AGENDA
MESWATER DISTRICT
BOARD OF DIRECTORS
Thursday, January 11, 2018
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Non-Agendized Matters: Members of the public are invited to address the Board on matters which are not on the Agenda. Each speaker is limited to three (3) minutes. The Board will set aside thirty (30) minutes for public comments.

Agendized Matters: 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 five (5) minutes.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA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 regular Board meeting of December 14, 2017.
2. Approve minutes of special Board meeting of December 18, 2017.
3. Approve minutes of special Board meeting of December 19, 2017.
4. Approve minutes of special Board meeting of December 21, 2017.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
   • Conferences, Seminars, and Meetings
   • Board Calendar
   • Upcoming Community Outreach Events
7. Award a contract in the amount of $154,760 to Trussell Technologies, Inc. to evaluate the feasibility of converting from chloramination disinfection to free chlorine disinfection.
8. Approve an increase to the On-Call Pipeline Repair and Construction contracts by $150,000 for a total not-to-exceed amount of $400,000 for Fiscal Year 2018, and authorize execution of the change order.
9. Renew the contract with California Advocates for Advocacy Consulting Services through December 31, 2018 for an amount not to exceed $84,000.

PRESENTATION AND DISCUSSION ITEMS:
None
ACTION ITEMS:

10. BOARD WORKSHOP PLANNING:

Recommendation: Review agenda topics and discuss planning for the March 26, 2018 Board of Directors’ workshop.

11. CLOSED SESSION:

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:
Pursuant to California Government Code Sections 54956.9 (d) (1) and 54954.5 (c)
Case: Costa Mesa Sanitary District v. Mesa Water District
Case No. 30-2017-00923819-CU-PT-CJC

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

RETURN TO OPEN SESSION.

12. TERMS AND CONDITIONS FOR COMPENSATION - NON-REPRESENTED EMPLOYEES:

Recommendation: Extend the same terms and conditions to the Non-Represented Employees as set forth in the proposed Memorandum of Understanding with the Mesa Water District Employee Association (MWDEA) for the period of January 1, 2018 through December 31, 2022.

REPORTS:

13. REPORT OF THE GENERAL MANAGER:
   • December Key Indicators Report
   • Other (no enclosure)

14. DIRECTORS’ REPORTS AND COMMENTS:

INFORMATION ITEMS:

15. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

16. OTHER (NO ENCLOSURE)
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. 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, FEBRUARY 8, 2018 AT 6:00 P.M.
CALL TO ORDER
The meeting of the Board of Directors was called to order on December 14, 2017 at 6:00 p.m. by President Atkinson at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Vice President Bockmiller led the Pledge of Allegiance.

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

Directors Absent
None

Staff Present
Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P. E., Assistant General Manager/District Treasurer
Denise Garcia, Administrative Services Manager/District Secretary
Marwan Khalifa, Chief Financial Officer
Stacie Sheek, Customer Services Manager
Stacy Taylor, External Affairs Manager
Syndie Ly, Human Resources Manager
Tracy Manning, Water Operations Manager
Jeffrey A. Hoskinson, Attorney, Bowie, Arneson & Wiles

Others Present
Dennis Albiani, Vice President, California Advocates
Luke Money, Reporter, Daily Pilot

PUBLIC COMMENTS
President Atkinson asked for public comments on non-agendized items.

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

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA
General Manager Shoenberger reported there were no items to be added, withdrawn, or reordered on the agenda.
CONSENT CALENDAR ITEMS:

1. Approve minutes of adjourned regular Board meeting of November 2, 2017.
2. Approve minutes of regular Board meeting of November 9, 2017.
3. Approve minutes of special Board meeting of November 16, 2017.
5. Approve minutes of special Board meeting of November 21, 2017.
6. Approve attendance considerations (additions, changes, deletions).
7. Board Schedule:
   - Conferences, Seminars, and Meetings
   - Board Calendar
   - Upcoming Community Outreach Events
8. Declare certain property as surplus and authorize the General Manager to dispose of the items within the established rules and regulations set forth by Resolution No. 1463, Disposal of Surplus Property.
9. Pipeline Integrity Testing Program Update:
   a. Approve a contract with Echologics, Inc. for an amount not to exceed $150,000 for six miles of pipeline non-destructive testing to be performed over two fiscal years.
   b. Approve a change order to HDR, Inc.’s contract for Pipeline Integrity Testing Program consulting services in the amount of $80,000, which includes $70,000 to provide evaluation and repair to Mesa Water’s cathodic protection test station, and $10,000 for additional consulting services for Fiscal Year 2018.
   c. Approve a change order for an amount not to exceed $50,000 to HDR, Inc.’s Pipeline Integrity Testing Program contract to perform a close interval survey of the 12” CIP in 19th Street to determine the extent of replacement needed.
   d. Approve an exemption for Fiscal Year 2018 to Resolution No. 1442 to suspend hydrostatic burst testing of ACP and utilize Electron Dispersive Microscopy to measure remaining structural wall thickness of samples of ACP.
10. Authorize staff to proceed with Layout Scenario No. 3 Well Site Design.
11. Approve $479,553 for Phase 2 of the Information Technology Master Plan Project and authorize staff to work with T2 Technology Group to provide design, implementation, and project coordination services.
12. Authorize staff to apply for grant-funded water meter and North American Industry Classification System geocoding services.
13. Ratify the 2018 Board Committee & Other Agency Liaison Assignments.

President Atkinson asked for comments from the public. There were no comments.

MOTION

Motion by Director Dewane, second by Vice President Bockmiller, to approve Items 1 -13 of the Consent Calendar. Motion passed 5-0.

PRESENTATION AND DISCUSSION ITEMS:

14. LEGISLATIVE UPDATE:

External Affairs Manager Taylor introduced California Advocates' Vice President Dennis Albiani who provided an overview of the 2017 California legislation and upcoming 2018 legislation.
Mr. Albiani responded to questions from the Board and they thanked him for the presentation.

RECESS

President Atkinson declared a recess at 6:56 p.m.

The Board meeting reconvened at 7:04 p.m.

15. SAFETY UPDATE:

GM Shoenberger provided an overview of the topic and introduced Water Operations Manager Manning who proceeded with a presentation that highlighted the following:

- 1,600 Days with No Lost Time
- Recognizing Success
- The Road to Excellence:
  - Replacing a Valve
  - Performing Maintenance
  - Confined Space Vault Entry
  - Monitoring Reservoir Performance
  - Inspecting Safety Equipment

The Board commended staff for its robust environmental health and safety performance and accomplishing over 1,600 days without a lost-time incident.

ACTION ITEMS:

16. STATEMENT OF INVESTMENT POLICY:

MOTION

Motion by Vice President Bockmiller, second by Director Dewane, to adopt Resolution No. 1506 Delegating Authority Relative to Investment or Reinvestment of Funds, and Providing for a Revised Statement of Investment Policy, Rescinding Resolution No. 1431. Motion passed 5-0, by the following roll call vote:

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

A recommendation was made to re-order the agenda to take Items 20 – 23 before Item 17. There were no objections.

REPORTS:

Item 20 - REPORT OF THE GENERAL MANAGER:

- November Key Indicators Report
- Other (no enclosure)

Item 21 - DIRECTORS’ REPORTS AND COMMENTS:
INFORMATION ITEMS:

Item 22 - DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

Item 23 - OTHER (NO ENCLOSURE)

ACTION ITEMS:

17. CLOSED SESSION:

President Atkinson announced the Board was going into Closed Session at 7:30 p.m.

PURSUANT TO GOVERNMENT CODE SECTION 54957(b):
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Title: General Manager

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

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:
Pursuant to California Government Code Sections 54956.9 (d) (1) and 54954.5 (c)
Case: Costa Mesa Sanitary District v. Mesa Water District
Case No. 30-2017-00923819-CU-PT-CJC

RETURN TO OPEN SESSION.

The Board returned to Open Session at 9:17 p.m.

District Secretary Garcia announced that the Board met in three separate Closed Sessions:

The first Closed Session was a conference with GM Shoenberger, AGM Lauri, Human Resources Manager Ly, District Secretary Garcia and Legal Counsel pursuant to Government Code Section 54957.6. The Board received information. Action will be taken under Item 19.

The second Closed Session was a conference with GM Shoenberger pursuant to Government Code Section 54957(b). The Board received information. Action will be taken under Item 18.

The third Closed Session was a conference with GM Shoenberger pursuant to California Government Code Sections 54956.9(d) (1) and 54954.5(c). The Board received information and there was no further announcement.

