



*Dedicated to  
Satisfying our Community's  
Water Needs*

**AGENDA  
MESA WATER DISTRICT  
BOARD OF DIRECTORS  
Thursday, July 11, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92626  
6:00 p.m. Regular Board Meeting**

---

**CALL TO ORDER**

**PLEDGE OF ALLEGIANCE**

**PUBLIC COMMENTS**

**Items Not on the Agenda:** Members of the public are invited to address the Board regarding items which are not on the agenda. Each speaker is limited to three minutes. The Board will set aside 30 minutes for public comments.

**Items on the Agenda:** Members of the public may comment on agenda items before action is taken, or after the Board has discussed the item. Each speaker is limited to three minutes. The Board will set aside 60 minutes for public comments.

**ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA**

At the discretion of the Board, all items appearing on this agenda, whether or not expressly listed as an Action Item, may be deliberated and may be subject to action by the Board.

**CONSENT CALENDAR ITEMS:**

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Approve minutes of adjourned regular Board meeting of May 2, 2019.
2. Approve minutes of special Board meeting of May 21, 2019.
3. Approve minutes of special Board meeting of May 23, 2019.
4. Approve minutes of special Board meeting of May 23, 2019.
5. Approve minutes of adjourned regular Board meeting of May 28, 2019.
6. Approve minutes of special Board meeting of June 18, 2019.
7. Approve minutes of special Board meeting of June 24, 2019.
8. Approve minutes of special Board meeting of June 24, 2019.
9. Board Schedule:
  - Conferences, Seminars, and Meetings
  - Board Calendar
  - Upcoming Community Outreach Events
10. Amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.
11. Declare the 2001 Ford F-450 as surplus and authorize the General Manager to dispose of the item within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property.
12. Approve the Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.

13. Amend the General Legal Services contract with Atkinson, Andelson, Loya, Ruud & Romo to revise the fee schedule, effective July 1, 2019.
14. Approve a change order with Snyder Langston Construction Company for \$287,888 and a 10% project contingency for a not-to-exceed contract amount of \$3,791,982 for Administration Building Improvements & HVAC Replacement Project and authorize execution of the change order; approve a contract amendment with Jett Construction Management Services, LLC for \$21,057 and a 10% contract contingency for a not-to-exceed contract amount of \$248,038 to perform construction management services for the Administration Building Improvements & HVAC Replacement Project and authorize execution of the contract amendment; approve a contract amendment with IBI Group for \$12,525 and a 10% contract contingency for a not-to-exceed contract amount of \$101,120 to perform design services for the Boardroom refurbishment and authorize execution of the contract amendment; and award a contract with Sound Image Company for \$9,945 for design of the Boardroom sound system and authorize execution of the contract.
15. Authorize President Shawn Dewane to vote his conscience in the California Special Districts Association 2019 Board of Directors Election, Seat B and direct staff to cast Mesa Water District's electronic ballot.
16. Approve a proclamation honoring Bob Hill for his 45 years of devoted service and commitment to El Toro Water District.

**ACTION ITEMS:**

17. PUBLIC HEARING – 2019 PUBLIC HEALTH GOALS REPORT:

**Recommendation:**

- a. **Conduct Public Hearing;**
- b. **Receive staff comments on Public Health Goals;**
- c. **Receive oral and written comments; and**
- d. **Close public hearing and file the report.**

**PRESENTATION AND DISCUSSION ITEMS:**

18. BOARD WORKSHOP PLANNING

**Recommendation: Review agenda topics and discuss planning for the November 8, 2019 Board of Directors' workshop.**

**REPORTS:**

19. REPORT OF THE GENERAL MANAGER:
  - June Key Indicators Report
  - Other (no enclosure)
20. DIRECTORS' REPORTS AND COMMENTS



**INFORMATION ITEMS:**

21. DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)
22. OTHER (NO ENCLOSURE)

**CLOSED SESSION:**

23. CONFERENCE WITH REAL PROPERTY NEGOTIATOR:  
Pursuant to Government Code Section 54956.8:  
Property: 1310 South Coast Drive, Costa Mesa (APN: 140-041-49)  
District Negotiator: General Manager  
Negotiating Parties: AAA Automobile Club of Southern California  
Under Negotiation: Price and/or terms concerning property rights

**RETURN TO OPEN SESSION**

*In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please contact the District Secretary at (949) 631-1206. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water) to make reasonable arrangements to accommodate your requests.*

*Members of the public desiring to make verbal comments utilizing a translator to present their comments into English shall be provided reasonable time accommodations that are consistent with California law.*

*Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water's website at [www.MesaWater.org](http://www.MesaWater.org). If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.*

**ADJOURN TO A REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, AUGUST 8, 2019 AT 6:00 P.M.**



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, May 2, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
6:00 p.m. Adjourned Regular Board Meeting**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on May 2, 2019, at 6:07 p.m. by President Dewane at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Director Atkinson led the Pledge of Allegiance.

**Directors Present**

Shawn Dewane, President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director  
James R. Fisler, Director

**Directors Absent**

Marice H. DePasquale, Vice President

**Staff Present**

Paul E. Shoenberger, P.E., General Manager  
Phil Lauri, P.E., Assistant General Manager  
Wendy Duncan, Records Management Specialist/  
Acting District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer/  
District Treasurer  
Stacie Sheek, Customer Services Manager  
Stacy Taylor, External Affairs Manager  
Tracy Manning, Water Operations Manager  
Celeste Carrillo, Public Affairs Coordinator  
Brittany Erdman, Department Assistant  
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

**Others Present**

Stacey Jones, Founder and President, La Voz Marketing

**PROTOS AWARD PRESENTATION**

External Affairs Manager Taylor introduced La Voz Marketing Founder and President Stacey Jones who assisted with the I Heart Mesa Water event. The community outreach event was recognized by Orange County's Public Relations Society of America (OCPRSA) and Mesa Water District was awarded the 2018 PROTOS Award for Special Events and Observances.

Photographs were taken.

## **PUBLIC COMMENTS**

President Dewane asked for public comments on items not on the agenda.

There were no comments and President Dewane proceeded with the meeting.

## **ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA**

General Manager Shoenberger announced that an item arose after the May 2, 2019 agenda was posted. GM Shoenberger recommended adding Item 10A – Orange County Local Agency Formation Commission Regular and Alternate Special District Member Seats Election. There were no objections.

GM Shoenberger recommended an addition to Item 7 of the Consent Calendar, to bring back to the Board the final meter contract and payment terms at a future Board meeting. There were no objections.

### **CONSENT CALENDAR ITEMS:**

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

Director Bockmiller pulled Item 2 for discussion. There were no objections.

1. Approve minutes of regular Board meeting of April 11, 2019.
2. Approve minutes of special Board meeting of April 16, 2019.
3. Approve minutes of special Board meeting of April 22, 2019.
4. Approve minutes of special Board meeting of April 22, 2019.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
  - Conferences, Seminars, and Meetings
  - Board Calendar
  - Upcoming Community Outreach Events
7. Designate Badger Meter Equipment and Software as the Mesa Water Standard; implement Option No. 2 with Option 1B as a Pilot Program; re-evaluate the Full Automated Meter Reader (AMR) System Costs and Potential Adoption in 5-Years; perform a Meter Reading Route Optimization Assessment; update Mesa Water's Standard Specifications and Standard Drawings for Water Service for Meter Technology Standardization; bring back to the Board an AMR opt-in plan for non-high users; and convert to an 18-year Meter Replacement Frequency Cycle.
8. Approve funding the Other Post-Employment Benefits Trust with annual \$110,000 contributions over the next five fiscal years for a total of \$545,000.
9. Receive the Quarterly Training Report for January 1, 2019 – March 31, 2019.

President Dewane asked for public comments. There were no comments.

## **MOTION**

Motion by Director Bockmiller, second by Director Atkinson, to approve Items 1, 3 – 6, 7 as modified, and 8 – 9 of the Consent Calendar. Motion passed 4-0-1, with Vice President DePasquale absent.

Item 2 – Approve minutes of special Board meeting of April 16, 2019.

Staff responded to questions from Director Bockmiller regarding the April 16, 2019 minutes.

President Dewane asked for public comments. There were no comments.

**MOTION**

Motion by Director Bockmiller, second by Director Atkinson, to approve Item 2 of the Consent Calendar to amend the April 16, 2019 minutes to include to convert to an 18-year Meter Replacement Frequency Cycle and to bring the Final Meter Contract and Payment Terms to the Board of Directors at a future Board meeting. Motion passed 4-0-1, with Vice President DePasquale absent.

**ACTION ITEMS:**

10. PROCLAMATION HONORING WAYNE S. OSBORNE:

President Dewane asked for public comments. There were no comments.

**MOTION**

Motion by Director Bockmiller, second by Director Atkinson, to approve a proclamation honoring Wayne S. Osborne for his dedicated service and commitment to the Municipal Water District of Orange County. Motion passed 4-0-1, with Vice President DePasquale absent.

ITEM 10A - ORANGE COUNTY LOCAL AGENCY FORMATION COMMISSION REGULAR AND ALTERNATE SPECIAL DISTRICT MEMBER SEATS ELECTION:

President Dewane asked for public comments. There were no comments.

**MOTION**

Motion by President Dewane, second by Director Atkinson, to nominate James R. Fisler to the regular special district member seat on the Orange County Local Agency Formation Commission and authorize President Shawn Dewane to be the voting delegate and Vice President Marice H. DePasquale as the alternate for the Special District Member Seats Election.

**PRESENTATION AND DISCUSSION ITEMS:**

None.

**REPORTS:**

11. REPORT OF THE GENERAL MANAGER:

- April Key Indicators Report
- Other (no enclosure)

12. DIRECTORS' REPORTS AND COMMENTS

**INFORMATION ITEMS:**

13. DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

14. OTHER (NO ENCLOSURE)

President Dewane adjourned the meeting at 7:16 p.m. to an Adjourned Regular Board Meeting scheduled for Tuesday, May 28, 2019 at 3:30 p.m.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary

Sharon D. Brimer, Recording Secretary

Unapproved



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Tuesday, May 21, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**ENGINEERING AND OPERATIONS COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on May 21, 2019 at 3:30 p.m. by Chairman Bockmiller in the Operations Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Water Operations Manager Manning led the Pledge of Allegiance.

Directors Present

Marice H. DePasquale, Vice President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director, Chair

Directors Absent

Shawn Dewane, President  
James R. Fisler, Director

Staff Present

Phil Lauri, P.E., Assistant General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Stacie Sheek, Customer Services Manager  
Tracy Manning, Water Operations Manager

Others Present

None

**PUBLIC COMMENTS**

There was no public present.

**CONSENT CALENDAR ITEMS:**

1. Developer Project Status Report
2. Mesa Water and Other Agency Projects Status Report
3. Water Quality Call Report
4. Committee Policy & Resolution Review
5. Water Operations Status Report



**MOTION**

Motion by Director Atkinson, second by Vice President DePasquale, to approve Items 1 – 5 of the Consent Calendar. Motion passed 3-0-2, with President Dewane and Director Fisler absent.

**ACTION ITEMS:**

- 6. Elite Customer Service

Motion

Motion by Director Atkinson, second by Vice President DePasquale, to add to the next regular Board meeting Consent Calendar amendment of the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorization to execute the contract. Motion passed 3-0-2, with President Dewane and Director Fisler absent.

**PRESENTATION AND DISCUSSION ITEMS:**

None.

**REPORTS:**

- 7. Report of the General Manager
- 8. Directors' Reports and Comments

**INFORMATION ITEMS:**

None.

The Board meeting was adjourned at 4:05 p.m.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, May 23, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**FINANCE COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on May 23, 2019 at 3:30 p.m. by Chairman Fisler in the Operations Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Director Bockmiller led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President  
Marice H. DePasquale, Vice President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director  
James R. Fisler, Director, Chair

Directors Absent

None

Staff Present

Phil Lauri, P.E., Assistant General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Wendy Duncan, Records Management Specialist/  
Assistant District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer  
Stacy Taylor, External Affairs Manager

Others Present

John Lewis, President, Lewis Consulting Group

**PUBLIC COMMENTS**

There were no comments on non-agendized topics.

**CONSENT CALENDAR ITEMS:**

Director Bockmiller pulled Item 1 for discussion. There were no objections.

1. Accounts Paid Listing
2. Monthly Financial Reports
3. Major Staff Projects
4. Committee Policy & Resolution Review
5. Fiscal Year 2019 Third Quarter Financial Update

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Items 2 – 5 of the Consent Calendar. Motion passed 5-0.

Staff responded to questions from the Board regarding the Accounts Paid Listing.

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Item 1 of the Consent Calendar. Motion passed 5-0.

**ACTION ITEMS:**

6. Surplus Property

MOTION

Motion by President Dewane, second by Vice President DePasquale, to add to the next regular Board meeting Consent Calendar declaration of the 2001 Ford F-450 as surplus and authorization for the General Manager to dispose of the items within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property. Motion passed 5-0.

**PRESENTATION AND DISCUSSION ITEMS:**

None.

**REPORTS:**

7. Report of the General Manager
8. Directors' Reports and Comments

**INFORMATION ITEMS:**

None.

The Board meeting was adjourned at 3:34 p.m.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary

Unapproved



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, May 23, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**LEGISLATIVE & PUBLIC AFFAIRS COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on May 23, 2019 at 3:36 p.m. by Chairwoman DePasquale in the Operations Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

Directors Present

Shawn Dewane, President  
Marice H. DePasquale, Vice President, Chair  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director  
James R. Fidler, Director

Directors Absent

None

Staff Present

Phil Lauri, P.E., Assistant General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Wendy Duncan, Records Management Specialist/  
Assistant District Secretary  
Stacy Taylor, External Affairs Manager  
Celeste Carrillo, Public Affairs Coordinator

Others Present

John Lewis, President, Lewis Consulting Group

**PUBLIC COMMENTS**

There were no comments on non-agendized topics.

**CONSENT CALENDAR ITEMS:**

Director Fidler pulled Item 1 for discussion. There were no objections.

1. State Advocacy Update
2. Outreach Update

External Affairs Manager Taylor provided a brief update on State Advocacy.

**MOTION**

Motion by President Dewane, second by Director Atkinson, to approve Items 1 and 2 of the Consent Calendar. Motion passed 5-0.

**ACTION ITEMS:**

None.

**PRESENTATION AND DISCUSSION ITEMS:**

3. Orange County Update

External Affairs Manager Taylor introduced Lewis Consulting Group President John Lewis who proceeded with the Orange County Update.

Mr. Lewis responded to questions from the Board and they thanked him for the update.

**REPORTS:**

4. Report of the General Manager

5. Directors' Reports and Comments

**INFORMATION ITEMS:**

None.

The Board meeting was adjourned at 3:58 p.m., in memory of Director Bockmiller's brother-in-law Douglas Byron Parker – a veteran of the US Air Force, a volunteer Fire Fighter, and a loving husband.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Tuesday, May 28, 2019  
1350 Gisler Avenue, Costa Mesa, CA 92626  
3:30 p.m. Adjourned Regular Board Meeting**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on May 28, 2019 at 3:35 p.m. by President Dewane at the Mesa Water Reliability Facility, located at 1350 Gisler Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Director Bockmiller led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President  
Marice H. DePasquale, Vice President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director  
James R. Fislser, Director

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager  
Phil Lauri, P.E., Assistant General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer/  
District Treasurer  
Stacie Sheek, Customer Services Manager  
Stacy Taylor, External Affairs Manager  
Syndie Ly, Human Resources Manager  
Kurt Lind, Business Administrator  
Anthony Phou, Controller  
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud & Romo

Others Present

None

**PUBLIC COMMENTS**

President Dewane asked for public comments on items not on the agenda.

There were no comments and President Dewane proceeded with the meeting.

**ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA**

General Manager Shoenberger offered there were no items to be added, removed, or reordered on the agenda.

**ACTION ITEMS:**

1. PROPOSED FISCAL YEAR 2020 BUDGET:

President Dewane introduced GM Shoenberger who provided a brief overview of the topic and then introduced CFO Khalifa. Mr. Khalifa proceeded with a presentation that highlighted the following:

- Board's Strategic Plan Goals & Targets
- Budget Assumptions
- FY2020 Proposed Budget
- Designated Funds
- Debt Service Coverage Ratio
- Debt Service Payments
- Actual/Budgeted Water Production (Acre Feet)
- Operating Expenses by Department as a Percentage
- Capital Replacement & Refurbishment
- District Memberships
- Board Conferences & Seminars
- Community Outreach
- FY2020 Budget Summary

Mr. Khalifa responded to questions from the Board and they thanked him for the presentation.

President Dewane asked for public comments. There were no comments.

**MOTION**

Motion by Director Bockmiller, second by President Dewane, to approve the Proposed Fiscal Year 2020 Budget. Motion passed 5-0.

