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ITEMS TO BE ADDED, WITHDRAWN, OR REORDERED ON THE AGENDA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 June 9, 2016.
2. Approve minutes of adjourned regular Board meeting of June 16, 2016.
3. Approve minutes of special Board meeting of June 20, 2016.
5. Board Schedule:
   • Conferences, Seminars, and Meetings
   • Board Calendar
   • Upcoming Community Outreach Events
6. Approve the Fiscal Year 2017 attendance at Conferences, Seminars, Meetings, and Events.
7. Award a professional services contract with Moran Consulting, Inc. for $99,043 plus a 10% contingency for a not-to-exceed amount of $108,947 to provide training to create an elite level of customer service at Mesa Water® and authorize execution of the contract.
8. Award a contract change order to Voit Real Estate Services for $50,000, for a total contract not-to-exceed amount of $75,000, for real estate acquisition services for two new well sites, and authorize execution of the change order.
9. Award a contract to Schuler Constructors, Inc. for $516,000 and a 10% contingency for a not-to-exceed amount of $567,600 to perform the Reservoirs 1 and 2 Improvements Project and authorize execution of the contract.
10. Authorize execution of a new Memorandum of Understanding between the County of Orange and Mesa Water District for use of AlertOC, a countywide emergency mass notification system.
11. Approve the Well 9B Project, approve filing of the Notice of Categorical Exemption from the California Environmental Quality Act, award a contract to Weber Water Resources for construction of the Well 9B Project for $834,941 plus a 10% contingency for a not-to-exceed amount of $918,435, and authorize execution of the contract.
12. Approve the General Legal Counsel Services Request for Proposal process.
13. Award a contract change order to Foley & Mansfield for special legal services for an amount not to exceed $100,000.
14. Approve support of Bill Nelson, Orange County Cemetery District Director, as candidate for the California Special Districts Association Board of Directors Southern Network Seat B, authorize President Shawn Dewane to be the District’s voting delegate, and direct staff to cast the mail-in ballot.

PRESENTATION AND DISCUSSION ITEMS:

15. SPECIAL DISTRICTS SHARED EFFICIENCIES PROJECT UPDATE:

Recommendation: Receive the Special Districts Shared Efficiencies study completed by Arcadis U.S., Inc. and provide direction to staff.

ACTION ITEMS:

16. ORANGE COUNTY WATER DISTRICT LETTER OF SUPPORT:

Recommendation: Approve letter of support for the Orange County Water District (OCWD) and the OCWD Act.

17. RESOLUTION NO. 1478 – CLAIMS ACT POLICY:


18. PUBLIC HEARING – 2016 PUBLIC HEALTH GOALS REPORT:

Recommendation: Public Health Goals Public Hearing:
- Open public hearing.
- Receive staff comments on Public Health Goals.
- Receive oral & written comments.
- Close public hearing and file the report.
19. RESOLUTION NO. 1479 – PROTOCOLS OF THE BOARD OF DIRECTORS:

Recommendation: Approve Resolution No. 1479 Adopting Protocols of the Board of Directors Superseding Resolution No. 1457.

20. CLOSED SESSION:

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION:
Potential Initiation of Litigation Pursuant to Government Code Section 54956.9(c), (1 or more potential cases).

RETURN TO OPEN SESSION.

REPORTS:

21. REPORT OF THE GENERAL MANAGER
   • June Key Indicators Report
   • Other (no enclosure)

22. DIRECTORS’ REPORTS AND COMMENTS

INFORMATION ITEMS:

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

24. 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.

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 THE NEXT REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, AUGUST 11, 2016 AT 6:00 P.M.
CALL TO ORDER  
The meeting of the Board of Directors was called to order on June 9, 2016 at 6:05 p.m. by President Dewane at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

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

Directors Present  
Shawn Dewane, President
Ethan Temianka, Vice President
Jim Atkinson, Director
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent  
None

Staff Present  
Paul E. Shoenberger, P.E., General Manager
Coleen L. Monteleone, Assistant General Manager/District Secretary
Phil Lauri, P.E., Assistant General Manager
Andrew Hamilton, Chief Financial Officer
Stacy Taylor, External Affairs Manager
Stacie Sheek, Customer Services Manager
Cynthia Ragland, Interim Public Affairs Manager
Denise Garcia, Executive Assistant to the General Manager/Assistant District Secretary
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone
Justin Finch, Resource Efficiency Specialist
Noelle Collins, Public Affairs Coordinator

Others Present  
Stella Fitzpatrick, Environmental Nature Center “Drought” Art Contest Winner, Orange Coast College Early Childhood Lab School
Sophie Rafle, Poster & Slogan Contest Winner, Davis Magnet School
Mike Howard, Executive Director & Founder, Operation Clean Slate
Dan Thompson, Board Member, Operation Clean Slate
Scott Brehmer, MPH, CIH, CSP, Southern California Regional Manager & Principal, BSI EHS Services and Solutions
Sarina Sriboonlue, Environmental Engineer, Arcadis U.S., Inc.
PRESENTATION TO ART CONTEST WINNERS

President Dewane presented the item. He introduced 4-year old Stella Fitzpatrick whose artwork, *Drought Tolerant Garden*, received 3rd place in the 4 – 7 year old category in the Environmental Nature Center’s “Drought” Art Contest. He then introduced 7-year old Sophie Rafle from the Davis Magnet School. Her artwork received 1st place in her age category in the Poster/Slogan Contest.

Photographs were taken.

2016 CHILDREN’S WATER EDUCATION FESTIVAL MURAL PRESENTATION BY OPERATION CLEAN SLATE

President Dewane introduced Public Affairs Coordinator Collins who provided an overview of the item. She then introduced Operation Clean Slate’s Founder & Executive Director Mike Howard and Board Member Dan Thompson who presented the 2016 Children’s Water Education Festival mural to Mesa Water.

Photographs were taken.

PUBLIC COMMENTS

President Dewane asked for public comments on non-agendized items. There were no comments and President Dewane proceeded with the meeting.

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

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

CONSENT CALENDAR ITEMS:

Director Bockmiller pulled Item 9. There were no objections.

1. Approve minutes of special Board meeting of May 16, 2016.
2. Approve minutes of special Board meeting of May 17, 2016.
3. Approve minutes of adjourned regular Board meeting of May 19, 2016.
4. Approve minutes of special Board meeting of May 26, 2016.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
   - Conferences, Seminars, and Meetings
   - Board Calendar
   - Upcoming Community Outreach Events
7. Declare certain property as surplus and authorize the General Manager to dispose of it within the established rules and regulations set forth by Resolution No. 1463.
8. Award a contract to J.R. Filanc Construction Company for $795,424 and a 10% contingency for a not-to-exceed amount of $874,966 to perform the Mesa Water Reliability Facility Finished Water Quality Polishing System Project and authorize execution of the contract.
9. Approve proclamations recognizing the heroic actions of Eddie Nunez and Stryder Huff.
10. Approve support for the amendments to the California Special Districts Association Bylaws as presented.

President Dewane asked for comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to approve Items 1 – 8 and Item 10 of the Consent Calendar. Motion passed 5-0.

Item 9 – Approve proclamations recognizing the heroic actions of Eddie Nunez and Stryder Huff.

Director Bockmiller recognized two Mesa Water employees - Eddie Nunez and Stryder Huff - for their actions on May 18, 2016 in saving the life of an elderly driver by helping him get out of his stalled car and to safety when the vehicle caught fire. Director Bockmiller commented that it is rare in someone’s lifetime to have the opportunity to perform such a heroic act and that Mesa Water® is very proud to bestow proclamations upon such deserving employees.

It was noted that the proclamations would be presented to Messrs. Nunez and Huff at the Board Breakfast on June 14, 2016.

President Dewane asked for comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Fisler, to approve Item 9 of the Consent Calendar approving proclamations recognizing the heroic actions of Eddie Nunez and Stryder Huff. Motion passed 5-0.

PRESENTATION AND DISCUSSION ITEMS:

11. 2016 ENVIRONMENTAL, HEALTH, AND SAFETY PROGRAM AUDIT:

General Manager Shoenberger introduced the topic, noting that in 2012 Mesa Water competitively selected BSI (formerly EORM) to review Mesa Water’s safety program. Beginning in 2014, Mesa Water implemented annual safety audits to support the District’s dedication to health and safety. BSI conducted its third audit of Mesa Water in 2016.

GM Shoenberger introduced BSI’s Southern California Regional Manager & Principal Scott Brehmer, MPH, CIH, CSP who proceeded with a presentation. The following was highlighted:

- Scorecard
- 2016 Significant Improvements
- 2016 Areas That Require Improvement
- Next Steps

Mr. Brehmer responded to questions and the Board thanked him for the presentation.
ACTION ITEMS:

12. RESOLUTION NO. 1476 – WATER CONSERVATION AND WATER SUPPLY EMERGENCY PROGRAM:

General Manager Shoenberger introduced Resource Efficiency Specialist Finch who proceeded with the presentation. The following was highlighted:

- Monthly Conservation Goals
- Adjustments to the Water Conservation Standards
- Extending the Emergency Water Conservation Regulations & New Conservation Standards
- Water Supply Reliability Certification
- Permanent Water Conservation Requirements
- Recommendations

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

President Dewane asked for comments. There were no comments.

MOTION

Motion by Director Bockmiller, second by Director Fisler, to adopt Resolution No. 1476 Deactivating the Water Conservation and Water Supply Emergency Program – Level 1 Water Supply Shortage, as amended, Superseding Resolution No. 1471. Motion passed 5-0 by the following roll call vote:

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

13. 2015 URBAN WATER MANAGEMENT PLAN PUBLIC HEARING:

President Dewane announced the public hearing for the purposes of inviting the public to comment on the 2015 Urban Water Management Plan.

General Manager Shoenberger confirmed that notices for the Public Hearing were posted at the District’s business office at 1965 Placentia Avenue, Costa Mesa; the United States Post Office at 1590 Adams Avenue, Costa Mesa; Costa Mesa City Hall at 77 Fair Drive, Costa Mesa; and on Mesa Water’s website. Two legal advertisements were published in the Daily Pilot on May 26, 2016 and on June 2, 2016 and a press release was sent to the media on May 26, 2016.

The floor was opened to the Board for comments. The Board offered comments.

The floor was opened to the public for comments. There were no comments.
MOTION

Motion by Director Fisler, second by Director Bockmiller, to adopt Resolution No. 1477 - 2015 Urban Water Management Plan. Motion passed 5-0 by the following roll call vote:

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

14. RESOLUTION NO. 1474 – BOARD OF DIRECTORS COMMUNICATIONS EQUIPMENT AND SERVICE POLICY:

General Manager Shoenberger introduced Assistant General Manager Monteleone who explained the changes in the policy.

President Dewane asked for comments. Directors offered comments.

MOTION

Motion by Director Bockmiller, second by Director Atkinson, to adopt Resolution No. 1474 Board of Directors Communications Equipment and Service Policy, with an amendment to Option 2, Superseding Resolution No. 1430. Motion passed 5-0 by the following roll call vote:

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

REPORTS:

15. REPORT OF THE GENERAL MANAGER
   • May Key Indicators Report
   • Other (no enclosure)

16. DIRECTORS’ REPORTS AND COMMENTS

INFORMATION ITEMS:

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

18. OTHER (NO ENCLOSURE)
In honor of the long life of Donald Lee Shoenberger, President Dewane adjourned the Board of meeting at 7:27 p.m. to an Adjourned Regular Board Meeting scheduled for Thursday, June 16, 2016, at 3:30 p.m.

Approved:

________________________________________________________________________

Shawn Dewane, President

________________________________________________________________________

Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer
CALL TO ORDER

The meeting of the Board of Directors was called to order on June 16, 2016 at 3:32 p.m. by President Dewane 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

Shawn Dewane, President
Ethan Temianka, Vice President
Jim Atkinson, Director
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent

None

Staff Present

Coleen L. Monteleone, Assistant General Manager/ District Secretary
Phil Lauri, P.E., Assistant General Manager
Stacy Taylor, External Affairs Manager
Cynthia Ragland, Interim Public Affairs Manager
Denise Garcia, Executive Assistant to the General Manager/ Assistant District Secretary
Rob Anslow, Attorney, Bowie, Arneson, Wiles & Giannone
Noelle Collins, Public Affairs Coordinator

Others Present

Robert Ooten, Director, Costa Mesa Sanitary District
Merle Moshiri, Member of the Public

PUBLIC COMMENTS

President Dewane asked for public comments on non-agendized items. There were no comments and President Dewane proceeded with the meeting.

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

Assistant General Manager Lauri announced there were no items to be added, withdrawn, or reordered on the agenda.
ACTION ITEMS:

1. SPECIAL DISTRICTS SHARED EFFICIENCIES PROJECT:

   Assistant General Manager Phil Lauri introduced the item. He offered the Special Districts Shared Efficiencies Project is based on the objective of best serving our community in the most economical, effective and efficient way possible.

   AGM Lauri introduced External Affairs Manager Taylor who proceeded with a presentation regarding the Optimal Governance Structure Study.

   Ms. Taylor offered the study’s scope of work includes the following:

   • Agencies Overview
   • Combined Agency Organization Evaluation
   • Combined Agency Outsourcing Evaluation
   • Combined Agency Financial Evaluation
   • Document Evaluation and Results

   In conclusion, Ms. Taylor noted that all three consultants who bid on the study were highly qualified; staff is recommending the Board award a contract to Arcadis U.S., Inc.

   President Dewane asked for comments. Costa Mesa Sanitary District (CMSD) Director Robert Ooten was recognized and offered comments. He noted that the CMSD Board reviewed the Request for Proposals at their June 14, 2016 Study Session.

   President Dewane asked for comments from the Board. Directors offered comments.

MOTION

   Motion by President Dewane, second by Director Temianka, to award a contract to Arcadis U.S., Inc. for the Special Districts Shared Efficiencies Study in the amount of $29,960. 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 4:16 p.m to a Regular Board Meeting scheduled for Thursday, July 14, 2016, at 6:00 p.m.

Approved:

____________________________
Shawn Dewane, President

____________________________
Coleen L. Monteleone, District Secretary

Recording Secretary: Sharon D. Brimer
FINANCE COMMITTEE MEETING

CALL TO ORDER
The meeting of the Board of Directors was called to order on June 20, 2016 at 3:30 p.m. by Chairman Temianka at the District Office Boardroom, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE
President Bockmiller led the Pledge of Allegiance.

Directors Present
Shawn Dewane, President
Ethan Temianka, Vice President, Chair
Fred R. Bockmiller, Director
James R. Fisler, Director

Directors Absent
Jim Atkinson, Director

Staff Present
Coleen L. Monteleone, Assistant General Manager/
District Secretary
Andrew Hamilton, Chief Financial Officer/District Treasurer
Denise Garcia, Executive Assistant to the General Manager/
Assistant District Secretary

Others Present
None

PUBLIC COMMENTS
There was no public present.

PRESENTATION AND DISCUSSION ITEMS:
None.

ACTION ITEMS:
1. Claims Act Policy

Prior to the vote, Director Bockmiller inquired of staff, “If a claim came in, would we follow the same process as those from the South Coast Plaza leak?” CFO Hamilton responded, “Yes, the policy documents the current practice.”
MOTION

Motion by President Dewane, second by Director Fisler, to add to the next regular Board meeting Consent Calendar adoption of Resolution No. XXXX, Adopting a Policy Concerning Claims Against Mesa Water District Pursuant to the Government Claims Act and Superseding Resolution No. 1278 and adopt Ordinance No. XX, Adopting Government Claims Act Provisions. Motion passed 4-0-1, with Director Atkinson absent.

2. Financial Auditor Selection

MOTION

Motion by President Dewane, second by Director Fisler, to approve the Scope of Work within the existing Professional Auditing Services Request for Proposal, develop a scope of work and budget to conduct a Fraud Audit, and award a contract with White Nelson Diehl Evans LLP to perform annual financial audit services for fiscal years ending June 30, 2016, June 30, 2017, and June 30, 2018, with two optional one-year extensions. Motion passed 4-0-1, with Director Atkinson absent.

Board directed staff to prepare a Resolution documenting the process for Auditor and General Legal Counsel Selection.

3. FY 2017 District Memberships/Public Outreach Events

MOTION

Motion by President Dewane, second by Director Fisler, to amend the District Memberships/Public Outreach Events by removing membership to Orange County Coastkeeper and by adding possible memberships to Solid Waste Association of North America (SWANA) and California Association of Sanitation Agencies (CASA). This item will be brought to a future meeting of the Legislative and Public Affairs Committee. Motion passed 4-0-1, with Director Atkinson absent.

REPORTS:

4. Accounts Paid Listing
5. Monthly Financial Reports
6. Major Staff Projects
7. Report of the General Manager
8. Directors' Reports and Comments

INFORMATION ITEMS:

9. South Coast Plaza Update
10. Financial Forecast
The Board meeting was adjourned at 4:41 p.m.

Approved:

______________________________
Shawn Dewane, President

______________________________
Coleen L. Monteleone, District Secretary
The meeting of the Board of Directors was called to order on June 25, 2016 at 11:00 a.m. by Vice President Temianka at the Mesa Water Reliability Facility, located at 1350 Gisler Avenue, Costa Mesa, California.

Director Atkinson led the Pledge of Allegiance.

Directors Present
- Ethan Temianka, Vice President
- Jim Atkinson, Director
- Fred R. Bockmiller, Director
- James R. Fisler, Director

Directors Absent
- Shawn Dewane, President

Staff Present
- Stacy Taylor, External Affairs Manager
- Cynthia Ragland, Interim Public Affairs Manager
- Justin Finch, Resource Efficiency Specialist
- Noelle Collins, Public Affairs Coordinator
- Maryanne Grunbaum, Customer Service Representative II
- Jamar Ogan, Customer Service Representative II
- Epuni Hinnebusch, Customer Service Representative II
- Lauryn Dickinson, Department Assistant
- Bryan Tyson, Water Maintenance Crewleader
- Coleman LePage, Water Maintenance Worker I
- Cassandra Magdaleno, Public Affairs Intern

Others Present
- Larry Dick, Director, Metropolitan Water District of Southern California/ Municipal Water District of Orange County
- Joan Finnegan, Director, Municipal Water District of Orange County
- Cathy Green, President, Orange County Water District
- Stephen Mensinger, Mayor, City of Costa Mesa
- Tim Whitacre, Representative from the Office of Orange County Board of Supervisors Michelle Steel
- 75 Water Issues Study Group alumni

PRESENTATION AND DISCUSSION ITEMS:

1. WATER ISSUES STUDY GROUP MEETING:

   Vice President Temianka welcomed the Water Issues Study Group alumni and introduced the present Mesa Water® Directors, each of whom addressed the group.
Vice President Temianka introduced External Affairs Manager Taylor who proceeded with the Local Leadership Forum. Ms. Taylor moderated the panel discussion titled “Current Water Issues, Trends & Topics” featuring the following panelists: Metropolitan Water District of Southern California/Municipal Water District of Orange County (MWDOC) Director Larry Dick, MWDOC Director Joan Finnegan, Orange County Water District President Cathy Green, and Mesa Water® Vice President Temianka. The discussion was followed by responses to questions from the alumni participants.

Director Bockmiller conducted a tour of the Mesa Water® Reliability Facility followed by a garden tour facilitated by Resource Efficiency Specialist Finch.

Director Atkinson moderated the panel discussion titled “Local Government Issues, Trends & Topics” featuring the following panelists: City of Costa Mesa Mayor Stephen Mensinger, Tim Whitacre from the Office of Orange County Board of Supervisors Michelle Steel, and Mesa Water® Director and Local Agency Formation Commission Commissioner Fisler. The discussion was followed by responses to questions from the alumni participants.

External Affairs Manager Taylor facilitated a question and answer discussion and then conducted the conservation drawing. Director Fisler provided closing remarks.

INFORMATION ITEMS:

2. OTHER (No enclosure):

PUBLIC COMMENTS

Director Fisler asked for public comments. There were no comments.

Director Fisler adjourned the meeting at 1:05 p.m.

Approved:

______________________________
Shawn Dewane, President

______________________________
Coleen L. Monteleone, District Secretary
## 2016 CONFERENCES, SEMINARS, AND MEETINGS:

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<td>August 24-26, 2016</td>
<td>Urban Water Institute Conference</td>
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<td>October 10-13, 2016</td>
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<td>October 24-27, 2016</td>
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<td>November 29 - December 2, 2016</td>
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<td>December 14-16, 2016</td>
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### Candidate Filing 7/18-8/12 @ 5 PM
- 8:30AM OCWD/MDCC J. Planning Meeting (MDCC Conference Room 101)
- 8:00PM Mesa Water District Community Coffee Outreach Events Division 4 - Atkinson (TBD)

### Pay Day
- 8:30AM OCWD/MDCC J. Planning Meeting (MDCC Conference Room 101)
- 8:00PM Mesa Water District Community Coffee Outreach Events Division 4 - Atkinson (TBD)
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<td>10:00AM AQWA Energy Committee Meeting (Bockmiller)</td>
<td>12:00PM ACC-OC Water Committee (OCTA, 600 S. Main St. Orange, CA Conf. Room 103/104)</td>
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<td>8:30AM Mesa Water District Community Coffee Outreach Events - Division 3 - Temianka (Shiffer Park, 3143 Bear Street, Costa Mesa)</td>
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<td>3:30PM Finance Committee Meeting - Temianka, Bockmiller (Boardroom)</td>
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<td>3:30PM WACO Planning Committee - Temianka (MMDOC)</td>
<td>7:30AM LWAC Meeting (Atkinson, Bockmiller, Fisler)</td>
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<td>3:30PM Engineering and Operations Committee Meeting - Bockmiller, Fisler (Boardroom)</td>
<td>8:30AM LWAC Planning Meeting (MMDOC Boardroom )</td>
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<td>5:45PM Costa Mesa City Council Mtg</td>
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<td>5:45PM Costa Mesa City Council Mtg</td>
<td>6:00PM Mesa Water District Community Coffee Outreach Events - Division 3 - Temianka (Shiffer Park, 3143 Bear Street, Costa Mesa)</td>
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**Candidates Filing 7/18-8/12 @ 5 PM**

- Pay Day
- Pay Period Ends

**Urban Water Institute Conference 8/24-8/26 (Atkinson, Temianka) + San Diego, CA**

- 3:00PM LPAC Committee Meeting - Fisler, Atkinson (Boardroom)
### September 2016

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**Holiday:** Labor Day

**Pay Days:**
- July 6, 2016
- November 23, 2016

**Pay Period Ends:**
- July 1, 2016
- November 30, 2016

**Holiday Pay Days:**
- July 5, 2016
- November 22, 2016

**Labor Day Holiday:**
- September 5, 2016

**Pay Period Ends:**
- July 1, 2016
- November 30, 2016
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<th>Date &amp; Time:</th>
<th>Location:</th>
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| Community Chat              | Saturday  
July 16, 2016  
8:30 a.m. to 10 a.m. | Costa Mesa Historical Society  
1870 Anaheim Avenue  
Costa Mesa |
| Community Chat              | Wednesday  
July 20, 2016  
6:00 p.m. to 7:30 p.m. | Mesa Water District  
1965 Placentia Avenue  
Costa Mesa |
| Garden Tours at OC Fair     | Wednesday  
July 20, 2016  
12 p.m. to 5 p.m. | Mesa Water Garden  
Centennial Farm, OC Fair  
88 Fair Drive, Costa Mesa |
| Community Chat              | Saturday  
July 23, 2016  
8:30 a.m. to 10:00 a.m. | Pinkley Park  
360 East Ogle Street  
Costa Mesa |
| Concerts in the Park        | Tuesday  
July 26, 2016  
5:00 p.m. to 8:00 p.m. | Fairview Park  
2501 Placentia Avenue  
Costa Mesa |
| Community Chat              | Wednesday  
July 27, 2016  
6:00 p.m. to 7:30 p.m. | College Park Elementary  
2380 Notre Dame Road  
Costa Mesa |
| Garden Tours at OC Fair     | Wednesday  
July 27, 2016  
12 p.m. to 5 p.m. | Mesa Water Garden  
Centennial Farm, OC Fair  
88 Fair Drive, Costa Mesa |
| Community Chat              | Saturday  
July 30, 2016  
8:30 a.m. to 10:00 a.m. | Vanguard University  
Scott Academic Center, #227  
55 Fair Drive, Costa Mesa |
| Garden Tours at OC Fair     | Wednesday  
August 3, 2016  
12 p.m. to 5 p.m. | Mesa Water Garden  
Centennial Farm, OC Fair  
88 Fair Drive, Costa Mesa |
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<tr>
<td><strong>Community Chat</strong></td>
<td>Saturday, August 6, 2016</td>
<td>8:30 a.m. to 10:00 a.m.</td>
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<td><strong>Community Chat</strong></td>
<td>Wednesday, August 10, 2016</td>
<td>6:00 p.m. to 7:30 p.m.</td>
<td>Mesa Water Reliability Facility, 1350 Gisler Avenue, Costa Mesa</td>
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<td><strong>Garden Tours at OC Fair</strong></td>
<td>Wednesday, August 10, 2016</td>
<td>12 p.m. to 5 p.m.</td>
<td>Mesa Water Garden, Centennial Farm, OC Fair, 88 Fair Drive, Costa Mesa</td>
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MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E., General Manager  
DATE: July 14, 2016  
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

RECOMMENDATION

Approve the Fiscal Year 2017 attendance at Conferences, Seminars, Meetings, and Events.

The Executive Committee reviewed this item at its June 7, 2016 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 Committee’s review and consideration, the following Proposed List of attendance considerations is based on Director attendance over the past four years:

Proposed List (in accordance with Ordinance No. 25, adopted April 9, 2015):
1. Mesa Water Outreach Events (for Directors’ fees approval; event is at no cost):
   a. Children’s Water Education Festival
   b. Director meetings with General Manager
   c. Mesa Water Director meetings with other Mesa Water Directors
   d. Facility tours
   e. OC Fair garden presentations
   f. Various employee recognition events
   g. Water Issues Study Group meetings

2. Annual Conferences/Seminars:
   a. ACWA/JPIA conferences, seminars, symposiums, tours, and functions
   b. AMTA conferences, seminars, tours, and functions
   c. AWWA conferences, seminars, tours, and functions
   d. CALAFCO conferences, seminars, and functions
   e. California Water Policy conferences, seminars, and functions
   f. CA-NV AWWA conferences, seminars, tours, and functions
   g. Chapman University Economics & Business Forecast and Update
h. CRWUA conferences, seminars, tours, and functions
i. CSDA conferences, seminars, tours, and functions
j. Ethics training for local officials
k. Green Technology seminars, tours, and functions
l. National Water Quality Monitoring Council conferences, seminars, and functions
m. Public Utility Elected Officials conference
n. Senior Executive in State/Local Government program
o. Sexual harassment prevention training
p. Southwest Membrane Operator Association conference, seminars, and functions
q. Urban Water Institute conferences, seminars, tours, and functions

3. Other Agencies/Organizations Meetings and Events:
   a. 19th Street Bridge Community Group meetings and functions
   b. Activist Groups (Newport-Mesa Tea Party) meetings and functions
   c. Association of California Cities Orange County meetings, events, tours, and forums
   d. Association of California Water Agencies Joint Powers Insurance Authority meetings, events, tours, forums, and functions
   e. Association of California Water Agencies meetings, events, tours, forums, and functions
   f. Bond Buyer's California Public Finance Conference
   g. CalDesal meetings, events, tours, forums, and functions
   h. California Municipal Treasurers Association meetings and functions
   i. City Council meetings, events, tours, forums, and functions
   j. Colorado River Water Users Association meetings, events, tours, forums, and functions
   k. Costa Mesa/Newport Beach Chamber meetings and functions
   l. Independent Special Districts of Orange County meetings, events, tours, forums, and functions
   m. Law Seminars International Seminars
   n. Local Federal Senator/Assembly Member and Elected Official meetings and functions
   o. Local Homeowners Association meetings
   p. Local OC Supervisors, State Senator/Assembly Member and Elected Officials meetings and functions
   q. MWD meetings, events, tours, forums, and functions
   r. MWDOC meetings, events, tours, forums, and functions
   s. Neighborhood Community Associations meetings and functions
   t. Newport-Mesa Unified School District meetings and functions
   u. OCWD meetings, events, tours, forums, and functions
   v. Orange County Business Council meetings, events, tours, forums, and functions
   w. Orange County Forum meetings, events, tours, forums, and functions
   x. Orange County Local Agency meetings, events, tours, forums, and functions
   y. Orange County Water Association meetings and functions
   z. Presentation of resolutions and proclamations to various officials and/or agencies
   aa. Regional Water Resources Control Board meetings and functions
   bb. Residents For Responsible Desalination meetings and functions
   cc. Residents for Responsible Government meetings and functions
   dd. Southern California Water Committee events, tours, forums, and functions
ee. State Water Resources Control Board meetings, seminars, and functions
ff. Taxpayers Groups (Costa Mesa Taxpayers Association) meetings and functions
gg. Water Advisory Committee of Orange County events, tours, forums, and functions
hh. WaterReuse meetings, conferences, seminars, tours, and functions
ii. WaterNow Alliance conferences, seminars, tours, and functions

FINANCIAL IMPACT

The costs associated with Director attendance at the events listed above are budgeted in the Board Conference and Seminars account where $63,000 is budgeted. No funds have been spent to date.

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Stacie Sheek, Customer Services Manager
DATE: July 14, 2016
SUBJECT: Elite Customer Service Training

RECOMMENDATION

Award a professional services contract with Moran Consulting, Inc. for $99,043 plus a 10% contingency for a not-to-exceed amount of $108,947 to provide training to create an elite level of customer service at Mesa Water® and authorize execution of the contract.

The Engineering and Operations Committee reviewed this item at its June 21, 2016 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 the May 17, 2016 Engineering and Operations Committee meeting, an information item was submitted to the Board of Directors regarding Mesa Water’s goal to create an optimal level of customer service.

BACKGROUND

Mesa Water® is seeking to create an optimal level of customer service. The selected consultant will evaluate the current level of customer service to establish a baseline that is used to identify enhancements in delivering effective customer service standards. Based on that evaluation, appropriate training will be developed and provided to Mesa Water’s Customer Services staff members to optimize customer service performance. The consultant will develop standard customer service monitoring metrics to ensure that the desired level of customer service continues to be provided along with the development of a post audit process to ensure the optimal level of customer service is maintained in the future. The consultant will also be tasked with conducting a post evaluation of Mesa Water’s customer service performance level using the Customer Service Metrics Program.

The program will provide essential tools to deliver optimal customer service to approximately 40% of Mesa Water® staff, including management and leadership. The selected staff participating in the program are the gateway of all customer contact. The following benefits will be achieved as part of the training:

1. Creating a new customer service culture will improve customer satisfaction.
2. Time and money will be saved due to reduced customer complaints which require documentation, oral and written communication of high level staff and at times, the Executive Management Team.
3. The highest level of service will be implemented, improving brand image and customer loyalty.
DISCUSSION

Mesa Water® solicited proposals from 15 qualified firms to provide the required scope of work. The firms included: The Voice Customer Service Training, Antenore & Associates, Customer Focus, Inc., Business Training Works, Moran Consulting, Inc., Customer Service Advantage, Inc., Cape Consulting, Intelli Shop, Service Strategies Corp., The DiJulius Group, The Ritz-Carlton, Verint Enterprise Intelligence Solutions, Training Folks, Catalytic Management LLC, and Customer Focus Consultant. Two proposals were received on May 16, 2016. The proposing firms were Antenore & Associates and Moran Consulting, Inc.

Proposals were reviewed and evaluated by a selection panel comprised of staff from Mesa Water® and the City of Newport Beach. Each proposal was ranked based on qualifications, experience, and project understanding. The two firms were invited to participate in the interview process on May 31, 2016. The results of the selection process and proposal costs are as follows:

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<th>Proposer</th>
<th>Score</th>
<th>Submitted Cost</th>
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<td>Moran Consulting, Inc.</td>
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<td>$99,043</td>
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<tr>
<td>2</td>
<td>Antenore &amp; Associates</td>
<td>3.58</td>
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Both firms are well qualified to perform the work effort. Each firm provided a unique and solid approach to the required scope of work. Based on qualifications and experience, the selection panel determined that Moran Consulting, Inc.’s approach would be the most comprehensive given their specialization in customer service training, experience and understanding of the public sector, involvement of front line staff as well as management level staff, and an innovative approach to the program. Therefore, it is recommended the Board consider awarding a contract to Moran Consulting, Inc. for $99,043 plus a 10% contingency for a not-to-exceed amount of $108,947.

Attached is Moran Consulting, Inc.’s proposal; additional proposals are available upon request. This project is scheduled to be completed four months from the notice to proceed.

FINANCIAL IMPACT

$50,000 is budgeted in Fiscal Year 2017; no funds have been spent to date. The requested funding will come from Cash on Hand.

