PALMDALE WATER DISTRICT

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Attorneys

Board of Directors

ROBERT E. ALVARADO
Division 1

JOE ESTES
Division 2

GLORIA DIZMANG
Division3

KATHY MAC LAREN
Division 4

VINCENT DINO
Division 5

March 5, 2015

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 11, 2015

7:00p. m.

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x 1003 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 x 1003 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 CC, 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.

2) Roll Call.

3) Adoption of Agenda.

4) Public comments for non-agenda items.

5) Presentations:

5.1) Customer Service Survey results. (Senior Customer Care Rep. Hernandez/Customer Finance Supervisor Taylor)

6) Action Items - Consent 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.)

6.1) Approval of minutes of Board Norms Workshop held February 18, 2015.

6.2) Approval of minutes of regular meeting held February 25, 2015.

6.3) Payment of bills for March 11, 2015.

6.4) Approval of job descriptions for Customer Care Department and Finance Department. (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 Resolution No. 15-5 Nominating Director Gloria Dizmang to the California Special Districts Association Board of Directors Seat A Position. (Director Dizmang)

7.2) Consideration and possible action on Resolution No. 15-6 Concurring in the Nomination of Paul Dorey to Serve on the ACWA/JPIA Executive Committee. (General Manager LaMoreaux)

7.3) Consideration and possible action on adoption of amendments to Article 4 (Board of Directors) of the District's Rules and Regulations-Resolution No. 15-7. (General Counsel Quilizapa)

7.4) Proposed confirmation of dissolution of Ad Hoc Committee re: development of Board Norms. (President Mac Laren/General Counsel Quilizapa)

7.5) Consideration and possible action on Board and staff attendance at conferences, seminars, and training sessions as follows:

a) American Water Works Association CA-NV Section Operator Symposium 2015 to be held March 17 – 18, 2015 in Ontario.

b) Dealing With Difficult People – How to Communicate With Tact and Skill Seminar to be held April 7, 2015 in Lancaster.

c) American Water Works Association ACE 15 Annual Conference & Exposition Uniting the World of Water to be held June 7 – 10, 2015 in Anaheim.

8) Information Items:

8.1) Reports of Directors:

a) Meetings/General Report.

b) Standing Committee/Assignment Reports (Chair):
1) Personnel Committee
2) Outreach Committee
3) Facilities Committee

8.2) Report of General Manager.

8.3) Report of Attorney.

9) Public comments on closed session agenda matters.

10) Closed session under:

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

10.2) Conference with Legal Counsel – Potential Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(3) and (4), to confer with District General Counsel regarding to determine whether to initiate litigation.

10.3) Conference with Legal Counsel – Public Employee Appointment: A closed session will be held, pursuant to Government Code §54957, with District General Counsel to discuss the appointment of an employee to the position of General Manager.

10.4) Conference with Labor Negotiators and Legal Counsel – Employment Contract Negotiations: A closed session will be held, pursuant to Government Code §54957.6, with the District's labor negotiators (Directors Alvarado and Dizmang) and District General Counsel to discuss the filling of the unrepresented position of General Manager.

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

12) Board members' requests for future agenda items.

13) Adjournment.

Dennis D. LaMoreaux

DENNIS D. LaMOREAUX,
General Manager

DDL/dd

PALMDALE WATER DISTRICT

CUSTOMER SERVICE SURVEY RESULTS

AGENDA ITEM NO. 5.1

Customer Service Survey Process and Timeline

- The customer service survey was conducted during the month of November, 2014.
- Survey was offered to approximately 30,000 customers.
- The survey was provided to customers through the four following options:
  - By mail as an insert included with all bills mailed out during the November, 2014 billing period. Customers had the opportunity to mail it back with their bill payment due in November and/or December or to drop survey at the main office during these two months.
  - In person: The survey was offered to customers that conducted business in person during the month of November.
  - By phone: The survey was offered to customers that contacted us by phone during the month of November.
  - Online: Customers had the opportunity to complete the survey if they visit the customer service page.

Survey Summary Results

- The total of 3008 Customers participated in our customer service survey.
- 1780 English speaking customers completed a paper survey.
- 484 English Speaking Customers participated in the survey by Telephone.
- 488 Spanish speaking customers completed a paper survey.
- 256 Spanish speaking customers participated in the survey by Telephone.
- 2 Customers participated in the survey online.

  (not included in graphs)

PALMDALE WATER DISTRICT SURVEY RESULTS (Paper & Telephone) - ENGLISH

	Excellent	Above Avg.	Avg.	Below Avg.	Poor	Blank	Total
How would you rate the overall service(s) you received?	790	534	540	45	63	292	2264
How would you rate our ability to process your request(s) in a timely manner?	723	526	583	65	62	305	2264
How satisfied are you with the representative's helpfulness and responsiveness to your questions or concerns?	790	487	530	69	70	318	2264
How satisfied are you with the representative's knowledge related to your question or request?	741	504	548	73	65	333	2264
How informative do you feel PWD is in regards to Policy Changes, Construction Projects, and Latest News?	618	564	598	96	92	296	2264

	YES	NO	Blank	Total
Have you had difficulty reaching our office by phone?	346	1688	230	2264

PALMDALE WATER DISTRICT SURVEY RESULTS (Paper & Telephone) - SPANISH

	Excellent	Above Avg.	Avg.	Below Avg.	Poor	Blank	Total
How would you rate the overall service(s) you received?	347	149	67	6	4	171	744
How would you rate our ability to process your request(s) in a timely manner?	330	170	96	11	6	131	744
How satisfied are you with the representative's helpfulness and responsiveness to your questions or concerns?	364	142	83	13	8	134	744
How satisfied are you with the representative's knowledge related to your question or request?	336	152	97	12	10	137	744
How informative do you feel PWD is in regards to Policy Changes, Construction Projects, and Latest News?	263	213	98	17	12	141	744

	YES	NO	Blank	Total
Have you had difficulty reaching our office by phone?	72	541	131	744

PALMDALE WATER DISTRICT SURVEY RESULTS (Paper & Telephone) - COMBINED

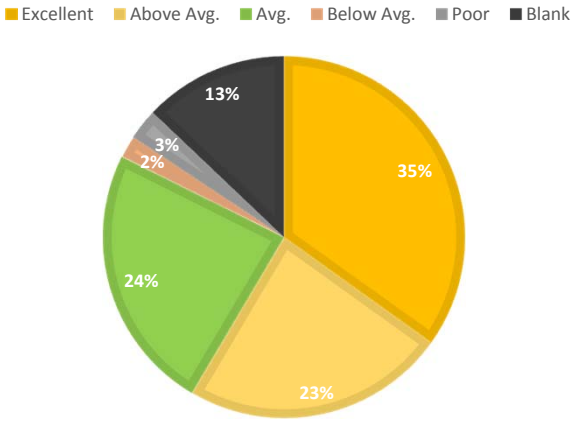
	Excellent	Above Avg.	Avg.	Below Avg.	Poor	Blank	Total
How would you rate the overall service(s) you received?	1137	683	607	51	67	463	3008
How would you rate our ability to process your request(s) in a timely manner?	1053	696	679	76	68	436	3008
How satisfied are you with the representative's helpfulness and responsiveness to your questions or concerns?	1154	629	613	82	78	452	3008
How satisfied are you with the representative's knowledge related to your question or request?	1077	656	645	85	75	470	3008
How informative do you feel PWD is in regards to Policy Changes, Construction Projects, and Latest News?	881	777	696	113	104	437	3008

	YES	NO	Blank	Total
Have you had difficulty reaching our office by phone?	418	2229	361	3008

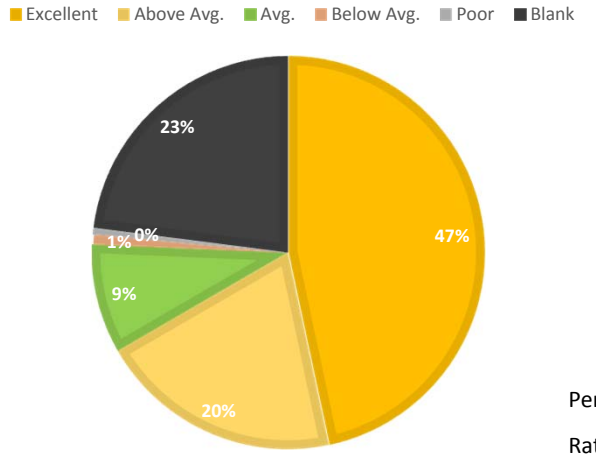
PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

How would you rate the overall service(s) you received?

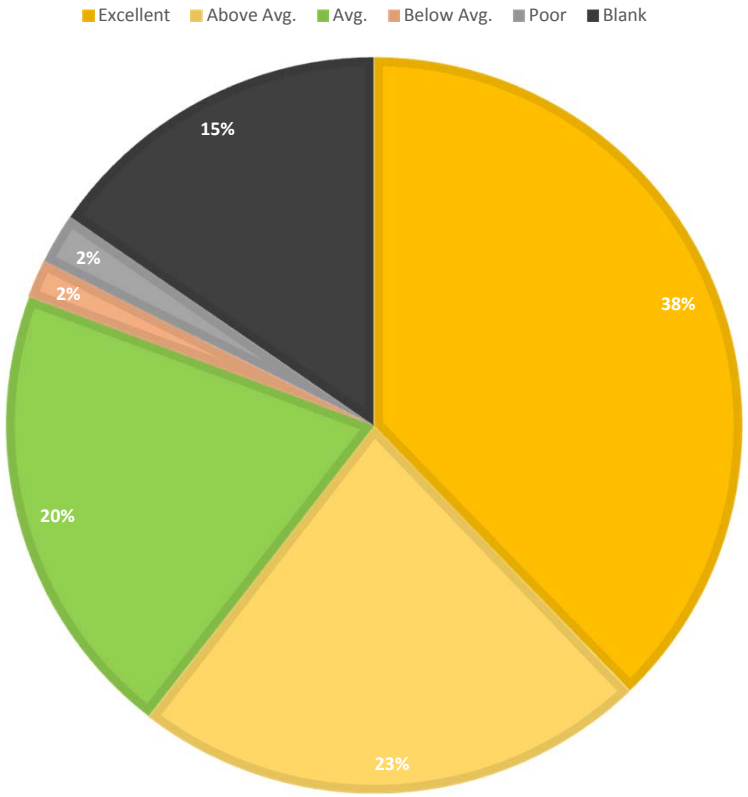
OVERALL SERVICE _ ENGLISH

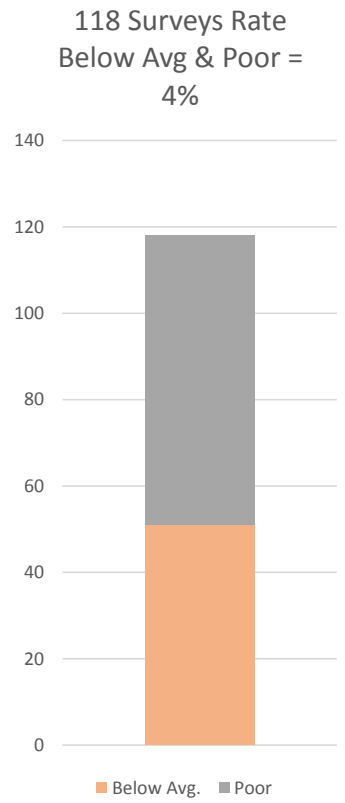


OVERALL SERVICE _ SPANISH



OVERALL SERVICE RATING COMBINED - 3,008 SURVEYS





Percentage of Customers who rate District as Average to Excellent 81% or 2427 Surveys

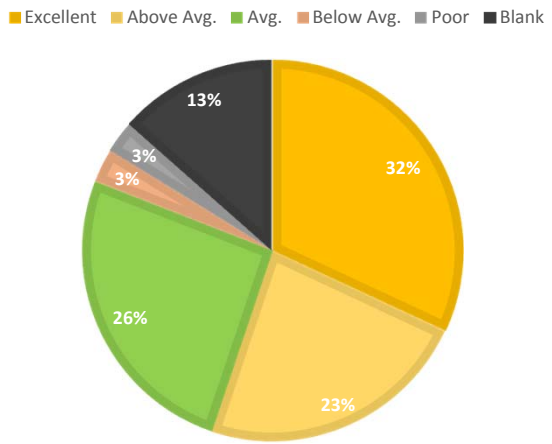
Rating percentage increases to 95% if blank (no response) taken out.

Surveys_English	2264
Surveys_Spanish	744

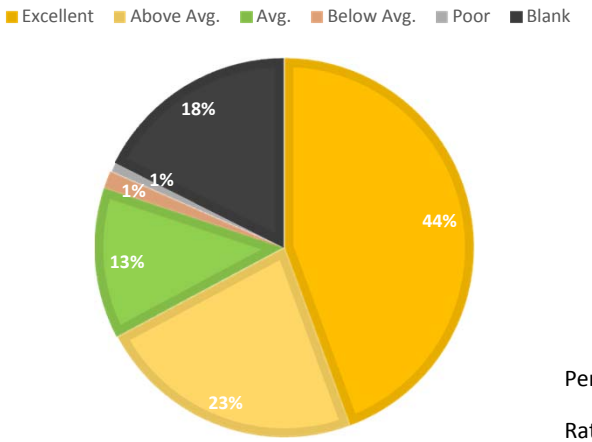
PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

How would you rate our ability to process your request(s) in a timely manner?

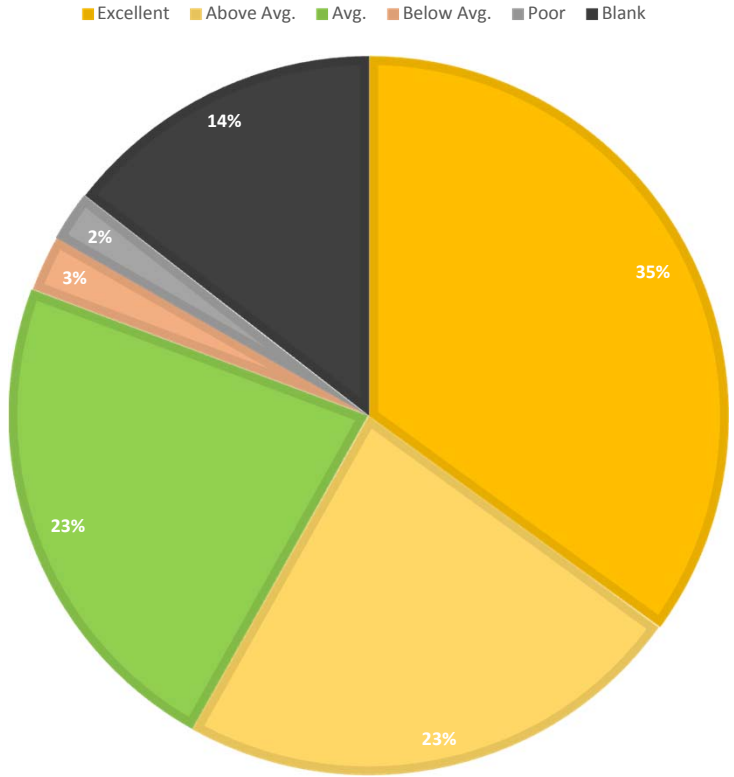
TIMELY MANNER _ ENGLISH



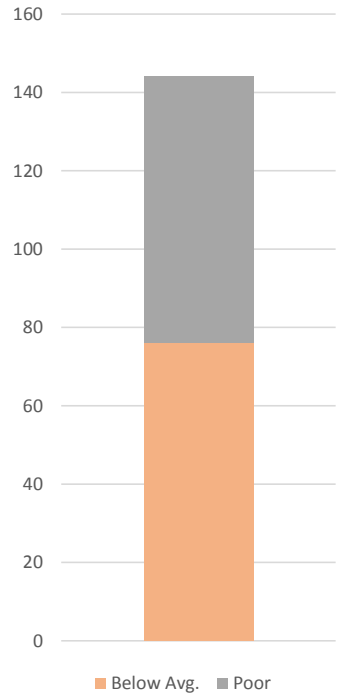
TIMELY MANNER _ SPANISH



TIMELY MANNER RATING COMBINED - 3,008 SURVEYS



144 Surveys Rate Below Avg & Poor = 5%



Percentage of Customers who rate District as Average to Excellent 81% or 2428 Surveys

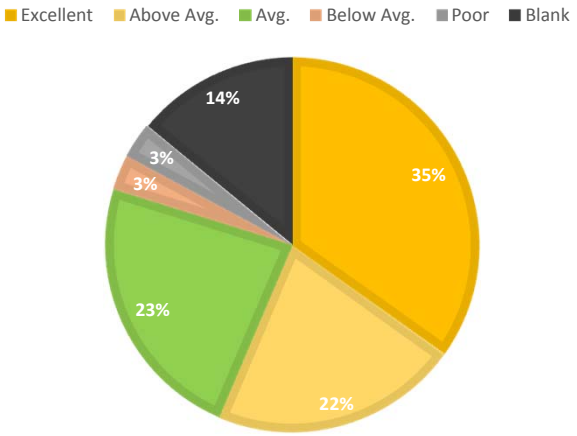
Rating percentage increases to 94% if blank (no response) taken out.

Surveys_English	2264
Surveys_Spanish	744

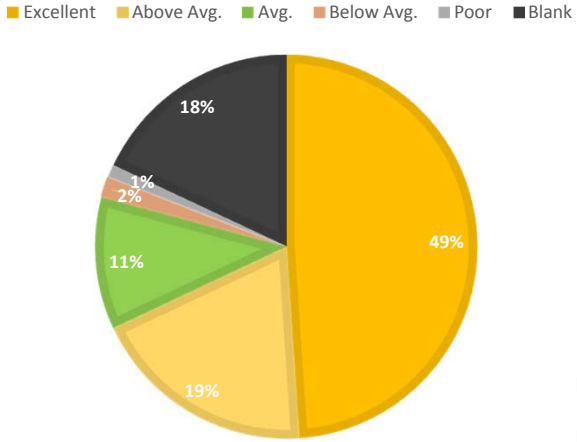
PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

How satisfied are you with the representative's helpfulness and responsiveness to your questions or concerns?

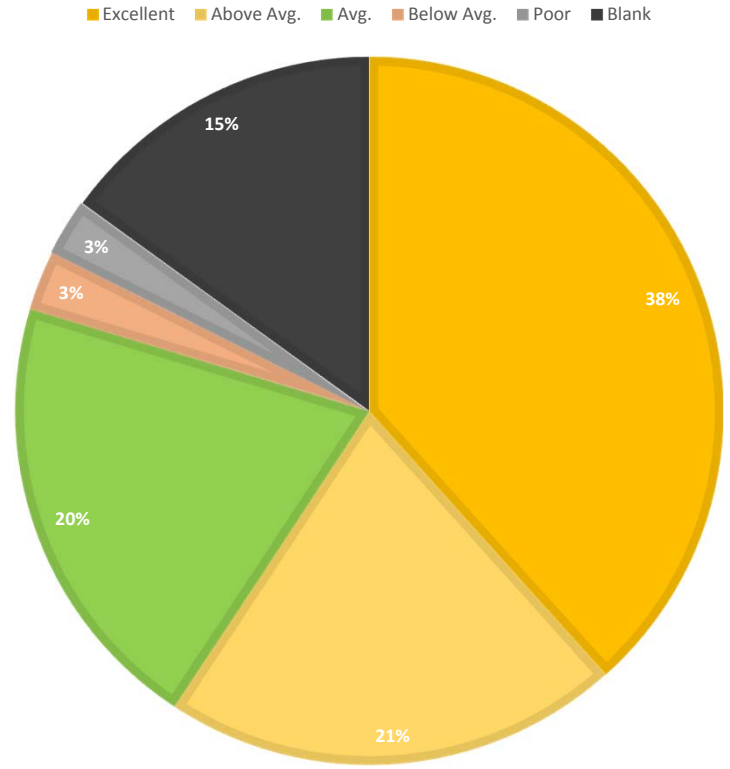
HELPFUL & RESPONSIVE _ ENGLISH

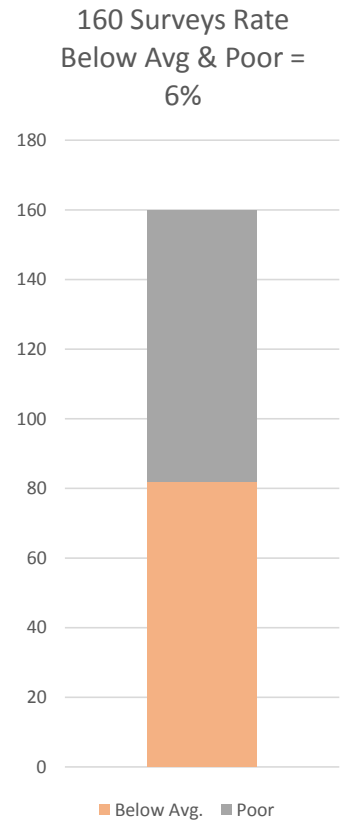


HELPFUL & RESPONSIVE _ SPANISH



HELPFUL & RESPONSIVE COMBINED - 3,008 SURVEYS





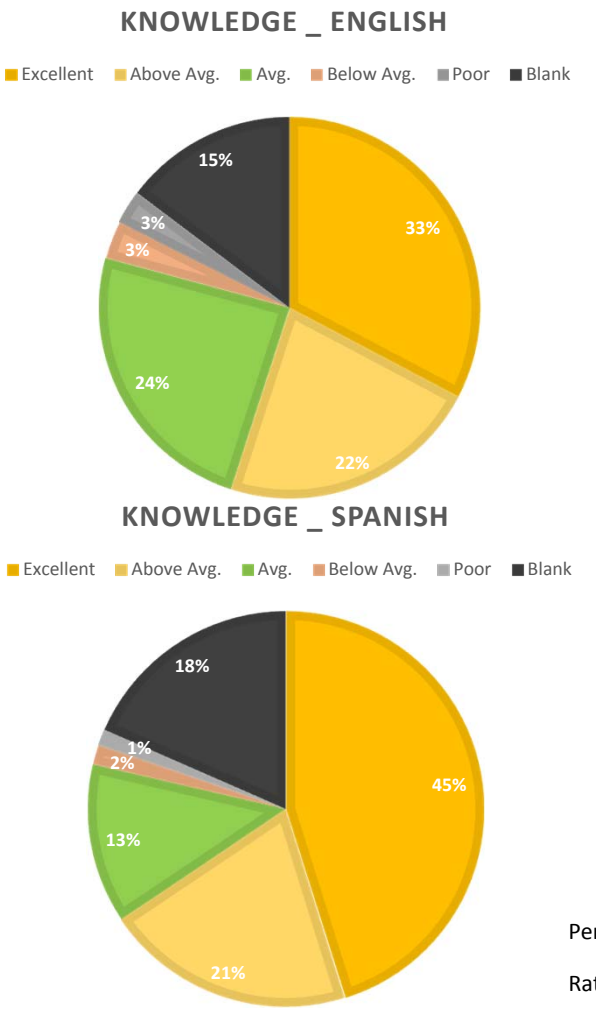
Percentage of Customers who rate District as Average to Excellent 80% or 2396 Surveys

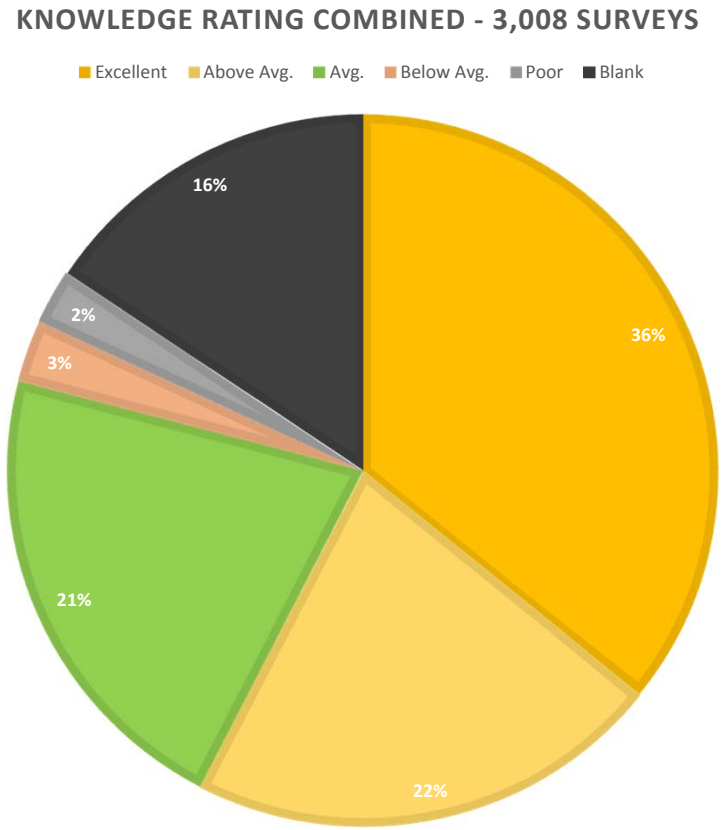
Rating percentage increases to 94% if blank (no response) taken out.

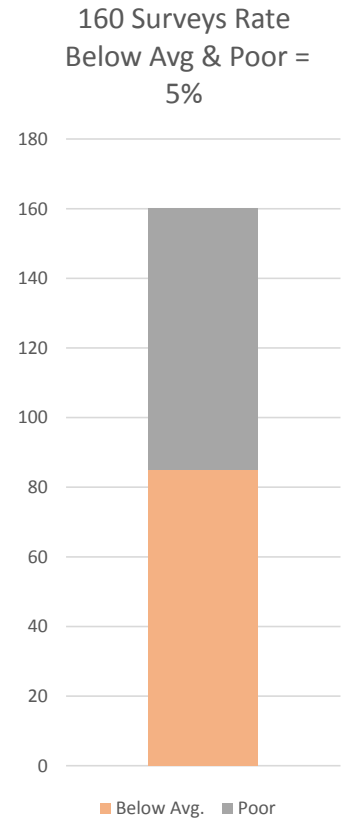
Surveys_English	2264
Surveys_Spanish	744

PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

How satisfied are you with the representative's knowledge related to your question or request?







Percentage of Customers who rate District as Average to Excellent 79% or 2378 Surveys

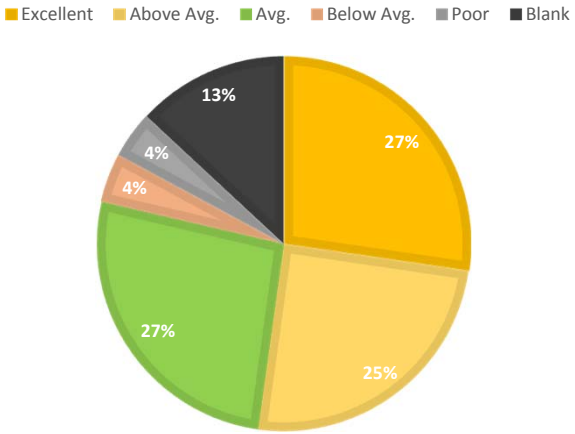
Rating percentage increases to 94% if blank (no response) taken out.

Surveys_English	2264
Surveys_Spanish	744

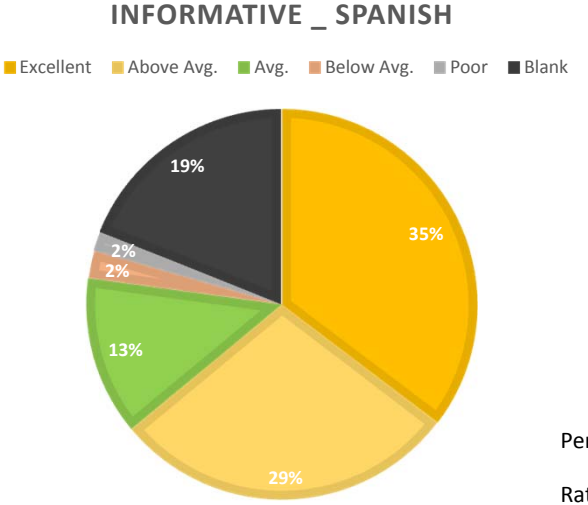
PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

How informative do you feel PWD is in regards to Policy Changes, Construction Projects, and Latest News?