**REPORTS:**

2. REPORT OF THE GENERAL MANAGER
3. DIRECTORS' REPORTS AND COMMENTS

**INFORMATION ITEMS:**

4. OTHER (NO ENCLOSURE)



President Dewane adjourned the meeting at 4:36 p.m. to a Regular Board Meeting scheduled for Thursday, June 13, 2019 at 6:00 p.m.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary

Unapproved



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Tuesday, June 18, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**ENGINEERING AND OPERATIONS COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on June 18, 2019 at 3:34 p.m. by Chairman Bockmiller in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Director Fisler led the Pledge of Allegiance.

Directors Present

Marice H. DePasquale, Vice President  
Jim Atkinson, Director  
Fred R. Bockmiller, P.E., Director, Chair  
James R. Fisler, Director

Directors Absent

Shawn Dewane, President

Staff Present

Paul E. Shoenberger, P.E., General Manager  
Phil Lauri, P.E., Assistant General Manager  
Wendy Duncan, Records Management Specialist/  
Acting District Secretary  
Tracy Manning, Water Operations Manager  
Karyn Igar, Senior Civil Engineer

Others Present

None

**PUBLIC COMMENTS**

There was no public present.

**CONSENT CALENDAR ITEMS:**

1. Developer Project Status Report
2. Mesa Water and Other Agency Projects Status Report
3. Water Quality Call Report
4. Committee Policy & Resolution Review
5. Water Operations Status Report

**MOTION**

Motion by Vice President DePasquale, second by Director Fisler, to approve Items 1 – 5 of the Consent Calendar. Motion passed 4-0-1, with President Dewane absent.

**ACTION ITEMS:**

6. 2019 Public Health Goals Report

General Manager Shoenberger introduced Water Operations Manager Manning who provided a brief overview of the topic.

Ms. Manning responded to questions from the Board.

**MOTION**

Motion by Director Atkinson, second by Vice President DePasquale, to accept the Report on Mesa Water District's Water Quality relative to 2019 Public Health goals and receive comments from the public at the July 11, 2019 Board of Directors meeting. Motion passed 4-0-1, with President Dewane absent.

7. Administration Building Improvements & HVAC Replacement Project

**MOTION**

Motion by Director Bockmiller, second by Director Fisler, to add to the next regular Board meeting Consent Calendar:

- a. Approval of a change order with Snyder Langston Construction Company for \$287,888 and a 10% project contingency for a not-to-exceed contract amount of \$3,791,982 for the Administration Building Improvements & HVAC Replacement Project and authorization to execute the change order;
- b. Approval of a contract amendment with Jett Construction Management Services, LLC for \$21,057 and a 10% contract contingency for a not-to-exceed contract amount of \$248,038 to perform construction management services for the Administration Building Improvements & HVAC Replacement Project and authorization to execute the contract amendment;
- c. Approval of a contract amendment with IBI Group for \$12,525 and a 10% contract contingency for a not-to-exceed contract amount of \$101,120 to perform design services for the Boardroom refurbishment and authorization to execute the contract amendment; and
- d. Award of a contract with Sound Image Company for \$9,945 for design of the Boardroom sound system and authorization to execute the contract.

Motion passed 4-0-1, with President Dewane absent.

**PRESENTATION AND DISCUSSION ITEMS:**

8. Programmable Logic Controllers and Supervisory Computer System Assessment

Assistant General Manager Lauri introduced Senior Civil Engineer Igar who proceeded with a presentation that highlighted the following:

- PLC and Supervisory Control Assessment
- Inventory and Life Cycle Status
- Immediate Recommendations
- Near Term Recommendations (1-5 Years)

- Long Term Recommendations (5-10 Years)
- Project Outcomes

AGM Lauri and Ms. Igar responded to questions from the Board and they thanked them for the presentation.

9. Well Automation and Rehabilitation Project Wrap Up

AGM Lauri introduced Senior Civil Engineer Igar who proceeded with a presentation that highlighted the following:

- New Motors, Pumps, Discharge Lines
- New Chemical Handling Facilities
- New Well 1 Electrical Building
- New Motor Control Centers
- New Automated Control Screen
- Project Goals
- Project Accounting – Construction
- Project Accounting – Design and CM
- Project Outcomes

AGM Lauri and Ms. Igar responded to questions from the Board and they thanked them for the presentation.

**REPORTS:**

10. Report of the General Manager
11. Directors' Reports and Comments

**INFORMATION ITEMS:**

12. Well and Facility Naming Conventions

The Board meeting was adjourned at 5:02 p.m.

Approved:

---

Shawn Dewane, President

---

Denise Garcia, District Secretary



Dedicated to  
Satisfying our Community's  
Water Needs

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, June 24, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**FINANCE COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on June 24, 2019 at 4:28 p.m. by Chairman Fisler in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

Directors Present

Shawn Dewane, President  
Marice H. DePasquale, Vice President  
Jim Atkinson, Director (*left at 4:49 p.m.*)  
James R. Fisler, Director, Chair

Directors Absent

Fred R. Bockmiller, P.E., Director

Staff Present

Paul E. Shoenberger, P.E., General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Wendy Duncan, Records Management Specialist/  
Assistant District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer

Others Present

None

**PUBLIC COMMENTS**

There was no public present.

**CONSENT CALENDAR ITEMS:**

1. Accounts Paid Listing
2. Monthly Financial Reports
3. Major Staff Projects
4. Committee Policy & Resolution Review

**MOTION**

Motion by Director Atkinson, second by Vice President DePasquale, to approve Items 1 – 4 of the Consent Calendar. Motion passed 4-0-1, with Director Bockmiller absent.

**ACTION ITEMS:**

None.

**PRESENTATION AND DISCUSSION ITEMS:**

5. Staff Memorandums

General Manager Shoenberger provided a brief overview of the topic and responded to questions from the Board.

The Board directed staff to agendaize this item at a future Finance Committee meeting.

**REPORTS:**

6. Report of the General Manager

7. Directors' Reports and Comments

**INFORMATION ITEMS:**

8. Capital Budget Update

9. Claim of Mesa Verde Collection Association

**CLOSED SESSION:**

President Dewane announced that the Board was going into Closed Session at 5:04 p.m.

10. CONFERENCE WITH LABOR NEGOTIATOR PURSUANT TO GOVERNMENT CODE 54957.6:  
District Negotiator: General Manager  
Employee Organization: District Employees

The Board returned to Open Session at 5:21 p.m.

District Secretary Garcia reported that the Board conducted one Closed Session with the General Manager, District Secretary, and Chief Financial Officer pursuant to Government Code Section 54957.6. The Board received information and gave direction to staff. There was no further announcement.

The Board meeting was adjourned at 5:22 p.m.

Approved:

\_\_\_\_\_  
Shawn Dewane, President

\_\_\_\_\_  
Denise Garcia, District Secretary

Unapproved



*Dedicated to  
Satisfying our Community's  
Water Needs*

**MINUTES OF THE BOARD OF DIRECTORS  
MESA WATER DISTRICT  
Thursday, June 24, 2019  
1965 Placentia Avenue, Costa Mesa, CA 92627  
3:30 p.m. Special Board Meeting**

---

**LEGISLATIVE & PUBLIC AFFAIRS COMMITTEE MEETING**

**CALL TO ORDER**

The meeting of the Board of Directors was called to order on June 24, 2019 at 3:28 p.m. by Chairwoman DePasquale in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

**PLEDGE OF ALLEGIANCE**

Department Assistant Erdman led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President  
Marice H. DePasquale, Vice President, Chair  
Jim Atkinson, Director  
James R. Fisler, Director

Directors Absent

Fred R. Bockmiller, P.E., Director

Staff Present

Paul E. Shoenberger, P.E., General Manager  
Denise Garcia, Administrative Services Manager/  
District Secretary  
Wendy Duncan, Records Management Specialist/  
Assistant District Secretary  
Marwan Khalifa, CPA, MBA, Chief Financial Officer  
Celeste Carrillo, Public Affairs Coordinator  
Brittany Erdman, Department Assistant

Others Present

John Lewis, President, Lewis Consulting Group

**PUBLIC COMMENTS**

There were no comments on non-agendized topics.

General Manager Shoenberger reordered the agenda to take Item 7 before Item 3. There were no objections.

**CONSENT CALENDAR ITEMS:**

1. State Advocacy Update
2. Outreach Update



MOTION

Motion by President Dewane, second by Director Atkinson, to approve Items 1 and 2 of the Consent Calendar. Motion passed 4-0-1, with Director Bockmiller absent.

Item 7 – Orange County Update

General Manager Shoenberger introduced Lewis Consulting Group President John Lewis who proceeded with the Orange County Update.

Mr. Lewis responded to questions from the Board and they thanked him for the update.

**ACTION ITEMS:**

3. Proclamation Honoring James Ferryman

MOTION

Motion by Director Fisler, second by Director Atkinson, to approve a proclamation honoring James Ferryman for his 30 years of dedicated service and commitment to the Orange County Sanitation District. Motion passed 4-0-1, with Director Bockmiller absent.

4. Proclamation Honoring Midway City Sanitary District

MOTION

Motion by President Dewane, second by Director Atkinson, to approve a proclamation honoring Midway City Sanitary District on its 80<sup>th</sup> Anniversary. Motion passed 4-0-1, with Director Bockmiller absent.

5. Orange County Local Agency Formation Commission Special Districts Seat Election

MOTION

Motion by Vice President DePasquale, second by Director Fisler, to authorize President Shawn Dewane to cast Mesa Water District's electronic ballot in the Orange County Local Agency Formation Commission Special District Seats Election in support of James R. Fisler for Regular Special District Member Seat and to vote his conscience for Alternate Special District Member Seat. Motion passed 4-0-1, with Director Bockmiller absent.

6. Association of California Water Agencies Region 10 Board Nomination

MOTION

Motion by President Dewane, second by Director Fisler, to adopt Resolution No. 1524 – Placing in Nomination Jim Atkinson as a Board Member of the Association of California Water Agencies Region 10.

Motion passed 4-0-1, by the following roll call vote:

AYES: DIRECTORS Atkinson, Fislser, DePasquale, Dewane  
NOES: DIRECTORS None  
ABSENT: DIRECTORS Bockmiller  
ABSTAIN: DIRECTORS None

**PRESENTATION AND DISCUSSION ITEMS:**

- 7. Orange County Update

This item was taken earlier in the agenda.

**REPORTS:**

- 8. Report of the General Manager
- 9. Directors' Reports and Comments

**INFORMATION ITEMS:**

- 10. New Customer Welcome/Long-Term Resident Program

The Board meeting was adjourned at 4:22 p.m.

Approved:

---

Shawn Dewane, President

---

Denise Garcia, District Secretary

**2019 CONFERENCES, SEMINARS, AND MEETINGS:**

<b>August 14 - 16, 2019</b>	
Urban Water Institute Annual Conference	<i>Atkinson</i>
San Diego, CA	
<b>August 22 - 23, 2019</b>	
Fourth Annual Water Data Summit	
Davis, CA	
<b>September 10 - 13, 2019</b>	
CAJPA Conference	<i>Bockmiller (tentative)</i>
South Lake Tahoe, CA	
<b>September 25 - 28, 2019</b>	
CSDA Annual Conference	
Anaheim, CA	
<b>October 21 - 24, 2019</b>	
CA-NV Annual Fall Conference	
San Diego, CA	
<b>December 2 - 6, 2019</b>	
ACWA/JPIA Fall Conference	<i>Bockmiller</i>
San Diego, CA	
<b>December 11 - 13, 2019</b>	
Colorado River Water Users Association Conference	
Las Vegas, NV	

# July 2019

July 2019							August 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31				25	26	27	28	29	30	31

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jun 30	Jul 1 8:30am MWDOC Planning & Operations Committee (Conference Room 101)	2 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Upstairs Conference Room) 5:45pm Costa Mesa City Council Meeting (Council Chambers; 77 Fair Drive Costa Mesa CA 92626)	3 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	4 District Holiday	5 Pay Period Ends 7:30am R/S to 7/12 WACO Meeting (MWDOC/OCWD Boardroom)	6
7	8 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	9 7:30am OCBC Infrastructure Committee Meeting (2 Park Plaza, Suite 125 Irvine, 92614)	10 Payday 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am CANCELLED LAFCO Meeting (Hall of Administration 10 Civic 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event (901 A S. Coast Drive Costa Mesa )	11 4:00pm CM Chamber Board Meeting (3333 Bristol St, Costa Mesa, CA 92626) 6:00pm Mesa Water Board Meeting (Upstairs Conference Room)	12 7:30am R/S from 7/5 WACO Meeting (MWDOC/OCWD Boardroom)	13
14	15 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	16 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Upstairs Conference Room) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	17 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	18 8:30am MWDOC Executive Committee Meeting (Conference Room 102)	19 Pay Period Ends 8:00am City Districts Liaison Committee Meeting (CMSD, 290 Paularino Avenue, Costa Mesa) 12:00pm SCWC's Quarterly Event (City of Carlsbad Faraday Center, 1635 Faraday Avenue, Carlsbad)	20
21	22 3:30pm Finance/LPAC Meeting (Upstairs Conference Room) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	23	24 Payday 8:30am MWDOC/OCWD Jt. Planning (Conference Room 101)	25	26	27
28	29	30 9:00am ACWA Region 10 Program: The Human Right to Water and Water Agency Collaborations to Achieve the Goal (26772 Avery Parkway, Mission Viejo)	31 6:00pm Community Chat Division 5 - SD (Kaiser Elementary School; 2130 Santa Ana Avenue Costa Mesa, CA 92627)	Aug 1	2	3

# August 2019

August 2019							September 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jul 28	29	30	31	Aug 1	2	3
					Pay Period Ends 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	8:30am Community Chat Division 3 - MD (Shiffer Park; 3143 Bear Street Costa Mesa, CA 92626)
4	5	6	7	8	9	10
	8:30am MWDOC Planning & Operations Committee (Conference Room 101)	7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	Payday 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 12:30pm ACWA Groundwater Committee Meeting (JA) (ACWA Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat - Division 3 - MD (Mesa Water Reliability Facility)	12:30pm ACWA Water Quality Committee Meeting (JA) (ACWA Boardroom, Sacramento) 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Boardroom)	10:00am ACWA Energy Committee Meeting - FB (ACWA Boardroom, Sacramento)	8:30am Community Chat Division 5 - SD (Pinkley Park; 360 East Ogle Street Costa Mesa, CA 92627)
11	12	13	14	15	16	17
	5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine) 6:00pm Community Chat Division 4 - JA (Costa Mesa High School Cafeteria; 2650 Fairview Rd, Costa Mesa, CA 92626)	7:30am OCBC Infrastructure Committee Meeting (2 Park Plaza, Suite 125 Irvine, 92614)	8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	Urban Water Institute's 26th Annual Conference (San Diego, CA) 8:30am MWDOC Executive Committee Meeting (Conference Room 102) 11:30am OC Water Reuse 10th Year Anniversary	Pay Period Ends	8:30am Community Chat Division 4 - JA (Sonora Elementary School; 966 Sonora Rd, Costa Mesa, CA 92626)
18	19	20	21	22	23	24
	8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat Division 1 - FB (Mesa Water District Boardroom)			8:30am Community Chat Division 1 - FB (Costa Mesa Historical Society; 1870 Anaheim Avenue Costa Mesa, CA 92627)
25	26	27	28	29	30	31
	3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)		6:00pm Community Chat Division 2 - JF (Mesa Verde United Methodist Church Fellowship Hall; 1701 Baker Street Costa Mesa, CA 92626)		Pay Period Ends	

# September 2019

September 2019							October 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7							
8	9	10	11	12	13	14	6	7	8	9	10	11	12
15	16	17	18	19	20	21	13	14	15	16	17	18	19
22	23	24	25	26	27	28	20	21	22	23	24	25	26
29	30						27	28	29	30	31		

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Sep 1	2 District Holiday 8:30am MWDOC Planning & Operations Committee (Conference Room 101)	3 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	4 Payday 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	5	6 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	7 8:30am Community Chat Division 2 - JF (Estancia Park; 1900 Adams Avenue Costa Mesa, CA 92626)
8	9 8:30am ACWA/JPIA Liability Program Meeting (FB) (Executive Conference Room) 10:15am ACWA/JPIA Finance & Audit Committee Meeting (FB) (Executive) 1:00pm ACWA/JPIA Executive Committee Meeting (FB) (Executive) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	10 7:30am OCBC Infrastructure Committee Meeting (OCBC Conference Room at 2 Park Plaza, Suite 125 Irvine, 92614)	11 CAJPA Conference (South Lake Tahoe) 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	12 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Boardroom)	13 Pay Period Ends	14
15	16 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	17 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	18 Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	19 8:30am MWDOC Executive Committee Meeting (Conference Room 102)	20	21
22	23 3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	24	25	26	27 CSDA Annual Conference (Anaheim, CA) Pay Period Ends	28
29	30	Oct 1	2	3	4	5