ATTACHMENTS

Attachment A: Moran Consulting, Inc. Proposal
Moran Consulting, Inc.
3712 N Broadway St.
Ste. #636
Chicago, IL 60613
800-880-0116
service@moraninc.com
www.moraninc.com

Federal Tax ID # 36-4161987
Corporation
18 Years in Business

Robert Moran, President
800-880-0116
833 W. Belle Plaine Ave #1, Chicago, IL 60613

Melissa Siemers, Director of Operations
800-880-0116

Signed, ____________________________
Robert Moran, President
# Certificate of Liability Insurance

**Producer:**
USI Affinity  
14 Cliffwood Avenue, Suite 310  
Matawan, NJ 07747-3911

**Contact:**
NAME:  
PHONE:  
FAX:  
E-MAIL:  
ADDRESS:  
INSURED AFFORDING COVERAGE:  
INSURER A: Continental Casualty Company

**Insured:**
Moran Consulting, Inc.  
833 W Belle Plaine #1  
Chicago, IL 60613

**Coverages**

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**Description of Operations / Locations / Vehicles**

Prior Acts Date: 10-04-2005

**Certificate Holder**
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627

**Cancellation**

Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions.

Authorized Representative: Joe Rivera

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Section 1. Firm Qualifications and Experience

1.1 INTRODUCTION TO THE FIRM

Moran Consulting is a creative, Chicago-based organization and development firm founded in 1997 specializing in enhancing customer service cultures. Our customer service division, better known as Service Essentials™, was created to give organizations essential tools to deliver excellent service at a reasonable price.

- **Our Vision** is to inspire organizations around the globe to achieve their goals.
- **Our Mission** is to partner with organizations to build a high performance culture, align strategic vision with employee behavior, and empower employees to deliver excellent service.
- **Our Values** - Integrity, flexibility, innovation, learning, action, and delivering great service.

Moran Consulting is excited to apply our values, tools, and vast experience to meet the needs of Mesa Water to create an elite level of customer service.

1.2 STRENGTH AND STABILITY

Founded in 1997 by Robert Moran, Moran Consulting has served over 500 organizations. During our 19 years of business, we have led multiple large and complex organization-wide customer service/culture change initiatives within both the public and private sectors. Public organizations include city, county, state, and federal governments. Our comprehensive approach embraces the senior and mid-level managers, supervisors and everyone on the front line. Results that our clients experience align behaviors of the staff and management with the goals of the organization. We are committed to individual and organizational growth, providing performance-improving consulting and training solutions that will create an optimal level of customer service. Led by our founder, our team of seasoned consultants and facilitators will deliver sustainable results to Mesa Water.
1.3 OVERVIEW OF OUR CAPABILITIES IN PROJECT SCOPE

Mesa Water has identified the strategic goal to further enhance the customer's experience. With great enthusiasm, the Moran Consulting team has prepared a customized solution for Mesa Water to meet these important objectives:

- Evaluate the current level of service
- Establish a baseline measure of service delivery
- Develop and deliver a customized customer service training for staff
- Develop and implement a metric system to assure on-going service excellence
- Implement a process for continuous audit and monitoring to assure the continuous delivery of outstanding service

Moran Consulting's core competencies, capabilities, experience and measured success are directly aligned with the objectives of Mesa Water. Measured results include significantly improved customer satisfaction scores, increased revenues, improved cycle time, reduced employee turnover, and overwhelming positive return on investment. We teach and implement service measures that assure long-lasting success. The most effective way to learn about our capabilities is to speak with our clients who have experienced desired results first hand.

(Please see appendix 1 for client case studies inclusive of specific examples of measured results)

1.4 THREE PROJECTS WITH SIMILAR SCOPE OF WORK

*Federal, City, and County Projects that demonstrate firm's track record to perform required services*

**City of St. Charles, Illinois (June 1998-Present)**
2 E. Main Street, St. Charles, IL 60174
Contact: Jennifer Kuhn, Executive Administrative Assistant - office (630) 762-7026

Similar to the objective at Mesa Water with a comprehensive training program to optimize customer service performance, Moran Consulting was selected by the City Manager and Human Resources Director to lead a customer service training initiative for all city employees (300-400). Utilizing Our Service Essentials Training System customized for city government employees, the project included a train-the-trainer approach where multiple city leaders were trained to deliver the program to the front line staff. Following the training initiative, Moran Consulting worked with senior leadership to measure ROI on the project. As a result of the improved service levels, city business customers brought more tax dollars in to the city, quantifying a return on investment for the training initiative to be more that 933:1. Robert Moran and the City Manager published the results of this initiative in the Illinois Municipal Review (Appendix I). After the initial training performed throughout 1998-2001, Moran Consulting was contracted to perform a second organization-wide customer service refresher course in October of 2013. Currently, Moran Consulting continues to provide participant materials and guidance to the City as the training system has been incorporated into new employee orientation.
Mobile County Health Department (MCHD) (October 2015 – Present)
251 North Bayou St. Mobile, Alabama 36603
Contact: Kelly Warren, Executive Director – office (251) 690-8863

Moran Consulting was recently selected to provide an organization-wide customer service culture change process for the Mobile County Health Department headquartered in Mobile, Alabama. MCHD is a large and diverse public healthcare organization with over 430 full-time employees and 40 diversified departments/service areas in multiple locations throughout Mobile County. The project included customized customer Service Training system for all employees, managers, and senior executives. Critical aspects of the project include the development and monitoring of on-going metrics for the entire organization as well as function-specific measures. In a recent follow up meeting in April of 2016, departments reported out significant measured improvements in cycle time, satisfaction, turnover rates, and a return on investment of over 5:1 with an increase in revenue and efficiencies of $1.5 Million. Other items include the development of universal customer service standards and service standards specific to each working unit.

Internal Revenue Service – (Real Estate Mgmt. Division) (October 2009 – October 2010)
1100 Commerce St. #121, Dallas, TX 75242
Contact: Sue McLain, Learning and Development (Dallas, TX) - office (214) 912-6132

Moran Consulting was selected by the IRS to establish a service-oriented culture for the Real Estate Management Division. This division of the IRS employs over 1,200 individuals who provide real estate management services to all IRS locations in the United States. Moran Consulting’s Service Essentials for Everyone program was customized and delivered a training solution for all staff and management in over 15 locations across the United States including Memphis, Atlanta, Chicago, Cincinnati, Oakland, Dallas, Austin and Kansas City. Outcomes include service improvement across the organization to the internal customers of the IRS.

City of Houston Department of Public Works (November 2015 to present)
4501 Leeland St., Houston, TX 77023
Contact: Joe Little, Senior Staff Analyst - (Houston, TX - office (832) 395-2816

Moran Consulting was selected in a competitive RFP process by the City of Houston Department of Public Works (PWE) to enhance the customer service culture. PWE provides the water, streets, traffic, planning for the entire city and has 3,700 employees. The Moran project includes a customer service assessment, train-the-trainer process, and service training for all staff and leaders. The project is now underway and the results are beginning to manifest. Feedback from staff and trainers is tremendous. One long term staff member said “I have been with the city for 30 years and this is the most effective training I have ever experienced!” Moran is working with the mid-level managers now in the development of service metrics associated with their specific functional areas. Next steps will include process improvement and the Service Essentials reinforcement program.
1.4 CONT. A LIST OF OUR GOVERNMENT CLIENTS:

<table>
<thead>
<tr>
<th>Career Center of Lowell MA</th>
<th>Mobile County Health Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center for Disease Control - National Center for Health Statistics</td>
<td>National Center for Health Statistics</td>
</tr>
<tr>
<td>Chisholm Trail SUD</td>
<td>Naval Base Ventura County Family Housing Office</td>
</tr>
<tr>
<td>City of Batavia Public School District 101</td>
<td>New York City Transit</td>
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<tr>
<td>City of Shoreline</td>
<td>Northern Virginia Community College</td>
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<tr>
<td>City of Spokane</td>
<td>Ohio Public Employee’s Retirement System (OPERS)</td>
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<td>City of Takoma Park</td>
<td>San Mateo Police Department</td>
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<tr>
<td>Colusa One Stop Partnership</td>
<td>Santa Barbara Metropolitan Transit District</td>
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<tr>
<td>Cook County Bureau of Health Services</td>
<td>Transportation Security Administration</td>
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<tr>
<td>COTA</td>
<td>US Military - Document Automation &amp; Production Services</td>
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<tr>
<td>Cowlitz PUD</td>
<td>USDA Graduate School Midwest Training Center</td>
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<tr>
<td>Gulf Coast Veterans Health Care System</td>
<td>Village of Norridge</td>
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<tr>
<td>Illinois Center for Rehab &amp; Education</td>
<td>Village of Schaumburg</td>
</tr>
<tr>
<td>Internal Revenue Service</td>
<td>Washington State Investment Board</td>
</tr>
<tr>
<td>MERS - Michigan Employees Retirement System</td>
<td>White River Junction, VA Medical Center, Vermont</td>
</tr>
</tbody>
</table>

1.5 WHY MORAN CONSULTING WOULD BE THE BEST CHOICE FOR MESA WATER

Moran Consulting generates measured results. We have 19 years of experience customizing solutions for service improvement with similar objectives to Mesa Water. Our team of professional experts practice what we preach in listening to our clients and providing the highest possible level of service. We have the capacity and the experience to assure desired measured results. Our participant-centered learning process creates positive behavior change and instills immediate improvement in service delivery and enhances positive work environments. Mesa Water will learn how to reinforce customer service skills over the long run, where Moran Consulting instills positive change that stands the test of time.
Section 2. Staff Experience and Availability

Under the leadership of Robert Moran, the following organizational structure has been drafted for the Mesa Water project. Our team of seasoned professionals have been selected accordingly based on the project objectives and the industry.

2.1 ORGANIZATIONAL CHART

Selected project team for Mesa Water District:

Robert Moran will serve as the project leader. He will work closely with client leadership to craft the most effective culture change strategy and training process. He will lead a team of seasoned professionals and is committed to measurable results for all his clients.

Melissa Siemers will serve as the Project Manager. As the central point of contact for all communications, she will be responsible for all project logistics and scheduling all client meetings. Melissa will design and manage the overall project plan and facilitate all follow up.

Nicolle Carfagnini will serve as a Lead Facilitator of the Customer Service Training. She will also support the facilitation of the Service Essentials for Managers Program. In addition, Nicolle will contribute to the overall master plan of the project, lending her wealth of experience working with government agencies. Nicolle will also support the development of Metrics for Mesa Water.

Donna Seal will serve as a facilitator of the Customer Service Training. She will also support the facilitation of the Service Essentials reinforcement program.

Andrew Peck will serve as A Facilitator of the Customer Service Training. Andrew’s role will also include project management support to include metrics development and program customization.

Kathleen Dolan will serve in a strategic support role on the team. She will provide behind-the-scenes oversight to the overall plan as well as support for all communications and data analysis.
Bobbi Paine's role will be to serve as a Lead facilitator of the Service Essentials for Everyone Customer Service Training. Bobbi will also support the development of metrics for Mesa Water.

2.2 BIOGRAPHICAL SKETCHES

All proposed Moran Consulting staff members are available during the proposed schedule for the tasks assigned.

ROBERT MORAN, PRESIDENT

Robert chose to lead this task because he has served over 500 organizations, large and small, with creative solutions in the area of customer service assessment, training and development, strategic planning, team development, and managing organizational change. As an expert in organization-wide culture changes, Robert works with leadership to define customer service visions, coach leaders through initiating processes to support the vision, inspire mid-level management and front line staff to establish service standards and basically impel an organization into positive action!

MELISSA SIEMERS, OPERATIONS DIRECTOR

Melissa was selected to lead because as the Operations Director for Moran Consulting, Inc., Melissa manages key functions at both a strategic and operational level to ensure seamless execution of all client projects. She works closely with both department heads and senior management to align project implementation with standards of operational excellence and superior service.

NICOLLE CARFAGNINI, CONSULTANT/FACILITATOR

Nicolle was selected to lead because as an organization and development consultant and trainer with over 22 years of experience, Nicolle has been the lead consultant on Moran Consulting projects in public/government sectors, on organization-wide culture change processes and on large-scale complex organizational projects. Her energetic style enhances learning and inspiration with all levels of staff.

DONNA SEAL, CONSULTANT/FACILITATOR

Donna Seal was selected to lead because as an expert Service Essentials trainer with a dynamic interactive style, Donna is adaptable in a wide variety of industry settings. Donna uses her natural style to train groups in an easy-to-learn manner. Using stories, personal experiences, group discussions and quotes, Donna transitions easily from objective to objective allowing trainees to make the most of their experience. Donna served as a lead consultant/facilitator in the recent organization-wide customer service culture project with the Mobile County Health Department. Her ability to connect with the people on the front line within a government organization brings tremendous synergy to the culture change process.
ANDREW PECK, PROJECT MANAGER/FACILITATOR

Andrew has been a successful project manager and facilitator with Moran consulting for seven years, serving as the primary client relationship and project manager for every Moran client. Andrew excels at managing large scale projects, complex organization-wide initiatives, and communicating the important principles behind delivering excellent customer service. His passion for service makes him an advocate for Service Essentials™ training in partner organizations, and he delivers dynamic customer service training programs for our clients, like the Aiso Library in Monterrey, California, and the Commonwealth of Virginia.

BOBBI PAINE, CONSULTANT/FACILITATOR

Bobbi is a tremendous asset to Service Essentials clients like Mesa Water. Her expertise covers a gamut of industries, which include government, medical, financial, hospitality and service support call centers. She is a high-quality trainer with a vibrant, interactive style who also possesses a natural ability of discernment.

KATHLEEN DOLAN, PROJECT MANAGER

With 15 years of large scale Project Management experience, Kathleen brings an intricate ability to handle complex projects and a global vision to Moran Consulting clients. Kathleen’s expertise exists in increasing client services while reducing costs. Having worked with hundreds of companies across the globe, she brings project management experience with a results-oriented view to her clients. Kathleen works with our clients on every aspect of training and financial enterprises; assessing initial needs, project planning, communication dynamics, strategic oversight, and continuous reinforcement programs in order to ensure success.

2.3 CURRENT WORKLOAD OF TEAM MEMBERS

All proposed Moran Consulting staff members have availability during the proposed schedule for the tasks assigned. The team is broad enough to assure resources are available when needed. Robert Moran and Nicole Carfagnini, two of the lead consultants assigned to Mesa Water will complete tasks for a similar project with the City of Houston, TX in May of 2016.
### Work Breakdown Structure
Summary by hours and labor class:
- Project Management
- Consulting and instructional design

<table>
<thead>
<tr>
<th>Task</th>
<th>Bob Moran, Project Leader</th>
<th>Melissa Siemers, Project Manager</th>
<th>Andrew Peck / Instructional Design</th>
<th>Nicki Carfagnini, Lead Trainer</th>
<th>Donna Seal, Trainer / Instructional Design</th>
<th>Bobbi Paine, Trainer / Instructional Design</th>
<th>Kathleen Dolan, Senior Consultant</th>
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<tbody>
<tr>
<td>1 - Baseline Measure</td>
<td>12</td>
<td>10</td>
<td>8</td>
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<td>2 - Develop Training</td>
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<td>3 - Customer Service</td>
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<tr>
<td>Recommended Tasks</td>
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Section 3. Scope of Work Understanding and Schedule

Moran Consulting specializes in creating customer service cultures. We clearly understand the objectives of this process as they are at the core of our company mission. We are passionate about measurement and teaching our clients to build metrics for long term success.

Based on the objectives of Mesa Water outlined in this RFP, we have developed a customized process for the initiative. We have included the key elements requested in this RFP as well as some additional steps that have proven successful in other similar projects.

While the following objectives are at the core of the process, Moran Consulting has further enhanced the tasks to reinforcement, process improvement and standards development.

Mesa Water Objectives:

- Establish a baseline measure of service delivery
- Develop and deliver a customized customer service training for staff
- Develop and implement a metric system to assure on-going service excellence
- Implement a process for continuous audit and monitoring to assure the continuous delivery of outstanding service

An illustration of the timeline is included in the body of this section of the proposal. Following the illustration, each step is outlined and described. Dates are to serve as examples of sequence and duration. Please note that the Moran team may speed up or slow down the process based on the needs of Mesa Water.

A few noted project challenges and solutions

One of the unique challenges with the Mesa Water project may be the ability to free staff from work to attend classroom training. While this may or may not be a challenge, oftentimes when a small staff is involved the organization must cover operations. Our solution to this challenge is to provide several options for delivery methods to include shorter sessions, smaller group sizes, webinar training and individual coaching.

Another challenge may be the application of the Manager’s training in building the service culture. This course is designed to build the infrastructure of service excellence. Understanding that there is one key manager position, our solution for the development associated with this content may take the form of individual coaching and or small training segments.
The Moran Approach

Mesa Water can expect a true partnership with Moran Consulting. It is our objective to not only meet the needs of Mesa Water but to exceed them. That is what you can expect from Moran Consulting – and that is what our clients experience.

Our approach is to carefully listen to your needs and understand your unique situation and goals. We are flexible in our approach to customize a solution that will meet those goals. We value the power of inclusion from front line staff from beginning to end. We understand our role to gain buy-in in order to create behavior change and process improvement. While we are experts in customer service training, we teach both service excellence behaviors and practices as well as process improvement.

Illustration – Project schedule and timeline

(A full page version of the timeline is included in the Appendix of this proposal)
TASK 1- CUSTOMER SERVICE BASELINE ASSESSMENT

Develop core competencies for all of Mesa Water to establish a baseline

- **Determine Desired Performance-Senior Management Interviews**

  Beginning at the most senior level, Moran Consulting will interview management and other key constituents of the process to begin achieving clarity on desired customer service performance levels for Mesa Water. The goal here is to begin the process to articulate the desired culture for the organization.

- **Pre-Training Survey**

  Moran Consulting will work with Mesa Water to administer a survey capturing service improvement opportunities and establish a baseline for measured results. Moran Consulting will analyze the data and identify gaps in the current culture versus the desired state. The outcome of this analysis will have three primary applications:

  1. Serve as a baseline measure for the initiative
  2. Provide detailed content for program customization
  3. Identify opportunities for process / infrastructure improvement

- **Conduct Focus Groups**

  Moran Consulting will facilitate focus groups with employees and customers. Through a facilitated process within each focus group, relevant examples and case study content will be captured. This exercise will not only capture necessary information to design relevant customer service training, it will serve as a baseline measure and identify key areas for process improvement. The focus group process will also have tremendous impact on the overall buy-in, emotional engagement, and support for the initiative.

- **Executive Summary Session**

  Utilizing data from interviews and survey, Moran Consulting will facilitate a meeting with the senior management group to reach consensus as to the desired performance and action steps required to close the identified gaps. Senior management will determine the measures that are most critical in assuring that the organization is moving in the desired direction. A detailed executive summary of assessment results and refined project plan will be delivered.

TASK 2- DEVELOP TRAINING

Moran Consulting will customize a program for all-staff customer service training, and deliver that training to the Mesa Water team of trainers for future all-staff facilitation. The curriculum will include case studies, interaction, and role-plays for customer service skill-building that are specific to Mesa Water. While Moran consulting has 19 years of history with similar projects and government case studies, every project is unique. We will not only customize fundamental training modules but we will develop standards of service to be incorporated into the daily work routines of the staff. Standards may be universal in nature or role specific.
Some of the fundamental topics that are often a high priority for government service improvement include: Attitude of Excellent Service, Identifying Customer Needs, Thoughtful Body Language and Words, Uncompromising Service Contact, Resolving Conflict, Exceeding Expectations, Essential Practices for Email, Managing the Call, Essential Functions on the Telephone, and CHAT (Live Chat, Text, IM).

(Sample curriculum is provided in appendix of this proposal.)

A special process entitled Service Essentials™ for Managers may be modified for Mesa Water. This is a more in-depth course for managers to focus on building the infrastructure for the new customer service culture. Such infrastructure items include managing feedback, measuring service, and developing customer service standards. In addition, the course builds the leadership skills of managers to create a customer service culture, and provides them with the tools needed to inspire the continued delivery of excellent customer service. Understanding that Mesa Water has a small management team – this important infrastructure content may not take the form of a course and will be weaved through the entire process.

(Sample curriculum is provided in appendix of this proposal.)

TASK 3-CUSTOMER SERVICE METRICS

Measurement, Process Improvement, Accountability Standards, and Reinforcement

- Metrics System

Moran Consulting will build the metrics system for Mesa Water to assure long term success. The process will incorporate the data collected in the assessment phase and be extremely inclusive of front line staff. Customer experience contact points will first be identified, followed by standards of service and measures associated with each. This enjoyable and interactive process will capture buy in and support from all levels of the organization. Once metrics are determined, a system for reporting and auditing will be established to support the long term sustainability of outstanding service.

TASK 4-TRAINING

About the training delivery

Upon finalizing program curriculum, the Moran team will work with Mesa water to determine the most effective training delivery methodology. Our team will manage logistics and supplies and assure an enjoyable and highly impactful experience for the Mesa Water staff. Often a two-day curriculum is recommended. Understanding that operational needs may not allow staff to be away from work for long periods of time, training may be delivered in smaller parts or in smaller groups. We find that classroom training the most effective way to start the training process, however, we offer webinar training as well. Upon completion of our assessment, a detailed training plan will be recommended based on the operational need of Mesa Water. Applying adult learning research every step of the way, participants will have an energizing and enjoyable experience. While the primary objective is enhancing service levels, as a result of the training Mesa water can expect a huge team-building outcome.
(Sample materials description and program evaluation results are noted in the appendix of this proposal)

TASK 5-POST EVALUATION

Post-Measure of Results

Moran Consulting will work with Mesa Water to conduct a post measure of success. Such measures may include the re-surveying of managers and staff, as well as internal and external customer satisfaction levels, and specific business results which may include customer satisfaction, employee satisfaction, cycle time, turnover, and quality. The timing of the post measure will be mutually decided with Mesa Water leadership. The ideal second measure is after some time has passed, staff have been trained, new standards are in place, and process improvement work has been implemented.

(Examples of post measured results are in the appendix of this proposal)

TASK 6-MEETINGS

The Consultant shall attend coordination meetings with Mesa Water or other agencies as directed by the Project Manager. The Consultant shall budget a minimum of 10 hours for this effort.

Moran Consulting will facilitate regular meetings to manage the project from start to finish. Meeting may be scheduled based on the operational needs of the organization. Meetings may be scheduled regularly throughout the process. Agenda items will likely include project updates, timeline review, program logistics and evaluation, metrics development and review, and process improvement.

ADDITIONAL RECOMMENDED TASKS

Moran Consulting may recommend the following project tasks / items as they may further enhance the long term results for Mesa Water.

- Process Improvement

  The Moran team will identify from the assessment key opportunities for process improvement. Not only do we help identify the opportunities, we establish teams and teach process improvement skills to solve the problem. This interactive and inclusive process engages the front line in helping the organization make good decisions and provide better service to customers.

- Accountability Standards

  The Moran team will establish service standards and incorporate them in to the training. Service standards will include universal standards which are expected of everyone regardless of role, as well as, function-specific standards. These standards will be developed with front line involvement and blessed by management. Once implemented,
Moran Consulting will support Mesa Water with the incorporation of these standards into your performance management system.

- Reinforcement Program

Moran Consulting will develop a customized reinforcement system; a tool that will help managers be successful in the critical endeavor of reinforcing desired behavior. Comprised of 20-30 minute training segments and designed to be delivered by managers in a regular meeting, this approach to reinforcement embraces the role of the manager to lead behavior change. The reinforcement system is easy to implement, time sensitive to daily operations, action-oriented, and cost-effective.

The Moran team is extremely excited about the possibility to serve as a consulting partner with Mesa Water for this important work. Understanding that there are alternate methods to meet the needs of Mesa Water, Moran consulting is flexible in making any necessary adaptations to this process.
APPENDIX A – RESUMES OF KEY STAFF

Provide resumes of key personnel whom will be responsible for the delivery of the services/project.

ROBERT MORAN, PRESIDENT

As the founder and president of Moran Consulting, Inc., Bob has partnered with more than 500 companies around the world to inspire success within their organizations. As an expert in organizational culture change and with more than two decades of experience designing large scale development projects, Bob has built Moran into a trusted partner for organizations large and small. Specializing in organizational change initiatives, individual and team development, strategic planning, and customer service training, Moran engineers customized solutions and guides organizations through planning, transformation and reinforcement to ensure long-term success.

Bob’s career began with the Marriott Corporation as a service manager in the hospitality and healthcare divisions. After over a decade of service with the Marriott Corporation – holding multiple roles including front line manager, department head, internal consultant, new product and sales development, creator of integrated service delivery models and customer service training systems – Bob launched Moran Consulting, Inc. and the Service Essentials™ product line in 1997.

Bob’s credentials include a Bachelor’s degree in hospitality management from the University of Wisconsin – Stout; an MBA from Maryville University of St. Louis; and a Certificate of Advanced Studies in Organizational Development from Loyola University in Chicago. Bob served on the Board of Directors for The Association of Quality and Participation, and has delivered keynote speeches to multiple national organizations on the subject of customer service excellence and organization-wide culture change.

MELISSA SIEMERS, OPERATIONS DIRECTOR

As the Operations Director for Moran Consulting, Inc., Melissa manages key functions at both a strategic and operational level to ensure seamless execution of all client projects. She works closely with both department heads and senior management to align project implementation with standards of operational excellence and superior service.

Prior to joining Moran Consulting, Inc., Melissa worked for a large national insurance brokerage firm in Chicago where she was responsible for the marketing and management of large accounts. Additionally, she served as the Office Manager for the department, overseeing service staff and analyzing processes to ensure compliance with best practices. With over 10 years of experience in customer service driven environments, Melissa understands a broad variety of client industry needs and strives to ensure quality procedures and results.

Melissa earned her Bachelor’s Degree in Marketing from Elmhurst College. She is an active member in her community and enjoys volunteering at Feed My Starving Children.
ANDREW PECK, PROJECT MANAGER AND FACILITATOR

Andrew has been a successful project manager and facilitator with Moran consulting for seven years, serving as the primary client relationship and project manager for every Moran client. Andrew excels at managing large scale projects, complex organization-wide initiatives, and communicating the important principles behind delivering excellent customer service. His passion for service makes him an advocate for Service Essentials™ training in partner organizations, and he delivers dynamic customer service training programs for our clients, like the Aiso Library in Monterrey, California, and the Commonwealth of Virginia.

Andrew is an expert at crafting and analyzing client surveys, data collection and competency development processes. Recently, he orchestrated a complex organizational redesign for the Washington State Investment Board, working closely with the client’s IT department and external vendors to manage new technology integration for the organization.

Andrew holds a Bachelor’s degree in Journalism from Indiana University. Prior to joining the Moran team Andrew worked as a reporter for several media outlets including the Indianapolis Star and Chicago Daily Herald newspapers. He also served as the Community Relations Coordinator for the Johnson County Indiana Public Library system. With over 15 years of professional work experience in customer service, journalism, public relations and marketing, Andrew has become the expert case study writer for Moran Consulting, crafting thousands of case studies for client training materials.

NICOLLE CARFAGNINI, CONSULTANT/FACILITATOR

As an organization and development consultant and trainer with over 22 years of experience, Nicolle has been the lead consultant on Moran Consulting projects in public/government sectors, on organization-wide culture change processes and on large-scale complex organizational projects. Her energetic style enhances learning and inspiration with all levels of staff.

With a background as a government employee, Nicolle brings a unique hands-on perspective to the challenges faced in the day-to-day work in a public organization. Nicolle has worked closely with several government organizations to include the City of Houston, City of Shoreline, WA, the Internal Revenue Service, the Commonwealth of Virginia, the Department of Defense, the City of Schaumburg, IL, the City of St. Charles, IL, and the Village of Norridge, IL. In addition, she has served as the lead consultant/facilitator with the Cook County Bureau of Health, Rush University Medical Center and St. James Medical Center where she led a training initiative of over 2,500 employees. Nicolle is an expert “Trainer of Trainers” as she has led the Service Essentials train-the-trainer process for numerous organizations.

Nicolle’s credentials include a B.A. in Organizational Development from DePaul University and she is a certified instructor for many nationally known leadership and staff training programs.
DONNA SEAL, CONSULTANT/FACILITATOR

As an expert Service Essentials trainer with a dynamic interactive style, Donna is adaptable in a wide variety of industry settings. Donna uses her natural style to train groups in an easy-to-learn manner. Using stories, personal experiences, group discussions and quotes, Donna transitions easily from objective to objective allowing trainees to make the most of their experience. Her belief is that "the objectives are our goals and the essential practice is what we will discuss." However, the "real" practice comes for the participants when they return to work and implement their action plan. Practice at work has much more impact and is longer-lasting than practice at a seminar. Donna served as a lead consultant/facilitator in the recent organization-wide customer service culture project with the Mobile County Health Department.

Her ability to connect with the people on the front line within a government organization brings tremendous synergy to the culture change process.

Donna Seal is a human resource consultant and a facilitator for various training programs, specializing in customer service training and consultation in the workplace as well as an accomplished public speaker and facilitator for businesses, schools, and community groups. Through her public speaking and facilitation, Donna is able to guide people from awareness to action and from ideas to results. She was a featured speaker on team building and empowerment at the Arkansas Prevention Conference.

With her experience and affiliations with distinctive training programs, Donna brings a unique blend of corporate perspective and human needs to the workplace. Donna has worked closely with McKinsey & Company, Exactech, Novartis, the U.S. Government, Beverly Enterprises, Family Counseling Center Inc., Axiom, Wal-Mart Stores Inc., and numerous school systems. For the past 10 years Donna has focused on initiatives in non-for-profit organizations.

Donna's credentials include a B.S. in Psychology from Arkansas State University and a M.S. in Social Work from the University of Tennessee.

BOBBI PAINE, CONSULTANT/FACILITATOR

Bobbi is a tremendous asset to Service Essentials clients. Her expertise covers a gamut of industries, which include government, medical, financial, hospitality and service support call centers. She is a high-quality trainer with a vibrant, interactive style who also possesses a natural ability of discernment.

Bobbi has over 20 years of customer service, training and sales experience. Her career has included positions from Manager of Customer Relations, Sales Supervisor for an industry-leading mortgage company, and Senior Product Instructor for a world renowned software company for the call center. She is also a certified instructor for the support industry standards and holds membership in the world's largest association for the support center industry, The Help Desk Institute.

As a Manager of Customer Relations, Bobbi was the ear of the company and the voice of the customer. She found great satisfaction in providing excellent customer service to customers at all levels. It was at this time her passion for customer service blossomed and her dream of training the philosophy was born. As a Senior Product Instructor, Bobbi was responsible for nationwide train-the-trainer sessions, mentoring and coaching. Her work included the
development and training of sales programs, value added reseller programs, and new employee product training. In addition, Bobbi has spoken at several user groups and has designed and delivered workshops on many occasions as a subject matter expert global facilitator.

Bobbi is a professional in the areas of customer service, call centers, sales training, trade shows, user groups, coaching and mentoring. She has worked with numerous Moran Consulting clients to include AHIMA, IRS, Boral Building Products, nSpire Health, Samsung SDS America, Jergens, MacLean Power Systems, National Center for Health Statistics, Casey’s Cupcakes, and Franke Foodservice Systems.

KATHLEEN DOLAN, PROJECT MANAGER

With twenty years of large scale project management experience, Kathleen brings an intricate ability to handle complex projects and a global vision to Moran Consulting, Inc. clients. Kathleen’s expertise is working with corporations around the world to increase client services while reducing costs. With global clients such as Novartis, Abbvie, and Stork Materials Testing the majority of her experience is with large organizations operating in international markets. Kathleen works with our clients on assessing initial needs; project planning; communication dynamics; strategic oversight; and developing continuous reinforcement programs to ensure organizational success.

In addition to consulting with Moran for fifteen years, Kathleen has served as the Director of multiple MBA programs, including the Moore School of Business at The University of South Carolina and the Missouri University of Science and Technology. Kathleen currently holds the position as Director of the Executive MBA and Executive Education for the Trulaske College of Business at the University of Missouri.

Kathleen earned a Bachelor’s Degree in Journalism and Communications from St. Louis University in Missouri, and went on to achieve an MBA at IESE Business School in Barcelona, Spain. Fluent in Spanish and an avid traveler, Kathleen enjoyed her time living in Europe and still travels as much as possible.

Kathleen’s credentials include a B.S. in Communications and a Master’s in Business Administration.
Appendix B: Professional Services Agreement Acceptance Form

Firm Name: Moran Consulting, Inc.

Address: 833 W. Belle Plaine #1

City Chicago State IL Zip Code 60613

Telephone: 800-780-0116 Fax: 773-388-9492

I have reviewed the RFP and Professional Services Agreement in their entirety. Our firm will execute the Professional Services Agreement with no exceptions.