A recommendation was made to reorder the agenda to take Item 19 before Item 18. There were no objections.
Item 19 – TERMS AND CONDITIONS OF COMPENSATION FOR DISTRICT EMPLOYEES:

MOTION

Motion by Vice President Bockmiller, second by Director DePasquale, to approve the terms and conditions as set out in the proposed Memorandum of Understanding with the Mesa Water District Employee Association (MWDEA), as on file with the District Secretary, and authorize the General Manager to execute the Memorandum of Understanding for the period of January 1, 2018 through December 31, 2022. Motion passed 5-0.

18. ANNUAL PERFORMANCE EVALUATION FOR GENERAL MANAGER:

MOTION

Motion by President Atkinson, second by Vice President Bockmiller, to approve for the General Manager a 9/80 workweek schedule, eight hours vacation accrual per pay period, a base salary increase of 1.86% (rounded to the nearest dollar) effective mid-shift January 5, 2018, and a one-time performance incentive payment of $10,000. Motion passed 5-0.

19. TERMS AND CONDITIONS OF COMPENSATION FOR DISTRICT EMPLOYEES:

Item taken earlier on the agenda.

REPORTS:

20. REPORT OF THE GENERAL MANAGER:
   • November Key Indicators Report
   • Other (no enclosure)

Item taken earlier on the agenda.

21. DIRECTORS’ REPORTS AND COMMENTS:

Item taken earlier on the agenda.

INFORMATION ITEMS:

22. DIRECTORS’ REPORTS (AB 1234) PER CA GOVERNMENT CODE SECTION 53232.3 (D)

Item taken earlier on the agenda.

23. OTHER (NO ENCLOSURE)

Item taken earlier on the agenda.
President Atkinson adjourned the meeting at 9:29 p.m. to a Regular Board Meeting scheduled for Thursday, January 11, 2018, at 6:00 p.m.

Approved:

________________________________________
Jim Atkinson, President

________________________________________
Denise Garcia, District Secretary

Recording Secretary: Sharon D. Brimer
MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Monday, December 18, 2017
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 December 18, 2017 at 3:38 p.m. by Chairman Bockmiller at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Director Fisler led the Pledge of Allegiance.

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

Directors Absent
Jim Atkinson, President
Shawn Dewane, Director

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

Others Present
Nitin Patel, CPA, Audit Partner, White Nelson Diehl Evans
Kassie Radermacher, CPA, Audit and Assurance Partner, White Nelson Diehl Evans

PUBLIC COMMENTS
There were no comments on non-agendized topics.

CONSENT CALENDAR ITEMS:
Director Fisler pulled Item 1 for discussion. There were no objections.

1. Accounts Paid Listing
2. Monthly Financial Reports
3. Major Staff Projects

MOTION
Motion by Director Fisler, second by Vice President Bockmiller, to approve Items 2 and 3 of the Consent Calendar. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.
Item 1 – Accounts Paid Listing

Director Fisler requested clarification on various line items of the Accounts Paid Listing to which staff responded.

MOTION

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

PRESENTATION AND DISCUSSION ITEMS:

4. Committee Meeting Dates and Chair Appointment

MOTION

Motion by Director DePasquale, second by Director Fisler, to confirm the third Thursday of each month at 3:30 p.m. as the monthly day and time of the 2018 Finance Committee meetings, and to appoint Vice President Bockmiller as the Finance Committee Chair. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.

5. Fiscal Year 2017 Audit Results and Comprehensive Annual Financial Report

CFO Khalifa introduced White Nelson Diehl Evans' Audit Partner Nitin Patel who proceeded with a presentation which highlighted the following:

- Scope of Services
- Auditors' Opinion and Reports
- Communication with Those Charged with Governance
- Financial Statement Highlights

Mr. Patel responded to questions and the Board thanked him for the presentation.

ACTION ITEMS:

None.

REPORTS:


7. Directors’ Reports and Comments

INFORMATION ITEMS:

None.
Mesa Water® Board / Finance Committee Meeting December 18, 2017

The Board meeting was adjourned at 4:07 p.m.

Approved:

______________________________
Jim Atkinson, President

______________________________
Denise Garcia, District Secretary
ENGINEERING AND OPERATIONS COMMITTEE MEETING

CALL TO ORDER
The meeting of the Board of Directors was called to order on December 19, 2017 at 3:32 p.m. by Chairman Fisler at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
Vice President Bockmiller led the Pledge of Allegiance.

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

Directors Absent
Jim Atkinson, President
Shawn Dewane, Director

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

Others Present
Graham Juby, Vice President, Carollo Engineers, Inc.
Inge Wiersema, Vice President, Carollo Engineers, Inc.

PUBLIC COMMENTS
There were no comments on non-agendized topics.

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 or Development
5. Water Operations Status Report
MOTION

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

PRESENTATION AND DISCUSSION ITEMS:

6. Committee Meeting Dates and Chair Appointment

MOTION

Motion by Vice President Bockmiller, second by Director DePasquale, to confirm the third Tuesday of each month at 3:30 p.m. as the monthly day and time of the 2018 Engineering and Operations Committee meetings, and to appoint Director Fisler as the Engineering and Operations Committee Chair. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.

7. Nitrification Control

Assistant General Manager Lauri introduced Carollo Engineers, Inc.’s Vice Presidents, Graham Juby and Inge Wiersema, who proceeded with a presentation entitled “Nitrification Control Study Hydraulic Modeling” that highlighted the following:

- Background
- Why is Control/Elimination of Nitrification Important?
- Strategy to Improve Operation
- Study Objectives
- Water Age Analysis Results
- Fire Flow Analysis Results
- Study Conclusions
- Next Steps

Mr. Juby and Ms. Wiersema responded to questions and the Board thanked them for the presentation.

MOTION

Motion by Vice President Bockmiller, second by Director DePasquale, to add to the next regular Board meeting Consent Calendar award of a contract in the amount of $154,760 to Trussell Technologies, Inc. to evaluate the feasibility of converting from chloramination disinfection to free chlorine disinfection. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.
ACTION ITEMS:

8. On-Call Pipeline Construction Services

MOTION

Motion by Director DePasquale, second by Vice President Bockmiller, to add to the next regular Board meeting Consent Calendar approval of an increase to the On-Call Pipeline Repair and Construction contracts by $150,000 for a total not-to-exceed amount of $400,000 for Fiscal Year 2018, and authorization to execute the change order. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.

9. General Legal Counsel Services

MOTION

Motion by Vice President Bockmiller, second by Director DePasquale, to approve 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. Motion passed 3-0-2, with President Atkinson and Director Dewane absent.

REPORTS:


11. Directors’ Reports and Comments

INFORMATION ITEMS:

None.

The Board meeting was adjourned at 4:20 p.m.

Approved:

__________________________________________
Jim Atkinson, President

__________________________________________
Denise Garcia, District Secretary
CALL TO ORDER

The meeting of the Board of Directors was called to order on December 21, 2017 at 3:30 p.m. by Chairman Fisler at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Dewane led the Pledge of Allegiance.

Directors Present

Jim Atkinson, President (teleconference)
Marice H. DePasquale, Director
Shawn Dewane, Director
James R. Fisler, Director, Chair

Directors Absent

Fred R. Bockmiller, P.E., Vice President

Staff Present

Phil Lauri, P.E., Assistant General Manager
Wendy Duncan, Records Management Specialist/Assistant District Secretary
Stacy Taylor, External Affairs Manager

Others Present

Brian Lochrie, President, Communications LAB
David Cordero, Senior Account Manager, Communications LAB
John Lewis, President, Lewis Consulting Group
Carolyn Cavecche, President & CEO, Orange County Taxpayers Association

PUBLIC COMMENTS

There were no comments on non-agendized topics.

There was one public member present at the teleconference site.

ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA

Assistant District Secretary Duncan stated that one Mesa Water Director was attending the meeting via teleconference.

For each action, a roll call vote was taken in accordance with The Brown Act Government Code Section 54953.(b).(2). which states, “all votes taken during a teleconferenced meeting shall be by roll call.”
PROTOS AWARD PRESENTATION

External Affairs Manager Taylor acknowledged Communications Lab’s President Brian Lochrie and Senior Account Manager David Cordero and Lewis Consulting Group’s President John Lewis who presented Mesa Water with a 2017 PROTOS Public Affairs Programs Award for its Public Information and Education Campaign.

Photographs were taken.