**MesaWater**  
DISTRICT®

## UPCOMING COMMUNITY OUTREACH EVENTS

<a href="#"><u>Concerts in the Park</u></a>	Tuesdays, July 9, 16, 23, 30, 2019 Preshow – 5:00 p.m. Music – 6:00 p.m.	<a href="#"><u>Fairview Park</u></a> 2501 Placentia Avenue Costa Mesa, CA 92626
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 5</u></a>	Wednesday, July 31, 2019 6:00 p.m. to 7:30 p.m.	<a href="#"><u>Kaiser Elementary School</u></a> 2130 Santa Ana Avenue Costa Mesa, CA 92627
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 3</u></a>	Saturday, August 3, 2019 8:30 a.m. to 10:00 a.m.	<a href="#"><u>Shiffer Park</u></a> 3143 Bear Street Costa Mesa, CA 92626
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 3</u></a>	Wednesday, August 7, 2019 6:00 p.m. to 7:30 p.m.	<a href="#"><u>Mesa Water Reliability Facility</u></a> 1350 Gisler Avenue Costa Mesa, CA 92626
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 5</u></a>	Saturday, August 10, 2019 8:30 a.m. to 10:00 a.m.	<a href="#"><u>Pinkley Park</u></a> 360 East Ogle Street Costa Mesa, CA 92627
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 4</u></a>	Monday, August 12, 2019 6:00 p.m. to 7:30 p.m.	<a href="#"><u>Costa Mesa High School - Cafeteria</u></a> 2650 Fairview Road Costa Mesa, CA 92626
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 4</u></a>	Saturday, August 17, 2019 8:30 a.m. to 10:00 a.m.	<a href="#"><u>Sonora Elementary School</u></a> 966 Sonora Road Costa Mesa, CA 92626
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 1</u></a>	Wednesday, August 21, 2019 6:00 p.m. to 7:30 p.m.	<a href="#"><u>Mesa Water District</u></a> 1965 Placentia Avenue Costa Mesa, CA 92627
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 1</u></a>	Saturday, August 24, 2019 8:30 a.m. to 10:00 a.m.	<a href="#"><u>Costa Mesa Historical Society</u></a> 1870 Anaheim Avenue Costa Mesa, CA 92627
<a href="#"><u>Mesa Water District Neighborhood Chat, Division 2</u></a>	Wednesday, August 28, 2019 6:00 p.m. to 7:30 p.m.	<a href="#"><u>Mesa Verde Methodist Church Fellowship Hall</u></a> 1701 Baker Street Costa Mesa, CA 92626

[Mesa Water District  
Neighborhood Chat,  
Division 2](#)

Saturday, September 7, 2019  
8:30 a.m. to 10:00 a.m.

[Estancia Park](#)  
1900 Adams Avenue  
Costa Mesa, CA 92626





*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Stacie Sheek, Customer Services Manager  
DATE: July 11, 2019  
SUBJECT: Elite Customer Service

---

### RECOMMENDATION

Amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.

The Engineering and Operations Committee reviewed this item at its May 21, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

Goal #5: Attract and retain skilled employees.  
Goal #6: Provide outstanding customer service.

### PRIOR BOARD ACTION/DISCUSSION

At its July 14, 2016 meeting, the Board of Directors (Board) awarded a contract to Moran Consulting, Inc. (Moran) for \$99,043 and a 10% contingency for a total not-to-exceed amount of \$108,947 to develop and provide elite customer service training at Mesa Water District (Mesa Water®).

At its April 13, 2017 meeting, the Board amended the professional services contract with Moran for \$145,300 and a 10% contingency for a total not-to exceed amount of \$159,830 to develop an elite customer service program to be implemented District-wide.

At its August 10, 2017 meeting, the Board received a presentation on the performance tools to be implemented for measuring and elevating customer service to an elite level.

At its April 12, 2018 meeting, the Board received a presentation on an overview of the Customer Service Department Activity and recommendations for improvements to elevate customer service to an elite level.

At its August 9, 2018 meeting, the Board received a presentation on the first Customer Service Audit; and amended the professional services contract with Moran for \$94,650 for a total not-to-exceed amount of \$338,993 to perform customer service quarterly audits and provide supporting elite customer service training.

At its March 7, 2019 workshop, the Board received a presentation on the second Customer Service Audit.

### DISCUSSION

In 2016, Moran Consulting, Inc. (Moran) was selected through a competitive bid process to



evaluate Mesa Water's customer service processes. Based on their findings, Moran developed and implemented a training program to elevate customer service to an elite level. To ensure this high level of customer service continues to be provided by Mesa Water, an accountability program that includes routine audits and additional training was also developed.

To measure the strength of key performance indicators that have been identified as most important to the customer, Moran has completed the first and second quarter audits for Fiscal Year 2019. The audits consist of analyzing data collected from the following key performance indicators:

- Customer Satisfaction
- First Call Resolution
- Call Quality
- Speed to Access
- Call Abandonment

Overall scores of 88% and 87% were achieved for the first and second quarter audits, respectively. The aggregate Fiscal Year 2018 score was 81%. These scores indicate an upward trend in the level of service provided by Mesa Water's staff. The District is focused on achieving an Elite Customer Service score of at least 90%.

Over the course of the past two audits, a gold performance level was achieved and maintained in overall Customer Satisfaction which is based on customer feedback provided via phone and walk-in surveys. In the second quarter audit, staff achieved a gold performance level for the first time in overall Call Quality which is based on the Customer Services Manager's review and evaluation of recorded customer phone calls and validated further by Mesa Water's third party auditor.

In addition to identifying and mitigating challenges associated with Mesa Water's goal of progressing to an elite customer service performance level, Moran will continue to perform quarterly audits and monthly training to the Customer Service staff to ensure long-term success.

In support of Mesa Water's Strategic Plan, the Board's goal is to provide outstanding customer service - enhancing and promoting the customer experience, satisfaction, and communication, with both internal and external stakeholders. Through the recent elite customer service excellence initiative, the following improvements were achieved:

- Increase in overall efficiency and customer service/satisfaction by 20%, with a reduction in resources.
- Improved call quality by 22%.
- Increased First Call Resolution by 7% while reducing call duration.

Additionally, over the next twelve months Moran will facilitate a two day training for new hires and assist with implementation and training for the new phone system.

Staff recommends that the Board amend the professional services contract with Moran for an additional \$92,348 for a total amount not to exceed \$431,341. Moran Consulting Inc.'s Scope of Work and Cost Proposal is available upon request.



## FINANCIAL IMPACT

In Fiscal Year 2020, \$92,348 is budgeted for Elite Customer Service; no funds have been spent to date.

	<u>Project Estimate Amounts</u>	<u>Project Cost Amounts</u>
Initial Project Estimate (FY 2017)	\$ 99,043	
Original Contract		\$ 99,043
Amendment #1		\$ 145,300
Amendment #2		\$ 94,650
Amendment #3		\$ 92,348
Revised Contract		<u>\$ 431,341</u>
Actual Spent to Date		\$ 298,324
Revised Project Estimate	\$ 431,341	

## ATTACHMENTS

None.



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer  
DATE: July 11, 2019  
SUBJECT: Surplus Property

---

### RECOMMENDATION

Declare the 2001 Ford F-450 as surplus and authorize the General Manager to dispose of the item within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property.

The Finance Committee reviewed this item at its May 23, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

### PRIOR BOARD ACTION/DISCUSSION

At its June 21, 2018 meeting, the Finance Committee adopted Resolution No. 1513 Updating the Rules and Regulations for Disposal of Surplus Property of Mesa Water District Superseding Resolution No. 1463.

This resolution updates the rules and regulations for the disposal of property that Mesa Water determines as no longer necessary to carry out the powers and the purposes of the District to meet present or future needs. Further, Resolution No. 1513 requires all surplus personal property, regardless of the amount, to be approved by the Board prior to disposition. The resolution also specifies that the General Manager, acting in the best interest of the District, may use any of the prescribed methods approved by the Board for disposal of the assets.

### DISCUSSION

This document serves as the written report of the disposal of Surplus Personal Property, including the manner of disposal utilized, which is provided to the Board prior to disposition.

All proposed surplus items were either expensed at the time of purchase or have no undepreciated book value.

#### **Unit 24 – 2001 Ford F-450 (VIN –1FDXF46S51EB67855)**

Unit 24 is eighteen (18) years old and is assigned as a valve truck. The truck has not been used recently and is awaiting disposal. The unit currently has 71,745 miles. The original acquisition cost was \$33,487.

“Disposal by Donation” has been chosen as the method of disposal. Staff will donate Unit 24 to Paradise Irrigation District in order to support and show solidarity to the Paradise community.

### FINANCIAL IMPACT

None.



ATTACHMENTS

None.



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E., General Manager  
DATE: July 11, 2019  
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

---

### RECOMMENDATION

Approve the Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.

The Executive Committee reviewed this item at its June 4, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

### PRIOR BOARD ACTION/DISCUSSION

None.

### DISCUSSION

For the Board of Directors (Board) review and consideration, the following Proposed List of attendance considerations is based on Director attendance over the past four years and is in accordance with Ordinance No. 29, adopted February 14, 2019:

1. Mesa Water Events, Meetings, and Trainings:
  - a. Board of Directors meetings
  - b. Legally required training
  - c. Mesa Water Director meetings with the General Manager or staff
  - d. Mesa Water Director meetings with other Mesa Water Directors
  - e. Mesa Water Director meetings with rate payers (residential or business)
  - f. Presentation of resolutions and proclamations
  - g. Various employee events
  - h. Various public outreach events
  - i. Water Issues Study Group meetings
  - j. Water Use Efficiency events/workshops
2. Conferences, Functions, Meetings, Programs, Seminars, Summits, and Symposiums of the following Agencies, Organizations, and/or Representatives Concerning or Relating to Water, Governmental or Environmental Matters or Issues:
  - a. Activist and Community Groups

- b. American Membrane Technology Associations
- c. American Water Works Association
- d. American Water Works Association California-Nevada Section
- e. Association of California Cities Orange County
- f. Association of California Water Agencies
- g. Association of California Water Agencies Joint Powers Insurance Authority
- h. The Bond Buyer
- i. [Building Industry Association of Southern California, Orange County Chapter \(BIA/OC\)](#)
- j. CalDesal
- k. California Association Local Agency Formation Commissions
- l. California Data Collaborative
- m. [California Joint Powers Authority](#)
- n. California Joint Powers Insurance Authority
- o. California Municipal Treasurers Association
- p. California Special Districts Association
- q. California State Water Resources Control Board
- r. California Water Policy
- s. Chapman University
- t. City of Costa Mesa
- u. City of Newport Beach
- v. C.J. Segerstrom and Sons, LLC
- w. Colorado River Water Users Association
- x. Costa Mesa Chamber of Commerce
- y. Costa Mesa Historical Society
- z. Costa Mesa Foundation
- aa. Costa Mesa Sanitary District
- bb. Costa Mesa-Newport Harbor Lions Club
- cc. Costa Mesans for Responsible Government
- dd. Environmental Nature Center
- ee. Federal, State, and Local Elected Officials
- ff. Foundation for Cross-Connection Control & Hydraulic Research
- gg. Global Water Intel
- hh. Green Technology
- ii. Harvard Senior Executives in State and Local Government Curriculum
- jj. Independent Special Districts of Orange County
- kk. Institute for Conservation Research and Education
- ll. Law Seminars International
- mm. [The Lincoln Club](#)
- nn. Homeowners Associations
- oo. Metropolitan Water District of Southern California
- pp. [Mountain Counties Water Resources Association](#)
- qq. Municipal Water District of Orange County
- rr. National Water Quality Monitoring Council
- ss. National Water Resources Association
- tt. Neighborhood Community Associations
- uu. Newport Beach Chamber of Commerce
- vv. Newport-Mesa Unified School District



- ww. Orange County Business Council
- xx. Orange County Council of Governments
- yy. Orange County Fair and Event Center
- zz. Orange County Forum
- aaa. Orange County Local Agency Formation Commission
- bbb. Orange County Water Association
- ccc. Orange County Water District
- ddd. Other Government Agencies
- eee. Public Utility Elected Officials
- fff. Public-Private Partnership Conference (P3C)
- ggg. Residents For Responsible Desalination
- hhh. Santa Ana Watershed Project Authority
- iii. Save Our Youth
- jjj. [Skytop Strategies](#)
- kkk. South Coast Metro Alliance
- lll. South Coast Plaza
- mmm. Southern California Water Coalition
- nnn. Southwest Membrane Operator Association
- ooo. [Stanford University Hoover Institution Summer Policy Boot Camp \(HISPBC\)](#)
- aaa. Taxpayers Groups
- bbb. University of California, Irvine
- ccc. Urban Water Institute, Inc.
- ddd. Vanguard University
- eee. Water Advisory Committee of Orange County
- fff. [Water Environment Federation's Technical Exhibition and Conference \(WEFTEC\)](#)
- ggg. Water Research Foundation
- hhh. WateReuse
- iii. WaterNow Alliance
- jjj. [Wharton Executive Education](#)
- iii. Youth Employment Service

## FINANCIAL IMPACT

The costs associated with Director attendance at the events listed above have been budgeted for Fiscal Year 2020.

## ATTACHMENTS

None.





*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E., General Manager  
DATE: July 11, 2019  
SUBJECT: General Legal Services

---

### RECOMMENDATION

Amend the General Legal Services contract with Atkinson, Andelson, Loya, Ruud & Romo to revise the fee schedule, effective July 1, 2019.

The Executive Committee reviewed this item at its June 4, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

### PRIOR BOARD ACTION/DISCUSSION

At its June 23, 2009 meeting, the Board of Directors (Board) approved an approximate 7.5% increase in hourly rates for legal services to the firm of Bowie, Arneson, Wiles & Giannone.

At its August 14, 2014 meeting, the Board approved a request from Bowie, Arneson, Wiles & Giannone for adjustment of general legal services rates.

At its October 21, 2016 meeting, after an extensive selection process, the Board retained the firm of Bowie, Arneson, Wiles & Giannone as Mesa Water District's (Mesa Water®) General Legal Counsel Services and authorized the General Manager to sign a five-year contract, which included key staff provisions for the firm to follow.

At its December 19, 2017 meeting, the Engineering and Operations (E&O) Committee approved a general legal services contract agreement with Atkinson, Andelson, Loya, Ruud & Romo, effective January 1, 2018, on the same terms entered into with Bowie, Arneson, Wiles & Giannone in 2016.

At its October 18, 2018 meeting, the Finance Committee directed staff to agendize the item, General Legal Services, at a future meeting.

### DISCUSSION

Since January 1, 2018, Atkinson, Andelson, Loya, Ruud & Romo (AALRR) has represented Mesa Water as general legal counsel and in various legal roles.



On September 13, 2018, staff received correspondence from AALRR requesting the Board's consideration of a revised legal services fee schedule.

On April 22, 2019, staff received correspondence from AALRR again requesting the Board's consideration of a revised legal services fee schedule.

#### FINANCIAL IMPACT

In Fiscal Year 2019, \$134,855 has been spent to date with Atkinson, Andelson, Loya, Ruud & Romo.

#### ATTACHMENTS

Attachment A: Atkinson, Andelson, Loya, Ruud & Romo Correspondence, Received 9/13/18

Attachment B: Atkinson, Andelson, Loya, Ruud & Romo Correspondence, Received 4/22/19

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

A PROFESSIONAL LAW CORPORATION

ATTORNEYS AT LAW

20 PACIFICA, SUITE 1100  
IRVINE, CALIFORNIA 92618-3371  
(949) 453-4260

FAX (949) 453-4262  
WWW.AALRR.COM

CERRITOS  
(562) 653-3200

FRESNO  
(559) 225-6700

MARIN  
(628) 234-6200

PASADENA  
(626) 583-8600

PLEASANTON  
(925) 227-9200

RIVERSIDE  
(951) 683-1122

SACRAMENTO  
(916) 923-1200

SAN DIEGO  
(858) 485-9526

OUR FILE NUMBER:  
006315.00810  
21243386.1

RECEIVED  
SEP 13 2018  
ADMINISTRATIVE SERVICES

September 11, 2018

VIA U.S. MAIL

Board of Directors and  
Mr. Paul Shoenberger, General Manager  
Mesa Water District  
1965 Placentia Ave.  
Costa Mesa, CA 92627

Re: Mesa Water District - Request for Consideration Legal Services Revised Fee Schedule

Dear Members of the Board and Paul:

As you are hopefully aware, we are most appreciative of our long-standing opportunity, originally through the firm of Bowie, Arneson, Wiles & Giannone, and now with Atkinson, Andelson, Loya, Ruud & Romo, to provide legal services to Mesa Water District ("Mesa Water"). It has been our pleasure serving Mesa Water for so many years, and we look forward, at your pleasure, to continuing to do so well into the future.