Name of Authorized Representative: Robert Morgan

Signature of Authorized Representative: [Signature]

Date: 4-28-16
Service Essentials™ Training Curriculum

The following curriculum may be customized and delivered in a number of formats to meet the complex scheduling needs of Mesa Water. This dynamic, interactive process will excite participants as they work to master the practices to ensure great customer service.

Service Essentials™ for Everyone

Module 1  Attitude of Service Excellence
This module helps learners see the connection between how they feel when receiving good and bad customer service and the feelings of their customers.

Module 2  Identifying Customer Needs
Identifying the needs of customers is a skill that requires listening and probing. This module provides skill building in how to identify customer needs.

Module 3  Thoughtful Body Language and Words
Much is communicated with customers through body language and word choice. This module practices correct body language and helps participants choose proper words to deliver great service.

Module 4  Uncompromising Service Contact
Each contact point with a customer is an opportunity to delight or disappoint. This module guides learners through a comprehensive analysis of their role and the service contact points for which they are responsible.

Module 5  Resolving Conflict
Customers get angry and your staff needs the skills to handle conflict. This module provides learners with a simple process to professionally handle difficult situations without taking the customer's anger personally.

Module 6  Exceeding Expectations
It is the little things that make a big difference. This module focuses on the opportunities to exceed expectations in a way that builds customer loyalty.
Program Features

*Service Essentials*™ programs are built around adult-based learning principles, and are designed to be interactive and engaging for participants. The cornerstones of the curriculum and design are:

- **Based on Behavior Modification.** Aligning attitudes and behavior with the intention of creating a superior customer service culture.

- **Link Performance with Action.** This program is designed to link to performance to detailed individual action plans which participants develop in the training. Writing down goals and creating a plan to follow-up reinforces the commitment to act and perform.

- **Focused on Reinforcement.** Participants receive the Essential Practices Card as a tool to keep handy for daily reinforcement of skills learned in the training.

- **Energizing & Enjoyable.** Participants interact in creative ways and apply their experiences as customers to each skill. The learning environment is fun and the trainer builds a high level of excitement about excellent communication.

- **Designed for Internal & External Customers.** All skills apply to the external customer who actually pays for services or products, as well as the internal customer who needs excellent service from co-workers.

- **Team Building.** Interaction during the learning process has a natural impact on improved working relationships among participants.

Results You Can Expect

- Customers will return because they receive excellent customer service
- Mesa Water will represent the highest level of service, improving brand image and customer loyalty
- Positive word of mouth will permeate about your service and revenue will increase
- Internal customer service practices will increase morale and reduce turnover

About Participant Materials

**Participant’s Manual:** The *Service Essentials*™ Participant’s Manual is a step-by-step guide for the learners. The manual includes exercises, reference material, practice sessions, case studies, and action plans. A *Service Essentials*™ For Everyone participant manual is required for each participant to experience the learning process.

**Essential Practices Card:** The Essential Practices Card is a pocket-sized laminated tool designed to be used as a daily reminder of the essential practices for great service.
Program Customization: Program materials may be customized to meet your special needs. Customization may include your company logo, slogan or vision in the material, as well as the development of case studies customized to include specific service examples that are real to the participants.

Reinforcement of Skills: Specific program components are designed around the reinforcement process. Each module of training includes a self-assessment rating process where participants rate themselves on the essential practices of service excellence. The ratings are compiled into the form of an action plan in the session. Action plans are designed for supervisor review 30, 60, and 90 days after the training.

Program Evaluation

Program evaluation is included in the Service Essentials™ process. When our team of expert trainers facilitates your training, evaluation surveys are sent to all program participants for feedback.

Pre-and-Post Measurement

The following process is designed for the most effective and comprehensive results. Mesa Water may choose all or part of the options outlined below, depending upon organizational goals and budgetary requirements.

1. Measurement System Design and Administration. Using existing customer service data as a base, Moran consulting will work with Mesa Water leadership to design a survey of internal and external customer service questions that apply universally across all departments. The survey will be structured with the end goal of reporting to be segmented by individual department / functional areas. Moran consulting will orchestrate the sending of electronic survey links to the Mesa Water organization and a select group of customers to include reminders. Sections of the survey as outlined in standards will include:
   - Respect
   - Professionalism
   - Attitude (genuine)
   - Responsiveness
   - Informative
   - Follow up
   - Telephone and email communication
   - Best practices for in-person, contact tracking, and service recovery

2. Managing change and communication. Understanding that the dynamic of departments measuring each other’s service may be new to Mesa Water, the introduction and communication of the process is critical. Moran Consulting will provide Mesa Water with the tools and the facilitation to clearly communicate the Why, What, and How behind the process. This step in the process may include the following deliverables:

   Presentation
   - linking the internal measurement system to feedback from the organization
- Overview of the What, Why, and How the measurement system will be implemented.
- Timeline for process implementation as well as follow up measures

**Service Essentials Mini-Module Reinforcement System Topics:**

Modules may be selected from the Service Essentials™ Mini-Module Reinforcement System topics for Customer Service Training at Mesa Water:

1. Attitude of Service Excellence
2. Linking to your Organization's Vision
3. Identifying Customer Needs
4. Internal Customer Service
5. Thoughtful Body Language
6. Tone of Voice
7. Positive Word Choice
8. How to Say "No."
9. How Big is your Impact with Customers
10. Removing Barriers to Great Service
11. Handling Angry Customers
12. Service Recovery
13. Exceeding Expectations
14. Use Email with Care
15. Respond Promptly to Email
16. Be Aware of the Audience in Email Communication
17. Show Respect and Be Courteous in Email Communication
18. Format Email with Brevity
19. Communicate Effectively with Email Through Clarity
20. Always Proofread Email
21. Managing Email
22. The Telephone Call Process
23. Tone of voice on the Telephone
24. Asking the Caller to Hold
25. Taking a Message on the Telephone

**Participant Evaluation Comments from similar Government Service Projects:**

A few of the many examples of Moran Consulting’s measurable results are currently at Mobile County Health Department, The City of St. Charles, and The City of Houston. Shown below are bulleted lists of comments from participants seeing noticeable, positive changes.

**Mobile County Health Department**

- Has become a way of life for staff! More teamwork internally, positive attitude, morale improved
- Noticeable positive changes, cohesiveness - working well together, Teamwork!
- I've seen more smiles, words of encouragement, and teamwork amongst managers.
- My department has the service excellence motto at their forefront

Appendix Page 4
• Improved morale, improved customer service, increased trust, increase openness in communication, improved recognition
• Departments working more efficiently together
• MCHD leaders are a Team, communicating effectively, supporting others
• Attitude improved with employees, patients seen happier when they have
• Improved telephone etiquette, more attention to referral process
• Clients/customers recognizing that there is a change in staff and processes, employees more willing to step out of their comfort zone to assist and help others

The City of St. Charles

• I enjoyed the review and the highlight that was placed on the importance of providing excellent customer service. The City scores very well on surveys that reference customer service and I think that it is critical for the organization to make sure that this continues into the future.

• I enjoyed the group discussions and hearing the comments and responses on how my team would handle a particular situation.

• Hopefully others will benefit from having this fresh in their mind as they interact with internal and external customers. If doing this changes a few complaints into compliments, or avoids a few complaints, the time spent was worth it.

• I firmly believe the positive interaction between the different departments and employees from all levels in the organization will bring increased understanding and respect for the work we all do.

• While trying to provide good service to outside customers on a daily basis, I have to remember to not let service slip with internal customers.

• It was good to be made more mindful of how we are perceived by others, either by the tone of our voice or by our body language, and to realize that our fellow employees are our customers too.

The City of Houston

• Everything in the handout was very valuable. I am looking forward to getting back and start utilizing some of the things we learned.

• The information and discussion with respect to email was very useful. It was also a good step back to discuss how to be "cheerful" in communications. I tend to be "just the facts", but simple salutations do not belabor the communication.

• I enjoyed the equal balance in focus between internal and external customers.

• We will continue to stress customer service and become even better at providing a high level of service.

• It has completely changed how I view my role and those that I serve.

• I have already started being more friendly and responsive internally via email and phone.

• It is helping to build relationships, which will help the organization run more smoothly.

• I know now that Customer Service is not only spoken about, but it is also demonstrated by training employees to implement the Department's Vision.
- When we intentionally make an effort to get to know one another we will improve customer service and create a seamless process.

- I think the organization will really benefit from the focus on customers. I believe that this will really enhance morale and give our work extra meaning.

**Government Project Case Studies:**

Each module includes a case study that may be customized to reflect the key learning of the mini-module topic. Moran Consulting also offers the service to customize your case studies to reflect real life situations with internal and external customers of your organization. In addition, the materials may include logos, slogans, and any other desired corporate identity to personalize them to your organization.
Government Finance Organization

Situation:
Moran Consulting was selected as the consulting partner to assist a state government financial organization with the specific need to improve internal customer service between departments. The organization provides retirement, disability and survivor benefits, and administers health care programs to residents of the state.

Problem:
- Negative relationships between employees both within the same department and in other departments.
- General lack of understanding for other’s job functions.
- Poor inter-department communications throughout the entire organization.
- Internal service failures causing negative external customer experience.

Solution:
- **Service Essentials for Everyone by Moran Consulting**: Customer service training for all staff to include fundamental skill building around attitude, identifying needs, thoughtful body language and words, service contact points, handling difficult and angry customers and exceeding expectations.
- **Service Essentials for Managers by Moran Consulting**: Training for all organization leaders. Skill building includes creating an environment of service excellence, managing communication and feedback, measuring service and recognizing excellence.
- Designed and implemented internal customer service standards, created employee satisfaction surveys to measure success rate for meeting new standards. The Moran process for standards development involves collaboration and consensus among both the front line staff and leaders; clarifying goals and expectations to assure buy-in and successful implementation.

Results:
Pre- and post-measurement survey of employees throughout the organization showed the following increases in important areas of measurement:

- **31%↑**: in the positive “attitude displayed by the staff” toward the individual employee
- **16%↑**: in the “quality of service I receive from other departments”
- **16%↑**: in hearing “coworkers speak positively about the organization”
- **15%↑**: in the area of “exceeding other departments expectations”
Government – Healthcare Facility (Community Hospital)

Situation:
Moran Consulting was selected as the consulting partner to assist a 300-bed community hospital with improving customer service and their image within the community. The hospital is a part of a large county government healthcare system, and is located in an underprivileged community. Many patients are on government assistance programs, such as welfare, and use Medicare and Medicaid to pay for healthcare services.

Problem:
- Patient satisfaction scores were at an all-time low while complaints were at an all-time high.
- Morale was low among the hospital employees — negative job satisfaction scores and lack of pride in individual work was driving the hospital culture.
- Hospital leadership was concerned with the image in the community — surveys showed a very poor perception of the quality of care provided by the hospital.

Solution:
- Consulting Service — Senior Management Alignment: Moran worked with leaders to assure clarity and consistency around the vision and goals of the service improvement process. Leaders committed to their role around improving communication, engaging in the day-to-day activities in their departments, measuring and rewarding success, and providing resources for employees.
- A Train-the-Trainer program for customer service training: Internal staff were trained by Moran to deliver the Service Essentials for Everyone program to approximately 800 employees. An “audition” process for trainers was used to help uncover hidden talent within the organization, identify a talent pipeline within the existing rank, and create ambassadors for change in the hospital.
- Service Essentials for Everyone by Moran Consulting: Customer service training for all staff to include fundamental skill building around attitude, identifying needs, thoughtful body language and words, service contact points, handling difficult and angry customers, and exceeding expectations.

Results:
A three-year post-measurement survey revealed a
- Dramatic reduction in patient complaints.
- 32% increase in the positive image of the quality of care provided by the hospital.
- 54.6% increase in the quality of the reputation of the hospital as providing good patient care.

Employee culture survey revealed a
Government Healthcare Organization – Women Infants Children (WIC) Department within County Hospital System

Situation:
Moran Consulting was selected as the consulting partner to assist a large, multi-dimensional county health department with an organization-wide culture improvement initiative. The project included the development of department-specific service standards and design of measurement systems for over 40 clinical and non-clinical service areas. One of the departments was a state-funded program for Women, Infants and Children (WIC) whose diverse staff members include nurses, nutritionists, lab technicians, receptionist and other high-functioning support roles.

Problem:
The WIC group was experiencing the following issues within their department:

- Concerns that the declining caseload, patient participation rates and show rate for appointments would adversely affect the amount of discretionary funding received by the group.
- A multitude of complaints about poor service, long wait times and extended processing times for patient results.

Solution:

- **Service Essentials for Everyone by Moran Consulting**: Customer service training for all staff to include fundamental skill building around attitude, identifying needs, thoughtful body language and words, service contact points, handling difficult and angry customers and exceeding expectations.

- Development and implementation of department-specific customer service standards. The Moran process for standards development involved collaboration and consensus among both the front line staff and leaders – clarifying goals and expectations to assure buy-in and successful implementation across the organization.

Results:

Over a period of three months, WIC experienced:

- **4.6%** increase in case load
- **4%** increase in participation rate
- **13%** increase in show rate

The amount of time it took for a patient to get through the system – from check-in through discharge – was reduced by **25%**.

Noticeable **reduction in complaints**

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Located forty five miles west of Chicago, Illinois, the beautiful setting, convenient location and abundant natural resources provided by the Fox River and its surroundings allowed the City of St. Charles to evolve from a small river settlement in 1833 to the proud community it is today. St. Charles has become a dynamic, prosperous city with a strong economic base and quality schools, parks and services. St. Charles’ attractiveness and location create pressures for growth in housing, retail and employment as more people seek to become part of the community. This growth challenges the city to create new ways to preserve character, manage direct impacts such as increased traffic, and maintain quality services. The city has adopted six core values as the base of their planning and action steps to serve the community:

- Customer Focused
- Excellence
- Future Oriented
- Integrity
- Openness
- Lead by Example

Background

The city government has two primary external customers, the residential community and the business community. In 1997, the city administration took action on complaints they were receiving from the business community regarding service. In order to better understand customer needs, the city administered a citywide survey entitled the "Priorities Survey" as well as "The Business Retention" survey for the manufacturing community. Based on customer feedback, the perception of many customers was that the city was difficult to work with at times. Also expressed by the customers were observations that certain requests, i.e., obtaining building permits, were delayed because they required multiple-department involvement in the process. The customers felt that internal communication was a challenge for the city and caused costly delays to building projects. A new mayor was elected in 1997 on a platform of making the city more "business friendly." The city administrator clearly recognized that training the staff on the fundamental skills of excellent service was needed. In addition, it was becoming clear to the administrator that the employees of the city must be brought to the forefront to deliver excellent service to the external customers. The satisfaction of the employees, the way they serve each other, their involvement in improving processes, and their adherence to customer service standards were identified as critical components of the customer service challenge. The city adopted the balanced scorecard process to measure performance in the areas of finance, operations, customer service, and employee satisfaction.

Training Pilot

The city administration identified the need to train city inspectors on the fundamental skills of providing excellent service to the community. The primary goal of the training was to give the inspectors the tools they needed to handle difficult situations as well as allow them leeway to make decisions in the favor of the customer. The overall desired change was to encourage staff to work with people versus focus only on the regulations. Service Essentials™ For Everyone - a comprehensive customer service training process, published by Moran Consulting, Inc., was selected as the tool for training. After an extremely successful training pilot with the city inspectors, the city made the decision in 1998 to provide training to every employee, supervisor, and manager employed by the city.

The organization-wide training process began in 1998 with the selection of 10 individuals from various
departments to deliver the training. Once certified, each
trainer delivered the course to groups of ten to twelve
employees. In addition, the training process has become
a permanent component of the new employee orientation
at the city. The curriculum included the six essential
practices for great customer service:
Module 1 Attitude of Excellent Service
Module 2 Identifying Customer Needs
Module 3 Thoughtful Body Language and Words
Module 4 Uncompromising Service Contact
Module 5 Resolving Conflict
Module 6 Exceeding Expectations
The city has adopted a report card of measures to
monitor the results of their customer service initiative.
Such measures include: Customer Satisfaction, Internal
Customer Satisfaction, and Employee Satisfaction. A pre
and post training survey for the participant's perception of
the change in the working environment was also provid-
ed. In addition, the city keeps an eye on the number of
customer complaints as well as success stories. Other
measures that are reviewed include the quantifiable value
of customer retention efforts.
In a recent interview with the City Administrator,
Larry Maholland, and the Human Resources Director,
Kathy Livenios, some questions were asked regarding
the results of the training process. Here are a few of their
comments:

What are some results you have experienced regarding
external customer service?
"The city often receives letters about people who
work for the city that gave great service to customers;
anual customer satisfaction surveys are starting to show
results. We have customer service process improvement
teams working on processes that are important to our
customers and new standards are being developed as a
result," Maholland reports.

Strategies to achieve that objective include increasing
distribution and quality of "The Resident Guide," adding
features and information to the city's web site and
increasing he awareness and participation in the St.
Charles Cooperative web site. Results of this process are
currently being measured by tabulating the number of
calls for information into the city offices.

What are some results you have experienced regarding
internal customers?
"Employee satisfaction surveys and internal customer
service surveys are administered every other year. We are
starting to see positive results. Employees are choosing
to remain working for the city because of the positive
working environment; departments are working well
together; people are still talking about the training that
was conducted over two years ago." reports Livenios.

The city has implemented a tracking system indicating
why people leave the organization. Data indicates
that people who leave the city are leaving for very per-
sonal reasons as opposed to reasons regarding dissatisfac-
tion with the employer.

One Quantifiable Example of Customer Service
Recovery
The city has experienced multiple success stories as a
result of the training. One story shared by Maholland
involved a customer who was hesitant to bring business
into St. Charles based on word of mouth reports of bad
service in the community prior to the training. Larry
Swanson, the St. Charles Fire Chief, was involved in the
service recovery effort writes...

A potential new business, owned by a local
resident, considers moving into the community.
It is a quality, well established business
and deemed very desirable for the community.
There is a problem. The owner approaches
the city administrator and says he would
really like to build his new facility in the
community, but he's been advised by a number
of contractors that the city is impossible to deal
with, especially the fire department, which is
e xtremely tough and difficult to satisfy.
The administrator suggests the owner contact
the fire chief and advises that he is sure
the owner will discover far less difficulty than
he imagines. The contact is made and it is
suggested that the owner bring in his design
team and sit down for a meeting so any issues
he may have can be brought forth and
resolved. The meeting occurs, the owner and
his team seems very surprised at how easily it
moves through matters about the site and the
facility construction. A number of suggestions
are made as to alternate ways to do some
things, which in fact saves the owner money
and will speed the construction process as
well. The meeting ends and the team leaves,
still seeming surprised at how well things
went.
Plans are developed, reviewed; some
minor changes are needed and made in a timely
manner. The construction goes forth and
the owner meets his project schedule complete-
ly and opens his new facility somewhat

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ahead of time, and much quicker than he thought based on prior misconceptions. The owner called the city administrator and tells him the project was well done and congratulates him on the cooperative attitude of the city staff in the whole process, then follows up with a letter affirming their conversation. The business had become a successful part of the community.

This is not only CUSTOMER SERVICE, but has changed the perception of a number of persons as to what can be expected from the community.

Government, especially in the public safety field, has two customers at all times. The one we are dealing with in this example, and the customer that is the entire community at large made up of all the citizens and businesses. It can be a very fine line in meeting the needs of both customers simultaneously, but one that needs to be walked.

The customer in the situation above wrote a letter to Mayor Klinkhammer of St. Charles. Noted here are a few quotes from the customer letter:

"When we first considered moving to St. Charles, we expressed concern over the city's reputation of being difficult to work with on construction projects. During the construction process, I can say with all honesty that the interaction we experienced with every city department was professional, courteous and respectful of our needs and time constraints. After the project was completed, the many staff members we worked with left me with the impression that St. Charles was a community that would welcome our business and work with us to achieve our goals."

What is the dollar value to the City for the customer in this story?

Maholland responded: "Approximately $140,000 a year in taxes." When asked how long the city would like to keep the customer, Larry's response was "Forever!"

For the sake of the math, let's assume the customer stays in the city for 20 years.

$140,000 x 20 years = $2.8 Million

Research says that the average happy customer shares their experience with about 10 others. In this example, the value may be:

$2.8 Million x 10 = $28 Million

Research says that the average angry customer shares their experience with about 20 others. In this example, the cost of losing this customer might have been:

$2.8 Million x 20 = $56 Million

What were some obstacles in creating a customer focused culture in your organization?

Obstacle #1 - Typical Cynicism

"We are finally overcoming the 'nay-sayers,'" says Maholland. "Those are the people who are negative in the organization and would not support such an initiative. Some of them are leaving; others are slower to change. We had to get passed the novelty phase where the staff does not know how to react and might consider such an initiative a flavor of the week."

Why are the 'nay-sayers' coming around?

"Because they know we are going to follow-up and live up to what we said we were going to do." People generally don't like change. The 'nay-sayers' will likely say they have tried this before and it didn't work."

Obstacle #2 - Implementing a New Initiative

"Overcoming the status quo of people who are busy and work hard with little time for anything new. I think if you really believe in the concepts of Customer Service Excellence, you will overcome all obstacles. We realized that a new initiative takes time to gain the buy-in from the staff. Our experience is that if you keep plugging away and do what you say you are going to do, people will eventually buy-in to the change. Once the concepts are ingrained in the organization, they are accepted as a part of the culture."

What other strategies have you implemented to reinforce the Service Culture?

Breakfast with the Employees

"We started a program where we randomly select 7 employees twice a month to go out to breakfast with. We rarely even talk about work; it is simply an opportunity to get to know each other. This is an example of a new initiative that was awkward at first, but now is an accepted part of our culture."

Listen and Learn

"This is a new initiative where supervisors with more than one level of authority will meet one on one with
employees under their span of authority who do not report directly to them. For example, I will meet with every employee of the city except department directors and my assistant. Often when we, the administration, spend time with front line staff, it is in a formal setting like an all-staff meeting. In such settings we don't really learn much from the employees. The objective of "Listen and Learn" is to generate dialogue about difficulties that may be caused by decisions we make. I don't expect this to be effective right away. Real change takes time. I expect that several months down the road, this new method of feedback will be effective.

The city's employee survey includes the following question 'My department's management shows a great deal of respect for my skills and abilities.' The city developed an initial goal to improve this score from 4.89 to a 5.00 in one year on a seven-point scale, and they expect to see greater improvement thereafter. The "Listen and Learn" program is a strategy in place to make that goal a reality.

Soliciting Feedback From Customers

"We have a part time individual assigned to go out and talk to developers and get feedback. This is not a formal quantifiable survey; it is more of an informal interview to attain open-ended feedback. We find this extremely helpful to find out better ways to meet our customer's needs."

Soliciting feedback from customers was developed in response to customers indicating a need for better communication between internal departments. This process was instrumental in creating the standard to do more pre-planning with the business customers.

Process Improvement

Are there specific processes that have improved as a result of this process improvement effort?

"I believe process improvement and customer service go hand in hand. You can't have one without the other. Customers expect great service and they expect the process to go well. We are training our staff on process improvement. Our ultimate goal is to have the front line staff completely empowered with process improvement. Participants on process improvement teams are evolving to be coaches to other teams and are participating on the steering committee."

The city has developed a new process that the city believes will make a huge impression. The city departments involved in a project will meet with businesses and architects prior to the development of drawings for construction. By doing this, the city can anticipate their needs and the problem areas to watch out for. This should have a huge impact on cycle time for approval for the plans. This process builds quality into the system where the city is partnering with its customers to help them succeed and meet their needs.

In addition, behavioral standards have been built into the employee evaluation process. These standards include the behaviors that turned this customer situation around.

One process team was assigned to work on Accounts Payable, specifically the length of time for invoice payment to vendors. The newly developed standard is that 90% of bills will be paid within 30 days.

“We are just starting to see results. One example is in the area of Accounts Payable. The team developed a report that is distributed to inform all departments of payments outstanding.

Data indicates at the beginning of the process 68.4% of the bills were paid within 30 days. Currently 93% of the bills are paid within 30 days.

Do you believe the Training Process has an impact on the process improvement initiative?

"Absolutely, process improvement is simply the next step in giving great service to our customers."

In what ways have you built accountability into the customer service initiative?

"As a result of the customer service focus, we hold ourselves accountable to improve the customer satisfaction scores. The areas needing improvement are incorporated into our performance goals."

Summary Survey of Service Essential Training Process and Results

- Pilot training program with inspector group 12/97
- Train the trainer program for selected trainers 2/98
- Organization-wide training program roll out 3/98 through 12/98

Employee Opinion Survey:

Scale: Each statement can be rated on a scale of "1" to "7" with "7" being the best possible score. Thus, on average, the closer a rating is to "7" the better it is. The numbers are equivalent to the following scale: 7= Strongly Agree, 6=Agree, 5= Slightly Agree, 4=Neutral, 3=Slightly Disagree, 2=Disagree, 1=Strongly Disagree.

Two questions that may be relevant regarding employee satisfaction are noted below:

1. The city's management holds a common philosophy that provides me with a real understanding of what the city stands for:

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Score (7 point scale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>4.46</td>
</tr>
<tr>
<td>2000</td>
<td>4.62</td>
</tr>
</tbody>
</table>

2. I understand the city's mission and goals.

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Score (7 point scale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>4.86</td>
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<tr>
<td>2000</td>
<td>5.10</td>
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</tbody>
</table>

Internal Customer Satisfaction

In a recent internal customer satisfaction survey report, employees shared the following commentary:

"I can see a difference: less blind transfers, more sharing of department information, more interdepartmental communication. Not everyone gets it, but they are a minority."

"Customer service in all divisions has been improved this year."

"I do feel the city is pushing forward in all aspects to improve the system and make each and every employee a better productive person, at the job as well as on a personal level. I have never worked for any company who has gone the extra mile to educate and train their..."
employees. My only regret is I didn't come to the city ten years ago."

Pre and Post Training Survey - Opinion of the participants

A pre and post-survey was conducted as a part of the measuring the process and participants responded to the following questions:

The percentages noted here represent average scores based on 100%. The higher the averages score the more positive the overall response.

Pre-training Post-training

The city employees in my department...

Have an attitude that represents excellent customer service. 73% 78%

Practice effective listening skills to identify customer needs. 71% 75%

Practice body language that delivers a positive message to customers. 65% 72%

Take advantage of all opportunities to deliver Excellent service. 68% 74%

Effectively resolve conflict with customers. 73% 76%

Go the extra mile to delight customers. 65% 74%

Return on Investment (ROI)

ROI is a tough measure when it comes to training. Many of the city’s focused initiative are affecting the bottom line. Let’s look again at the one example shared by Larry Swanson.

The saved business customer will pay taxes to the city in the amount of $140,000 per year. The customer was so delighted with the excellent service that he wrote a letter of thanks to the city administration. Statistically he will share his experience with 10 others who may bring businesses into the city.

$2.8 Million x 10 = $28 Million

Return on investment = 933:1

Conclusion

Pressures from the economy and special needs of customers continue to challenge the city. However, what has been learned is that providing customer service skill building training to the entire organization has achieved positive measured results. Now that the staff has been trained and results have been measured, the reinforcement of standards and behaviors that represent a customer-focused organization is a critical part of the city's daily work. ■

An ounce of prevention is worth a pound of cure

Many communities are finding the challenges of being in the water business increasingly challenging.

Stricter environmental and health regulations, along with aging infrastructure, are concerns that can’t be ignored.

Partnering with Illinois-American Water Company can be a long-term solution to your community’s water challenges.

We understand the changing water and wastewater business ... because we live it every day.

We offer a wide range of water and wastewater services. Please contact us to see if we can offer solutions to your community’s water challenges. Contact: Kevin Caveny 618-239-2255, kcaveny@illinoisamerican.com

Water Solutions.

Illinois-American Water Company
Creating a customer service culture will excite your organization, engage your staff and leaders, and ultimately delight your customers!

Here's how Moran Consulting can help.

Learn more about how Moran Consulting can help your organization create a customer service culture. Visit moraninc.com.
Reinforce Customer Service in 30 Minutes a Week

Great organizations know that the customer service challenge never ends. It's a manager's responsibility to communicate the skills and behavior expected of staff. Reinforce behavior just 30 minutes a week with the Service Essentials Mini-Module Reinforcement System.

What is the Mini-Module Reinforcement System?

It's a tool to help managers lead teams that deliver great customer service. The Mini-Module Reinforcement System includes 25 modules. These learning sessions are designed for managers to conduct at their regular meetings. It's easy to implement, time sensitive to daily operations, action-oriented, and cost-effective.

Get Results

- Bring your customers back.
- Improve your company image.
- Increase staff morale and decrease turnover.
- Ensure continuous reinforcement of excellent customer service.

Learn more about Moran Consulting services at moraninc.com.

Top 10 Mini-Module Topics

- **Attitude of Service Excellence**
  Discover the connection between how learners feel when receiving good and bad customer service and how their customers feel.

- **Positive Word Choice**
  Some words are fight-starters and some are bridges of speech. This mini-module covers word choices to stay away from and practice the words that delight customers.

- **Linking to Your Organization’s Vision**
  Make the connection — how do you bring the organization's vision to life through your daily work? This mini-module shows you how.

- **How to Say “No”**
  Teach users how to say ‘no’ when the answer is not ‘yes.’

- **Identifying Customer Needs**
  Explore how to identify customer needs for both the internal and external customer.

- **Handling Angry Customers**
  Give learners a simple process to professionally handle difficult situations without taking customers’ anger personally.

- **Thoughtful Body Language**
  Practice demonstrating good body language when communicating face-to-face with customers.

- **Service Recovery**
  Identify how to turn disappointed customers into delighted customers.

- **Tone of Voice**
  Help your employees perfect their tone of voice and customize their tone based on the customers’ needs.

- **Exceeding Expectations**
  Focus on opportunities to exceed expectations so customers speak highly of your business to others.

Customize the Mini-Module Reinforcement System to Fit Your Organization’s Service Standards

Appendix Page 16
<table>
<thead>
<tr>
<th>ID</th>
<th>Task Name</th>
<th>Duration</th>
<th>Start</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Task 1 - Customer Service Baseline Assessment</strong></td>
<td>18 days</td>
<td>Mon 6/13/16</td>
<td>Wed 7/6/16</td>
</tr>
<tr>
<td>2</td>
<td>Leadership interviews</td>
<td>2 days</td>
<td>Mon 6/13/16</td>
<td>Tue 6/14/16</td>
</tr>
<tr>
<td>3</td>
<td>Pre-training survey</td>
<td>9 days</td>
<td>Mon 6/20/16</td>
<td>Thu 6/30/16</td>
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<tr>
<td>4</td>
<td>Focus groups</td>
<td>2 days</td>
<td>Mon 7/4/16</td>
<td>Tue 7/5/16</td>
</tr>
<tr>
<td>5</td>
<td>Senior Alignment Meeting</td>
<td>1 day</td>
<td>Wed 7/6/16</td>
<td>Wed 7/6/16</td>
</tr>
<tr>
<td>6</td>
<td><strong>Task 2 - Develop Training</strong></td>
<td>5 days</td>
<td><strong>Mon 7/11/16</strong></td>
<td>Fri 7/15/16</td>
</tr>
<tr>
<td>7</td>
<td>Data analysis correlating topics</td>
<td>2 days</td>
<td>Mon 7/11/16</td>
<td>Tue 7/12/16</td>
</tr>
<tr>
<td>8</td>
<td>Case study and role play development</td>
<td>2 days</td>
<td>Tue 7/12/16</td>
<td>Wed 7/13/16</td>
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<tr>
<td>9</td>
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<td>2 days</td>
<td>Thu 7/14/16</td>
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<td>10</td>
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<td>1 day</td>
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<td>11</td>
<td><strong>Task 3 - Customer Service Metrics</strong></td>
<td>43 days</td>
<td>Mon 6/20/16</td>
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<tr>
<td>12</td>
<td>Data analysis and correlation</td>
<td>20 days</td>
<td>Mon 6/20/16</td>
<td>Fri 7/15/16</td>
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<tr>
<td>13</td>
<td>Metrics drafted</td>
<td>10 days</td>
<td>Mon 7/25/16</td>
<td>Fri 8/5/16</td>
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<tr>
<td>14</td>
<td>Review with subject matter experts</td>
<td>5 days</td>
<td>Mon 8/8/16</td>
<td>Fri 8/12/16</td>
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<td>15</td>
<td>Implementation meeting</td>
<td>1 day</td>
<td>Wed 8/17/16</td>
<td>Wed 8/17/16</td>
</tr>
<tr>
<td>16</td>
<td><strong>Task 4 - Training</strong></td>
<td>17 days</td>
<td><strong>Mon 7/11/16</strong></td>
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<tr>
<td>17</td>
<td>Training delivery methodology and dates finalized</td>
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<td>Mon 7/11/16</td>
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<tr>
<td>18</td>
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<td>19</td>
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<td>11 days</td>
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<td>20</td>
<td>Staff training</td>
<td>4 days</td>
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<td>Fri 7/22/16</td>
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<td>21</td>
<td>Management training</td>
<td>2 days</td>
<td>Tue 7/26/16</td>
<td>Wed 7/27/16</td>
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<td>22</td>
<td>Evaluation and follow up</td>
<td>1 day</td>
<td>Tue 8/2/16</td>
<td>Tue 8/2/16</td>
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<td>23</td>
<td><strong>Task 5 - Post Evaluation</strong></td>
<td>20 days</td>
<td>Mon 10/3/16</td>
<td>Fri 10/28/16</td>
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MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: July 14, 2016
SUBJECT: Real Estate Services for New Well Site Change Order

RECOMMENDATION

Award a contract change order to Voit Real Estate Services for $50,000, for a total contract not-to-exceed amount of $75,000, for real estate acquisition services for two new well sites, and authorize execution of the change order.

