's may not communicate with non-exempt employees after hours regarding District business unless that employee is paid for their time (overtime may apply).
16) Add wording that manager's and supervisor's may not communicate regarding District business with employee's who are out for a medical leave.
17) Add wording that Non-exempt staff may not have District emails on their personal phones unless they are being paid for their time (such as On Call employees).
18) Add wording regarding Domestic Violence rights per AB 2337.
19) Add wording regarding additional DOT drug testing for opioids per DOT Final Rule.

- Define workday as your normally scheduled daily shift.

# MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, NOVEMBER 21, 2017:

*A meeting of the Personnel Committee of the Palmdale Water District was held Tuesday, November 21, 2017, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Estes called the meeting to order at 10:06 a.m.*

## 1) Roll Call.

| **Attendance:** | **Others Present:** |
|---|---|
| Personnel Committee: | Dennis LaMoreaux, General Manager |
| Joe Estes, Chair | Tim Moore, Facilities Manager |
| Vincent Dino, Committee Member | Laura Gallegos, Public Affairs Specialist |
| | Dawn Deans, Executive Assistant |
| | 0 members of the public |

## 2) Adoption of Agenda.

General Manager LaMoreaux recommended Agenda Item No. 4.4 be removed from the agenda as Human Resources Director Emery is absent after which it was moved by Director Dino, seconded by Director Estes, and unanimously carried by all members of the Committee present at the meeting to adopt the agenda, as amended, removing Agenda Item No. 4.4.

## 3) Public Comments for Non-Agenda Items.

There were no public comments for non-agenda items.

## 4) Action Items:

### 4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held March 28, 2017.

It was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried by all members of the Committee present at the meeting to approve the minutes of the Personnel Committee meeting held March 28, 2017, as written.

### 4.2) Consideration and Possible Action on Approval of Minutes of Informational Meeting Held August 16, 2017.

It was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried by all members of the Committee present at the meeting to approve the minutes of the informational Personnel Committee meeting held August 16, 2017, as written.

**4.3) Consideration and Possible Action on Posting the Facilities Manager Position. (Human Resources Director Emery)**

General Manager LaMoreaux stated that Facilities Manager Moore has given notice of his retirement in 2018 and that staff recommends the position be advertised and filled six months prior to his retirement date for succession planning, and after a brief discussion of the salary range, it was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendation to post the Facilities Manager position six months prior to the retirement of Facilities Manager Moore, to adjust the salary range to Range 41, and to present this item to the full Board for consideration at the December 13, 2017 Regular Board meeting.

**4.5) Discussion of Direction and Compensation for Assistant General Manager Position. (Human Resources Director Emery/General Manager LaMoreaux)**

General Manager LaMoreaux stated that staff recommends the Assistant General Manager position be advertised after January 1, 2018, and after a brief discussion of the salary range, of providing a vehicle for this position, and of Organization Chart reporting modifications, it was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried by all members of the Committee present at the meeting that the Committee concurs with staff's recommendation to post the Assistant General Manager position after January 1, 2018, to adjust the salary range to Range 47 and provide a leased vehicle for this position, and to present this item to the full Board for consideration at the December 13, 2017 Regular Board meeting.

General Manager LaMoreaux then stated that market value salary for the Assistant General Manager position will require a policy change to adjust the salary range between the General Manager and Assistant General Manager positions and recommended this be discussed at the December 13, 2017 Regular Board meeting.

**5) Information Items:**

**5.1) Other.**

General Manager LaMoreaux stated that the District has filled the four college intern positions of Treatment Plant Operator, Lab Analyst, Field Customer Care, and Field Service Worker.

Public Affairs Specialist Gallegos stated that the next public tour of the Leslie O. Carter Water Treatment Plant is scheduled for January 18, 2018, and the public can sign up for the tours through the District's website.

There were no further information items.

**6) Board Members' Requests for Future Agenda Items.**

It was stated that "Consideration and possible action on revisions to Employee Manual" will be placed on the agenda for the next Personnel Committee meeting.

There were no further requests for future agenda items.

**7) Adjournment.**

There being no further business to come before the Personnel Committee, the meeting was adjourned at 10:30 a.m.

Chair

# PALMDALE RECYCLED WATER AUTHORITY (PRWA)

**MINUTES OF DECEMBER 18, 2017**
**SPECIAL MEETING AGENDA NO. 37**
**PALMDALE RECYCLED WATER AUTHORITY (PRWA)**
**HELD AT CITY OF PALMDALE**
**CITY HALL COUNCIL CHAMBERS**
**38300 SIERRA HIGHWAY, SUITE B**
**PALMDALE, CALIFORNIA**

**www.cityofpalmdale.org**
**www.palmdalewater.org.**

**1. CALL TO ORDER.**

The meeting was called to order at 6:10 p.m.

**2. PLEDGE OF ALLEGIANCE.**

**3. ROLL CALL: CHAIR KATHY MAC LAREN AND DIRECTORS VINCENT DINO, JUAN CARRILLO, AUSTIN BISHOP, AND HELEN VELADOR**

**PRESENT:** Directors Dino, Carrillo, and Bishop.

**Motion:** Excuse the absence of Chair Mac Laren and Director Velador.
Moved by Director Carrillo, seconded by Director Bishop

**Vote:** Motion Carried (3-0)
**Yes:** Directors Dino, Carrillo, and Bishop.
**Absent:** Chair Mac Laren and Director Velador

**4. ADMINISTRATION OF OATH OF OFFICE OF JOE ESTES (IF NEEDED)**. (Staff Reference: Authority Secretary Smith).

This item was not needed.