As Mesa Water is likely aware, we have all experienced increased costs of doing business. Additionally, the rates for our provision of legal services have not substantially increased in some time. In such light, we respectfully request that Mesa Water review and consider an adjustment to our current rate structure for legal services under our existing Agreement. We are respectfully requesting that the Board consider the following revised rates for legal services:

	<u>Existing Rates</u>	<u>Proposed Rates</u>
Partners	\$220.00 per hour	\$255.00 per hour
Senior Associates	\$185.00 per hour	\$235.00 per hour
Associates	\$175.00 per hour	\$225.00 per hour
Law Clerks	\$125.00 per hour	\$135.00 per hour
Paralegals	\$85.00 per hour	\$135.00 per hour

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

Mr. Paul Shoenberger, General Manager  
Mesa Water District  
September 11, 2018  
Page 2

We are proposing that, if approved by the Board, that the new rates would be effective for services rendered on or after November 1, 2018.

We believe a comparison of these rates for general counsel services, as compared to those of similarly situated local water agencies, will show that our proposed rates remain competitive. For Mesa Water's information, this revised rate structure has been considered and approved by our other Orange County water district clients. We believe that our continued competitive rate structure, coupled with our prompt, personal, and quality responsiveness, provides Mesa Water with a solid value.

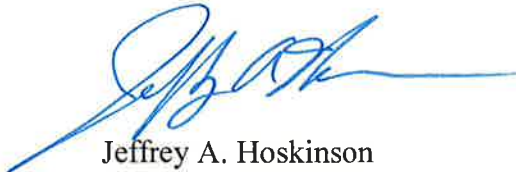
On behalf of the Firm, as well as personally, we would like to express to you our appreciation for the privilege of providing legal services to Mesa Water. If you have any questions, please do not hesitate to call us.

Sincerely,

ATKINSON, ANDELSON, LOYA, RUUD & ROMO



Robert E. Anslow



Jeffrey A. Hoskinson

REA:JAH:ad

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

A PROFESSIONAL LAW CORPORATION

ATTORNEYS AT LAW

20 PACIFICA, SUITE 1100  
IRVINE, CALIFORNIA 92618-3371  
(949) 453-4260

FAX (949) 453-4262  
WWW.AALRR.COM

CERRITOS  
(562) 653-3200

FRESNO  
(559) 225-6700

MARIN  
(628) 234-6200

PASADENA  
(626) 583-8600

PLEASANTON  
(925) 227-9200

RIVERSIDE  
(951) 683-1122

SACRAMENTO  
(916) 923-1200

SAN DIEGO  
(858) 485-9526

OUR FILE NUMBER:  
006315.00810  
21243386.2

April 16, 2019

VIA U.S. MAIL

Mr. Paul Shoenberger, General Manager  
Mesa Water District  
1965 Placentia Ave.  
Costa Mesa, CA 92627

ADMINISTRATIVE SERVICE

APR 22 2019

RECEIVED

Re: Mesa Water District - Request for Consideration Legal Services Revised Fee Schedule

Dear Paul:

As you are aware, we previously proposed a rate increase in September 2018 for Fiscal Year 2018/2019, as set forth below. This letter is provided as a friendly reminder, to further discussion on that request. We would be pleased to meet with you to answer any questions you may have, or provide any supporting documentation that you or Mesa Water District ("Mesa Water") might otherwise require as part of the consideration of this matter.

Our request was that the Board consider the following revised rates for legal services:

	<u>Existing Rates</u>	<u>Proposed Rates</u>
Partners	\$220.00 per hour	\$255.00 per hour
Senior Associates	\$185.00 per hour	\$235.00 per hour
Associates	\$175.00 per hour	\$225.00 per hour
Law Clerks	\$125.00 per hour	\$135.00 per hour
Paralegals	\$85.00 per hour	\$135.00 per hour

We are proposing that, if approved by the Board, that the new rates would be effective for services rendered on or after June 1, 2018.

As previously stated, we believe a comparison of these rates for general counsel services, as compared to those of similarly situated local water agencies, will show that our proposed rates remain competitive. For Mesa Water's information, this revised rate structure has been considered and approved by our other Orange County water district clients, and have been in

ATKINSON, ANDELSON, LOYA, RUUD & ROMO

Mr. Paul Shoenberger, General Manager  
Mesa Water District  
April 16, 2019  
Page 2

effect for several months. We continue to believe that our continued competitive rate structure, coupled with our prompt, personal, and quality responsiveness, provides Mesa Water with a solid value.

As always, it has been a pleasure serving Mesa Water for so many years, and we look forward to continuing to do so well into the future. If you have any questions, please do not hesitate to call us.

Sincerely,

ATKINSON, ANDELSON, LOYA, RUUD & ROMO



Robert E. Anslow



Jeffrey A. Hoskinson

REA:JAH:ad



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Phil Lauri, P.E., Assistant General Manager  
DATE: July 11, 2019  
SUBJECT: Administration Building Improvements & HVAC Replacement Project

---

### RECOMMENDATION

- a. Approve a change order with Snyder Langston Construction Company for \$287,888 and a 10% project contingency for a not-to-exceed contract amount of \$3,791,982 for Administration Building Improvements & HVAC Replacement Project and authorize execution of the change order;
- b. Approve a contract amendment with Jett Construction Management Services, LLC for \$21,057 and a 10% contract contingency for a not-to-exceed contract amount of \$248,038 to perform construction management services for the Administration Building Improvements & HVAC Replacement Project and authorize execution of the contract amendment;
- c. Approve a contract amendment with IBI Group for \$12,525 and a 10% contract contingency for a not-to-exceed contract amount of \$101,120 to perform design services for the Boardroom refurbishment and authorize execution of the contract amendment; and
- d. Award a contract with Sound Image Company for \$9,945 for design of the Boardroom sound system and authorize execution of the contract.

The Engineering and Operations Committee reviewed this item at its June 18, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

Goal #2: Practice perpetual infrastructure renewal and improvement.

### PRIOR BOARD ACTION/DISCUSSION

On November 24, 2015 a contract was awarded to Goss Engineering, Inc. (GEI) to perform a heating, ventilation, and air conditioning (HVAC) system building analysis.

At its August 11, 2016 meeting, the Board of Directors (Board) awarded a contract to GEI for \$72,620 and a 10% contingency for a not-to-exceed amount of \$79,882 to perform design of a new HVAC system for the Administration and Operation Buildings.

At its June 20, 2017 meeting, the Engineering and Operations (E&O) Committee received an information item that a Request for Proposals was being solicited to perform design of a roof and skylight replacement for the Administration and Operations Buildings.

At its September 14, 2017 meeting, the Board approved a contract amendment to GEI in the amount of \$52,467 to provide design and documentation for a new roof and skylight on the Administration and Operations Buildings as part of the HVAC Systems Design Project, and authorized execution of the contract amendment.

At its December 19, 2017 meeting, the E&O Committee received an information item that GEI had completed the design drawings, specifications, and contract documents.



At its October 11, 2018 meeting, the Board awarded a contract to Jett Construction Management, LLC in the amount of \$134,582 and a 10% contingency for a not-to-exceed amount of \$148,040 to provide Construction Management Services for the Administration Building and HVAC Improvements Project, and authorized execution of the contract.

At its October 22, 2018 meeting, the Legislative and Public Affairs Committee rejected all bids for the Administration Building and HVAC Improvements Project; and authorized the General Manager, or his designees, to negotiate with one or more contractors to complete the project, and bring the negotiated contract back to the Board for approval.

At its November 8, 2018 meeting, the Board awarded a contract to Snyder Langston Construction Company (Snyder Langston) for \$2,628,949 and a 10% contingency for a not to exceed amount of \$2,891,844 to perform construction of the Administration Building Improvements and HVAC Replacement and Phase IV Office Refurbishment (Administration Building 2<sup>nd</sup> Floor) and authorized the execution of the contract; awarded a contract to Snyder Langston for \$217,950 and a 10% contingency for a not to exceed amount of \$239,745 to perform repairs to the Operations Building and authorized execution of the contract; and approved a contract amendment to Jett Construction Management, LLC for \$24,850 for an amended contract amount of \$159,432 and a 10% contingency for a not to exceed amount of \$175,375 to provide Construction Management Services for the Operations Building Repair Project and authorized execution of the amendment.

At its January 10, 2019 meeting, the Board directed staff to agendize the Boardroom refurbishment and maintenance options at the next Finance Committee meeting.

At its January 17, 2019 meeting, the Finance Committee authorized contract change orders for a total amount not to exceed \$750,000 with Snyder Langston, IBI Group, Sound Image Company, and Jett Construction Management, LLC to provide services related to the Administration Building Improvements and HVAC Replacement Project.

## BACKGROUND

Mesa Water District (Mesa Water®) recently awarded a contract to Snyder Langston to replace the end-of-life HVAC system and roof membrane system at its District Headquarters for both the Administration and Operations Buildings. Snyder Langston's contract award also included the repair of the Operations Building interior offices that were damaged from a broken waterline in October 2018. Mesa Water facilities are over 30 years old; they have reached the end of their useful life and require extensive maintenance. Snyder Langston's contract has also included the refurbishment of the District's Administration Facilities to leverage economies of scale of the ongoing work.

## DISCUSSION

Staff requested guidance from IBI Group and Sound Image Company on available refurbishment options that minimize the overall cost impacts and provide consistency with the refurbishment standards that have occurred throughout the rest of the District Headquarters' buildings. IBI Group and Sound Image completed the design and Snyder Langston obtained three quotes for each component of the new design package. The total lowest cost of the proposed Boardroom





modifications was \$838,308. The cost included design services, construction management services, millwork, acoustical wall panels, new dais, construction of structural modifications, installation of flooring, walls, new doors, ceiling and lighting, new audiovisual and other improvements in the Boardroom including Closed Sesion Room, storage room, and kitchen. Therefore, staff recommends that the Board consider approving the contract change orders, amendments, and contract as detailed in the recommendations above.

FINANCIAL IMPACT

In Fiscal Year 2019, \$1,808,000 is budgeted for the Administration Building and HVAC Improvements Project.

	<u>Project Estimate Amounts</u>	<u>Project Cost Amounts</u>
Initial Project Estimate (FY 2018)	\$ 970,000	
Original Contracts		
1. GEI		\$ 102,600
- Change Orders		\$ 52,467
2. Jett Construction Management		\$ 134,582
- Change Orders		\$ 0
3. Snyder Langston (Building Improvements & HVAC Replacement		\$ \$2,628,949
4. Snyder Langston (Operations Building Repair		\$ 217,950
5. Boardroom Refurbishment (incl. design, CM & construction)		\$ 750,000
- Change Order		\$ 287,888
6. Jett Construction Management Amendment 1		\$ 24,850
Amendment 2		\$ 21,057
7. IBI Group		\$ 12,525
8. Sound Image		\$ 9,945
9. Total Contracts		<u>\$ 4,242,813</u>
Actual Spent to Date		\$ 2,360,351
Revised Project Estimate	\$4,242,813	

ATTACHMENTS

None.



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E., General Manager  
DATE: July 11, 2019  
SUBJECT: California Special Districts Association 2019 Board Elections

---

### RECOMMENDATION

Authorize President Shawn Dewane to vote his conscience in the California Special Districts Association 2019 Board of Directors Election, Seat B and direct staff to cast Mesa Water District's electronic ballot.

The Executive Committee reviewed this item at its July 2, 2019 meeting and recommends Board approval.

### STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

### PRIOR BOARD ACTION/DISCUSSION

None.

### DISCUSSION

The California Special Districts Association (CSDA) 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.

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. Mesa Water District is located in the Southern Network. This year, Seat B in the Southern Network is open for election; there is no incumbent candidate.

CSDA is conducting its Board election via an electronic ballot. The candidates for Region 6 are as follows:

- Ronald Coats, East Valley Water District
- Dennis LaMoreaux, Palmdale Water District
- Michael Mack, Rainbow Municipal Water District
- Greg Mills, Serrano Water District



- Kelly Rivers, Orange County Cemetery District
- Kathleen Tiegs, Cucamonga Valley Water District
- Lindsay Woods, Hesperia Recreation and Park District

Electronic ballots were emailed June 20, 2019 and all cast ballots must be received by CSDA no later than 5:00 p.m. on August 9, 2019. The successful candidates will be notified no later than August 13, 2019 and all selected Board Members will be introduced at CSDA's Annual Conference in Anaheim, CA in September 2019.

#### FINANCIAL IMPACT

In Fiscal Year 2020, \$6,800 is budgeted for the CSDA membership in the District Memberships account.

#### ATTACHMENTS

- Attachment A: CSDA Electronic Ballot and Map
- Attachment B: Candidates' Correspondence



[Home](#)   [How It Works](#)   [Logout Paul Shoenberger](#)

**Electronic Ballot - 2019 CSDA Board of Directors Election, (Seat B)  
Southern Network - Term 2020-2022**

**Please vote for your choice**

Choose one of the following candidates:

- Ronald Coats - East Valley Water District
- Dennis LaMoreaux - Palmdale Water District
- Michael Mack - Rainbow Municipal Water District
- Greg Mills - Serrano Water District
- Kelly Rivers - Orange County Cemetery District
- Kathleen Tiegs - Cucamonga Valley Water District
- Lindsay Woods - Hesperia Recreation and Park District

**Ronald Coats**   [\[view details\]](#)

---

**Dennis LaMoreaux**   [\[view details\]](#)

---

**Michael Mack**   [\[view details\]](#)

---

**Greg Mills**   [\[view details\]](#)

---

**Kelly Rivers**   [\[view details\]](#)

**Kathleen Tiegs** [\[view details\]](#)

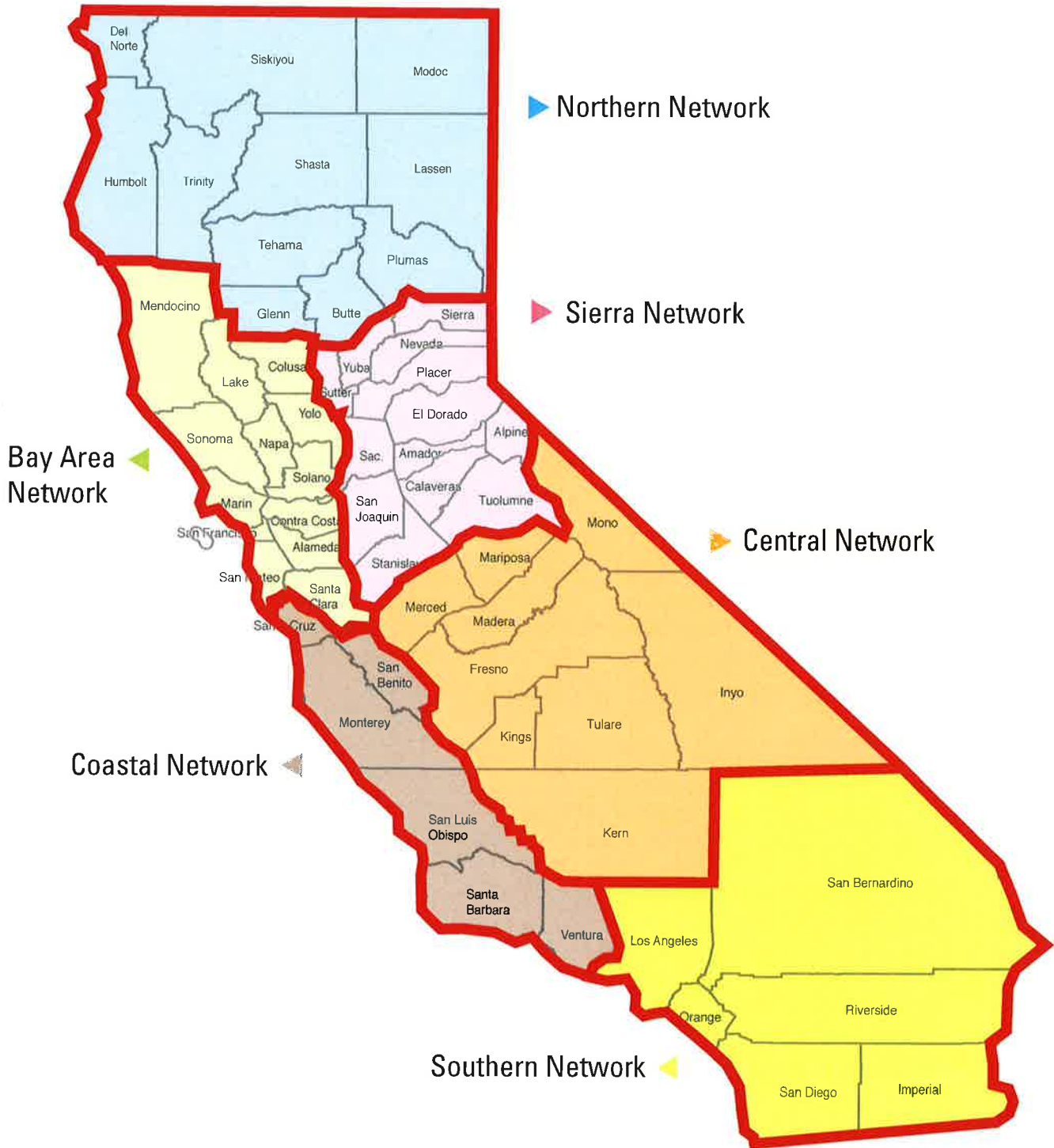
**Lindsay Woods** [\[view details\]](#)

**Continue**

**Cancel**



California Special Districts Association  
**DISTRICT NETWORKS**



▶ Northern Network

▶ Sierra Network

▶ Central Network

▶ Coastal Network

▶ Bay Area Network

▶ Southern Network



**PALMDALE WATER DISTRICT**  
A CENTURY OF SERVICE

RECEIVED

JUN 06 2019

PALMDALE WATER DISTRICT

June 3, 2019

**BOARD OF DIRECTORS**

**ROBERT E. ALVARADO**

Division 1

**DON WILSON**

Division 2

**GLORIA DIZMANG**

Division 3

**KATHY MAC LAREN**

Division 4

**VINCENT DINO**

Division 5

Mesa Water District  
ATTN: Mr. Paul Shoenberger  
General Manager  
1965 Placentia Avenue  
Costa Mesa, CA 92627

**RE: SUPPORT FOR CSDA SEAT "B" IN SOUTHERN NETWORK**

Dear Mr. Shoenberger:

Palmdale Water District is honored to nominate Dennis LaMoreaux to serve on the Southern Network Board of Directors for the California Special Districts Association (CSDA). We respectfully request your support and vote in the upcoming election for Dennis to represent you. Enclosed is his candidate statement explaining his background and extensive qualifications that are critical for the continued success of the CSDA Board.