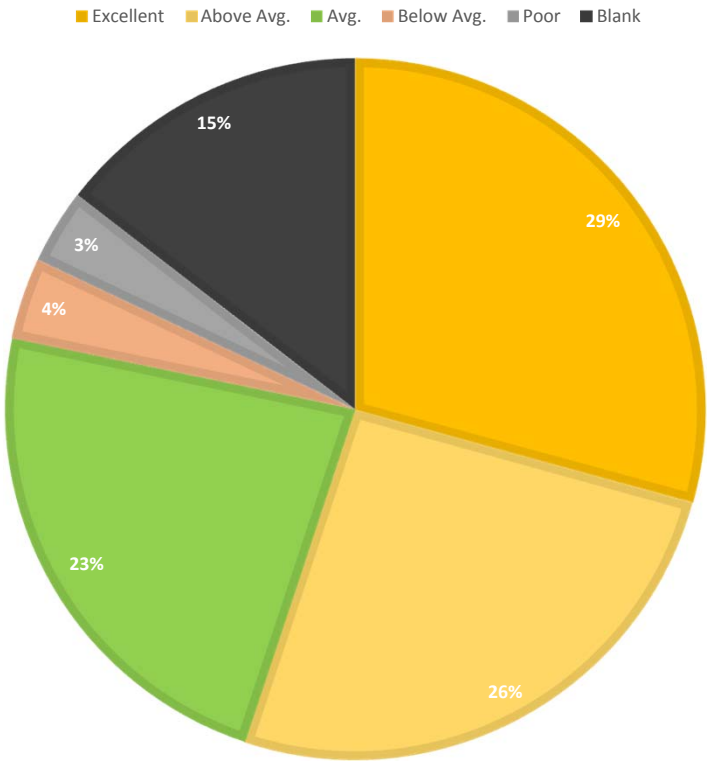
INFORMATIVE _ ENGLISH

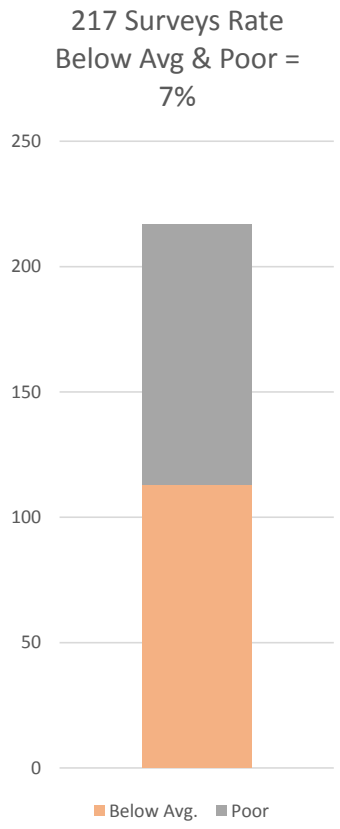


INFORMATIVE _ SPANISH



INFORMATIVE RATING COMBINED - 3,008 SURVEYS





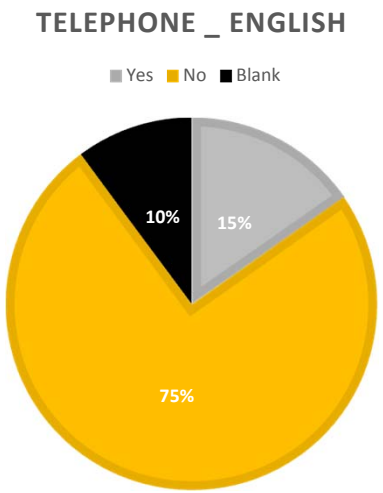
Percentage of Customers who rate District as Average to Excellent 78% or 2354 Surveys

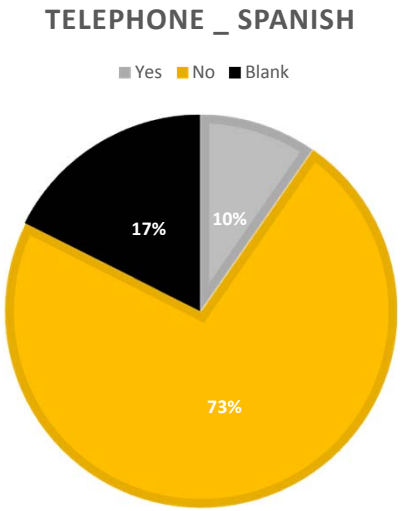
Rating percentage increases to 92% if blank (no response) taken out.

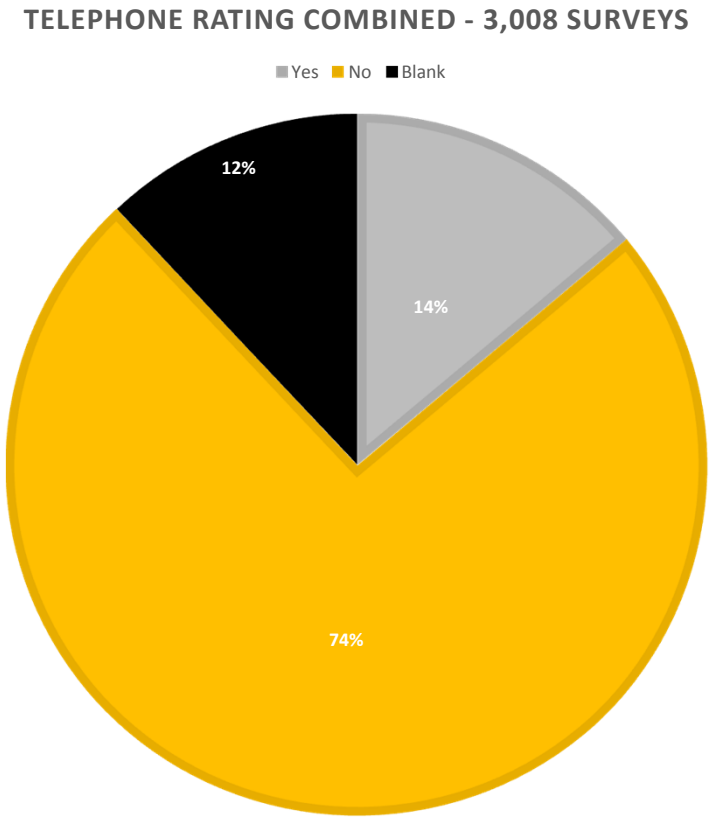
Surveys_English	2264
Surveys_Spanish	744

PALMDALE WATER DISTRICT - CUSTOMER SERVICE SURVEY RESULTS

Have you had difficulty reaching our office by phone?







Percentage of Customers who rate District as Average to Excellent 74% or 2428 Surveys

Rating percentage increases to 84% if blank (no response) taken out.

Surveys_English	2264
Surveys_Spanish	744

Survey Written Comments and Suggestions

- 491 English speaking customers provided us with comments and/or suggestions.

- 163 Spanish speaking customers provided us with comments and/or suggestions.

Any Questions ???

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 5, 2015 **March 11, 2015**

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 JOB DESCRIPTIONS FOR CUSTOMER CARE DEPARTMENT AND FINANCE DEPARTMENT.***

Recommendation:

Staff and the Personnel Committee recommend the Board approve the job descriptions for the Customer Care Department and the Finance Department.

Background:

The Board of Directors recently approved the creation of a Customer Care Department and a Finance Department. Updated job descriptions are needed to clarify the duties of staff in these departments.

Strategic Plan Initiative:

This work is part of Strategic Initiative No. 5 – Exceptional Customer Service.

Budget:

There is no impact to the budget from this item.

Supporting Documents:

Job descriptions for:

- Finance Manager/CFO
- Customer Care Supervisor
- Senior Customer Care Representative
- Senior Field Customer Care Representative
- Customer Care Representative I/II
- Field Customer Care Representative II
- Customer Account Technician

PALMDALE WATER DISTRICT

FINANCE MANAGER/CFO

FLSA Status: Exempt

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

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

Exercises direct supervision over Customer Finance Supervisor and Accounting Supervisor and any other assigned supervisory, professional, and administrative support staff.

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

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

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

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

Coordinate and oversee preparation of the District-wide annual budget; supervise and participate in the development and administration of the Finance Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; monitor and approve expenditures; implement mid-year adjustments.

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

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

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

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

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

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

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

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of financial management and governmental accounting standards.

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

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

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

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

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Ability to:

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

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

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

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

Develop and implement department policies and procedures.

Supervise, train and evaluate assigned personnel.

Gain cooperation through discussion and persuasion.

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

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

Communicate clearly and concisely, both orally and in writing.

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

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Experience and Training

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

Experience:

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

Training:

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

License and Certificate

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

Possession of, or ability to obtain, certification as a Certified Public Accountant (CPA) as awarded by the American Institute of Certified Public Accountants is highly desired.

Required use of cell phone with data plan.

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.

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PALMDALE WATER DISTRICT

CUSTOMER CARE SUPERVISOR

FLSA Status: Exempt

DEFINITION

To plan, organize, direct and supervise the Customer Care Department, and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager.

Exercises direct supervision over the Senior Customer Care Representative and the Senior Field Customer Service Representative and any other assigned customer care support staff.

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

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

Plan, prioritize, assign, supervise and review the work of staff involved in customer care operations including receipt and posting of payments; processing of water service applications, and response to customer inquiries.

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

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

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

Ensure that customer accounts are properly established, maintained, and monitored; oversee water service application process.

Oversee daily processing of customer payments and receipts; ensure daily reconciliation of cash register receipts.

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Oversee issuance of water service turn-on, shut-offs, and other service orders; ensure assigned staff comply with related District policies and procedures.

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

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer care, interaction with the public and record-keeping, including use of computerized systems.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Record keeping techniques, research, and statistical methods.

Principles and practices of safety management.

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

Ability to:

Organize, implement and direct customer care operations/activities.

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

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

Interpret and explain pertinent District and department policies and procedures.

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

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

Three years of increasingly responsible experience in customer service, credit operations, or utility billing; including one year providing technical and functional supervision over assigned personnel.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in accounting, computer science or a related field.

License and Certificate

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

Approved:

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

DRAFT

_____ _____
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.

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SENIOR CUSTOMER CARE REPRESENTATIVE

FLSA Status: Non - Exempt

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

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

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Care Supervisor.

Exercises technical and functional supervision over assigned customer care staff.

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

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

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

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

Provide and coordinate staff training.

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

Interact with field staff regarding service start-up; request investigation of field conditions,; prepare related service tags and work orders.

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

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

Assign registers and daily reconciliation.

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training.

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

Computerized customer billing and reporting systems.

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

Ability to:

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

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

Intermittently, review documents related to customer care operations; observe, identify and problem solve office operations and procedures; understand, interpret

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and explain customer care and District policies and procedures; explain operations and problem solve office issues for the public and with staff.

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

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

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

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

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

Training:

Equivalent to the completion of the twelfth grade. Customer Care certification is required along with additional specialized training in customer billing and accounting, computer science or a related field.

License and Certificate

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

Approved:

DRAFT

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.

DRAFT

SENIOR FIELD CUSTOMER CARE REPRESENTATIVE

FLSA Status: Non-Exempt

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

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

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Care Supervisor.

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

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

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

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

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

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

Read water meters and record consumption.

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

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

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

Confirm accurate water meter registration/consumption readings.

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

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

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

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

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

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

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

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

Perform related duties as assigned.

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MINIMUM QUALIFICATIONS

Knowledge of:

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

Pertinent water utility industry standards and regulations.

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

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

Computer skills as necessary to perform job duties.

Ability to:

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

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

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

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

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

Operate and program automated meter reading equipment.

Work outdoors in a variety of weather conditions.

Work assigned shift schedules, be available for call back.

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

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

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

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in water utility systems, methods, and procedures or a related field is desirable.

License and Certificate

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

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

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

May be required to obtain special certifications.

Approved:

DRAFT

CUSTOMER CARE REPRESENTATIVE I
CUSTOMER CARE REPRESENTATIVE II

FLSA Status: Non-Exempt

DEFINITION

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

DISTINGUISHING CHARACTERISTICS

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

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

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

SUPERVISION RECEIVED AND EXERCISED

Customer Care Representative I

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

Customer Care Representative 2

Receives general supervision from the Senior Customer Care Representative.

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

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

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

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

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

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

Process closing account requests.

Respond to customer emails.

Process deposit refund requests.

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

Interact with field staff regarding service start-up, and scheduled or immediate shut-downs; request investigation of field conditions; prepare related service tags and work orders.

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

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

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Perform related duties as assigned.

Additional Duties for Customer Care Representatives II:

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

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

Trains Customer Care Representative I's and other support staff

Cross trains to assist in billing or accounting functions as necessary.

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

MINIMUM QUALIFICATIONS

Customer Care Representative I

Knowledge of:

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

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

Basic record keeping practices and procedures.

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

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

Ability to:

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

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

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

Learn to use specialized customer service information software.

Learn pertinent District and department policies.

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

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

Perform detailed and accurate clerical work while experiencing frequent interruption.

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

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

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

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

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

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

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FIELD CUSTOMER CARE REPRESENTATIVE II

FLSA Status: Non-Exempt

DEFINITION

Perform a variety of field customer care related activities for both internal and external customer requests which include emergency shut off, water waste notices, turn on/off services, verifying the accuracy of water meter reads, leak at meter, verifying the accuracy of meter and related equipment and to interact with the public in the course of field activities.

DISTINGUISHING CHARACTERISTICS

Position receives only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Field Customer Care Representative.

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

Perform equipment calibration and pressure checks.

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

Handle and report findings for various work order requests such as: confirm accuracy of water meter registration/consumption readings; check for leaks, emergency repair shut offs, and verifying meter and/or radio unit is working properly.

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

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

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

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

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

Basic practices and methods of record keeping.

Advanced customer interaction.

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

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

Ability to:

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

Perform angle stop replacement.

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

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

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

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

Deal tactfully with customers encountered in the field.

Work outdoors in a variety of weather conditions.

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Work assigned shift schedules; be available for call back.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

Two years of responsible experience similar to a Field Customer Care Representative 1 with the Palmdale Water District.

Training:

Equivalent to completion of the twelfth grade.

License and Certificate

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

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

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.

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PALMDALE WATER DISTRICT

CUSTOMER ACCOUNT TECHNICIAN

FLSA Status: Non-Exempt

DEFINITION

To process customer billings; process night drop and mailed payments; coordinate customer collections; and to perform varied and routine customer accounting duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Finance Supervisor.

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

Respond to a variety of customer questions and provide assistance regarding billing, door tags, shut-offs, and collections.

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

Follow up on after-hours reports.

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

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

Process rejected payments.

Process all returned mail and update mailing addresses from postal service.

Coordinate lien placement; process payoff demands and bankruptcies.

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

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

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

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

Basic record keeping practices and procedures.

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

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

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

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

Ability to:

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

Independently perform responsible clerical and accounting customer service work.

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

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

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.

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

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

Perform detailed and accurate clerical work while experiencing frequent interruption.

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

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

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

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

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

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in billing and accounting is desired.

License and Certificate

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

Approved:

DRAFT

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.

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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 4, 2015 **March 11, 2015**

TO: BOARD OF DIRECTORS **Board Meeting**

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM NO. 7.1 – CONSIDERATION AND POSSIBLE ACTION ON RESOLUTION NO. 15-5 NOMINATING DIRECTOR GLORIA DIZMANG TO THE CALIFORNIA SPECIAL DISTRICTS ASSOCIATION BOARD OF DIRECTORS SEAT A POSITION.***

Recommendation:
Staff recommends the Board approve Resolution No. 15-5 Nominating Director Gloria Dizmang to the California Special Districts Association Board of Directors Seat A Position.

Alternative Options:
The alternative is to not approve Resolution No. 15-5.

Impact of Taking No Action:
Director Dizmang will not be nominated to the California Special Districts Association Board of Directors Seat A Position.

Background:
The California Special Districts Association (CSDA) Elections and Bylaws Committee is looking for CSDA members interested in leading the direction of CSDA for the 2016-2018 term. The CSDA governing body is responsible for all policy decisions related to CSDA's member services, legislative advocacy, education and resources.

Director Dizmang is interested in serving on the CSDA Board of Directors, and Resolution No. 15-5 supports her nomination to the CSDA Board of Directors Seat A position.

Strategic Plan Initiative:
This work is part of Strategic Initiative No. 4 – Regional Leadership.

Budget:
This is under Budget Item No. 1-01-4050-000 Director's Travel, Seminars & Meetings.

Supporting Documents:
- February 20, 2015 memo from CSDA regarding "CSDA Board of Directors Call for Nominations Seat A"
- Board of Directors Nomination Form
- CSDA Board Candidate Information Sheet and Candidate Statement
- Resolution No. 15-5

FOR BOARD INFORMATION 2-23-15

California Special
Districts Association
Districts Stronger Together

RECEIVED
FEB 23 2015

DATE: February 20, 2015

TO: CSDA Voting Member Presidents and General Managers

FROM: CSDA Elections and Bylaws Committee

SUBJECT: **CSDA BOARD OF DIRECTORS CALL FOR NOMINATIONS SEAT A**

The Elections and Bylaws Committee is looking for Independent Special District Board Members or their General Managers who are interested in leading the direction of the California Special Districts Association for the 2016 - 2018 term.

The leadership of CSDA is elected from its six geographical networks. Each of the six networks has three seats on the Board with staggered 3-year terms. Candidates must be affiliated with an independent special district that is a CSDA regular member located within the geographic network that they seek to represent. (See attached Network Map)

The CSDA Board of Directors is the governing body responsible for all policy decisions related to CSDA's member services, legislative advocacy, education and resources. The Board of Directors is crucial to the operation of the Association and to the representation of the common interests of all California's special districts before the Legislature and the State Administration. Serving on the Board requires one's interest in the issues confronting special districts statewide.

Commitment and Expectations:

- Attend all Board meetings, held every other month at the CSDA office in Sacramento.
- Participate on at least one committee, meets 3-5 times a year at the CSDA office in Sacramento.
  (CSDA reimburses Directors for their related expenses for Board and committee meetings as outlined in Board policy).
- Attend CSDA's two annual events: Special District Legislative Days (held in the spring) and the CSDA Annual Conference (held in the fall).
- **Complete all four modules of CSDA's Special District Leadership Academy within 2 years.**
  (CSDA does not reimburse for expenses for the two conferences or the Academy classes even if a Board or committee meeting is held in conjunction with the events).

Nomination Procedures: Any Regular Member is eligible to nominate one person, a board member or managerial employee (as defined by that district's Board of Directors), for election to the CSDA Board of Directors. **A copy of the member district's resolution or minute action and Candidate Information Sheet must accompany the nomination. The deadline for receiving nominations is May 22, 2015.** Nominations and supporting documentation may be mailed or faxed.

Nominees will receive a Candidate's Packet in the mail. The packet will include campaign guidelines.

CSDA will mail ballots on June 5th. The ballots must be received by CSDA no later than 5:00 p.m. August 7, 2015 and must be the original ballot (no faxes or e-mails). The successful candidates will be notified no later than August 10th. All selected Board Members will be introduced at the Annual Conference in Monterey, CA in September.

Expiring Terms

(See enclosed map for regional breakdown)

Northern Network	Seat A	John Woolley, Manila Community Services District
Sierra Network	Seat A	Noelle Mattock, El Dorado Hills Community Services District*
Bay Area Network	Seat A	*Currently vacant*
Central Network	Seat A	Joel Bauer, West Side Cemetery District*
Coastal Network	Seat A	Elaine Freeman, Rancho Simi Recreation & Park District
Southern Network	Seat A	Jo MacKenzie, Vista Irrigation District*

(* = Incumbent is running for re-election)

If you have any questions, please contact Charlotte Lowe at 877-924-CSDA or charlottel@csda.net.

California Special
Districts Association
Districts Stronger Together

BOARD OF DIRECTORS NOMINATION FORM

Name of Candidate: GLORIA DIZMANG

District: Palmdale Water District

Mailing Address: 2029 East Avenue Q

Palmdale, CA 93550

Network: Southern **(see map on back)**

Telephone: (661) 947-2579
(PLEASE BE SURE THE PHONE NUMBER IS ONE WHERE WE CAN REACH THE CANDIDATE)

Fax: (661) 947-8604

E-mail: gdizmang@palmdalewater.org

Nominated by (optional): The Board of Directors of the Palmdale Water District

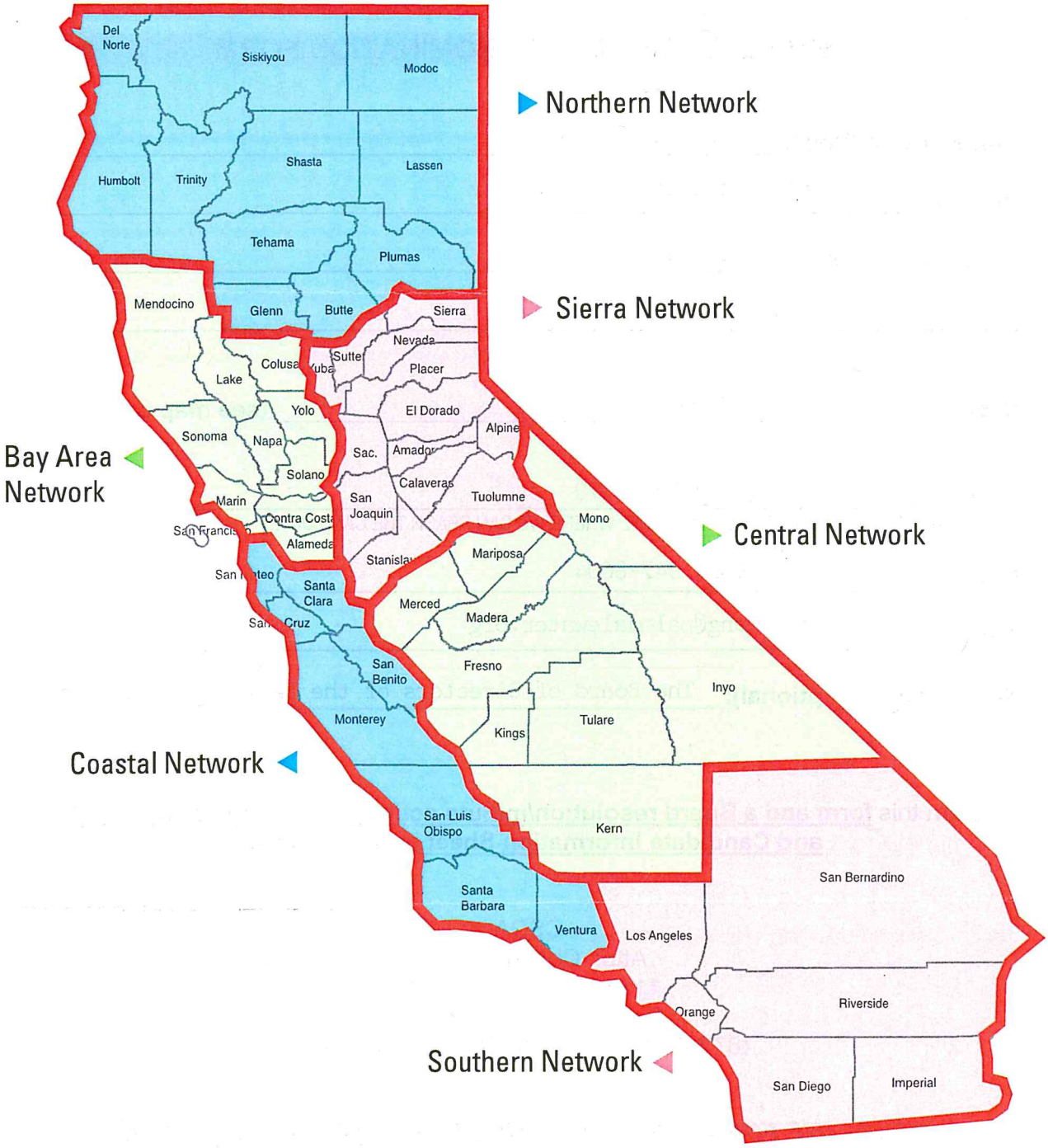
Return this **form and a Board resolution/minute action supporting the candidate and Candidate Information Sheet** by fax or mail to:

CSDA
Attn: Charlotte Lowe
1112 I Street, Suite 200
Sacramento, CA 95814
(877) 924-2732 (916) 442-7889 fax

DEADLINE FOR RECEIVING NOMINATIONS – May 22, 2015

California Special Districts Association

DISTRICT NETWORKS



LAST UPATED JAN. 13, 2015

California Special
Districts Association
CSDA
Districts Stronger Together

CSDA BOARD CANDIDATE INFORMATION SHEET

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

Name: Gloria Dizmang

District/Company: Palmdale Water District

Title: Treasurer, Board of Directors

Elected/Appointed/Staff: Elected

Length of Service with District: since December, 2011

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

All four modules of CSDA's Special District Leadership Academy are complete; attended Special District Leadership Academy Conference Nov. 16-19, 2014 in Garden Grove

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

No

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

Rent Arbitrator City of Palmdale, President Civilian Military Affairs Council for Antelope Valley, Chair Pre-Redevelopment Committee City of Palmdale, 1980 candidate for State Assembly, President Union Local 1743 California Federation of Teachers, Vice President Local Calif. Teachers Assoc Chapter, Vice President Adjunct A.V. College Local Calif. Federation of Teachers

4. **List civic organization involvement:**

African American Chamber of Commerce, individual member; Hispanic Chamber of Commerce, individual member; Palmdale Chamber of Commerce, District member

****Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. **Any statements received in the CSDA office after June 4, 2015 will not be included with the ballot mailing.**

CANDIDATE STATEMENT
GLORIA DIZMANG



In the structure of government, the local agencies are the base. They directly deal with the people to make certain their services work. CSDA is a leader in assisting with the training of agency leaders to be effective. As a new Board member three years ago, I was uncertain where my power began and ended. By taking courses offered by the CSDA, I was able to receive a sense of direction.

I am an educator, and I know I could assist with the planning of CSDA offerings. I would be honored to be selected.

RESOLUTION NO. 15-5

RESOLUTION OF THE BOARD OF DIRECTORS OF THE

PALMDALE WATER DISTRICT

NOMINATING GLORIA DIZMANG TO THE

CALIFORNIA SPECIAL DISTRICTS ASSOCIATION (CSDA)

BOARD OF DIRECTORS SEAT A POSITION

WHEREAS, the CSDA is looking for Independent Special District Board Members to lead the direction of the CSDA for the 2016-2018 term;

WHEREAS, the Palmdale Water District is a member district of the CSDA; and

WHEREAS, Gloria Dizmang, Treasurer of the Board of Directors for the Palmdale Water District, is interested in the issues confronting special districts statewide and is seeking the CSDA Board of Directors Seat A position for the Southern Network; and

WHEREAS, Gloria Dizmang has proven herself to be an advocate for the Palmdale Water District's constituents with her efforts in the creation of a Rate Assistance Program for seniors and low income residents, through her diligence in reviewing the finances of the Palmdale Water District as Chair of the Finance Committee, through her creation of the Before the First Drop campaign, which provides education on the process of providing water before the first drop is delivered to the tap and was a finalist in ACWA's Best in Blue Award recognizing excellence in communications, and through her oversight of the Palmdale Water District's water sources and supply as the Chair of the Water Supply & Reliability Committee.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Palmdale Water District is confident that Gloria Dizmang will advocate for the common interests of all California's special districts in the same manner that she advocates and provides oversight for the

constituents of the Palmdale Water District and will bring new and innovative ideas to the CSDA Board of Directors Seat A position as well as to any CSDA Committees for which she is appointed to serve.

BE IT FURTHER RESOLVED, that the Board of Directors of the Palmdale Water District offers its full support and nomination of Gloria Dizmang to the CSDA Board of Directors Seat A position.

ADOPTED this 11th day of March, 2015.

_____
BOARD PRESIDENT

ATTEST:

_____
BOARD SECRETARY

APPROVED AS TO FORM:

_____
ALESHIRE & WYNDER, LLP,
General Counsel

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 4, 2015 **March 11, 2015**

TO: BOARD OF DIRECTORS **Board Meeting**

FROM: Mr. Dennis D. LaMoreaux, General Manager

RE: ***AGENDA ITEM NO. 7.2 – CONSIDERATION AND POSSIBLE ACTION ON RESOLUTION NO. 15-6 CONCURRING IN THE NOMINATION OF PAUL DOREY TO SERVE ON THE ACWA/JPIA EXECUTIVE COMMITTEE***

Recommendation:
Resolution No. 15-6 is presented for Board consideration at the request of the Vista Irrigation District. Mr. Paul Dorey is a Director for this agency. Staff has no recommendation on this item; however, similar resolutions have been approved in the past.

Alternative Options:
The alternative is to not approve Resolution No. 15.6.

Impact of Taking No Action:
There is no impact to the District from taking no action on this item.

Background:
The Association of California Water Agencies/Joint Powers Insurance Authority (ACWA/JPIA) has several Committees including an Executive Committee. Mr. Dorey currently serves on the ACWA/JPIA Board of Directors and wishes to serve on their Executive Committee. He must obtain formal concurrence of his nomination to this Committee in the form of a resolution from three ACWA/JPIA member districts and has presented the attached Resolution for the Board's consideration.

Strategic Plan Initiative:
This work is part of Strategic Initiative 4 – Regional Leadership.

Budget:
This item has no effect on the budget.

Supporting Documents:
- Letter from Vista Irrigation District regarding the nomination of Paul Dorey to the ACWA/JPIA Executive Committee
- Resolution No. 15-03 from the Vista Irrigation District nominating Mr. Dorey to the ACWA/JPIA Executive Committee
- Statement of Candidacy for Mr. Dorey
- Palmdale Water District Resolution No. 15-6 Concurring in Nomination Paul Dorey to the Executive Committee of ACWA/JPIA

VISTA IRRIGATION DISTRICT

1391 Engineer Street • Vista, California 92081-8840
Phone (760) 597-3100 • Fax: (760) 598-8757
www.vid-h2o.org

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Board of Directors

Jo MacKenzie, *President*
Paul E. Dorey
Marty Miller
Randy L. Reznicek
Richard L. Vásquez

Administrative Staff

Roy A. Coox
General Manager
Eldon L. Boone
Assistant General Manager / Treasurer
Lisa R. Soto
Board Secretary
Joel D. Kuperberg
General Counsel

January 28, 2015

ACWA/JPIA Member Agencies

Re: Nomination of Paul E. Dorey to the ACWA/JPIA Executive Committee

Dear General Manager;

The Vista Irrigation District (VID) has nominated Board member Paul E. Dorey to serve on the ACWA/JPIA Executive Committee. Elections will take place at the JPIA Board of Directors meeting on May 4, 2015 at the Spring ACWA Conference in Sacramento, California.

Paul has served as VID's representative to the JPIA Board of Directors for eight years, and he has been a member of the JPIA Liability Subcommittee for five years. We hope your organization will concur with this nomination.