**5. WORKSHOP:**

5.1 Discussion between Authority members and staff regarding policies needed to proceed with the Phase II construction. (Executive Director LaMoreaux and Assistant Executive Director Swain)

Executive Director LaMoreaux presented the staff report and gave a handout to the Board of the construction policies. Assistant Executive Director Swain spoke about the construction policies and the Palmdale Water District and the City of Palmdale's duties and specialties.

Executive Director LaMoreaux stated that the approved CWA agreement will be incorporated into the bid specifications and technical provisions.

Assistant Executive Director Swain stated that a committee of staff members from the City of Palmdale and the Palmdale Water District would go over bids to recommend the best lowest responsible bidder. There were comments from the Board in support of this process.

Chair Mac Laren arrived at 6:20 p.m.

Executive Director LaMoreaux stated staff will work on a draft which will be reviewed by legal, and then bring it back for adoption to a future meeting. He also gave a status of the grant application with state for the construction project.

**6. CONSENT CALENDAR – PUBLIC COMMENTS ONLY:**

There were no public comments.

**7. CONSENT CALENDAR:**

7.1 Approve the Minutes from the previous meeting held on September 18, 2017. (Staff Reference: Secretary Smith)

7.2 Approve receipt and filing of the Treasurer's Report for the ten months ending October 31, 2017. (Staff Reference: Treasurer-Auditor Michael Williams)

**Motion:** Approve the recommendations and findings on all items listed under this Consent Calendar.
Moved by Director Bishop, seconded by Chair Mac Laren

**Vote:** Motion Carried (4-0)
**Yes:** Chair Mac Laren, Directors Dino, Carrillo, and Bishop.
**Absent:** Director Velador

## 8. ACTION CALENDAR:

8.1 ADOPT RESOLUTION NO. PRWA 2017-003, A RESOLUTION OF THE BOARD OF DIRECTORS OF THE PALMDALE RECYCLED WATER AUTHORITY AUTHORIZING THE ADOPTION OF THE PALMDALE RECYCLED WATER AUTHORITY 2018 BUDGET. (Staff Reference: Treasurer-Auditor Michael Williams)

Treasurer-Auditor Williams presented the staff report and stated he will bring back an investment policy and will need a contract for an investor. Director Carrillo asked about training. Treasurer-Auditor Williams stated there is a line item in the budget. Chair Mac Laren asked what memberships they belong to and Executive Director LaMoreaux stated WateReuse and they will explore the possibility of joining ACWA (Association of California Water Agencies) for insurance purposes. The Board discussed the benefits of joining ACWA.

There were no public comments.

**Motion:** Adopt Resolution No. PRWA 2017-003.
Moved by Chair Mac Laren, seconded by Director Dino

**Vote:** Motion Carried (4-0)
**Yes:** Chair Mac Laren, Directors Dino, Carrillo, and Bishop.
**Absent:** Director Velador

## 9. SPECIAL REPORT:

9.1 Update on the amendment to the JPA regarding the increase in funding for the PRWA. (Staff Reference: Authority Counsel Wm. Matthew Ditzhazy)

Assistant Authority Counsel Doran presented the staff report. Spoke about State changes requested for grant application and stated a JPA amendment draft was provided to the State around Thanksgiving and we are still waiting. Neither the City of Palmdale nor Palmdale Water District have heard from the State. Assistant Authority Counsel Doran stated they will follow up with the State. $300,000 per agency will be contributed to the debt service. Once the grant is awarded, they will start Phase II construction with the partial grant and the loan.

## 10. NEW BUSINESS:

10.1 Discussion regarding rescheduling the Jan 15th and February 19th meetings due to holiday conflicts. (Staff Reference: Executive Director LaMoreaux)

There was discussion among the board regarding the rescheduling of the January 15th and February 19th meeting due to holiday conflicts. There was unanimous Board consensus to cancel the January meeting and change the February meeting to Monday, February 12th at 7 p.m.

There were no public comments.

**11. NON-AGENDA ITEMS - PUBLIC COMMENTS:**

There were no public comments.

**12. CLOSED SESSION – PUBLIC COMMENTS ONLY:**

There were no public comments.

**13. CLOSED SESSION – CONFERENCE WITH LEGAL COUNSEL - ANTICIPATED LITIGATION:** A closed session will be held, pursuant to Government Code §54956.9 (d)(4) because the Authority is considering whether to initiate litigation in one case.

13.1 The reason for holding a closed session is for the purpose of conferring with and/or receiving advice from the Authority's legal counsel and to receive direction from the Authority Board regarding the possible initiation of litigation in one matter.

This closed session is being held pursuant to the authority of California Government Code Section 54956.9(d) (4). Number of cases – One.

Based on existing facts and circumstances, the Authority needs to decide whether to initiate litigation. Counsel believes the possible litigation is not yet known to the potential defendant(s).

Closed session is recommended because the Authority will assess the merits of this matter and consider its perspective. Based on existing facts and circumstances it is my opinion that it would prejudice the position of the Authority to discuss these matters in public or to disclose further the circumstances in this potential case; such disclosure may harm other efforts to resolve the matter and, it is believed the possible defendant(s) is unaware of this possible litigation.