Dennis fully understands the important role special districts play to efficiently and responsibly provide services for the people of California. He is fully committed to strengthening the understanding of our role and helping to ensure we remain viable in California. Dennis' dedication, loyalty, knowledge and work ethic have made him a stellar leader for Palmdale Water District. We are confident that he will be a true asset to the Southern Network Board with your support.

Very truly yours,

VINCENT DINO,  
President

KATHY MAC LAREN,  
Vice-President

Enclosure

cc: PWD Board of Directors

---

**DENNIS D. LaMOREAUX**  
General Manager

**ALESHIRE & WYNDER LLP**  
Attorneys





# VOTE FOR DENNIS D. LaMOREAUX

## CSDA SOUTHERN NETWORK

### BOARD SEAT "B"

Fellow Southern Network CSDA Members,



**PALMDALE WATER DISTRICT**  
A CENTURY OF SERVICE



*Dennis D. LaMoreaux*

I respectfully ask for your support to be the Seat "B" Board member for our area. I have worked with special districts in California for more than three decades and am confident that I have the skills, experience and commitment to be a strong proponent for our Network. There were several challenges and changes to special districts during my tenure. These include Little Hoover Commission reports, gaining representation on Local Agency Formation Commissions, and multiple efforts to better inform and educate State legislators. These challenges were handled successfully and made us stronger and more unified. My involvement with these matters will be helpful for both our Network and the entire Association as new issues arise.

My 30-plus years with special districts have been with Palmdale Water District and Rosamond Community Services District. Palmdale Water District celebrated 100 years of serving the community in 2018. It is a medium-sized water district with about 27,000 water service connections. It is a State Water Contractor that operates in an adjudicated groundwater basin and owns two surface water reservoirs and dams. Rosamond Community Services District was formed in 1966 to provide services in its area. It is a smaller district with 5,103 water and 4,738 sewer connections. It also operates streetlights and provides graffiti abatement. My experience in these different types of districts is valuable and gives a well-rounded background to understand and advocate for our Network.

The Southern Network has a large area and nearly 200 member agencies. I am fully committed to representing the entire Network as a board director. With your votes, I will be honored to work with current Southern Network Directors Arlene Schafer and Jo MacKenzie to make sure our needs are met and are well represented within the full CSDA Board.

*Dennis D. LaMoreaux*







RECEIVED  
MAY 29 2019  
MESA WATER DISTRICT

May 22, 2019

Mr. Paul Shoenberger  
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627

Dear Mr. Shoenberger,

It is with great pleasure that I forward for your consideration a candidate statement for Director Michael Mack who is seeking your support for the Southern Network (Seat B) of the California Special Districts Association Board of Directors.

Director Mack has served on the Rainbow Municipal Water District Board of Directors since 2016. He is actively involved in CSDA, serving on the Elections and Bylaws Committee, as well as with the Association of California Water Agencies.

Attached you will find a candidate's statement summarizing some of his many accomplishments. I encourage you to forward this information to your Board of Directors and consider supporting his candidacy for the 2019 elections which will take place June 17th to August 9th. Please do not hesitate to contact me, if you need additional information or if you would like him to contact your Board of Directors.

Sincerely,

  
Tom Kennedy  
General Manager

## **ENDLESS POSSIBILITIES**



My name is Michael Mack and I am honored to be seeking election to be on the Board of Directors of California Special Districts Association.

I was elected to the Rainbow Municipal Water District Board of Directors in December 2016 and appointed to serve as the District's representative at both ACWA and CSDA. My background includes a degree in horticulture and worked for the City of San Marcos for over thirty years. As the Parks Department Supervisor, I had many responsibilities including reviewing plans and inspection of new park and street median installations. I was both a Certified Playground Inspector and Irrigation Auditor. One of my main responsibilities was ensuring efficient usage of water resources. I calculated, determined, and programmed water requirements for the plant material for all parks and street medians within the City.

I have learned the importance of CSDA is we are the support system to help ensure efficient and productive services to both small and large communities throughout California at the local level of city governments. As your CSDA Board Member, I see endless possibilities and promise to tackle and meet the challenges our districts face. We all must work together for present and future needs for our special districts and by doing so we can and will achieve our goals. We must be proactive with our legislators and with this energy and commitment we can make the difference between success and failure.

I am very honored to have this chance to serve all of you and given this opportunity. I feel extensive service and experience in the public sector, I will work effortlessly to make those endless possibilities become reality.



**SERRANO WATER DISTRICT**  
**18021 EAST LINCOLN STREET**  
**VILLA PARK, CA 92861-6446**  
**714-538-0079**

RECEIVED  
MAY 09 2019  
MESA WATER DISTRICT

**Directors**

C.L. "Larry" Pharris, Jr., President  
Greg Mills, Vice President  
Frank O. Bryant  
Jerry L. Haight  
Brad Reese

Jerry Vilander, General Manager

May 6, 2019

Dear President and/or General Manager:

It is my honor to request your agency's support and vote for election to CSDA Seat B (California Special Districts Association) for the 2020-2022 term. Please disseminate this letter and attached candidate statement of experience to your agency's governing board.

I have served on the Serrano Water District Board for over three years and am currently the Board Vice President providing solid leadership and guidance with the District's Finance and Insurance Committees. Additionally, I have served as the District's representative for the ACWA-JPIA Insurance Committee for the past year.

Previously, I served on the Villa Park City Council for a four-year term including one term as Mayor and another as Mayor Pro-Tem. During my tenure with the City of Villa Park, I was very involved and an active participant in many sensitive community issues including the Community Development Committee, shortening the permitting process. Additionally, I served on the Orange County Sanitation District as a Board Member for two years proactively involved in many of the improvements that residents benefit from today. I also served a three-year term on the Orange County Vector Control District.

During my tenure here at Serrano Water District, I have been instrumental in spearheading financial programs, planning and fiscal analysis including capital improvement programs and ensuring that the District is providing high-quality water to its constituents in the most cost-effective manner. My personal commitment to the Serrano Water Districts ratepayer is emblematic of the successful stewardship towards ensuring that all assets are maintained and replaced within best industry practices.

Additionally, I have been fundamentally involved with the District's long-term planning including common sense initiatives for maximum rate payer benefit at minimum cost. I possess a solid understanding of Special Districts and believe that they provide better governance and

May 6, 2019

Page 2

improved local control. Also, I am actively involved with attending LAFCO meetings which provides me with the knowledge and skills necessary to work collaboratively in the best interest of Special Districts. Again, I am requesting your vote for the CSDA Seat B position. I am committed to working with all of the voting agencies to accomplish their goals. My statement of qualifications is attached for your perusal.

If you have any questions, kindly contact our General Manager, Jerry Vilander, at (714) 538-0079 or through email at [jerryv@serranowater.org](mailto:jerryv@serranowater.org). Thank you for considering me for the CSDA Seat B position.

Sincerely,

A handwritten signature in cursive script that reads "Greg Mills".

Greg Mills  
Serrano Water District, Vice President

cc: Board of Directors  
Jerry Vilander, General Manager

Attachment

# **Greg Mills**

## **Seat B CSDA**

### **EXPERIENCE**

#### **BUSINESS**

- Small business owner – fifteen years
- Analytical Chemist – six years
- Process Engineer – six years
- Technical Marketing Manager – three years
- Marketing Director – three years
- Marketing Executive – five years

#### **COMMUNITY INVOLVEMENT**

- Board Member (Vice President) - Serrano Water District three years
- Villa Park City Councilman – four years; One term Mayor and one term Mayor Pro-Tem (one year each)
- Orange County Sanitation District - Director two years
- Orange County Vector Control District - Director three years
- ACWA-JPIA - Representative Serrano Water District
- Villa Park Family Picnic – five years
  - Chair – three years
- Eagle Scout
- Villa Park Rotary - Board member twenty-one years.
  - Club President; Paul Harris Fellow
- Indian Princess YMCA - seven years
- Orange Elks Lodge – seven years



#### **PROFFESIONAL**

- American Chemical Society – thirty years
- CS Mantech – eleven years
- PDA (Parenteral Drug Association)– five years
- ISPE (International Society of Pharmaceutical Engineering – eight years
- SEMI (Semiconductor Equipment and Manufacturer Institute – nine years
- Optical Society of America – four years
- MEPTEC
- AVS (American Vacuum Society)
  - ICMCTF

#### **EDUCATION**

- B.A., Chemistry – Illinois College
  - Phi Alpha President/Vice President
- M.S., Engineering Management – Santa Clara University

#### **PERSONAL**

- Married – 25 years. Wife: Journalist and active member of the community. One daughter currently at university.



---

10440 Ashford Street, Rancho Cucamonga, CA 91730-2799  
P.O. Box 638, Rancho Cucamonga, CA 91729-0638  
(909) 987-2591 Fax (909) 476-8032

**John Bosler**  
Secretary/General Manager/CEO

**ADMINISTRATIVE SERVICE**

April 19, 2019

**APR 25 2019**  
**RECEIVED**

Mr. Paul Shoenberger  
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627

Dear Mr. Shoenberger,

It is with great pleasure that I forward for your consideration a candidate statement for Director Kathleen Tieg who is seeking your support for the Southern Network (Seat B) of the California Special Districts Association Board of Directors.

Director Tieg has served admirably on the Cucamonga Valley Water District Board of Directors since 2005. She is actively involved in CSDA, as well as with the Association of California Water Agencies, and has served in numerous leadership positions with both organizations.

Attached you will find a candidate's statement summarizing some of her many accomplishments. You will also get a true sense of her integrity as a leader and her passion as an advocate for special districts throughout California. Also, Director Tieg will attend Special Districts Legislative Days being held in Sacramento May 21-22, 2019 if you would like to meet her in person and discuss her commitment to serving you and your district.

I encourage you to forward this information to your Board of Directors and consider supporting her candidacy for the 2019 elections which will take place June 17<sup>th</sup> to August 9<sup>th</sup>. Please do not hesitate to contact me, if you need additional information or if you would like her to contact your Board of Directors. Thank you for your consideration in this matter.

Sincerely,

John Bosler  
General Manager/CEO

---

James V. Curatalo Jr.  
President

Luis Cetina  
Vice President

Oscar Gonzalez  
Director

Randall James Reed  
Director

Kathleen J. Tieg  
Director



# Kathleen J. Tiegs

2020-2022 California Special Districts Association  
Board of Directors, Southern Network, Seat B



I am pleased to share with you my interest in serving as the Southern Network, Seat B, representative for the California Special Districts Association (CSDA) Board of Directors. Through my involvement with CSDA since 2011, I have served with great passion and commitment on the Board of Directors, and the Membership, Legislative, and By-laws Committees.

My experience on the Cucamonga Valley Water District (CVWD) Board of Directors has provided me with a solid foundation to lead. Elected to the CVWD in November 2005, I have served as the Board President and currently serve on the Legislative and Outreach, and Human Resources/Risk Management Committees. From 2014 to 2017 I was honored to serve in the capacity of President and Vice President of the Association of California Water Agencies (ACWA). My duties at ACWA provided me the extremely valuable opportunity to effectively dialogue with special districts across the state on the important issues they are facing and how we can solve them.

I also served on the Association of San Bernardino County Special Districts Board of Directors from 2010 – 2015 where I developed a network of colleagues in a variety of agencies with a common goal of serving the needs of our constituents. There are numerous critical issues that confront special districts today; these challenges will require strong, experienced leadership, as well as a commitment to preserving the special district's mission to make communities better by providing core local services and taking action through community collaboration.

Thank you for allowing me to share with you my experience, leadership and knowledge. I look forward to serving you and the entire CSDA organization.

With Best Regards,

*Kathleen J. Tiegs*



Post Office Box 401055 • Hesperia, California 92340-1055 • (760) 244-5488

February 26, 2019

Paul Shoenberger  
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627

RECEIVED  
MAR 04 2019  
ADMINISTRATIVE SERVICES

Dear Paul:

I want to share my interest in serving you and your District as the Southern Network (Seat B) representative on the CSDA Board of Directors. In order to accomplish this I am asking for your consideration and hopefully your District's vote. Once the nominations close, April 17<sup>th</sup>, the ballots will be emailed to each district's CSDA contact person. The deadline for returning the ballot to CSDA's office is August 9<sup>th</sup>.

It has been a privilege and honor to be active with CSDA by serving at the committee level as a representative of the California Special Districts Association's Southern Network. I have served the Hesperia Recreation and Park District (HRPD) since 1987 in a variety of capacities which has given me a well-rounded foundation in the special district governance. HRPD was established in 1957 and now serves a diverse population of over 90,000. Our District provides a wide range of recreational, educational, social and other vital community services to our residents.

With your support I will serve you, your agency, and the other member districts of CSDA with the same high level of professionalism, dedication, service, and innovation that I have provided to the residents of Hesperia and HRPD. If elected, I will work cooperatively with the other CSDA Board of Directors to advance the work we do throughout the state as well as work with other organizations to protect our districts and the vital services we provide to our communities. We are all facing many of the same challenges and I want to be an active part of the future of CSDA as we work to educate, strengthen, and defend special districts both now and in the future. Lastly, I am committed to working hard to keep our Districts intact.

I would greatly appreciate your board of director's support in the coming election. Thank you for your consideration.

Sincerely,

HESPERIA RECREATION AND PARK DISTRICT

Lindsay Woods  
General Manager

/ldw





*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Stacy Taylor, External Affairs Manager  
DATE: July 11, 2019  
SUBJECT: Proclamation Honoring Bob Hill

---

### RECOMMENDATION

Approve a proclamation honoring Bob Hill for his 45 years of devoted service and commitment to the El Toro Water District.

### STRATEGIC PLAN

Goal #7: Actively participate in regional water issues.

### PRIOR BOARD ACTION/DISCUSSION

None.

### DISCUSSION

Mr. Robert R. (Bob) Hill, will retire as General Manager from the El Toro Water District (ETWD) after 45 years of devoted service.

Mr. Hill led the effort on ETWD being awarded the Special District Leadership Foundation's District of Distinction accreditation and the Transparency Certificate of Excellence.

He developed and implemented an expansion plan for the El Toro Reservoir, the largest covered drinking water reservoir in Orange County, increasing the capacity from 223 to 275 million gallons of water and providing emergency drinking water for ETWD and two other South Orange County water districts.

He facilitated a partnership between ETWD and four Orange County water agencies in the joint regional Baker Water Treatment Plant that provides 28.1 million gallons per day of drinking water to South Orange County.

Mr. Hill, through his collaborative leadership, is known and recognized as an outstanding industry leader and a true public servant.

The Board of Directors of Mesa Water District honors Bob Hill for his exemplary leadership during his tenure as General Manager, his dedicated service to Orange County, and his outstanding contributions to the water industry.

### FINANCIAL IMPACT

None.