As a member of ACWA/JPIA, Vista Irrigation District requests that your Board submit a resolution of support ***concurring*** with the nomination of Paul Dorey to serve on the ACWA/JPIA Executive Committee, and to vote for him at the election. As you can see from the attached background information on Paul Dorey, he is well qualified for this position. All concurring nominations must reach the JP1A office to the attention of Sylvia Robinson at P.O. Box 619082, Roseville, CA 95661-9082 by 4:30 p.m. on Friday, March 20, 2015. If you have any questions, please feel free to contact me.

Thank you for your consideration.

Sincerely,

Roy A. Coox
General Manager

Attachments:

- Statement of candidacy for Paul E. Dorey
- Vista Irrigation District nominating resolution
- Sample concurring resolution

RESOLUTION NO. 15-03

RESOLUTION OF THE BOARD OF DIRECTORS OF THE
VISTA IRRIGATION DISTRICT
NOMINATING PAUL E. DOREY TO THE EXECUTIVE COMMITTEE
OF THE ASSOCIATION OF CALIFORNIA WATER AGENCIES
JOINT POWERS INSURANCE AUTHORITY ("ACWA/JPIA")

WHEREAS, Vista Irrigation District is a member district of the ACWA/JPIA that participates in all four of its Programs: Liability, Property, Workers' Compensation, and Employee Benefits; and

WHEREAS, the Bylaws of the ACWA/JPIA provide that in order for a nomination to be made to ACWA/JPIA's Executive Committee, the member district must place into nomination its member of the ACWA/JPIA Board of Directors for such open position;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Vista Irrigation District that its member of the ACWA/JPIA Board of Directors, Paul E. Dorey, be nominated as a candidate for the Executive Committee for the election to be held on May 4, 2015.

BE IT FURTHER RESOLVED that the ACWA/JPIA staff is hereby requested, upon receipt of the formal concurrence of three other member districts, to effect such nomination.

BE IT FURTHER RESOLVED that the District Secretary is hereby directed to transmit a certified copy of this resolution to the ACWA/JPIA at P.O. Box 619082, Roseville, CA 95661-9082, forthwith.

PASSED AND ADOPTED by the following roll call vote of the Board of Directors for the Vista Irrigation District this 21st day of January 2015.

AYES: Directors Miller, Vásquez, Dorey, Reznicek, and MacKenzie
NOES: None
ABSTAIN: None
ABSENT: None

Jo MacKenzie, President

ATTEST:

Lisa R. Soto, Secretary
Board of Directors
VISTA IRRIGATION DISTRICT

Paul E. Dorey

Statement of Candidacy



I have served on the ACWA/JPIA Board of Directors since 2007. During the last five years, I have had the privilege of serving on the Liability Committee of the JPIA. The Liability Committee has successfully kept its focus on providing member agencies with the most comprehensive, affordable and reliable liability insurance possible. Our Committee has recommended significant reductions in the premiums paid by member agencies while also increasing the insurance coverages provided.

I was elected to the Vista Irrigation District Board of Directors in 2006. The District provides water service to over 120,000 residents in northern San Diego County. I served on the Board of Directors of the Groundwater Resources Association of California, and I currently serve on the Upper San Luis Rey Watershed Authority, the San Luis Rey Watershed Council and the Southern California Water Committee. My wife Nancy and I have lived in Vista since 1971, where we raised our two daughters.

My forty-four years of public service, first in the United States Marine Corps and then in the water industry, have given me the necessary experience and background to serve as a member of the JPIA Executive Committee. This experience has helped me recognize the importance of safety and risk management and the value of developing appropriate policies and procedures, as well as establishing conservative fiscal controls.

As a member of the JPIA's Executive Committee, I will perform my duties and make decisions to guide the organization to most efficiently benefit its member agencies. I will take my responsibility seriously and serve as a very useful and productive member of the Executive Committee. I value your trust and will honor it if elected to the Executive Committee.

Thank you for your support. If you have any questions about my candidacy, feel free to contact me at (760)208-5263 or WN6K@sbcglobal.net.

RESOLUTION NO. 15-6

RESOLUTION OF THE BOARD OF DIRECTORS OF THE PALMDALE WATER DISTRICT CONCURRING IN NOMINATION PAUL DOREY TO THE EXECUTIVE COMMITTEE OF THE ASSOCIATION OF CALIFORNIA WATER AGENCIES/ JOINT POWERS INSURANCE AUTHORITY (ACWA/JPIA)

WHEREAS, this District is a member district of the ACWA/JPIA; and

WHEREAS, the Bylaws of the ACWA/JPIA provide that in order for a nomination to be made to ACWA/JPIA's Executive Committee, three member districts must concur with the nominating district; and

WHEREAS, another ACWA/JPIA member district, the VISTA IRRIGATION DISTRICT has requested that this District concur in its nomination of its member of the ACWA/JPIA Board of Directors to the Executive Committee of the ACWA/JPIA.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the PALMDALE WATER DISTRICT that this District concurs with the nomination of PAUL DOREY of the VISTA IRRIGATION DISTRICT to the Executive Committee of the ACWA/JPIA.

BE IT FURTHER RESOLVED that the District Secretary is hereby directed to transmit a certified copy of this Resolution to the ACWA/JPIA at P. O. Box 619082, Roseville, CA 95661-9082, forthwith. **ADOPTED** this 11th day of March, 2015.

_____
BOARD PRESIDENT

ATTEST:

_____
BOARD SECRETARY

APPROVED AS TO FORM:

_____
ALESHIRE & WYNDER, LLP,
General Counsel

ALESHIRE & WYNDER LLP
ATTORNEYS AT LAW

TO: Honorable President & Members of the Board,
Palmdale Water District

FROM: Patty Quilizapa
General Counsel

DATE: March 11, 2015

SUBJECT: ***Item 7.3 - Consideration and possible action on adoption of amendments to Article 4 (Board of Directors) of the District's Rules and Regulations- Resolution No. 15-7.***

I. SUMMARY AND RECOMMENDATION

On May 12, 2014, President Mac Laren appointed an *ad hoc* committee to review and discuss the District's Rules and Regulations related to Board norms (the "Board Norms Committee"). The interest in reviewing the rules and regulations related to the Board followed the District's work in developing Strategic Goals, Initials and Projects.

The interest also resulted from the District's retention of our firm as General Counsel in late March, 2014. As part of our firm's new representation, we reviewed and continue to review various parts of the District's Rules and Regulations and District procedures. Our office has previously revised Claims Ordinance of the Rules and Regulations and recommended the adoption of Rules of Order/Procedure of the Rules and Regulations. Both have been adopted by the Board.

Today, following several meetings with the Board Norms Committee, counsel review, and a Board Workshop on February 18, 2015 for review and input by the Board, *District Counsel and the Board Norms Committee hereby propose the enclosed amendments to Article IV of the District Rules and Regulations and deletion of Article XII, section 12.12 and Article XVII of the same, which include the additional recommendations from the Board on February 18, 2015 and Counsel's additional revisions.* The proposed changes ensure that the rules governing the Board are clearly defined and readily available to the Board, the District, and the public.

Recommendation: Pass **PALMDALE WATER DISTRICT RESOLUTION NO. 15-7**

A RESOLUTION OF THE BOARD OF DIRECTORS OF PALMDALE WATER DISTRICT AMENDING THE PALMDALE WATER DISTRICT RULES AND REGULATIONS AS THEY RELATE TO THE BOARD OF DIRECTORS, INCLUDING AMENDMENT OF ARTICLE IV TITLED "BOARD OF DIRECTORS," DELETION OF ARTICLE 12, SECTION 12.12 TITLED "COMMUNITY REQUEST FOR SPEAKERS AND/OR PRESENTATIONS;" DELETION OF ARTICLE 17 TITLED "RESPONSIBILITIES AND

AUTHORITY OF THE BOARD AND GENERAL MANAGER, " AND ADDITION OF APPENDIX EE

II. CHANGES TO PROPOSED AMENDMENTS TO ARTICLE IV APPROVED BY BOARD OF DIRECTORS AT FEBRUARY 18, 2015 BOARD WORKSHOP

On February 18, 2015, the Board Norms Committee and District Counsel presented to the Board proposed amendments to Article IV of the Rules and Regulations, which included a proposal to delete Article XII, Sections 12.12 and Article XVII as those were now being added to Article IV. The Board held discussion and voted to direct counsel to finalize the Rules and Regulations as proposed, with the exception of making additional changes requested by the Board and summarized herein.

First, the Board directed counsel to simplify the "disclaimer" language proposed at Section 4.08(c)(1). There, the Board recognizes that directors may from time-to-time make presentations, give talks, or participate in any other public event, in which they are not speaking or distributing written material "on behalf" of the District. Counsel recommended language for a verbal and written disclaimer, which the Board requested be simplified. Therefore, Section 4.08(c)(1) now reads as follows:

1. Nothing herein prohibits or forbids a Director from making public presentations on his/her own behalf, so long as the Director clearly states orally at the beginning of that presentation, in any written or electronic material published in connection with that presentation, and in any written or electronic material distributed at the presentation, that the presentation is from the individual Director, not the District. The disclosure statement by the individual Director shall be substantially in the form provided herein:

   "I make this presentation/speech on my own behalf as an individual, and not on behalf of the Palmdale Water District or its Board."

   Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

Second, the Board directed counsel to revise Section 4.08(c)(2) to allow for publication of a director's business card, without the publication of the express disclosure statement. The Board noted the designation on the card of "Director," already indicates the Director is acting as an individual and not for the Board. However, if the business card is published along with other content, the Board wants the disclosure statement, or similar form to be used. Additionally, in light of this discussion, the Board felt that there is no need for General Counsel to review all proposed publications of the business cards. Therefore, Section 4.08(c)(2) now reads as follows:

2. If a Director makes a presentation/speech on his own behalf pursuant to this Subsection, the Director may not distribute any official District material at such presentation that has not otherwise been made generally available to the public by the District, may not use the District's Logo, or allow the use of the Logo, in any material published, distributed, or displayed in connection with that presentation/speech. A Director may distribute his/her business card in which he/she is identified as a Director of the District and may allow for the publication of his/her business card in any material published, distributed, or displayed in connection with that presentation/speech, so long as:

   A. The business card is published by itself and without any revisions or additional content; or

   B. In the event the business card is published with any additional content, then the publication shall also include a disclosure statement providing that:

   "the Director sponsors/supports the [event/group/association] as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

Third, the Board directed counsel to revise Section 4.10 to expressly recognize that part of the District and Board's strategic initiatives and objectives is to foster interagency cooperation. (*See,* Strategic Initiative No. 3.) Accordingly, Section 4.10(b) now reads as follows:

> **(b)** The awards and recognitions authorized herein shall be in the form of a Certificate of Appreciation or Certificate of Recognition, collectively attached hereto in Appendix EE, recognizing the recipient's efforts in water conservation and efficiency, water resource management, water education, interagency cooperation, and other areas that relate to the District's purpose.

III. ADDITIONAL CHANGES PROPOSED BY DISTRICT COUNSEL

Counsel proposes one additional change at Section 4.14 providing the "Responsibilities and Authority of the Board and General Manager." Under the Irrigation District Law, the Board is authorized and *required* to hire employees, prescribe their duties and fix their salaries. This means the Board must adopt the organization chart and set salaries for the positions therein. The Board has been doing so and the proposed language expressly recognizes that role of the Board. Section 4.14 now reads as follows:

> **4:14 RESPONSIBILITIES AND AUTHORITY OF THE BOARD AND GENERAL MANAGER**
>
> **(a)** The Board of Directors has the power and it shall be its duty to manage and conduct the business and affairs of the District**.** (Water Code, §21385.) To that end, the Board "shall: (a) Employ agents, officers, and employees as required," and "(b) prescribe their duties and fix their salaries." (Water Code, §21185.) Accordingly, the

Board employs a General Manager to carry out Board policies, direct District operations, and provide day-to-day supervision of District employees and control of District expenditures. However, the Board does not relinquish its obligation or authority to establish an organizational chart and fix salaries for positions in accordance with Water Code, Section 21185.

It is the judgment of the Board and the General Manager that clear delineation of their respective responsibilities and authority is essential to effective District management. Said authority and responsibilities are set out herein and in the General Manager Employment Agreement.

(b) Board communications to District staff shall be made through the office of the General Manager to ensure staff's time and resources are most efficiently used and ensure compliance with budget restrictions.

IV. CONCLUSION

Based upon the presentation, materials, and discussion of the February 18, 2015 Board workshop meeting and the additional changes explained herein, District Counsel recommends the Board pass Resolution 15-7 adopting the amendments to the District Rules and Regulations set forth therein.

[END OF MEMORANDUM]

ARTICLE 4: BOARD OF DIRECTORS (BoD) (Revised 2-11-09)

4.01 ~~:~~NUMBER OF DIRECTORS

The number of Directors shall be five (5) members elected at large from the District, each to be a resident and voter of one of the five voting Districts. (Water Code, §§ 21550, 21551.)

4.02 ~~:~~ VOTING DISTRICTS

There shall be five (5) voting divisions with the boundaries as established by the ~~BoD~~Board of Directors to equalize, as best as possible, the number of registered voters in each voting division. These boundaries shall be adjusted with approval of the Board when deemed necessary. Resolution 09-06 and the PWD Boundary and Elective Division Map are attached hereto as Appendix A. (Water Code, § 21605.)

~~4.03.1~~4.03 ~~:~~ MEETINGS OF THE BOARD (Revised 1-13-10)

~~4.03.2~~4.03.1 REGULAR MEETINGS OF THE BOARD

(a) Regular meetings of the Board are held on the second and fourth Wednesday of each calendar month at 7:00 p.m. or the time and dates set on the agenda when necessary. If the regular meeting falls on a holiday, the meeting time will be re-scheduled before or after that date as the Board directs. ~~Meetings shall be run under the general guidelines of "Robert's Rules of Order" and in accordance with California's open meeting laws. Notice of each regular meeting shall be mailed and received by, or personally delivered to, each member of the Board. Notices shall be sent~~

(b) The District shall comply with all public noticing requirements of the Ralph M. Brown Act, codified at Sections 54954.5 through 54957.10. Additionally, the District shall specifically comply with the following noticing provisions at least 72 hours before the time of the meeting:

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(i) The District shall provide notice by electronic mail, in the form of a final agenda, to a local newspaper of general circulation, radio or television station requesting such notice in writing~~, at least 72 hours before the time of the meeting. The call and notice of any meeting must specify the time and place of the meeting and the business to be transacted.~~.

(ii) The District shall post the agenda at the District Offices in a location visible and freely accessible to members of the public, and on the District's Internet Website, www.palmdalewater.org.

(iii) The District shall mail, by U.S. mail and electronic mail, copies of the agenda or agenda packets requested by any person pursuant to Government Code, Section 54954.1.

(iv) The General Manager shall ensure electronic mail delivery and personal delivery of the agenda and agenda packets to each member of the Board.

~~4.03.2~~ 4.03.2 **SPECIAL MEETINGS OF THE BOARD**

Special meetings of the Board shall be held at a time and place as may be designated by the presiding officer or by a 3/5ths majority of the members of the Board. ~~Written notice of such a meeting is to be mailed to and received by, or personally delivered to, each Board member at least 24 hours prior to such special meeting~~Special meetings shall comply with the requirements of Government Code, Section 54956 and 54956.5. Upon direction by the presiding officer, or a 3/5 majority, the General Manager shall ensure electronic mail delivery and personal delivery of the agenda to all members of the Board at least 24 hours prior to such special meeting. The General Manager shall also ensure delivery to all members of the Board of all documents that will be included in the agenda packet as soon as reasonably practical.

~~4.03.3~~ 4.03.3 **EMERGENCY MEETINGS OF THE BOARD**

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(a) In case of an emergency or dire emergency involving matters upon which prompt action is necessary due to disruption or threatened disruption of public facilities, or activity that severely impairs public health, safety, or both, an emergency meeting of the Board may be held at a time and place as may be designated by the presiding officer without complying with the 24 hour prior notice requirement. ~~All other meeting requirements must nonetheless be met. The minutes of such an emergency meeting shall list those persons notified or who were attempted to be notified. A copy of the roll call vote on any action taken must be posted for at least 10 days as soon after the meeting as possible.~~The Board of Directors designates the General Manager with the discretion to determine the existence of an emergency for purposes of this Section. The General Manager shall ensure telephonic notice one hour in advance of the meeting to all members of the Board, all media who has requested notice of meetings in writing, followed by written confirmation through electronic mail.

(b) In the event of an emergency, the General Manager may be required to take certain actions before a special meeting of the Board may be held. Accordingly, the Board of Directors has authorized the General Manager to hire such additional personnel, equipment and contractors as deemed necessary to make repairs, alteration and modifications to the District's facilities that are required when emergencies occur. (Motion approved February 13, 1962; Resolution, dated February 20, 1969.)

4.03.4 QUORUM

The quorum consists of three Board Members. A quorum must be present for the Board to take action on any matter. A 3/5 Board majority is required for any action by the Board, except for a motion to adjourn or a motion to adjourn for a stated time.

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4.03.5 BOARD MEETINGS: RULES OF PROCEDURE

The conduct of the meetings of the Board of Directors, Board committees, and and Board workshops, is governed by the Rules of Procedure attached hereto as Appendix DD. In the event a question of procedure is not addressed by the District Rules of Procedure, Robert's Rules of Order shall apply. Failure to comply with any portion of the District Rules of Procedure or the Robert's Rules of Order shall not render any action by the Board void.

4.04 BOARD ACTION

The Board may take action by motion, resolution, or ordinance. The affirmative vote of at least three directors is necessary for the Board to take action. Motions and resolutions may be adopted on voice and/or mechanical vote: roll call shall be taken if requested by any director. Ordinances shall be adopted on roll call vote.

4.04.1 ORDINANCES

Where an ordinance is required by statute, but the procedure for such ordinance is not specified, the Board shall adopt the ordinance as follows:

1. The ordinance shall be noticed as an agenda item for two consecutive Board meetings.
2. The ordinance shall be introduced and read at two consecutive regular Board meetings, unless a motion is made and passed by a majority of the Board to waive the full reading of the ordinance. The ordinance may then be passed.
3. The ordinance shall become effective thirty (30) days after adoption and shall be published, within ten (10) days after its adoption, at least once for one week in a newspaper of general circulation within the boundaries of the district.

4.05 OFFICERS OF THE BOARD

The officers of the Board shall be:

President, Vice President, Treasurer and Secretary.

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~~The Board may reorganize from time to time upon~~ Officers shall be elected by a 3/5 majority vote of the Board~~ or annually when called for by~~. The Board shall reorganize every two years, following an election, unless by a 3/5 majority vote the ~~President.~~Board approves a reorganization at any other time.

~~4. 05: DUTIES OF OFFICERS~~

~~4. 05.1~~06 DUTIES AND OBLIGATIONS ~~IN GENERAL~~ OF THE OFFICERS OF THE BOARD

Other than the duties and obligations specified herein, Officers have no rights or authority different from any other Director. In addition to such duties and obligations imposed by law or by action of the Board of Directors, the duties of each ~~officer~~Officer of the District are as follows:

~~4.05.1.1 President~~

4.06.1 PRESIDENT

Preside over and conduct all meetings of the ~~BoD~~Board, including maintaining the order pursuant to the Rules of Procedure adopted by the Board and ~~carry~~attached hereto as Appendix DD, to ensure constructive and democratic meetings and help, not hinder, the business and discussion of the Board. Carry out the resolutions and orders of the Board. Exercise other powers and perform other duties as prescribed by the Board~~.~~ in these Rules and Regulations and by other actions of the Board. Approve Board meeting agendas. Form or disband standing and ad hoc committees. Appoint committee members and the Chair of said committees. Sign all agreements to which the District is a party. Write and/or sign correspondence ~~in~~on behalf of the ~~BoD~~Board and PWD. In the event of an early vacancy in the office of the Presidency, the Vice President shall become the President.

~~4.05.1.2 Vice President~~

4.06.2 VICE PRESIDENT

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Exercise the duties of the President in the absence of, when the President stands down, or when the President is unable to continue in his/her duties due to any other reason. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

~~4.05.1.3 Treasurer~~

4.06.3 TREASURER

Sign financial instruments as required and serve as the Finance Committee Chair. The Treasurer acts on behalf of the President in the event the President and Vice President are unable to do so. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.~~05.1~~06.4 ~~Secretary~~ SECRETARY

Certify or attest to the actions taken by the Board. Sign the minutes of the Board meeting following their approval. In the absence of the Secretary from any meeting at which the Board approved meeting minutes, the Vice President, if present, shall sign the meeting minutes. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.~~06 BOARD~~07 DUTIES AND OBLIGATIONS OF ALL DIRECTORS

4.07.1 RULES OF CONDUCT

The Board of Directors shall at all times conduct itself in accordance with all applicable Federal laws, State laws, Local laws, and the District's Rules and Regulations. Any violations by any Director of these Rules and Regulations, including this Article IV, may be addressed by the Board in the manner provided at the Rules of Procedure, attached hereto as Appendix DD at Section IV.B.

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4.07.2 PARTICIPATION IN OFFICIAL BUSINESS OF THE DISTRICT

Directors shall attend all regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, including those listed in Appendix V. In the event a Director is unable to attend a meeting, or other official business of the District, the Director shall notify the President and General Manager with as much advance notice as reasonably practical, or as soon thereafter as reasonably practical. Failure to attend four consecutive regular meetings of the Board, without the prior approval of the Board, will result in loss of committee assignments. The Board shall excuse absences by approving such absences pursuant to the Consent Calendar at the next regular Board meeting.

4.07.3 DIRECTOR COMPENSATION (Revised 12-11-09)

(a) The District has set director compensation as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* The Board of Directors shall be compensated for attendance at regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, at a rate of $150.00 per day up to the maximum number of days per month and the maximum annual compensation allowable by law. In addition, Directors shall be entitled to compensation for a day of service in attendance at all meetings and occurrences listed and as indicated in Appendix V, as the Board of Directors has determined those meetings and occurrences constitute performance of official duties rendered as members of the Board. Each Director shall submit, on a form provided by PWD and signed by the Director, the number of days of attendance for which compensation shall be made. Email or FAX submittal of the form shall be acceptable with signature to follow. Compensation for purely social functions is not allowable.

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(b) Requests for compensation and expense reimbursement relating to any meeting or event not listed in Appendix V shall not be approved, unless the Board determines that the meeting constitutes one of the following:

(i) A conference or organized educational activity conducted in compliance with Government Code Section 54952.2, including, but not limited to, required ethics training pursuant to Government Code Section 53234, *et seq.*

(ii) A meeting or event attended at the formal request of the Board, including an event to recognize, any employee of the District, or members of the public.

(iii) A meeting or event necessary to further communications with representatives of regional, state and national government on District functions.

(iv) A meeting or event of regional, state and national organizations whose activities affect the District's interests.

4.~~06.1 BOARD OF DIRECTORS~~07.4 DIRECTOR EXPENSES

~~The Board of~~The District has set the reimbursement for director expenses as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* Directors shall be compensated for actual, reasonable and necessary expenses incurred for participating in activities approved in advance by the Board of Directors or as allowed as indicated in Appendix V attached hereto, and that further the goals and interests of ~~PWD.~~ the District.

Directors shall exercise prudence in all expenditures. Requests for reimbursement~~, along with~~ must be accompanied by receipts and documentation and shall be submitted on a form provided by ~~PWD~~the District and signed by the Director. Email or FAX submittal of the form shall be acceptable with signature to follow.

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All requests for reimbursement ~~should~~shall be submitted monthly to the General Manager ~~monthly~~ after the expenses were incurred or expenditures made. The General Manager shall ensure prompt payment of the reimbursable expenses and all questions regarding payment of reimbursable expenses to the staff shall be directed to the General Manager. The Finance Committee shall periodically review Director's expense reports and shall prepare such reports and documents as may be required under Government Code Section 53065.5~~.~~ and Government Code 53232.3.

This policy is intended to result in no personal gain or loss to a Director and no reimbursement shall be allowed for transportation, lodging, meals or incidental expenses of family members or guests of a Director traveling with the Director to an authorized event.

~~4.06.2~~ **4.07.5 REPORTS TO GOVERNING BOARD**

At the regular meeting of the Board following any meeting, conference, educational activity or other authorized event for which compensation for a day of services or reimbursement of expenses is requested, the Director attending the event shall give a brief report on the meeting or event. If more than one Director of the District attended the same meeting, a joint report may be made. Reports may be written or oral.

~~4.07~~ ~~CONDUCT OF THE BOARD OF~~ **4.08 SPEAKING ENGAGEMENTS AND/OR PRESENTATIONS BY DIRECTORS**

~~the PWD Board of Directors shall at all times conduct itself in accordance with all applicable Federal, State and Local laws.~~

~~4.08:~~The District recognizes the importance of interaction with the community it serves and encourages opportunities for interaction that provides the most accurate information available. This often takes the form of speaking and giving

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presentations to community and other groups on behalf of the District. Community groups, whether formal or informal, are likely to focus on particular areas of the District's operations and policies. These include topics such as water rates and structure, water quality, state and local water conditions, water conservation and efficiency, and business and infrastructure planning.

The District therefore establishes these rules to ensure the community's needs are met and that the District is accurately represented. Members of the Board of Directors shall not make any presentation on behalf of the District, without the prior approval of the Board, as provided herein. Presentations made on behalf of the District, and therefore governed by these rules, include any speaking engagement or public presentation at any event to any group, entity, or association, related to any matter that relates to the business of the District, unless the Director makes the disclaimers required in these rules.

(a) Speaking Engagements and/or Presentations Made Pursuant to Requests From the Public

1. All requests from any person other than a Director or District Staff for a speaking engagement or presentation by any Director shall be submitted to the District office with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations);
2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;
3. The General Manager shall inform all Directors of the public request;
4. The President shall determine whether the topic in the request relates to any matter within the purview of any standing

committee. If so, the President shall refer the request to that committee to allow that committee to respond and designate a speaker, if approved.

5. If the topic or issue in the request does not relate to any matter within the purview of any standing committee, the President shall recommend to the Board of Directors whether to respond, approve, or disapprove a request. The Board shall approve the request by 3/5 majority vote and also approve a speaker by 3/5 majority vote.

(b) Speaking Engagements and/or Presentations Made Pursuant to Requests From Directors:

1. Directors must request prior approval from the Board before making any presentations on behalf of the District. Directors may request approval to speak on behalf of the District by submitting an approval request to the President, and notifying the General Manager of that request, with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations).

2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;

3. The President shall determine whether the topic or issue in the request relates to any matter within the purview of any standing committee. If so, the President shall refer the request to that committee to allow that committee to respond. If the committee does not approve the request, the Board may then consider and approve the request by a 3/5 majority vote.

(c) Speaking Engagement and/or Presentations by Directors On Their Own Behalf

1. Nothing herein prohibits or forbids a Director from making public presentations on his/her own behalf, so long as the Director clearly states orally at the beginning of that presentation, in any written or electronic material published in connection with that presentation, and in any written or electronic material distributed at the presentation, that the presentation is from the individual Director, not the District. The disclosure statement by the individual Director shall be substantially in the form provided herein:

", I make this presentation/speech on my own behalf as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

2. If a Director makes a presentation/speech on his own behalf pursuant to this Subsection, the Director may not distribute any official District material at such presentation that has not otherwise been made generally available to the public by the District, may not use the District's Logo, or allow the use of the Logo, in any material published, distributed, or displayed in connection with that presentation/speech. A Director may distribute his/her business card in which he/she is identified as a Director of the District and may allow for the publication of his/her business card

in any material published, distributed, or displayed in connection with that presentation/speech, so long as:

A. The business card is published by itself and without any revisions or additional content; or

B. In the event the business card is published with any additional content, then the publication shall also include a disclosure statement providing that:

"the Director sponsors/supports the [event/group/association] as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

4.09 PUBLIC STATEMENTS ON BEHALF OF THE DISTRICT

The District is not represented by any one individual director and is instead represented by action of the Board (through a 3/5 majority). Therefore, public statements can only be made on behalf of the District as authorized by the Board. The Board designates the President, General Manager, and Public Information Officers as the persons authorized to make public statements on behalf of the District. Any other public statements shall not be attributable to the District or the Board.

4.10 PRESENTATION OF AWARDS AND RECOGNITIONS

(a) The District recognizes the importance of interaction with the community it serves and encourages opportunities for recognition of individuals,

organizations, businesses, agencies or associations who share in the mission and strategic vision of the District to provide water within its service area. Accordingly, the Board authorizes and encourages its individual Directors, subject to the approval by the Outreach Committee, to recognize such efforts that are consistent with the Irrigation District Law, under which the District is formed, to "furnish sufficient water in the district for any beneficial use." (Water Code 22075.)

(b) The awards and recognitions authorized herein shall be in the form of a Certificate of Appreciation or Certificate of Recognition, collectively attached hereto in Appendix EE, recognizing the recipient's efforts in water conservation and efficiency, water resource management, water education, interagency cooperation, and other areas that relate to the District's purpose.

(c) The awards and recognitions authorized herein shall not be given in connection with any personal matters, political campaigns of the Director or others, or any legislative matters.