The Engineering and Operations Committee reviewed this item at its June 21, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSSION

On November 25, 2014, the Engineering and Operations Committee directed staff to proceed with the recommendations in the 2014 Water Systems Master Plan Update to plan water supply to meet 115% of projected demands, and explore the development of two new well sites while abandoning Well 8.

On January 20, 2015, the Board approved retaining professional real estate services in order to acquire two new well sites for an amount not to exceed $25,000. The contract was awarded to Voit Real Estate Services (Voit).

DISCUSSION

Mesa Water’s Board has directed staff to explore new sites for two new wells and authorized a $25,000 expenditure for professional real estate services. The real estate contract was award to Voit. Voit has been instrumental in identifying listed commercial sites that could be considered for future well sites. However, site acquisition in the current real estate market has been challenging. Industrial sites in the area market targeted for the new wells have asking prices of $2.5 million and higher. These sites tend to be several times larger than the 12,000 square feet needed for a well site and have value-added improvements such as buildings that are not needed for the well site. In addition to the on-market properties, Voit has been strategically pursuing underutilized property on Mesa Water’s behalf. These underutilized properties are not listed for sale. Voit has been researching sites and their ownership, and making contacts and inquires to generate interest from the property owners in subdividing and selling the underutilized portions to Mesa Water®. Voit has identified 13 potential underutilized sites and has made contact with the owners of four of the properties. Mesa Water® has made an offer to purchase one of the properties and is awaiting an acceptance or counter-offer. This approach appears to be the most promising for acquiring two well sites that meet the criteria for location, hydrogeology, size, and shape.

The real estate acquisition effort has required extensive involvement by Voit and will require
additional budget to create, negotiate, and close two acquisitions. Therefore, staff recommends the Board award a contract change order to Voit for $50,000 for a total contract not-to-exceed amount of $75,000.

FINANCIAL IMPACT

No funds are budgeted in FY2017 for new well site acquisition. The requested funding will come from Cash on Hand.

<table>
<thead>
<tr>
<th>Project</th>
<th>Estimate Amounts</th>
<th>Cost Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Project Estimate (FY 2016)</td>
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<td>$ 25,000</td>
</tr>
<tr>
<td>Original Contracts</td>
<td></td>
<td>$ 0</td>
</tr>
<tr>
<td>Change orders</td>
<td></td>
<td>$ 50,000</td>
</tr>
<tr>
<td>Requested funding</td>
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<td>$ 75,000</td>
</tr>
<tr>
<td>Revised Contracts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual spent to date</td>
<td></td>
<td>$ 19,250</td>
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<tr>
<td>Revised Project Estimate</td>
<td>$ 75,000</td>
<td></td>
</tr>
</tbody>
</table>

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: July 14, 2016
SUBJECT: Reservoirs 1 and 2 Improvements

RECOMMENDATION

Award a contract to Schuler Constructors, Inc. for $516,000 and a 10% contingency for a not-to-exceed amount of $567,600 to perform the Reservoirs 1 and 2 Improvements Project and authorize execution of the contract.

The Engineering and Operations Committee reviewed this item at its June 21, 2016 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 #6: Provide outstanding customer service.

BACKGROUND

Mesa Water’s 2014 Master Plan recommended several improvements to Reservoirs 1 and 2 as part of the condition assessment. The following findings and recommendations were provided:

1. To reduce the noise produced by the engines the exhaust of each engine is equipped with a silencer. The assessment recommended that the silencers are in need of replacement due to excessive corrosion and deterioration (installed in 1990 at Reservoir 1).
2. The thermoplastic polyolefin (TPO) roofing membrane revealed that the membrane is well past the end of its useful service life. The assessment recommended replacing the existing roof membrane, flashings, and cracked and deteriorated skylights.
3. The addition of gas meters on each natural gas engine will allow automated data collection of the total flow and quantity of natural gas used. Installation of these new meters will provide compliance with the South Coast Air Quality Management District (SCAQMD) permit monitoring requirements and routine reporting of quantities of gas used.
4. The air vent covers on Reservoir 1 exhibit signs of moderate corrosion and deterioration. The evaluation of the covers indicated that new covers are not necessary at this time. However, the existing four air vent covers need to be removed, localized corrosion repaired, and reconditioned to meet Division of Drinking Water (DDW) criteria.

To address the condition assessment findings and recommendations, stay in compliance with SCAQMD and DDW requirements, and ultimately provide a safer working environment for staff, Mesa Water® initiated the design of the following improvements:

Reservoir 1
- Removal and replacement of existing exhaust silencers,
- Installation of three automated gas meters on each natural gas engine including new associated valves and bypass lines,
• Installation of two automated gas meters on the backup generators including new associated valves and bypass lines,
• Removal and replacement of the TPO roofing membrane, counter flashing, and skylights on the pump house building and reservoir,
• Repair and coating of the deteriorating vent covers.

Reservoir 2
• Replacement of five automated gas meters on the natural gas engines and backup generator including new associated valves and bypass lines.

DISCUSSION

In October 2016, the Design and Specifications for Reservoirs 1 and 2 Improvements were completed.

Ten prospective contractors (Pascal & Ludwig Constructors, R.C. Foster, Stephen Doreck Equipment, Schuler Constructors, Inc., Pacific Hydrotech Corp., S.S. Mechanical, Inc., J.A. Salazar Construction, Mike Bubalo Construction, J.R. Filanc Construction Company, and Jamison Engineering) were contacted for a site visit (April 20, 2016) and requested to submit a bid for the aforementioned project. Three contractors (J.R. Filanc Construction Company, Schuler Constructors, and Pacific Hydrotech Corp.) attended the site visit. Two bids were received on May 10, 2016, from the following contractors:
• Schuler Constructors, Inc. ($516,000), and
• Pacific Hydrotech Corp. ($556,000)

The engineering estimate for the project is $503,705. The low bid from Schuler Constructors, Inc. is approximately 2.4% above the engineer’s estimate.

The proposed project bids have been evaluated and found to be compliant with all the bid package requirements. Schuler Constructors, Inc. has provided construction services for Mesa Water on other similar projects (Reservoir 2 Silencer Replacements) and has provided excellent work, minimized change orders, and are proactive at working with Mesa Water® to resolve unforeseen issues. Construction is scheduled to last 170 calendar days from notice to proceed. Therefore, it is recommended that a construction contract be awarded to Schuler Constructors, Inc. for $516,000 plus a 10% contingency for a not-to-exceed amount of $567,600 to perform the Reservoirs 1 and 2 Improvements Project.

FINANCIAL IMPACT

$548,000 is budgeted in Fiscal Year 2017; no funds have been spent to date. The requested funding will come from Cash on Hand.

ATTACHMENTS

None.
MEMORANDUM

TO: Board of Directors  
FROM: Phil Lauri, P.E., Assistant General Manager  
DATE: July 14, 2016  
SUBJECT: AlertOC Participation

RECOMMENDATION

Authorize execution of a new Memorandum of Understanding between the County of Orange and Mesa Water District for use of AlertOC, a countywide emergency mass notification system.

The Engineering and Operations Committee reviewed this item at its June 21, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

Goal # 6: Provide Outstanding Customer Service.

PRIOR BOARD ACTION/DISCUSSION

On July 11, 2013 the Mesa Water® Board of Directors authorized the General Manager to enter into a Memorandum of Understanding (MOU) between the County of Orange and Mesa Water District for use of AlertOC.

BACKGROUND

AlertOC is Orange County's (County) public mass notification system utilized to notify the public of emergency events and actions that should be taken in response to those events. AlertOC is currently used by the County, most Orange County cities, and many of the water and wastewater districts. AlertOC is managed by the Orange County Sheriff's Department Emergency Management Division and is funded by the County’s Chief Executive Office. Mesa Water® would use AlertOC in the event of an emergency requiring immediate public notification per the California State Water Resources Control Board, such as a boil water notice or a do not drink order, or to notify staff of an Emergency Operations Center activation.

DISCUSSION

In following the County contracting requirements, the County Emergency Management Division was required to go through a Request for Qualifications and Request for Proposals process in order to renew or select a new vendor for the provision of the AlertOC software systems. Through this proposal process a new vendor, Everbridge, Inc., was selected and approved by the County Board of Supervisors on May 24, 2016.

Due to the new provider and the expiration of the current MOU on July 6, 2016, the County is requiring that all administrative users of the AlertOC system sign a new Memorandum of Understanding with the County. The MOU is largely the same as previous MOU's between Mesa Water District and the County for this service, with minor changes regarding the service provider and related details.
In order to utilize the system each agency is required to sign a MOU with the County and authorized users are required to attend training on the use of the system. The MOU is largely to ensure the proper use of the system and more specifically the E911 data. E911 data can only be used for emergency notifications and cannot be used for any other purpose.

Currently, out of fourteen special water districts, eleven have chosen to participate in the program. City Water Departments are covered by City-wide participation in the program. Mesa Water’s legal counsel has reviewed the agreement and approves execution. Therefore, staff recommends that the Board consider authorizing the AlertOC MOU.

FINANCIAL IMPACT

None; there is no cost for participation in this program.

ATTACHMENTS

Attachment A: MOU AlertOC Mass Notification 2016
Attachment B: AlertOC Policy
MEMORANDUM OF UNDERSTANDING
BETWEEN
THE COUNTY OF ORANGE
AND
PARTICIPANTS
FOR USE OF COUNTYWIDE MASS NOTIFICATION SYSTEM

This Memorandum of Understanding, hereinafter referred to as “MOU,” dated July 1, 2016, which date is stated for purposes of reference only, is entered into by and between the County of Orange, a political subdivision of the State of California, hereinafter referred to as “COUNTY,” and the undersigned municipalities, public universities and water agencies responsible for protecting a resident population and maintaining a dedicated public safety answering point (PSAP) within the County of Orange, hereinafter referred to individually as “PARTICIPANT” or collectively as “PARTICIPANTS.”

This MOU is intended to establish governance and terms of use for a Countywide Public Mass Notification System.

RECATALS

WHEREAS, COUNTY is sponsoring a Countywide Public Mass Notification System (“System”) for the primary intent of providing timely communication to the public during times of emergency; and

WHEREAS, the County is making use of the System available to all cities and agencies within the County of Orange who have the responsibility for protecting a resident population and maintaining a dedicated public safety answering point (PSAP); and

WHEREAS, COUNTY entered into Orange County Agreement No. MA-060-16011934 (“Agreement”) with Everbridge, Inc., for the provision of Public Mass Notification System Services, on or about May 24, 2016, attached hereto as Exhibit A, to disseminate critical, time-sensitive emergency information to COUNTY’s citizens and businesses through phone and e-mail devices for emergency notification purposes; and

WHEREAS, COUNTY agrees to provide to PARTICIPANTS access to the services provided by Everbridge, Inc. as contained in the Agreement in exchange for abiding by the terms set forth in this MOU; and

WHEREAS, PARTICIPANTS agree to uphold the same terms and conditions of the Agreement, to use the System in compliance with all usage agreements, including but not limited to the End User License Agreement, identified and incorporated herein as Exhibit A (Orange County Agreement No. MA-060-16011934, Exhibit B (Countywide Public Mass Notification System Policy and Guideline) and Exhibit C (Nondisclosure Document), and the terms of this MOU to receive the benefits under the Agreement.

NOW, THEREFORE, the parties agree as follows:
I. Definitions:

“Agreement” shall refer to Orange County Agreement No. MA-060-16011934 between COUNTY and Everbridge, Inc. The Agreement is attached to this MOU as Exhibit A.

“Countywide” shall mean all geographic locations in Orange County, California.

“Contact information” shall mean PARTICIPANT and public contact data stored in the System for the purpose of disseminating communication in accordance with this MOU and its Exhibits.

“Confidential Information” shall include but not be limited to personal identifying information about an individual such as address, phone number, Social Security number, or any other identifier protected from disclosure by law, and/or any other information otherwise protected from disclosure by law, for example, the identity of a victim of a sex crime or a juvenile.

“Emergency” shall include, but not be limited to, instances of fire, flood, storm, epidemic, riots, or disease that threaten the safety and welfare of the citizens and property located within the boundaries of the COUNTY and PARTICIPANTS’ respective jurisdictions.

“Emergency information” shall mean information relevant to the safety and welfare of recipients in the event of an Emergency. Such information shall include but not be limited to instructions and directions to alleviate or avoid the impact of an emergency.

“Emergency notification situation” shall mean instances when emergency information is to be distributed through the System.

“Individual User” shall mean an agent, officer, employee or representative of PARTICIPANT that has been granted access to the System as set forth in this MOU.

“Non-emergency information” shall refer to information that is not relevant to the safety and welfare of recipients, but has been deemed to be of significant importance to a PARTICIPANT’s jurisdiction to justify the use of the System to distribute such information.

“Non-emergency notification situation” shall mean instances when a PARTICIPANT deems non-emergency information to be of significance to a PARTICIPANT’S jurisdiction and the PARTICIPANT uses the System to distribute such information.

“System” shall mean the Public Mass Notification System as provided by Everbridge, Inc. to COUNTY under the Agreement. The System is designed to disseminate information by utilizing common communications, i.e. telephone and e-mail communications to citizens and businesses as permitted under the Agreement.
II. Hold Harmless: PARTICIPANT will defend, indemnify and save harmless COUNTY, its elected officials, officers, agents, employees, volunteers and those special districts and agencies which COUNTY’s Board of Supervisors acts as the governing Board ("COUNTY INDEMNITIES") from and against any and all claims, demands, losses, damages, expenses or liabilities of any kind or nature which COUNTY, its officers, agents, employees or volunteers may sustain or incur or which may be imposed upon them for injury to or death of persons, or damages to property as a result of, or arising out of the acts, errors or omissions of PARTICIPANT, its officers, agents, employees, subtenants, invitees, or licensees. COUNTY will defend, indemnify and save harmless PARTICIPANT, its officers, agents, employees and volunteers from and against any and all claims, demands, losses, damages, expenses or liabilities of any kind or nature which PARTICIPANT, its officers, agents, employees or volunteers may sustain or incur or which may be imposed upon them for injury to or death of persons, or damages to property as a result of, or arising out of the acts, errors or omissions of COUNTY, its officers, agents, employees, subtenants, invitees, or licensees.

III. Term: This MOU shall be in effect from July 1, 2016 and shall expire on June 30, 2021, unless COUNTY funding of the System becomes unavailable at which time PARTICIPANTS will be given six-month advance notice per the termination terms found in Paragraph IX. Termination, below.

IV. Scope of Services: PARTICIPANTS shall receive from COUNTY access to the same services being provided by Everbridge, Inc. to the COUNTY under the Agreement. COUNTY’s involvement in this MOU is limited only to extending the availability of the terms and conditions of the Agreement to the PARTICIPANTS.

V. Use: Use of the System and its data, including but not limited to contact information, is governed by the terms, conditions and restrictions set forth in the terms provided in Exhibit A, B and C. All PARTICIPANTS agree to the terms and conditions contained in Exhibits A, B, and C. COUNTY retains the right to update Exhibits A, B, and C as needed, in whole or in part, during the life of this MOU. Any and all revised Exhibits will be distributed to PARTICIPANTS within five business days of the revision date and shall be incorporated into this MOU. Such modifications to the Exhibits shall not be deemed an amendment for the purposes of Paragraph X. Amendments, below.

PARTICIPANT, including each of its agents, officers, employees, and representatives who are given access to the System, agrees to abide by the individual terms of each agreement and the additional conditions incorporated herein. Breach of use may result in individual user or PARTICIPANT access account termination.

PARTICIPANT agrees to require each Individual User to execute an Individual User Agreement (Exhibit D) regarding their obligations to maintain the confidentiality of login and password information; ensure that they will use the System in accordance with all applicable laws and regulations, including those relating to use of personal information; that they may be responsible for any breach of the terms of the Agreement with
Everbridge and/or this MOU; and the confidentiality provisions of this MOU.
PARTICIPANT further agrees to provide a copy of the signed Individual User Agreement to COUNTY and notify COUNTY if an individual user withdraws their consent to the Individual User Agreement at anytime during the term of this MOU.

The scope of services under the Agreement is limited to using the System to distribute business communication to PARTICIPANT inter-departmental resources and/or emergency information to the public in emergency notification situations.

All PARTICIPANTS have read and accept the terms and conditions found in COUNTY’s “Countywide Public Mass Notification System Policy and Guideline (June 30, 2008)”, attached hereto as Exhibit B.

VI. Notice: Any notice or notices required or permitted to be given pursuant to this MOU shall be submitted in writing and delivered in person, via electronic mail or via United States mail as follows:

COUNTY:
County of Orange – Sheriff-Coroner Department
Emergency Management Division
Attn: Donna Boston / Emergency Management
2644 Santiago Canyon Road
Silverado, CA 92676

PARTICIPANTS: Each PARTICIPANT shall provide to COUNTY a contact person and notice information upon entering into this MOU.

Notice shall be considered tendered at the time it is received by the intended recipient.

VII. Confidentiality: Each party agrees to maintain the confidentiality of confidential records and information to which they have access as a result of their use of the System and pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this MOU. All information and use of the System shall be in compliance with California Public Utilities Code section 2872. No party shall post confidential information as part of a mass notification unless the law allows such information to be released.

VIII. Termination: The COUNTY or any PARTICIPANT may terminate its participation in this MOU at any time for any reason whatsoever. If any PARTICIPANT chooses to terminate its participation in this MOU, the terminating PARTICIPANT shall provide written notification in accordance with Paragraph VII. Notice, above. Such notice shall be delivered to the COUNTY 30 days prior to the determined termination date. A terminating PARTICIPANT shall uphold the obligations contained in Paragraph II. Hold Harmless in its entirety and Paragraph VIII. Confidentiality, above. Upon termination, PARTICIPANT agrees to inform each PARTICIPANT user to stop using the System and to relinquish all System access, user accounts, passwords and non-PARTICIPANT data
to COUNTY immediately. PARTICIPANT may choose to delete and/or export non-public PARTICIPANT (aka inter-departmental) owned contact information, as well as, export resident provided contact information prior to termination. Resident provided contact information acquired through PARTICIPANT sources shall remain in the System and available to the County for regional or multi-jurisdictional notification use as needed.

Should COUNTY discontinue its funding for the System, which shall be grounds for COUNTY’s termination of its participation, COUNTY shall give PARTICIPANTS six-month advance courtesy notice prior to terminating the Agreement. All other reasons for terminating by COUNTY shall be valid upon providing notice to the PARTICIPANTS. Upon termination by COUNTY, this MOU shall no longer be in effect.

Termination by a PARTICIPANT shall not be deemed an amendment to this MOU as defined in Paragraph X. Amendments, below.

IX. Amendments: This MOU may be amended only by mutual written consent of the parties involved unless otherwise provided for in this MOU. The modifications shall have no force and effect unless such modifications are in writing and signed by an authorized representative of each party. Termination by a PARTICIPANT or adding a new PARTICIPANT to this MOU shall not be deemed an amendment.

IN WITNESS WHEREOF, the parties hereto have caused this Memorandum of Understanding to be executed by their duly authorized representatives as of the dates opposite the signatures.

COUNTY OF ORANGE

By: ___________________________________ Date: _________________
Sandra Hutchens, Sheriff-Coroner
County of Orange

PARTICIPANT: __Mesa Water District

By: ___________________________________ Date: _________________
Authorized Signature

Print Name and Title
I. PURPOSE

The purpose of this document is to outline the Standard Operating Procedures for the use and administration of AlertOC, the Orange County Public Mass Notification System, hereinafter referred to as “System”. This document will provide more specific step-by-step procedures and roles and responsibilities at the regional level including describing expectation of participants. Individual jurisdictions/agencies should create and maintain and regional concepts. The step-by-step procedures for activation and use will be maintained in a separate document maintained by each jurisdiction/agency as a part of their emergency response plans for overall planning and response efforts. A copy of these procedures shall be maintained in PrepareOC.

This document does not supersede any policy and procedures outlines in the Memorandums of Understandings signed by participating agencies, but should be used to support the use of the Orange County Mass Notification System.

II. SYSTEM DESCRIPTION

The primary intent of the Countywide Public Mass Notification System is to disseminate early warning and time sensitive information to county businesses and residents during time of an emergency event. The Public Mass Notification System is only one component of the County of Orange Public Warning System. As deemed fit by local authorities, the System should be used in conjunction with the other public warning mechanisms including, but not limited to, route alerting, the Emergency Alert System, sirens, and press releases.

The Mass Notification System is available 24/7 and has been pre-loaded with Orange County landline phone numbers (including unlisted) and countywide geographic maps. Additionally, citizens have the option to provide additional contact information via self-registration portal www.alertoc.com with link access from county and all participating entity websites. Upon local authority decision to activate, the System will be used to send a message, describing the situation and recommended action the public should take, to affected businesses and households via telephone, e-mail and/or text.

The County of Orange, Orange County Sheriff’s Department is the sponsor of the Countywide Public Mass Notification System initiative and will take appropriate measures to ensure that the System is in a state of operational readiness at all times. It is the responsibility of all participating Agencies to maximize citizen benefits from the System.

While the County’s intent for implementing and maintaining the System is for “emergency” use, upon consent from local authorities, cities may optionally use the System to disseminate “government-related” non-emergency notifications to citizens and organization resources within its jurisdiction. See Section V. Authorized Use and Section VIII. Cost for policy guidelines relating to non-emergency use.
III. GOVERNANCE

The Orange County Sheriff’s Department Emergency Management Division will manage the Mass Notification System as a countywide asset under the Policy and Guidance approved and recommended by the Orange County AlertOC Working Group, and agreed upon by each individual Agency when they opt into the system.

Use of the System by each Agency is contingent upon that Agency abiding by the contract with the mass notification vendor, and the protocols established by the Emergency Management Council and Operational Area Executive Board.

The System utilizes the 9-1-1 database to complete the notifications. The use of the 9-1-1 database is regulated by the California Public Utilities Code (CPUC) sections 2872 and 2891.1. The information contained in the 9-1-1 database is confidential and proprietary and shall not be disclosed or utilized except by authorized personnel for the purpose of emergency notifications. Any agency in violation of this regulation is subject to criminal charges as described in the CPUC.

The Orange County Sheriff’s Department Emergency Management Division is responsible to ensure that the provisions of the contract are implemented properly. Authorized users must respect the integrity of the database, understand the privacy issues and fully comply with the policies and protocols outlined in this document. If violations of the MOU and this approved policy document are made by any individual or Agency, the Orange County Sheriff’s Department reserves the right to disable that individual’s or Agency’s login(s).

IV. OVERVIEW OF GENERAL SYSTEM FEATURES

At minimum, the Orange County Sheriff’s Department shall acquire and maintain a Public Mass Notification System capable of meeting the following requirements.

A. Licensed for use throughout the County’s entire region
B. Capacity to send a 45 second message to 10,000 residents and businesses within 10 minutes
C. Capacity to send messages via phone, e-mail and text
D. Accessible via the public Internet
E. Provides audit trail logging and reporting
F. GIS map interface for geographic call list generation
G. Citizen self-registration web portal (available in English, Spanish and Vietnamese)
H. Interactive phone survey technology and reporting
I. IVR based notification setup and execution
J. Capable of identifying constituents preferred language and sending message in English, Spanish and Vietnamese
V. AUTHORIZED USE

The Mass Notification System is designed to be a countywide asset, available to all Agencies that have a dedicated public safety answering point (PSAP) and/or a resident population they are responsible for making protective action recommendations.

An Agency may participate in the countywide System at no charge when used for emergency purposes until June 2021.

Agencies authorized to join the system at no cost are limited to the incorporated cities in the Orange County Operational Area, County agencies and departments, the Municipal Water District of Orange County and Orange County Retail Water Agencies. Each participating Agency must sign a MOU and will maintain, at minimum, a Local Agency Administrator responsible for implementing and administering use of the System at the local level.

Cities

Cities wishing to participate may do so by having an authoritative representative sign the “Orange County Public Mass Notification System” MOU. Upon signing the agreement, the Agency will be provided a local administrator account, a vendor provided user manual and initial training. Throughout the term of the agreement, the Agency may use the System to send an unlimited number of emergency notifications to the public as well as an unlimited number of emergency and non-emergency inter-departmental messages. Each participating City shall develop and maintain written procedures to identify and address the Agency’s specific use of the System within the scope of this policy guide.

County Users

Unincorporated areas of Orange County will have emergency messaging to the public launched by the Orange County Sheriff’s Department. All other county agencies may have access to utilize the system for interdepartmental use. Each participating County agency shall develop and maintain written procedures to identify and address the Agency’s specific use of the System within the scope of this policy guide and provide this guideline to the Orange County Sheriff’s Department Emergency Management Division.

Water Retail Water Agencies

The Municipal Water District of Orange County and Orange County Retail Water Agencies wishing to participate may do so by having an authoritative representative sign the “Orange County Water Retail Agency Public Mass Notification System” MOU. Upon signing the agreement, the Agency will be provided a local administrator account, and the Orange County Sheriff’s Department, Emergency Management Division in collaboration with the Municipal Water District of Orange County – Water Emergency response Organization of Orange County (WEROC) will provide a user manual and initial training. Throughout the term of the agreement, the Agency may use the System to send emergency notifications to the public by utilizing pre-established GIS shape files or the system’s interactive map feature to identify their water users. Each participating agency shall develop and maintain written procedures to identify and address the Agency’s specific use of the System within the scope of this policy guide.
Emergency Use
Use of the Mass Notification System for emergency activity contains two components: (1) the need to disseminate critical, safety-related information to individuals regarding emergency events occurring now, follow up information regarding the event and termination of the emergency event., and (2) communicating with safety-responder staff, volunteers and involved parties about the emergency event.

As a general rule, the System is to be used when the public is being asked to take some action (e.g. evacuate, prepare to evacuate, shelter in place, boil tap water before drinking, local assistance centers and other follow up information, reentry to an areas after evacuation orders have been lifted or termination of the emergency because the danger has passed).

Emergency Public Notifications are limited to:

1. Imminent or perceived threat to life or property
2. Disaster notifications
3. Evacuation notices
4. Public health emergencies
5. Public safety emergencies
6. Any notification to provide emergency information to a defined community

The following criteria should be utilized to assist with determining the need to issue an alert:

1. Severity. Is there a significant threat to public life and safety?
2. Public Protection. Is there a need for members of the public to take a protective action in order to reduce loss of life or substantial loss of property?
3. Warning. Will providing warning information assist members of the public in making the decision to take proper and prudent action?
4. Timing. Does the situation require immediate public knowledge in order to avoid adverse impact?
5. Geographical area. Is the situation limited to a defined geographical area? Is that area of a size that will allow for an effective use of the system, given the outgoing call capacity?
6. Are other means of disseminating the information inadequate to ensure proper and time delivery of the information?
7. Is the message being sent follow up information to an emergency event in progress?

If the answer to ALL of these questions is “Yes”, then an activation of the Mass Notification System for emergency purposes may be warranted.
To assist with trigger points for potential message use topics refer to Attachment A

Emergency Responder Notifications are limited to:

1. Contacting first responders to advise of an emergency
2. Contacting first responders to report for duty due to an emergency
3. Contacting key staff regarding an emergency or crisis situation
4. Contacting agency employees/DSWs to report at a different time or location (or provide an update) due to an emergency
5. Exercises

Emergency considerations:
1. Notification shall clearly state situation is an emergency
2. Message length shall not exceed 60 seconds
3. It is highly recommended all messages are recorded using a real voice and not the computer transcriber.
4. It is highly recommended to provide a phone number or website where the public can obtain additional or updated information
5. An all clear notification should be sent when applicable

A. Inter-Department Communication
City and County Agencies may use the Mass Notification System for non-emergency inter-departmental business communication as needed, without cost. It is recommended that individual Agencies identify where this would add value to their operations and establish separate written protocols and procedures for this use.

B. Non-Emergency Public Use
No agency shall use the Mass Notification System for non-emergency public announcements unless a separate contract with the vendor is established. Non-emergency use shall be consistent and in compliance with the non-emergency guidelines included within. Any agency in violation of this term may have their use of the system suspended. Additionally, E911 data is not allowed to be utilized for non-emergency use according to the law California Public Utilities Code (CPUC) sections 2872 and 2891.1 and violators may be subject to criminal enforcement. Jurisdictions will be limited to utilizing the self-registering portal entry data only when launching non-emergency messages.

Agencies who contract to use the countywide System for non-emergency activity agree to give precedence to emergency notification call-outs by delaying or terminating non-emergency notification sessions if needed to increase emergency message success. The primary concern for point of failure in this situation is not the Mass Notification System, but the telephone port capacity of local phone providers responsible for delivering calls to residents. Cost associated with non-emergency public notifications is the responsibility of the local Agency, See section VIII.

Non-emergency public notification use is prohibited for any of the following purposes:

1. Any message of commercial nature
2. Any message of a political nature
3. Any non-official business (e.g. articles, retirement announcements, etc.)
4. To send a message to an E911 obtained data source; see Section III, Governance, for additional information relating to E911 data use restrictions
C. Confidentiality
Agencies shall be responsible for: (i) ensuring that users maintain the confidentiality of all user login and password information; (ii) ensuring that users use the service in accordance with all applicable laws and regulations, including those relating to use of personal information; (iii) any breach of the terms of this policy or the vendor agreement by any user; and (iv) all communications by users using the service. Agencies shall promptly notify the Orange County Sheriff’s Department and the vendor if it becomes aware of any user action or omission that would constitute a breach or violation of this policy or the vendor agreement.

Through the “Memorandum of Understanding between the County of Orange and Participants for use of Countywide Mass Notification System,” each agency is bound in writing to the confidentiality obligations sufficient to permit agencies to fully perform its obligations under this policy or the vendor agreement.

VI. AUTHORIZED SYSTEM USERS
A. Public Notifications
In general, use of the system in most cities is the responsibility of the local law enforcement agency. Since law is responsible to make alert, notification and evacuation orders. However, others may also be authorized to make notifications will be officials including, emergency management, fire and city manager departments.

County Administrator: The Orange County Sheriff’s Department will act as the Countywide Public Mass Notification System County Administrator. County Administrator responsibilities are covered in section IX. System Administration and Operation.

County User: Orange County Sheriff’s Department Emergency Communication Division (9-1-1 dispatch), Control One and Emergency Management Division personnel will be setup as “County” users. County Users will have permission to access and launch emergency notifications to all jurisdictions within Orange County consistent with County Operational Area public safety response guidelines. All other county agencies will have permission to execute inter department notifications.

The Orange County Emergency Operations Center, when activated will be responsible for all public notifications to unincorporated areas during an emergency. For day to day use of the system for public safety incidents including but not limited to hazmats, felony crimes with suspects still at large, the Orange County Sheriff’s Department Commander will be responsible for execution of messages.

Local Agency Administrator: A minimum of one designated Local Agency Administrator will be required for each Agency participating in the countywide System. Local Agency Administrator responsibilities are covered in section IX. System Administration and Operation.

Local Agency User: Participating Agencies may have an unlimited number of Local Agency Users. Local Agency Users will have access to resident contact records within their
jurisdiction as well as neighboring jurisdictions with an established MOU agreement. Local Agency Users will be authorized and managed by the Local Agency Administrator and may have varied system permissions.

Any City jurisdiction who has contracted police services shall grant and provide access to their jurisdictions system in order to launch messages in a timely manner.

- Water agencies are identified as local users under the Orange County Sheriff’s Department Emergency Management Division.

Inter-Department User: Inter-departmental users will have permission to inter-departmental contact information only and are authorized to use the system solely for inter-departmental communication including but limited to first responder or volunteer call-outs. Additional user for special contact groups including In House Special Services (IHSS), access and functional need cliental may be established with prior authorization from the Orange County Sheriff’s Department to ensure no vendor contract violations are occurring.

VII. ACTIVATION OF THE SYSTEM

Each City Jurisdiction is responsible for launching messages to affected citizens and businesses within their jurisdiction. Determination of authority to request activation of the Mass Notification System rest with local officials, not with the County of Orange or the Orange County Sheriff’s Department Emergency Management Division. Water agencies are responsible for launching messages to affected citizens and businesses as identified in their service district. The following is protocol to be followed when an emergency message is launched anywhere in Orange County.