External Affairs Manager Taylor introduced Orange County Taxpayers Association’s President Carolyn Cavecche who presented the District with a Certificate of Recognition in honor of Mesa Water’s 2017 Rose Nomination for eliminating unfunded pension liability, refinancing bond debt, and securing added funding at a lower rate for capital improvements, resulting in almost $9 million in cost-savings for the District and its customers over the next ten years.

Discussion ensued amongst the Board.

Photographs were taken.

CONSENT CALENDAR ITEMS:

1. Outreach Update

MOTION

Motion by Director Dewane, second by Director DePasquale, to approve Item 1 of the Consent Calendar. Motion passed 4-0-1, with Vice President Bockmiller absent, by the following roll call vote:

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

PRESENTATION AND DISCUSSION ITEMS:

2. Committee Meeting Dates and Chair Appointment

MOTION

Motion by Director Fisler, second by Director DePasquale, to confirm the fourth Monday, every other month, beginning in February (with the only revised meeting date being December 17, 2018), starting at 3:30 p.m., as the monthly day and time of the 2018 Legislative & Public Affairs Committee meetings and to appoint Director Fisler as the Legislative & Public Affairs Committee Chair. Motion passed 4-0-1, with Vice President Bockmiller absent, by the following roll call vote:

AYES: DIRECTORS DePasquale, Dewane, Fisler, Atkinson
NOES: DIRECTORS None
ABSENT: DIRECTORS Bockmiller
ABSTAIN: DIRECTORS None
ACTION ITEMS:

3. Advocacy Consulting Services

MOTION

Motion by Director Dewane, second by Direction DePasquale, to add to the next regular Board meeting Consent Calendar renewal of the contract with California Advocates for Advocacy Consulting Services through December 31, 2018 for an amount not to exceed $84,000. Motion passed 4-0-1, with Vice President Bockmiller absent, by the following roll call vote:

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

REPORTS:

4. Report of the General Manager
5. Directors’ Reports and Comments

INFORMATION ITEMS:

None.

The Board meeting was adjourned at 3:55 p.m.

Approved:

________________________________________
Jim Atkinson, President

________________________________________
Denise Garcia, District Secretary
MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: January 11, 2018
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

RECOMMENDATION

In accordance with Ordinance No. 28, adopted April 13, 2017, authorize attendance at conferences, seminars, meetings, and events.

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

On June 8, 2017, the Board approved Fiscal Year 2018 attendance at Conferences, Seminars, Meetings, and Events.

DISCUSSION

During the discussion of this item, if any, the Board may choose to delete any item from the list and/or may choose to add additional conferences, seminars, meetings, or events for approval, subject to available budget or additional appropriation.

FINANCIAL IMPACT

None.

ATTACHMENTS

None.
## 2018 CONFERENCES, SEMINARS, AND MEETINGS:

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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>February 1 - 2, 2018</td>
<td>CalDesal Conference</td>
<td>Monterey, CA</td>
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<td>February 7 - 9, 2018</td>
<td>Urban Water Institute Conference</td>
<td>Palm Springs, CA</td>
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<td>February 27 - March 1, 2018</td>
<td>ACWA Washington, D.C. Conference</td>
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<td>March 12 - 16, 2018</td>
<td>Jt. CA-NV AWWA/AMTA Spring Conference</td>
<td>West Palm Beach, FL</td>
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<td>March 14, 2018</td>
<td>ACWA Legislative Symposium</td>
<td>Sacramento, CA</td>
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<td>March 28-29, 2018</td>
<td>WaterNow Alliance Annual Summit</td>
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- **March 2018**
- **February 2018**
- **April 2018**

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1/3/2018 9:12 AM

Kathy Pham
# Upcoming Community Outreach Events

<table>
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<tr>
<th>Event:</th>
<th>Date &amp; Time:</th>
<th>Location:</th>
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<tbody>
<tr>
<td><strong>Public Safety Recognition Event</strong></td>
<td>Thursday January 18, 2018 6:00-9:00 p.m.</td>
<td>Fete the Venue 3101 Red Hill Avenue Costa Mesa, CA 92626</td>
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<tr>
<td><strong>5th Grade Assembly</strong></td>
<td>Monday January 29, 2018 10:45 a.m.</td>
<td>Kaiser Elementary 2130 Santa Ana Ave Costa Mesa, CA 92626</td>
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<tr>
<td><strong>5th Grade Assembly</strong></td>
<td>Wednesday February 7, 2018 10:40 a.m.</td>
<td>California Elementary 3232 California Street Costa Mesa, CA 92626</td>
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</table>
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: January 11, 2018
SUBJECT: Nitrification Control

RECOMMENDATION

Award a contract in the amount of $154,760 to Trussell Technologies, Inc. to evaluate the feasibility of converting from chloramination disinfection to free chlorine disinfection.

The Engineering and Operations Committee reviewed this item at its December 21, 2017 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.

PRIOR BOARD ACTION/DISCUSSION

At its January 21, 2014 meeting, the Engineering and Operations (E&O) Committee received an information item shortly after a series of nitrification events occurred within the distribution system.

At its October 21, 2014 meeting, the E&O Committee received an information item regarding the intention to retain professional engineering services to perform a Nitrification Control Study and provide a Nitrification Mitigation and Control Plan.

At its May 14, 2015 meeting, the Board of Directors (Board) authorized the General Manager to execute a contract with Carollo Engineering (Carollo) in the amount of $248,746 to perform the Nitrification Control Study.

At its December 20, 2016 meeting, the E&O Committee received a presentation on the results of the nitrification study and authorized a change order in the amount of $81,123 to Carollo to perform the water age modeling study.

BACKGROUND

Mesa Water has historically experienced periodic nitrification events in both storage reservoirs as well as in the southeastern distribution area where nitrification events have been difficult to address. Nitrification is one of the main challenges encountered by water providers that use monochloramine as a distribution system residual disinfectant. Monochloramine is a chlorine and ammonia compound with an optimal 5-to-1 ratio by weight. When this optimal ratio is exceeded, monochloramine is destroyed and disinfection by-products and taste and odor compounds are formed. When the ratio is sub-optimal, free ammonia is made available as a food source to nitrifying bacteria leading to nitrification. System operations must then be adjusted to maintain consistently high-quality water.
While the health standard for nitrite is limited to drinking water sources rather than distribution systems, the challenge with nitrification in the distribution system is that its byproducts degrade chloramines, which weakens the disinfection residual in the distribution system and increases the potential of contaminants and bacterial growth. This chloramine instability can lead to potential violation of regulated water quality parameters, corrosion issues, and reduced pipeline life. Operational challenges required during nitrification events include reduced reservoir storage, increased water sampling, removing affected reservoirs from service in order to perform break-point chlorination, distribution system flushing, and the potential use of costly imported water. Therefore, control or elimination of nitrification is important to the operation of the water system.

In late November through December 2013, there was an unusual series of four nitrification events that occurred in the Kemp Reservoir, although at no time were water quality compliance or health standards exceeded. The close sequence of nitrification events resulted in a determination that the quality of water going into the reservoir, rather than events occurring within the reservoir itself, appeared to be the source for these events.

With the consultation and approval of the Division of Drinking Water, targeted unidirectional flushing (UDF) and a 30-day conversion from chloramine to free chlorine for disinfection was undertaken. Both techniques yielded positive, but short-term results. Elevated nitrification levels within the distribution system and Kemp Reservoir returned within three months of the conclusion of the free chlorine conversion. Based on the aforementioned incidents, the 2014 Water Master Plan Update recommended that Mesa Water undertake a more detailed study of nitrification in the distribution system.

In July 2015, Mesa Water and Carollo launched a Nitrification Control Study to resolve this issue by assessing the impacts of nitrification and the effectiveness of the disinfection protocols used at its production and distribution facilities, developing a Nitrification Mitigation and Prevention Plan (NMPP), and developing a plan and cost estimate for proposed system modifications to address nitrification. Evaluation techniques included:

- Extensive review and analysis of historical water quality and operational data,
- Targeted field sampling and analyses at source water entry points, reservoirs, and distribution system, and
- Water system modeling performed using various operational scenarios to determine water age and identify areas where reservoirs share influence.

Additionally, bench scale testing of all water sources was conducted to evaluate the viability of converting to a free chlorine residual water system permanently while continuing to meet all water quality standards.