**14. CLOSED SESSION.**

Closed session was held from 6:35 p.m. – 7:05 p.m.

**15. ANNOUNCEMENT BY AUTHORITY COUNSEL of item(s) discussed in Closed Session.**

Assistant Authority Counsel Doran stated the Board was apprised of the facts and circumstances that give rise to potential litigation. The Board unanimously authorized the Authority Counsel to take all necessary steps to resolve the issue regarding this matter up to and including initiating litigation. No further reportable action at this time.

**16. DIRECTOR'S REQUESTS FOR NEW AGENDA ITEMS:**

Director Carrillo wants a list of upcoming water conferences sent by e-mail. Executive Director LaMoreaux stated he will send it to the whole Board.

Chair Mac Laren asked Executive Director LaMoreaux to bring forth information to join ACWA.

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

There were no informational comments.

**18. ADJOURNMENT:**

Chair Mac Laren adjourned the meeting at 7:18 p.m. to February 12, 2018 at 7:00 p.m. at the City of Palmdale City Hall Council Chambers located at 38300 Sierra Highway, Suite B, Palmdale, California.

PASSED, APPROVED, and ADOPTED this 12th day of February 2018.

Kathy Mac Laren,
Chair

ATTEST:

Rebecca J. Smith,
Secretary

# 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:** March 22, 2018 **March 28, 2018**

**TO:** BOARD OF DIRECTORS **Board Meeting**

**FROM:** Mr. Dennis D. LaMoreaux, General Manager

**RE:** ***AGENDA ITEM NO. 8.2.a – March 2018 General Manager Report***

The following is the March report to the Board of activities through February 2018. It is organized to follow the District's six strategic initiatives adopted in January 2018 and is intended to provide a general update on the month's activities. A summary of the initiatives is as follows:

### *Water Resource Reliability*

**Complete the 2018 phase of the Upper Armagosa Creek Recharge Project**
**Ensure Palmdale Recycled Water Authority (PRWA) to be fully operational by year 2020**
**Adopt new state-of-the-art water treatment technologies**
**Implement the Antelope Valley Groundwater Adjudication agreement**
**Complete the grade-control structure for the Littlerock Reservoir Sediment Removal Project**
**Continue the next phase towards the completion of Palmdale Regional Groundwater Recharge and Recovery Project**
**Identify and pursue opportunities to increase the reliability of water supply**

### *Organizational Excellence*

**Offer competitive compensation and benefits package to promote employee retention**
**Focus Succession Planning Program on ensuring an overlap of training for key positions**
**Continue providing transparency to our ratepayers**
**Promote and support leadership training and professional development programs to enhance the District's customers' experience**

### *Systems Efficiency*

**Implement 2016 Water System Master Plan**
**Develop a five-year Infrastructure Revitalization Plan to continue the reinvestment and preventative maintenance for aging infrastructure**
**Explore energy independence**
**Continue being the industry's leader on the use of Granular Activated Carbon (GAC)**
**Research and test new technologies to increase efficiencies**
**Improve safety and training for Directors, employees and customers**
**Develop a crisis communications plan**

## *Financial Health and Stability*

**Pursue additional grant funding for all District projects**
**Adopt a sustainable and balanced rate structure to meet short and long-term needs**
**Create a five-year financial plan in conjunction with the 2019 Water Rate Plan**
**Maintain adequate reserve levels, high-level bond rating, and financial stability**

## *Regional Leadership*

**Enhance relationships with Antelope Valley partnerships, including local water agencies, Antelope Valley State Water Contractors Association and the Palmdale Recycled Water Authority**
**Expand school water education programs**
**Engage elected officials in water-related issues**
**Continue offering career opportunities through the Internship Program**
**Provide opportunities for local businesses to contract with the District**

## *Customer Care, Advocacy and Outreach*

**Increase Customer Care accessibility through communication and feedback to enhance customers' experience**
**Evaluate, develop, and market additional payment options**
**Be point of communication for customers' water-related public health concerns**
**Develop the District's Public Outreach Plan**
**Increase public awareness of the District's history and promote centennial anniversary**

This report also includes charts that show the effects of the District's efforts in several areas. They are organized within each strategic initiative and include status of upcoming State Water Resources Control Board's (SWRCB) long-term conservation orders, 20 x 2020 status, the District's total per capita water use trends, 2018 water production and customer use graph, mainline leaks, and the water loss trends for both 12 and 24 month running averages.