ATTACHMENTS

Attachment A: Draft Proclamation

*A Day of Celebration to Honor the Career of Bob Hill*

*Whereas, Mr. Robert R. (Bob) Hill, will retire as General Manager from the El Toro Water District (ETWD) after 45 years of devoted service; and*

*Whereas, he led the effort on ETWD being awarded the Special District Leadership Foundation's District of Distinction accreditation and Transparency Certificate of Excellence Award; and*

*Whereas, he developed and implemented an expansion plan for the El Toro Reservoir, the largest covered drinking water reservoir in Orange County, increasing the capacity from 223 to 275 million gallons of water and providing emergency drinking water for ETWD and two other South Orange County water districts; and*

*Whereas, he facilitated a partnership between ETWD and four Orange County water agencies in the joint regional Baker Water Treatment Plant that provides 28.1 million gallons per day of drinking water to South Orange County; and*

*Whereas, Mr. Hill, through his collaborative leadership, is known and recognized as an outstanding industry leader and a true public servant.*

*NOW, THEREFORE, BE IT RESOLVED the Board of Directors of Mesa Water District honors Bob Hill for his exemplary leadership during his tenure as General Manager, his dedicated service to Orange County, and his outstanding contributions to the water industry.*

\_\_\_\_\_  
*Shawn Dewane, President*

\_\_\_\_\_  
*Marice H. DePasquale, Vice President*

\_\_\_\_\_  
*July 11, 2019*

\_\_\_\_\_  
*Jim Atkinson, Director*

\_\_\_\_\_  
*Fred R. Bockmiller, P.E., Director*

\_\_\_\_\_  
*James R. Fisler, Director*



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Tracy E. Manning, Water Operations Manager  
DATE: July 11, 2019  
SUBJECT: 2019 Public Health Goals Report

---

### RECOMMENDATION

- a. Conduct Public Hearing;
- b. Receive staff comments on Public Health Goals;
- c. Receive oral and written comments; and
- d. Close public hearing and file the report.

The Engineering and Operations Committee reviewed this item at its June 18, 2019 meeting and accepted the Report on Mesa Water District's Water Quality relative to 2019 Public Health goals.

### STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.

### PRIOR BOARD ACTION/DISCUSSION

None.

### BACKGROUND

Mesa Water District (Mesa Water®) provides safe, potable drinking water to the 110,000 customers within its service area. As a public water purveyor Mesa Water must comply with all drinking water regulations set forth by the United States Environmental Protection Agency (USEPA) and the California State Water Resources Control Board Division of Drinking Water (DDW).

Mesa Water:

- Meets all state and federal drinking water standards
- Performs over 30,000 water quality analyses per year
- Has never had an exceedance of drinking water standards for any chemical constituent
- Publishes water quality data annually in the Consumer Confidence Report

### DISCUSSION

Drinking water compliance is based upon state and federal Maximum Contaminant Levels (MCLs) developed and adopted by the USEPA or DDW. Mesa Water is in full compliance with all drinking water regulations.

Senate Bill (SB) 1307 (Calderon-Sher; effective 01/01/97) added new provisions to the California Health and Safety Code which mandate that a Public Health Goals (PHG) report be prepared by July 1, 1998, and every three years thereafter. The attached 2019 PHG Report is intended to provide information to the public in addition to the annual Consumer Confidence Report that is made available online to customers each year.



California Health and Safety Code Section 116365 requires the State to develop a PHG for every contaminant with a primary drinking water standard or for any contaminant California is proposing to regulate with a primary drinking water standard. A PHG is the level which poses no significant health risk if consumed for a lifetime. A PHG is developed using a risk assessment based strictly on human health considerations.

The 2019 PHG Report compares Mesa Water's drinking water quality with PHG's adopted by California Environmental Protection Agency's Office of Environmental Health Hazard Assessment (OEHHA) and with the maximum contaminant level goals (MCLG's) adopted by the USEPA. The report also provides a cost estimate to treat each constituent to below the PHG. PHG's and MCLG's are not enforceable standards and no action to meet them is mandated.

The law requires that a public hearing be held for the purpose of accepting and responding to public comment on the report. The public hearing is scheduled for the July 11, 2019 Board meeting.

Mesa Water's system complies with all health-based drinking water standards and maximum contaminant levels. No additional measures are recommended to achieve compliance.

#### FINANCIAL IMPACT

In Fiscal Year 2019, \$7,000 is budgeted for the estimated cost of preparing the Public Health Goals Report and advertising a public hearing.

#### ATTACHMENTS

Attachment A: Mesa Water District 2019 Public Health Goals Report

**As Supplemented on June 26, 2019**

# **MESA WATER DISTRICT 2019 PUBLIC HEALTH GOALS REPORT**

**JUNE 2019**



861 Village Oaks Drive, Suite 100 • Covina , California 91724  
Phone: (626) 967-6202 • FAX: (626) 331-7065 • Web site: [www.stetsonengineers.com](http://www.stetsonengineers.com)

---

Northern California • Southern California • Arizona • Colorado

# 2019 Public Health Goals Report

## Mesa Water District

### 1.0 Introduction

Under the Calderon-Sher Safe Drinking Water Act of 1996 public water systems in California serving greater than 10,000 service connections must prepare a report containing information on 1) detection of any contaminant in drinking water at a level exceeding a Public Health Goal (PHG), 2) estimate of costs to remove detected contaminants to below the PHG using Best Available Technology (BAT), and 3) health risks for each contaminant exceeding a PHG. This report must be made available to the public every three years. The initial PHG Report was due on July 1, 1998, and subsequent reports are due every three years thereafter.

This 2019 PHG Report has been prepared to address the requirements set forth in Section 116470 of the California Health and Safety Code. It is based on water quality analyses during calendar years 2016, 2017, and 2018. This 2019 PHG Report has been designed to be as informative as possible, without unnecessary duplication of information contained in the Consumer Confidence Report (also known as the Water Quality Report), which is mailed to customers by July 1<sup>st</sup> of each year.

There are no regulations explaining requirements for the preparation of PHG reports. A workgroup of the Association of California Water Agencies (ACWA) Water Quality Committee has prepared suggested guidelines for water utilities to use in preparing PHG reports. The ACWA guidelines were used in the preparation of this 2019 PHG Report. These guidelines include tables of cost estimates for BAT. The State of California (State) provides ACWA with numerical health risks and category of health risk information for contaminants with PHGs. This health risk information is appended to the ACWA guidelines.

### 2.0 California Drinking Water Regulatory Process

California Health and Safety Code Section 116365 requires the State to develop a PHG for every contaminant with a primary drinking water standard or for any contaminant the State is proposing to regulate with a primary drinking water standard. A PHG is the level of a contaminant in drinking water that poses no significant health risk if consumed for a lifetime. The process of establishing a PHG is a risk assessment based strictly on human health considerations. PHGs are recommended targets and are not required to be met by any public water system.

The State office designated to develop PHGs is the California Environmental Protection Agency's Office of Environmental Health Hazard Assessment (OEHHA). The PHG is then forwarded to the State Water Resources Control Board, Division of Drinking Water (DDW)

for use in revising or developing a Maximum Contaminant Level (MCL) in drinking water. The MCL is the highest level of a contaminant that is allowed in drinking water. State MCLs cannot be less stringent than federal MCLs and must be as close as is technically and economically feasible to the PHGs. DDW is required to take treatment technologies and cost of compliance into account when setting an MCL. Each MCL is reviewed at least once every five years.

Section 116470(b)(1) of the California Health and Safety Code requires public water systems serving more than 10,000 connections to identify each contaminant detected in drinking water that exceeded the applicable PHG.

Section 116470(f) of the California Health and Safety Code requires that where OEHHA has not adopted a PHG for a constituent, water suppliers are to use the established Maximum Contamination Level Goals (MCLGs) adopted by the United States Environmental Protection Agency (USEPA). MCLGs are the federal equivalent to PHGs.

### 3.0 Identification of Contaminants

Section 116470(b)(1) of the California Health and Safety Code requires public water systems serving more than 10,000 service connections to identify each contaminant detected in drinking water that exceeded the applicable PHG. Section 116470(f) of the California Health and Safety Code requires the MCLG to be used for comparison if there is no applicable PHG.

Mesa Water District (Mesa Water®) water system has approximately 24,018 service connections serving 110,000 people. The following constituents were detected at one or more locations within the drinking water system at levels that exceeded the applicable PHGs or MCLGs:

- **Arsenic** – naturally-occurring contaminant. In addition, arsenic is a waste product from many industrial production processes. Arsenic was measured above the PHG level in Mesa Water groundwater.
- **Bromate** – formed when naturally-occurring bromide reacts with ozone during the disinfection process. Bromate was measured above the PHG in treated surface water purchased from Metropolitan Water District of Southern California (MWD).
- **Coliform Bacteria, Total** – naturally-occurring in the environment but can also be an indicator of the presence of other pathogenic organisms originating from sewage, livestock or other wildlife. Total coliform bacteria was measured above the MCLG level in Mesa Water distribution system.
- ***E. coli* Bacteria** – a type of fecal coliform bacteria. Fecal coliform bacteria live specifically in the gut and feces of warm-blooded animals. *E. coli* bacteria is considered the best indicator of fecal coliform bacteria pollution and that additional pathogens may be present. *E. coli* bacteria was measured above the MCLG level in one sample in 2017. Repeat samples were absent for *E. coli* bacteria.



- **Gross Alpha Particle Activity** (gross alpha) – naturally occurring contaminant. Gross alpha was measured above the MCLG in treated surface water purchased from MWD.
- **Gross Beta Particle Activity** (gross beta) – naturally occurring contaminant. Gross beta was measured above the MCLG in treated surface water purchased from MWD.
- **Uranium** – naturally-occurring contaminant. Uranium was measured above the PHG in local groundwater and in treated surface water purchased from MWD.

Chart A shows the applicable PHG or MCLG and MCL or Action Level (AL) for each contaminant identified above. Chart A includes the maximum, minimum, and average concentrations of each contaminant in drinking water supplied by Mesa Water in calendar years 2016 through 2018.

#### 4.0 Numerical Public Health Risks

Section 116470(b)(2) of the California Health and Safety Code requires disclosure of the numerical public health risk, determined by OEHHA, associated with the MCLs, ALs, PHGs and MCLGs. Available numerical health risks developed by OEHHA for the contaminants identified above are shown on Chart A. Only numerical risks associated with cancer-causing chemicals have been quantified by OEHHA.

**Arsenic** – OEHHA has determined that the theoretical health risk associated with the PHG is 1 excess case of cancer in a million people. USEPA has determined the risk associated with the MCL is 2.5 excess cases of cancer in 1,000 people exposed over a 70-year lifetime.

**Bromate** – OEHHA has determined the theoretical health risk associated with the PHG is 1 excess case of cancer in a million people. USEPA has determined the risk associated with the MCL is 1 excess case of cancer in 10,000 people exposed over a 70-year lifetime.

**Coliform Bacteria, Total** – OEHHA has not established a PHG. USEPA has established an MCLG of 0.

**E. coli Bacteria** – OEHHA has not established a PHG. USEPA has established an MCLG of 0.

**Gross Alpha** – OEHHA has not established a PHG. USEPA has established an MCLG of 0. USEPA has determined the risk associated with the MCL is 1 excess case of cancer in 1,000 people over a lifetime exposure.

**Gross Beta** – OEHHA has not established a PHG. USEPA has established an MCLG of 0. USEPA has determined the risk associated with the MCL is 2 excess cases of cancer in 1,000 people over a lifetime exposure.

**Uranium** – OEHHA has determined that the theoretical health risk associated with the PHG is 1 excess case of cancer in a million people. USEPA has determined the risk associated with the MCL is 5 excess cases of cancer in 100,000 people exposed over a 70-year lifetime.

## 5.0 Identification of Risk Categories

Section 116470(b)(3) of the California Health and Safety Code requires identification of the category of risk to public health associated with exposure to the contaminant in drinking water, including a brief, plainly worded description of those terms. The risk categories and definitions for the contaminants identified above are shown on Chart A.

## 6.0 Description of Best Available Technology

Section 116470(b)(4) of the California Health and Safety Code requires a description of the BAT, if any is available on a commercial basis, to remove or reduce the concentrations of the contaminants identified above. The BATs are shown in Section 7.0 and on Chart A.

## 7.0 Costs of Using Best Available Technologies and Intended Actions

Section 116470(b)(5) of the California Health and Safety Code requires an estimate of the aggregate cost and cost per customer of utilizing the BATs identified to reduce the concentration of a contaminant to a level at or below the PHG or MCLG. In addition, Section 116470(b)(6) of the California Health and Safety Code requires a brief description of any actions the water purveyor intends to take to reduce the concentration of the contaminant and the basis for that decision.

The following sections summarize the estimated cost of compliance and cost per Mesa Water service connection to reduce the concentration of contaminants to a level at or below the PHG or MCLG. All cost estimates are adjusted to 2018 cost of construction.

**Arsenic** – The BATs for removal of arsenic in water for large water systems are: activated alumina, coagulation/filtration, electrodialysis, ion exchange, lime softening, oxidation/filtration, and reverse osmosis. Arsenic was detected above the PHG in two Mesa Water wells. Mesa Water is in compliance with the MCL for arsenic. The estimated cost to reduce arsenic levels in local groundwater to below the PHG of 0.004 microgram per liter ( $\mu\text{g/l}$ ) using ion exchange was calculated. Because the DDW detection limit for purposes of reporting (DLR) for arsenic is 2  $\mu\text{g/l}$ , treating arsenic to below the PHG level means treating arsenic to below the DLR of 2  $\mu\text{g/l}$ . There are numerous factors that may influence the actual cost of reducing arsenic levels to the PHG. Achieving the water quality goal for arsenic could be approximately \$2,400,000 per year, or \$98 per service connection per year.

**Bromate** – The BATs for removal of bromate in water for large water systems are: coagulation/filtration optimization, granular activated carbon, and reverse osmosis.

Bromate was detected above the PHG in water supplied by MWD. Mesa Water is in compliance with the MCL for bromate. The estimated cost to reduce bromate levels in MWD water to below the PHG of 0.1 µg/l using reverse osmosis was calculated. Because the DDW DLR for bromate is 1 µg/l, treating bromate to below the PHG level means treating bromate to below the DLR of 1 µg/l. There are numerous factors that may influence the actual cost of reducing bromate levels to the PHG. Achieving the water quality goal for bromate could range from approximately \$870,000 to \$7,380,000 per year, or between \$36 and \$307 per service connection per year.

**Coliform Bacteria, Total and *E. coli*** – From 2016 to 2018, approximately 100 to 125 samples were collected each month for total coliform bacteria analysis. During one of these months, the total coliform bacteria levels were found positive in 0.8 percent of the samples. The MCL for total coliform bacteria is 5 percent positive samples of all samples per month and the MCLG is 0. During one of these months, one sample was found to be *E. coli* bacteria positive. The MCL for *E. coli* bacteria is based on either an *E. coli* bacteria positive repeat sample following a total coliform bacteria positive routine sample or a total coliform bacteria repeat sample following an *E. coli* bacteria positive routine sample. The MCLG for *E. coli* bacteria is 0. Mesa Water is in compliance with the MCL for total coliform bacteria and *E. coli* bacteria.

The BAT for removal of total coliform bacteria in drinking water has been determined by USEPA to be disinfection. Mesa Water already disinfects all water served to the public. Chlorine is used to disinfect the water because it is an effective disinfectant and residual concentrations can be maintained to guard against biological contamination in the water distribution system.

Total coliform bacteria are indicator organisms that are ubiquitous in nature. They are a useful tool because of the ease in monitoring and analysis. Mesa Water collects weekly samples for total coliform bacteria at various locations in the distribution system. If total coliform bacteria are detected in the drinking water sample, it indicates a potential problem that needs to be investigated and followed up with additional sampling. It is not unusual for a system to have an occasional positive total coliform bacteria sample. Although USEPA set the MCLG for total coliform bacteria at 0 percent positive, there is no commercially available technology that will guarantee 0 percent positive total coliform bacteria every single month; therefore, the cost of achieving the PHG cannot be estimated.

Exceeding zero *E. coli* bacteria at any one time, in and of itself, would not normally constitute the need for any treatment or action. There is no action that could be taken with absolute certainty that could ensure that the system would always have zero-percent *E. coli* bacteria every single time. The one single action that would likely decrease the possibility of positive *E. coli* bacteria detection would be to significantly increase the disinfectant residual. This would likely result in increased disinfection byproducts (DBPs). DBPs can have potentially adverse chronic health risks. The limits to the amount of disinfectant residual allowed in the distribution system are the Maximum Residual Disinfectant Levels as established by the Disinfectants and Disinfection Byproducts Rule.

Therefore, the cost of achieving the PHG cannot be estimated. Mesa Water collects weekly samples for total coliform bacteria, which includes *E. coli* bacteria, at various locations in the distribution system. If a positive total coliform bacteria drinking water sample is found, it indicates a potential problem that needs to be investigated and followed up with additional sampling.