**Nitrification Control Study Recommendations**

Carollo encapsulated the results and recommendations from the Nitrification Control Study in a series of technical memos (TM). The recommendations are summarized and prioritized in Table 1.
Table 1. Nitrification Control Study Recommendations to Limit Nitrification

<table>
<thead>
<tr>
<th>Category</th>
<th>Priority</th>
<th>Description</th>
<th>Impact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Water Quality Goals</strong></td>
<td>Higher</td>
<td>1. Continue implementation of the Well Automation Project</td>
<td>Decrease free ammonia at entry points; stabilize chlorine and ammonia dosing</td>
<td>Complete at Wells 5 and 7 In construction at Wells 3 &amp; 9 Construction at Well 1 in 2018</td>
</tr>
<tr>
<td></td>
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<td>2. Implement complete chloramine booster stations at reservoir sites</td>
<td>Maintain higher chloramine residuals and control free ammonia</td>
<td>Preliminary Design</td>
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<tr>
<td></td>
<td>Lower</td>
<td>3. Continue periodic reservoir inspections and cleaning</td>
<td>Reduce sediment build-up</td>
<td>Scheduled for 2018</td>
</tr>
<tr>
<td><strong>Operational Goals</strong></td>
<td>Higher</td>
<td>1. Increase reservoir cycling rates</td>
<td>Decrease water age</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Hydraulic modeling to identify alternative system operations to decrease water age</td>
<td>Identify system modifications to reduce water age</td>
<td>Complete</td>
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<tr>
<td></td>
<td></td>
<td>3. Update the Nitrification Mitigation and Monitoring Plan</td>
<td>Allow for early detection of water quality changes</td>
<td>Not implemented</td>
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<tr>
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<td>4. Develop additional water sources to aid in reservoir cycling</td>
<td>Allow for rapid deep reservoir cycling and decreased water age</td>
<td>Preliminary Design of two new wells</td>
</tr>
<tr>
<td></td>
<td>Lower</td>
<td>1. Pipe flushing</td>
<td>Reduce sediment build-up in pipes</td>
<td>Not implemented</td>
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<tr>
<td></td>
<td></td>
<td>2. Replace unlined steel and ductile iron pipe (DIP)</td>
<td>Remove potential for nitrification where these pipe are installed</td>
<td>Not implemented</td>
</tr>
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</table>

Implementation is continuing for high priority recommendations including the well automation project and the acquisition of additional well sites to increase supply. A recommendation to complete chloramine booster stations at reservoir sites will be brought to a future E&O Committee Meeting. Implementation of the high priority operational goal to perform hydraulic modeling to identify alternative system options to decrease water age is discussed herein.

**DISCUSSION**

Water Age Modeling was performed using recent water quality and hydraulic operations data. The hydraulic model was first updated to enable long-term scenarios and solution convergence. The
locations and anticipated production from the Chandler and Croddy well sites were added to the model. Four reservoir scenarios were modeled:

1. Two Reservoirs (existing conditions)
2. No Reservoirs
3. Reservoir 1 Only
4. Reservoir 2 Only

The four reservoir scenarios were modeled to assess performance compared to three key goals:

- Minimizing water age on an average demand day (15.5 million gallons per day (mgd)) in the reservoirs and in the distribution system.
- Supplying demands on the peak hour (34.8 mgd) of the maximum demand day.
- Meeting fire flow demands on maximum demand day (23.2 mgd), while maintaining a minimum residual system pressure of greater than 40 pounds per square inch (psi). Fire flow demand was evaluated at fire “worst case” locations, as shown in Table 2.

Table 2. Fire Flow Demand Analysis

<table>
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<th>Location</th>
<th>Demand (Gallons per Minute)</th>
<th>Duration (hours)</th>
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<tr>
<td>South Coast Plaza</td>
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</tr>
<tr>
<td>John Wayne Airport Tank Farm</td>
<td>6,000</td>
<td>4</td>
</tr>
<tr>
<td>John Wayne Airport Terminal</td>
<td>6,000</td>
<td>4</td>
</tr>
<tr>
<td>Orange Avenue and East 17th Street</td>
<td>4,000</td>
<td>4</td>
</tr>
<tr>
<td>Industrial Way and Newport Boulevard (2016 Production Place fire)</td>
<td>4,000</td>
<td>4</td>
</tr>
<tr>
<td>16th Street and Monrovia Avenue (Highest elevation)</td>
<td>4,000</td>
<td>4</td>
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Results of the Analyses

- **Two Reservoirs:** Mesa Water currently has two water storage reservoirs. Reservoir 1 has a capacity of 10 million gallons. The Kemp Reservoir (Reservoir 2) has a capacity of 18 million gallons. In this scenario, the average water age at the test location is approximately 6.8 days. Peak hour demands are met, and all fire flow scenario demands are met with greater than 40 psi residual system pressure.

- **No Reservoirs:** If Mesa Water were to eliminate both reservoirs, peak hour demand could not be met from Mesa Water production facilities even with the addition of the two new wells. A supply deficit of approximately 3.8 million gallons per day would need to be addressed, potentially from imported water. Fire flow residual pressure is below 40 psi in four of the six fire flow analyses. However, the water age at the test location is lowest in this scenario at approximately 1.3 days.

- **Reservoir 1 or Reservoir 2 Only.** The results of eliminating one of the two reservoirs are similar. Peak hour demands are met with the existing supply plus one reservoir. Fire flow
residual pressure is below 40 psi in two of the six fire flow analyses. The average water age at the test location is approximately 3.5 days.

**Conclusions and Next Steps**

The results of the analyses show that Mesa Water needs at least one of its reservoirs to meet demands using 100% local supplies; the No Reservoir scenario was not considered further. Mesa Water could potentially eliminate one reservoir and reduce water age in the test location, however, the residual system pressures during a fire would be below the target of 40 psi in some parts of the system. Keeping just one reservoir is viable, but reduces operational flexibility for a small benefit in water age. Maintaining two reservoirs preserves operational flexibility while meeting peak hour and fire flow demands throughout the distribution system, and is the preferred option. Eliminating nitrification events within the two reservoirs and the distribution system will require implementation of a capital project to improve the water disinfection process. The two projects under consideration are as follows:

A. **Implementation of Reservoir Chemical Management Systems.** A recommendation to award a contract to complete Final Design of the reservoir chloramination systems may be brought to a future committee meeting.

B. **Disinfection Conversion to Free Chlorine.** Implementation of free chlorine disinfection will eliminate sources of nitrogen in the reservoirs and distribution system by converting to free chlorine. This option is discussed below.

**Disinfection Conversion to Free Chlorine**

The Nitrification Control Study did consider converting disinfection from chloramines to free chlorine. Free chlorine does not bring ammonia into the system, and therefore there are no nitrogen-containing compounds to form nitrites. Free chlorine; however, can promote the formation of disinfection by-products (DBP) such as trihalomethanes and haloacetic acids that have maximum contaminant levels (MCL) in the parts per billion range. Thorough study of a free chlorine conversion was beyond the scope of the nitrification control study. The initial results indicated that clear well water and imported water supplies could be converted to free chlorine without exceeding the MCL for disinfection by-products. However, the Mesa Water Reliability Facility (MWRF) water could exceed the trihalomethane MCL. Staff held subsequent meetings with the California State Water Resources Control Board Division of Drinking Water (DDW) to discuss converting to free chlorine and learned that several California water systems have both chloramination and free chlorine systems, and are able to meet their water quality requirements.

A proposal to perform a thorough evaluation of the potential conversion to free chlorine was requested from Trussell Technologies, Inc. (Trussell), an industry leader in water quality. With an in-house water quality lab and a staff of scientist-engineers, Trussell is uniquely qualified for this study. Trussell has previously provided Mesa Water with similar support to evaluate the odor concerns in the MWRF source water, and develop a pilot solution to remove the cause. Trussell’s solution was pilot tested for a year and was so successful that it was implemented permanently as part of the MWRF Improvements Project. Trussell has recommended a phased approach to free
chlorine conversion. Their proposal is provided in Attachment A. The tasks are summarized below:

**Task 1. Technical Evaluation.** This task will include bench-scale evaluation of DBP formation in each of Mesa Water’s sources of supply, as well as in blended supply sources.

**Task 2. Feasibility Assessment.** This task will use the results of Task 1 to develop DBP mitigation strategies, and identify points in the distribution system for free chlorine booster stations and potential process changes at the MWRF.

**Task 3. Full Scale Test Plan and Execution.** Based on the results of Task 2, develop a test plan to evaluate free chlorine disinfection for approximately six months, and evaluate the water quality. This task will be performed with coordination and approval from DDW.

**Task 4. Permit Amendments.** As part of implementation, Trussell will complete permit modification requests to DDW for all permitted sources.