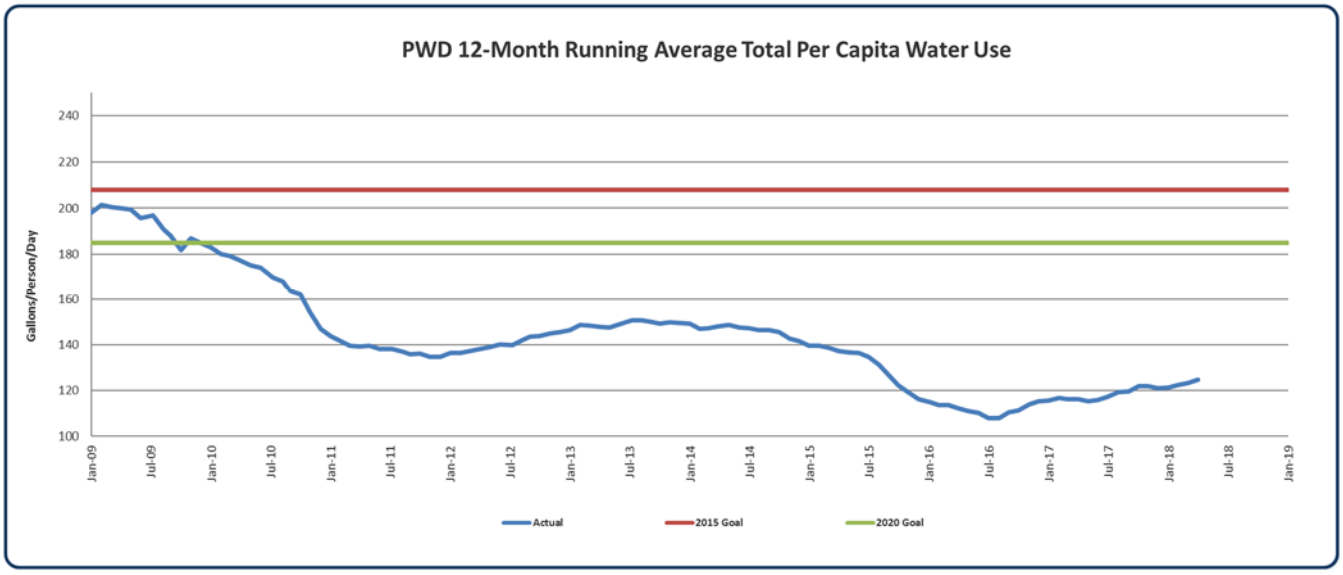
## *Water Resource Reliability*

This initiative includes conservation efforts, water supply projects, and water planning. Recent highlights are as follows:

State Water Resources Control Board (SWRCB) Activities

- The SWRCB is anticipated to replace the 20 x 2020 per capita reduction goals passed by the legislature in 2009 with new long-term water budgeting requirements. These are explained in the "Making Water Conservation a California Way of Life" plan. The bills that would establish this are two-year bills. ACWA's position remains opposed unless amended. More discussion is expected on these early this year.

The District's compliance with the 20 x 2020 law is evident from the chart titled "PWD 12-Month Running Average Total Per Capita Water Use.":



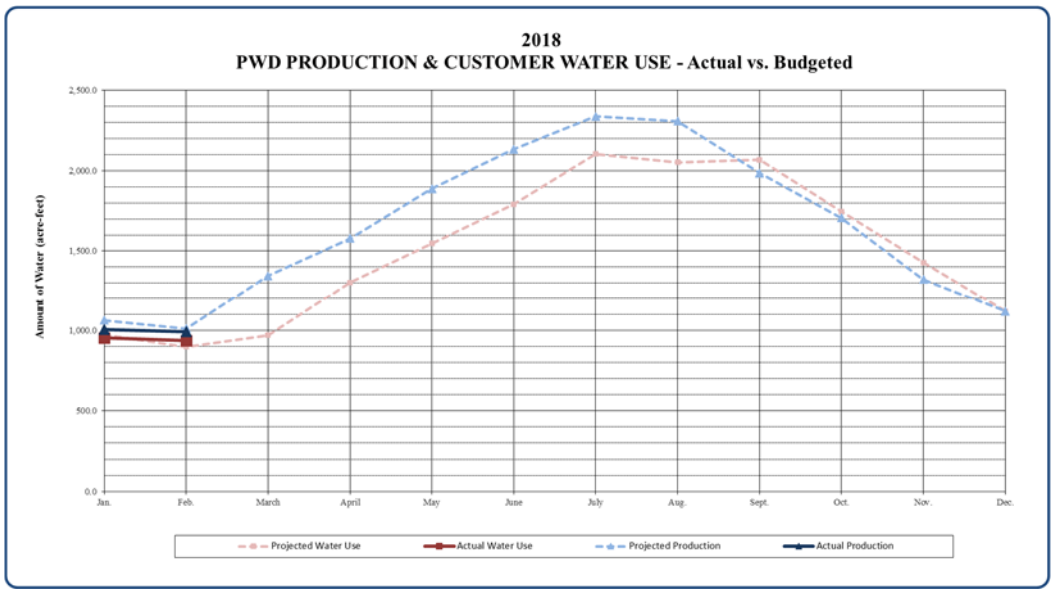

The District's customers have cut their water use by **45.9%** from the baseline number of 231 and met the 2020 Goal in early 2010. The current Total-GPCD is 125.