Mesa Water will continue several programs that are in place to prevent contamination of the water supply with microorganisms. These include:

- Disinfection using chlorine and maintenance of a chlorine residual at every point in the distribution system
- Monitoring throughout the distribution system to verify the absence of total coliform bacteria and the presence of a protective chlorine residual
- Cross-connection control program that prevents the accidental entry of non-disinfected water into the drinking water system.

**Gross Alpha, Gross Beta and Uranium** – The only BAT for the removal of gross alpha radioactivity in drinking water for large water systems is reverse osmosis, which can also remove gross beta, and uranium. The next available BAT is ion exchange, however, it can only remove gross beta. Consequently, reverse osmosis will be used in the calculation. Both gross alpha and gross beta were detected above their respective MCLGs in water supplied by MWD. Uranium was detected above the PHG in one Mesa Water well, and also detected above the PHG in water supplied by MWD. The cost of providing treatment using reverse osmosis to reduce gross alpha levels in MWD water and gross beta levels in MWD water to the MCLG of 0 (and consequently uranium in groundwater and MWD water below the PHG) was calculated. Achieving the radioactivity water quality goals could range from \$1,080,000 to \$9,170,000 per year, or between \$45 and \$382 per service connection per year.

**All Contaminants** – In addition, a cost estimate to treat all water produced by Mesa Water using reverse osmosis to remove all the contaminants detected above the PHGs or MCLGs was calculated. All the contaminants listed in Chart A may be removed to non-detectable levels by reverse osmosis, except total coliform bacteria and *E. coli* bacteria. As shown on Chart A, achieving the water quality goals for all contaminants, except total coliform bacteria and *E. coli* bacteria, using reverse osmosis could range from \$4,650,000 to \$39,660,000 per year, or between \$194 and \$1,651 per service connection per year.

## 8.0 Recommendations for Further Action

Section 116470(b)(6) of the California Health and Safety Code also requires a brief description of any actions the water purveyor intends to take to reduce the concentration of the contaminant and the basis for that decision. Mesa Water's drinking water quality meets or exceeds all state and federal drinking water standards set to protect public health. To further reduce levels of the constituents identified in this report that are already below the health-based MCLs established to provide "safe drinking water," additional costly treatment process would be required. The effectiveness of the treatment

processes to provide significant reduction in constituent levels at these already low values is uncertain. The health protection benefits of these further hypothetical reductions are not at all clear and may not be quantifiable. Therefore, no action is proposed.

**For additional information, please contact Ms. Kaying Lee, Water Quality and Compliance Supervisor at (949) 207-5491, or write to Mesa Water District, 1965 Placentia Ave, Costa Mesa, California 92627.**

# CHART A

## 2019 PUBLIC HEALTH GOALS REPORT MESA WATER DISTRICT

PARAMETER	UNITS OF MEASUREMENT	PHG OR (MCLG)*	MCL OR (AL)	DLR	CONCENTRATION GROUNDWATER		CONCENTRATION SURFACE WATER		CATEGORY OF RISK	CANCER RISK AT PHG OR MCLG	CANCER RISK AT MCL	BEST AVAILABLE TECHNOLOGIES	AGGREGATE COST PER YEAR	COST PER HOUSEHOLD PER YEAR
					VALUE	RANGE	VALUE	RANGE						
<b>MICROBIOLOGICAL</b>														
Total Coliform Bacteria (a)	% samples positive	(0)	5	NA	0.8	NA	NA	NA	NA	NA	NA	D	(c)	(c)
<i>E. coli</i> Bacteria	number of positive samples	(0)	(b)	NA	1	NA	NA	NA	NA	NA	NA	D	(c)	(c)
<b>INORGANIC CHEMICALS</b>														
Arsenic	µg/l	0.004	10	2	ND	ND - 2.1	NA	NA	C	1 x 10 <sup>-6</sup>	2.5 x 10 <sup>-3</sup>	AA,C/F,E,IE,LS,O/F,RO	\$2,400,000 (d)	\$98 (d)
Bromate	µg/l	0.1	10	1	NA	NA	3.5	ND - 10	C	1 x 10 <sup>-6</sup>	1 x 10 <sup>-4</sup>	C/F, GAC, RO	\$870,000 - \$7,380,000 (e)	\$36 - \$307 (e)
<b>RADIOLOGICAL</b>														
Gross Alpha Particle Activity	pCi/l	(0)	15	3	NA	NA	ND	ND - 4.0	C	0	1 x 10 <sup>-3</sup>	RO	\$1,080,000 - \$9,170,000 (f)	\$45 - \$382 (f)
Gross Beta Particle Activity	pCi/l	(0)	50	4	NA	NA	5.0	4.0 - 6.0	C	0	2 x 10 <sup>-3</sup>	IE, RO	--	--
Uranium	pCi/l	0.43	20	1	ND	ND - 2.29	3.0	2.0 - 3.0	C	1 x 10 <sup>-6</sup>	5 x 10 <sup>-5</sup>	RO	--	--
<b>ALL CONTAMINANTS</b>	--	--	--	--	--	--	--	--	--	--	--	RO	\$4,650,000 - \$39,660,000 (g)	\$194 - \$1,651 (g)

\* MCLGs are shown in parentheses. MCLGs are provided only when no applicable PHG exists.

### RISK CATEGORIES

C (Carcinogen) = A substance that is capable of producing cancer.  
 CV (Cardiovascular Toxicity) = A substance that may cause high blood pressure  
 N (Developmental Neurotoxicity) = A substance that may cause neurobehavioral effects in children

### NOTES

AL = Action Level  
 PHG = Public Health Goal  
 MCL = Maximum Contaminant Level  
 MCLG = Maximum Contaminant Level Goal  
 NA = Not Applicable or Available  
 ND = Not Detected  
 ug/l = micrograms per liter or parts per billion  
 pCi/l = picoCuries per liter  
 DLR = Detection Limit for Purposes of Reporting

### TREATMENT/CONTROL TECHNOLOGIES

AA = Activated Aluminum  
 C/F = Coagulation/Filtration  
 D = Disinfection  
 E = Electrodialysis  
 GAC = Granular Activated Carbon  
 IE = Ion Exchange  
 LS = Lime Softening  
 O/F = Oxidation/Filtration  
 RO = Reverse Osmosis

- (a) The table shows highest monthly percentage of positive samples as the detected value. Samples were collected in the distribution system.
- (b) *E. coli* bacteria positive repeat sample following a total coliform bacteria positive routine sample or a total coliform bacteria positive repeat sample following an *E. coli* bacteria positive routine sample
- (c) Costs could not be estimated.
- (d) Estimated cost to remove arsenic using IE.
- (e) Estimated cost to remove bromate using RO.
- (f) Estimated cost to remove gross alpha particle activity using RO, which also removes gross beta particle activity and uranium.
- (g) Assuming treating the entire production by RO, which can remove all contaminants listed in the above table to below the detectable levels, except for total coliform bacteria and *E. coli* bacteria, which can be detected anywhere in the distribution system.



*Dedicated to  
Satisfying our Community's  
Water Needs*

## MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E., General Manager  
DATE: July 11, 2019  
SUBJECT: Board Workshop Planning

---

### RECOMMENDATION

Review agenda topics and discuss planning for the November 8, 2019 Board of Directors' workshop.

The Executive Committee reviewed this item at its July 2, 2019 meeting.

### STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service
- Goal #7: Actively participate in regional water issues.

### PRIOR BOARD ACTION/DISCUSSION

None.

### DISCUSSION

At its July 11, 2019 meeting, the Board of Directors is scheduled to discuss agenda topics for the November 8, 2019 workshop.

For the Committee's review, the proposed agenda topics are as follows:

- Board Facilitator Welcome
- Regional Water Issues
- Legislative Platforms
- Customer Service Audit
- Environmental, Health and Safety Program Audit
- Public Engagement Program Update
- MWRP Outreach Center
- ACWA/JPIA Update
- North/South Conference Sponsorship
- General Manager's Evaluation

### FINANCIAL IMPACT

In Fiscal Year 2020, \$3,000 is budgeted; no funds have been spent to date.



ATTACHMENTS

None.



**REPORTS:**

19. REPORT OF THE GENERAL MANAGER:
  - June Key Indicators Report
  - Other (no enclosure)

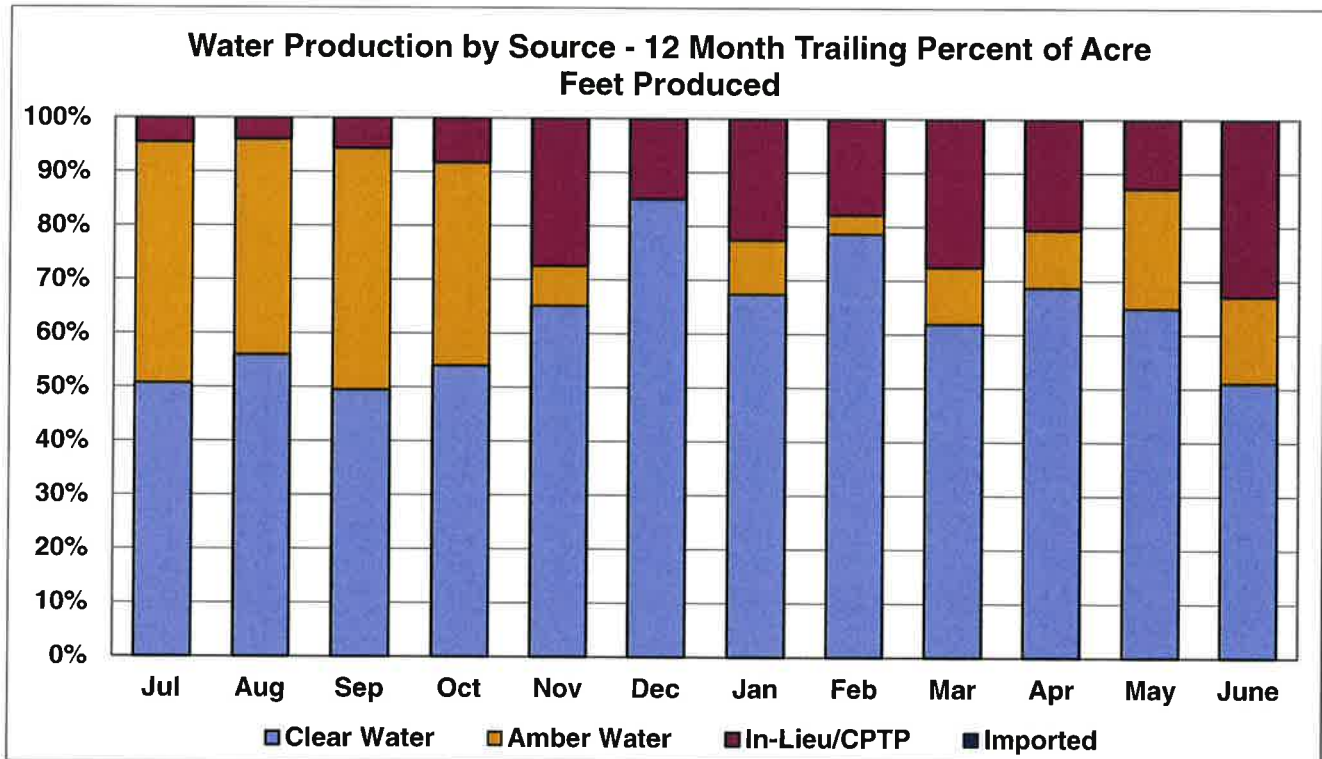
**Monthly Key Indicators Report  
For The Month of June 2019**

***Goal #1: Provide a safe, abundant, and reliable water supply***

**FY 2019 Potable Production (Acre Feet)**

<b>Water Supply Source</b>	<b>FY 2019 YTD Actual (AF)</b>	<b>FY 2019 YTD Budget (AF)</b>	<b>FY 2019 Annual Budget (AF)</b>
<b>Clear Water</b>	9,813	12,241	12,241
<b>Amber Water (MWRP)</b>	3,760	4,419	4,419
<b>Imported</b>	0	0	0
<b>Basin Management Water</b>	2,492	1,000	1,000
<b>Total Production</b>	16,065	17,660	17,660

YTD actual water production (AF) through June 30, 2019



**Monthly Key Indicators Report  
For The Month of June 2019**

***Goal #1: Provide a safe, abundant, and reliable water supply***

**FY19 System Water Quality – This data reflects samples taken in May**

<b>Distribution System:</b>	<b>Average</b>	<b>Range</b>	<b>MCL</b>
Chlorine Residual (mg/L) <i>Compliance</i>	1.97	0.34 – 2.61 Current RAA = 1.87	4 RAA
Coliform Positive % <i>Compliance</i>	0	0	5
Temperature (° F)	74.3	66 – 82	None

<b>Reservoir I &amp; II:</b>	<b>Average</b>	<b>Range</b>	<b>MCL</b>
Chlorine Residual (mg/L)	1.53	0.86 – 1.93	None
Monochloramine (mg/L)	1.49	0.80 – 1.86	None
Ammonia (mg/L)	0.34	0.18 – 0.42	None
Temperature (° F)	71.6	69 – 74	None

<b>Wells (Treated):</b>	<b>Average</b>	<b>Range</b>	<b>MCL</b>
Chlorine Residual (mg/L)	2.50	2.31 – 2.70	None
Monochloramine (mg/L)	2.39	1.85 – 2.68	None
Ammonia (mg/L)	0.64	0.44 – 0.53	None
Temperature (° F)	73.9	70 – 77	None

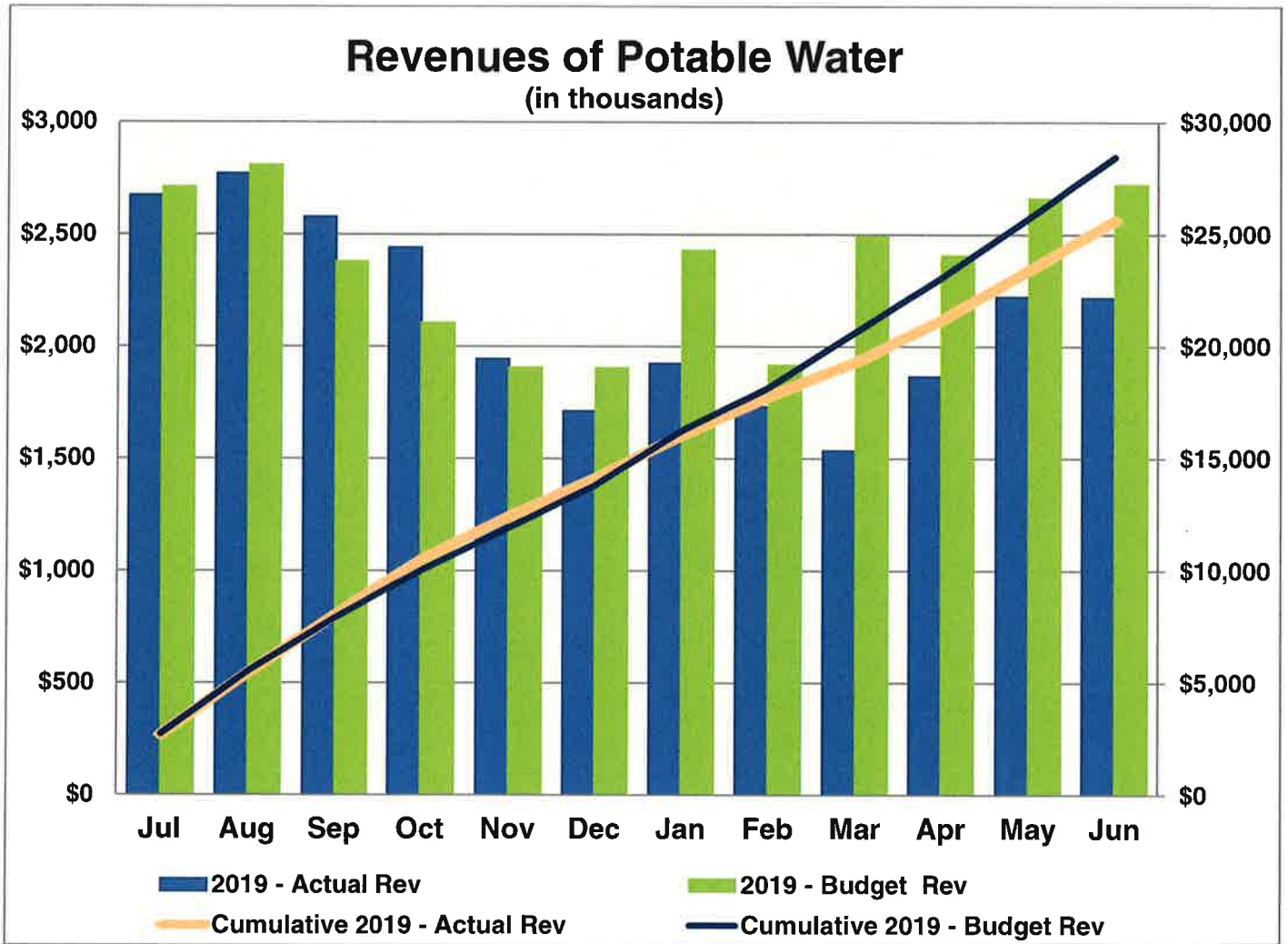
<b>MWRF:</b>	<b>Average</b>	<b>Range</b>	<b>MCL</b>
Chlorine Residual (mg/L)	2.59	3.43 – 2.18	None
Monochloramine (mg/L)	2.40	2.11 – 2.72	None
Ammonia (mg/L)	0.54	0.38 – 0.72	None
Temperature (° F)	80.2	76 – 82	None
Color (CU) <i>Compliance</i>	ND	ND	15
Odor (TON) <i>Compliance</i>	1	1	3