A. Public Notifications

1. The County of Orange is authorized to use the System to send notifications of regional emergencies to any and all residents within the Operational Area (example: Countywide quarantine order for a health alert). Upon sending a countywide notification, Orange County Sheriff’s Department Emergency Management Division will, as soon as possible, advise the appropriate local Agency that mass notifications have been sent by the County to residents of their cities. Pre-notification to emergency managers by email or WebEOC of this AlertOC activation before actual delivery of the message will occur if possible.

2. Other than regional emergency notifications, public notifications are the responsibility of the individual City/Local Government. In the event that the geographical location of an incident requires a message to be delivered to multiple jurisdictions, the responsible Agency will inform each individual Agency so that they can send the message to those affected within their own jurisdiction. **Exception:** Small unincorporated neighborhoods embedded within City limits will receive mass notification of local city emergency activity from City Officials. This does not include the unincorporated areas of Rossmoor, Midway City, Cowan Heights, Lemon Heights, all canyons, Coto de Caza and Trabuco Canyon areas. Any of the fore mentioned unincorporated areas by names, coordination will have to occur with the Orange County Sheriff’s Department/Watch Commander when the EOC is not activated.
3. For a City wishing to send or receive messages to or from a neighboring Agency during time of a multi-jurisdictional incident, an MOU should be established between both parties that grants permission for the handling Agency to send emergency notification to residents within the affected Agency. (Exception will be made for cities who have contracted law enforcement services. No MOU will be required and access SHALL be granted).
   a. In the event no MOU has been established, the local city agency will contact the Police Watch Commander who is the 24 hour warning point for all cities for approval and coordination.

4. Water agencies sending information to the public will do so only to pre-loaded GIS shape files containing their service areas. This procedure must occur due to the overlapping jurisdictional boundary areas. Water agencies will launch messages under the Orange County user account. Pre-notification to the Water Emergency Response of Orange County (WEROC) emergency manager, and impacted city emergency managers will occur prior to the lunch of the message by email containing the AlertOC message before actual delivery of the message will occur.
   a. The WEROC Emergency Manager is responsible to notify and provide the information to the OA/County Emergency Manager since the identification information will show the County of Orange as the initiator.

5. In the event a participating Agency is unable to send out an emergency message, the Orange County Control One Coordinated Communications Center is available to act on the local Agency’s behalf. Agencies that do not have a current MOU with the County may also request Control One to send out an emergency message. Control One will not be available to send internal notifications. All rules and guidelines are applicable. It is still the responsibility of the local agency with the primary responsibility of the incident to receive approval for adjacent jurisdictions on multi-jurisdictional events. Attachment B is the launch form containing all information required in order to launch a message. Authority to request mutual aid assistance from Control One must be requested by a Lieutenant or above (same protocols as requesting a Code Alex).

6. If the Operational Area EOC is activated, agencies may request to utilize the Orange County Information Hotline 714-628-7085 as the identification phone number for residents and businesses to call to obtain additional information. Agencies are requested to send a copy of the AlertOC script to the OA EOC before the message is launched, if possible.

7. Participating Agencies are authorized to develop pre-established notification lists and messages to meet their individual needs. These lists may include special populations (e.g. in-home care, schools, etc) or those susceptible to certain risks (e.g. homes within dam inundation zone). It is the responsibility of the participating Agency to create, maintain and update these lists.

B. Emergency Response and Inter-Department Notifications:
1. Each participating Agency is authorized to create employee/volunteer and department call lists and pre-recorded messages.
2. Any non-city agency wishing to create specialty groups which still contain public contact information (ex: special needs callouts) may do so with prior consent. However, any activation of information to any of these groups needs to be coordinated to ensure clear, concise and accurate information is being dispersed. During emergencies, messages
will be coordinated with the Operational Area, Orange County Sheriff’s Department Emergency Management Division.

3. It is the sole responsibility of each participating Agency to maintain these lists and to launch notifications as deemed necessary.

VIII. COSTS
The County of Orange agrees to fund the System for notifications classified as “emergency use”. The County of Orange also agrees to continue to purchase updated E911 telephone data and geographic maps.

Costs associated with use of the System for non-emergency activity is the responsibility of the local Agency through separate contract with the mass notification Vendor.

IX. SYSTEM ADMINISTRATION/OPERATIONS
Individual Agencies are responsible for providing logins and procedural training to key individuals within their Agency responsible for using the Mass Notification System.

A. County Administrator
The Orange County Sheriff’s Department will assign and maintain a designated Mass Notification Program Administrator responsible for overall acquisition, accessibility, maintenance, compliance and management of all components required to provide an effective countywide mass notification system.

The County Administrator is responsible for:

1. System acquisition and contract management.
2. Policy management and as needed modification (in consultation with public safety, emergency management and emergency response personnel.)
3. Audit compliance: routine monitoring of System use to insure policy and contract compliance.
4. Access management: record management of signed MOU from each participating Agency, distribution of local administrator accounts and updated local administrator contact list.
6. Testing: facilitate routine System-wide test exercise, document overall test results and recommend and execute, as needed, corrective action at the County level.
7. Public education campaign: initiate and facilitate public education campaign aimed at making the public aware of the countywide public mass notification system initiative and citizen web portal.
8. System support: provide support to Local Agency Administrators.

B. Local Agency Administrator
Participating Agencies agree to appoint a designated Mass Notification Local Administrator responsible for leading, coordinating, monitoring and optimizing use of the Mass Notification
System at the local level. Local Agency Administrator shall act as the Agency’s central point of contact and will work collaboratively with the County Administrator to insure local use of the system is within policy and MOU guidelines.

Local Agency Administrator is responsible for:

1. Contract acquisition if Agency will use the system for non-emergency purposes.
2. Local Agency Mass Notification Operating Procedure development and management.
3. Use compliance: routine monitoring to ensure System is used within the conditions and terms of this document and associated MOU.
4. Access management: local user account distribution and management, record management of MOU(s) and signed end user P&P.
5. Data management: perform routine data management, error-correcting and data integrity updates to System contact and geo-coded map data.
6. Testing: facilitate routine local System test exercise, document local test results and recommend and execute, as needed, corrective action at the local level.
7. Public education campaign: initiate and facilitate public education campaign aimed at making the local community aware of the intended use of the Mass Notification System and citizen web portal.
8. System support: provide support to local Agency end-users.

X. INFORMATION SYSTEMS AND SUPPORT
The Orange County Sheriff’s Department will acquire and maintain 24x7x365 vendor support for the Mass Notification System. Participating Agencies are authorized to contact vendor support as needed.

XI. ROUTINE TESTING
The Mass Notification System will be tested quarterly. Test exercises will be geared towards insuring that use of the System in an emergency is optimized. This includes testing operational readiness, activation procedures and system effectiveness as well as validating data and system processes. Through test exercises, System administrators and users will be able to observe the mode of operation to augment and refresh System and process knowledge.

Specific test exercise routines, roles, responsibilities and schedule will be detailed in the Operational Area Standard Operating Procedure document.

By signing the Mass Notification System MOU, participating Agencies agree to take part in quarterly Mass Notification countywide test exercises.

XII. DEFINITIONS

1. **System** – All components of the Mass Notification System including hardware, software, access portals, contact data and GIS maps.

2. **Resident** – Comprises households and businesses.
3. **IVR** – Interactive Voice Response is a phone technology that allows a computer to detect voice and touch tones using a normal phone call. This technology will allow a user of the Mass Notification System to launch a message to a pre-defined call list when a pc or internet connection is not available.

4. **Emergency** - “Emergency” shall include, but not be limited to, instances of fire, flood, storm, epidemic, riots, or disease that threaten the safety and welfare of the citizens and property located within the boundaries of the county and participants’ respective jurisdictions.
Revision History:

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<th>Revision Date</th>
<th>Author</th>
<th>Description</th>
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<tbody>
<tr>
<td>April 18, 2008</td>
<td>PMNS Policy Committee</td>
<td>Document originated</td>
</tr>
<tr>
<td>May 19, 2008</td>
<td>PMNS Executive Review Team</td>
<td>Non-emergency session termination in Section V., Item C.</td>
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<tr>
<td>May 2010</td>
<td>Vicki Osborn</td>
<td>Revision of all sections</td>
</tr>
<tr>
<td>June 2012</td>
<td>Raymond Cheung</td>
<td>Revision for OCSD transition</td>
</tr>
<tr>
<td>May 2013</td>
<td>Raymond Cheung</td>
<td>Revision for new vendor contract</td>
</tr>
<tr>
<td>May 2016</td>
<td>Raymond Cheung</td>
<td>Added confidentiality item to Section V., Item C. and allowed non-emergency use in Section V., Item B. and Section VIII.</td>
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<th>Description</th>
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<td>Active Shooter</td>
<td>A shooting with armed individual or individuals is occurring in a known area.</td>
<td>Yes</td>
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<tr>
<td>Boil Water Orders</td>
<td>An unsafe water supply issue requiring the public to boil water before use.</td>
<td>Yes</td>
</tr>
<tr>
<td>Building Fire</td>
<td>A fire occurring in an urban area requiring evacuation or shelter in place for the immediate area.</td>
<td>Yes</td>
</tr>
<tr>
<td>Violent Crimes</td>
<td>Violent crimes that just occurred such as robbery, assault, murder, etc.</td>
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</tr>
<tr>
<td>Felony Suspect at Large</td>
<td>Law enforcement is currently searching for a felony suspect that is suspected to be in a certain area.</td>
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<tr>
<td>HazMat</td>
<td>Hazardous Materials incidents that require a fire/hazmat response and may include evacuations or shelter-in-place orders.</td>
<td>Yes</td>
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<tr>
<td>Health Orders</td>
<td>Any public health order made pursuant to County Health Officer recommendations.</td>
<td>Yes</td>
</tr>
<tr>
<td>Missing Adult (920A) with special cirсs</td>
<td>12-17 yrs with decreased mental capacity or medical condition</td>
<td>Yes</td>
</tr>
<tr>
<td>Missing Child (920C)</td>
<td>12 yrs or younger ***Discussion add Amber alert triggers</td>
<td>Yes</td>
</tr>
<tr>
<td>Missing Juvi (920J) with special cirсs</td>
<td>18 yrs and older 12-17 yrs with decreased mental capacity or medical condition</td>
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<td>Severe Weather Related</td>
<td>Weather warnings that forecast an occurring or imminent threat to public safety or coincide with protective action recommendations such as voluntary or mandatory evacuation orders.</td>
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<td>Evacuation or Shelter-in-Place</td>
<td>Voluntary or mandatory evacuation or shelter-in-place orders.</td>
<td>Yes</td>
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<td>Wildland Fire</td>
<td>A fire occurring in a wildland urban interface area requiring immediate evacuation or shelter-in-place.</td>
<td>Yes</td>
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<td>Road Closures</td>
<td>Unplanned road closures due to an emergency situation.</td>
<td>Yes</td>
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<tr>
<td>Planned Events</td>
<td>Road closures due to community events planned in advance.</td>
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### AlertOC Activation Form  
(for emergency use only)  
(Attachment B)

#### Request Received

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#### Jurisdiction Information

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<td>Requestor: (Name/Title)</td>
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| Contact Phone Numbers: | #1:  
#2: |
| Authorizing Official: | (Name/Title) |

#### Message Specifics

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☐ e-mail  
☐ SMS |
| SMS Content: |  |
| Message Content: |  |

#### Staff Executing Message

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</tr>
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</tr>
<tr>
<td>Name, Date and Time Results provided to jurisdiction</td>
<td></td>
</tr>
</tbody>
</table>
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: July 14, 2016
SUBJECT: Mario Durante Well 9B Construction Bid Award

RECOMMENDATION

Approve the Well 9B Project, approve filing of the Notice of Categorical Exemption from the California Environmental Quality Act, award a contract to Weber Water Resources for construction of the Well 9B Project for $834,941 plus a 10% contingency for a not-to-exceed amount of $918,435, and authorize execution of the contract.

The Engineering and Operations Committee (E&O) reviewed this item at its June 21, 2016 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

On October 9, 2014, the Board received a Mario Durante Well 9 update presentation.

On October 21, 2014, the E&O Committee approved a contract amendment to the Well Automation and Rehabilitation Design contract in the amount of $26,813, to evaluate Mario Durante Well 9.

On November 18, 2014, the E&O Committee received a presentation on the findings of the Mario Durante Well 9 evaluation and a recommendation to rehabilitate the well and replace the pump. The E&O Committee directed staff to implement the recommendation and expend the necessary funds to expedite the recommendations and provide regular updates to the Committee.

On February 17, 2015, the E&O Committee received an information item summarizing the status of the procurement process for Mario Durante Well 9 Rehabilitation and Pump Replacement.

On March 30, 2015, the Board received notification via email from the General Manager that a contract had been executed with General Pump for Mario Durante Well 9 Rehabilitation and Pump Replacement.

On May 19, July 17, September 15, and November 17, 2015, the E&O Committee received an update on the progress of Mario Durante Well 9 Rehabilitation Project.

BACKGROUND

Mesa Water’s design consultant evaluated the options for repairing and rehabilitating existing Mario Durante Well 9, including the associated costs of implementation and the likelihood of success. Due to the high costs of repair and the uncertainty of ensuring a reliable water source, it
was recommended that the existing Mario Durante Well 9 be abandoned and a new well be constructed.

On December 15, 2015, the E&O Committee authorized amendments to the Well Automation and Rehabilitation Contract and authorized execution of the amendments to develop a design and bid package for an amount of $190,117 for a new Well 9 and abandonment of existing Mario Durante Well 9.

DISCUSSION

Bid documents were prepared and included detailed drawings and specifications. Bid documents were released on April 25, 2016, to six well drilling contractors. Bids were received from three contractors on June 7, 2016. Bid results are as follows:

<table>
<thead>
<tr>
<th>Rank</th>
<th>Bidder</th>
<th>Bid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Weber Water Resources</td>
<td>$834,941</td>
</tr>
<tr>
<td>2</td>
<td>Best Drilling &amp; Pump</td>
<td>$859,395</td>
</tr>
<tr>
<td>3</td>
<td>South West Pump &amp; Drilling</td>
<td>$897,165</td>
</tr>
</tbody>
</table>

The Engineer's Estimate of Probable Construction Cost is $1.2 million. The low bid from Weber Water Resources is approximately 30% below the Engineer’s Estimate. The bid proposal was reviewed by staff and Mesa Water's legal counsel and found to be compliant and complete. Reference verifications of Weber Water Resources' prior projects were performed and found to be excellent. References verified that projects were completed within schedule, change orders were minimal, and the contractor worked proactively with the project stakeholders in resolving unforeseen field conditions. Construction is expected to start in late July and be completed by October 2016. Therefore, it is recommended that the Board consider award of a contract in the amount of $834,941 plus a 10% contingency for a not-to-exceed amount of $918,435 to Weber Water Resources for the construction of the Mario Durante Well 9B Project.

Attachment A is the Notice of Exemption which describes the well site, layout, and planned improvements. Staff recommends that the Board consider (1) Approval of the Well 9B Project; and (2) Approval of the filing of the Notice of Categorical Exemption from the CEQA process evaluation; and (3) Award a contract to Weber Water Resources for construction of the Well 9B Project for $834,941 plus a 10% contingency for a not-to-exceed amount of $918,435, and authorize execution of the contract.

FINANCIAL IMPACT

$1,560,000 is budgeted in Fiscal Year 2017 for construction of Mario Durante Well 9B.

ATTACHMENTS

Attachment A: Well 9B Notice of Categorical Exemption
To: Office of Planning and Research  
P.O. Box 3044, Room 113  
Sacramento, CA 95812-3044  
County Clerk  
County of: Orange  
12 Civic Center Plaza, Rm. 101  
Santa Ana, CA 92701

From: (Public Agency): Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627  
(Address)

Project Title: Well 9B Project

Project Applicant: Mesa Water District

Project Location - Specific:  
Well 9 - 1301 Sunflower Avenue, Costa Mesa, CA

Project Location - City: Costa Mesa  
Project Location - County: Orange

Description of Nature, Purpose and Beneficiaries of Project:  
The work includes the demolition of existing Well 9 and drilling and construction of new Well 9B. 
Project also includes the installation of well pump and piping for water production. Refer to Attachment A.

Name of Public Agency Approving Project: Mesa Water District

Name of Person or Agency Carrying Out Project: Mesa Water District

Exempt Status: (check one):

☐ Ministerial (Sec. 21080(b)(1); 15268);  
☐ Declared Emergency (Sec. 21080(b)(3); 15269(a));  
☐ Emergency Project (Sec. 21080(b)(4); 15269(b)(c));  
☒ Categorical Exemption. State type and section number: Class 1 (Section 15301(b)) and Class 2 (Section 15302(c))  
☐ Statutory Exemptions. State code number:

Reasons why project is exempt:  
The project is an improvement to existing public utility facilities. The improvements involve the installation of 
a new well and equipment and tie-in to existing structures and infrastructure. The project improvements will 
not have a significant effect on the environment. The new well will not result in any substantial increase in capacity.

Lead Agency  
Contact Person: Tim Beaman, PE (Associate Engineer)  
Area Code/Telephone/Extension: (949) 207-5483

If filed by applicant:  
1. Attach certified document of exemption finding.  
2. Has a Notice of Exemption been filed by the public agency approving the project?. ☐ Yes  ☐ No

Signature: ____________________________  Date: ______________  Title: _________________________  
☒ Signed by Lead Agency  ☐ Signed by Applicant

Authority cited: Sections 21083 and 21110, Public Resources Code.  
Reference: Sections 21108, 21152, and 21152.1, Public Resources Code.

Date Received for filing at OPR: ______________

Revised 2011
Mesa Water District (Mesa Water®) intends to drill a new well (Well 9B) at their Well 9 site due to the failure of the existing well. The project is a small component at the existing well site and will allow for greater water production. A previous Categorical Exemption was filed for the Well 9 site for pending upgrades to the existing site, including the construction of new Chemical Storage Facilities, replacement of electrical equipment, replacement of existing mechanical equipment and piping, and controls improvements. However, during the course of Well 9 rehabilitation, the well failed and a new well must be drilled. The production capacity of the new well drilled under this project will be within the original projections used as a basis for the previous Well 9 CEQA Categorical Exemption. A brief description and proposed improvement of the well is provided below:

**WELL 9**

The Well 9 site is located at 1301 Sunflower Avenue in Costa Mesa, California.

**Well 9 - Aerial**
The Well 9 replacement well is required because Well 9 experienced excessive sand pumping in two separate episodes immediately following chemical well cleaning and following installation of a swage liner at casing holes. Well 9 provided good sustained production and good water quality since original construction in June 1993. Well 9 did not have a history of sanding prior to the well cleaning.

The Well 9 and 9B site is located in the coastal part of the Orange County Groundwater Basin about 1 mile east of the east end of the Talbert Groundwater Injection Barrier operated by Orange County Water District. In general, well depths in this part of the groundwater basin are limited to 600 feet to intercept the clear water aquifers and avoid the deeper amber colored water aquifers. Well 9B will be constructed to a maximum depth of 600 feet to ensure only clear water is produced from the new well.

Well No. 9 will be abandoned and will be completed prior to drilling of new well - Well No. 9B. The existing well No. 9 is located on the south side of Sunflower Street between Harbor Blvd. and Susan Street in Costa Mesa, California. The new well should be located about 40 to 50 feet from Well No. 9. The final well location will be a minimum of 50 feet from the nearest sewer line and 100 feet from the nearest manhole structure. Construction, development, and testing of the well will generally include but not be limited to the following:

1. Obtain OCHCA Well Destruction and Well Construction Permit.
2. Demolition of existing well 9 prior to drilling the replacement well.
3. Drill new well using standard drilling methods in southern California groundwater basins.
4. Meet all noise and discharge requirements.
5. Apply for discharge permit for well 9 demolition and new well drilling and construction activities.
6. Dispose of all solids and fluids not meeting NPDES requirements off site.
7. Drill a 40-inch borehole and install and grout into place a 34-inch mild steel conductor casing to a depth of 50-feet.
8. Drill a nominal 17.5-inch pilot hole and ream pilot hole to 32-inch diameter to 330 feet and 26-inch diameter to an approximate depth of 600 feet.
9. Perform Eastman drift surveys every 100 feet during the pilot hole drilling.
10. Upon completion of the pilot hole, geophysical logs will be run by a firm retained by the Contractor and approved by the Owner’s Representative.
11. Perform caliper survey following pilot hole ream.
12. Complete well construction, including installation of casing, screen, gravel pack, sanitary seals, sounding tube, pump pedestal, etc. as stipulated by the Plans, Specifications, and Owner’s Representative.

13. Develop well by air-lift swabbing with the drill rig.

14. Develop well by pumping.

15. Install test pump and conduct step drawdown and constant rate pumping tests.

16. Perform color video survey of the entire well casing.

17. Perform final well and discharge piping disinfection.

18. Install existing pump including temporary electrical conduit and cable wire, wellhead piping, and seal water systems.

19. Disinfection of well pump and discharge piping.
MEMORANDUM

TO: Board of Directors
FROM: Coleen L. Monteleone, Assistant General Manager
DATE: July 14, 2016
SUBJECT: General Legal Counsel Services

RECOMMENDATION

Confirm the General Legal Counsel Services Request for Proposal process.

The Executive Committee reviewed this item at its June 7, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSSION

At the Board workshop in March 2015, Board directed staff to prepare a Request for Proposal (RFP) for general legal counsel services.

DISCUSSION

Mesa Water® is seeking qualified law firms to serve as contracted General Legal Counsel (Counsel). Counsel's primary role is to provide expert legal advice to the Board and General Manager. Attendance at a variety of meetings will be required, including Board of Directors' meetings, workshops, etc., as specified.

Counsel will independently represent Mesa Water® and its Board while also working closely with the General Manager and other designated staff. The selected law firm will be expected to provide a broad range of general legal services, including but not limited to Brown Act compliance, ethics, environmental law, eminent domain, contract law, public works contracts, bidding and construction law, special district operations, legislative and regulatory advocacy, recycled and desalinated water regulation and permitting, operations and procedure of Local Agency Formation Commission (LAFCO), regulation of groundwater (and associated pumping charges), and general litigation. An operational knowledge of the roles and functions of the Association of California Water Agencies (ACWA), California Department of Water Resources (DWR), State Water Project (SWP), Metropolitan Water District of Southern California (MWD), Municipal Water District of Orange County (MWDOC), Orange County Water District (OCWD), State Water Resources Control Board (SWRCB), Santa Ana Regional Water Quality Control Board (RWQCB) and the SWRCB Drinking Water Division is essential to successfully performing the role of District Counsel.
The successful firm shall possess sufficient resources to ensure that the demands of the District’s legal needs will be met on a timely basis. This relationship will be on a consulting or contractual basis, as opposed to a staff position.

Staff has compiled a list of twelve firms that have been retained by local special districts and cities in Orange County, as well as firms that have previously provided special counsel to Mesa Water. If the Board is in agreement, these firms will be contacted to receive the RFP.

The recommended process is as follows:
- Staff will send the RFP to the firms listed in Attachment A
- Upon receipt of proposals staff will review and provide the Board with its rankings
- The Board will provide direction to staff on which firms will be interviewed
- The Board will conduct interviews and make a final selection

Upon confirmation of the process, staff will finalize the schedule for the RFP.

FINANCIAL IMPACT

$300,000 is budgeted in Fiscal Year 2017; no funds have been spent to date.

ATTACHMENTS

Attachment A: List of proposed firms to receive the RFP
Attachment B: Draft General Legal Counsel Services RFP
<table>
<thead>
<tr>
<th>Law Firm/Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aleshire &amp; Wynder, LLP</strong></td>
</tr>
<tr>
<td>18881 Von Karman Avenue</td>
</tr>
<tr>
<td>Suite 1700</td>
</tr>
<tr>
<td>Irvine, CA 92612</td>
</tr>
<tr>
<td><strong>Best, Best &amp; Krieger</strong></td>
</tr>
<tr>
<td>18101 Von Karman Ave, Suite 100</td>
</tr>
<tr>
<td>Irvine, CA 92612</td>
</tr>
<tr>
<td><strong>Bowie, Arneson, Wiles, &amp; Giannone</strong></td>
</tr>
<tr>
<td>4920 Campus Drive</td>
</tr>
<tr>
<td>Newport Beach, CA 92660</td>
</tr>
<tr>
<td><strong>Harper &amp; Burns</strong></td>
</tr>
<tr>
<td>453 S.Glassell Street</td>
</tr>
<tr>
<td>Orange, CA 92866</td>
</tr>
<tr>
<td><strong>Kidman Law LLP</strong></td>
</tr>
<tr>
<td>2030 Main Street, Suite 1300</td>
</tr>
<tr>
<td>Irvine, CA 92614</td>
</tr>
<tr>
<td><strong>Lagerlof, Senecal, Gosney &amp; Kruse, LLP</strong></td>
</tr>
<tr>
<td>301 N. Lake Ave., 10th floor</td>
</tr>
<tr>
<td>Pasadena, CA 91101</td>
</tr>
<tr>
<td><strong>Lemieux &amp; O’Neil Law Firm</strong></td>
</tr>
<tr>
<td>4165 E. Thousand Oaks Blvd., Suite 350</td>
</tr>
<tr>
<td>Westlake Village, CA 91362</td>
</tr>
<tr>
<td><strong>Meyers Nave</strong></td>
</tr>
<tr>
<td>707 Wilshire Blvd, 24th Floor</td>
</tr>
<tr>
<td>Los Angeles, CA 90017</td>
</tr>
<tr>
<td><strong>Redwine &amp; Sherrill</strong></td>
</tr>
<tr>
<td>1950 Market Street</td>
</tr>
<tr>
<td>Riverside, CA 92501</td>
</tr>
<tr>
<td><strong>Rutan &amp; Tucker, LLP</strong></td>
</tr>
<tr>
<td>611 Anton Blvd., Suite 1400</td>
</tr>
<tr>
<td>Costa Mesa, CA 92626</td>
</tr>
<tr>
<td><strong>Stoel Rives, LLP</strong></td>
</tr>
<tr>
<td>12255 El Camino Real, Suite 100</td>
</tr>
<tr>
<td>San Diego, CA 92130</td>
</tr>
<tr>
<td><strong>Woodruff, Spralin &amp; Smart</strong></td>
</tr>
<tr>
<td>555 Anton Blvd. #1200</td>
</tr>
<tr>
<td>Costa Mesa, CA 92626</td>
</tr>
</tbody>
</table>
Professional Services
Request for Proposal

General Legal Counsel Services

Draft

Mesa Water District

Date
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   B. Overview of Requested Services 1
   C. Schedule 2

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Request for Proposal Attachments
Appendix A: Professional Services Contract
Appendix B: Professional Services Agreement Acceptance Forms
Appendix C. Scope of Work
I. Background and Purpose

Mesa Water District (Mesa Water® and/or District) Board of Directors (Board) is seeking proposals from experienced law firms with a minimum of 10 years of experience representing cities and/or special district water, wastewater and groundwater management agencies. This Request for Proposal (RFP) provides information to enable firms to submit a proposal to provide professional services for the scope of work as detailed in Appendix C.

A. Mesa Water® Overview

Mesa Water®, a special district, was formed on January 1, 1960 as a result of the merger of four water agencies. Mesa Water® employs approximately 55 employees and is governed by a five-member Board of Directors elected by the constituents of five divisions within the service area. One individual from each division is publicly elected to serve a four-year term as a Director. The Board appoints the General Manager, who is responsible for day-to-day operations. The fiscal year 2017 budget expects operating revenues of $33.1 M with $24.5 M of operating revenues. The capital budget includes expenditures of $8.4 M.

Mesa Water’s primary purpose is to manage and deliver water and water-related services to customers within its service area. Mesa Water® distributes water to approximately 23,500 retail accounts (population of over 110,000) in an 18-square mile area, which includes the city of Costa Mesa, parts of Newport Beach, and unincorporated areas of Orange County, including the John Wayne Airport and the Orange County Fair Grounds.

Mesa Water® predominately uses local groundwater, recycled water, and conservation to meet 100% of its demands. Mesa Water® operates clear water wells in the northern part of its service area, and treats amber-tinted water from the deep aquifer from two additional wells at the Mesa Water® Reliability Facility (MWRF). Mesa Water® has two reservoirs that provide approximately 25 million gallons of storage.

B. Overview of Requested Services

Mesa Water seeks qualified law firms to serve as contracted General Legal Counsel (Counsel). The Counsel’s primary role is to provide expert legal advice to the Board and General Manager. Attendance at a variety of meetings will be required, including Board of Directors’ meetings, workshops, etc. as specified.
Counsel will independently represent Mesa Water® and its Board while also working closely with the General Manager and other designated staff. As Counsel, the selected law firm will be expected to provide a broad range of general legal services, including but not limited to Brown Act compliance, ethics, environmental law, eminent domain, contract law, public works contracts, bidding and construction law, special district operations, legislative and regulatory advocacy, recycled and desalinated water regulation and permitting, operations and procedure of Local Agency Formation Commissions (LAFCO), regulation of groundwater (and associated pumping charges), and general litigation. An operational knowledge of the roles and functions of the Association of California Water Agencies (ACWA), California Department of Water Resources (DWR), State Water Project (SWP), Metropolitan Water District of Southern California (MWD), Municipal Water District of Orange County (MWDOC), Orange County Water District (OCWD), State Water Resources Control Board (SWRCB), Santa Ana Regional Water Quality Control Board (RWQCB) and the SWRCB Drinking Water Division is essential to successfully performing the role of District Counsel for Mesa Water. The selected firm will be expected to perform or provide any and all of the tasks as specified.

The successful firm shall possess sufficient resources to ensure that the demands of the District’s legal needs will be met on a timely basis. This relationship will be on a consulting or contractual basis, as opposed to a staff position.

Your firm has been invited to submit a proposal for General Counsel Legal Services.

C. Schedule

The notification to the selected firm is expected to occur on or around XXXX XX 2016. The professional services contract will be for a period of five years with optional renewals as determined by the Board.

End of Section
II. General Information

This RFP information packet contains instructions governing the proposals to be submitted and the material to be included therein; a description of the specific services to be provided; general evaluation criteria; and other pertinent information. The submission of this proposal shall be considered evidence that the proposer has and is in acceptance with this RFP.

Any modifications or changes made in this RFP will be made in writing in the form of an addendum issued by Mesa Water®. All firms will receive written notice of any changes or modifications, which may be made by Mesa Water®. Oral communications from Mesa Water® personnel or others concerning this RFP shall not be binding on Mesa Water® and shall not in any way be considered as a commitment by Mesa Water®.

A. Proposal Submittal

Submit one original with 8 copies and one electronic copy of the proposal to the address listed below no later than DUE DATE AND TIME. After this date and time proposals will not be accepted and will remain unopened. Faxed proposals will not be accepted. Postmarks will not be accepted in lieu of actual receipt.

The proposed Fee Schedule, as set forth in Section III. D. is to be submitted to the same address, separately from the proposals, in a sealed envelope. Only one copy of the proposed Fee Schedule is required.

Proposals are to be submitted to:

Coleen L. Monteleone  
Assistant General Manager  
Mesa Water District  
1965 Placentia Avenue, Costa Mesa, CA 92627

All materials submitted in accordance with this Request for Proposal (RFP) become the property of Mesa Water® and will not be returned. The material may become public record subject to the disclosure provisions of the Public Records Act (Government Code Section 6250 et seq.).
B. Proposal Schedule

The following proposal timeframe is listed below:

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Release of RFP</td>
<td></td>
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<tr>
<td>Deadline for Inquiries</td>
<td></td>
</tr>
<tr>
<td>Response to Inquiries</td>
<td></td>
</tr>
<tr>
<td>Proposals Due Date</td>
<td></td>
</tr>
<tr>
<td>Announce Shortlist</td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td></td>
</tr>
<tr>
<td>Tentative Date for Award</td>
<td></td>
</tr>
</tbody>
</table>

C. Inquiries

Inquiries regarding this RFP must be requested in writing via email to Coleen Monteleone at coleenm@mesawater.org. The deadline for inquiries is WHEN (date and time).

D. Contract and Terms

Prior to the commencement of services, the selected Firm awarded the contract will be required to execute a Professional Services Agreement (Sample Agreement: Appendix A) between itself and Mesa Water®. The contract shall incorporate the scope of work defined herein and all RFP terms and conditions. Portions of the Firm’s proposal may be considered for inclusion into the scope of work at Mesa Water’s discretion. Insurance coverage requirements are included in the contract.

The selected Firm will not be permitted to levy any service or other charges against Mesa Water®, other than those listed in Appendix C Scope of Work, without being previously negotiated with Mesa Water®.