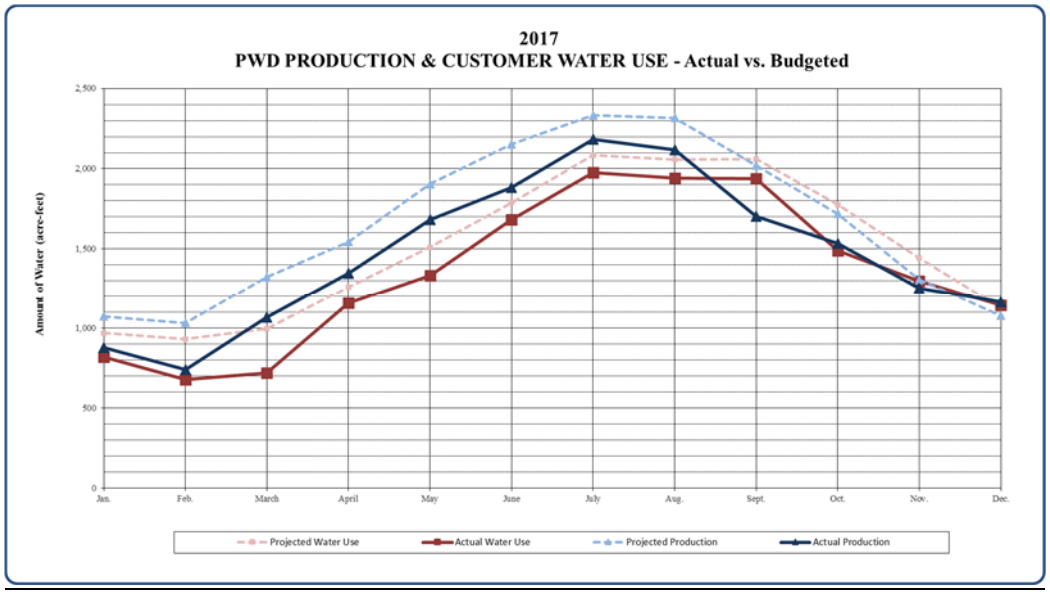
Water Supply Information

- The staff plan for water resources in 2017 was based on the State Water Project allocation of 85%. It relied heavily on the SWP and substantially reduced groundwater pumping. This strategy has resulted in increased groundwater levels at District well sites and generated future return flow groundwater production rights. The current 2018 allocation

remains at 20%. Recent storms should solidify the 20%. However, it is unlikely to increase. Staff is planning to bring participation in the 2018 Dry Year Water Program to the Board for action in the near future.

- Water and Energy Resources staff has planned for 2018. The plan incorporates available water with the anticipated water usage. The following graph shows actual amounts in January and monthly projections for both production and consumption, based on the prior five years of actual monthly information, for the entire year. It is anticipated that this year's consumption and production pattern will be similar to 2017. The January and February production and consumption numbers were higher than they have been for several years. The 2017 chart is added in this report for comparison.



Other Items

- The Littlerock Reservoir Sediment Removal Project Environmental Impact Report/Environmental Impact Statement (EIR/EIS) was fully approved in 2017. Work is now underway with the various regulatory agencies to obtain the required permits.

  Staff is reviewing the final grade control structure design and contract documents. The construction estimate is $5.7MM and $1.0MM for mitigation and monitoring. Financing options are now being evaluated to put the grade control structure contract out to bid. Construction is tentatively scheduled to begin this summer.

  A citizen's committee is forming in the Littlerock, Pearblossom, and Juniper Hills area to find a way to reopen the Littlerock Reservoir Recreation area. The District is working with the USFS on this issue in accordance with the commitment made in the EIR/EIS process.

- The public review of the Draft California Environmental Quality Act (CEQA) EIR for the Palmdale Regional Groundwater Recharge and Recovery Project is complete. The Final EIR was certified by the Board on July 13, 2016, and the Notice of Determination was filed on July 14, 2016. The comments from the SWRCB Recycled Water Division on the Title 22 Engineering Report were addressed and returned for further review. Another set of comments was recently received and are being reviewed.

  Construction of monitoring wells and a pilot recharge basin are nearly complete. The initial 28-day recharge test and dry/wet cycling is complete. The District is now equipping the monitoring wells and will soon begin groundwater quality sampling. The information from this project is now being assessed by Kennedy/Jenks.

- California Water Fix: There have been recent regulatory approvals moving this project forward. The State Water Contractors and the Department of Water Resources are continuing discussions about the Project's financing and operations. These discussions will result in a clearer picture of the effect on individual contractors. Staff is directly involved in these discussions and will be able to update the Board in the future.

## *Organizational Excellence*

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

- The electronic time keeping software was used by staff during most of 2017 and is now our standard practice.

- The 2018 Strategic Plan Update is now published in brochures and on the District's website. The board room posters are being designed. A Spanish translation has been printed and is also posted in the Board room.

- The District is working with other members of the Public Water Agencies Group to hire and share the services of an Emergency Preparedness Coordinator. The MOU was approved by the Board, the action of other agencies is complete, and a person has been hired.

- A new logo for the District as part of the 100-year anniversary was approved by the Board at the October 11, 2017 Board meeting. The transition to the new logo is well under way and will soon include District vehicles.