4.11 USE OF DISTRICT ~~LETTERHEAD~~PROPERTY AND EQUIPMENT

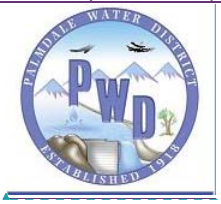
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A Director can be assigned selected District equipment for use on District business. A Director shall not use or permit the use of District equipment, telephones, materials or property for personal gain or profit, including for use in connection with any campaign or election. Each Director must protect and properly use any District asset within his or her own control, including information recorded on paper or in electronic form. A Director shall not request a District employee to perform services for their personal gain or profit, including in connection with any campaign or election. Requests for assistance in connection with the official business of the District are not considered requests made for a Director's personal gain or profit.

4.12 USE OF DISTRICT MATERIAL CONTAINING DISTRICT SEAL/LOGO BY DIRECTORS ~~(Revised 10-10-12)~~

(a) Purpose of the Seal/Logo. The District has adopted the following seal, also referred to as its "logo," as the official seal of the Palmdale Water District, pursuant to the Irrigation District Law (Water Code, § 21404):



The seal has been adopted for purposes of identifying official communications, actions, and positions of the District. Therefore, the Board has approved use of the seal by individual Directors as provided herein to maintain uniformity in the representation of the District.

(b) Use of District Seal/Logo. Material containing the District seal, including District letterhead ~~and/or logo~~, shall only be used by Directors for District business and may not be used for any personal matters including political campaign materials. ~~For most matters, prior Board authorization is required before~~ or in connection with any political events or activities. Use or display of the District ~~letterhead and/or~~ seal/logo ~~may be used regardless of cost. However, the Board President or other authorized Director may use District letterhead and/or logo for routine District matters, such as~~ at any political event or activity, whether it is in connection with District elections or unrelated elections, is not permitted. Any written or electronic communication ~~with~~or presentation by a Director that is not approved as District business herein or approved separately by Board action, shall not contain the District seal/logo.

(c) District Business. District business includes:

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(i) Correspondence approved by the Board, such as communications to the Association of California Water Agencies and other governmental agencies~~. Directors must use their own letterhead when writing letters to the editor of any newspaper or publication. Copies of any correspondence on District letterhead signed by a Director~~, which shall thereafter be distributed to all Directors~~.~~;

(ii) ~~**4.09:**~~ Distribution of any District promotional and informational material generally available to the public;

(iii) Distribution of official District material at events approved by the Board, including events listed at Appendix V;

(iv) Distribution of awards or recognitions on behalf of the District pursuant to Section 4.10;

(d) Publication or Reproduction of the District's Seal/Logo. Publication or reproduction of the District's seal/logo not expressly authorized in these Rules and Regulations must be approved by the Board in advance. The seal/logo is a trademark of the District. It cannot be used to imply endorsement of any event, position, or action of any other group, agency, association, or business, unless approved by the Board.

(e) Business Cards, Clothing and Other Items Distributed to Directors by the District. This Section does not apply to a Director's distribution of his/her business cards provided to the Director by the District, which identify the Director as an elected official of the District. This Section does apply, however, to the publication of a Director's business cards, which must also comply with Section 4.08(c)(2). Additionally, this Section does not apply to the use of shirts or other items containing the District's Logo, which have been distributed to the Director by the District. Use of such items, however, is subject to the laws and regulations of the State.

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4.12 CAMPAIGNING RESTRICTIONS

4.12.1 SOLICITING POLITICAL CONTRIBUTIONS

Directors are prohibited from soliciting, or permitting others to solicit on his/her behalf, political funds or contributions at District facilities for the benefit of his/her own campaign for any office or the campaign of any other person for any other office.

4.12.2 USE OF DISTRICT PROPERTY, EQUIPMENT OR FACILITIES FOR CAMPAIGNING

Directors shall not use, or permit any other person to use, the District's seal, trademark, stationery, or other indicia of the District's identity, or facsimile thereof, in any solicitation for political contributions contrary to state or federal law. Directors shall not use, or permit any other person to use, District equipment, facilities, materials, or any other property for any solicitation for political contributions to any campaign.

4.13 WEBSITE AND SOCIAL MEDIA

The District has an interest in disseminating information useful to customers and others interested in the operations, goals, and objectives of the District. The District encourages the use of the internet, through its website or social media pages, to further the goals of the District, subject to the terms and conditions of the rules set forth herein. The use of such websites or social media pages by Directors, however, raises legal issues which are unique to government agencies. As such, these rules establish procedures for use of the website and social media by Directors.

4.13.1 DISTRICT WEBSITE

The District owns and maintains a website at www.palmdalewater.org for the purpose of conducting the official business of the District. The General Manager has the authority to manage the website, including the contents of the website, as

part of the District's day-to-day operations. The General Manager, however, does not have the authority to post any material or content in connection with the political campaign of any Director of the District, in connection with the political campaign of any candidate for any other office, or in connection with his/her own performance evaluation.

4.13.2 DIRECTOR BIOGRAPHIES ~~(Revised 9-30-09)~~ON DISTRICT WEBSITE

Each Director shall submit to the General Manager a biography for publication on the District's website at www.palmdalewater.org. The biography of a Director shall be limited to the Director's own qualifications and experience, and shall not include language that in any way makes reference to other Directors or their qualifications, character or activities.

4.~~10:~~13.3 DIRECTORS' SOCIAL MEDIA COMMUNICATIONS POLICY

~~(Approved 11-14-12)~~

~~A.~~(a) **Introduction/Purpose:** In light of advances in information and communications technology, the Board ~~of Directors of Palmdale Water District (the "District") adopts~~has adopted this policy to ensure continued compliance with the Brown Act in connection with ~~certain~~the District's social media and other electronic communications, including the District's Facebook and Twitter pages, while respecting a Director's right to express himself or herself on issues within the District's subject matter jurisdiction, and to enhance ~~directors'~~Directors' communications with their constituents.

~~B. **Application:** This policy shall apply only to Directors' communications in the following social or electronic media:~~

~~a. District's website;~~

~~b. District's Facebook page;~~

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c. other Directors' individual Facebook pages, but only as to issues within the District's subject matter jurisdiction;

d. water industry websites and blogs; and

e. Palmdale community websites and blogs, but only as to issues within the District's subject matter jurisdiction.

C. **Tone and Tenor of Communications:** The Board acknowledges that all communications made by a District Director, whether in his or her capacity as a Director or in his or her individual capacity, have the potential to reflect on the District and the Board, as a whole. Directors' social media and other electronic communications shall be professional and civil, and shall not include profanity, personal attacks or racial slurs. In addition, in making such communications, Directors shall not disclose confidential or closed session information, particularly regarding ongoing litigation, personnel issues or proprietary District information.

D. **District Website:** Each Director may, from time to time, post informative newsletters to communicate District events and accomplishments to their constituents. Directors must refrain from using their newsletters to respond to any items included in another Director's newsletter. Notwithstanding the foregoing, during the period that commences on the date that candidates may first submit papers to become a candidate for a position on the District's Board of Directors and ending on the day after the election for that position, Directors shall not post anything on the District's website and all existing posts will be removed from the District's website.

E. **District Facebook Page:**

~~1. Subject to the limitations set forth in subdivisions (b), (c) and (d) of this Section 5, Directors may post communications on the District's Facebook page that will not be reasonably construed to constitute the development of a collective concurrence or commitment to make a decision on a matter within the District's subject matter jurisdiction.~~

~~2. With respect to comments on the District's Facebook page, not more than two (2) Directors may comment on any post on the District's Facebook page; provided, however, that if a District Director posted the initial comment, then only one (1) other Director may comment on that post. Directors should refrain from knowingly commenting on any post that concerns an issue that it is reasonably anticipated the Board of Directors will consider in the future.~~

~~3. With respect to "likes" on the District's Facebook page, Directors may "like" any post or comment on that page so long as the post or comment concerns a prior event or occurrence; provided, however, that if a District Director posted the initial post or comment, then only one (1) other director may "like" that post or comment. For any posts or comments concerning future events or occurrences or issues that it is reasonably anticipated the Board of Directors will consider in the future, directors should refrain from "liking" any such post or comment, and in all cases not more than two (2) Directors may "like" that same post or comment.~~

~~4. During the period that commences on the date that candidates may first submit papers to become a candidate for a position on the District's Board of Directors and ending on the day after the election for that~~

~~position, Directors shall not post any campaign-related comments or posts on the District's website, nor "like" any campaign-related comments or posts made by any other person or entity and all existing posts will be removed from the District's website.~~

~~F.~~(b) Creation and Maintenance of District Social Media Pages

1. The District Public Information Officer, under the supervision of the General Manager, shall create and maintain an official District Social Media Page, including the existing Facebook and Twitter Palmdale Water District pages. The content posted on the District's Social Media Pages shall be consistent with the policy and direction provided by the Board for District matters.

2. Directors are not authorized to post content to any District social media page on behalf of the District. Only the District Public Information Officer shall post content to any District social media page on behalf of the District. Directors shall not create or maintain any social media page on behalf of the District, nor shall Directors create any social media page containing the seal or logo of the District.

(c) "Comments," "Likes," or "Sharing" on District Social Media Pages:

In order to avoid any violation of the still unclear applicability of the Ralph M. Brown Act to social media, Directors may not comment or "like" any post on the District Social Media Pages. Nothing herein prohibits a Director from "sharing" a District post to his/her own Social Media Page, or any other Social Media Page.

(d) Other Social Media Sites or Blogs, ~~including Palmdale Community Sites~~not maintained by the District:

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~~1. For any substantive discussion regarding an issue within the District's subject matter jurisdiction, the Director must include a disclaimer that the comment or statement made by the Director is the Director's personal view or position and not the view or position of the District.~~

~~2. Upon becoming aware of a posting, comment or statement by a District Director on any website or blog (other than the District's website or District's Facebook page, as described in Sections 4 and 5, above), other Directors shall refrain from posting on the same website or blog comments or statements in response to that Director's post, comment or statement if that post, comment or statement concerns subject matter that is within the District's subject matter jurisdiction.~~

The District is not responsible for the content, comments, "likes", or any other communication occurring on websites, blogs, or social media sites not maintained by the District. Nevertheless, Directors must exercise the same guidelines on non-District websites, blogs, or social media sites to avoid any implication of the Brown Act or other applicable laws.

4:14 RESPONSIBILITIES AND AUTHORITY OF THE BOARD AND GENERAL MANAGER

(a) The Board of Directors has the power and it shall be its duty to manage and conduct the business and affairs of the District. (Water Code, §21385.) To that end, the Board "shall: (a) Employ agents, officers, and employees as required," and "(b) prescribe their duties and fix their salaries." (Water Code, §21185.) Accordingly, the Board employs a General Manager to carry out Board policies, direct District operations, and provide day-to-day supervision of District employees and control of District expenditures. However, the Board does not relinquish its obligation or authority to establish an

organizational chart and fix salaries for positions in accordance with Water Code, Section 21185.

It is the judgment of the Board and the General Manager that clear delineation of their respective responsibilities and authority is essential to effective District management. Said authority and responsibilities are set out herein and in the General Manager Employment Agreement.

(b) Board communications to District staff shall be made through the office of the General Manager to ensure staff's time and resources are most efficient used and ensure compliance with budget restrictions.

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ARTICLE 4: BOARD OF DIRECTORS (BoD) (Revised 2-11-09)

4.01 NUMBER OF DIRECTORS

The number of Directors shall be five (5) members elected at large from the District, each to be a resident and voter of one of the five voting Districts. (Water Code, §§ 21550, 21551.)

4.02 VOTING DISTRICTS

There shall be five (5) voting divisions with the boundaries as established by the Board of Directors to equalize, as best as possible, the number of registered voters in each voting division. These boundaries shall be adjusted with approval of the Board when deemed necessary. Resolution 09-06 and the PWD Boundary and Elective Division Map are attached hereto as Appendix A. (Water Code, § 21605.)

4.03 MEETINGS OF THE BOARD (Revised 1-13-10)

4.03.1 REGULAR MEETINGS OF THE BOARD

(a) Regular meetings of the Board are held on the second and fourth Wednesday of each calendar month at 7:00 p.m. or the time and dates set on the agenda when necessary. If the regular meeting falls on a holiday, the meeting time will be re-scheduled before or after that date as the Board directs.

(b) The District shall comply with all public noticing requirements of the Ralph M. Brown Act, codified at Sections 54954.5 through 54957.10. Additionally, the District shall specifically comply with the following noticing provisions at least 72 hours before the time of the meeting:

(i) The District shall provide notice by electronic mail, in the form of a final agenda, to a local newspaper of general circulation, radio or television station requesting such notice in writing.

(ii) The District shall post the agenda at the District Offices in a location visible and freely accessible to members of the public, and on the District's Internet Website, www.palmdalewater.org.

(iii) The District shall mail, by U.S. mail and electronic mail, copies of the agenda or agenda packets requested by any person pursuant to Government Code, Section 54954.1.

(iv) The General Manager shall ensure electronic mail delivery and personal delivery of the agenda and agenda packets to each member of the Board.

4.03.2 SPECIAL MEETINGS OF THE BOARD

Special meetings of the Board shall be held at a time and place as may be designated by the presiding officer or by a 3/5ths majority of the members of the Board. Special meetings shall comply with the requirements of Government Code, Section 54956 and 54956.5. Upon direction by the presiding officer, or a 3/5 majority, the General Manager shall ensure electronic mail delivery and personal delivery of the agenda to all members of the Board at least 24 hours prior to such special meeting. The General Manager shall also ensure delivery to all members of the Board of all documents that will be included in the agenda packet as soon as reasonably practical.

4.03.3 EMERGENCY MEETINGS OF THE BOARD

(a) In case of an emergency or dire emergency involving matters upon which prompt action is necessary due to disruption or threatened disruption of public facilities, or activity that severely impairs public health, safety, or both, an emergency meeting of the Board may be held at a time and place as may be designated by the presiding officer without complying with the 24 hour prior notice requirement. The Board of Directors designates the General Manager with the discretion to determine the existence of an emergency for purposes of this Section. The General Manager shall ensure telephonic notice one hour in

advance of the meeting to all members of the Board, all media who has requested notice of meetings in writing, followed by written confirmation through electronic mail.

(b) In the event of an emergency, the General Manager may be required to take certain actions before a special meeting of the Board may be held. Accordingly, the Board of Directors has authorized the General Manager to hire such additional personnel, equipment and contractors as deemed necessary to make repairs, alteration and modifications to the District's facilities that are required when emergencies occur. (Motion approved February 13, 1962; Resolution, dated February 20, 1969.)

4.03.4 QUORUM

The quorum consists of three Board Members. A quorum must be present for the Board to take action on any matter. A 3/5 Board majority is required for any action by the Board, except for a motion to adjourn or a motion to adjourn for a stated time.

4.03.5 BOARD MEETINGS: RULES OF PROCEDURE

The conduct of the meetings of the Board of Directors, Board committees, and and Board workshops, is governed by the Rules of Procedure attached hereto as Appendix DD. In the event a question of procedure is not addressed by the District Rules of Procedure, Robert's Rules of Order shall apply. Failure to comply with any portion of the District Rules of Procedure or the Robert's Rules of Order shall not render any action by the Board void.

4.04 BOARD ACTION

The Board may take action by motion, resolution, or ordinance. The affirmative vote of at least three directors is necessary for the Board to take action. Motions and resolutions may be adopted on voice and/or mechanical vote: roll call shall be taken if requested by any director. Ordinances shall be adopted on roll call vote.

4.04.1 ORDINANCES

Where an ordinance is required by statute, but the procedure for such ordinance is not specified, the Board shall adopt the ordinance as follows:

1. The ordinance shall be noticed as an agenda item for two consecutive Board meetings.
2. The ordinance shall be introduced and read at two consecutive regular Board meetings, unless a motion is made and passed by a majority of the Board to waive the full reading of the ordinance. The ordinance may then be passed.
3. The ordinance shall become effective thirty (30) days after adoption and shall be published, within ten (10) days after its adoption, at least once for one week in a newspaper of general circulation within the boundaries of the district.

4.05 OFFICERS OF THE BOARD

The officers of the Board shall be:

President, Vice President, Treasurer and Secretary.

Officers shall be elected by a 3/5 majority vote of the Board. The Board shall reorganize every two years, following an election, unless by a 3/5 majority vote the Board approves a reorganization at any other time.

4.06 DUTIES AND OBLIGATIONS OF THE OFFICERS OF THE BOARD

Other than the duties and obligations specified herein, Officers have no rights or authority different from any other Director. In addition to such duties and obligations imposed by law or by action of the Board of Directors, the duties of each Officer of the District are as follows:

4.06.1 PRESIDENT

Preside over and conduct all meetings of the Board, including maintaining the order pursuant to the Rules of Procedure adopted by the Board and attached hereto as Appendix DD, to ensure constructive and democratic meetings and help, not hinder, the business and discussion of the Board. Carry out the resolutions and orders of the Board. Exercise other powers and perform other duties as prescribed by the Board in these Rules and Regulations and by other actions of the Board. Approve Board meeting agendas. Form or disband standing and ad hoc committees. Appoint committee members and the Chair of said committees. Sign all agreements to which the District is a party. Write and/or sign correspondence on behalf of the Board and PWD. In the event of an early vacancy in the office of the Presidency, the Vice President shall become the President.

4.06.2 VICE PRESIDENT

Exercise the duties of the President in the absence of, when the President stands down, or when the President is unable to continue in his/her duties due to any other reason. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.06.3 TREASURER

Sign financial instruments as required and serve as the Finance Committee Chair. The Treasurer acts on behalf of the President in the event the President and Vice President are unable to do so. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.06.4 SECRETARY

Certify or attest to the actions taken by the Board. Sign the minutes of the Board meeting following their approval. In the absence of the Secretary from any meeting at which the Board approved meeting minutes, the Vice President, if

present, shall sign the meeting minutes. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.07 DUTIES AND OBLIGATIONS OF ALL DIRECTORS

4.07.1 RULES OF CONDUCT

The Board of Directors shall at all times conduct itself in accordance with all applicable Federal laws, State laws, Local laws, and the District's Rules and Regulations. Any violations by any Director of these Rules and Regulations, including this Article IV, may be addressed by the Board in the manner provided at the Rules of Procedure, attached hereto as Appendix DD at Section IV.B.

4.07.2 PARTICIPATION IN OFFICIAL BUSINESS OF THE DISTRICT

Directors shall attend all regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, including those listed in Appendix V. In the event a Director is unable to attend a meeting, or other official business of the District, the Director shall notify the President and General Manager with as much advance notice as reasonably practical, or as soon thereafter as reasonably practical. Failure to attend four consecutive regular meetings of the Board, without the prior approval of the Board, will result in loss of committee assignments. The Board shall excuse absences by approving such absences pursuant to the Consent Calendar at the next regular Board meeting.

4.07.3 DIRECTOR COMPENSATION **(Revised 12-11-09)**

(a) The District has set director compensation as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* The Board of Directors shall be compensated for attendance at regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, at a rate of

$150.00 per day up to the maximum number of days per month and the maximum annual compensation allowable by law. In addition, Directors shall be entitled to compensation for a day of service in attendance at all meetings and occurrences listed and as indicated in Appendix V, as the Board of Directors has determined those meetings and occurrences constitute performance of official duties rendered as members of the Board. Each Director shall submit, on a form provided by PWD and signed by the Director, the number of days of attendance for which compensation shall be made. Email or FAX submittal of the form shall be acceptable with signature to follow. Compensation for purely social functions is not allowable.

(b) Requests for compensation and expense reimbursement relating to any meeting or event not listed in Appendix V shall not be approved, unless the Board determines that the meeting constitutes one of the following:

(i) A conference or organized educational activity conducted in compliance with Government Code Section 54952.2, including, but not limited to, required ethics training pursuant to Government Code Section 53234, *et seq.*

(ii) A meeting or event attended at the formal request of the Board, including an event to recognize, any employee of the District, or members of the public.

(iii) A meeting or event necessary to further communications with representatives of regional, state and national government on District functions.

(iv) A meeting or event of regional, state and national organizations whose activities affect the District's interests.

4.07.4 DIRECTOR EXPENSES

The District has set the reimbursement for director expenses as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* Directors shall be compensated for actual, reasonable and necessary expenses incurred for participating in activities approved in advance by the Board of Directors or as allowed as indicated in Appendix V attached hereto, and that further the goals and interests of the District.

Directors shall exercise prudence in all expenditures. Requests for reimbursement must be accompanied by receipts and documentation and shall be submitted on a form provided by the District and signed by the Director. Email or FAX submittal of the form shall be acceptable with signature to follow.

All requests for reimbursement shall be submitted monthly to the General Manager after the expenses were incurred or expenditures made. The General Manager shall ensure prompt payment of the reimbursable expenses and all questions regarding payment of reimbursable expenses to the staff shall be directed to the General Manager. The Finance Committee shall periodically review Director's expense reports and shall prepare such reports and documents as may be required under Government Code Section 53065.5 and Government Code 53232.3.

This policy is intended to result in no personal gain or loss to a Director and no reimbursement shall be allowed for transportation, lodging, meals or incidental expenses of family members or guests of a Director traveling with the Director to an authorized event.

4.07.5 REPORTS TO GOVERNING BOARD

At the regular meeting of the Board following any meeting, conference, educational activity or other authorized event for which compensation for a day of services or reimbursement of expenses is requested, the Director attending the event shall give a brief report on the meeting or event. If more than one Director

of the District attended the same meeting, a joint report may be made. Reports may be written or oral.

4.08 SPEAKING ENGAGEMENTS AND/OR PRESENTATIONS BY DIRECTORS

The District recognizes the importance of interaction with the community it serves and encourages opportunities for interaction that provides the most accurate information available. This often takes the form of speaking and giving presentations to community and other groups on behalf of the District. Community groups, whether formal or informal, are likely to focus on particular areas of the District's operations and policies. These include topics such as water rates and structure, water quality, state and local water conditions, water conservation and efficiency, and business and infrastructure planning.

The District therefore establishes these rules to ensure the community's needs are met and that the District is accurately represented. Members of the Board of Directors shall not make any presentation on behalf of the District, without the prior approval of the Board, as provided herein. Presentations made on behalf of the District, and therefore governed by these rules, include any speaking engagement or public presentation at any event to any group, entity, or association, related to any matter that relates to the business of the District, unless the Director makes the disclaimers required in these rules.

(a) Speaking Engagements and/or Presentations Made Pursuant to Requests From the Public

1. All requests from any person other than a Director or District Staff for a speaking engagement or presentation by any Director shall be submitted to the District office with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations);

2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;
3. The General Manager shall inform all Directors of the public request;
4. The President shall determine whether the topic in the request relates to any matter within the purview of any standing committee. If so, the President shall refer the request to that committee to allow that committee to respond and designate a speaker, if approved.
5. If the topic or issue in the request does not relate to any matter within the purview of any standing committee, the President shall recommend to the Board of Directors whether to respond, approve, or disapprove a request. The Board shall approve the request by 3/5 majority vote and also approve a speaker by 3/5 majority vote.

(b) Speaking Engagements and/or Presentations Made Pursuant to Requests From Directors:

1. Directors must request prior approval from the Board before making any presentations on behalf of the District. Directors may request approval to speak on behalf of the District by submitting an approval request to the President, and notifying the General Manager of that request, with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations).
2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;

3. The President shall determine whether the topic or issue in the request relates to any matter within the purview of any standing committee. If so, the President shall refer the request to that committee to allow that committee to respond. If the committee does not approve the request, the Board may then consider and approve the request by a 3/5 majority vote**.**

(c) Speaking Engagement and/or Presentations by Directors On Their Own Behalf

1. Nothing herein prohibits or forbids a Director from making public presentations on his/her own behalf, so long as the Director clearly states orally at the beginning of that presentation, in any written or electronic material published in connection with that presentation, and in any written or electronic material distributed at the presentation, that the presentation is from the individual Director, not the District. The disclosure statement by the individual Director shall be substantially in the form provided herein:

", I make this presentation/speech on my own behalf as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

2. If a Director makes a presentation/speech on his own behalf pursuant to this Subsection, the Director may not distribute any official District material at such presentation that has not otherwise been made generally available to the public by the District, may not use the District's Logo, or allow the use of the Logo, in any material published, distributed, or displayed in connection with that presentation/speech. A Director may distribute his/her business card in which he/she is identified as a Director of the District and may allow for the publication of his/her business card in any material published, distributed, or displayed in connection with that presentation/speech, so long as:

A. The business card is published by itself and without any revisions or additional content; or

B. In the event the business card is published with any additional content, then the publication shall also include a disclosure statement providing that:

"the Director sponsors/supports the [event/group/association] as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

4.09 PUBLIC STATEMENTS ON BEHALF OF THE DISTRICT

The District is not represented by any one individual director and is instead represented by action of the Board (through a 3/5 majority). Therefore, public statements can only be made on behalf of the District as authorized by the Board. The Board designates the President, General Manager, and Public Information Officers as the persons authorized to make public statements on behalf of the District. Any other public statements shall not be attributable to the District or the Board.

4.10 PRESENTATION OF AWARDS AND RECOGNITIONS

(a) The District recognizes the importance of interaction with the community it serves and encourages opportunities for recognition of individuals, organizations, businesses, agencies or associations who share in the mission and strategic vision of the District to provide water within its service area. Accordingly, the Board authorizes and encourages its individual Directors, subject to the approval by the Outreach Committee, to recognize such efforts that are consistent with the Irrigation District Law, under which the District is formed, to "furnish sufficient water in the district for any beneficial use." (Water Code 22075.)

(b) The awards and recognitions authorized herein shall be in the form of a Certificate of Appreciation or Certificate of Recognition, collectively attached hereto in Appendix EE, recognizing the recipient's efforts in water conservation and efficiency, water resource management, water education, interagency cooperation, and other areas that relate to the District's purpose.

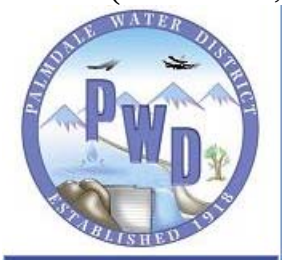
(c) The awards and recognitions authorized herein shall not be given in connection with any personal matters, political campaigns of the Director or others, or any legislative matters.

4.11 USE OF DISTRICT PROPERTY AND EQUIPMENT

A Director can be assigned selected District equipment for use on District business. A Director shall not use or permit the use of District equipment, telephones, materials or property for personal gain or profit, including for use in connection with any campaign or election. Each Director must protect and properly use any District asset within his or her own control, including information recorded on paper or in electronic form. A Director shall not request a District employee to perform services for their personal gain or profit, including in connection with any campaign or election. Requests for assistance in connection with the official business of the District are not considered requests made for a Director's personal gain or profit.

4.12 USE OF DISTRICT MATERIAL CONTAINING DISTRICT SEAL/LOGO BY DIRECTORS

(a) Purpose of the Seal/Logo. The District has adopted the following seal, also referred to as its "logo," as the official seal of the Palmdale Water District, pursuant to the Irrigation District Law (Water Code, § 21404):



The seal has been adopted for purposes of identifying official communications, actions, and positions of the District. Therefore, the Board has approved use of the seal by individual Directors as provided herein to maintain uniformity in the representation of the District.

(b) Use of District Seal/Logo. Material containing the District seal, including District letterhead, shall only be used by Directors for District business and may not be used for any personal matters including political campaign materials or in connection with any political events or activities. Use or

display of the District seal/logo at any political event or activity, whether it is in connection with District elections or unrelated elections, is not permitted. Any written or electronic communication or presentation by a Director that is not approved as District business herein or approved separately by Board action, shall not contain the District seal/logo.

(c) District Business. District business includes:

(i) Correspondence approved by the Board, such as communications to the Association of California Water Agencies and other governmental agencies, which shall thereafter be distributed to all Directors;

(ii) Distribution of any District promotional and informational material generally available to the public;

(iii) Distribution of official District material at events approved by the Board, including events listed at Appendix V;

(iv) Distribution of awards or recognitions on behalf of the District pursuant to Section 4.10;

(d) Publication or Reproduction of the District's Seal/Logo. Publication or reproduction of the District's seal/logo not expressly authorized in these Rules and Regulations must be approved by the Board in advance. The seal/logo is a trademark of the District. It cannot be used to imply endorsement of any event, position, or action of any other group, agency, association, or business, unless approved by the Board.

(e) Business Cards, Clothing and Other Items Distributed to Directors by the District. This Section does not apply to a Director's distribution of his/her business cards provided to the Director by the District, which identify the Director as an elected official of the District. This Section does apply, however, to the publication of a Director's business cards, which must also

comply with Section 4.08(c)(2). Additionally, this Section does not apply to the use of shirts or other items containing the District's Logo, which have been distributed to the Director by the District. Use of such items, however, is subject to the laws and regulations of the State.

4.12 CAMPAIGNING RESTRICTIONS

4.12.1 SOLICITING POLITICAL CONTRIBUTIONS

Directors are prohibited from soliciting, or permitting others to solicit on his/her behalf, political funds or contributions at District facilities for the benefit of his/her own campaign for any office or the campaign of any other person for any other office.

4.12.2 USE OF DISTRICT PROPERTY, EQUIPMENT OR FACILITIES FOR CAMPAIGNING

Directors shall not use, or permit any other person to use, the District's seal, trademark, stationery, or other indicia of the District's identity, or facsimile thereof, in any solicitation for political contributions contrary to state or federal law. Directors shall not use, or permit any other person to use, District equipment, facilities, materials, or any other property for any solicitation for political contributions to any campaign.

4.13 WEBSITE AND SOCIAL MEDIA

The District has an interest in disseminating information useful to customers and others interested in the operations, goals, and objectives of the District. The District encourages the use of the internet, through its website or social media pages, to further the goals of the District, subject to the terms and conditions of the rules set forth herein. The use of such websites or social media pages by Directors, however, raises legal issues which are unique to government agencies. As such, these rules establish procedures for use of the website and social media by Directors.