Should the six month free chlorine pilot test prove that Mesa Water could maintain an acceptable chlorine residual and compliance with water quality regulations throughout the distribution system, a recommendation for a permanent conversion to free chlorine disinfection will be made to the Board for consideration. It is therefore recommended that the Board of Directors consider awarding a contract in the amount of $154,760, to Trussell Technologies, Inc. to evaluate the feasibility of converting from chloramination disinfection to free chlorine disinfection.

**FINANCIAL IMPACT**

In Fiscal Year 2018, no funds are budgeted for nitrification control studies. Funds for the proposed study will come from Cash On Hand.

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<td>Original Contracts</td>
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<td>Change orders</td>
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<td>Revised Contracts</td>
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<td>Actual spent to date</td>
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<tr>
<td>Revised Project Estimate</td>
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**ATTACHMENTS**

Attachment A: Trussell Technologies, Inc.’s Proposal to Evaluate Conversion of Mesa Water Supply from Disinfection with Chloramines to Disinfection with Free Chlorine
December 13, 2017

Mr. Phil Lauri  
Assistant General Manager  
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627  

Subject: Proposal to Evaluate Conversion of Mesa Water Supply from Disinfection with Chloramines to Disinfection with Free Chlorine

Dear Phil,

We are pleased to submit the enclosed proposal to evaluate the conversion of the Mesa Water drinking water supply from chloramines to free chlorine disinfection. Our project approach involves a phased evaluation that includes a Technical Evaluation focused on DBP formation, followed by a Feasibility Assessment to develop strategies for successful implementation of free chlorine disinfection, leading into Full-Scale Testing that engages the DDW through a period of testing that will ensure any proposed changes to the Mesa Water system are allowing for successful conversion to free chlorine without unintended consequences, and culminating with the development of a Permit Amendment to be approved by the DDW for the conversion to free chlorine.

We are looking forward to working with you and your staff on this challenging project. I am available to discuss all aspects of this proposal in further detail as needed.

Respectfully,

David R. Hokanson, Ph.D., P.E., BCEE  
Principal, Trussell Technologies, Inc.
SCOPE OF WORK
Free Chlorine Conversion Study

The Mesa Water District (Mesa Water) is considering switching to free chlorine disinfection as a strategy to avoid nitrification in its distribution system. Mesa Water currently uses chloramines for disinfection, targeting a chlorine-to-ammonia ratio of 4.5:1 and a 2.5 mg/L residual to match the residual of imported water (treated surface water) from the Metropolitan Water District of Southern California (MWD). Free chlorine will eliminate the possibility of nitrification while at the same time increasing the possibility of disinfection byproduct formation. This scope of work defines a phased study by Trussell Technologies (Trussell Tech) to convert the Mesa Water drinking water supply from chloramines to free chlorine disinfection.

TASK 1 – Technical Evaluation
An initial technical evaluation will focus on potential formation of disinfection byproducts (DBPs) from Mesa Water’s sources. Mesa Water’s primary source water is local groundwater (clear water wells, as well as colored water treated at the Mesa Water Reliability Facility, MWRF), supplemented by water from MWD. Free chlorine disinfection will completely eliminate nitrification in the distribution system; however, it increases the potential to form DBPs. DBPs of particular regulatory concern include trihalomethanes (THMs) and haloacetic acids (HAAs).

Bench-scale testing of the three water sources will be completed, including an assessment of chlorine demand, characterization of chlorine decay, DBP formation testing, as well as odor assessment. A parallel effort will assess DBP-related parameters from existing Mesa Water system data, including well production and source water blends over time, general WQ trends (e.g., total organic carbon, bromide) for each source, as well as water age evaluations.

Trussell Tech will facilitate a workshop with Mesa Water staff focused on the distribution system and key operating parameters that influence the formation of DBPs with the three water sources (clear water wells, MWRF treated water, and MWD water). The primary outcome of Task 1 will be to confirm that free chlorine disinfection is technically feasible option for Mesa Water. Another outcome will be identification of issues that require further evaluation prior to implementation. Task 1 results will be summarized in a draft Technical Memorandum No. 1 (TM 1) to be submitted to Mesa Water for comments. The project team will finalize TM 1 based on Mesa Water comments.

Deliverables:
1. Distribution System Workshop
2. Technical Memorandum No. 1

TASK 2 – Feasibility Assessment
The second phase of the study will build upon findings from Task 1 to further assess the feasibility of implementing free chlorine disinfection for the Mesa Water system. The project team will propose possible strategies to address issues identified in Task 1 (e.g., DBPs, water age). At a minimum, an evaluation of the following will be completed:

- Mitigation strategies for minimizing DBP formation (based on Task 1 results)
- Distribution system free chlorine boosting recommendations
- Process changes for MWRF

Hydraulic Modeling

As a part of Task 2, Task 1 bench testing results characterizing free chlorine decay and DBP formation will be incorporated in developing a series of hydraulic model runs to determine

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1 This project will build upon previous bench-scale testing with free chlorine disinfection completed for Mesa Water as part of the recent Nitrification Control Study by Carollo and AQUAlity.
theoretical DBP formation within the Mesa Water distribution system as a function of source water and hydraulic detention time. Carollo Engineers will be engaged as a sub-consultant to Trussell Tech to build upon previous modeling work for Mesa Water and complete a total of up to four modeling scenarios (to be determined by the Trussell Tech project team) aimed at optimizing operations to limit water age for source water(s) correlated with higher DBP formation. Costs associated with this effort are reflected in this budget, with a detailed scope of Carollo’s hydraulic modeling work shown below.

Carollo Engineers has recently completed nitrification hydraulic modeling for Mesa Water, evaluating the impact of modifications to reservoir operations on the water age of the water system. Carollo understands that Mesa Water would like to investigate the feasibility of converting their water distribution system from chloramines to free chlorine to decrease the possibility of nitrification, but are concerned with the potential for DBP formation within the water system.

The Carollo Engineers hydraulic modeling task (Task 2.2 in budget) consists of three sub-tasks, (2.2a) Project Management and Meetings; (2.2b) Hydraulic Modeling Analysis; and (2.2c) Documentation.

**Task 2.2a – Project Management and Meetings**
Subtask 2.2a includes general project management for a duration of up to four (4) months. Carollo will coordinate work effort, conduct project communications with the project team, Trussell Tech, and Mesa Water. Carollo will prepare for and attend up to one (1) project meeting and up to three (3) conference calls with Trussell Tech and/or Mesa Water. Carollo will prepare meeting materials to present findings and results related to subtasks 2.2b and 2.2c.

**Task 2.2b – Hydraulic Modeling Analysis**
Carollo understands that Trussell Technologies intends to investigate up to four (4) scenarios of different water sources to evaluate the formation potential of DBPs in the water system. It is expected that two of those scenarios will include 100% Metropolitan Water District supply and 100% groundwater supplies. The remaining two scenarios will consist of a mix of different supplies. It is assumed that Trussell Technologies will provide a summary of the average daily flow rates of each supply for a select set of demand conditions. For each scenario, Carollo will perform a water age evaluation of each scenario and a multi-species extension (MSX) simulation. It is expected that the MSX model setup will occur first, followed by water age and MSX model runs for the first scenario. The remaining three scenarios will be completed after Trussell Technologies and Mesa Water confirm that the presentation format of the results of the first scenario meets the needs of the project.

Task 2.2b.1 – MSX Model Setup
Carollo will set up the hydraulic model for MSX model runs. The model will be set up for up to four chemical constituents (TOC, bromide, and chlorine, for example) such that the model runs and produces results throughout the distribution system. In their scope, it is assumed that Carollo Engineers will provide neither the bulk and wall concentration formation coefficients for each constituent by water source, nor the the flow rates of each water supply. For comparison purposes, it is also assumed that all four scenarios will be run with the same hydraulic controls, reservoir configurations, and demand conditions so that the water supply mix is the only variable.

Task 2.2b.2 – Water Age Model Runs
Carollo will setup and run the hydraulic model for water age for each of the four scenarios. Carollo will evaluate the proposed operation of the water system on the expected water age of the system. Carollo will prepare one water age map for each of the four scenarios in the same

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2It will be decided by the project team (Trussell Technologies and Carollo) in consultation with Mesa Water how to determine the bulk and wall concentration formation coefficients for each constituent by water source.
format as used for the Nitrification Modeling Study prepared by Carollo in November 2017. The system-wide average water age of all demand nodes, as well as a select representative location in the south of the system, will be calculated and summarized for all four scenarios.