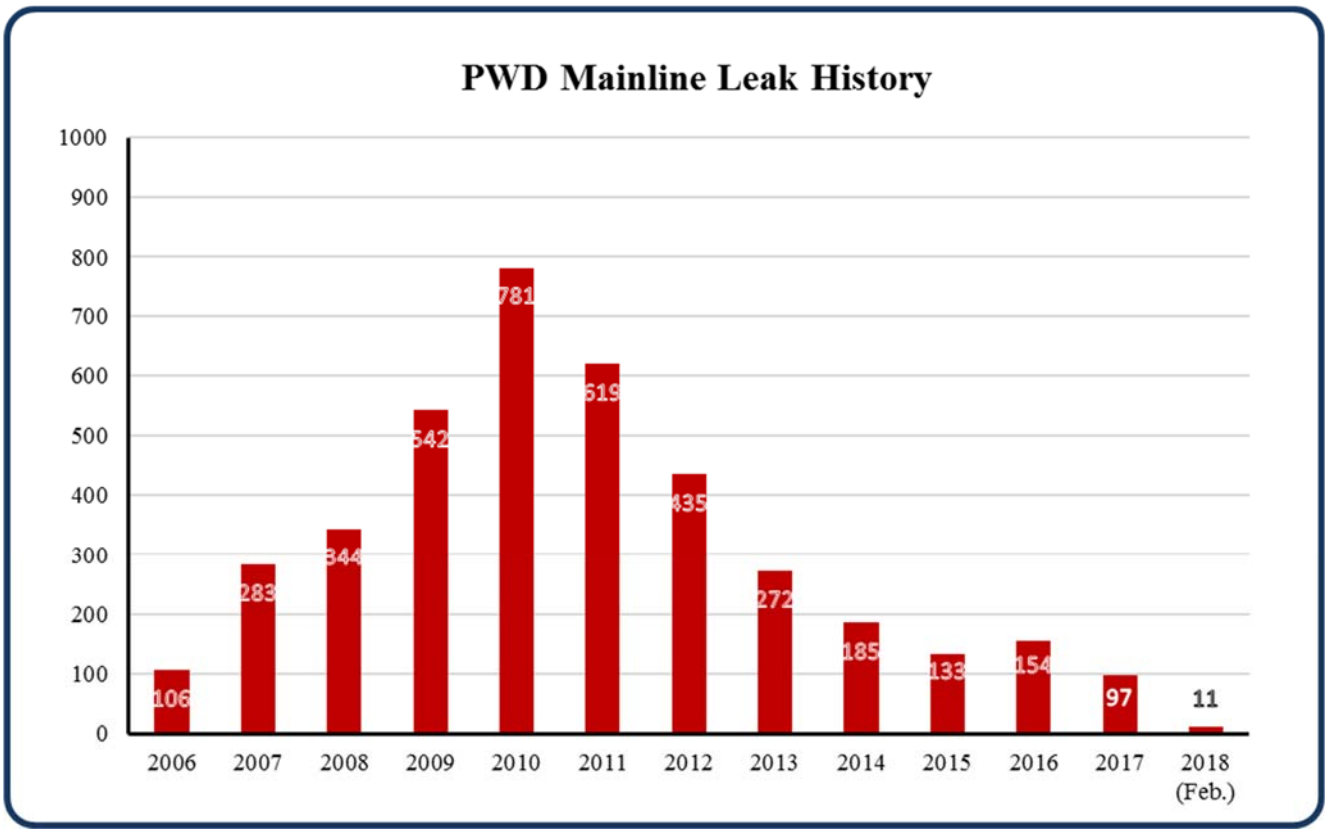
PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

## *Systems Efficiency*

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

- Installation of security upgrades for the Leslie O. Carter Water Treatment Plant is operational and complete. Additional cameras are being planned for the two access gates.

- The effects of the District's past efforts in replacing failing water mains and meters can be seen in the reduced number of mainline leaks. This is illustrated in the chart titled "Mainline Leak History." The mainline leaks through February 2018 are 11, and there were 18 service line leaks. The 2017 total was 97. This was the first time they were under 100 in over ten years.