4.13.1 DISTRICT WEBSITE

The District owns and maintains a website at www.palmdalewater.org for the purpose of conducting the official business of the District. The General Manager has the authority to manage the website, including the contents of the website, as part of the District's day-to-day operations. The General Manager, however, does not have the authority to post any material or content in connection with the political campaign of any Director of the District, in connection with the political campaign of any candidate for any other office, or in connection with his/her own performance evaluation.

4.13.2 DIRECTOR BIOGRAPHIES ON DISTRICT WEBSITE

Each Director shall submit to the General Manager a biography for publication on the District's website at www.palmdalewater.org. The biography of a Director shall be limited to the Director's own qualifications and experience, and shall not include language that in any way makes reference to other Directors or their qualifications, character or activities.

4.13.3 DIRECTORS' SOCIAL MEDIA COMMUNICATIONS POLICY

(a) Introduction/Purpose: In light of advances in information and communications technology, the Board has adopted this policy to ensure continued compliance with the Brown Act in connection with the District's social media and other electronic communications, including the District's Facebook and Twitter pages, while respecting a Director's right to express himself or herself on issues within the District's subject matter jurisdiction, and to enhance Directors' communications with their constituents.

(b) Creation and Maintenance of District Social Media Pages

1. The District Public Information Officer, under the supervision of the General Manager, shall create and maintain an official District Social Media Page, including the existing Facebook and Twitter

Palmdale Water District pages. The content posted on the District's Social Media Pages shall be consistent with the policy and direction provided by the Board for District matters.

2. Directors are not authorized to post content to any District social media page on behalf of the District. Only the District Public Information Officer shall post content to any District social media page on behalf of the District. Directors shall not create or maintain any social media page on behalf of the District, nor shall Directors create any social media page containing the seal or logo of the District.

(c) "Comments," "Likes," or "Sharing" on District Social Media Pages:

In order to avoid any violation of the still unclear applicability of the Ralph M. Brown Act to social media, Directors may not comment or "like" any post on the District Social Media Pages. Nothing herein prohibits a Director from "sharing" a District post to his/her own Social Media Page, or any other Social Media Page.

(d) Other Social Media Sites or Blogs, not maintained by the District:

The District is not responsible for the content, comments, "likes", or any other communication occurring on websites, blogs, or social media sites not maintained by the District. Nevertheless, Directors must exercise the same guidelines on non-District websites, blogs, or social media sites to avoid any implication of the Brown Act or other applicable laws.

4:14 RESPONSIBILITIES AND AUTHORITY OF THE BOARD AND GENERAL MANAGER

(a) The Board of Directors has the power and it shall be its duty to manage and conduct the business and affairs of the District**.** (Water Code, §21385.) To that end, the Board "shall: (a) Employ agents, officers, and employees as

required," and "(b) prescribe their duties and fix their salaries." (Water Code, §21185.) Accordingly, the Board employs a General Manager to carry out Board policies, direct District operations, and provide day-to-day supervision of District employees and control of District expenditures. However, the Board does not relinquish its obligation or authority to establish an organizational chart and fix salaries for positions in accordance with Water Code, Section 21185.

It is the judgment of the Board and the General Manager that clear delineation of their respective responsibilities and authority is essential to effective District management. Said authority and responsibilities are set out herein and in the General Manager Employment Agreement.

(b) Board communications to District staff shall be made through the office of the General Manager to ensure staff's time and resources are most efficient used and ensure compliance with budget restrictions.

Certificate of Recognition

This Honor Is Bestowed Upon

_____

In Recognition For Outstanding Achievement And Excellence in

_____

And Is Awarded This Certificate By the Board of Directors of the

Palmdale Water District

this_____ day of _____, _____

_____ _____ _____ _____ _____

EXHIBIT 3

PALMDALE WATER DISTRICT
RESOLUTION NO. 15-7

A RESOLUTION OF THE BOARD OF DIRECTORS OF PALMDALE WATER DISTRICT AMENDING THE PALMDALE WATER DISTRICT RULES AND REGULATIONS AS THEY RELATE TO THE BOARD OF DIRECTORS, INCLUDING AMENDMENT OF ARTICLE IV TITLED "BOARD OF DIRECTORS," DELETION OF ARTICLE 12, SECTION 12.12 TITLED "COMMUNITY REQUEST FOR SPEAKERS AND/OR PRESENTATIONS;" DELETION OF ARTICLE 17 TITLED "RESPONSIBILITIES AND AUTHORITY OF THE BOARD AND GENERAL MANAGER," AND ADDITION OF APPENDIX EE

WHEREAS, members of the Board of Directors have, in partnership with District staff, consultants, and the General Counsel, developed revisions to the Palmdale Water District Rules and Regulations in order to increase transparency and efficiency in District governance; and

WHEREAS, the Board of Directors recognizes the importance of consistent and clearly codified noticing requirements for meetings; and

WHEREAS, the Board of Directors desires to create clear procedures for the adoption of ordinances; and

WHEREAS, the Board of Directors desires to clearly set forth the duties and responsibilities of each Director; and

WHEREAS, the Board of Directors desires to clearly set forth the division of responsibilities of the Board of Directors and the General Manager;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Palmdale Water District as follows:

Section 1: The above recitals are all true and correct and are hereby adopted as findings.

Section 2: Article IV of the Palmdale Water District Rules and Regulations titled "Board of Directors" is hereby amended as set forth in the attached document titled "Rules and Regulations, Article IV March 11, 2015."

Section 3: Appendix EE is hereby added to the Rules and Regulations to establish a form certificate of recognition from the Board of Directors and the District;

Section 4: Article 12, Section 12.12 of the Palmdale Water District Rules and Regulations titled "Community Request for Speakers and/or Presentations" is hereby deleted.

Section 5: Article 17 of the Palmdale Water District Rules and Regulations titled "Responsibilities and Authority of the Board and General Manager" is hereby deleted.

Section 6: Severability. If any section, subsection, paragraph, sentence, clause or phrase of this resolution is for any reason held to be invalid or unconstitutional, such invalidity or unconstitutionality shall not affect the validity or constitutionality of the remaining portions of this resolution, it being expressly declared that this resolution and each section, subsection, paragraph, sentence, clause and phrase thereof would have been adopted, irrespective of the fact that one or more other section, subsection, paragraph, sentence, clause or phrase be declared invalid or unconstitutional.

PASSED, APPROVED, AND ADOPTED at a regular meeting of the Board of Directors of Palmdale Water District held on _____, 2015.

Kathy Mac Laren, President Palmdale Water District	Joe Estes, Secretary Palmdale Water District

ARTICLE 4: BOARD OF DIRECTORS (BoD) (Revised 2-11-09)

4.01 NUMBER OF DIRECTORS

The number of Directors shall be five (5) members elected at large from the District, each to be a resident and voter of one of the five voting Districts. (Water Code, §§ 21550, 21551.)

4.02 VOTING DISTRICTS

There shall be five (5) voting divisions with the boundaries as established by the Board of Directors to equalize, as best as possible, the number of registered voters in each voting division. These boundaries shall be adjusted with approval of the Board when deemed necessary. Resolution 09-06 and the PWD Boundary and Elective Division Map are attached hereto as Appendix A. (Water Code, § 21605.)

4.03 MEETINGS OF THE BOARD (Revised 1-13-10)

4.03.1 REGULAR MEETINGS OF THE BOARD

(a) Regular meetings of the Board are held on the second and fourth Wednesday of each calendar month at 7:00 p.m. or the time and dates set on the agenda when necessary. If the regular meeting falls on a holiday, the meeting time will be re-scheduled before or after that date as the Board directs.

(b) The District shall comply with all public noticing requirements of the Ralph M. Brown Act, codified at Sections 54954.5 through 54957.10. Additionally, the District shall specifically comply with the following noticing provisions at least 72 hours before the time of the meeting:

(i) The District shall provide notice by electronic mail, in the form of a final agenda, to a local newspaper of general circulation, radio or television station requesting such notice in writing.

(ii) The District shall post the agenda at the District Offices in a location visible and freely accessible to members of the public, and on the District's Internet Website, www.palmdalewater.org.

(iii) The District shall mail, by U.S. mail and electronic mail, copies of the agenda or agenda packets requested by any person pursuant to Government Code, Section 54954.1.

(iv) The General Manager shall ensure electronic mail delivery and personal delivery of the agenda and agenda packets to each member of the Board.

4.03.2 SPECIAL MEETINGS OF THE BOARD

Special meetings of the Board shall be held at a time and place as may be designated by the presiding officer or by a 3/5ths majority of the members of the Board. Special meetings shall comply with the requirements of Government Code, Section 54956 and 54956.5. Upon direction by the presiding officer, or a 3/5 majority, the General Manager shall ensure electronic mail delivery and personal delivery of the agenda to all members of the Board at least 24 hours prior to such special meeting. The General Manager shall also ensure delivery to all members of the Board of all documents that will be included in the agenda packet as soon as reasonably practical.

4.03.3 EMERGENCY MEETINGS OF THE BOARD

(a) In case of an emergency or dire emergency involving matters upon which prompt action is necessary due to disruption or threatened disruption of public facilities, or activity that severely impairs public health, safety, or both, an emergency meeting of the Board may be held at a time and place as may be designated by the presiding officer without complying with the 24 hour prior notice requirement. The Board of Directors designates the General Manager with the discretion to determine the existence of an emergency for purposes of this Section. The General Manager shall ensure telephonic notice one hour in

advance of the meeting to all members of the Board, all media who has requested notice of meetings in writing, followed by written confirmation through electronic mail.

(b) In the event of an emergency, the General Manager may be required to take certain actions before a special meeting of the Board may be held. Accordingly, the Board of Directors has authorized the General Manager to hire such additional personnel, equipment and contractors as deemed necessary to make repairs, alteration and modifications to the District's facilities that are required when emergencies occur. (Motion approved February 13, 1962; Resolution, dated February 20, 1969.)

4.03.4 QUORUM

The quorum consists of three Board Members. A quorum must be present for the Board to take action on any matter. A 3/5 Board majority is required for any action by the Board, except for a motion to adjourn or a motion to adjourn for a stated time.

4.03.5 BOARD MEETINGS: RULES OF PROCEDURE

The conduct of the meetings of the Board of Directors, Board committees, and and Board workshops, is governed by the Rules of Procedure attached hereto as Appendix DD. In the event a question of procedure is not addressed by the District Rules of Procedure, Robert's Rules of Order shall apply. Failure to comply with any portion of the District Rules of Procedure or the Robert's Rules of Order shall not render any action by the Board void.

4.04 BOARD ACTION

The Board may take action by motion, resolution, or ordinance. The affirmative vote of at least three directors is necessary for the Board to take action. Motions and resolutions may be adopted on voice and/or mechanical vote: roll call shall be taken if requested by any director. Ordinances shall be adopted on roll call vote.

4.04.1 ORDINANCES

Where an ordinance is required by statute, but the procedure for such ordinance is not specified, the Board shall adopt the ordinance as follows:

1. The ordinance shall be noticed as an agenda item for two consecutive Board meetings.
2. The ordinance shall be introduced and read at two consecutive regular Board meetings, unless a motion is made and passed by a majority of the Board to waive the full reading of the ordinance. The ordinance may then be passed.
3. The ordinance shall become effective thirty (30) days after adoption and shall be published, within ten (10) days after its adoption, at least once for one week in a newspaper of general circulation within the boundaries of the district.

4.05 OFFICERS OF THE BOARD

The officers of the Board shall be:

President, Vice President, Treasurer and Secretary.

Officers shall be elected by a 3/5 majority vote of the Board. The Board shall reorganize every two years, following an election, unless by a 3/5 majority vote the Board approves a reorganization at any other time.

4.06 DUTIES AND OBLIGATIONS OF THE OFFICERS OF THE BOARD

Other than the duties and obligations specified herein, Officers have no rights or authority different from any other Director. In addition to such duties and obligations imposed by law or by action of the Board of Directors, the duties of each Officer of the District are as follows:

4.06.1 PRESIDENT

Preside over and conduct all meetings of the Board, including maintaining the order pursuant to the Rules of Procedure adopted by the Board and attached hereto as Appendix DD, to ensure constructive and democratic meetings and help, not hinder, the business and discussion of the Board. Carry out the resolutions and orders of the Board. Exercise other powers and perform other duties as prescribed by the Board in these Rules and Regulations and by other actions of the Board. Approve Board meeting agendas. Form or disband standing and ad hoc committees. Appoint committee members and the Chair of said committees. Sign all agreements to which the District is a party. Write and/or sign correspondence on behalf of the Board and PWD. In the event of an early vacancy in the office of the Presidency, the Vice President shall become the President.

4.06.2 VICE PRESIDENT

Exercise the duties of the President in the absence of, when the President stands down, or when the President is unable to continue in his/her duties due to any other reason. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.06.3 TREASURER

Sign financial instruments as required and serve as the Finance Committee Chair. The Treasurer acts on behalf of the President in the event the President and Vice President are unable to do so. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.06.4 SECRETARY

Certify or attest to the actions taken by the Board. Sign the minutes of the Board meeting following their approval. In the absence of the Secretary from any meeting at which the Board approved meeting minutes, the Vice President, if

present, shall sign the meeting minutes. In the event of an early vacancy in the position of Vice-President, the Board shall elect a new Vice-President in accordance with Section 4.04.

4.07 DUTIES AND OBLIGATIONS OF ALL DIRECTORS

4.07.1 RULES OF CONDUCT

The Board of Directors shall at all times conduct itself in accordance with all applicable Federal laws, State laws, Local laws, and the District's Rules and Regulations. Any violations by any Director of these Rules and Regulations, including this Article IV, may be addressed by the Board in the manner provided at the Rules of Procedure, attached hereto as Appendix DD at Section IV.B.

4.07.2 PARTICIPATION IN OFFICIAL BUSINESS OF THE DISTRICT

Directors shall attend all regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, including those listed in Appendix V. In the event a Director is unable to attend a meeting, or other official business of the District, the Director shall notify the President and General Manager with as much advance notice as reasonably practical, or as soon thereafter as reasonably practical. Failure to attend four consecutive regular meetings of the Board, without the prior approval of the Board, will result in loss of committee assignments. The Board shall excuse absences by approving such absences pursuant to the Consent Calendar at the next regular Board meeting.

4.07.3 DIRECTOR COMPENSATION **(Revised 12-11-09)**

(a) The District has set director compensation as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* The Board of Directors shall be compensated for attendance at regular and special meetings of the Board, including committee meetings, and other functions as approved in advance by the Board of Directors, at a rate of

$150.00 per day up to the maximum number of days per month and the maximum annual compensation allowable by law. In addition, Directors shall be entitled to compensation for a day of service in attendance at all meetings and occurrences listed and as indicated in Appendix V, as the Board of Directors has determined those meetings and occurrences constitute performance of official duties rendered as members of the Board. Each Director shall submit, on a form provided by PWD and signed by the Director, the number of days of attendance for which compensation shall be made. Email or FAX submittal of the form shall be acceptable with signature to follow. Compensation for purely social functions is not allowable.

(b) Requests for compensation and expense reimbursement relating to any meeting or event not listed in Appendix V shall not be approved, unless the Board determines that the meeting constitutes one of the following:

(i) A conference or organized educational activity conducted in compliance with Government Code Section 54952.2, including, but not limited to, required ethics training pursuant to Government Code Section 53234, *et seq.*

(ii) A meeting or event attended at the formal request of the Board, including an event to recognize, any employee of the District, or members of the public.

(iii) A meeting or event necessary to further communications with representatives of regional, state and national government on District functions.

(iv) A meeting or event of regional, state and national organizations whose activities affect the District's interests.

4.07.4 DIRECTOR EXPENSES

The District has set the reimbursement for director expenses as provided herein, pursuant to Water Code, Section 20200, *et seq.* and Government Code, Section 53232, *et seq.* Directors shall be compensated for actual, reasonable and necessary expenses incurred for participating in activities approved in advance by the Board of Directors or as allowed as indicated in Appendix V attached hereto, and that further the goals and interests of the District.

Directors shall exercise prudence in all expenditures. Requests for reimbursement must be accompanied by receipts and documentation and shall be submitted on a form provided by the District and signed by the Director. Email or FAX submittal of the form shall be acceptable with signature to follow.

All requests for reimbursement shall be submitted monthly to the General Manager after the expenses were incurred or expenditures made. The General Manager shall ensure prompt payment of the reimbursable expenses and all questions regarding payment of reimbursable expenses to the staff shall be directed to the General Manager. The Finance Committee shall periodically review Director's expense reports and shall prepare such reports and documents as may be required under Government Code Section 53065.5 and Government Code 53232.3.

This policy is intended to result in no personal gain or loss to a Director and no reimbursement shall be allowed for transportation, lodging, meals or incidental expenses of family members or guests of a Director traveling with the Director to an authorized event.

4.07.5 REPORTS TO GOVERNING BOARD

At the regular meeting of the Board following any meeting, conference, educational activity or other authorized event for which compensation for a day of services or reimbursement of expenses is requested, the Director attending the event shall give a brief report on the meeting or event. If more than one Director

of the District attended the same meeting, a joint report may be made. Reports may be written or oral.

4.08 SPEAKING ENGAGEMENTS AND/OR PRESENTATIONS BY DIRECTORS

The District recognizes the importance of interaction with the community it serves and encourages opportunities for interaction that provides the most accurate information available. This often takes the form of speaking and giving presentations to community and other groups on behalf of the District. Community groups, whether formal or informal, are likely to focus on particular areas of the District's operations and policies. These include topics such as water rates and structure, water quality, state and local water conditions, water conservation and efficiency, and business and infrastructure planning.

The District therefore establishes these rules to ensure the community's needs are met and that the District is accurately represented. Members of the Board of Directors shall not make any presentation on behalf of the District, without the prior approval of the Board, as provided herein. Presentations made on behalf of the District, and therefore governed by these rules, include any speaking engagement or public presentation at any event to any group, entity, or association, related to any matter that relates to the business of the District, unless the Director makes the disclaimers required in these rules.

(a) Speaking Engagements and/or Presentations Made Pursuant to Requests From the Public

1. All requests from any person other than a Director or District Staff for a speaking engagement or presentation by any Director shall be submitted to the District office with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations);

2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;
3. The General Manager shall inform all Directors of the public request;
4. The President shall determine whether the topic in the request relates to any matter within the purview of any standing committee. If so, the President shall refer the request to that committee to allow that committee to respond and designate a speaker, if approved.
5. If the topic or issue in the request does not relate to any matter within the purview of any standing committee, the President shall recommend to the Board of Directors whether to respond, approve, or disapprove a request. The Board shall approve the request by 3/5 majority vote and also approve a speaker by 3/5 majority vote.

(b) Speaking Engagements and/or Presentations Made Pursuant to Requests From Directors:

1. Directors must request prior approval from the Board before making any presentations on behalf of the District. Directors may request approval to speak on behalf of the District by submitting an approval request to the President, and notifying the General Manager of that request, with as much notice as possible before the event (Form attached as Appendix BB of Rules and Regulations).
2. Topic appropriate District staff will be assigned to prepare, or update, information for the presentation, and attend the presentation;

3. The President shall determine whether the topic or issue in the request relates to any matter within the purview of any standing committee. If so, the President shall refer the request to that committee to allow that committee to respond. If the committee does not approve the request, the Board may then consider and approve the request by a 3/5 majority vote**.**

(c) Speaking Engagement and/or Presentations by Directors On Their Own Behalf

1. Nothing herein prohibits or forbids a Director from making public presentations on his/her own behalf, so long as the Director clearly states orally at the beginning of that presentation, in any written or electronic material published in connection with that presentation, and in any written or electronic material distributed at the presentation, that the presentation is from the individual Director, not the District. The disclosure statement by the individual Director shall be substantially in the form provided herein:

", I make this presentation/speech on my own behalf as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

2. If a Director makes a presentation/speech on his own behalf pursuant to this Subsection, the Director may not distribute any official District material at such presentation that has not otherwise been made generally available to the public by the District, may not use the District's Logo, or allow the use of the Logo, in any material published, distributed, or displayed in connection with that presentation/speech. A Director may distribute his/her business card in which he/she is identified as a Director of the District and may allow for the publication of his/her business card in any material published, distributed, or displayed in connection with that presentation/speech, so long as:

A. The business card is published by itself and without any revisions or additional content; or

B. In the event the business card is published with any additional content, then the publication shall also include a disclosure statement providing that:

"the Director sponsors/supports the [event/group/association] as an individual, and not on behalf of the Palmdale Water District or its Board."

Any disclosure statement made in good faith that informs the public that the Director is not purporting to act "on behalf" of the District or its Board shall be deemed to in compliance with this Section.

4.09 PUBLIC STATEMENTS ON BEHALF OF THE DISTRICT

The District is not represented by any one individual director and is instead represented by action of the Board (through a 3/5 majority). Therefore, public statements can only be made on behalf of the District as authorized by the Board. The Board designates the President, General Manager, and Public Information Officers as the persons authorized to make public statements on behalf of the District. Any other public statements shall not be attributable to the District or the Board.

4.10 PRESENTATION OF AWARDS AND RECOGNITIONS

(a) The District recognizes the importance of interaction with the community it serves and encourages opportunities for recognition of individuals, organizations, businesses, agencies or associations who share in the mission and strategic vision of the District to provide water within its service area. Accordingly, the Board authorizes and encourages its individual Directors, subject to the approval by the Outreach Committee, to recognize such efforts that are consistent with the Irrigation District Law, under which the District is formed, to "furnish sufficient water in the district for any beneficial use." (Water Code 22075.)

(b) The awards and recognitions authorized herein shall be in the form of a Certificate of Appreciation or Certificate of Recognition, collectively attached hereto in Appendix EE, recognizing the recipient's efforts in water conservation and efficiency, water resource management, water education, interagency cooperation, and other areas that relate to the District's purpose.

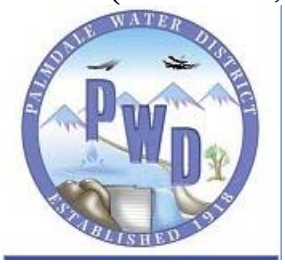
(c) The awards and recognitions authorized herein shall not be given in connection with any personal matters, political campaigns of the Director or others, or any legislative matters.

4.11 USE OF DISTRICT PROPERTY AND EQUIPMENT

A Director can be assigned selected District equipment for use on District business. A Director shall not use or permit the use of District equipment, telephones, materials or property for personal gain or profit, including for use in connection with any campaign or election. Each Director must protect and properly use any District asset within his or her own control, including information recorded on paper or in electronic form. A Director shall not request a District employee to perform services for their personal gain or profit, including in connection with any campaign or election. Requests for assistance in connection with the official business of the District are not considered requests made for a Director's personal gain or profit.

4.12 USE OF DISTRICT MATERIAL CONTAINING DISTRICT SEAL/LOGO BY DIRECTORS

(a) Purpose of the Seal/Logo. The District has adopted the following seal, also referred to as its "logo," as the official seal of the Palmdale Water District, pursuant to the Irrigation District Law (Water Code, § 21404):



The seal has been adopted for purposes of identifying official communications, actions, and positions of the District. Therefore, the Board has approved use of the seal by individual Directors as provided herein to maintain uniformity in the representation of the District.

(b) Use of District Seal/Logo. Material containing the District seal, including District letterhead, shall only be used by Directors for District business and may not be used for any personal matters including political campaign materials or in connection with any political events or activities. Use or

display of the District seal/logo at any political event or activity, whether it is in connection with District elections or unrelated elections, is not permitted. Any written or electronic communication or presentation by a Director that is not approved as District business herein or approved separately by Board action, shall not contain the District seal/logo.

(c) District Business. District business includes:

(i) Correspondence approved by the Board, such as communications to the Association of California Water Agencies and other governmental agencies, which shall thereafter be distributed to all Directors;

(ii) Distribution of any District promotional and informational material generally available to the public;

(iii) Distribution of official District material at events approved by the Board, including events listed at Appendix V;

(iv) Distribution of awards or recognitions on behalf of the District pursuant to Section 4.10;

(d) Publication or Reproduction of the District's Seal/Logo. Publication or reproduction of the District's seal/logo not expressly authorized in these Rules and Regulations must be approved by the Board in advance. The seal/logo is a trademark of the District. It cannot be used to imply endorsement of any event, position, or action of any other group, agency, association, or business, unless approved by the Board.

(e) Business Cards, Clothing and Other Items Distributed to Directors by the District. This Section does not apply to a Director's distribution of his/her business cards provided to the Director by the District, which identify the Director as an elected official of the District. This Section does apply, however, to the publication of a Director's business cards, which must also

comply with Section 4.08(c)(2). Additionally, this Section does not apply to the use of shirts or other items containing the District's Logo, which have been distributed to the Director by the District. Use of such items, however, is subject to the laws and regulations of the State.

4.12 CAMPAIGNING RESTRICTIONS

4.12.1 SOLICITING POLITICAL CONTRIBUTIONS

Directors are prohibited from soliciting, or permitting others to solicit on his/her behalf, political funds or contributions at District facilities for the benefit of his/her own campaign for any office or the campaign of any other person for any other office.

4.12.2 USE OF DISTRICT PROPERTY, EQUIPMENT OR FACILITIES FOR CAMPAIGNING

Directors shall not use, or permit any other person to use, the District's seal, trademark, stationery, or other indicia of the District's identity, or facsimile thereof, in any solicitation for political contributions contrary to state or federal law. Directors shall not use, or permit any other person to use, District equipment, facilities, materials, or any other property for any solicitation for political contributions to any campaign.

4.13 WEBSITE AND SOCIAL MEDIA

The District has an interest in disseminating information useful to customers and others interested in the operations, goals, and objectives of the District. The District encourages the use of the internet, through its website or social media pages, to further the goals of the District, subject to the terms and conditions of the rules set forth herein. The use of such websites or social media pages by Directors, however, raises legal issues which are unique to government agencies. As such, these rules establish procedures for use of the website and social media by Directors.

4.13.1 DISTRICT WEBSITE

The District owns and maintains a website at www.palmdalewater.org for the purpose of conducting the official business of the District. The General Manager has the authority to manage the website, including the contents of the website, as part of the District's day-to-day operations. The General Manager, however, does not have the authority to post any material or content in connection with the political campaign of any Director of the District, in connection with the political campaign of any candidate for any other office, or in connection with his/her own performance evaluation.

4.13.2 DIRECTOR BIOGRAPHIES ON DISTRICT WEBSITE

Each Director shall submit to the General Manager a biography for publication on the District's website at www.palmdalewater.org. The biography of a Director shall be limited to the Director's own qualifications and experience, and shall not include language that in any way makes reference to other Directors or their qualifications, character or activities.

4.13.3 DIRECTORS' SOCIAL MEDIA COMMUNICATIONS POLICY

(a) Introduction/Purpose: In light of advances in information and communications technology, the Board has adopted this policy to ensure continued compliance with the Brown Act in connection with the District's social media and other electronic communications, including the District's Facebook and Twitter pages, while respecting a Director's right to express himself or herself on issues within the District's subject matter jurisdiction, and to enhance Directors' communications with their constituents.

(b) Creation and Maintenance of District Social Media Pages

1. The District Public Information Officer, under the supervision of the General Manager, shall create and maintain an official District Social Media Page, including the existing Facebook and Twitter

Palmdale Water District pages. The content posted on the District's Social Media Pages shall be consistent with the policy and direction provided by the Board for District matters.

2. Directors are not authorized to post content to any District social media page on behalf of the District. Only the District Public Information Officer shall post content to any District social media page on behalf of the District. Directors shall not create or maintain any social media page on behalf of the District, nor shall Directors create any social media page containing the seal or logo of the District.

(c) "Comments," "Likes," or "Sharing" on District Social Media Pages:

In order to avoid any violation of the still unclear applicability of the Ralph M. Brown Act to social media, Directors may not comment or "like" any post on the District Social Media Pages. Nothing herein prohibits a Director from "sharing" a District post to his/her own Social Media Page, or any other Social Media Page.

(d) Other Social Media Sites or Blogs, not maintained by the District:

The District is not responsible for the content, comments, "likes", or any other communication occurring on websites, blogs, or social media sites not maintained by the District. Nevertheless, Directors must exercise the same guidelines on non-District websites, blogs, or social media sites to avoid any implication of the Brown Act or other applicable laws.

4:14 RESPONSIBILITIES AND AUTHORITY OF THE BOARD AND GENERAL MANAGER

(a) The Board of Directors has the power and it shall be its duty to manage and conduct the business and affairs of the District**.** (Water Code, §21385.) To that end, the Board "shall: (a) Employ agents, officers, and employees as

required," and "(b) prescribe their duties and fix their salaries." (Water Code, §21185.) Accordingly, the Board employs a General Manager to carry out Board policies, direct District operations, and provide day-to-day supervision of District employees and control of District expenditures. However, the Board does not relinquish its obligation or authority to establish an organizational chart and fix salaries for positions in accordance with Water Code, Section 21185.

It is the judgment of the Board and the General Manager that clear delineation of their respective responsibilities and authority is essential to effective District management. Said authority and responsibilities are set out herein and in the General Manager Employment Agreement.

(b) Board communications to District staff shall be made through the office of the General Manager to ensure staff's time and resources are most efficient used and ensure compliance with budget restrictions.