**Water Quality Calls/Investigations:**

Total Calls	4
Total Investigations (from calls)	0

**Monthly Key Indicators Report  
For The Month of June 2019**

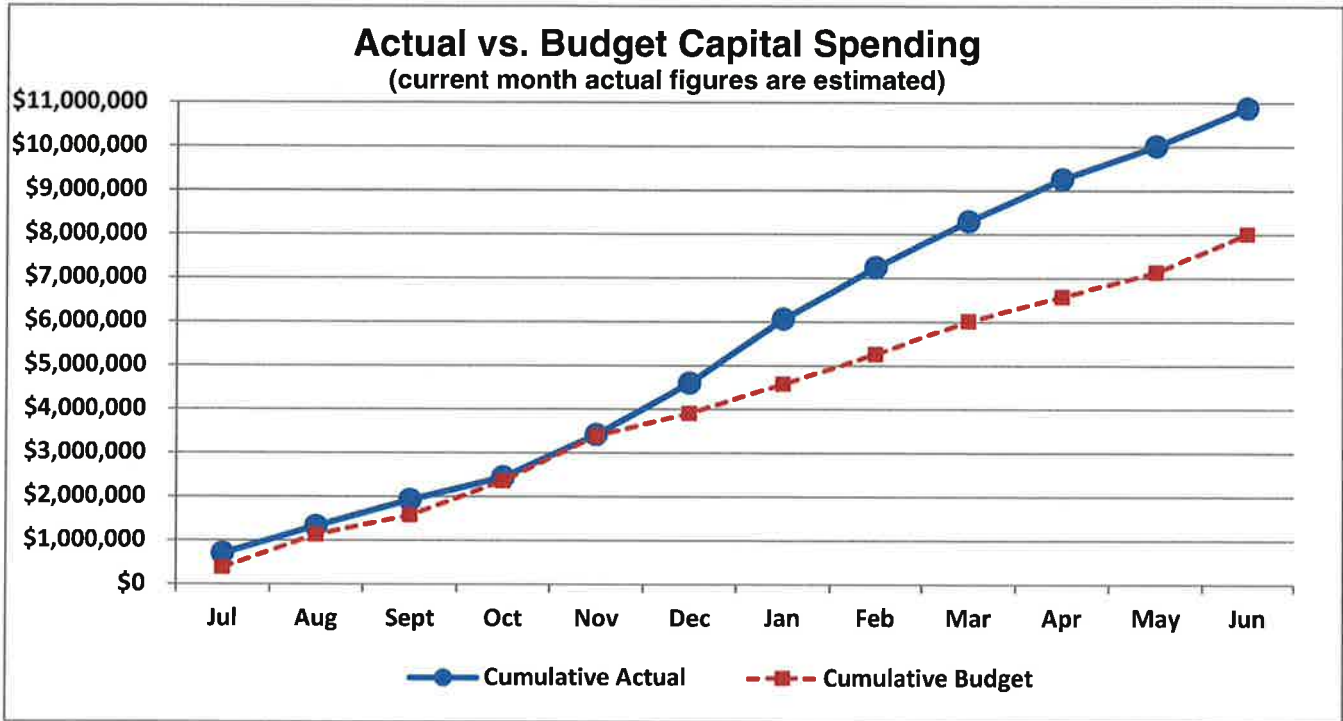
**Goal #2: Practice perpetual infrastructure renewal and improvement**



	Actual	Budget	Favorable (Unfavorable)	
			Difference	%
Total YTD \$	25,617,635	28,443,175	(2,825,540)	(9.93%)

Monthly Key Indicators Report  
For The Month of June 2019

**Goal #3: Be financially responsible and transparent**



**Monthly Key Indicators Report  
For The Month of June 2019**

**Goal #4: Increase public awareness about Mesa Water and about water**

**Web Site Information**

<b>Web Site Information</b>	<b>May 2019</b>	<b>June 2019</b>
Visits to the web site	6050	5882
Unique visitors (First time to the site)	3727	3634
Average per day	195	196
Average visit length	1 minute, 36 seconds	1 minute, 28 seconds
Page visited most	Home	Home
Second most visited page	Online Bill Pay	Online Bill Pay
Third most visited page	Human Resources	Human Resources
Fourth most visited page	Contact	Concerts in the Park (7/9)
Fifth most visited page	Departments	Contact
Most downloaded file	Standard Specifications and Standard Drawings for the Construction of Water Facilities	2019 Water Quality Report
Second most downloaded file	Salary Ranges by Job Classification & Level	Standard Specifications and Standard Drawings for the Construction of Water Facilities
Most active day of the week	Wednesday	Monday
Least active day of the week	Saturday	Sunday

<b>Total visits since June 1, 2002</b>	<b><u>1,336,136</u></b>
--	-------------------------

**Water Vending Machine Information**

<b>Vending Machine Location</b>	<b>Vend Measurement</b>	<b>June 2019 Vends</b>	<b>Totals Vends</b>
Mesa Water Office	1 gal	1,725	356,310

**Monthly Key Indicators Report**  
**For the Month of May 2019**  
***Goal #5: Attract and retain skilled employees***

DEPARTMENT:	FY 2019			COMMENTS:
	BUDGET	FILLED	VACANT	
<b>OFFICE OF THE GENERAL MANAGER:</b>				
General Manager	1.00	1.00	0.00	
Business Administrator	1.00	1.00	0.00	
<b>Subtotal</b>	<b>2.00</b>	<b>2.00</b>	<b>0.00</b>	
<b>ADMINISTRATIVE SERVICES:</b>				
Administrative Services	5.00	5.00	0.00	
<b>Subtotal</b>	<b>5.00</b>	<b>5.00</b>	<b>0.00</b>	
<b>CUSTOMER SERVICES:</b>				
Conservation	1.00	1.00	0.00	<i>Field Customer Service Representative - on hold</i>
Customer Service	9.00	8.00	1.00	
<b>Subtotal</b>	<b>10.00</b>	<b>9.00</b>	<b>1.00</b>	
<b>ENGINEERING:</b>				
Engineering	4.00	4.00	0.00	
<b>Subtotal</b>	<b>4.00</b>	<b>4.00</b>	<b>0.00</b>	
<b>EXTERNAL AFFAIRS:</b>				
Legislative & Governmental Affairs	1.50	1.50		
<b>Subtotal</b>	<b>1.50</b>	<b>1.50</b>	<b>0.00</b>	
<b>FINANCIAL SERVICES:</b>				
Financial Reporting/ Purchasing	5.00	5.00	0.00	
Accounting	1.00	1.00	0.00	
<b>Subtotal</b>	<b>6.00</b>	<b>6.00</b>	<b>0.00</b>	
<b>HUMAN RESOURCES:</b>				
Human Resources	3.00	2.00	1.00	<i>Sr. Human Resources Analyst - vacant/ recruitment in process</i>
<b>Subtotal</b>	<b>3.00</b>	<b>2.00</b>	<b>1.00</b>	
<b>PUBLIC AFFAIRS:</b>				
Outreach, Education & Communications	2.50	1.50	1.00	<i>Public Affairs Manager - vacant</i>
<b>Subtotal</b>	<b>2.50</b>	<b>1.50</b>	<b>1.00</b>	
<b>WATER OPERATIONS:</b>				
Supervision/Support	6.00	6.00	0.00	<i>Operator I/II - 3 vacancies/recruitment in process; 2 candidates in background process</i>
Distribution	10.00	10.00	3.00	
Production	3.00	3.00	0.00	
Water Quality	2.00	2.00	0.00	
<b>Subtotal</b>	<b>21.00</b>	<b>21.00</b>	<b>3.00</b>	
<b>* TOTAL BUDGETED POSITIONS:</b>	<b>55.00</b>	<b>52.00</b>	<b>6.00</b>	

\* Reflects 55 budgeted FTE positions and 1 additional FTE in Operations; does not change staffing plan



**Monthly Key Indicators Report  
For The Month of June 2019**

***Goal #6: Provide outstanding customer service***

**Customer Calls**

<b>Call Type</b>	<b>FY19 YTD</b>	<b>June 2019</b>	<b>YTD Weekly Average</b>
General Billing Question	2298	186	44
Service Requests	1889	122	37
High Bill	2082	148	40
Payments	2473	157	48
Late Fee	2066	172	39
Account Maintenance	497	45	9
On-Line Bill Pay	1834	224	34
Water Pressure	47	0	1
No Water	273	15	5
Conservation	314	41	6
Water Waste	111	5	2
Other (District info. other utility info. etc.)	2750	256	52
Rate Increase	38	0	1
Fluoridation	9	0	1
<b>TOTAL CUSTOMER CALLS</b>	<b>16681</b>	<b>1371</b>	<b>321</b>
<b>AVERAGE ANSWER TIME (Seconds)</b>	<b>10</b>	<b>10</b>	<b>10</b>

**Online Bill Pay Customers**

<b>Current Customers Enrolled</b>	<b>FY 2019 YTD</b>	<b>June 2019</b>	<b>YTD Weekly Average</b>
13777	2214	137	43



**REPORTS:**

20. DIRECTORS' REPORTS AND COMMENTS

**DIRECTORS' REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (d)**

*In accordance with CA Government Code 53232.3 (d), the following report identifies the meetings for which Mesa Water Directors received expense reimbursement.*

**Jim Atkinson Meetings Attended**

Reimbursement Date:	Description, Date
5/06/19	Urban Water Institute Conference, 2/26 – 2/28
5/06/19	WaterNow Alliance 4 <sup>th</sup> Annual Summit, 3/27 – 3/28
5/07/19	MWDOC Public Affairs & Legislation Committee, 3/18
5/07/19	WACO Planning Committee Meeting, 3/19
5/07/19	MWDOC Board Meeting, 3/20
5/07/19	MWDOC/MWD Jt. Meeting, 4/3
5/07/19	WACO Meeting, 4/5
5/07/19	MWDOC Admin & Finance Committee Meeting, 4/10
5/07/19	Chamber Meeting, 4/10
5/07/19	MWDOC Public Affairs & Legislation Committee, 4/15
5/07/19	WACO Planning Committee Meeting, 4/16
5/07/19	MWDOC Board Meeting, 4/17
5/07/19	Meeting w/ General Manager, 4/25
6/20/19	MWDOC/MWD Jt. Meeting, 5/1
6/20/19	WACO Meeting, 5/3
6/20/19	MWDOC Board Meeting, 5/15
6/20/19	MWDOC Public Affairs & Legislation Committee, 5/20
6/20/19	WACO Planning Committee Meeting, 5/21
6/20/19	Meeting w/ MWDOC Director Thomas, 5/20
6/20/19	Carlsbad Facility Tour, 5/21
6/20/19	MWDOC Planning & Operations Committee, 6/3
6/20/19	MWDOC/MWD Jt. Meeting, 6/5
6/20/19	WACO Meeting, 6/7
6/20/19	Vanguard University Event, 6/5

**Fred R. Bockmiller, P.E. Meetings Attended**

Reimbursement Date:	Description, Date
5/07/19	Meeting w/ General Manager, 3/27
5/07/19	ISDOC Quarterly Meeting, 3/28
5/07/19	OCWD Board Meeting, 4/3
5/07/19	WACO Meeting, 4/5
5/07/19	OCWD Board Meeting, 4/17
5/20/19	ACWA Spring Conference, 5/5 – 5/10
6/06/19	ACWA/JPIA Executive Committee Meeting, 6/3 – 6/4
6/20/19	OCWD Board Meeting, 5/1
6/20/19	Mesa Water Employee Event, 5/14
6/20/19	Meeting w/ General Manager, 5/15
6/20/19	OCWD Board Meeting, 6/5



**Marice H. DePasquale**

**Meetings Attended**

Reimbursement Date:	Description, Date
5/07/19	Meeting w/ General Manager, 3/21
5/07/19	Meeting w/ Mesa Water Director, 3/26
5/07/19	Meeting w/ General Manager, 4/3
5/07/19	WACO Meeting, 4/5
5/07/19	Meeting w/ Mesa Water Director, 4/8
5/07/19	Chamber Meeting, 4/10
5/07/19	Meeting w/ General Manager, 4/10
5/07/19	City/Districts Liaison Committee Meeting, 4/19
5/07/19	Women of COAST Awards, 4/24
5/14/19	ACWA Spring Conference, 5/7 – 5/9
6/20/19	Chamber Meeting, 5/16
6/20/19	ACC-OC Energy, Environment & Water Committee, 6/6
6/20/19	Meeting w/ Mesa Water Director, 5/29
6/20/19	Meeting w/ Mesa Water Director, 5/30

**Shawn Dewane**

**Meetings Attended**

Reimbursement Date:	Description, Date
5/06/19	Meeting w/ Mesa Water Director, 4/25
5/07/19	Meeting w/ M. Wilson, 3/19
5/07/19	Meeting w/ Mesa Water Director, 4/17
5/07/19	City/Districts Liaison Committee Meeting, 4/19
6/11/19	Meeting with Mesa Water Director, 5/22
6/11/19	Meeting with Mesa Water Director, 5/29
6/11/19	Meeting with Mesa Water Director, 5/30
6/20/19	Meeting w/ Mesa Water Director, 5/29
6/20/19	Meeting w/ Mesa Water Director, 5/30

**James R. Fisler**

**Meetings Attended**

Reimbursement Date:	Description, Date
5/07/19	MWDOC Executive Committee Meeting, 3/21
5/07/19	ISDOC Quarterly Meeting, 3/28
5/07/19	WACO Meeting, 4/5
5/07/19	OCWD Board Meeting, 4/17
5/07/19	Yorba Linda Water District Board Meeting, 4/23
5/07/19	El Toro Water District Board Meeting, 4/25
5/07/19	South Coast Water District Board Meeting, 4/25
6/10/19	South Coast Water District Board Meeting, 4/25
6/10/19	Emerald Bay Community Services District Meeting, 5/15



6/10/19	Trabuco Canyon Water District Board Meeting, 5/15
6/20/19	OCWD Board Meeting, 5/1
6/20/19	WACO Meeting, 5/3
6/20/19	Orange County Cemetery District Trustee Meeting, 5/7
6/20/19	Buena Park Library District Trustee Meeting, 5/7
6/20/19	Sunset Beach Sanitary District Board Meeting, 5/9
6/20/19	Surfside Colony CSD and Surfside Stormwater, 5/13
6/20/19	Los Alamitos Sanitary District Board Meeting, 5/13
6/20/19	Rossmoor Community Services District Meeting, 5/14
6/20/19	Emerald Bay CSD Meeting, 5/15
6/20/19	Trabuco Canyon Water District Board Meeting, 5/15
6/20/19	Orange County Vector Control Board Meeting, 5/16
6/20/19	East Orange County Water District Board Meeting, 5/16
6/20/19	Serrano Water District Board Meeting, 5/21
6/20/19	Midway City Sanitary District, 5/21
6/20/19	Silverado/Modjeska Board Meeting, 5/21
6/20/19	Moulton Niguel Water District Board Meeting, 5/23
6/20/19	El Toro Water District Board Meeting, 5/23
6/20/19	OC Water Summit, 5/31
6/20/19	ISDOC Executive Committee Meeting, 6/4
6/20/19	OC Cemetery District Board Meeting, 6/4
6/20/19	Midway City Sanitary District Meeting, 6/4
6/20/19	OCWD Board Meeting, 6/5
6/20/19	WACO Meeting, 6/7

There are no support materials for this item.

**CLOSED SESSION:**

23. CONFERENCE WITH REAL PROPERTY NEGOTIATOR:  
Pursuant to Government Code Section 54956.8:  
Property: 1310 South Coast Drive, Costa Mesa (APN: 140-041-49)  
District Negotiator: General Manager  
Negotiating Parties: AAA Automobile Club of Southern California  
Under Negotiation: Price and/or terms concerning property rights