E. Sample Professional Services Agreement

A Sample Professional Services Agreement is attached for review as Appendix A. This agreement is representative of the agreement that the selected firm shall be required to execute upon award of the General Legal Counsel contract. Mesa Water does not make changes to agreement terms and conditions. Submission of your proposal in response to this RFP constitutes your acceptance of all the Terms & Conditions set forth in the Sample Professional Services Agreement.

Please indicate that the Sample Professional Services Agreement has been reviewed and will be executed with no exceptions, if selected, by signing and dating the Professional Services Agreement Acceptance Form (Appendix B).

End of Section
III. Proposal Requirements

A. General

1. All interested and qualified firms are invited to submit a proposal for consideration. Submission of a proposal indicates that you have read and understand the entire RFP, including all appendices, schedules, and addendums (as applicable), and that all requirements of the RFP have been satisfied.

2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of the capabilities to satisfy the requirements of this RFP.

3. Expensive bindings, colored displays, promotional materials, etc., are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

4. Proposals must be completed in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.

5. All proposals and materials submitted become property of Mesa Water®.

6. Responses are to be clear and complete. Be as specific as possible and include explanations where necessary.

B. Proposal Presentation

1. All proposals must be submitted on 8 ¹/₂" x 11" sheets of paper, neatly typed, double-sided, with standard (1 inch) margins and single-spaced with headings, sections, and sub-sections identified appropriately. Font must be at least 12 pt. Each page, including attachments, must be clearly and consecutively numbered at the bottom center of each page.

2. The proposal must include all information requested in Section III. C. (Proposal Contents and Format) and be divided into five (5) sections titled and numbered so as to correlate with the sections therein.

3. One (1) separately sealed Fee Schedule and one (1) original and 8 copies, and one electronic version (PDF or MS Word format on a CD, DVD, or USB Flash Drive) of the complete proposal must be received by the deadline specified in Section II.B - Proposal Schedule.
4. The original and copies of the proposal, and the **separately sealed Fee Schedule** must be in a sealed envelope, container, or package stating the following on the outside:
   - Firm Name
   - Address
   - Telephone Number
   - Proposal Title
   - Proposal Deadline

5. Hand carried proposals may be delivered to the address documented in Section II-A during normal business hours, Monday through Friday, excluding holidays observed by Mesa Water®. Firms are responsible for informing any commercial delivery service, if used, of all delivery requirements, and for ensuring that the address information appears on the outer envelope, container, or package used by such service.

**C. Proposal Contents and Format**

Firms must provide the following information, divided and titled to correspond to the following sections:

**Proposal Cover Page**

The outline below is to be used as the cover page for the proposal. These items must be fully completed and signed by an authorized officer of the business entity.

- Name of Firm:
- Address:
- Telephone Number(s):
- E-mail Address:
- Website Address:
- Federal Tax ID Number:
- Organizational Type (Sole Proprietorship; Partnership; Corporation; or Other (Explain)):
- Number of Years in Business:
- Name, title, telephone number and, if different, address of person(s) authorized to represent firm:
- Name, title, telephone number and, if different, address of person(s) authorized to sign contracts for the business entity:
- Certificate of Insurance showing a minimum of $1 M in Professional Liability Insurance (not included in page count).
Proposal Table of Contents

All subsequent pages of the proposal, after the Cover Page, including enclosures, must be clearly and consecutively numbered and correspond to a Table of Contents as outlined below:

Section 1. Firm Qualifications and Experience (5 pages max)

This section should establish the firm’s ability to perform the required work to the expectations of Mesa Water®. Narrative should include the firm’s background, including practice areas, length of time in business, number of attorneys, including partners and associates, and location of office that will primarily support the engagement. Areas to focus on include:

- Introduction of the firm
- Strength and stability of firm
- Overview of the firm’s capabilities in scope
- Description of three to five engagements similar to this scope of work that have been completed for public agencies, water districts, non-profit organizations, or private companies. Include the name of the organization, address, name, email, and telephone number for the organization’s point of contact. Note the relevance of each engagement to the objectives of this engagement. Brief descriptions of additional engagement that demonstrate the firm’s track record to perform the required services may be included in tabular format.
- Provide reasoning why the prospective firm would be the best choice for providing services as described in the RFP for Mesa Water®
- Provide a listing of all current or former clients, including pro bono, with real property ownership, residence or principal place of business within the boundaries of Mesa Water District within the last three years
- Provide a list of all public clients for which you or your firm currently provide services under a fee for service basis or on a retainer basis
- Identify any foreseeable or potential conflicts of interest which would result from such representation and the manner in which such conflicts would be resolved
- Identify if the firm or any of the attorneys employed by the firms, have ever been sued by special districts, local governments or other clients for malpractice and/or been the subject of complaints filed with the State Bar or had discipline imposed by the State Bar. Please provide information on the nature of the incident, the date(s)
when the matter began and concluded, and the results of the matter.

- Identify other value-added qualifications or services, if any, which have not been listed in the RFP that you feel Mesa Water® should consider when making its selection. Such services would include those which could be made available to the Board, General Manager or staff at no cost or at a significantly reduced cost.

Section 2. Staff Experience and Availability (10 pages max)

This section should introduce the key staff that the firm shall commit to the engagement. The section shall include:

- A listing or organizational chart that shows the primary General Legal Counsel and each attorney(s) proposed that are anticipated to play a significant role in ongoing or special legal services to Mesa Water®.
- Biographical resumes of each attorney and a statement that the proposed attorneys are available to perform requested work. Include resumes in Appendix A to the Firm’s proposal, which will not be included in the page count (limit each resume to two (2) pages). Include the biographical sketches for other firm staff that may perform work on behalf of the firm. Resumes should include the following:
  - Legal training and years of practice including date of admission to the California Bar
  - Years of local public sector law practice as a full-time government attorney and/or in a private law office that specializes in the representation of special districts or other public agency clients
  - Knowledge of and experience with California special districts, to include water resource and project planning, rate development and approval and related public sector experience
  - Types of clientele represented and years representing each
  - Litigation experience and demonstration of positive outcomes before a court or in contested administrative agency proceedings
  - Other notable qualifications that would enable the primary and supporting counsel to fulfill the needs of the District
- Current work load for the proposed team members as it relates to the ability to perform this work to the engagement.
Section 3. Understanding of Scope of Work (10 pages max)

The firm should clearly state its understanding of the scope of work. The selected firm must perform all work; proposals to perform only a portion of the work will be deemed nonresponsive and will not be evaluated. Do not simply repeat the scope of work provided in Appendix C. Instead, address the following areas in the proposal:

- Describe the firm’s view of the General Legal Counsel’s role in serving Mesa Water® and its Board of Directors (Board)
- Describe how the firm would establish, develop and maintain an effective working relationship with the Board, General Manager and management staff and other agencies
- Describe how the firm will keep Mesa Water® informed about the status of litigation and other legal matters
- Describe the approach used in estimating the costs/benefits prior to initiating litigation or settling cases in litigation
- Describe how the firm evaluates whether to use an attorney within the firm or if an attorney from another firm should handle a case, provide expert advice or provide other needed services
- Describe the role Counsel should play with the public and media
- Describe the standard time frames for response by primary Counsel to direction and/or inquiry
- Describe the process by which the firm would review past legal issues and issues currently facing the District (i.e. how would the firm get up-to-speed quickly and cost effectively)
- Describe staffing of the firm’s office and include any staffing changes needed should the firm be awarded the contract to provide legal services
- Describe the computer resources and information management systems currently utilized within the firm’s office to ensure rapid and secure exchange of information between the District and Counsel
- Describe the systems or mechanisms that would be established for monthly reporting of the status of projects, requests and litigations
- Describe how the firm tracks and manages legal costs to ensure that expenses can be managed by the District
- The contract for this engagement shall incorporate the scope of work defined in Appendix C. The firm may wish to include options and enhancements to the scope of work for Mesa Water’s consideration. Portions of the firm’s proposal may be considered for
inclusion into the contract Scope of Work at Mesa Water’s discretion.

Appendix A. (of Firm’s Proposal) Resumes of Key Staff

Include resumes of key staff. Limit each resume to two (2) pages. Resumes are not included in overall page count.

Appendix B. (of Firm’s Proposal) Professional Services Agreement Acceptance Form

Include the signed Professional Services Agreement Form from Appendix B of this RFP. Appendix B is not included in the overall page count.

D. Fee Schedule- Separate Sealed Envelope

The Fee Proposal is to be kept separate from the proposal and submitted separately in a sealed envelope. The costs will be reviewed after the contents of the proposals are reviewed and rankings are determined.

Describe your firm’s policies on billing for travel to and from Board meetings and other District events or meetings requiring your firm’s presence. A detailed breakdown of billing rates and expenses should be included in the proposal including: hourly rates by attorney classification (partner, principal, associate, etc.), transportation, paralegal, administrative, overhead, incidentals, etc. and all other items that may be considered billable in the scope of work. The firm shall denote billable fractions of time, including minimum increments, if applicable. Specific hourly billing rates should be noted, if different, based on consultation and attendance at Board meetings (which may occur during the evenings/weekends), court attendance, administrative hearing attendance, etc.

Affidavit of Non-collusion: As part of the response to the RFP, each firm and/or individual submitting a proposal shall include a signed and dated declaration under the penalty of perjury attesting that this proposal is made without collusion with any other person, firm or corporation and that the only person or parties interested as principals are named therein. Further, each firm shall attest that it has not offered any gratuities, favors, or anything of monetary value to any official, employee or agent of the District for the purpose of influencing consideration of this proposal.

End of Section
IV. Evaluation Criteria and Selection Process

A Selection Team will review, evaluate, and score the proposals. The scoring system will be based on a scale of 1 to 5 with 5 being the most favorable score. The Evaluation Team shall evaluate the proposals based upon the following weighted criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firm and Staff Qualifications &amp; Experience</td>
<td>30%</td>
</tr>
<tr>
<td>Company/Staff Availability</td>
<td>30%</td>
</tr>
<tr>
<td>Understanding of Scope of Work to be Performed</td>
<td>30%</td>
</tr>
<tr>
<td>Proposal Quality</td>
<td>10%</td>
</tr>
</tbody>
</table>

The Selection Team may select the proposal that clearly exceeds the others in all mandatory specifications of the RFP or they may select finalist proposals that meet specifications and whose score on evaluation factors is sufficiently high to merit further consideration by the Selection Team.

The Selection Team may conduct interviews with the most qualified and responsive firms. The Firms asked to participate in the interview process may be required to submit other information or clarification on submitted proposals.

If interviewed, each firm will be expected to respond to a series of questions posed by the Selection Team.

The Selection Team may also ask for further clarification of the submitted Fee Schedule prior to completing the selection rankings.

The final firm selection will be made by the Board of Directors.

Mesa Water® reserves the right to reject any and all proposals for any reason. Mesa Water® may decide not to proceed, for any reason, with the selection process of General Legal Counsel Services if Mesa Water® deems it is in the best interest of the organization not to do so. Mesa Water® shall not be responsible to any of the firms for the cost to prepare its proposal in response to this RFP.

End of Section
Appendix A: Professional Services Contract
See Attached
Appendix B: Professional Services Agreement Acceptance Form

Firm Name: ________________________________________________________

Address: ___________________________________________________________

City ________________________     State ________ Zip Code ______________

Telephone: __________________________     Fax: ________________________

I have reviewed the RFP and Professional Services Agreement in their entirety. Our
firm will execute the Professional Services Agreement with no exceptions.

Printed name of Authorized Representative:_______________________________

Signature of Authorized Representative: __________________________________

Date: _____________________________
Appendix C Scope of Work

Services to be Provided Regularly

1. Advise on matters of law including, but not limited to, the Brown Act, Government Code, Public Utility/Water Code, conflict of interest issues, the Political Reform Act, and parliamentary procedures.

2. Seek advice from regulatory agencies such as the Fair Political Practices Commission (FPPC) as requested.

3. Attend all regular, adjourned and special Board meetings unless excused by the President of the Board or General Manager. Regular Board Meetings are held at 6:00 p.m. on the second Thursday of each month.

4. Attend other meetings and events as requested.

5. Provide regular updates on items of specific legal concern of the District as well as on current general topics of interest, including but not limited to federal and state water and environmental policy developments, DWR, SWP, MWD, Bay-Delta, Conservation Plan/California Water Fix, Colorado River Basin, MWDOC, OCWD Producer’s Group, Indirect and Direct Potable Recharge (IPR/DPR), Brackish and Ocean Desalination, as well as regulatory issues involving the SWRCB, RWQCB, Orange County LAFCO, and other topics which might be of interest or importance to the District Board and staff.

6. Advise on matters of commencement or defense of litigation to protect Mesa Water’s interests, and litigation of such issues as directed.

7. Prepare and/or review ordinances, resolutions, board packets as well as contracts, joint powers agreements, memoranda of understanding and other agreements and contracts entered into by Mesa Water.

8. Provide written updates on new State and Federal regulations legislation and judicial decisions or other activities impacting or having the potential to impact Mesa Water and suggest actions to affect the outcome of those activities or once implemented, changes needed in District policies, procedures and operations to ensure compliance.

9. Research and interpret laws, court decisions and other authorities in order to prepare legal opinions to advise the Board and staff on legal matters pertaining to District interests.

10. Promptly return all calls and emails from the Board of Directors and Mesa Water staff.
Services to be provided on an As Needed Basis at the General Manager's Request

1. Provide legal assistance and consultation on matters of environmental compliance, including California Environmental Quality Act (CEQA), National Environmental Policy Act (NEPA), the California Porter Cologne Act and both Federal and State Endangered Species Acts as they pertain to actions being contemplated by the District.

2. Provide legal assistance and consultation on matters of property acquisition, eminent domain, property rights and property management, trespass, encroachment, lessee obligations, easements, and access.

3. Review contracts, bid specifications, and purchasing documents for the purposes of legal and policy compliance, appropriate risk avoidance and transfer, and manufacturer’s defect protection.

4. Research and submit written legal opinions on special district or other legal matters concerning District business.

5. Enforce District ordinances and regulations through administrative and judicial actions.

6. Provide consultation and prepare required legal notices.

7. Provide assistance in processing Tort Liability claims by third parties against the District.

8. Provide legal assistance in pursuing civil procedures related to customer bankruptcy, foreclosures, property liens, tax liens and collections as well as criminal and civil procedures regarding utility theft.

9. Provide assistance regarding IT access, privacy and use policy development and implementation.

10. Provide assistance in developing cell site lease agreements with communications providers and assistance in responding to FCC rule making.

11. Provide advice on regulatory and legal issues associated with local water supply development, including water rights, regulations governing groundwater production, recycled water, desalination, well permitting, and water efficiency mandates.

12. Provide advice on ratemaking and defense of District rates and charges, to include advising the Board on Proposition 218, Proposition 26 and other related laws.
13. Provide advice on public contracting, prevailing wage laws and other laws governing public agency procurement.

14. Perform other legal services and tasks, as requested.

End of Section
MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: July 14, 2016
SUBJECT: Special Legal Services

RECOMMENDATION

Approve a contract change order to Foley & Mansfield for special legal services for an amount not to exceed $100,000.

The Executive Committee reviewed this item at its July 5, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSSION

At the November 14, 2013 Board meeting, the Board authorized the General Manager to employ legal counsel to write an amicus brief in favor of the position held by the Capistrano Taxpayers Association.

At the December 11, 2014 Board meeting, the Board approved a contract with Foley & Mansfield for special legal services for an amount not to exceed $50,000. This contract amount comprised the expenditures authorized in November 2013.

At the April 9, 2015 Board meeting, the Board approved an adjustment to the special legal services contract with Foley & Mansfield in the amount of $5,100. Funds in the amount of $5,100 were required to disburse the final Foley & Mansfield invoice for a contract total of $55,100.

At the June 11, 2015 Board meeting, the Board approved a contract change order to Foley & Mansfield for special legal services for an amount not to exceed $50,000.

DISCUSSION

Foley & Mansfield has provided special legal services to Mesa Water® in connection with the Capistrano Taxpayers Association case and other inquiries related to Article XIII D of the California Constitution (Proposition 218).

Staff recommends that the Board consider authorizing a change order to Foley & Mansfield for special legal services related to water rate issues and other points of interest for an amount not to exceed $100,000.
**FINANCIAL IMPACT**

In Fiscal Year 2017, $100,000 is budgeted in the Office of the General Manager’s Support Services budget account.

<table>
<thead>
<tr>
<th>Project Estimate Amounts</th>
<th>Project Cost Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Services Estimate (FY 2013)</td>
<td>$ 15,000</td>
</tr>
<tr>
<td>Original Contracts</td>
<td>$ 15,000</td>
</tr>
<tr>
<td>Change orders #1-3</td>
<td>90,100</td>
</tr>
<tr>
<td>Requested funding (Change Order #4)</td>
<td>100,000</td>
</tr>
<tr>
<td>Revised Contracts</td>
<td>$ 205,100</td>
</tr>
</tbody>
</table>

| Actual spent to date | $ 97,000 |
| Revised Project Estimate | $ 205,100 |

**ATTACHMENTS**

None.
MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: July 14, 2016
SUBJECT: California Special Districts Association 2016 Board Elections

RECOMMENDATION

Approve support of Bill Nelson, Orange County Cemetery District Director, as candidate for the California Special Districts Association Board of Directors Southern Network Seat B, authorize President Shawn Dewane to be the District’s voting delegate, and direct staff to cast the mail-in ballot.

The Executive Committee reviewed this item at its July 5, 2016 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

Each of California Special Districts Association’s (CSDA) six networks has three seats on the Board. This year Seat B in the Southern Network is open for election. Director Bill Nelson from the Orange County Cemetery District is the incumbent.

CSDA is conducting its Board election via a mail-in ballot. The candidates for Seat B in the Southern Network are as follows:

- Bill Nelson, Orange County Cemetery District
- John DeMonaco, Chino Valley Independent Fire District
- Ronald Coats, East Valley Water District

On June 28, 2016, Mesa Water District received correspondence from Candidate John DeMonaco seeking support for his election to Seat B of the Southern Network (Attachment B).

On July 7, 2016, Mesa Water District received correspondence from Candidate Ronald Coats, seeking support for his election to Seat B of the Southern Network (Attachment C).
Ballots must be received by CSDA by 5:00 p.m. on Friday, August 5, 2016.

FINANCIAL IMPACT

In Fiscal Year 2017, $6,000 is budgeted for the CSDA membership in the Office of the General Manager’s Dues & Subscriptions budget account.

ATTACHMENTS

Attachment A: CSDA Election Correspondence and Ballot
Attachment B: John DeMonaco Letter Requesting Support
Attachment C: Ronald Coats Letter Requesting Support
CALIFORNIA SPECIAL DISTRICTS ASSOCIATION

2016 BOARD ELECTIONS

MAIL BALLOT INFORMATION

Dear Member:

A mail ballot has been enclosed for your district’s use in voting to elect a representative to the CSDA Board of Directors in your Network for Seat B.

Each of CSDA’s six (6) networks has three seats on the Board. Each of the candidates is either a board member or management-level employee of a member district located in your network. Each Regular Member (district) in good standing shall be entitled to vote for one (1) director to represent its network.

We have enclosed the candidate information for each candidate who submitted one. Please vote for only one candidate to represent your network in Seat B and be sure to sign, date and fill in your member district information. If any part of the ballot is not complete, the ballot will not be valid and will not be counted.

Please utilize the enclosed return envelope to return the completed ballot. Ballots must be received at the CSDA office at 1112 I Street, Suite 200, Sacramento, CA 95814 by 5:00pm on Friday, August 5, 2016.

If you do not use the enclosed envelope, please mail in your ballot to:

California Special Districts Association
Attn: 2016 Board Elections
1112 I Street, Suite 200
Sacramento, CA 95814

Please contact Charlotte Lowe toll-free at 877.924.CSDA or charlottel@csda.net with any questions.
Re-Elect
CSDA President Bill Nelson
To CSDA Board of Directors

PROVEN EXPERIENCE LEADING SPECIAL DISTRICTS

I am committed to building on CSDA's present foundation of educational programs and legislative advocacy. My enthusiasm, commitment and comprehensive knowledge of special districts bring years of experience to the CSDA Board. It would be an honor to continue serving special districts in the Southern Network.

✓ EXPERIENCED LEADER
✓ COMMITTED TO SPECIAL DISTRICTS
✓ FISCALLY RESPONSIBLE
✓ DEDICATED

CSDA EXPERIENCE
✓ CSDA President 2016
✓ Served on the Board for five years
✓ Chair of Fiscal Committee 2014
✓ Membership Committee 2013-16

DISTRICT EXPERIENCE
✓ Appointed to Board of Trustees Orange County Cemetery District in 2003
✓ Chair of the Board 2006, 2010 & 2014. Currently Vice Chair
✓ Chair of Finance Committee 2004 to present

OTHER LEADERSHIP EXPERIENCE
✓ Board of Directors - California Association of Public Cemeteries 2008 to 2016
✓ Board of Directors – Institute for Local Government – 2016 to present
✓ Board of Directors - California Association of Realtors – 2004-2012
✓ Board of Trustees Orange County Mosquito & Vector Control – 2016 to present

✓ COMMUNITY INVOLVEMENT-
✓ Orange County Grand Jury 2002-2003
✓ Board of Directors - Orange County Grand Jurors Association 2005 to 2011
✓ City of Villa Park Investment Advisory Committee- 2008 to 2014 – Chair last two years
✓ Villa Park Community Services Foundation – Treasurer – 2010 to 2014
✓ Villa Park City Council Member – 2014 to present

BUSINESS EXPERIENCE

EDUCATION
✓ MBA Finance University of Southern California
✓ BA Economics California State University Dominguez Hills
2016 CSDA BOARD CANDIDATE INFORMATION SHEET

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

Name: ____________________ Bill Nelson ____________________

District/Company: Orange County Cemetery District ____________________

Title: Trustee & Vice Chair of the Board ____________________

Elected/Appointed/Staff: Appointed ____________________

Length of Service with District: 43 Years ____________________

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

   CSDA 2016 President. Chair of Fiscal Committee - 2014, Served on the Board for five years, Served on all of CSDA Committees, attended at least 10 CSDA Legislative Days and Annual Conferences, Received Special District Leadership Foundation Recognition In Special District Governance.

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

   Board of Directors - California Association of Public Cemeteries 2008 to 2016
   Board of Directors - Institute For Local Government - 2016 to present
   Board of Directors - California Association of Realtors - 2004 to 2012 - Chaired various Committees

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

   City Council Member - City of Villa Park - 2014 to present

   Trustee - Orange County Mosquito and Vector Control District - 2016 to present

4. List civic organization involvement:

   Orange County Grand Jury 2002-2003
   Board of Directors - Orange County Grand Jurors Association 2005-2011
   City of Villa Park Investment Advisory Committee - 2008 to 2014 - Chair last two years
   Villa Park Community Services Foundation - Treasurer - 2010 to 2014

**Candidate Statement** – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. Any statements received in the CSDA office after June 2, 2016 will not be included with the ballot.
I am seeking election to a seat on the Board of Directors of the California Special Districts Association.

I have served on the Board of Directors of the Chino Valley Independent Fire District for ten years, elected in 2006. I am very proud to state that the Fire District is the first fire district to receive the District of Distinction Accreditation from the Special Districts Leadership Foundation (SDLF). We have been a District of Distinction since 2008. We also hold a District of Transparency Certificate of Excellence. I have completed the SDLF Recognition of Special District Governance.

I serve on the CSDA Legislative and the Fiscal Committees. I have previously served on the CSDA Education and Membership committees.

I am a retired Fire Chief with 33 years of Fire Service experience. I have been involved in city, county, JPAs and special districts in various capacities. I am currently on the Board of Directors of the Fire Districts Association of California and also serve on the Conference Committee. I am a Past President of the Chino Rotary Club and the current Chairman of the Chino Rotary Foundation.

I understand, and I am committed to legislative advocacy for special districts. Special Districts provide one of the most effective, efficient, and accountable forms of local service. It is vital that we continue to work together to influence and monitor policy decisions affecting California special districts.

My commitment and extensive experience, education in public service and as a special district board member & policy-maker, provides me with the ability to effectively serve as a CSDA Board Member representing all California Special Districts. I look forward to your support!

If you would like to speak with me, I can be reached at (909) 816-8396 or at jdemonaco@chofire.org

John DeMonaco
2016 CSDA BOARD CANDIDATE INFORMATION SHEET

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

Name: John DeMonaco

District/Company: Chino Valley Independent Fire District

Title: Director

Elected/Appointed/Staff: Elected

Length of Service with District: 10 Years

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

   I am on the Legislative and Fiscal Committees.

   I have also served on the Education and Membership Committees.

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

   I am on the Board of Directors for the Fire Districts Association of California.

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

   N/A

4. List civic organization involvement:

   I am a member and past president of the Rotary Club of Chino.

**Candidate Statement – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. Any statements received in the CSDA office after June 2, 2016 will not be included with the ballot.**
As Chairman of East Valley Water District I take great pride in the opportunity to serve my community. Prior to joining the Governing Board, I was an active public participant, and felt honored when elected in 2014. I firmly believe in the importance of transparent government and public service. With these foundational principles, I look forward to representing this region in a professional manner, as the Southern Network, Seat B, Board of Directors representative for CSDA.

I have had the opportunity to work with a number of organizations through CSDA and believe that we all benefit from interacting and sharing experiences. I am a proud lifetime member of the CSDA Leadership Foundation and have participated in a number of trainings opportunities.

At East Valley Water District, we have made a commitment to good governance and accountability. This is clearly demonstrated through the numerous awards we have received from the Government Finance Officers Association, CAPIO, CalPERS, and even CSDA. But I am proud to be a part of EVWD for more than the awards, they are an organization that delivers. As a performance based agency, we continue to achieve the impossible. Whether it is constructing a headquarters facility ahead of an already tight schedule, implementing budget based rates to provide customers with rate stability during the drought emergency, or developing a succession plan to prepare for the change in our workforce; we set our sights high to enhance the quality of life of this community.

As a CSDA Director, I will bring that passion for good governance and public service. Thank you for your consideration and for allowing me the opportunity to share my experience and perspective. I look forward to serving as a representative on the CSDA Board of Directors.

Sincerely,

Ronald Coats
EVWD Chairman
**2016 CSDA BOARD CANDIDATE INFORMATION SHEET**
The following information MUST accompany your nomination form and Resolution/minute order:

**Name:** Ronald L. Coats

**District/Company:** East Valley Water District

**Title:** Chairman of the Board

**Elected/Appointed/Staff:** Elected

**Length of Service with District:** 2 Years

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

   I am proud to be a lifetime member of the CSDA Leadership Foundation. Additionally, I have completed numerous CSDA webinars, including the CIDAC series on local agency finances and investments. Additionally, I have attended annual CSDA conferences.

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

   I am currently affiliated with ACWA, WaterUse, and AWWA. I have attended every ACWA conference since my election.

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

   I am a member of the Association of San Bernardino County Special District’s, serve on both the Citizen’s Oversight Committee for the San Bernardino Community College District (3 years) and the Citizens Oversight Committee for the San Bernardino Unified School District (7 years).

4. **List civic organization involvement:**

   Arrowhead United Way Planning and Allocations and Community Cabinet (15 years), as a member and ambassador of the San Bernardino Chamber of Commerce (17 years), Toastmasters International (10 years), American Legion (34 years), and California Sheriff’s Association (27 years).

**Candidate Statement – Although it is not required, each candidate is requested to submit a candidate statement of no more than 300 words in length. Any statements received in the CSDA office after June 2, 2016 will not be included with the ballot.**
CSDA BOARD OF DIRECTORS
2016 ELECTION

SOUTHERN NETWORK

SEAT B
term ends 2019

Please vote for only one.

☐ Bill Nelson*
Orange County Cemetery District

☐ John DeMonaco
Chino Valley Independent Fire District

☐ Ronald Coats
East Valley Water District

All fields must be completed for ballot to be counted. *incumbent running for re-election

SIGNATURE: DATE:
MEMBER DISTRICT:

Must be received by 5pm, August 5, 2016. CSDA, 1112 I Street, Suite 200, Sacramento, CA 95814
My name is John DeMonaco and I am asking for your district’s vote so that I may represent you on the CSDA Board of Directors. The ballots will go out to the districts the first week of June and need to be in the CSDA office by the first week of August.

I have served on the Board of Directors of the Chino Valley Independent Fire District for ten years. As a new board member, I recognized the importance of the educational programs offered by CSDA and the Special Districts Leadership Foundation (SDLF) which CSDA Staff manages. I was one of the first board members to complete and receive the Special District Leadership Foundation Recognition of Special District Governance which is a requirement to serve on the Board. I urged my fellow board members to attend the training sessions. I am very proud that in 2008, the Chino Valley Fire District was the first fire district in the state to receive the District of Distinction Accreditation from SDLF. My district also has the District of Transparency Certificate of Excellence.

I presently serve on the CSDA Legislative Committee and the on the Fiscal Committee. I have previously served on the CSDA Education Committee and Membership Committee. Serving on these main CSDA committees over these last eight years has given me the insight and understanding into the “workings” of the association. I understand CSDA's budget and finances, the educational programs, and what CSDA needs to offer its member districts. With this experience, I will be an effective board member from the start.

Serving on the Legislative Committee, I understand, and I am committed to legislative advocacy for special districts. I recognize the importance of working together to represent the common interest of all California Special Districts and the residents we serve. Special Districts provide one of the most effective, efficient, and accountable forms of local service. The California Special District Association monitors ALL legislation so that special districts can continue to deliver core services and can continue to be efficient. It is vital that the CSDA Legislative Staff with the direction of the Board of Directors continues to work to influence and monitor policy decisions affecting California special districts.

My commitment and extensive experience, education in public service and a fire district board member and policy-maker, provides me with the ability to effectively serve as a CSDA Board Member representing all California Special Districts.

I am a retired Fire Chief with 33 years of Fire Service experience. I have been involved in city, county, JPA’s and special districts in various capacities. My commitment to public service and local government is demonstrated by my extensive experience in the public sector.

I am a Past President of the Chino Rotary Club and the current Chairman of the Chino Rotary Foundation. I am an At Large Director on the Fire Districts Association of California and serve on their Conference Committee.

Your district’s VOTE will be greatly appreciated!
I can be reached at (909) 816-8396 or by email at jdemano@chofire.org

Thanks for your vote!

John
As Chairman of East Valley Water District I take great pride in the opportunity to serve my community. Prior to joining the Board of Directors, I was an active public participant, and felt honored when elected in 2014. I firmly believe in the importance of transparent government and public service. With these foundational principles, I look forward to representing this region in a professional and effective manner, as the Southern Network, Seat B, Board of Directors representative for the California Special Districts Association (CSDA).

I have had the opportunity to work with a number of organizations through involvement with CSDA, ACWA, and San Bernardino County Special Districts. We all truly benefit from interacting with each other and sharing experiences, lessons learned, and mutual opportunities. I am a proud lifetime member of the CSDA Leadership Foundation and have had the pleasure of participating in a number of trainings offered to members. This organization understands and addresses the unique needs of special districts, and the importance of cooperation amongst agencies.

At East Valley Water District, we have made a commitment to good governance and accountability. This is clearly demonstrated through the numerous awards we have received from the Government Finance Officers Association, California Public Information Officers Association, CalPERS, Ragan Communications, the Climate Registry, and even CSDA. But I am proud to be a part of East Valley Water District for more than the awards, they are an organization that delivers. As a performance based agency, we continue to achieve the impossible. Whether it was constructing a headquarters facility to serve as a community resource ahead of an already tight schedule, implementing budget based rates to provide our customers with rate stability event during the drought emergency, or developed an organizational succession plan to help us prepare for the anticipated change in our workforce; we set our sights high in our effort to enhance the quality of life of this community and consistently exceed our own expectations.

As a CSDA Director, I will bring that passion for good governance and public service. I look forward to conveying local issues for discussion on a broader level and working through the challenges and opportunities facing special districts in California.

Thank you for your consideration and for allowing me the opportunity to share my experience and perspective. I look forward to serving as a representative on the Southern Network, Seat B Board of Directors for CSDA.

Sincerely,

Ronald L. Coats
East Valley Water District Chairman
MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, External Affairs Manager
DATE: July 14, 2016
SUBJECT: Special Districts Shared Efficiencies Project

RECOMMENDATION

Receive the Special Districts Shared Efficiencies study completed by Arcadis U.S., Inc. and provide direction to staff.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.
Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

Following direction provided to staff by the Mesa Water District (Mesa Water®) Board of Directors (Board) at its April 18, 2016 workshop, this item was further discussed at Mesa Water’s Executive Committee meetings on April 26, May 20, and June 7, 2016. At its special Board meeting on June 16, 2016, the Board awarded a contract in the amount of $29,960 to Arcadis U.S., Inc. for the Special Districts Shared Efficiencies study.