Certificate of Recognition

This Honor Is Bestowed Upon

_____

In Recognition For Outstanding Achievement And Excellence in

_____

And Is Awarded This Certificate By the Board of Directors of the

Palmdale Water District

this_____ day of _____, _____

_____ _____ _____ _____ _____

EXHIBIT 2

AMERICAN WATER WORKS ASSOCIATION CA-NV SECTION
OPERATOR SYMPOSIUM 2015
Ontario
March 17 - 18, 2015

NAME:_____

_____

ADVANCE REGISTRATION DEADLINE:_____

MEALS: ___YES ___NO SPOUSE: ___YES ___NO SPOUSES' TOUR: ___YES ___NO

DEPARTMENTAL TRAVEL BUDGET:

REGISTRATION:_____TRAVEL:_____
TOTAL REMAINING BALANCE:_____

PROPOSED EXPENSES:

Registration:	_____
Transportation:	_____
Meals:*	_____
Miscellaneous:	_____
TOTAL:	_____

*DIRECTORS: Expenses are outlined in Section 4.06.1 of the District's Rules and Regulations.
*FOR STAFF: Meal limitations are outlined on pages 30 and 31 of the District's Employee Manual.
Please review these limitations.

HOTEL ACCOMMODATIONS: ___YES ___NO REGISTRATION DEADLINE:_____
ARRIVAL DATE/TIME:_____ DEPARTURE DATE/TIME:_____

TYPE OF ACCOMMODATIONS:
_____ SINGLE (1 PERSON)
_____ DOUBLE (2 PEOPLE)
_____ (2 PEOPLE/2 BEDS)

AIRLINE RESERVATIONS: ___YES ___NO

DEPART FROM _____ on _____ at _____ AM/PM
(airport) (date) (time)

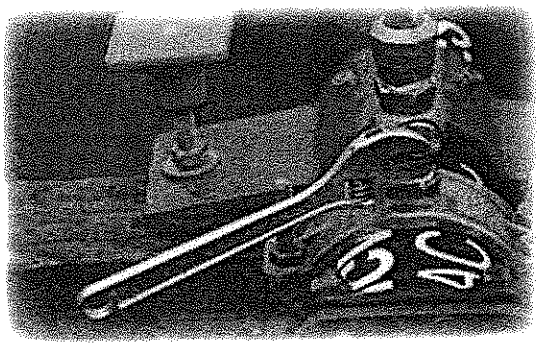
RETURN FROM _____ on _____ at _____ AM/PM
(airport) (date) (time)

SUPERVISOR APPROVAL:_____DATE:_____

Operator Symposium 2015

American Water Works Association
California-Nevada Section

March 17 - 18, 2015
DoubleTree Hotel
Ontario, CA



CA-NV AWWA would like to invite you to the Operator Symposium 2015.

- Over 30 Technical sessions focused on topics relevant to operators.
- Earn up to 12 contact hours towards your certification.
- Top Ops Challenge, Hot Flare, Pipe Tapping and Meter Madness Competitions

Don't miss your chance to register!

Reserve your room by calling 1-800-Hiltons and mention code 299 or visit the DoubleTree Ontario Website

AWWA Member#: _____

Attendee Name: _____

Attendee Mailing Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: _____ Home Phone: _____

Attendee E-mail: _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Company Phone: _____ Fax: _____

REGISTRATION PRICING

Members	Non Members
$195	$245

TOTAL AMOUNT DUE: _____

CA-NV AWWA CANCELLATION POLICY

Requests for refunds and request for transfers must be made in writing and are subject to the following conditions: Full refund offer paid (minus $50.00 handling fee) will be issued for cancellations received more than three weeks prior to event date. All fees are non-refundable thereafter.

PAYMENT OPTIONS

Make checks payable, in U.S. funds, to CA-NV AWWA

Check # _____ PO # _____
(Must be accompanied by a physical copy of the Purchase Order)

Payment Method: Credit Card: Visa ___ MC ___ AMEX ___

Name on Card: _____

Credit Card # _____

Exp. Date: _____ Billing Zip Code: _____

Authorized Signature: _____

If you need a copy of your receipt, please enter e-mail address:

E-mail _____

Return this completed form with your payment or purchase order to
CA-NV-AWWA 10435 Ashford Street, Rancho Cucamonga, CA. 91730
or submit by fax to (909) 291 - 2107
or by email schickarmane@ca-nv-awwa.org

DEALING WITH DIFFICULT PEOPLE-HOW TO COMMUNICATE WITH TACT AND SKILL SEMINAR

Lancaster

April 7, 2015

NAME:_____

_____

ADVANCE REGISTRATION DEADLINE:_____

MEALS: ___YES ___NO SPOUSE: ___YES ___NO SPOUSES' TOUR: ___YES ___NO

DEPARTMENTAL TRAVEL BUDGET:

REGISTRATION:_____TRAVEL:_____
TOTAL REMAINING BALANCE:_____

PROPOSED EXPENSES:

Registration:	_____
Transportation:	_____
Meals:*	_____
Miscellaneous:	_____
TOTAL:	_____

*DIRECTORS: Expenses are outlined in Section 4.06.1 of the District's Rules and Regulations.
*FOR STAFF: Meal limitations are outlined on pages 30 and 31 of the District's Employee Manual.
Please review these limitations.

HOTEL ACCOMMODATIONS: ___YES ___NO REGISTRATION DEADLINE:_____
ARRIVAL DATE/TIME:_____ DEPARTURE DATE/TIME:_____

TYPE OF ACCOMMODATIONS:

_____ SINGLE (1 PERSON)
_____ DOUBLE (2 PEOPLE)
_____ (2 PEOPLE/2 BEDS)

AIRLINE RESERVATIONS: ___YES ___NO

DEPART FROM _____ (airport) on _____ (date) at _____ (time) AM/PM

RETURN FROM _____ (airport) on _____ (date) at _____ (time) AM/PM

SUPERVISOR APPROVAL:_____DATE:_____

Dealing with Difficult People

How to Communicate with Tact and Skill

A ONE-DAY SEMINAR COMING TO YOUR AREA

See cities and dates on page 7.

Never again fall victim to those who love to make life miserable for the rest of us:

- You'll learn why they act the way they do.
- You'll find out exactly what to say and do in specific situations.
- You'll become less of a target for their barbs and antics.
- You'll see how to bring out the best in even the worst offenders.

Attend this seminar and gain the communication skills you need to de-stress all of your difficult relationships, on the job and off.

This is a day of intensive training with immediate payback.

Learn to take the offensive against know-it-alls, dictators, snipers, gripers, "yes" people, "no" people and all of the other contrary characters you confront every day.

Course content on page 3.

"I learned more about how to deal with people in one day than I have during all my years in the work force. I wish we had this kind of seminar years ago — maybe there would be less hostility and aggressiveness in the offices."

— Evelyn Allard, administrative assistant

Express Enrollment!

http://events.careertrack.com/295550

CAREERTRACK®

This course qualifies for continuing education credits. See details on page 6.

Do you recognize these people?

The Know-It-Alls
They're arrogant and usually have an opinion on every issue. When they're wrong, they get defensive.

The Passives
These people never offer ideas or let you know where they stand.

The Dictators
They bully and intimidate. They're constantly demanding and brutally critical.

The "Yes" People
They agree to any commitment, yet rarely deliver. You can't trust them to follow through.

The "No" People
They are quick to point out why something won't work. What's worse, they're inflexible.

The Gripers
Is anything ever right with them? They prefer complaining to finding solutions.

Of course you recognize them. They're the people you work with, sell to, depend on, live with. Learn to deal with them quickly and confidently at *Dealing with Difficult People.*

How this seminar will help you deal with problem people

1. **You'll understand the difficult people in your life.**
   Learn how they think, what they fear, why they do what they do. Understanding difficult people makes dealing with them less frustrating.

2. **You'll know specifically what to do and say.**
   At this seminar, you'll concentrate on here's-how-you-do-it techniques. You'll leave knowing how to *use* these techniques in specific situations, with all types of difficult people.

3. **You'll be less of a target for difficult people.**
   Look at the difficult people in your life. Chances are, at least one person manages to get along with them. You can, too. Learn how to derail problem people and teach them to treat you with respect.

4. **You'll bring out the best in people.**
   Let's face it — nobody's difficult all of the time (and everybody's difficult some of the time). Your new skills will help you reinforce the most positive behavior in everyone — at work and at home.

Register online, by phone, fax or mail. See page 7.

Thumbs-up from past participants:

"Before today, I didn't realize how much I allowed others to control my reactions and emotions. I will, from this day forward, focus on being a happy and more supportive person."
— Deborah A. Hoze, registered medical assistant

"At times, I too, become a difficult person because I've allowed others to manipulate me … I learned how not to become part of the problem."
— Judith A. Ray, accountant

"This course was straightforward and practical — 'user friendly.' The time passed quickly."
— Jacqueline Trayner, graduate student

"My leadership skills will improve greatly now that I have the tools to deal with my staff."
— Wendi Perea, customer service supervisor

"Helped me to not only understand my own personality style, but also those of the people I deal with on a daily basis."
— Cristy Spencer, regional traffic director

"This seminar revitalized me, brought things 'home,' refocused my skills to deal with difficult staff more effectively."
— Susan Klingensmith-Gilkey, director

26 specific techniques and insights to give you more power with difficult people

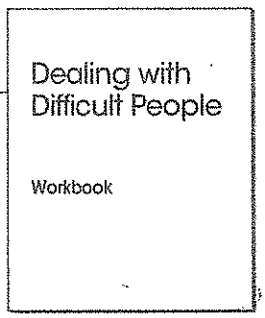
COURSE CONTENT

1. How to "map" difficult people to gain insight into what makes them tick
2. The most common mistake well-intentioned people make that actually worsens conflicts
3. Why complainers complain and how to move them into the problem-solving mode
4. The single best response to sarcasm
5. 3 ways to get people to keep their word
6. How to respond to someone who practices one-upmanship
7. Strategies for working with the negative person who throws a wet blanket over everything
8. What to do when someone — even a boss — starts yelling
9. 4 steps to take when communicating with any difficult person
10. How to determine whether a difficult relationship is worth salvaging, and what to do if it isn't
11. When someone says one thing to you, but the opposite to someone else
12. How to get in sync with a difficult person and get along better
13. The essential 4-step process for successful confrontation
14. Techniques for dealing with touchy people who take things personally
15. What to do when someone criticizes you unfairly
16. How to know when to back down and when to hold your ground
17. Ways to cope with excuse-makers and blamers
18. 3 tactics that prevent you from being manipulated by others
19. Hot buttons: how to keep people from pushing yours
20. When and how to let someone save face
21. A proven way to buy time in a conflict so you can respond with a level head
22. When to go to a third party for help in dealing with a problem person
23. What to do when people make promises you suspect they won't keep
24. How to give an aggressive person an alternative to direct conflict
25. For managers: how to deal with employees who don't keep commitments, have a negative attitude or are closed-minded
26. The special body language to use in dealing with specific kinds of difficult people (it can be even more powerful than what you say)

If you read it here, you'll learn it there.

We don't lure you in with overblown promises. Our brochures are cross-checked for accuracy against actual course content.

A FREE WORKBOOK FOR EVERY PARTICIPANT



Your tuition includes a detailed course workbook that simplifies note taking, freeing you to listen more and learn more. After the seminar, you'll turn to it time and time again, to recall key points, validate opinions and address specific problems.

MESSAGE TO MANAGERS:

Wouldn't it be nice if everyone on your staff got along great, day in and day out? No squabbles. No pettiness. Just harmony and nonstop productivity from 9 to 5.

Of course, you know that's practically impossible.

But the next best thing is having staff members who want a smoother-running office and are willing to work hard toward that goal.

This is the perfect opportunity to show your support. It's simple. Just look over this brochure — especially the learning points on page 3. Consider all your employees have to gain from attending this seminar and all you'll gain, too.

Learning these communication skills together will help your employees understand each other better. They'll support one another in using their new skills and techniques. And they'll become a tighter, more effective, more productive team starting immediately.

Put your team members on the path to enhanced interpersonal skills and improved morale. **Go the extra mile and send the whole team. You'll save money, too! Tuition is only $89 per person for groups of 5 or more from the same organization attending the same event.**

After the seminar, you'll sense a new mood of cooperation among your employees. You'll see them treat each other with greater respect. You'll watch them resolve conflicts more quickly without putting you in the middle. And you'll enjoy the fact that their minds are firmly on the tasks at hand.

The ability to handle contrary and unreasonable people with determination and diplomacy is a valuable skill for anyone.

This seminar provides an ideal training ground for coworkers to learn together and support one another in implementing these new skills.

On-Site Training Solutions



Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation,

visit us online

at **careertrack.com/onsite,**

call us at **1-800-944-8503**

Tired of hit-and-miss training?

CHOOSE CAREERTRACK CONSISTENTLY. THERE IS A DIFFERENCE:

- **This is real training.**
  We respect your time — and your intelligence.

  Our course content is soundly researched and designed by professional educators for maximum adult learning.

- **You get the tops in trainers.**
  Our faculty members receive the best training in the industry.

  At a CareerTrack program, you can always count on learning from knowledgeable experts who know how to teach. Past attendees have rated our trainers at higher than 9.0 on a 10-point scale.

- **You see outstanding presentation materials and workbooks that work.**
  That's because we work with professionals — writers, editors and graphic artists — to produce them.

  Put ours side-by-side with take-home materials from other companies, and you'll see the difference.

- **You get what we promise.**
  We don't lure you to our seminars with a long list of unrealistic promises.

  You can rest assured, we meticulously cross-check our promotional materials to be sure they accurately reflect course content.

Guaranteed Results!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the tips and techniques you need to successfully deal with difficult people. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free.*

CURIOUS, BUT NOT YET CONVINCED?

Consider this: In one fast-paced day, you'll gain an advantage that will continue to pay off for years to come, starting the very next day.

If that's not incentive enough, here are 4 more reasons to sign up now:

1. **Your coworkers will welcome and admire your initiative.**
   After all, they'll benefit by working with someone who has answers to some of the very same problems they face.

2. **In a single day, you'll learn strategies that will last you a lifetime.**
   This seminar is full of specific ideas you can put to use right away. You'll leave eager to try them and confident they'll work.

3. **You'll learn people skills that will be noticed — and most likely copied — by others.**
   Tact and skill in handling difficult people are enviable traits. In no time at all, you'll see direct results in your dealings with all kinds of people. And they'll see the difference in you, as well.

4. **Your day will fly by.**
   When learning is fun, time goes fast and what you learn sticks. You'll be surprised when the seminar ends — and impressed with how much you've learned.

This seminar is a great opportunity for you to build your personal power and benefit your company or organization in the process.

We hope you'll plan now to attend.

DEALING WITH DIFFICULT PEOPLE

Fast seminar facts

- One-day seminar, 9 a.m. to 4 p.m.
- $99 tuition (includes complete course manual)
- $89 per person for groups of 5 or more
- 100% satisfaction guaranteed

Enroll Today!

- **www.careertrack.com**

REGISTRATION INFORMATION

Enroll Today! $99 per person; only $89 per person for groups of 5 or more from the same organization attending the same event. Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Save $10 each

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

PROGRAM SCHEDULE

Check-in: 8:30 a.m. – 9:00 a.m.
Program: 9:00 a.m. – 4:00 p.m.

CANCELLATIONS AND SUBSTITUTIONS

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a $25 cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit http://www.careertrack.com/faq.asp#agerequirements.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

TAX-EXEMPT ORGANIZATIONS

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

TAX DEDUCTION

If the purpose of attending a CareerTrack program is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

CONTINUING EDUCATION CREDIT

CareerTrack offers Continuing Education Credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. Questions and concerns should be directed to your professional licensing board or agency.

CONTINUING PROFESSIONAL EDUCATION (CPE)

CPE SPONSORS

CareerTrack is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org. This course qualifies for 6 CPE credits. To obtain a certificate documenting your CPE credits, please visit http://www.careertrack.com/certificate. Certificates will be available 10 days after your event has ended.

HRCI RECERTIFICATION CREDITS (HRCI)

CareerTrack is approved by the Human Resource Certification Institute (HRCI) to offer courses that qualify for recertification credit hours toward PHR, SPHR and GPHR recertification. This course qualifies for 5.5 HRCI recertification credits.*

UPDATE YOUR CONTACT INFORMATION!

Simply make corrections to the mailing label on the back page of this brochure. Mail corrections to P.O. Box 413884, Kansas City, MO 64141-3884 or fax to 913-967-8847. We'll change our records for the very next update. Thanks!

*The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Copyright 2014

What others have shared from their experiences:

"I specifically took this seminar for help with coworkers and now I feel I can deal with these different personalities with confidence."

— Sharon Setters, licensing rep

"Seminar leader was top-notch — knew the material and has a very fine and enjoyable presentation manner."

— James K. Swanson, chief, technical policy

Express Enrollment!

http://events.careertrack.com/295550

Call toll-free! **1-800-556-3009** ■ **Fax** your registration! **913-967-8847** ■ **Mail** the registration form below!

1 ☑ **YES!** Please register me for the one-day, $99 *Dealing with Difficult People* seminar indicated in Section 5. Group discounts available; see page 6 for details.

ID# 295550

2 **IMPORTANT!** Please fill in VIP number as it appears on the address label.

VIP 90-003-262-233-52(_____) if available

3 **ORGANIZATION INFORMATION**

Organization: Palmdale Wate Dist

Address: 2029 E Ave Q

City: Palmdale St: CA ZIP: 93550

Tele: 661-947-4111 Fax: _____

☐ Mr. ☐ Ms. Approving Mgr's Name: _____

Job Title: _____

Email Address: _____ ☐ Business ☐ Home

4 **QUICK CONFIRMATION**

☐ Please email or fax my confirmation to me within 48 hours.

My email address or fax number is: _____

5 **NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

#1 Attendee's Name

Mr. Ms. John Albrecht

Job Title: Senior Field Customer Care Rep I Event # 1 6 7 3 6 1

Email Address: _____ ☐ Business ☐ Home

#2 Attendee's Name

Mr. Ms. Barry Fear

Job Title: Field Customer Care Rep II Event # 1 6 7 3 6 1

Email Address: _____ ☐ Business ☐ Home

6 **METHOD OF PAYMENT** (Payment is due before the program.) Please make checks payable to CareerTrack and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6%) and West Virginia (6%).

Total amount due: $ _____

☐ Check # _____ (payable to **CareerTrack**) is enclosed.

☐ Bill my organization. Attn: _____

☐ Purchase order # _____ is enclosed. (Attach purchase order to completed registration form.)

☐ Charge to: ☐ AMEX ☐ DISCOVER ☐ MC ☐ VISA

MO YR EXPIRATION DATE

CARD NUMBER

Card Holder's Name _____

Tax-Exempt # _____

Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.

ALASKA

Anchorage – April 30
Event #167523
Residence Inn Midtown
1025 East 35th Avenue

Juneau – April 29
Event #167522
Goldbelt Hotel
51 Egan Dr.

ARIZONA

Phoenix – April 23
Event #167322
Embassy Suites Hotel North
2577 West Greenway Rd.

Tucson – April 24
Event #167323
DoubleTree Hotel
445 South Alvernon Way

Yuma – March 31
Event #167365
Hampton Inn and Suites
1600 East 16th Street

CALIFORNIA

Anaheim – April 9
Event #167363
Clarion Hotel Resort
616 Convention Way

Burbank – April 8
Event #167362
Holiday Inn
150 East Angeleno Ave.

Carlsbad – April 1
Event #167366
Sheraton Hotel Resort and Spa
5480 Grand Pacific Dr.

Lancaster – April 7
Event #167361
Oxford Suites
1651 West Avenue K

Long Beach – April 21
Event #167358
Holiday Inn Airport
2640 North Lakewood Blvd.

Ontario – April 20
Event #167357
Ayres Hotel and Suites
Convention Center
1945 East Holt Blvd.

Oxnard – April 2
Event #167367
Courtyard by Marriott
600 East Esplanade Dr.

San Diego – April 10
Event #167364
DoubleTree Club Hotel
1515 Hotel Circle South

HAWAII

Honolulu – April 23
Event #167359
DoubleTree Alana Waikiki Hotel
1956 Ala Moana Blvd.

Lahaina – April 24
Event #167360
The Royal Lahaina Resort
2780 Kekaa Dr.

NEW MEXICO

Albuquerque – April 22
Event #167321
Hilton Garden Inn
5320 San Antonio Dr. NE

Las Cruces – April 9
Event #167325
SpringHill Suites
1611 Hickory Loop

Roswell – April 10
Event #167326
Fairfield Inn and Suites
1201 North Main St.

OREGON

Portland – April 16
Event #167526
Shilo Inn Suites
11707 NE Airport Way

Salem – April 17
Event #167527
DoubleTree Hotel
1590 Weston Court NE

TEXAS

El Paso – April 8
Event #167324
Holiday Inn
900 Sunland Park Dr.

WASHINGTON

Bellevue – April 28
Event #167521
Red Lion Hotel
11211 Main St.

Everett – April 27
Event #167520
Holiday Inn Downtown
3105 Pine St.

Olympia – April 15
Event #167525
Red Lion Hotel
2300 Evergreen Park Dr.

Tacoma – April 14
Event #167524
Best Western Plus
Tacoma Dome Hotel
2611 East E Street

Dealing with Difficult People

CAREERTRACK.
PO. Box 21968
Kansas City, MO 64121-9468
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ID# 295550

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Time-Sensitive Material

To update your contact information, see page 6.

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Please route to:

- ☐ Training director
- ☐ Public relations director
- ☐ Operations director
- ☐ Customer service manager

Dealing with Difficult People

How to Communicate with Tact and Skill

A ONE-DAY SEMINAR COMING TO YOUR AREA

See cities and dates on page 7.

Never again fall victim to those who love to make life miserable for the rest of us:

- You'll learn why they act the way they do.
- You'll find out exactly what to say and do in specific situations.
- You'll become less of a target for their barbs and antics.
- You'll see how to bring out the best in even the worst offenders.

Attend this seminar and gain the communication skills you need to de-stress all of your difficult relationships, on the job and off.

CAREERTRACK.

This is a day of intensive training with immediate payback.

Learn to take the offensive against know-it-alls, dictators, snipers, gripers, "yes" people, "no" people and all of the other contrary characters you confront every day.

Course content on page 3.

"I learned more about how to deal with people in one day than I have during all my years in the work force. I wish we had this kind of seminar years ago — maybe there would be less hostility and aggressiveness in the offices."

— Evelyn Allard, administrative assistant

Express Enrollment!

http://events.careertrack.com/295550

AMERICAN WATER WORKS ASSOCIATION ACE15 ANNUAL CONFERENCE & EXPOSITION UNITING THE WORLD OF WATER

Anaheim

June 7 - 10, 2015

NAME:_____

_____

ADVANCE REGISTRATION DEADLINE: MARCH 27, 2015

MEALS: ___YES ___NO SPOUSE: ___YES ___NO SPOUSES' TOUR: ___YES ___NO

DEPARTMENTAL TRAVEL BUDGET:

REGISTRATION:_____ TRAVEL:_____
TOTAL REMAINING BALANCE:_____

PROPOSED EXPENSES:

Registration: _____
Transportation: _____
Meals:* _____
Miscellaneous: _____
TOTAL: _____

*DIRECTORS: Expenses are outlined in Section 4.06.1 of the District's Rules and Regulations.
*FOR STAFF: Meal limitations are outlined on pages 30 and 31 of the District's Employee Manual. Please review these limitations.

HOTEL ACCOMMODATIONS: ___YES ___NO REGISTRATION DEADLINE: 5-8-15
ARRIVAL DATE/TIME:_____ DEPARTURE DATE/TIME:_____

TYPE OF ACCOMMODATIONS:

_____ SINGLE (1 PERSON)
_____ DOUBLE (2 PEOPLE)
_____ (2 PEOPLE/2 BEDS)

AIRLINE RESERVATIONS: ___YES ___NO

DEPART FROM _____ (airport) on _____ (date) at _____ (time) AM/PM

RETURN FROM _____ (airport) on _____ (date) at _____ (time) AM/PM

SUPERVISOR APPROVAL:_____ DATE:_____

ACE15 ANNUAL CONFERENCE & EXPOSITION
UNITING THE WORLD OF WATER

JUNE 7-10, 2015 | EXPOSITION: JUNE 8-10, 2015 | ANAHEIM CONVENTION CENTER | ANAHEIM, CALIFORNIA

REGISTRATION



REGISTER TODAY

HOTEL & TRAVEL

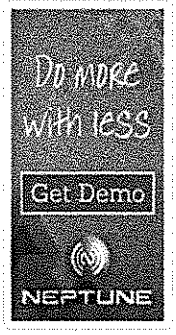


BOOK A ROOM

ACE15 PROGRAM



VIEW PROGRAM



IMPORTANT INFORMATION

Refer a colleague to ACE15

Preliminary ACE Schedule

View the ACE15 Program

Competition Information for Sections

View the ACE14 Highlights

CONFERENCE PARTNER AND SPONSORS

Partner: California-Nevada Section

Platinum Sponsor: Badger Meter

OGS Sponsor: HomeServe

Gold Sponsor: NEPTUNE TECHNOLOGY GROUP

Bronze Sponsors: AECOM, CH2MHILL

"The ACE conference is a great place to get high quality technical and leadership training. Our utility will greatly benefit from the education and professional experience."
Rachel Atz, City of Bloomington, Indiana

"Everyone is here, friends, peers, ops, maintenance, design and regulatory experts, - a great way to catch-up on everything, all at once."
Lisa Sonnier, City of Houston PWE

For questions regarding registration, lodging or general conference questions, please contact the Conferences and Education Group.

Planning ahead? View future Annual Conference dates.