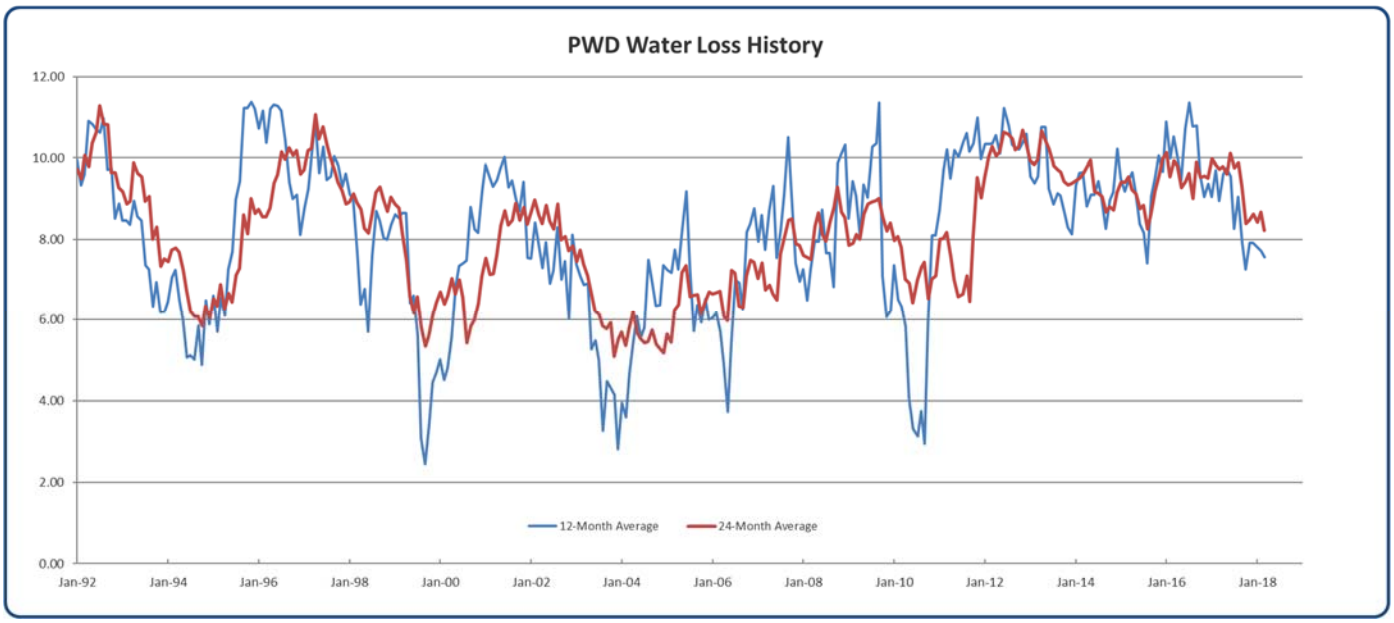



- The budgeted meter replacement project of approximately 3,300 meters is being planned for 2018.

- Facilities staff is focusing on maintenance activities to incorporate pressure reducing valves and other facilities as their efforts can continue to be more preventative due to a lower number of emergency repairs. A detailed presentation was given to the Board on September 13, 2017 explaining the importance of these activities. The 2018 Budget approved by the Board supports these activities.

- District staff is preparing for the next water main replacement on Camares Drive south of Barrel Springs Road and in Avenue V-5 off of 47th Street East.

- The positive effect of both water main and water meter replacement programs is shown on the chart titled "PWD Water Loss History." Water losses are now approximately 8%.




## *Financial Health and Stability*

- Engineering staff has successfully applied for planning grant funding for the Palmdale Regional Groundwater Recharge and Recovery Project and for the Phase II pipeline for the Palmdale Recycled Water Authority. Application packages for further funding have been determined to be complete by the State. A comment letter was also submitted to raise the priority of both projects in the State's funding plan for 2017/2018.

  The State is satisfied with resolutions from the City and the District related to the PRWA Phase II funding application for compliance with their repayment requirements. An amendment to the JPA will also be completed to tie these into PRWA. The only outstanding issue is the State's approach to determining the District's Debt Coverage Ratio. They continue to include non-operating expenses into the calculation. Staff and our financial advisor are still working on this issue.

- Water rate changes of 4.25% for 2017, 2018, and 2019 were approved at a Board meeting held November 9, 2016. The resolution is also unique in that it included criteria that, if met, would allow for lesser changes.

- Engineering/Grant Manager Riley has worked with the Bureau of Reclamation for the acceptance of a Feasibility Report for the Palmdale Regional Groundwater Recharge and Recovery Project and having it eligible for funding. Mr. Riley and I visited the Bureau in Denver to discuss future funding opportunities. The Bureau staff was very receptive to the project. Our project is one of 30 from across the country that is eligible to compete

for a portion of $10M in this year's Federal budget due to the approved Feasibility Report. This competition was recently announced with an application deadline of August 17, 2017. This effort did not result in an award of funds from the Bureau. However, lessons from this submittal will be used in future funding competitions.

- The 2018 Budget was approved by the Board in November 2017. The 2018 Budget was published in January 2018.

- Water-Wise Landscape Conversion Program (Cash-for-Grass Program): The District received a $75,000 Grant from the Bureau of Reclamation in 2017 to assist in funding the Program. The Board approved changes to the program at the October 25, 2017 meeting that are now in effect.



## *Regional Leadership*

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

- Activities of the Palmdale Recycled Water Authority (PRWA) and Antelope Valley State Water Contractors Association have continued.

- The District staff continues to be active in the Antelope Valley Watermaster Board (AVWB) and related meetings.

- District staff is active in the local chambers and is on the board of the Palmdale Chamber and GAVEA.

- Staff developed a plan and budget for a year-long celebration of the District's 100th Anniversary in July, 2018 that was approved by the Board on July 12, 2017. The activities will be announced at this meeting. The first events of an Open House on August 5th and the AV Fair parade and office decorating contest were successful. The first public tour of Littlerock Dam and the Leslie O. Carter Water Treatment Plant was successfully conducted on Thursday, September 21, 2017 and have continued on a monthly basis.

  Historic displays are in the District lobby and at the Palmdale City Library. These are changed monthly to reflect a new decade as we move closer to the 100th Anniversary Celebration on July 22, 2018. The book documenting our first 100 years is also being prepared.

- Staff will work with the Ad-Hoc Committee on a method to better communicate with and involve our customers in the District's activities. A proposal to create a "PWD Water Ambassador Academy" will be brought to the Board for consideration in the near future.

- The District has expressed its concerns with the proposed Statewide water tax under SB 623 and the 2018 Budget Trailer Bill.

## *Customer Care and Advocacy*

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

- The ability to make payments at 7-Eleven and Family Dollar Store is also continuing to grow.