Task 2.2b.3 – MSX Model Runs
Carollo will run the hydraulic model for each of the four scenarios with the MSX model extension to evaluate DBP formation potential. Carollo will use the bulk and wall concentration formation coefficients determined by the project team. For each scenario, Carollo will provide a map of predicted DBP concentrations in the water distribution system. Additionally, the system-wide average DBP concentration of all demand nodes, as well as a select representative location in the south of the system, will be calculated and summarized for all four scenarios.

Task 2.2c – Documentation
Subtask 2.2c includes preparation of a draft Model Analysis TM that documents the key information, assumptions, description of analysis scenarios, and model analysis results. Comments from Trussell Tech and Mesa Water will be incorporated into a Final TM, and five (5) hard copies and an electronic copy will be submitted to Trussell Tech and Mesa Water staff.

Workshop and TM No. 2
Trussell Tech will conduct a workshop with Mesa Water operations and engineering staff to present its findings on technical issues to be addressed for successful implementation of free chlorine disinfection (Task 1), along with potential solutions (Task 2). The focus of the workshop will be to select the most promising solution to pursue as part of the third phase of the study. Task 2 results will be summarized in a draft Technical Memorandum No. 2 (TM 2) to be submitted to Mesa Water for comments. The project team will finalize TM 2 based on Mesa Water comments.

Deliverables:
1. Hydraulic Modeling Results (Carollo Engineers)
   a. Water Age Maps (one for each of 4 modeling scenarios)
   b. DBP Concentration Maps (one for each of 4 modeling scenarios)
   c. Summary table with average water age and DBP concentrations (4 scenarios)
   d. Model Analysis Technical Memorandum
2. Feasibility Workshop
3. Technical Memorandum No. 2

TASK 3 – Full-Scale Testing
A full-scale pilot test in a portion of the Mesa Water system will be the focus of the third phase of this study. A detailed test plan will be developed, addressing proposed system modifications (Task 2 outcomes), full-scale testing schedule, operations plan, as well as monitoring activities. The test plan will be submitted for review by Mesa Water and then comments will be incorporated ahead of submission to the California State Water Resources Control Board Division of Drinking Water (DDW). Trussell Tech will organize a meeting (in person or teleconference) with DDW to introduce the testing project and its objectives, as well as discuss the proposed test plan. Following comments from DDW, Mesa Water will make any required system modifications ahead of the full-scale testing period. Costs associated with detailed engineering and implementation of full-scale testing (e.g., system modifications, equipment, analytical) are not included in this Scope and Budget. Trussell Tech will work with Mesa Water staff to coordinate any proposed additional monitoring efforts throughout the full-scale testing period (estimated 6 months). A draft Technical Memorandum No. 3 (TM 3) will be developed to summarize results from the full-scale testing and provide recommendations for permanent system changes associated with conversion to free chlorine disinfection. The project team will finalize TM 3 based on Mesa Water comments.

Deliverables:
1. Test Plan
2. DDW Meeting
3. **Technical Memorandum No. 3**

**TASK 4 – Permanent System Conversion**

The final phase in the study is permanent conversion of the Mesa Water distribution system to free chlorine disinfection. Following the full-scale testing (Task 3), Trussell Tech will organize a meeting (in person or teleconference) with DDW and Mesa Water to present the testing results and discuss permanent system conversion to free chlorine disinfection. Trussell Tech will work with Mesa Water to review the existing permit and draft an amendment to request permanent use of free chlorine disinfection. The draft permit amendment will be submitted to DDW, and Trussell Tech will incorporate any comments into a final version. Costs associated with detailed engineering and implementation of the permanent system conversion (e.g., system modifications, equipment, analytical) are not included in this Scope and Budget.

**Deliverables:**
1. DDW Meeting
2. Draft and final permit amendment

**SCHEDULE**

The schedule for the proposed project is presented in the table below. The timing of full-scale testing (Task 3) and permanent system conversion (Task 4) is uncertain, pending input by DDW and system modifications. A draft of the final project deliverable (TM 3), will be prepared and delivered to Mesa Water 3 weeks after the completion of the data collection for the full-scale testing. The Task 4 DDW meeting will be scheduled within one month of the completion of the Task 3 full-scale testing.

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Marker Indication</th>
<th>2018</th>
<th>2019</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Evaluation</td>
<td>Workshop, TM 1</td>
<td>● ●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feasibility Assessment</td>
<td>Workshop, TM 2</td>
<td>● ●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Scale Testing*</td>
<td>Test Plan, DDW</td>
<td>● ● ● ●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent System Conversion*</td>
<td>DDW Meeting, Permit Amendment</td>
<td>● ● ● ●</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Timing and duration of Tasks 3 and 4 is uncertain, pending input by DDW and necessary system modifications.
PROPOSED FEE

Our proposed professional fee for the scope of work outlined above is $154,760, with the details of the proposed budget shown below.

### Trussell Technologies - Professional Service Fee

#### Mesa Water Free Chlorine Conversion Study

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Labor Rate</th>
<th>RRT</th>
<th>RST</th>
<th>DRH</th>
<th>ELO</th>
<th>CCY</th>
<th>Total Labor Cost</th>
<th>TT Lab Fee</th>
<th>Sub Consultant</th>
<th>ODCs*</th>
<th>Total Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>164</td>
<td>128</td>
<td>116</td>
<td>128</td>
<td>116</td>
<td>$65,352</td>
<td>$2,052</td>
<td>$69,954</td>
<td>$2,091</td>
<td>$154,760</td>
</tr>
</tbody>
</table>

* Mileage for vehicle use to be reimbursed at current IRS rate.

Cost includes the following markups:

- ODCs: 5%
- Subs: 7.5%
MEMORANDUM

TO:                 Board of Directors
FROM:              Tracy E. Manning, Water Operations Manager
DATE:              January 11, 2018
SUBJECT:           On-Call Pipeline Construction Services

RECOMMENDATION

Approve an increase to the On-Call Pipeline Repair and Construction contracts by $150,000 for a total not-to-exceed amount of $400,000 for Fiscal Year 2018, and authorize execution of the change order.

The Engineering and Operations Committee reviewed this item at its December 21, 2017 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.

PRIOR BOARD ACTION/DISCUSSION

At its June 20, 2017 meeting, the Engineering & Operations (E&O) Committee received an information item regarding the preparation of the Request for Bid for On-Call Emergency Pipeline Repair and Construction.

At its September 14, 2017 meeting, the Board of Directors (Board) approved On-Call Pipeline Construction Services with GCI Construction, Inc. (GCI), Paulus, and W.A. Rasic Construction Company, Inc. (Rasic).

At its November 9, 2017 meeting, the Board approved a $100,000 change order to the On-Call Pipeline Construction Services contracts with GCI, Paulus, and Rasic.

DISCUSSION

The use of on-call pipeline construction contractors allows Mesa Water District (Mesa Water®) to react quickly to urgent operational events, such as the series of main line breaks that occurred between August 29 and August 31, 2017, and to safely perform work outside the expertise of Mesa Water crews (deep excavations requiring extensive shoring, etc.). The on-call contractors are also an efficient resource to complete small projects that take away from traditional capital replacement work efforts performed by Mesa Water crews.

To date, $194,177 has been expended from this contract for the main line break repairs and siphon replacement. Two additional projects have been identified that will consume the remaining approved budget for this contract (See Table 1).

Staff anticipates that additional projects will be identified in the third and fourth quarters of the fiscal year that will require additional funding.
Table 1.

<table>
<thead>
<tr>
<th>Completed FY17 Projects</th>
<th>Date</th>
<th>Construction Contractor Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mendoza 12” Valve Cut-in</td>
<td>8/30/2017</td>
<td>$25,432</td>
</tr>
<tr>
<td>Airport Loop 8” Repair</td>
<td>8/30/2017</td>
<td>$32,920</td>
</tr>
<tr>
<td>Harbor &amp; Wilson 12” Repair</td>
<td>8/30/2017</td>
<td>$37,821</td>
</tr>
<tr>
<td>936 Wilson 6” Repair</td>
<td>8/30/2017</td>
<td>$16,837</td>
</tr>
<tr>
<td>2145 Placentia 14” Repair</td>
<td>8/30/2017</td>
<td>$24,855</td>
</tr>
<tr>
<td>Mendoza 12” Siphon Fabrication and Installation (30 feet length)</td>
<td>10/17/2017</td>
<td>$56,316</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>$194,177</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Upcoming Projects</th>
<th>Engineering Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>16” Transmission Main Valve Replacement (4 Valves)</td>
<td>$35,000</td>
</tr>
<tr>
<td>Lyons Park Main Line Abandonment with Install of 2 Valves</td>
<td>$50,000</td>
</tr>
</tbody>
</table>

Staff recommends that the Board of Directors consider approving an additional $150,000 for Fiscal Year 2018 for On-Call Pipeline Repair and Construction contracts with GCI, Paulus, and Rasic, and authorize execution of the contract change order. This increase will not be made available in subsequent years of the contract without prior approval from the Board of Directors.
FINANCIAL IMPACT

$150,000 is budgeted in Fiscal Year 2018; requested funding will come from Cash on Hand.