ACE15 | ANNUAL CONFERENCE & EXPOSITION
UNITING THE WORLD OF WATER

JUNE 7 -10, 2015 | EXPOSITION: JUNE 8 - 10, 2015 | ANAHEIM CONVENTION CENTER | ANAHEIM, CALIFORNIA

REGISTER ONLINE

ACE15 HOMEPAGE
REGISTRATION INFO
HOTEL & TRAVEL
PROGRAM
EXPOSITION
NETWORKING
COMPETITIONS
SPONSORS

PROFESSIONAL PROGRAM

Search: or
Filter by Track: Select Track or
Filter by Day: Select Day Show All

Date	Program	View Full Program
Sunday June 7, 2015	COLLAPSE PROGRAM | 8:30 AM - 5:00 PM **SUN01 - Design & Optimization of Ozone Deep-Bed Filters, and UV Disinfection Systems** ADD TO MY CALENDAR | 9:00 AM - 12:00 PM **SUN02 - Mining & Collecting the "Right Data" to Support Advanced Pipeline Asset Management** ADD TO MY CALENDAR Workshops | 9:00 AM - 4:00 PM **SUN03 - Biological Filtration - Application & Best Practices** ADD TO MY CALENDAR | 9:00 AM - 4:00 PM **SUN04 - Journey to DPR - Direct Potable Reuse Treatment Technology & Drivers** ADD TO MY CALENDAR | 9:00 AM - 4:00 PM **SUN05 - Water Loss Control Training** ADD TO MY CALENDAR Networking Event | 1:00 PM - 5:00 PM **CRT1 - Introduction to Water and Sewer Operating Environments** ADD TO MY CALENDAR Networking Event | 1:00 PM - 5:00 PM **CRT4 - All Three Courses - Attendees Earn an AWWA Public Officials Certificate** ADD TO MY CALENDAR | 1:00 PM - 4:00 PM **SUN06 - Newcomers Learning from Emerging Leaders** ADD TO MY CALENDAR	
Monday June 8, 2015	COLLAPSE PROGRAM Breakfast | 7:30 AM - 8:15 AM **First-Time Attendee Breakfast** ADD TO MY CALENDAR	

Opening General Session | 8:30 AM - 10:00 AM
Opening General Session
ADD TO MY CALENDAR

Networking Event | 10:00 AM - 11:30 AM
Student/Young Professional Scavenger Hunt
ADD TO MY CALENDAR

| 11:00 AM - 5:00 PM
Roundtable Solution Sessions
ADD TO MY CALENDAR

Networking Event | 11:30 AM - 1:00 PM
Women's Networking Lunch
ADD TO MY CALENDAR

Networking Event | 1:00 PM - 5:00 PM
CRT2 - Water and Sewer Infrastructure, Operations, and Maintenance
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON01 - Business Case Evaluations: Part of an Effective Asset Management Program
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON02 - Pushing the Boundaries of Conventional Planning and Rate Setting
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON02 - Pushing the Boundaries of Conventional Planning and Rate Setting
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON03 - Workforce Solutions to Keep Up with a Rapidly Changing World
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON04 - The Value and Affordability of Water in Small Communities
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON05 - Building Relationships With Stakeholders: Tips and Tools
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON06 - Planning to Be Prepared: Risks, Resources, and Responses
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON07 - Regulatory and Legislative Updates: What's Happening Now in the US
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON08 - State Led Efforts for Potable Reuse Guidelines
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON09 - Communicating about Drought - The California Experience
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON10 - Comprehensive Water Supply Planning for the Next Generation
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON11 - Innovations in Water Conservation and Loss Control
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM

MON12 -Natural Infrastructure in Practice: Enabling Conditions for Collaborative Source Water Protection in Forested Watersheds
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON13 - Keeping It Cleaning: Source Water Monitoring and Protection
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON14 - Universities Forum: Removal of Disinfection By-product Precursors and other Chemical Contaminants
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON15 - That Gnawing Feeling: Understanding Corrosion and Other Aspects of Distribution System Water Quality
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON16 - Water Supply and Treatment Issues: New Technologies and Solutions
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON17 - Meeting the Unique Challenges of Retrofitting Water Treatment Plants
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON18 - Work Smarter, Not Harder: Energy and OPEX Savings Through Process Control
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON19 - Innovations and Technologies in Water Main Rehabilitation (Part 1)
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON20 - Managing Distribution System Assets to Optimize Water Quality
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
MON21 - Innovative Communication and Engagement Strategies for Improving Customer Relationships – A Session by HomeServe
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
PST01: Management, Distribution Systems & Construction Posters
ADD TO MY CALENDAR

Networking Event | 2:00 PM - 4:30 PM
Women's Networking Event : Your Path. Your Story
ADD TO MY CALENDAR

Networking Event | 5:30 PM - 7:30 PM
Canadian Water Forum
ADD TO MY CALENDAR

Networking Event | 5:30 PM - 7:00 PM
International Reception
ADD TO MY CALENDAR

Tuesday
June 9, 2015

COLLAPSE PROGRAM

Tours | 7:30 AM - 12:00 PM
Behind the Environmental Scences at Disney Parks Facility Tour
ADD TO MY CALENDAR

Registration Display | 7:30 AM - 6:00 PM
Field Operators' Day
ADD TO MY CALENDAR

Tours | 8:00 AM - 12:00 PM
Groundwater Replenishment System Facility Tour

ADD TO MY CALENDAR

Tours | 8:00 AM - 12:00 PM
Mesa Water Reliability Facility (MWRF) Facility Tour
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
PST02: Fresh Ideas Posters
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE01 - The Development of Asset Management as a Critical Business Management Paradigm
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE02 - Innovation Initiative: Overcoming Barriers to New Technology & Innovation
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE03 - Leadership, Management, and Collaboration: Solutions to Water Industry Challenges
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE04 - Small System Treatment Challenges and Solutions
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE05 - Effective Communications: How to Keep Big Changes From Becoming Huge Headaches
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE06 - What Is a Water Sector Specific Position and Why Does Every Emergency Operations Center (EOC) Need One?
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE07 - USEPA's Clean Power Plan: Exploring Opportunities for Funding Energy Efficiency Initiatives
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE08 - Implementing Water Reuse - Multidimensional Strategies for Success
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE09 - Membrane Applications for Highly Challenging Waters
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE10 - Drought in California: Managing the Crisis
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE11 - Facing the Challenges of an Increasingly Variable Climate
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE12 - Commercial, Industrial, and Institutional (CII): The Next Generation of Water Conservation
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE13 - Integrated Watershed Management: National & International Perspectives
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE14 - Algae and Toxin Control: Challenges and Solutions
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE15 - Emerging and Regulated DBP's: Prevention and Control
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM

TUE16 - Distribution and Premise System Water Treatment and Optimization
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE17 - Biological Filtration: Conversion and Best Management Practices
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE18 - You Want It When? No Problem! Alternate Approaches to Project Delivery
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE19 - Hydraulic Models: Not Just for Pressures and Fire Flows Any More
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE20 - The Future of Water Utility Management: Advanced Metering Analytics (AMA)
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE21 - Innovations and Technologies in Water Main Rehabilitation (Part 2)
ADD TO MY CALENDAR

| 9:00 AM - 12:00 PM
TUE33 - Managing Distribution O&M Challenges
ADD TO MY CALENDAR

Networking Event | 10:00 AM - 11:00 AM
Women's Networking Coffee Break
ADD TO MY CALENDAR

| 11:00 AM - 4:00 PM
Roundtable Solution Sessions
ADD TO MY CALENDAR

| 11:30 AM - 1:15 PM
Water Industry Luncheon
ADD TO MY CALENDAR

Networking Event | 1:00 PM - 5:00 PM
CRT3 - Planning and Funding Your Capital Infrastructure
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
PST03: Research, Water Quality & Treatment, Universities Forum Posters
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE22 - Bridging the Gap Between Asset Management and Infrastructure Funding
ADD TO MY CALENDAR

| 1:30 PM - 3:00 PM
TUE23 - Advancing Utility Management With Strategic Planning and Technology
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE25 - Promoting Diversity Through Leadership: Case Studies and Personal Perspectives
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE26 - Energy Audits for Small Water and Wastewater Systems
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE27 #Success – Using New Communication Technologies to Reach Special Audiences
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM

TUE28 - Best Practices for Asset Resilience
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE29 - What Challenges Are You Facing Now? - Regulatory Compliance in the Water Sector
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE30 - Overcoming the Hurdles of Direct Potable Reuse: A Debate on Economics, Regulations, Treatment, Operations, and Public Acceptance
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE31 - Management Experiences and trends for Water Reuse in California
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE32 - When the Well Runs Dry: Preparing for Drought and Water Shortages
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE34 - Establishing Water Demands and Proactive Water Supply Management
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE35 - Sustainability in a Time of Uncertainty
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE36 - Exploring the Impacts of Stormwater and Flooding on our Watersheds and Systems
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE37 - Assessing Source Water Quality Changes and Adapting Treatment Processes in Response
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE38 - Removing DBPs From Finished Water: Addressing THMs in the Distribution System
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE39 - Complying With the New Hexavalent Chromium MCL in California - Advances in Treatment
ADD TO MY CALENDAR

| 1:30 PM - 3:00 PM
TUE40 - Exploring Operational & Chemical Process Changes That Improve Plant Performance
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE42 - Sustainable Infrastructure - Doing the Right Project the Right Way
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE43 - Optimizing Pipe System Operations Through Advanced Technologies
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE44 - No Failure is Acceptable: Large Diameter Pipe Design, Construction and Operations
ADD TO MY CALENDAR

| 1:30 PM - 4:30 PM
TUE45 - The Three A's of Water Loss Control: Audits, Analytics & Actions
ADD TO MY CALENDAR

Networking Event | 3:00 PM - 4:00 PM

Career Center Job Fair
ADD TO MY CALENDAR

Networking Event | 2:30 PM - 4:30 PM
Leadership for Growth Forum: Section Volunteer Appreciation & Awards Celebration
ADD TO MY CALENDAR

Networking Event | 3:00 PM - 4:00 PM
"Best of the Best" Tap Water Taste Test Finals
ADD TO MY CALENDAR

| 3:00 PM - 4:30 PM
TUE24 - Utility Financial Management: Successfully Navigating the Increasingly Complex Landscape
ADD TO MY CALENDAR

| 3:00 PM - 4:30 PM
TUE41 - Pushing Biological Treatment Further
ADD TO MY CALENDAR

Networking Event | 5:30 PM - 7:30 PM
Meet the Future Leaders Reception
ADD TO MY CALENDAR

Wednesday
June 10, 2015

COLLAPSE PROGRAM

Tours | 7:30 AM - 12:00 PM
Anaheim Water Recycling Facility and Lenain Treatment Plant Facility Tour
ADD TO MY CALENDAR

Tours | 7:30 AM - 12:00 PM
F.E. Weymouth Treatment Plant Facility Tour
ADD TO MY CALENDAR

Breakfast | 7:30 AM - 9:00 AM
Fuller Award Breakfast
ADD TO MY CALENDAR

Professional Session | 7:30 AM - 5:30 PM
Smaller Utilities Day
ADD TO MY CALENDAR

Tours | 8:00 AM - 12:00 PM
Hurley H2O Facility Tour
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
PST04: Reuse, Water Resources, and Water Conservation Posters
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED01 - The Business of Better: Improving Utility Business Efficiencies
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED02 - Training Opportunities for Operators in Small Water Utilities
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED03 - Universities Forum: Disinfection, Distribution Systems, and Innovative Treatment
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED04 - Emergency Response in Action - Cybersecurity & 2014 Napa Earthquake Response
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED05 - Regulatory Risk Assessment in the 21st Century
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED06 - Exploring Potable Reuse Applications in California
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED07 - A Comprehensive Approach to Achieving Water and Financial Sustainability
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED08 - Planning for Sustainable Water Resources
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED09 - Reducing Your Water and Energy Footprint
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED10 - Source Water Protection: The Importance of Multiple Barriers
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED11 - Microbial Risk, Detection, and Control
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED12 - The Manganese Playbook : Mn to Mn Defense
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED13 - Residuals Management: What to Do With the Leftovers
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED14 - Innovations in UV Disinfection Technologies
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED15 - Pumps, Tanks, and Pipes: Providing Infrastructure That Works and Lasts
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED16 - Innovative Approaches to Project Delivery Challenges
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED17 - Updating Control Systems and Using Real-Time Data to Improve Utility Effectiveness
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED18 - Laterals & Collection Systems: Learning From the Challenges Faced by Combined Utilities
ADD TO MY CALENDAR

| 8:30 AM - 11:00 AM
WED19 - Hydraulic Transients: Things That Go Bump in the Line
ADD TO MY CALENDAR

Networking Event | 9:00 AM - 10:30 AM
AWWA Student Membership Caucus
ADD TO MY CALENDAR

Poster Session | 10:00 AM - 12:00 PM
Fresh Ideas Poster Competition and Display
ADD TO MY CALENDAR

Professional Session | 10:30 AM - 12:00 PM
AWWA Young Professionals Assembly
ADD TO MY CALENDAR

| 11:00 AM - 2:00 PM
Roundtable Solution Sessions
ADD TO MY CALENDAR

Luncheon | 11:30 AM - 2:00 PM
American Academy of Environmental Engineers and Scientists, InterAmerican Association of Sanitary and Environmental Engineering, and AWWA Luncheon
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
PST05: Cal-Nevada Poster Session
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED28 - Strategies for Improved Utility Efficiency and Asset Management
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED21 - US EPA STAR National Centers for Innovation in Small Drinking Water Systems
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED23 - Knowledge Transfer in the Water Industry Goes Both Ways
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED25 - Emergency Response Planning for Small Systems
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED26 - Everyone Forever-Momentum & Movement Toward Lasting Impact
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED28 - Let's Talk Infrastructure: Communicating With The Public About System Improvements
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED29 - Successful Water Reuse and Desalination Programs
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED30 - Evaluating Water Reuse in the Context of Sustainable Water Supplies
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED31 - Treating Impaired Water Sources to Meet Water Shortages and Growing Demands
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED32 - Regional Planning and Integration of Water Supplies to Improve Resiliency
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED33 - Understanding Conservation as a Piece of the Water Supply Pie
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED35 - Manganese Issues From the Utility Perspective – Training & Case Studies
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED36 - Universities Forum: Understanding Contaminants to Improve Conventional Drinking Water Treatment
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED37 -Advances in Coagulants and Polymers: Optimizing Treatment and Water Quality
ADD TO MY CALENDAR

| 2:00 PM - 5:00 PM
WED39 - Time for a Tune-Up: Troubleshooting and Optimizing Major Water System Assets
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM

WED40 - Carlsbad Desalination Project: A Model PPP and the Largest Seawater Desalination Plant's Construction
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED41 - New Applications of Data Management Technology for Informed Business Decisions
ADD TO MY CALENDAR

| 2:00 PM - 3:00 PM
WED43 - Service Lines and Meters: Exploring New Guidance and Lessons Learned
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED22 - Accelerating the Implementation of High-Tech Innovations: A Collaborative Effort
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED24 - Maintaining the Leadership Continuum
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED27 - Community Engineering Corps Session
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED34 - Exploring the Impacts of Wastewater Discharges on our Drinking Water Sources
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED42 - Pipeline Materials & Liners - Design Considerations for Rehabilitation & Construction
ADD TO MY CALENDAR

| 3:30 PM - 5:00 PM
WED44 - Water Loss Programs: Success Metrics and Applications
ADD TO MY CALENDAR

Social Event | 5:00 PM - 6:30 PM
ACE15 Wrap Party
ADD TO MY CALENDAR

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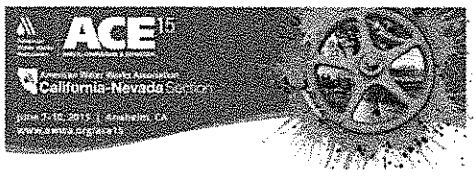
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ACE15 Volunteer Portal



California-Nevada Section, AWWA is the local host for ACE15 in Anaheim. We need volunteers to be room monitors for the professional sessions Sunday – Wednesday.

As a volunteer for a full day (8 hour shift), you will receive a **FREE Full Registration to ACE15** ($900+ value). Volunteer one day and you have **Two days FREE** to attend Professional Sessions and explore the Exhibit Hall.

Follow the instructions below to reserve the day you want to volunteer. Thank you and see you at ACE15 in Anaheim!

Instructions: Choose a slot below, click the Volunteer button and provide the required information. Within a few minutes you will receive an e-mail from canv.ace15@ivolunteer.com to confirm your intent to Volunteer. **You must confirm by clicking a link in that e-mail. The slot will be locked for 10 minutes allowing you time to confirm. After 10 minutes you may still confirm as long as someone else hasn't taken the slot. If you have any questions send an e-mail to Tammie Myers at canvsectionvolunteers@gmail.com.** There are currently 97 open slots.

8 Hour Shift

97 Needed

Sunday Volunteers	Monday Volunteers	Tuesday Volunteers	Wednesday Volunteers
8 hour shift	8 hour shift	8 hour shift	8 hour shift
Sunday, June 7, 2015	Monday, June 8, 2015	Tuesday, June 9, 2015	Wednesday, June 10, 2015
Volunteer	Volunteer	Volunteer	Volunteer
2 Needed	12 Needed	42 Needed	41 Needed

Choose a slot above by clicking a Volunteer button and entering the required information.

- ✚ ACE Volunteers - Details (click to show/hide)
- ✚ Cancellation (click to show/hide)
- ✚ Privacy Statement (click to show/hide)
- ✚ Obligation & Liability Disclaimer (click to show/hide)

Re-Send Confirmation Link

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Home

Contact Us
(909) 481-7200
10435 Ashford St. 2nd Floor
Rancho Cucamonga, CA 91730
info@ca-nv-awwa.org

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How do I change my email address? How do I modify my information for a commitment?

This page shows confirmed iVolunteerOnline commitments for the email address: **tastorga@palmdalewater.org**. Bookmark this page so that you can return to view event details, cancel a commitment or track your volunteering.

Upcoming Confirmed Commitments

Click the plus sign (+) next to the commitment to show more details.

Commitments: 1

* new * — tracy astorga: ACE Volunteers -- 8 Hour Shift - Monday, June 8, 2015 - Monday Volunteers 8 hour shift | View Signup Sheet | Add to Calendar

Slot:	8 Hour Shift - Monday, June 8, 2015 - Monday Volunteers 8 hour shift (View Signup Sheet)
Registered Name:	tracy astorga
Organization / Company:	palmdale water disrict
Primary Phone:	661-435-4722
I have received permission from my agency to Volunteer:	true
Task:	8 Hour Shift
Task Date:	Monday, June 8, 2015 (Add to Calendar | Subscribe to Calendar)
Event:	ACE Volunteers (View Signup Sheet)
Event Date(s):	Sunday, June 7, 2015 to Wednesday, June 10, 2015
Location:	Anaheim Convention Center - Specific Meeting Location will be emailed later, Anaheim, CA (map)
Organization:	California - Nevada Section, AWWA (home) (website)
Contact Name:	Tammie Myers
Contact Email:	canvsectionvolunteers@gmail.com
Contact Phone:	9092912116

Send Confirmation Notification

If you have already Volunteered and need to cancel, please contact Tammie Myers at canvsectionvolunteers@gmail.com.

Prior Commitments

Showing prior commitments for the period below.

From: 01-01-2015 To: 02-24-2015 **Update**

No prior commitments in date range.

My Settings (Email, Confirmation, Etc.)

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American Water Works Association

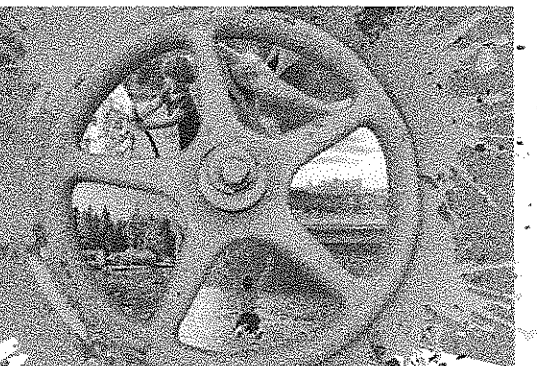
ACE15

ANNUAL CONFERENCE & EXPOSITION

Co-hosted by:

American Water Works Association
California-Nevada Section

June 7–10, 2015 | Anaheim, CA
www.awwa.org/ACE15



ACE15 Operators' Programs

Operator Interest Workshops

SUNDAY, JUNE 7

$125 Members | $225 Nonmembers

Be sure to reserve your spot for a Sunday Workshop! Reduced pricing is now available for members! Additional registration fee is required. Sign up early—limited availability.

- SUN01 Design & Optimization of Ozone Deep-bed Filters & UV Disinfection Systems
- SUN05 Water Loss Control Training

For a full description of each workshop, go to www.awwa.org/ace15program.

Extend your ACE15 experience with a Field Operators' Full-Conference registration

Field Operators' Day

TUESDAY, JUNE 9

$125 Members | $155 Nonmembers

Enjoy full access to the professional sessions, exhibit hall, and networking events. Tuesday offers professional sessions with operator interest in the morning and afternoon. You don't want to miss the action and excitement of the Tapping Contest (men's and women's divisions), Meter Madness, Top Ops, and the chance to network with operators from throughout North America. ACE15 offers a once-a-year opportunity to learn from leading water sector experts. Come take advantage of a nation's worth of utilities' experience and professional programs, all in one day!

Tuesday Operator Interest Sessions

- TUE04 Small System Treatment Challenges and Solutions
- TUE07 EPA's Clean Power Plan: Exploring Opportunities for Funding Energy Efficiency Initiatives
- TUE16 Distribution and Premise System Water Treatment and Optimization
- TUE15 Emerging and Regulated DBPs: Prevention and Control
- TUE19 Hydraulic Models: Not Just for Pressures and Fire Flows Anymore
- TUE20 The Future of Water Utility Management: Advanced Metering Analytics (AMA)
- TUE21 Innovations and Technologies in Water Main Rehabilitation (Part 2)
- TUE26 Energy Audits for Small Water and Wastewater Systems
- TUE37 Assessing Source Water Quality Changes and Adapting Treatment Processes in Response
- TUE38 Removing DBPs From Finished Water: Addressing THMs in the Distribution System
- TUE40 Exploring Operational & Chemical Process Changes That Improve Plant Performance
- TUE43 Optimizing Pipe System Operations Through Advanced Technologies
- TUE44 No Failure Is Acceptable: Large-Diameter Pipe Design, Construction, and Operations
- TUE45 The Three A's of Water Loss Control: Audits, Analytics & Actions

To view the full program, visit www.awwa.org/ace15program.

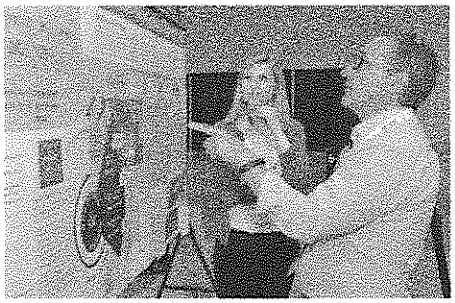
Tuesday Networking Happy Hour | 4:00–5:00 P.M.

Catch up with old friends and meet new colleagues in the exhibit hall. Check out the many new products and services available in the water industry. One complimentary drink ticket and hors d'oeuvres will be available, all made possible by the generous support of our exhibitors. Admission is by conference badge only. Registered spouses and guests are welcome.

AWWA Competitions | TUESDAY, JUNE 9

The exhibit hall will feature a broad array of competitions on Tuesday designed to enhance and enrich your ACE15 experience.

- Pipe Tapping, 10:15 a.m.–5:00 p.m.
- Meter Madness, 12:30–2:00 p.m.
- People's Choice Water Taste Test, 11:00 a.m.–1:00 p.m.
- Official "Best of the Best" Tap Water Taste Test, 3:00–4:00 p.m.
- Top Ops contest will be located in the convention Center, Room #303 A/B.


NEW Smaller-Utilities' Day!

WEDNESDAY, JUNE 10

$125 Members | $155 Nonmembers

ACE15 will feature a special day of programming designed just for smaller utilities on Wednesday only! The day will start with technical sessions and continue with a facilitated lunch with key exhibitors, time to visit the ACE15 exhibit hall, and peer-to-peer problem solving discussions. At the end of the day, you will be able to socialize with peers at the ACE Wrap Party!

Preliminary Session Details, 8:30–11:30 a.m.



Moderator: *Bruce Macler,*
Water Division Toxicologist, USEPA



- **Communications With Your Customers...and Your Board Members**

Presented by *Damon Micalizzi,* Public Affairs Manager, Yorba Linda Water District



- **RTCR for Small Systems**

Presented by *Sarah Clark,*
Senior Project Manager, HDR



- **SRF Funding**

Presented by *Peter Shanaghan,* Senior Environmental Engineer, DWSRF Team Leader, USEPA



- **Using the Free AWWA Water Audit Software**

Presented by *Will Jernigan,* Director of Water Efficiency, Cavanaugh & Associates. Chair of AWWA Water Loss Control Water Audit Software subcommittee



- **District Metered Areas (DMA), a Tool to Assess and Reduce Leakage Losses in Distribution Networks**

Presented by *Reinhard Sturm,* Chief Operating Officer, Water Systems Optimization, Inc.



- **Emergency Preparedness 101 for Water Utilities**

Presented by *Kelly Hubbard,* Emergency Services Manager, Water Emergency Response Organization of Orange County, Municipal Water District of Orange County

Lunch is included, with small group sessions focused on smaller-utility challenges, 11:30 a.m.–1:00 p.m.

Dedicated exhibit floor access, 1:00–3:00 p.m.



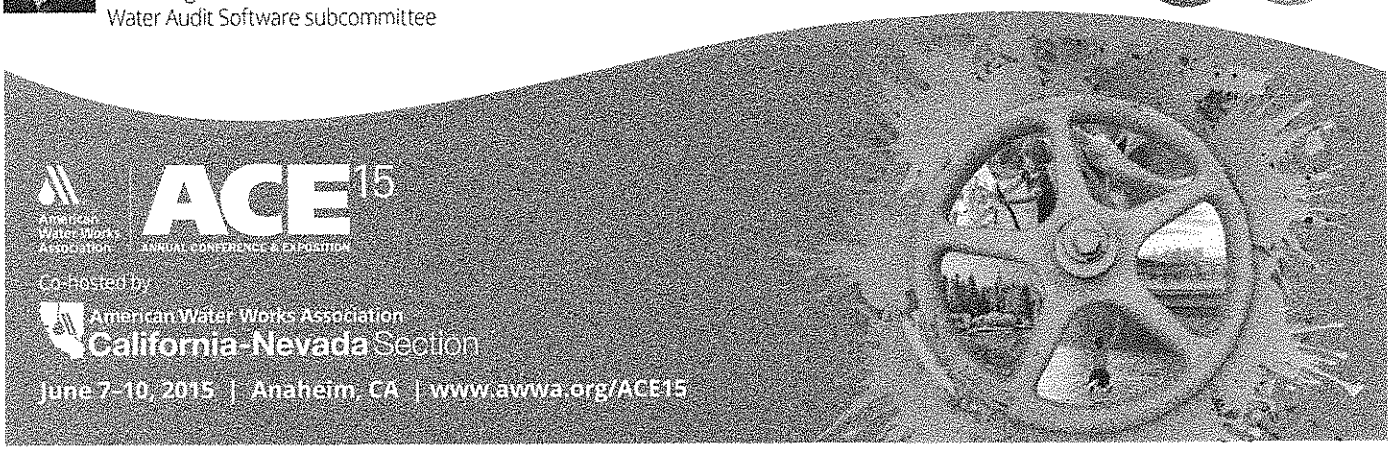
Participants will be given time to explore the exhibit floor! Before departing from lunch, everyone will be given a card with 10 spots for manufacturers and associates to fill in and sign off on. Completed cards can be returned to the room where the afternoon problem solving session will be held for a prize via raffle. There will be 5 "AWWA Small Systems Field Guide, Water and Wastewater" books to be won!

During this time, the **Ice Cream Social Networking Event** will be going on until 2:00 p.m. Also, the new **Hydrant Hysteria Demo** and the **Hot Flare Demo** will be held in the competition area until 3:00 p.m.

- **Peer-to-peer problem-solving discussion, 3:00–4:30 p.m.**
- **ACE Wrap Party, 5:00–6:30 p.m.**

Subject to change.

Opportunity to earn up to six credit hours. CE credits PDHs

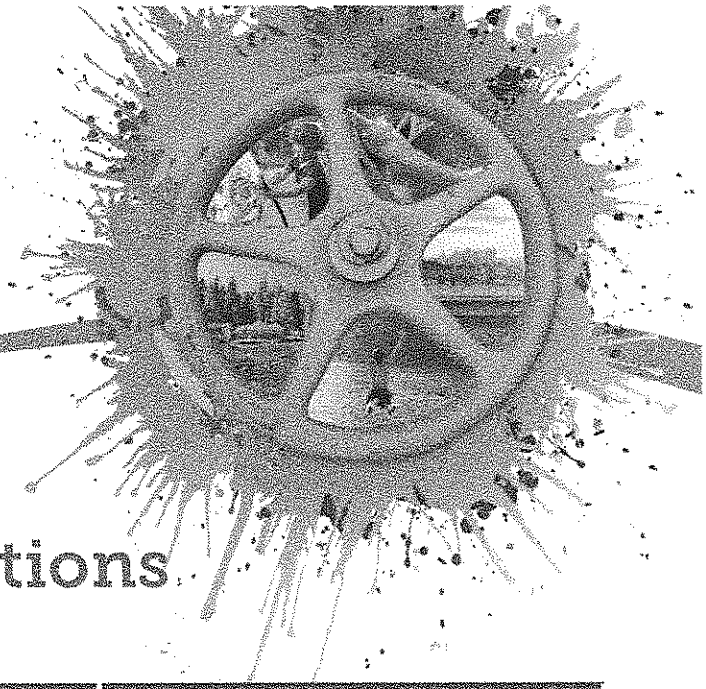


American Water Works Association

ACE15

ANNUAL CONFERENCE & EXPOSITION

June 7–10, 2015
Anaheim, CA
www.awwa.org/ace15



ACE15 Registration Options and Fees (subject to change)

	Super-Saver Rate On or Before March 27, 2015		Standard Rate March 28—May 29, 2015 (After May 29, increased onsite rates apply)	
REGISTRATION TYPE	MEMBER	NONMEMBER	MEMBER	NONMEMBER
Full-Conference	$795	$995	$995	$1,195
One-Day-Only	$465	$665	$665	$865
Exhibits-Only	$95	$95	$145	$145
Full-Conference Student (ID required)	$75	$75	$75	$75
Professors	$695	$895	$895	$1,095
Full-Conference Operator	$695	$895	$895	$1,095
Operators' Day (Tuesday)	$125	$155	$125	$155
Public Officials CRT Courses	$95 per course	$195 per course	$95 per course	$195 per course
Public Officials Certificate (Includes all three CRT courses)	$285	$585	$285	$585
Spouse/Guest	$20	$20	$20	$20

Workshops (pre-conference) NEW—Workshops available to Conference Registrants only at a 50% discount off 2014 prices!			
REGISTRATION TYPE	MEMBER	NONMEMBER	STUDENT
Half-Day	$95	$195	$30
Full-Day (includes lunch)	$125	$225	$60
Tours and Ticketed Events			
Facility Tours	$50	$50	$50
Water Industry Luncheon	$60	$60	$60
Fuller Award Breakfast	$40	$40	$40
AAEES/AIDIS/AWWA Luncheon	$50	$50	$50

ACE15 Registration Category Inclusions (subject to change)

Registration Type	Professional Sessions	Exposition	Two Lunch Tickets for Expo Café	ACE Wrap Party	Online Proceedings	ACE Online Event
Full-Conference Registration	X	X	X	X	X	X
One-Day-Only	X	X		X		AWWA Member Only
Exhibits Only (non-exhibitors)		X		X		AWWA Member Only
Full-Conference Student (ID Required)	X	X	X	X	X	X
Professor	X	X	X	X	X	X
Full-Conference Operator	X	X	X	X	X	X
Operator's Day (Tuesday)	X	X		X		AWWA Member Only
Spouse/Guest		X		X		

NOTE: All workshops, certificate programs, ticketed events, and tours are an additional fee and are not included in the registration categories above.

Utility Group Discount
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**All registrations must be submitted at the same time. This is for advance registrations only (cannot be done on-site). Registrations cannot be completed online and must be received by May 27, 2015.*
Visit www.awwa.org/ace15/register, download the PDF, and complete and submit with payment via fax to 303.347.0804, attention Elaine Youngren. Please contact AWWA Staff at 303.347.6203 with any questions.

ACE15 | ANNUAL CONFERENCE & EXPOSITION UNITING THE WORLD OF WATER

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Reserve your hotel room through the official AWWA Housing Bureau, Par Avion.

Hotel Fraud Warning! AWWA has been made aware of outside travel companies contacting our members in an effort to solicit hotel rooms. Please be advised that AWWA and Par Avion do not solicit rooms via phone.

WE ARE NOT AFFILIATED WITH THE FOLLOWING COMPANIES: CONVENTION HOUSING PLANNERS, CONVENTION HOTEL SERVICES, EHS - EXHIBITOR HOUSING SERVICES, GLOBAL HOUSING/ GLOBAL TRAVEL PARTNERS, EXHIBITION SERVICES, EVENTS PLUS CORPORATE, TRADE SHOW HOUSING.