DISCUSSION

The objective of the Special Districts Shared Efficiencies project is to ensure the public receives water, sewer, and trash services in the most economical, effective and efficient ways possible. Mesa Water® determined to perform a study analyzing the potential benefits of combining with the Costa Mesa Sanitary District (CMSD). It has been and continues to be Mesa Water’s preference to work collaboratively with CMSD on the study and its results.

Since April 2016, eight letters have been exchanged between CMSD and Mesa Water® regarding this matter (see attachment A). Also, Mesa Water® shared with CMSD a Request for Proposals and scope of work (see attachment B) for a qualified firm to conduct an Optimal Governance Structure Study. At CMSD’s request, Mesa Water® postponed awarding the study from its June 9, 2016 Board meeting to a special Board meeting on June 16, 2016. At Mesa Water’s June 16, 2016 special Board meeting, the study was awarded to Arcadis U.S., Inc., which began work on June 17, 2016. Per a June 28, 2016 letter from its Board President, CMSD has thus far determined not to participate in the study.

On July 14, 2016, Arcadis U.S., Inc. will submit the final study results to Mesa Water®. The study will be distributed at Mesa Water’s July 14, 2016 Board meeting and subsequently posted on MesaWater.org. It is recommended that the Mesa Water® Board receive the study for review and provide direction to staff.
FINANCIAL IMPACT

No funds were budgeted in Fiscal Year 2017; no funds have been spent to date. Funding for the study will come from Cash on Hand.

ATTACHMENTS

Attachment A: Correspondence between Mesa Water and CMSD
Attachment B: Scope of Work
June 28, 2016

The Honorable Shawn Dewane
President, Board of Directors
Mesa Water District
1965 Placentia Avenue
Costa Mesa, CA 92627

Dear President Dewane:

On behalf of the Costa Mesa Sanitary District (CMSD) Board of Directors I want to thank you for reaching out to us to consider performing a joint study regarding an optimum governmental structure between our two agencies. Last Thursday evening CMSD Board of Directors discussed and considered your offer, but decided not to participate in this venture.

We still believe if we had a role in writing the RFP and selecting the consultant a joint study may have come to fruition; however, our door is open if you want to discuss, without consultants, on how Mesa Water District and CMSD can save money for our constituents.

Thanks again for your consideration of CMSD.

Sincerely,

Michael Scheafer
CMSD Board President

C: CMSD Board of Directors
Mesa Water Board of Directors
Scott Carroll, CMSD General Manager
Paul Shoenberger, Mesa Water General Manager
June 17, 2016

The Honorable Michael Scheafer  
President, Board of Directors  
Costa Mesa Sanitary District  
628 West 19th Street  
Costa Mesa, CA 92627

Dear President Scheafer:

On behalf of the Board of Directors (Board) of Mesa Water District (Mesa Water®) I am writing to inform you of the outcome of the June 16, 2016 Board meeting, specific to the “Special Districts Shared Efficiencies Project” action item. Mesa Water’s Board voted unanimously to award the project’s Optimal Governance Structure Study to Arcadis U.S., Inc. in the amount of $29,960.

Mesa Water® appreciates the public comments made at the meeting by Costa Mesa Sanitary District (CMSD) Director Robert Ooten. As previously communicated, the project’s objective is to equally review the finances, governance, and operations of both Mesa Water® and CMSD in order to assess whether significant savings and efficiencies can be achieved for the ratepayers of our two agencies.

At the June 16, 2016 meeting, our Board reiterated their request for CMSD to join them in this collaborative effort and there is still opportunity to do so. To that end, Mesa Water’s Executive Committee remains available to meet with two of CMSD’s directors, as you have suggested, with the understanding that the meeting would be publicly noticed and held openly. As soon as we receive response from CMSD, we can promptly schedule a meeting and post an agenda.

We genuinely hope that CMSD will accept Mesa Water’s invitation to work together to conduct a comprehensive joint study. Please feel free to call me on my cell phone at 949.233.9547 or have your General Manager Scott Carroll call our General Manager Paul Shoenberger at 949.631.1201. Again, thank you for your time and consideration regarding this purposeful matter.

Sincerely,

[Signature]

Shawn Dewane  
Mesa Water Board President

[Signature]

Paul E. Shoenberger, P.E.  
Mesa Water General Manager

c: CMSD Board of Directors  
Mesa Water Board of Directors  
Scott C. Carroll, CMSD General Manager
June 9, 2016

The Honorable Michael Scheafer
President, Board of Directors
Costa Mesa Sanitary District
628 West 19th Street
Costa Mesa, CA 92627

Dear President Scheafer:

Thank you for your letter dated June 2, 2016, regarding the Optimal Government Structure Study ("Study").

Your letter lists several valid points. Mesa Water® recognizes these points which we believe to fall into two key categories: 1) those that the RFP addresses and will be included for analysis as part of the Study; and, 2) those that should be determined following the Study's completion and after the Districts have agreed upon a course of action.

After your Board has determined its participation at your June 14th meeting, and once the Mesa Water® Board potentially selects a consultant at our June 16th meeting, we can quickly accommodate the scheduling of a joint meeting between our two Districts to finalize input into the Study.

Again, thank you for supporting the opportunity to engage in this mutual Study endeavor in order to ensure the most economical, effective, and efficient services to our public.

Sincerely,

[Signature]
Shawn Dewane
Mesa Water Board President

[Signature]
Paul E. Shoenberger, P.E.
Mesa Water General Manager

C: CMSD Board of Directors
Mesa Water Board of Directors
Scott C. Carroll, CMSD General Manager
June 2, 2016

The Honorable Shawn Dewane
President, Board of Directors
Mesa Water District
1965 Placentia Avenue
Costa Mesa, CA 92627

Dear President Dewane:

Thank you very much for agreeing to postpone awarding a contract at your June 9th Board meeting for a study on a possible consolidation of our agencies. I believe a joint effort will be insightful and intriguing, but I want to reiterate from my May 23, 2016 letter to you that I believe this process should be performed meticulously and with patience. There are many factors to be considered.

For instance, there are other agencies that will be impacted by a consolidation. Therefore, they should be included in this process and the study. CMSD provides wastewater services to Irvine Ranch Water District, City of Newport Beach and Mesa Water District customers, as well as solid waste services to the Cities of Costa Mesa and Newport Beach, and unincorporated areas of Orange County. All of these agencies need to be involved in the process since they will be required to agree to assume providing services if there were a consolidation with Mesa Water. The power of a County Water District to provide sanitation services is set out in the California Water Code Section 31100. You may want to verify if the code allows for County Water Districts to provide solid waste collection services or not.

Thank you for sharing the preliminary Request for Proposals (RFP) with me. I have reviewed the RFP and will discuss it with my fellow board members at our June 14th Study Session. Since there is no urgent need to complete the study by a specific date and if it is to be a joint study, CMSD would like the following issues addressed and considered as part of this process:

- Would an election be held so that the constituents could elect board members to the newly formed agency or would all existing board members be consolidated to form the new board?

- Review salaries and health benefits for both agencies to identify where savings might be realized or increases would occur.

- Determine what positions would be eliminated due to duplication and what would be the cost of layoffs.
• Determine whether the newly formed agency’s employees should be at-will.

• Review the financial stability of each agency. Since both agencies operate from Enterprise Funds whose resources cannot be utilized to finance the other Funds’ activities, where would savings from a consolidation be realized?

• CMSD has no debt. The consultant would need to prove to the CMSD constituents the benefits of consolidating with an agency with $40,800,000 of debt.

• CMSD has less than $270,680 of unfunded pension liability. The consultant would need to prove to the CMSD constituents the benefits of consolidating with an agency with $6,316,538 of unfunded pension liability.

• Review the services that are outsourced by both agencies. Outsourcing services can be a cost effective and efficient way for agencies to provide certain services. In fact, 80% of our operations are currently outsourced. However, we have also found for certain services that we receive a better level of service that is more cost effective if it is done in-house. What would happen to existing employees in the event services are outsourced?

• Review contract services to determine where overlaps exist.

• The consultant should conduct a rate study to determine how the currents rates compare to other Orange County agencies. This would ensure that the constituents of the separate agencies are getting the best services for a reasonable price and that rates would not increase after consolidation.

• Review each agency’s policies for infrastructure maintenance and replacement to ensure that each Enterprise Fund is maintaining its infrastructure so that a new agency is not assuming the potential liability of a worn-out system.

• If it was determined that a duplicate asset needed to be disposed of, for example two headquarters buildings, how would it be determined which asset was sold? The proceeds from the sale of an Enterprise Fund’s asset can only be used by the Fund which bought the original asset.
• Review the reserve policies for each Enterprise Fund to determine whether it covers at least the operating expenses of that Fund for a specified period of time.

• Review all Management Letters and Housekeeping Comments from each agencies auditors for the prior three fiscal years.

• As advocated by the Orange County Local Agency Formation Commission (LAFCO), will the consultant consider “shared services” as part of their organization evaluation? CMSD has agreements with the Orange County Sanitation District, City of Costa Mesa and Irvine Ranch Water District for a variety of shared services.

As you can see, there is a tremendous amount of information that needs to be discussed by our two agencies and possibly other agencies before a study can begin. These issues will take time to fully develop and gain consensus from both agencies so that a well thought-out study can be conducted and the results can be meaningful. Both agencies working together in an open and transparent manner will yield the best results which will benefit our constituents. The RFP Scope of Work needs further discussion between our two agencies. Therefore, we would request that you postpone the award of the study at this time. If this is truly a joint venture, then a committee should be formed consisting of board members and staff of both agencies to fully discuss the development of an RFP.

I believe my Board would welcome participating in your Executive Committee for the justifications you mentioned in your letter dated May 27, 2016, and for the reasons stated in this letter. However, we cannot meet with your committee prior to our June 14th Study Session because my Board has not yet appointed two directors to represent CMSD on the Committee. There should also be some discussion of staff appointments to the Executive Committee as well. If my Board decides to partner with Mesa Water on this study then they will make appointments on June 14th.

Thanks again for your cooperation and willingness to share with us the RFP and I look forward to discussing this issue further with you and your Board.

Sincerely,

Michael Scheafer
CMSD Board President

C: CMSD Board of Directors
Mesa Water Board of Directors
Scott Carroll, CMSD General Manager
Paul Shoenberger, Mesa Water General Manager
May 27, 2016

The Honorable Michael Scheafer
President, Board of Directors
Costa Mesa Sanitary District
628 West 19th Street
Costa Mesa, CA 92627

Dear President Scheafer:

Thank you for your letter, dated May 23, 2016, supporting the opportunity to collaboratively perform a study of the optimal government structure for serving customers of the Costa Mesa Sanitary District (CMSD) and Mesa Water District (Mesa Water®). We greatly appreciate CMSD's willingness to engage in this joint effort.

Mesa Water® recognizes that, in order to ensure transparency, this item will be discussed at your District's headquarters on June 14, 2016 during a regularly scheduled and open to the public Study Session. At your request, we will postpone agendizing this item at our June 9, 2016 Board Meeting. Instead, we will hold an open Special Board Meeting on June 16, 2016 at 3:30 p.m., with an action item agendized to award the study to a consultant.

Additionally, Mesa Water® accepts and sees value in your suggestion to form a joint committee. Our Executive Committee will be available to meet with you. This format allows more public openness and transparency than a typical ad hoc committee as we are subject to the agenda posting requirements. Mesa Water® would like to request that the first meeting take place prior to CMSD's June 14, 2016 Study Session. We believe that two directors from each of our respective agencies, working collaboratively, can comprehensively address the concerns brought up in your May 23 letter regarding the specifics that such a joint study could necessitate.

Mesa Water® wishes to address a few of those specifics prior to the first joint committee meeting by attaching to this letter a scope of work for the study and also a list of qualified consulting firms we invited to submit a proposal. We recognize, as your District does, very similar and rigorous guidelines in regards to budget timelines, procurement processes, and contract requirements and, as CMSD does, Mesa Water® takes all necessary steps in order to strictly abide by our Board's directives and policies.

As always, we look forward to your response in regards to this letter and to the attached scope of work. We will quickly accommodate the scheduling of a joint meeting and we thank you for your willingness to engage in the process of best serving the public.

Sincerely,

Shawn Dewane
Mesa Water Board President

Paul E. Shoenberger, P.E.
Mesa Water General Manager

c: CMSD Board of Directors
Mesa Water Board of Directors
Scott C. Carroll, CMSD General Manager
May 23, 2016

The Honorable Shawn Dewane  
President, Board of Directors  
Mesa Water District  
1965 Placentia Avenue  
Costa Mesa, CA 92627

Dear President Dewane:

Thank you for your invitation to perform a collaborative study on an optimal government structure for serving the residents of our two respective agencies. However, I respectfully request your Board postpone agendizing this on your June 9th Board of Directors meeting.

The Costa Mesa Sanitary District (CMSD) supports researching the most economical, efficient and effective outcome for our constituents, but in the spirit of transparency, we prefer to discuss this item in an open meeting. Therefore, I have directed my General Manager, Scott Carroll, to place this item on CMSD’s June 14th Study Session.

As you know, performing this type of study will require some thought provoking discussion between our two agencies and I believe this process should be performed meticulously and with patience. There is no urgent need to complete the study as soon as possible. With that said, it will be helpful for the Board’s study session if you or your staff can provide us with some additional information. For instance:

- **Budget.** How much do you believe the study will cost? This item is not in our budget, so we will have to appropriate funding at a future Board meeting.

- **Scope of work.** In order for the consultant to effectively study an optimal government structure he/she will need to receive the scope of work. If the scope of work has not been prepared then I suggest we create an ad hoc committee consisting of two board members from each agency to develop the scope of work. At the very least the study should look at potential savings from both agencies.
• Request for Proposals (RFP). It is CMSD’s policy that any expense over $5,000 requires at least three bids. We need to solicit RFPs to at least three consulting firms to ensure our constituents are receiving a fair and competitive price to perform such a study.

• Best Value Method. If the proposals are over $30,000 then the proposal must be evaluated using CMSD’s “Best Value” method (CMSD Operations Code Section 4.04.100(e)). If you have a different method for evaluating proposals please share with us your procedures so we can discuss further. I believe it will demonstrate great leadership and cooperation from our two agencies if the ad hoc committee reviews the proposals and makes a recommendation for awarding a contract.

• Consulting firms. Do you have a list of firms you would like to solicit for this study? According to CMSD policy, we need to contact at least three firms. Again, the ad hoc committee could recommend the firms to solicit proposals from.

• Other issues. There are other issues the ad hoc committee can consider as well. For instance, will it be a three party agreement or will it be a standard two party agreement from Mesa Water or CMSD? What about insurance requirements? Will the consultant be required to indemnify and insure both agencies? How will payment to consultant be arranged? Will the consultant be required to submit two invoices, one for each agency, or will CMSD or Mesa Water reimburse the other for services rendered by the consultant?

As you can see, there are some particulars to discuss and it will be prudent for us to sit down together to converse and agree upon the specifics before hiring a consultant. Any information you can provide us by June 8th will be helpful in the Board’s discussion on June 14th. Again, thank you for your invitation to perform a joint study and your leadership to the community.

Sincerely,

Michael Scheafer
CMSD Board President

C: CMSD Board of Directors
Mesa Water Board of Directors
Scott Carroll, CMSD General Manager
Paul Shoenerger, Mesa Water General Manager
May 20, 2016

The Honorable Michael Scheafer  
President, Board of Directors  
Costa Mesa Sanitary District  
628 West 19th Street  
Costa Mesa, CA 92627

Dear President Scheafer:

I would like to follow up with you in reference to my letter, dated April 22, 2016, regarding the Costa Mesa Sanitary District (CMSD) and Mesa Water District (Mesa Water®) collaboratively performing a study of the optimal government structure for serving the customers of our respective agencies.

Our Board of Directors believes that it is preferable for CMSD and Mesa Water® to work together in supporting and jointly funding such a study in order to determine the most economical, efficient, and effective outcome for our constituents. With our two organizations’ collaboration, we can better review the data collected, further evaluate the expert analysis, and consider the options provided, together.

On behalf of Mesa Water®, I again extend our offer for CMSD to join us in this effort. To that end, our Board has directed staff to agendize, for our June 9, 2016 Board meeting, consideration of awarding the study. We kindly request your response by Friday, June 3, 2016, allowing our staff to include CMSD’s decision in the Board packet materials.

If you wish, and as convenient for you and your Board, I am available to speak on this topic at an upcoming CMSD meeting. Of course, you are also welcome to call me any time at 949-233-9547; and we welcome your General Manager, Scott Carroll, to call our General Manager, Paul Shoenberger, at 949-631-1206. Thank you for your time and consideration; we look forward to hearing from you and working together in the near future.

Sincerely,

[Signature]

Shawn Dewane  
Mesa Water Board President

c: CMSD Board of Directors  
Mesa Water Board of Directors  
Scott C. Carroll, CMSD General Manager
April 22, 2016

The Honorable Michael Scheafer  
President, Board of Directors  
Costa Mesa Sanitary District  
628 West 19th Street  
Costa Mesa, CA 92627

Dear President Scheafer:

On behalf of Mesa Water District, I am contacting you in good faith to suggest we collaboratively perform a study of the optimal government structure for serving customers of the Costa Mesa Sanitary District (CMSD) and Mesa Water District (Mesa Water®).

Mesa Water® appreciates CMSD and its dedication to ethics, transparency, accountability, efficiency, and good policy in earning the public’s trust and making government work effectively. We applaud CMSD for its District Transparency Certificate of Excellence from the Special District Leadership Foundation, and for being a District of Distinction, an honor bestowed by the California Special Districts Association. Mesa Water® has also been so recognized.

Our agencies share a unique opportunity to do something great for our community; in fact, conducting a mutual study in a transparent manner will exhibit that we have positive intentions to serve our public in the most economical, effective and efficient way possible. Furthermore, this is a chance for us to drive the destiny of our organizations’ future.

It is preferable for CMSD and Mesa Water® to support, and jointly fund, the study so that together we can review the analysis, consider the options provided, and determine an ideal outcome. I am herein extending Mesa Water’s offer for CMSD to join us in this endeavor.

Per our recent phone conversation, if you wish, I will speak about this opportunity at your next Board meeting on Thursday, April 28.

The lines of communication to us are always open. If you wish to discuss this further, please feel free to call me anytime at 949.233.9547 or have your General Manager Scott Carroll give Paul Shoenberger a call at 949.631.1206. Thank you, for your time and consideration.

Sincerely,

[Signature]

Shawn Dewane  
Mesa Water Board President

c: CMSD Board of Directors  
Mesa Water Board of Directors  
Scott C. Carroll, CMSD General Manager
Appendix C Scope of Work

Optimal Governance Structure Study

Task 1 - Agencies Overview: Consultant will review and summarize the current context of CMSD and Mesa Water® including governance, services provided, service area, staff organization and finances. This information will be summarized in a report. Information sources for this effort will include material from each agency’s website, organization charts, budget and CAFR documents, job descriptions and other pertinent documents or studies made available.

Task 2 – Combined Agency Organization Evaluation: Consultant will estimate a potential organization structure for combining the two agencies. Consultant will review the detail in the budget documents, organization charts, job descriptions, reports or other documents available to identify potential efficiencies that may result from a combining of services. The potential economies of scale, opportunities for efficiencies, and potential cost-savings from combining governance and departmental/operational functions will be evaluated and included in the report. Evaluate the hard assets (i.e., owned equipment, fleet, etc.) and facilities needs of the combined agency to see if any excess equipment or real estate is identified.

Task 3 – Combined Agency Outsourcing Evaluation: Consultant will review services of the combined agency and identify services that are currently performed in-house by either agency which are commonly contracted out by other similar agencies. Also, include a review of any previously contracted services that have recently been brought in-house. This would include the Costa Mesa Sanitary District Sewer Main Maintenance Cleaning and Lift Station Maintenance Services.

Task 4 – Combined Agency Financial Evaluation: Based upon the current Budgets, CAFRs, and other pertinent documents or studies made available, consultant will analyze the financial fundamentals of the separate and combined agencies. A baseline of current revenues and expenses, debt and debt ratios, and reserves will be determined. Determine the same financial parameters for the combined agency. Determine the reserves and/or revenue needed for the combined agency to be AAA-rated. Mesa Water® has set a financial goal of being AAA-rated as defined by a 600 days cash-on-hand target. Determine the existing reserves or revenue levels that are above or below the target amount. If excess reserves, revenue or real estate is identified, develop financial scenarios to bring the levels to target, including rate reductions or rebates. Provide any other financial summary or potential cost-saving ideas uncovered.

Task 5 - Document Evaluation and Results: Consultant will prepare a report from the findings in Task 1 through Task 4. A summary of potential benefits will be provided. Explain the consultant’s analysis approach, methods, and results using graphs and charts where necessary.
MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, External Affairs Manager
DATE: July 14, 2016
SUBJECT: Orange County Water District Letter of Support

RECOMMENDATION

Approve letter of support for the Orange County Water District (OCWD) and the OCWD Act.

STRATEGIC PLAN

Goal #1: Provide a safe, reliable and abundant water supply.
Goal #3: Be financially responsible and transparent.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

BACKGROUND

Irvine Ranch Water District (IRWD) has filed a complaint (Attachment B) against OCWD seeking changes to the Basin Pumping Percentage (BPP) formula that would allow IRWD access to additional low-cost groundwater from the Orange County basin. IRWD is also suing OCWD to be able to export groundwater outside the Basin. IRWD would save $3.3 million annually; however, this comes at the expense of other Orange County pumpers who would be forced to pay $3.3 million more per year.

The proposed letter expresses Mesa Water’s continued support for OCWD and their management of the groundwater basin. Mesa Water also supports your decision not to sign the tolling agreement with IRWD.

Mesa Water® has Board policies to support OCWD and its good groundwater management (Attachment C). Staff recommends that the Board approve the letter of support for OCWD and the OCWD Act.

FINANCIAL IMPACT

None.

ATTACHMENTS

Attachment A: Draft Letter of Support
Attachment B: IRWD Complaint
Attachment C: Board Policy Positions to Support OCWD
July 14, 2016

Ms. Cathy Green  
President, Board of Directors  
Orange County Water District  
18700 Ward Street  
Fountain Valley, CA  92708

RE:  Support for Orange County Water District in Defense of the Orange County Water District Act

Dear President Green:

On behalf of the Mesa Water District Board of Directors, I am writing to express support of the Orange County Water District and administration of the OCWD Act. Your prudent management of the Orange County Groundwater Basin ensures that residents and businesses throughout north and central Orange County have access to a high-quality, reliable water supply.

Mesa Water® supports your decision not to sign the tolling agreement proposed by Irvine Ranch Water District (IRWD). We encourage you to defend the OCWD Act against the lawsuit filed by IRWD on June 16, 2016. A definitive court decision upholding your Act as it stands will bring final closure to this issue.

It is in the public's best interest to discuss important policy issues openly and transparently and allow affected parties the opportunity to hear the potential impacts and to voice their concerns.

Your organization is a worldwide leader in groundwater management, promoting recycled water and serving as an example for other agencies and providers in the sector. Thank you again for your continued leadership and stewardship of the groundwater basin.

Sincerely,

Ethan Temianka  
Vice President, Mesa Water Board of Directors

C:  OCWD Board of Directors  
Mesa Water District Board of Directors  
Mr. Michael R. Markus, P.E., OCWD General Manager  
Orange County Groundwater Producers Group
EXEMPLARY COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF ORANGE

IRVINE RANCH WATER DISTRICT, a California public agency,

Plaintiff and Petitioner,

v.

ORANGE COUNTY WATER DISTRICT, a California public agency; ALL PERSONS INTERESTED IN THE MATTER OF ORANGE COUNTY WATER DISTRICT RESOLUTION NO. 16-4-37; and DOES 1 to 20, inclusive,

Defendants and Respondents.
Plaintiff and Petitioner Irvine Ranch Water District, for its Petition and Complaint against Defendants and Respondents Orange County Water District, et al., alleges as follows:

INTRODUCTION

1. Irvine Ranch Water District ("IRWD"), through its customers, has invested hundreds of millions of dollars in a water recycling system intended to reduce its reliance on imported water supplies. In 2015 alone, the IRWD produced over 22,000 acre feet of recycled water, offsetting its demand for imported water, a recognized source of supplemental water. However, as a result of acts taken by the local groundwater basin manager, Orange County Water District ("OCWD"), the benefit of IRWD’s investment in its recycled water system is being shifted away from IRWD’s customers. In setting one of its annual assessments, OCWD does not allow IRWD (or any other groundwater producer) to account for recycled water as a legitimate supplemental source of water in calculating its total water use and how much groundwater it can produce from the Orange County Groundwater Basin ("Basin") without paying additional assessments — thus effectively penalizing IRWD for producing recycled water. OCWD’s practice is unlawful since it: (1) is contrary to OCWD’s own authorizing legislation, (2) violates state policy which strongly supports the development of recycled water resources, (3) imposes substantial additional financial costs on IRWD, and (4) threatens to extinguish certain vested water rights of IRWD without any compensation.

2. Water supply diversity is important for all water agencies, especially urban agencies in drought vulnerable Southern California. To varying degrees, nearly all water agencies in Orange County rely on imported water supplies to meet customer demands. Water agencies in northern Orange County, including IRWD, also have access to local groundwater from the aquifer that underlies this part of the County. Local groundwater is more reliable and less expensive than imported water, but groundwater is still a limited resource and this particular Basin has been in an "overdraft" condition for many years. To reduce its dependence on less reliable and more expensive imported water, IRWD took the initiative starting in the 1960s to develop a third source of water – recycled water. In light of the current statewide historic drought, the investment made by IRWD’s customers in a recycled water system,
estimated in excess of $650 million, would seem to be a wise and prudent investment. In fact, the availability of multiple water sources allows for optimizing the management of all of these water sources, including groundwater in the Basin. However, OCWD’s policy and practice work against those resource management objectives.

3. IRWD’s investment in a recycled water system has been, and continues to be, penalized by OCWD’s actions due to additional charges being assessed on the local groundwater produced by IRWD. In calculating the quantity of water that each groundwater producer agency is allowed to pump without paying additional assessments, OCWD applies a percentage (the “Basin Production Percentage”) to each agency’s “Total Water Demand.” Unfortunately, OCWD’s current policy specifically excludes recycled water demands from what it considers to be an agency’s Total Water Demand. This creates the illusion that customer demands that are being met by recycled water have somehow disappeared, instead of recognizing that these demands are actually being met by a supplemental supply of water – recycled water. But for this alternative supplemental supply, IRWD would be required to purchase more supplemental imported water to meet its customer demands. Contrary to sound policy and logic, if IRWD purchased more imported water instead of using recycled water supplies, IRWD would be allowed to pump more groundwater without paying OCWD’s additional assessment. That additional assessment increases IRWD’s cost of using local groundwater, which unfairly shifts the value of IRWD’s recycled water program away from IRWD’s customers.

4. IRWD’s customers have invested in the development of a recycled water system knowing that water is too valuable to be used just once. IRWD’s recycled water system is held up by the State of California as an example of excellent environmental stewardship and good resource management. OCWD’s current policy and practice of excluding recycled water demands from IRWD’s Total Water Demand unfairly affects IRWD’s ability to pump low cost local groundwater and creates an arbitrary penalty on the use of recycled water, which shifts the value of IRWD’s recycled water program to others who did not pay for that program. This OCWD policy and practice is discriminatory, contrary to State water policy and law, and
financially harmful to IRWD's customers.

THE PARTIES

5. Plaintiff and Petitioner IRWD is a California water district formed and existing pursuant to Section 34000 et seq. of the California Water Code. IRWD was formed in 1961 for the purpose of obtaining a water supply for municipal and irrigation uses. IRWD is a retail water agency serving over 104,000 water service connections within its service area, which includes all of the City of Irvine and portions of the cities of Tustin, Newport Beach, Costa Mesa, Orange and Lake Forest as well as unincorporated areas of Orange County.

6. Defendant and Respondent OCWD is a special district of the State of California created and formed under the Orange County Water District Act ("OCWD Act") (Water Code- Appendix, Chap. 40; Chapter 924 of the Statutes of 1933, as amended). OCWD has the statutory responsibility to take certain actions to manage, replenish and protect the quality and quantity of the subterranean groundwater supplies of the portion of the Basin within the boundaries of OCWD.

7. The true, names and capacities of the Respondents and Defendants identified as DOES 1-20 are unknown to IRWD, and IRWD will amend this Complaint to insert the true names and capacities of those fictitiously named Respondents and Defendants when they are ascertained. IRWD is informed and believes, and on that basis alleges, that at all times relevant to this action, each of the Respondents and Defendants, including those fictitiously named, were the agents or employees of each of the other Respondents and Defendants, and while acting within the course and scope of such employment or agency, took part in either the acts or omissions alleged in this Complaint.

JURISDICTION AND VENUE

8. This Court has jurisdiction in this case pursuant to Code of Civil Procedure Sections 860 and 1085, and Section 44 of the OCWD Act (Water Code- Appendix, Chap. 40; Chapter 924 of the Statutes of 1933, as amended).

9. Venue is proper in this Court pursuant to Code of Civil Procedure Sections 392, 394, 395 and 860.
GENERAL ALLEGATIONS

10. This lawsuit challenges two different aspects of OCWD’s unlawful and improper treatment of recycled water in implementing the OCWD Act. First, IRWD challenges OCWD’s adoption and application of its 2016-2017 basin equity assessment (“Annual Basin Assessment”) and “Basin Production Percentage.” The Annual Basin Assessment is a monetary assessment levied on groundwater produced from the Basin in excess of the Basin Production Percentage, which is a groundwater production limit set by OCWD. In calculating the Basin Production Percentage and determining the amount of Annual Basin Assessment that a producer may owe, OCWD improperly refuses to consider recycled water as a “supplemental source” of water, even though OCWD considers imported water from the Metropolitan Water District of Southern California (“MWD”) as a supplemental source of water. By treating recycled water in this way, OCWD improperly reduces the amount of groundwater that IRWD can produce within the “Basin Production Percentage.” OCWD’s exclusion of recycled water from consideration as a “Supplemental Source” of water violates the plain terms of the OCWD Act and arbitrarily imposes a substantial penalty on the use of recycled water in contravention of state policy.

11. Second, OCWD has adopted an improper practice of prohibiting the “unlawful” export of groundwater outside the OCWD district, which OCWD lacks the statutory authority to do so under the OCWD Act. Further, OCWD’s practice relies on a methodology that inaccurately determines the potential export of groundwater outside the boundaries of the OCWD, which methodology also involves the calculation of each producer’s “Total Water Demand.” In determining Total Water Demand, OCWD again penalizes the use of recycled water by not allowing IRWD to include its recycled water as part of its Total Water Demand. The inability to properly account for recycled water as part of IRWD’s Total Water Demand threatens to curtail pumping of groundwater to which IRWD has a vested right, and interferes with IRWD’s ability to plan for the future needs of customers within IRWD’s service area but outside of the OCWD district.
The OCWD Act and Groundwater Production in the Basin

12. The Basin underlies the northern and central portions of Orange County. The rights of certain cities, districts and other water producers within the Basin to pump groundwater have not been fully adjudicated. Since 1933, with the adoption of the Water Code—Appendix 40 (hereinafter referred to as the “OCWD Act”), the Basin has been managed by OCWD for the benefit of municipal, agricultural and private groundwater producers.

13. Pursuant to its authority under Sections 23 and 27 of the OCWD Act, OCWD establishes and collects “Replenishment Assessments” as a means of purchasing imported water to replenish pumped groundwater and funding capital projects for the purpose of replenishing the Basin. OCWD’s Replenishment Assessments are established annually by OCWD and apply to every acre foot of groundwater produced from the Basin. In this action, IRWD is not challenging OCWD’s calculation or levying of Replenishment Assessments.

14. Groundwater is the lowest cost water for producers in Orange County. However, groundwater’s low cost compared to other sources creates an inherent threat of further overdrafting of the Basin, a condition in which a basin is eventually depleted due to pumping above the rate of groundwater replenishment. To discourage the overuse of groundwater, OCWD has certain authority under the OCWD Act to impose economic disincentives on such overuse in favor of a balanced use of “supplemental” sources of water.

15. For most of the cities and special districts that produce groundwater from the Basin to supply water to the public, groundwater is a portion, but not all, of the agency’s water supply. Public water suppliers in Orange County have the ability to purchase water imported from MWD to help meet their Total Water Demand. The primary water sources of MWD’s imported water are the Colorado River and the State Water Project with diversions located in the Sacramento-San Joaquin Delta. Some agencies have additional imported sources and other contractual arrangements for additional water supplies. Recycled water is a significant water source for IRWD, which produces its own recycled water. As described in greater detail below, IRWD’s recycling process takes sewage wastewater, treats it to usable levels, and transports it via pipelines and storage facilities for use for irrigation, toilet flushing and
industrial purposes.