<table>
<thead>
<tr>
<th>Contract</th>
<th>Cost Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Contract Estimate (FY 2018)</td>
<td>$ 150,000</td>
</tr>
<tr>
<td>Original Contracts</td>
<td>$ 150,000</td>
</tr>
<tr>
<td>Change orders</td>
<td>$ 100,000</td>
</tr>
<tr>
<td>Requested funding</td>
<td>$ 150,000</td>
</tr>
<tr>
<td>Revised Contracts</td>
<td>$ 400,000</td>
</tr>
<tr>
<td>Actual spent to date</td>
<td>$ 194,177</td>
</tr>
<tr>
<td>Revised Contract Estimate</td>
<td>$ 400,000</td>
</tr>
</tbody>
</table>

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, External Affairs Manager
DATE: January 11, 2018
SUBJECT: Advocacy Consulting Services

RECOMMENDATION

Approve the contract renewal with California Advocates for Advocacy Consulting Services through December 31, 2018 for an amount not to exceed $84,000.

This item was approved by the Legislative & Public Affairs Committee at its December 21, 2017 meeting.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

In Fiscal Year 2014, Mesa Water District (Mesa Water®) retained, via a competitive procurement process for advocacy consulting services, the advocacy firm California Advocates (CA Advocates); since then, the District has annually renewed the CA Advocates contract.

DISCUSSION

At its meeting on November 2, 2017, the Board of Directors (Board) adopted Mesa Water’s 2018 Legislative Platforms for use regarding anticipated high-priority public policy issues. Advocacy for the District’s platforms has and will continue to require significant work in Sacramento on multiple issues during Calendar Year 2018.

CA Advocates has been effective for Mesa Water® on several high-priority issues through active legislative monitoring and engagement with the: Governor’s administration; State legislature and its leadership, committees, consultants and staff; State Water Resources Control Board; Association of California Water Agencies; CalDesal; California Municipal Utilities Association; California State Association of Counties; League of California Cities; California Special Districts Association; WateReuse; and others.

Staff recommends continuing work with CA Advocates as our lead Sacramento representative for advocacy issues important to Mesa Water.

FINANCIAL IMPACT

In Fiscal Year 2018, $84,000 is budgeted; $35,000 has been spent to date.
ATTACHMENTS

None.
RECOMMENDATION

Review agenda topics and discuss planning for the March 26, 2018 Board of Directors’ workshop.

The Executive Committee reviewed this item at its January 9, 2018 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

For the Board of Director’s (Board) review, the proposed agenda topics are as follows:

- Annual Measures Assessment
- Directors’ Compensation and Expense Reimbursement
- Regional Water Issues
- Policy Positions
- Staffing Plan
- Strategic Plan

The Board workshop will be held at the Mesa Water Reliability Facility on Monday, March 26, 2018; refreshments will be served.

FINANCIAL IMPACT

In Fiscal Year 2018, $3,500 is budgeted for Board workshop expenses; $829.18 has been spent to date.

ATTACHMENTS

None.
ACTION ITEMS:

11. CLOSED SESSION:

CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION:
Pursuant to California Government Code Sections 54956.9 (d) (1) and 54954.5 (c)
Case: Costa Mesa Sanitary District v. Mesa Water District
Case No. 30-2017-00923819-CU-PT-CJC

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

TO: Board of Directors
FROM: Syndie Ly, Human Resources Manager
DATE: January 11, 2018
SUBJECT: Terms and Conditions for Compensation – Non-Represented Employees

RECOMMENDATION

Extend the same terms and conditions to the Non-Represented Employees as set forth in the proposed Memorandum of Understanding with the Mesa Water District Employee Association (MWDEA) for the period of January 1, 2018 through December 31, 2022.

STRATEGIC PLAN

Goal #5: Attract and retain skilled employees.

DISCUSSION

At its December 14, 2017 meeting, the Board of Directors (Board) approved the terms and conditions as set out in the proposed Memorandum of Understanding with the Mesa Water District Employee Association (MWDEA), as on file with the District Secretary, and authorized the General Manager to execute the Memorandum of Understanding for the period of January 1, 2018 through December 31, 2022.

FINANCIAL IMPACT

Financial impact will be based upon any action the Board of Directors might take on this matter.

ATTACHMENTS

None.
REPORTS:

13. REPORT OF THE GENERAL MANAGER:
   • December Key Indicators Report
   • Other (no enclosure)
Goal #1: Provide a safe, abundant, and reliable water supply

FY 2018 Potable Production (Acre Feet)

<table>
<thead>
<tr>
<th>Water Supply Source</th>
<th>FY 2018 YTD Actual (AF)</th>
<th>FY 2018 YTD Budget (AF)</th>
<th>FY 2018 Annual Budget (AF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Water</td>
<td>2,061</td>
<td>1,776</td>
<td>2,986</td>
</tr>
<tr>
<td>Amber Water (MWRF)</td>
<td>2,126</td>
<td>2,336</td>
<td>4,328</td>
</tr>
<tr>
<td>Imported</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Basin Management Water (In-Lieu)</td>
<td>4,887</td>
<td>4,394</td>
<td>10,000</td>
</tr>
<tr>
<td><strong>Total Production</strong></td>
<td><strong>9,073</strong></td>
<td><strong>8,506</strong></td>
<td><strong>17,314</strong></td>
</tr>
</tbody>
</table>

YTD actual water production (AF) through December 31, 2017

Water Production by Source - 12 Month Trailing Percent of Acre Feet Produced

- **Clear Water**
- **Amber Water**
- **In-Lieu**
- **Imported**
Goal #1: Provide a safe, abundant, and reliable water supply

FY18 System Water Quality – This data reflects samples taken in November

<table>
<thead>
<tr>
<th>Distribution System:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>1.71</td>
<td>Current RAA = 1.76</td>
<td>4 RAA</td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coliform Positive %</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>69.8</td>
<td>59 – 77</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reservoir I &amp; II:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>1.64</td>
<td>0.88 – 2.3</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>1.63</td>
<td>0.85 – 2.25</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.36</td>
<td>0.18 - 0.52</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>69.3</td>
<td>65 – 74</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wells (Treated):</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.42</td>
<td>2.19 – 2.74</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.43</td>
<td>2.27 – 2.73</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.58</td>
<td>0.52 – 0.63</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>73.1</td>
<td>71 – 76</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MWRF:</th>
<th>Average</th>
<th>Range</th>
<th>MCL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine Residual (mg/L)</td>
<td>2.21</td>
<td>2.05 – 2.34</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.23</td>
<td>2.10 – 2.41</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.51</td>
<td>0.46 – 0.58</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>80.5</td>
<td>79 – 81</td>
<td>None</td>
</tr>
<tr>
<td>Color (CU) Compliance</td>
<td>ND</td>
<td>ND</td>
<td>15</td>
</tr>
<tr>
<td>Odor (TON) Compliance</td>
<td>2</td>
<td>ND – 2</td>
<td>3</td>
</tr>
</tbody>
</table>

Water Quality Calls/Investigations:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>2</td>
</tr>
<tr>
<td>Total Investigations (from calls)</td>
<td>1</td>
</tr>
</tbody>
</table>
Goal #2: Practice perpetual infrastructure renewal and improvement
Goal #3: Be financially responsible and transparent

Actual vs. Budget Capital Spending
(current month actual figures are estimated)
Goal #4: Increase public awareness about Mesa Water® and about water