AWWA asks that delegates and exhibitors reserve their hotel rooms through the official AWWA Housing Bureau, Par Avion, using the link below. Reservations made through any other housing services company will not be guaranteed by AWWA and could result in hidden charges, unusual restrictions, or incorrect hotel placement for AWWA participants. If you are contacted by an agency other than Par Avion, please email Dina Werkmeister.

IMPORTANT NOTE: The earlier opening of housing will not impact Exhibitors that have already submitted their housing block requests for ACE15. Exhibitor hotel requests will be processed and hotel assignments will be sent out in late October. Any questions or concerns should be directed to Dina Werkmeister.

Hotel Reservations

Hotel Reservation Deadline: May 8, 2015

RESERVE YOUR HOTEL ONLINE

PAR AVION CONTACT INFORMATION

AWWA Housing Bureau, c/o Par Avion
15901 Hawthorne Blvd., #440
Lawndale, CA 90260
Phone 866.364.9515

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View the ACE15 hotel map (PDF).

The Anaheim Marriott and Hilton Anaheim will serve as co-headquarter hotels and are

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HOTEL RESERVATION/CANCELLATION POLICY

Reservations are processed on a first-come, first-served basis and must be made by May 8, 2015, to receive the AWWA discounted room rate. Room rates do not include local taxes, currently 18%, subject to change.

All reservations require a credit card deposit in the amount of one night's lodging, plus tax. The deposit will be credited to your hotel bill on the date that the deposit is posted by the hotel (approximately 3 to 4 weeks prior to your arrival for those reserving rooms by the May 8, 2015, deadline).

One night's lodging deposit is nonrefundable if you are a no-show. Refunds of deposits will be made only on cancellation requests received 72 hours prior to the day of scheduled arrival.

All cancellations/changes must be made in writing and e-mailed or faxed to the AWWA Housing Bureau or at 310.649.3554 .

For all cancellations made after April 10, 2015, a $50 processing fee will be charged directly to your credit card. An additional room and tax cancellation fee will also be charged to your credit card by the hotel if your reservation is not cancelled 72 hours prior to your scheduled arrival date.

No checks will be accepted per hotel policy.

For questions regarding registration, lodging or general conference questions, please contact the **Conferences and Events Group**.

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MINUTES OF REGULAR MEETING OF THE COMMISSIONERS OF THE ANTELOPE VALLEY STATE WATER CONTRACTORS ASSOCIATION, JANUARY 8, 2015.

A regular meeting of the Commissioners of the Antelope Valley State Water Contractors Association was held Thursday, January 8, 2015, at the Palmdale Water District at 2029 East Avenue Q, Palmdale. Chair Hogan called the meeting to order.

1) **Pledge of Allegiance.**

Chair Hogan led the pledge of allegiance.

2) **Roll Call.**

Attendance:	**Others Present:**
Barbara Hogan, Chair	Matt Knudson, General Manager
Robert Alvarado, Vice Chair	Tom Barnes, Controller
Leo Thibault, Treas.-Auditor	Travis Berglund, LCID General Mngr.
Neal Weisenberger, Secretary	Dwayne Chisam, AVEK Asst. General Mngr.
Keith Dyas, Cmsnr.	Dennis Hoffmeyer, Senior Accountant
Kathy Mac Laren, Cmsnr.	Danielle Henry, Administrative Assistant
	1 member of the public

3) **Public Comments for Items Not on the Agenda.**

There were no public comments.

4) **Consideration and Possible Action on Minutes of Regular Meeting Held October 9, 2014.**

It was moved by Commissioner Weisenberger, seconded by Commissioner Alvarado, and carried by all members of the Board of Commissioners present at the meeting to approve the minutes of the regular meeting held October 9, 2014, as written.

5) **Payment of Bills.**

Commissioner Thibault reviewed the bills received for payment and then moved to pay the bills received from Palmdale Water District in the amounts of $692.17 and $1,000.27 for staff services and from Interactive Educational Services, Inc. in the amount of $558.00 for monthly website service charges from July, 2014 through June, 2015. The

motion was seconded by Commissioner Mac Laren and unanimously carried by all members of the Board of Commissioners present at the meeting.

Commissioner Thibault then reviewed and moved to approve the bill received for payment from RMC Water and Environment in the amount of $1,334.00 for the Prop. 84, Round 3 Grant Application Process. The motion was seconded by Commissioner Mac Laren and unanimously carried by all members of the Board of Commissioners present at the meeting.

Commissioner Thibault then requested that the invoice received from AVEK in the amount of $2,679.16 for staff charges be revised to clarify staff time associated with the Landscaping for Water Conservation Expo held November 1, 2014 and resubmitted for consideration with the next agenda.

6) Discussion on Lead Sponsor for a Landscaping for Water Conservation Expo at the Antelope Valley Fairgrounds on November 1, 2014. (Controller Barnes/Commissioner Weisenberger)

General Manager Knudson recommended that Agenda Item No. 6 be considered later in the meeting with Agenda Item No. 8 after which President Hogan stated that Agenda Item No. 7 will now be considered.

7) Discussion and Possible Action on Booth at Antelope Valley Board of Trade Business Outlook Conference on February 27, 2015. (General Manager Knudson)

After a brief discussion of the benefits of participating at the Antelope Valley Board of Trade Business Outlook Conference, it was moved by Commissioner Mac Laren and seconded by Commissioner Dyas to approve $400.00 for an Exhibit Booth at the Antelope Valley Board of Trade Business Outlook Conference on February 27, 2015.

Commissioner Thibault then amended the motion to include staff time, the amended motion was seconded by Commissioner Mac Laren, and it was unanimously carried by all members of the Board of Commissioners present at the meeting to approve $400.00 for an Exhibit Booth at the Antelope Valley Board of Trade Business Outlook Conference on February 27, 2015 including staff time.

6) Discussion on Lead Sponsor for a Landscaping for Water Conservation Expo at the Antelope Valley Fairgrounds on November 1, 2014. (Controller Barnes/Commissioner Weisenberger)

8) Discussion on Regional Water Conservation Efforts. (Commissioner Weisenberger)

Controller Barnes provided a detailed presentation recapping the Landscaping for Water Conservation Expo held November 1, 2014 including the purpose, the partners, future partners, the types and effectiveness of the advertisement, the presenters, the participants, the public attendance and comments, ways to improve for future events, and the total event costs.

After a brief discussion of hosting future Landscaping for Water Conservation Expos and of the community benefits, it was determined that each member agency bring this item to their Board for consideration of participation and financial contribution after which General Manager Knudson stated that this item and a new item to divide the costs of the Landscaping for Water Conservation Expo held November 1, 2014 will be added to the next agenda.

Commissioner Weisenberger then inquired on the interest in participation at the Antelope Valley Home Show on March 27-29, 2015, and after a brief discussion of the minimal costs and planning time, staff was directed to move forward with the application and planning for participation at the Antelope Valley Home Show to be held March 27-29, 2015 and that an item be placed on the next agenda to ratify the expenses involved.

The "Landscape Plants for the California High Desert" booklet and the outdated GardenSoft CD "Beautiful High Desert Gardening" were then briefly discussed after which staff was directed to work with the General Manager of each member agency to discuss options for developing a new landscaping booklet, CD, and mobile application.

9) Consideration and Possible Action on Joint Funding Agreement for Continuation of the Cooperative Water Resources Program between AVSWCA and USGS for the period November 1, 2014 to October 31, 2015. (General Manager Knudson)

Mr. Robert Blanchard, of the United States Geological Survey, provided a presentation on the work performed within the last year under the existing Joint Funding Agreement including the selection of wells for groundwater level and water quality monitoring, their water level contour map, and the interactive website.

After a brief discussion of the adjudication process, of future Water Master responsibilities, and of available grant funding, it was moved by Commissioner Thibault, seconded by Commissioner Mac Laren, and unanimously carried by all members of the Board of Commissioners present at the meeting to approve the Joint Funding Agreement for Continuation of the Cooperative Water Resources Program between AVSWCA and USGS for the period November 1, 2014 to October 31, 2015 in the amount of $90,050.00.

10) Consideration and Possible Action to Authorize the Commission Chair to Execute an Attorney Conflict of Interest Waiver with the Attorney from each Member Agency (General Manager Knudson)

General Manager Knudson reviewed the recommendation provided by Attorney Lemieux after which it was moved by Commissioner Thibault, seconded by Commissioner Mac Laren, and unanimously carried by all members of the Board of Commissioners present at the meeting to authorize the Commission Chair to execute an Attorney Conflict of Interest Waiver with the Attorney from each member agency pending the language drafted by all three Attorneys.

11) Report of General Manager.

a) Update on Revenue, Expenditures and Change in Net Position.

Senior Accountant Hoffmeyer provided a brief update of the Association's Revenue, Expenditures and Change in Net Position.

b) Update on Antelope Valley Prop. 84, Round 3 Grant Application.

General Manager Knudson reported that the Los Angeles County Waterworks Well Arsenic Removal Project was approved by the Department of Water Resources and awarded $1.7 million dollars towards the Project's capital costs.

c) **Update on Antelope Valley Integrated Regional Water Management Planning Stakeholders Meetings.**

General Manager Knudson then reported that the next Antelope Valley Integrated Water Management Planning Stakeholders meeting is scheduled for January 14 at 9 a.m. at the Farm Bureau in Palmdale and extended an invitation for the Commissioners to attend.

He then reported that the California Water Boards accepted the Salt and Nutrient Management Plan for the Antelope Valley Groundwater Basin on November 12, 2014.

d) **Update on California Statewide Groundwater Elevation Monitoring (CASGEM) Program.**

General Manager Knudson then reported that information provided to the Department of Water Resources satisfied the requirements of the CASGEM Program and that adjustments have been made to coordinate the wells of this Program with the USGS Cooperative Water Resources Program.

11) Report of Controller.

Controller Barnes reported that the 60% design drawings for the Upper Amargosa Recharge and Habitat Restoration Project are currently under reviewed by the Project Partners.

He then provided an update on the changes made to the Association's website including the addition of informational links, Commissioner log-in information, and the agenda location followed by discussion of the preferred method for receiving future meeting agendas.

12) Reports of Commissioners.

Commissioner Weisenberger reported that the Antelope Valley Water Partners first Smart Landscaping Workshop of 2105 will be on Fruit Trees at the Antelope Valley College on January 17 at 9:00 a.m.

Commissioner Mac Laren inquired on potential interest for the ACWA Region 8 Board Member position and stated she is interested in reviewing the application for the position.

Commissioner Thibault reported that he recently attended a presentation on the help CalWARN provided for the Napa Valley earthquake disaster and requested that CalWARN membership information be provided at a future meeting.

13) Report of Attorney.

There was no attorney present.

14) Commission Members' Requests for Future Agenda Items.

It was determined that "Consideration and Possible Action on Financial Contribution for the Landscaping for Water Conservation Expo held at the Antelope Valley Fairgrounds on November 1, 2014" and "Consideration and Possible Action on Future Landscaping for Water Conservation Expos" and "Presentation on CalWARN Membership" be added to next the agenda.

There were no further requests for future agenda items.

15) Consideration and Possible Action on Scheduling the Next Association Meeting.

It was determined that the next regular meeting of the Association will be held February 19, 2015 at 6:30 p.m. at PWD.

16) Adjournment.

There being no further business to come before the Commissioners, the regular meeting of the Commissioners of the Antelope Valley State Water Contractors Association was adjourned.

Secretary

MINUTES OF REGULAR MEETING OF THE WATER SUPPLY & RELIABILITY COMMITTEE OF THE PALMDALE WATER DISTRICT, JANUARY 26, 2015:

A regular meeting of the Water Supply & Reliability Committee of the Palmdale Water District was held Monday, January 26, 2015, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Dizmang called the meeting to order.

1) **Roll Call.**

Attendance:	**Others Present:**
Water Supply & Reliability Cmte:	Dennis LaMoreaux, General Manager
Gloria Dizmang, Chair	Matt Knudson, Assistant General Manager
Vincent Dino, Committee Member	Jon Pernula, Water & Energy Resources Director
	Peter Thompson II, Dep. Water & Energy Res. Dir.
	Dawn Deans, Executive Assistant
	2 members of the public

2) **Adoption of Agenda.**

It was moved by Committee Member Dino, seconded by Chair Dizmang, and unanimously carried to adopt the agenda, as written.

3) **Public Comments.**

There were no public comments.

4) **Action Items:**

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held November 24, 2014.

It was moved by Committee Member Dino, seconded by Chair Dizmang, and unanimously carried to approve the minutes of the Water Supply & Reliability Committee meeting held November 24, 2014, as written.

4.2) Presentation of Monthly Water Demand and Supply Status. (Water & Energy Resources Director Pernula)

Water & Energy Resources Director Pernula reviewed the water supply projections and charts included in the agenda packets through December 2015 and stated that year-end consumption is approximately 3% less than budgeted, and production is

approximately 2% less than budgeted; that the District's customers have conserved; and then reviewed the production plan and Palmdale Lake levels for 2014.

He then informed the Committee that the District's current allocation from the State Water Project is 15%.

4.3) Status on the Operations of the State Water Project. (Water & Energy Resources Director Pernula)

Water & Energy Resources Director Pernula stated that the level of Lake Oroville is slowly increasing and is at 40% of capacity; that early snowpack measurements are at 18% of normal; that rainfall to date is 23.1"; that the District is working towards water banking if additional Table A water is available; and that later storms are anticipated.

5) Project Updates.

5.1) Littlerock Dam Sediment Removal Project. (Assistant General Manager Knudson)

Assistant General Manager Knudson stated that Aspen Environmental has addressed staff's comments on the Administrative Draft of the EIR/EIS environmental document for this Project; that all documentation has been submitted to the Forest Service for review; that Forest Service comments are needed by the second week in February to meet the fall 2015 construction deadline; and that the Project Manager for the Forest Service is providing weekly status reports on their review progress.

5.2) Littlerock Creek Recharge and Recovery Project. (Assistant General Manager Knudson)

Assistant General Manager Knudson stated that Kennedy-Jenks continues work on the Feasibility Study for this Project and that staff will provide a presentation on this project at the second regular Board meeting in February.

5.3) Palmdale Recycled Water Authority. (General Manager LaMoreaux)

General Manager LaMoreaux stated that the Palmdale Recycled Water Authority Board met last week; that they approved the Master Plan and Mitigated Negative Declaration with the removal of a pipe for future recharge activities in the Littlerock Wash area due to extensive analysis public comments, and this will be addressed during

recharge construction; that the Authority budget was approved with the City and District each contributing $100,000.00 for 2014 and 2015 to start the design on phase 2 of the recycled water distribution system from 30th St. E. and Ave. R to Ave. R-8 and 30th St. E. to 55th St. E. to Domenic Massari Park; and that the scope of work and Request for Proposals for phase 2 will be submitted to design firms with proposals considered at the next Authority meeting scheduled for March 18, 2015.

Chair Dizmang inquired on the status of obtaining recycled water after which Assistant General Manager Knudson stated that an agreement will be prepared between the Sanitation District and City of Lancaster, the Sanitation District and the City of Palmdale for the water generated outside the Authority's boundary to serve their power plant, and the Sanitation District and the Authority; that these agreements have been sent to the Sanitation District's legal counsel for review; and that staff anticipates presenting an agreement to the Authority Board at their March 18, 2015 meeting.

5.4) City of Palmdale's Upper Amargosa Recharge Project. (Assistant General Manager Knudson)

Assistant General Manager Knudson stated that a presentation on this Project will be made at the January 28, 2015 Regular Board meeting; that as a reminder, this is a joint project between the City of Palmdale, AVEK, the District, and Los Angeles County Waterworks; that the consultant has submitted 60% construction design drawings, and staff is providing comments on these drawings; and that staff anticipates requesting bids for construction of this project this year.

6) Information Items.

6.1) Water Purchase Opportunities. (Water & Energy Resources Director Pernula)

Water & Energy Resources Director Pernula stated that the District participates in the Multi-Year Water Pool Program, the Dry-Year Transfer Program, and the Yuba Accord Supplemental Water Program and reviewed the details of each of these programs; that the Butte County/Dudley Ridge/Department of Water Resources amendment to Butte County's contract is under negotiation regarding the Area of Origin Settlement; and that staff is also working on several other water purchase opportunities.

6.2) Other.

There were no further information items.

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

There were no requests for future agenda items.

It was then stated that the next Water Supply & Reliability Committee meeting will be held February 23, 2015 at 2:30 p.m.

8) **Adjournment.**

There being no further business to come before the Water Supply & Reliability Committee, the meeting was adjourned.

Chair

MINUTES OF MEETING OF THE PERSONNEL COMMITTEE OF THE PALMDALE WATER DISTRICT, FEBRUARY 2, 2015:

A meeting of the Personnel Committee of the Palmdale Water District was held Monday, February 2, 2015, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Mac Laren called the meeting to order.

1) **Roll Call.**

Attendance:
Personnel Committee:
Kathy Mac Laren, Chair
Joe Estes, Committee Member

Others Present:
Dennis LaMoreaux, General Manager
Robert Alvarado, PWD Director
Jennifer Emery, Human Resources Director
Mike Williams, Finance Manager
Tim Moore, Facilities Manager
Judith Hernandez, Asst. Customer Service Spvsr.
Dawn Deans, Executive Assistant
1 member of the public

2) **Adoption of Agenda.**

It was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried to adopt the agenda, as written.

3) **Public Comments.**

There were no public comments.

4) **Action Items:**

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held November 20, 2014.

It was moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried to approve the minutes of the Personnel Committee meeting held November 20, 2014, as written.

4.2) Discussion and Possible Action on Revisions to Organization Chart in Accordance With the Customer Service 2015 Campaign. (Human Resources Director Emery)

Human Resources Director Emery stated that staff recommends the creation of a Customer Care Department separate from the Finance Department with this Department's sole purpose being to advocate for the District's customers followed by discussion of the roles of each of these Departments, revisions to the Organization Chart and direct reports, unfunded and open positions, incentives for employee advancement, staff's support of the creation of these two Departments, potential revisions to District policy to enhance the workflow of these Departments, succession planning, becoming a Regional Leader under Strategic Plan Initiative No. 1 by focusing on customer care, and the timeline for implementing these revisions.

It was then moved by Committee Member Estes, seconded by Chair Mac Laren, and unanimously carried that the Committee concurs with staff's recommendation to revise the District's Organization Chart in accordance with the Customer Service 2015 Campaign creating a Customer Care Department and a Finance Department and that this item be presented to the full Board for consideration at the February 11, 2015 Regular Board meeting.

4.3) Discussion and Review of Human Resources Calendar. (Human Resources Director Emery)

Human Resources Director Emery reviewed the Human Resources Calendar goals for each quarter of 2015 and requested any additions from the Committee after which it was recommended that the development of a Wellness Program be added to the Human Resources Calendar.

5) Project Updates.

5.1) Status on Organizational Assessment. (General Manager LaMoreaux)

General Manager LaMoreaux stated that the largest remaining item under the Organizational Assessment is the completion of Board Norms, and a workshop is being scheduled for this purpose and that a proposal will be requested from The Mathis Group to update the cultural survey and to perform management training.

5.2) Status on the Development of a Board Mediator. (General Manager LaMoreaux)

After a brief discussion of pursuing the development of a Board Mediator, it was determined that this item will be discussed further at the Board Norms Workshop.

5.3) **Other.**

Human Resources Director Emery stated that the results of the Customer Service Survey will be presented at the next Committee meeting after which Assistant Customer Service Supervisor Hernandez reviewed the receipt of the Surveys via mail, telephone, and the website and the categories developed for comments.

There were no other items for discussion.

6) **Information Items.**

There were no further information items.

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

It was stated that "Review of Customer Service Survey" will be placed on the next agenda.

There were no further requests for future agenda items.

It was then stated that the next Personnel Committee meeting will be held March 2, 2015 at 5:00 p.m.

8) **Adjournment.**

There being no further business to come before the Personnel Committee, the meeting was adjourned.

Chair

MINUTES OF MEETING OF THE FACILITIES COMMITTEE OF THE PALMDALE WATER DISTRICT, FEBRUARY 9, 2015:

A meeting of the Facilities Committee of the Palmdale Water District was held Monday, February 9, 2015, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Estes called the meeting to order.

1) **Roll Call.**

Attendance:	**Others Present:**
Facilities Committee:	Dennis LaMoreaux, General Manager
Joe Estes, Chair	Matt Knudson, Assistant General Manager
Vincent Dino, Committee Member	Tim Moore, Facilities Manager
	Mynor Masaya, Operations Manager
	Dawn Deans, Executive Assistant
	0 members of the public

2) **Adoption of Agenda.**

It was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried to adopt the agenda, as written.

3) **Public Comments.**

There were no public comments.

4) **Action Items:**

4.1) Consideration and Possible Action on Approval of Minutes of Regular Meeting Held November 6, 2014.

It was moved by Committee Member Dino, seconded by Chair Estes, and unanimously carried to approve the minutes of the Facilities Committee meeting held November 6, 2014, as written.

5) **Information Items.**

5.1) Update on 2015 Budgeted Projects. (Assistant General Manager Knudson)

Assistant General Manager Knudson provided a detailed overview of 2015 Budgeted Projects, including the budgeted amount and the vendor or contractor for the project, followed by discussion of bids received for the meter replacement project, potential grants for improvements to Palmdale Ditch, the status of water main replacement projects under construction, the EIR process and Forest Service review for the Littlerock Dam Sediment Removal Project, and the status of the Littlerock Creek Groundwater and Recovery Project.

Operations Manager Masaya then provided a detailed overview of the recent plant shutdown process and winter maintenance and repairs performed during the shutdown.

5.2) Review of Master Plan for District Property at Avenue Q and 20th Street East. (Assistant General Manager Knudson)

General Manager LaMoreaux stated that Gillis Panichapan Architects developed a master plan for the District's 40-acre site at 20th Street East and Avenue Q in 2006/2007, including how best to expand the buildings, trigger points for this expansion, and financing options, after which Assistant General Manager Knudson reviewed the proposed plan and drawings for this expansion.

5.3) Status on Lobby Remodel. (General Manager LaMoreaux)

General Manager LaMoreaux reviewed preliminary ideas proposed by Itzen Architects for improvements to the District's lobby and customer care area followed by discussion of funding options for these improvements and incorporating the kiosk into the improvements.

5.4) Other.

There were no additional information items.

Chair Estes inquired about the status of the SCADA system upgrades after which Facilities Manager Moore provided a brief status report on this project.

6) Board Members' Requests for Future Agenda Items.

General Manager LaMoreaux stated that statistics on telephone payments will be provided at the next Committee meeting and that "Status on area-wide Wi-Fi system in

conjunction with the City of Palmdale" and "Status on protecting access to the District's well site near Avenue R and 70th Street East" will be placed on the next agenda for discussion.

There were no further requests for future agenda items.

It was stated that the next Facilities Committee meeting will be held March 5, 2015 at 8:15 a.m.

7) Adjournment.

There being no further business to come before the Facilities Committee, the meeting was adjourned.

Chair

MINUTES OF MEETING OF THE OUTREACH COMMITTEE OF THE PALMDALE WATER DISTRICT, FEBRUARY 12, 2015:

A regular meeting of the Outreach Committee of the Palmdale Water District was held Wednesday, February 12, 2015, at 2029 East Avenue Q, Palmdale, California, in the Board Room of the District office. Chair Dizmang called the meeting to order.

1) Roll Call.

Attendance:	**Others Present:**
Outreach Committee:	Dennis LaMoreaux, General Manager
Gloria Dizmang, Chair	Mike McNutt, PIO/Conservation Director
Joe Estes, Committee Member	Linda Trevino, Water Conservation Aide
	Dawn Deans, Executive Assistant
	0 members of the public

2) **Adoption of Agenda.**

It was moved by Committee Member Estes, seconded by Chair Dizmang, and unanimously carried to adopt the agenda, as written.

3) **Public Comments.**

There were no public comments.

4) **Action Items:**

4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held January 21, 2015.

After a brief discussion, it was moved by Committee Member Estes, seconded by Chair Dizmang, and unanimously carried to approve the minutes of the meeting held January 21, 2015, as written.

4.2) Review of February, 2015 Newsletter. (PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that The Pipeline will be published and sent to customers every other month with water bills and via Constant Contact followed by review of the February, 2015 issue and recommendations for the next issue.

4.3) Consideration and Possible Action on Outreach With KTPI Radio Network. ($16,280.00 – Budgeted – PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt reviewed advertising opportunities with the KTPI Radio Network followed by discussion of the cost, the District's message, involvement in the community, the budget, and the Committee's authority to approve items up to $25,000.00.

It was then moved by Committee Member Estes, seconded by Chair Dizmang, and unanimously carried that the Committee concurs with staff's recommendation to enter into an advertising contract with KTPI Radio Network in the not-to-exceed amount of $16,280.00 for 2015 and that the Committee's approval of this item be reported to the full Board at the February 25, 2015 Regular Board meeting.

4.4) Discussion and Possible Action on School Conservation Program. (PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that a meeting has been scheduled with representatives from the Antelope Valley Union High School District to discuss a School Conservation Program with the high schools within the District's service boundaries and that an update will be provided at the next Committee meeting.

Director Dizmang then inquired about a School Conservation Program for the elementary schools after which Water Conservation Aide Trevino stated that details for this program are being developed and presentations will continue and that the Read Across America Program will be held March 3 from 10 a.m. to 2 p.m. at Tamarisk Elementary School and the Committee is invited to read during this event.

4.5) Discussion and Possible Action on Development of a Cash for Kitchens Program. (PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that staff is developing a Cash for Kitchens or outreach program for local businesses; that an intern can help develop this program; and that certifications and audits can be incorporated into this program.

4.6) Consideration and Possible Action on Support of Santa Clarita Shakespeare Festival Resource Management Program. ($2,000.00 – Non-budgeted – PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt reviewed the request for the District to participate in the Santa Clarita Shakespeare Festival Resource Management Program, and after a brief discussion of the District's past school presentation programs, targeting schools within the District's service boundaries, the budget, and sponsorship opportunities through the A.V. Water Partners, it was moved by Committee Member Estes, seconded by Chair Dizmang, and unanimously carried that the Committee concurs with staff's recommendation to sponsor the Santa Clarita Shakespeare Festival Resource Management Program in the not-to-exceed amount of $2,000.00 subject to a review on the legitimacy of this organization, the subject matter relating directly to water conservation, presentations to at least two schools within the District's service boundaries, and potentially dividing the sponsorship cost among the A.V. Water Partners and that the Committee's approval of this item be reported to the full Board at the February 25, 2015 Regular Board meeting.

5) Information Items.

5.1) Status on the Development of a Reaching Out Program. (PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that staff continues work to be included in the District's Reaching Out Program, and there will be plenty of content to submit under this Program.

5.2) Status on Video Production and District-Hosted Webinars. (PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that WebX is being purchased for the District to host webinars and that April 15 is the target date for the first webinar followed by discussion of subject matter for the webinars, how the webinars will be conducted and publicized, and the intent of offering the webinars on a regional effort.

He then stated that he has also been working with Vinnie's Production on filming and photo opportunities in the Antelope Valley.

5.3) Status on Monthly H_2O Talk on the District's YouTube Channel. ($3,600.00 – Budgeted – PIO/Conservation Director McNutt)

PIO/Conservation Director McNutt stated that he has met with Gig2Me Productions regarding filming short interview segments for the District; that the interviews will be held once a month and hosted on the District's YouTube channel, on the lobby monitors, and on the website; and that the cost is $3,600.00 for 2015 for these filming services, and after a brief discussion, the Committee concurred with moving forward on this project.

5.4) Other.

General Manager LaMoreaux stated that the District's transparency certification application is nearly complete and once two peer reviews are complete, the application can be submitted and the 'District of Distinction' honor pursued.

He then stated that a presentation on the Rate Assistance Program has been scheduled for March 4 at 9 a.m. at Legacy Commons.

He then distributed a list of materials to be included in the Customer Care Department's Welcome Packet.

PIO/Conservation Director McNutt distributed the latest draft article the District was asked to submit for the Greater Antelope Valley Economic Alliance's (GAVEA's) Economic Roundtable Report.

There were no additional information items.

6) Board Members' Requests for Future Agenda Items.

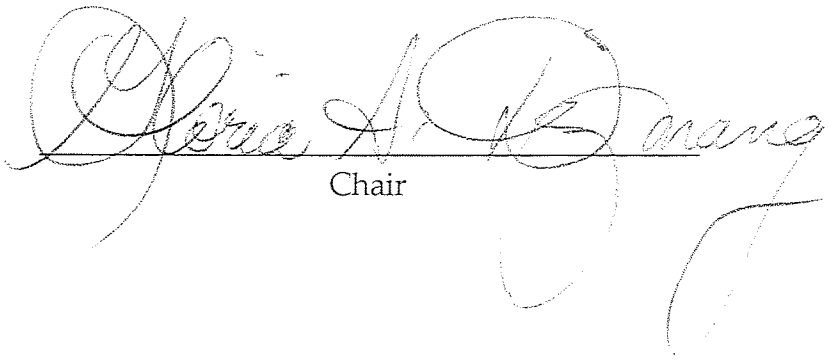
Chair Dizmang requested an Outreach Calendar or schedule be developed.

There were no further requests for future agenda items.

It was then stated that the next Outreach Committee meeting will be held March 3, 2015 at 10:30 a.m.

7) Adjournment.

There being no further business to come before the Outreach Committee, the meeting was adjourned.



Chair