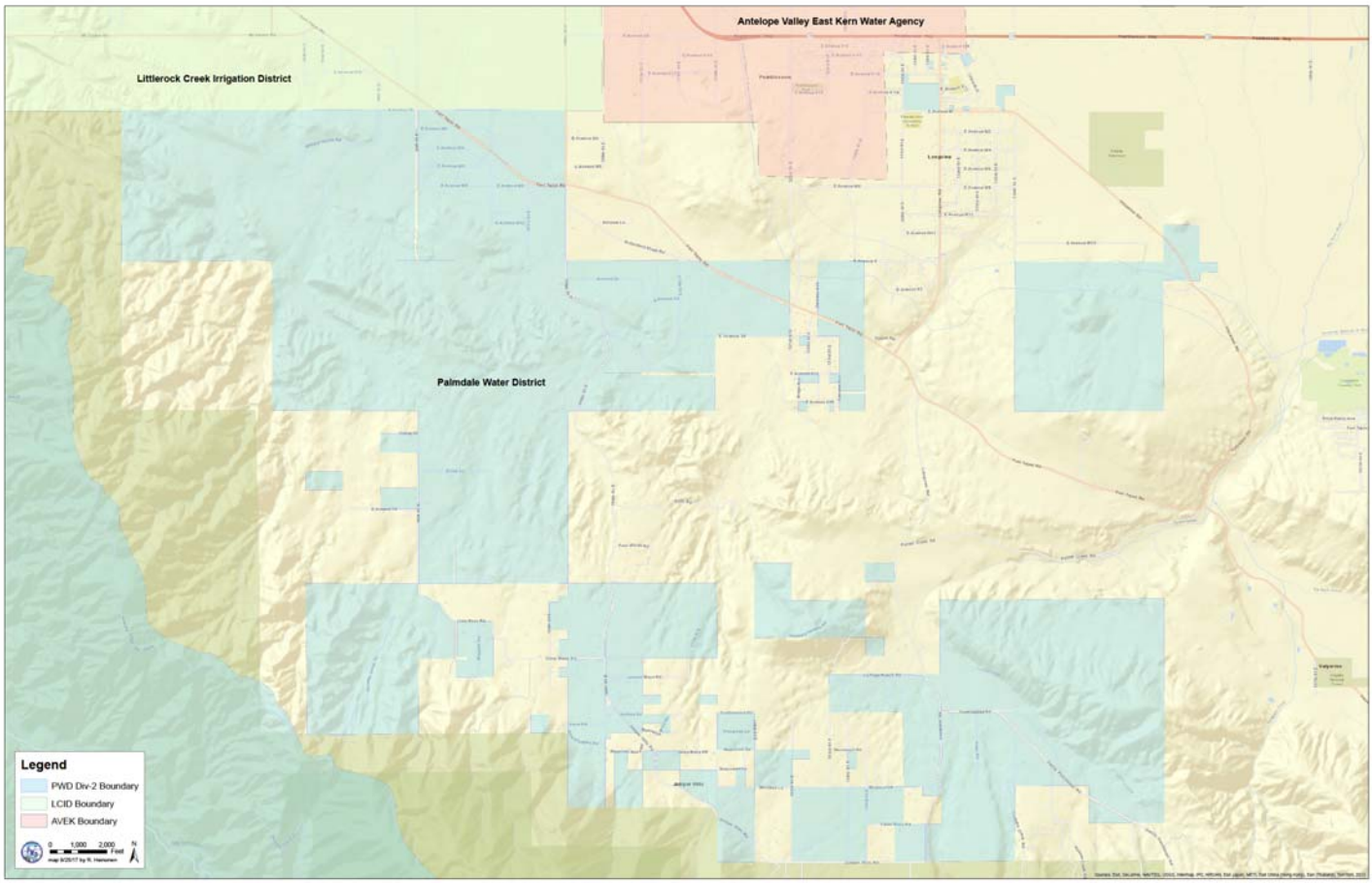
- A plan to update and improve the front entrance and lobby was approved by the Facilities Committee in March and work is complete. The kiosk is now installed and functioning in the lobby. It hosts service ticketing for customers, a directory of the office, and displays associated with the 100$^{th}$ Year celebration.

- Customer Care and Finance staff are now exclusively using TruePoint software. TruePoint has continued to provide solid support and programming changes for any needed adjustments. Staff is continuing to recognize and correct transition issues that arise to minimize any effect on customers and other District departments.

- Many residents in the Juniper Hills area rely on water hauling companies for their water. A major local source for these companies is no longer available and more distant water sources increase water costs for the residents.

  Numerous properties in the Juniper Hills area annexed to PWD in the early 1960's for access to the State Water Project (SWP) and pay the annual assessment for SWP fixed costs. To date, there has not been a way to use the SWP water due to the lack of a water system. However, this allows PWD to act as a water source for water hauling companies for properties within PWD's boundaries in the Juniper Hills area.

  The following map was provided for water hauling companies and residents to help them understand who PWD can help serve.




**PWD Division 2 Boundaries Near Juniper Hills**

The District is requiring submitals documenting a water hauling company's status as part of setting a water meter for their use. We are also using copies of property tax bills to verify the water hauling customers are within PWD's boundaries. Staff reviews the tax bill copies for that verification. Aleshire & Wynder also drafted an agreement for water hauling companies that is intended to protect the District and the water hauling customers. There are currently six (6) residents verified for water deliveries.

Staff attended the Juniper Hills Town Council meeting on November 1, 2017 to explain this approach and answer other questions from the residents. This is an unusual situation and shows the District's commitment to serve all customers within its boundaries, even in the absence of a water distribution system.