<table>
<thead>
<tr>
<th>Web Site Information</th>
<th>November 2017</th>
<th>December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to the web site</td>
<td>5,229</td>
<td>4,376</td>
</tr>
<tr>
<td>Unique visitors (First time to the site)</td>
<td>2,895</td>
<td>2,433</td>
</tr>
<tr>
<td>Average per day</td>
<td>175</td>
<td>145</td>
</tr>
<tr>
<td>Average visit length</td>
<td>1 minute, 40 seconds</td>
<td>1 minute, 39 seconds</td>
</tr>
<tr>
<td>Page visited most</td>
<td>Home</td>
<td>Home</td>
</tr>
<tr>
<td>Second most visited page</td>
<td>Online Bill Pay</td>
<td>Online Bill Pay</td>
</tr>
<tr>
<td>Third most visited page</td>
<td>Human Resources</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Fourth most visited page</td>
<td>Rates Study</td>
<td>About/Organization</td>
</tr>
<tr>
<td>Fifth most visited page</td>
<td>About/Organization</td>
<td>Contact</td>
</tr>
<tr>
<td>Most downloaded file</td>
<td>2017 Water Quality Report</td>
<td>Board Agenda</td>
</tr>
<tr>
<td>Second most downloaded file</td>
<td>Board Agenda</td>
<td>2017 Water Quality Report</td>
</tr>
<tr>
<td>Most active day of the week</td>
<td>Wednesday</td>
<td>Friday</td>
</tr>
<tr>
<td>Least active day of the week</td>
<td>Thursday</td>
<td>Sunday</td>
</tr>
</tbody>
</table>

Total visits since June 1, 2002 1,228,364

Water Vending Machine Information

<table>
<thead>
<tr>
<th>Vending Machine Location</th>
<th>Vend Measurement</th>
<th>December 2017 Vends</th>
<th>Totals Vends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Water Office</td>
<td>1 gal</td>
<td>3,740</td>
<td>274,754</td>
</tr>
</tbody>
</table>
### Monthly Key Indicators Report
*For the Month of December 2017*

**Goal #5: Attract and retain skilled employees**

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>FY 2017</th>
<th></th>
<th></th>
<th>COMMENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OFFICE OF THE GENERAL MANAGER:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Manager</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Business Processes</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>2.00</td>
<td>2.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>ADMINISTRATIVE SERVICES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Services</td>
<td>4.75</td>
<td>3.75</td>
<td>1.00</td>
<td><em>Department Assistant</em> - recruitment in process</td>
</tr>
<tr>
<td>Information Technology</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
<td><em>Information Technology Coordinator</em> - vacant/using temporary assistance</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>6.75</td>
<td>3.75</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td><strong>CUSTOMER SERVICES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conservation</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>8.00</td>
<td>8.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>9.00</td>
<td>9.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>ENGINEERING:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering</td>
<td>5.00</td>
<td>5.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>5.00</td>
<td>5.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>EXTERNAL AFFAIRS:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legislative &amp; Governmental Affairs</td>
<td>1.50</td>
<td>1.00</td>
<td>0.50</td>
<td><em>Department Assistant</em> - recruitment in process</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>1.50</td>
<td>1.00</td>
<td>0.50</td>
<td></td>
</tr>
<tr>
<td><strong>FINANCIAL SERVICES:</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting/ Purchasing</td>
<td>4.00</td>
<td>3.00</td>
<td>1.00</td>
<td><em>Controller</em> - recruitment in process</td>
</tr>
<tr>
<td>Accounting</td>
<td>3.00</td>
<td>1.00</td>
<td>2.00</td>
<td><em>Senior Financial Analyst</em> - vacant</td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>7.00</td>
<td>4.00</td>
<td>3.00</td>
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<td><strong>HUMAN RESOURCES:</strong></td>
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<tr>
<td>Human Resources</td>
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<td><strong>Subtotal</strong></td>
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<td>3.00</td>
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<tr>
<td><strong>PUBLIC AFFAIRS:</strong></td>
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<td>Outreach, Education &amp; Communications</td>
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<td>1.00</td>
<td>1.50</td>
<td><em>Public Affairs Manager</em> - vacant</td>
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<tr>
<td><strong>Subtotal</strong></td>
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<td>1.00</td>
<td>1.50</td>
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<tr>
<td><strong>WATER OPERATIONS:</strong></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Supervision/Support</td>
<td>6.00</td>
<td>5.00</td>
<td>1.00</td>
<td><em>Department Assistant</em> - recruitment in process</td>
</tr>
<tr>
<td>Distribution</td>
<td>10.00</td>
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<tr>
<td>Production</td>
<td>3.00</td>
<td>3.00</td>
<td>0.00</td>
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</tr>
<tr>
<td>Water Quality</td>
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<td><strong>Subtotal</strong></td>
<td>21.00</td>
<td>20.00</td>
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<tr>
<td><strong>TOTAL BUDGETED POSITIONS:</strong></td>
<td>57.75</td>
<td>48.75</td>
<td>9.00</td>
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<tr>
<td><strong>INTERNS: (0.5 FTE = 1 Intern)</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Subtotal</strong></td>
<td>1.50</td>
<td>0.50</td>
<td>1.00</td>
<td></td>
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<tr>
<td><strong>TOTAL:</strong></td>
<td>59.25</td>
<td>49.25</td>
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Goal #6: Provide outstanding customer service

Customer Calls

<table>
<thead>
<tr>
<th>Call Type</th>
<th>FY18 YTD</th>
<th>December 2017</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Billing Question</td>
<td>1790</td>
<td>317</td>
<td>69</td>
</tr>
<tr>
<td>Service Requests</td>
<td>1479</td>
<td>216</td>
<td>57</td>
</tr>
<tr>
<td>High Bill</td>
<td>537</td>
<td>78</td>
<td>21</td>
</tr>
<tr>
<td>Payments</td>
<td>1523</td>
<td>254</td>
<td>59</td>
</tr>
<tr>
<td>Late Fee</td>
<td>833</td>
<td>162</td>
<td>32</td>
</tr>
<tr>
<td>Account Maintenance</td>
<td>401</td>
<td>105</td>
<td>15</td>
</tr>
<tr>
<td>On-Line Bill Pay</td>
<td>815</td>
<td>189</td>
<td>31</td>
</tr>
<tr>
<td>Water Pressure</td>
<td>28</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>No Water</td>
<td>93</td>
<td>15</td>
<td>4</td>
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<tr>
<td>Conservation</td>
<td>73</td>
<td>16</td>
<td>3</td>
</tr>
<tr>
<td>Water Waste</td>
<td>31</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Other (District info. other utility info. etc.)</td>
<td>2229</td>
<td>347</td>
<td>86</td>
</tr>
<tr>
<td>Rate Increase</td>
<td>15</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Fluoridation</td>
<td>13</td>
<td>0</td>
<td>1</td>
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<tr>
<td>TOTAL CUSTOMER CALLS</td>
<td>9860</td>
<td>1710</td>
<td>379</td>
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AVERAGE ANSWER TIME (Seconds) 8 8 8

Online Bill Pay Customers

<table>
<thead>
<tr>
<th>Current Customers Enrolled</th>
<th>FY 2018 YTD</th>
<th>December 2017</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>12330</td>
<td>978</td>
<td>134</td>
<td>38</td>
</tr>
</tbody>
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REPORTS:

14. 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.

<table>
<thead>
<tr>
<th>Jim Atkinson</th>
<th>Meetings Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reimbursement Date:</td>
<td>Description, Date</td>
</tr>
<tr>
<td>12/18/17</td>
<td>ACWA Fall Conference, 11/28 – 12/1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fred R. Bockmiller, Jr., P.E.</th>
<th>Meetings Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reimbursement Date:</td>
<td>Description, Date</td>
</tr>
<tr>
<td>12/4/17</td>
<td>ACWA Fall Conference, 11/27 -12/1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marice H. DePasquale</th>
<th>Meetings Attended</th>
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</thead>
<tbody>
<tr>
<td>Reimbursement Date:</td>
<td>Description, Date</td>
</tr>
<tr>
<td>12/8/17</td>
<td>ACWA Fall Conference, 11/29 – 11/30</td>
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</table>

<table>
<thead>
<tr>
<th>Shawn Dewane</th>
<th>Meetings Attended</th>
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</thead>
<tbody>
<tr>
<td>Reimbursement Date:</td>
<td>Description, Date</td>
</tr>
<tr>
<td>12/5/17</td>
<td>Water Issues Meeting w/ Muir, 11/28</td>
</tr>
<tr>
<td>12/5/17</td>
<td>ACWA Fall Conference, 11/29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>James R. Fisler</th>
<th>Meetings Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reimbursement Date:</td>
<td>Description, Date</td>
</tr>
<tr>
<td>12/18/17</td>
<td>ACWA Fall Conference, 11/28 – 12/1</td>
</tr>
</tbody>
</table>
There are no support materials for this item.