**State Water Policy Strongly Supports Water Recycling**

16. In March 2013, State Water Resources Control updated the State of California’s Recycled Water Policy (“Policy”). The opening statement of the Policy notes that the state is facing an unprecedented water crisis in the face of lengthy periods of drought and dry years, coupled with continued population growth. The Policy highlights water recycling as a crucial component of the State’s overarching policy goal of achieving a sustainable water future despite the daunting challenges that face California.

17. The Policy’s central premise is that the “State Water Board and Regional Water Boards will exercise the authority granted to them by the Legislature to the fullest extent possible to encourage the use of recycled water.” (Policy, at p. 1.) The Policy adopts a goal of increasing “the use of recycled water over 2002 levels by at least one million acre-feet per year (afy) by 2020 and by at least two million afy by 2030.” (Id.) The Policy goes so far as to say “The State Water Board hereby declares that, pursuant to Water Code sections 13550 et seq., it is a waste and unreasonable use of water for water agencies not to use recycled water when recycled water of adequate quality is available and is not being put to beneficial use.” (Policy, at p. 1.)

18. State water policy thus strongly supports the use of recycled water. Recycled water is considered a “new” water source that utilizes water that would otherwise go to waste, is highly reliable because our population produces a relatively constant, consistent stream of wastewater, and is drought resistant for the same reason. The importance of recycled water during times of drought cannot be overstated because in extended periods of drought, allocations of imported water sources such as the State Water Project are reduced, causing water producers who have not developed alternative Supplemental Sources (such as recycled water) to turn to using additional groundwater resources. Yet, OCWD’s actions to exclude recycled water as a Supplemental Source imposes a penalty on IRWD and its maximum use of recycled water as a drought resistant supply.

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19. It is no coincidence, in fact, that when the State Water Resources Control Board imposed mandatory drought restrictions on urban water suppliers to comply with the Governor’s April 1, 2015 Drought Emergency Executive Order calling for a total reduction of 25% of potable water use, IRWD was placed in the third lowest category of individual use reductions of only 16%. That lower cutback in water use was directly attributable to both the water use efficiency achieved by IRWD and the recycled water available from its water recycling program.

**IRWD’s Water Recycling Program**

20. Recycled water is a significant water source for IRWD, which has been producing its own recycled water since the 1960’s. IRWD began producing recycled water from its sewage to make use of water resources that would have otherwise been discharged to the ocean. As mandated by law for public health reasons, the sewage wastewater discharges that are ultimately recycled come to IRWD through closed pipe and sewer systems designed to keep the wastewater isolated from entering the natural environment within the watershed. IRWD is also mandated to isolate and transport its recycled water to IRWD’s customers through closed pipeline systems.

21. IRWD recycles wastewater at its Michelson Water Recycling Plant and the Los Alisos Water Recycling Plant, which have the combined capacity to produce nearly 35.5 million gallons of recycled water per day. During fiscal year 2015-16, IRWD produced 22,866 acre feet of recycled water and supplied an additional 9,275 acre feet of non-potable water to IRWD’s customers via its recycled water system. For the twelve month period that ended June 30, 2015, of the water supplied by IRWD, approximately 19% was imported water, approximately 58% was groundwater and native stream flows, and approximately 23% was recycled water—making IRWD one of the largest retail water supplier producers of recycled water in the state.

22. As of December 31, 2015, the District had approximately 509 miles of recycled water mains and a recycled water storage capacity of approximately 5,400 acre feet. Since the 1960s, IRWD has invested in excess of $650 million in its recycled water system. MWD has
provided Local Resources Program funding for water produced from IRWD’s recycled water system in order to offset IRWD’s dependence on supplemental import water from MWD. IRWD has developed plans to continue its program to expand its recycling infrastructure, diversify treatment options, and increase system reliability. However, OCWD’s practice of excluding recycled water as a Supplemental Source imposes a penalty on IRWD (or any groundwater producer in the Basin) that plans to expand the use of recycled water.

**OCWD’s 2016-2017 Annual Basin Assessment**

23. This lawsuit challenges OCWD’s adoption of its Resolution No. 16-4-37, which established the Basin Production Percentage and the rate per acre foot of the Annual Basin Assessment (the “Basin Assessment Rate”) for fiscal year 2016-2017. Resolution No. 16-4-37 was adopted at a regular public meeting of OCWD’s Board of Directors on April 20, 2016.

24. In adopting OCWD Resolution No. 16-4-37, OCWD improperly excluded IRWD’s recycled water from consideration as a “Supplemental Source” in calculating the “Basin Production Percentage.” The Basin Production Percentage is defined by the OCWD Act as a ratio: the numerator is “all water to be produced from groundwater supplies within the District,” and the denominator is “all water to be produced by persons and operators within the district from supplemental sources and from groundwater within the district during the ensuing water year.” (OCWD Act, § 31.5, sub. (c)(2) (emphasis added.) Thus, the product of dividing total groundwater use into the aggregate use of all supplemental sources and groundwater, expressed as a percentage, is the statutory Basin Production Percentage.

25. Supplemental Sources of water are defined broadly by the OCWD Act to be “sources of water outside the watershed of the Santa Ana River….such as, but not limited to, water produced from the Metropolitan Water District of Southern California,” i.e., not groundwater. (OCWD Act, § 31.5, sub. (c)(1) (emphasis added.) Therefore, supplemental source water is not limited to imported water from MWD, but also includes recycled water, which is produced, treated and distributed in systems that are isolated from the watershed and therefore “outside the watershed of the Santa Ana River.”
26. The Annual Basin Assessment disincentivizes over-pumping of groundwater by adding an additional cost to every acre foot of groundwater pumped by a producer in excess of the Basin Production Percentage. Each acre foot of groundwater production over the Basin Production Percentage is subject to the Annual Basin Assessment (unless such production is exempt from that assessment pursuant to a contract with OCWD). The Basin Assessment Rate that applies to each acre foot of groundwater pumped over the Basin Production Percentage should be calculated “to equalize the cost of water to all persons and operators within the district.” (Refer to Section 31.5(b) of the OCWD Act.) In practice, OCWD sets the Basin Assessment Rate for each producer by equalizing the cost of each acre foot of groundwater production only with the higher cost of importing one acre foot at the “Full Service Tier 1 Treated” rate of the “MWD”.

27. Thus, the Annual Basin Assessment for a producer is determined according to the following formula:

\[
\text{Total Water Demand (Groundwater + Supplemental Sources) x BPP} = Y
\]

\[
\text{Actual Groundwater Pumping - Y} = \text{Pumping over BPP}
\]

\[
\text{Pumping over BPP x Basin Assessment Rate} = \text{Annual Basin Assessment}
\]

28. This formula highlights the importance of identifying what water sources are considered “Supplemental Sources,” which is central to the calculation of the Basin Production Percentage as well as the amount of the Annual Basin Assessment owed by each producer. Simply put, if recycled water is considered a Supplemental Source and therefore included in a producer’s Total Water Demand (which is statutorily required under the OCWD Act), then the Basin Production Percentage is applied to a higher number, which means that the amount of groundwater that can be pumped without paying the Annual Basin Assessment is also higher. Thus, the more water from Supplemental Sources utilized by a producer in meeting its Total
Water Demand, the more groundwater can be pumped free of the Annual Basin Assessment. Conversely, if recycled water is not considered to be a Supplemental Source, then the producer is penalized for using recycled water, a penalty that takes the form of paying the Annual Basin Assessment on a lower amount of groundwater produced.

29. OCWD Resolution No. 16-4-37 adopted a Basin Assessment Rate of $525 per acre foot for IRWD for the 2016-2017 water year. Accordingly, a few thousand acre feet of groundwater production over the Basin Production Percentage can cost IRWD millions of dollars in additional assessments. To put this in context, IRWD produced over 22,000 acre feet of recycled water in 2015-2016. The substantial portion of that water that was used in the OCWD boundary is not considered by OCWD to be a Supplemental Source of water, which results in IRWD being penalized by not being able to pump an equitable amount of groundwater within the Basin Production Percentage. That penalty can cost IRWD millions of dollars in the Annual Basin Assessment per year. Even though the Annual Basin Assessment is intended to encourage groundwater producers to utilize Supplemental Sources of water for at least the portion of their Total Water Demand that exceeds the Basin Production Percentage, the Annual Basin Assessment is applied so as to penalize IRWD for using recycled water. Indeed, if IRWD had used Full Service Tier-1 water from MWD instead of using its recycled water, it would not have incurred any Annual Basin Assessments for water year 2015-2016. Yet, there is no sound policy rationale for distinguishing between recycled water and imported MWD water in this manner, and the resulting penalty on recycled water runs contrary to the state policy that strongly encourages the increased use of recycled water.

"Supplemental Sources" Necessarily Include Recycled Water

30. The definition of Supplemental Sources under the OCWD Act as any "sources of water outside the watershed of the Santa Ana River" has broad application. (OCWD Act, § 31.5, sub. (c)(1).) The significance of the use of the entire Santa Ana River watershed in the definition, which exceeds the boundaries of the Basin, is that the river watershed is the source of all water that naturally recharges the Basin (OCWD conducts artificial or engineered
recharge of the Basin). Thus, under the plain meaning of this definition, any water that does not come from a source in the watershed that naturally replenishes the Basin are Supplemental Sources. In other words, sources that do not naturally recharge the Basin are “supplemental” to the groundwater supply.

31. Under the OCWD Act, imported water from the MWD is listed as one example of a Supplemental Source. However, the definition of “Supplemental Sources” in the OCWD Act is clear that imported water is not the only Supplemental Source because it states the definition includes sources “such as, but not limited to water produced from the Metropolitan Water District of Southern California.” OCWD Act, §31(c)(1) (emphasis added). Furthermore, the definition of the Basin Production Percentage includes a denominator that includes all water to be produced by persons and operators within the district from supplemental sources and from groundwater during the ensuing water year. (OCWD Act, § 31.5(c)(2).)

32. A number of Supplemental Sources of water are not specifically named in the statute, but OCWD still recognizes that water as Supplemental Sources because those sources do not naturally replenish the Basin. For example, as stated in OCWD’s Engineer’s Report dated February 2016, which is statutorily required for determining the Basin Production Percentage, OCWD treats the following sources of water as Supplemental Sources: (1) water produced by certain desalters (a process akin to recycling where salty water as opposed to wastewater is treated for reuse), and (2) groundwater pumping from within the Santa Ana River watershed in upstream basins that is delivered to OCWD for recharge at OCWD’s groundwater recharge facilities. Even though those sources of water, like recycled water, are outside of the watershed within the meaning of the OCWD Act, OCWD still does not consider recycled water to be a Supplemental Source.

33. Yet, recycled water clearly fits within the plain language of the statutory definition of a Supplemental Source of water. Recycled water comes from “outside the watershed of the Santa Ana River,” from wastewater discharged into the sewers, collected, and treated by IRWD using facilities that are isolated from the watershed. (OCWD Act, §
31.5, sub. (c)(1).) Untreated sewage is clearly not a source flowing into and naturally recharging the Basin. In fact, beginning in the 1960’s, if IRWD had not captured and treated that sewage water, the water would have been discharged to the ocean.

34. Further, without IRWD’s substantial investment in recycled water infrastructure, IRWD would need to use more imported water to meet its customers’ water demands. IRWD’s production of recycled water offsets the use of imported water from MWD, which imported water is considered a Supplemental Source. Because recycled water offsets the use of that other Supplemental Source of water, recycled water must also be treated as a Supplemental Source.

35. Instead of treating recycled water as a Supplemental Source, however, OCWD has manufactured a new and separate category for recycled water: “neutral” water. The category of neutral water finds no support in the statutory definition of Supplemental Sources or elsewhere in the OCWD Act. Indeed, the neutral category has no basis in reality. Water is either from the watershed or it is not. A water source cannot, as a matter of policy, practice or logic, be both from and not from the watershed, and thus taken out of existence for water source accounting purposes.

36. Furthermore, excluding recycled water from the definition of Supplemental Sources in the context of the Annual Basin Assessment is inconsistent with other provisions of the OCWD Act. OCWD’s “general powers,” which encompass the power to impose an Annual Basin Assessment and establish the Basin Production Percentage, are set forth in Section 2 of the OCWD Act. Under Section 2, subsection (6)(m), OCWD is required to:

Determine in the manner herein provided the amount and percentage of water produced from the groundwater supplies within the district to the total amount of water produced within the district by all persons and operators, including the total amount of water from supplemental sources. OCWD Act, § 2(6)(m).

This requirement contains no suggestion that “total” means anything other than “all” sources of water supply – including recycled water. The Basin Production Percentage definition reads similarly and requires the consideration of “all” water that is a “supplemental
source.” (OCWD Act, § 31.5(c)(2).) Yet OCWD improperly excludes recycled water as a Supplemental Source.

37. By failing to properly include recycled water as a Supplemental Source and instead manufacturing the false category of “neutral” water, OCWD imposes a recycled water penalty on producers such as IRWD in the form of higher payments of the Annual Basin Assessment than should be required. This practice has the effect of shifting the benefits of IRWD’s recycled water program away from IRWD’s customers and toward other groundwater producers who have not dedicated the considerable resources required to develop recycled water as a useable resource. IRWD, in fact, is one of the few public water suppliers in Orange County to produce recycled water. IRWD is the second largest recycled water producer behind only OCWD, which developed its recycled water program to also offset the use of imported water to replenish the Basin. (OCWD does not pay its own Annual Basin Assessment, nor does it impose a penalty on the recycled water it produces for recharge or injection into the Basin.)

**OCWD’s Treatment of Recycled Water Impairs IRWD’s Use of Credits Earned for Other Water Treatment Efforts**

38. Beyond drastically raising the Annual Basin Assessment owed by IRWD, OCWD’s exclusion of recycled water from the definition of Supplemental Sources has additional negative fiscal impacts on IRWD. IRWD has developed certain projects that produce and treat impaired groundwater, which, by contract with OCWD, entitles IRWD to a credit against the Annual Basin Assessment. Because the impaired groundwater produced by IRWD from these projects requires extensive treatment, IRWD is allowed a credit against the Annual Basin Assessment based on a portion of the project’s capital and operating costs. However, IRWD has been forced to apply some of those credits to avoid the payment of the Annual Basin Assessment that was improperly inflated as a result of the improper exclusion of recycled water from IRWD’s Total Water Demand. Thus, IRWD has been improperly deprived of the intended benefit of credits, which were awarded because of IRWD’s treatment and beneficial use of otherwise unusable groundwater.
OCWD’s Unlawful And Flawed Attempt To Regulate Groundwater “Export”

39. OCWD’s improper refusal to allow recycled water to be counted as a Supplemental Source in calculating Total Water Demand creates an additional problem for IRWD, which relates to OCWD’s unlawful attempt to regulate the export of groundwater outside the OCWD district.

40. Section 2(9) of the OCWD Act, states that OCWD may “commence, maintain, intervene in, defend, and compromise, in the name of the district, or otherwise, and to assume the costs and expenses of any and all actions and proceedings now or hereafter begun” to “prevent unlawful exportation of water from the district.” (OCWD Act, § 2(9).) No other provision of the OCWD Act addresses unlawful exports of Basin groundwater, and the statute does not define the term “unlawful exportation.” Moreover, the OCWD Board does not appear to have a formal policy associated with preventing the exportation of groundwater.

41. Thus, the OCWD Act neither grants nor recognizes any authority on the part of OCWD to unilaterally impose any restrictions or prohibitions on the exportation of groundwater to locations outside the OCWD district. Rather, under the clear terms of its enabling statute, OCWD must rely on the established jurisdiction of the Superior Court to prohibit or limit such activity based on law other than the OCWD Act.

42. Despite lacking the legal authority to do so under the OCWD Act, OCWD has adopted a practice of attempting, unilaterally and without a court order, to prohibit producers within the OCWD district from “unlawfully exporting” groundwater. OCWD has informed IRWD of its position that any such alleged exportation of groundwater outside the OCWD district is prohibited.

43. OCWD has also adopted a flawed method of determining when an “exportation” occurs. OCWD automatically concludes that a producer has “unlawfully exported” water outside the OCWD district any time pumping groundwater inside the OCWD boundary exceeds the producer’s stated Total Water Demand within the OCWD district. However, OCWD’s method of determining unlawful exports takes into account imported water as a part of Total Water Demand but not recycled water. Because not counting recycled water creates
the fiction of removing recycled water from IRWD’s Total Water Demand despite its actual use by IRWD, OCWD’s flawed export methodology results in a determination that IRWD has “exported” groundwater. Under OCWD’s methodology, the opposite conclusion would be reached, namely no export of groundwater, if IRWD used imported water instead of recycled water since OCWD includes imported water in the calculation of Total Water Demand for purposes of determining a groundwater export.

44. IRWD has thus been put in the position that it must choose between seeking a judicial determination that its use of groundwater resources is legal or to curtail groundwater pumping to which it has a vested right. Notably, a portion of the IRWD’s service area is located outside of OCWD’s boundaries. The OCWD district does not cover the entire hydrological groundwater Basin, as determined by the California Department of Water Resources. Based on those facts, a 1998 judicial decision determined that IRWD has the right to pump groundwater and serve that water to its customers outside of the OCWD boundaries. (Irvine Ranch Water District v. Orange County, OCSC Case No. 79-58-27, Sept. 29, 1998).

45. OCWD’s flawed method of determining exports and its practice of asserting the authority to prohibit allegedly unlawful imports threatens IRWD’s recognized and vested right to produce groundwater from the Basin and serve that water to its customers outside of OCWD’s boundaries in accordance with applicable law. Under the OCWD Act, OCWD lacks the ability to limit established water rights or curtail parties’ production of groundwater from the Basin without paying just compensation. Indeed, Section 77 of the OCWD Act provides that no provision in the Act “shall be so construed as to affect or impair the vested right of any person… to the use of water.”

46. In fact, but for IRWD’s voluntary use of conservation credits, such an outcome would have occurred. In water year 2013/2014, OCWD determined that IRWD would “unlawfully” export groundwater outside of OCWD. However, if OCWD had counted recycled water as Supplemental Water, or if IRWD had used imported water instead of recycled water for the same use, no “export” would have been determined under OCWD’s improper methodology.
47. In order to resolve the issue, IRWD had to use conservation credits from the following year, which are treated as Supplemental Source water by OCWD. IRWD’s conservation credits were earned due to IRWD’s water conservation efforts. Yet, IRWD should not have to use its conservation credits to compensate for OCWD’s arbitrary and unlawful refusal to consider recycled water as a Supplemental Source. OCWD’s action resulted in a premature and unlawful loss of IRWD’s conservation credits.

48. OCWD’s practice of calculating exported groundwater by unlawfully refusing to account for recycled water, coupled with threats to curtail vested groundwater rights based on its flawed method of determining exports is arbitrary, capricious and contrary to the requirements of law.

FIRST CAUSE OF ACTION
(Reverse Validation Action – CCP § 863)
(Against All Defendants)

49. IRWD hereby incorporates by this reference the allegations contained in paragraphs 1 through 48, inclusive.

50. Section 44 of the OCWD Act authorizes an action to test the validity of any assessment imposed by OCWD under Chapter 9 of (commencing with Section 860) of Title 10 of Part 2 of the CCP (the “Validation Statutes”). The Validation Statutes, commencing with CCP § 860, outline the various rights and procedures associated with a validation action. CCP § 860 states: “A public agency may upon the existence of any matter which under any other law is authorized to be determined pursuant to this chapter, and for 60 days thereafter, bring an action in the superior court of the county in which the principal office of the public agency is located to determine the validity of such matter. The action shall be in the nature of a proceeding in rem.”

51. If the relevant agency does not file such an action, any interested person may file an action to determine the validity of the agency’s conduct. (CCP § 863.) IRWD qualifies as an interested person under the Validation Statutes and is thus authorized to bring this action to determine the validity of the Basin Assessment and its application, and is furthermore
directly impacted and prejudiced by the determinations of OCWD alleged above. IRWD is informed and believes and on that basis alleges that OCWD has not filed a validation action to determine the validity OCWD Resolution No. 16-4-37.

52. IRWD brings this reverse validation action under CCP § 863 to challenge the validity of OCWD Resolution No. 16-4-37, "Establishing the Basin Production Percentage, Production Limitation, and Determining the Need and Desirability to Levy Basin Assessments and Amount Thereof, which determined the Basin Assessment," adopted by OCWD's Board of Directors at its meeting on April 20, 2016.

53. OCWD Resolution No. 16-4-37 is unlawful and should be invalidated for the reasons set forth in paragraphs 1 through 48 above, including OCWD’s failure to treat recycled water as “Supplemental Source” water in calculating the Basin Production Percentage, IRWD’s Total Water Demand, and the amount of Annual Basin Assessment owed by IRWD, all in clear contravention of the terms of OCWD Act and state policy.

54. IRWD has exhausted all applicable non-judicial remedies through, among other actions, the submittal of a comment letter to OCWD prior to the hearing on the adoption of OCWD Resolution No. 16-4-37. This reverse validation action is timely pursuant to CCP §§ 860 and 863.

SECOND CAUSE OF ACTION

For CCP § 1085 Writ of Mandate
(Against OCWD)

55. IRWD hereby incorporates by this reference the allegations contained in paragraphs 1 through 48 inclusive.

56. CCP § 1085, subdivision (a), authorizes this Court to issue a writ of mandate “to compel the performance of an act which the law specifically enjoins.”

57. Under CCP § 1085, mandamus can compel public officials to perform an official act required by law. Mandamus may issue to compel an official both to exercise his discretion (if he is required by law to do so) and to exercise it under a proper interpretation of applicable law.
58. An abuse of discretion within the meaning of CCP § 1085 occurs when, among other actions, an agency improperly interprets and enforces a statute. OCWD’s approval and application of OCWD Resolution No. 16-4-37 based on a definition of “Supplemental Source” that excludes recycled water is contrary to the statutory definition of Supplemental Source in Section 31.5 of the OCWD Act. Therefore, OCWD’s exclusion of recycled water from the definition of Supplemental Source is an improper interpretation of an applicable law.

59. IRWD petitions the court for a writ of mandate or preemptory writ to rescind OCWD Resolution No. 16-4-37 and conform its activities to the court’s ruling relating to the proper interpretation of the OCWD Act.

THIRD CAUSE OF ACTION
(For Declaratory Relief)
(Against All Defendants)

60. IRWD hereby incorporates by this reference the allegations contained in paragraphs 1 through 48 inclusive.

61. An actual controversy exists between IRWD and OCWD regarding substantial questions pertaining to OCWD’s authority to unilaterally, and without the intervention of a court, impose a restriction on “exports” of groundwater from the Basin under the OCWD Act. IRWD asserts that the OCWD Act does not give OCWD the authority to take such action. An actual controversy also exists between IRWD and OCWD regarding substantial questions pertaining to what constitutes an “unlawful export” under the OCWD Act. IRWD contends “unlawful exports” lack a statutory definition under the OCWD Act and can only be interpreted in accordance with some other statute or common law. IRWD is informed and believes and based thereon contends that OCWD disputes IRWD’s contentions as to both issues above.

62. A judicial declaration of the parties’ rights and obligations in connection with OCWD’s legal authority to impose an unlawful export restriction is necessary and appropriate at this time so that the parties may ascertain their respective rights and obligations as to each other, which would allow IRWD to conduct appropriate planning to serve its customers.
63. A judicial declaration of the parties' rights and obligations in connection with
the legal definition of an “unlawful export” under the OCWD Act is necessary and appropriate
at this time so that the parties may ascertain their respective rights and obligations as to each
other and allow IRWD to conduct appropriate planning to serve its customers.

FOURTH CAUSE OF ACTION
(For Declaratory Relief)
(Against OCWD)

64. IRWD hereby incorporates by this reference the allegations contained in
paragraphs 1 through 48 inclusive.

65. An actual controversy exists between IRWD and OCWD regarding substantial
questions pertaining to the methodology adopted by OCWD to determine what constitutes an
“export” of groundwater from the OCWD district (which controversy exists because OCWD
improperly asserts that it has the authority to prohibit groundwater exports in the first place).
IRWD asserts that the OCWD’s method of determining what portion of a Basin producer’s
Total Water Demand is “exported” from the Basin lacks merit and is legally invalid. In the
alternative, IRWD contends that OCWD’s method of determining exports must include
recycled water as a component of Total Water Demand. IRWD is informed and believes and
thereon alleges that OCWD disputes these contentions.

66. A judicial declaration of the parties’ rights and obligations in connection with
the legality of OCWD’s method of determining what constitutes an “export” from the Basin
is necessary and appropriate at this time so that the parties may ascertain their respective rights
and obligations as to each other.

67. A judicial declaration of the parties’ rights and obligations in connection with
OCWD’s method of determining what constitutes a producer’s “exports” of groundwater from
the Basin is necessary and appropriate at this time so that the parties may ascertain their
respective rights and obligations as to each other.
PRAYER FOR RELIEF

WHEREFORE, IRWD prays for judgment in favor of IRWD and against Defendants as follows:

On the First Cause of Action
1. For this Court to enter a judgment determining that the acts, actions, findings, determinations of OCWD in adopting and applying OCWD Resolution No. 16-4-37 so as to exclude recycled water from "Supplemental Sources" violates the terms of the OCWD Act, and, therefore, OCWD Resolution No. 16-4-37 is void, invalid and must be set aside.

On the Second Cause of Action
2. That this Court issue a writ of mandate or peremptory writ directing OCWD and its Board of Directors to set aside and void any approvals related to the implementation of Resolution No. 16-4-27, and to henceforth conform its activities to the order of the Court by treating recycled water as a Supplemental Source of water within the meaning of Section 31.5, sub. (c)(1) of the OCWD Act.

On the Third Cause of Action
3. For a judicial declaration as requested in the third cause of action.

On the Fourth Cause of Action
4. For a judicial declaration as requested in the fourth cause of action.

On All Causes of Action
5. For costs of suit and attorneys' fees under CCP § 1021.5 or any other applicable statute;
6. For such other and further relief as the Court deems just and equitable.

DATED: June 17, 2016

EDWARD J. CASEY
ROGER CERDA
ANDREW BRADY
ALSTON & BIRD LLP

Edward J. Casey
Attorneys for Plaintiff and Petitioner

IRVINE RANCH WATER DISTRICT
Mesa Water District (Mesa Water) supports:

1. Policies that raise and stabilize the Basin Pumping Percentage (BPP)
   a. Support OCWD setting a target BPP that they intend to consistently meet
   b. Support new water supply projects that help achieve this goal
   c. Support OCWD adopting a water supply policy that sets a goal of developing water supply and recharge capabilities, including purchasing replenishment water, or other actions that result in a reliable and predictable source of groundwater at a BPP of 80 percent. A goal of this policy is to accomplish this with a cost-neutral, or better, impact on producers when the avoided cost of purchasing imported water is considered.

2. Policies that keep the basin full
   a. Support OCWD adhering to the BPP-setting formula
   b. Support maximum production at the Groundwater Replenishment System (GWRS) to ensure a cost-effective, high-quality, environmentally-friendly and sustainable local water supply that benefits all OCWD producers and that increases the region’s current and future water reliability
   c. Support maximum wastewater flows treatable by the GWRS to the Orange County Sanitation District (OCSD) -- and support OCSD/OCWD’s permanent acquisition of such wastewater flows -- to ensure source reliability for the GWRS

3. A financially strong OCWD
   a. Support policies and practices that maintain OCWD’s current AAA credit rating from two of the three credit rating agencies
MEMORANDUM

TO: Board of Directors
FROM: Andrew Hamilton, Chief Financial Officer
DATE: July 14, 2016
SUBJECT: Claims Act Policy

RECOMMENDATION

Adopt Resolution No. 1478 Adopting a Policy Concerning Claims Against Mesa Water District Pursuant to the Government Claims Act Superseding Resolution No. 1278 and adopt Ordinance No. 27 Adopting Government Claims Act Provisions.

The Finance Committee reviewed this item at its June 20, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION

The Board of Directors (Board) previously adopted Resolution No. 1278 on March 11, 2003. This resolution adopted a standard claim form to be used for the purpose of presenting claims – for liability or damages – to Mesa Water District (Mesa Water®) pursuant to the Government Claims Act (Act).

DISCUSSION

The Government Claims Act (California Government Section Code 900 §§ et seq.) governs the filing of such claims and various related matters. The Act implemented specific requirements and time limits that must be complied with in order to pursue a claim against public agencies in the State of California. The public may file a claim against public agencies for damages or injury resulting from the operations, personnel, vehicles, equipment or other causes.

Resolution No. 1278 does not include a policy/procedure for the receipt and handling of claims made against, and submitted to Mesa Water®; nor does it address the issue of claims submitted to Mesa Water by other public entities.

Mesa Water staff, with the assistance of legal counsel Bowie, Arneson, Wiles & Giannone, has drafted the following:

1) Resolution for Adoption of Claims Act Policy – Claims for liability or damages submitted to a local public agency (such as Mesa Water) are governed by the provisions of the Government Claims Act (California Government Code Section 900, et seq).

   It is recommended that the Board adopt a resolution that documents policies and procedures that will govern the receipt and handling of claims and updates a standard claim form that is in conformity with the provisions of the Act.
2) **Ordinance for Adopting Government Claims Act Provisions** – California Government Code Section 935 allows a public agency to establish certain requirements, by enacting an ordinance, concerning submission of claims pursuant to the Act by other public agencies.

It is recommended by legal counsel that Mesa Water’s Board of Directors adopt an ordinance to implement claim procedures (as permitted by the Government Claims Act) so that other public agencies are equally treated and follow the provisions of the proposed Claims Act Policy so that all potential future claims submitted against Mesa Water are treated uniformly.

**FINANCIAL IMPACT**

None.

**ATTACHMENTS**

Attachment A: Resolution No. 1478 Adopting a Policy Concerning Claims Against Mesa Water District Pursuant to the Government Claims Act
Attachment B: Resolution No. 1278 Approving a Claim Form Pursuant to the Government Claims Act, Redline
Attachment C: Ordinance No. 27 Adopting Government Claims Act Provisions
RESOLUTION NO. 1478

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING A POLICY CONCERNING CLAIMS AGAINST MESA WATER DISTRICT PURSUANT TO THE GOVERNMENT CLAIMS ACT
AND SUPERSEeding RESOLUTION NO. 1278

WHEREAS, the Mesa Water District (Mesa Water®) is a county water district
organized and operating according to California law; and

WHEREAS, California Government Code Section 900 et seq. (Government
Claims Act) (Act) governs certain claims made to public agencies, including, but not
limited to, county water districts; and

WHEREAS, the Board of Directors of Mesa Water® desires to adopt those
certain policies and procedures concerning claims presented to Mesa Water® under
and pursuant to the Government Claims Act, which policies and procedures have been
presented to the Board of Directors and are attached hereto as Attachment A; and

WHEREAS, the Board of Directors previously adopted Resolution No. 1278
with respect to claim forms submitted to Mesa Water® pursuant to the provisions of
the Act, and desires to supersede Resolution No. 1278 by the adoption of this
Resolution; and

WHEREAS, Mesa Water® has authority to adopt set policies and to adopt rules
and regulations pursuant to Sections 31000, 31001 and 31024 of the California Water
Code; and

WHEREAS, Government Code Section 910.4 (Statutes 2002, Chapter 1124,
Section 6; Assembly Bill 3000) requires that all claims under and pursuant to the Act
be made on a form approved and adopted by the governing body of a local public
agency, such requirement being operative as of; and

WHEREAS, the Board of Directors desires to approve a claim form in
conformity with the provisions of the Act, which is included within the policies and
procedures adopted hereby.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE MESA WATER
DISTRICT DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:

Section 1. The foregoing recitals are true and correct and are incorporated herein
by this reference.

Section 2. The Board of Directors hereby approves and adopts the Policy
Concerning Claims Against Mesa Water® (Policy), including, but not
limited to, the Claim Form set out therein, attached hereto as Attachment A and incorporated herein by this reference.

**Section 3.** The Board of Directors previously adopted Resolution No. 1278 which adopted a standard Claim Form for the purpose of presenting claims pursuant to the provisions of the Act. Resolution No. 1278 is hereby superseded by the adoption of this Resolution.

**Section 4.** In accordance with Government Code Section 900 et seq., all claims shall be presented as provided in the Policy and addressed by Mesa Water® as provided in the Policy. No claim may be maintained by a person or entity who has not complied with the requirements set out within this Resolution.

**Section 5.** The General Manager or the General Manager's authorized representatives and legal counsel to Mesa Water® are authorized to take any further actions necessary to carry out the approvals and directives set forth in this Resolution.

**Section 6.** This Resolution is adopted pursuant to Sections 31000, 31001 and 31024 of the California Water Code.

**Section 7.** This Resolution shall take effect upon adoption.

ADOPTED, SIGNED, and APPROVED this 14th day of July 2016, by a roll call vote.

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

______________________________
Shawn Dewane
President, Board of Directors

______________________________
Coleen L. Monteleone
District Secretary
RESOLUTION NO. 1478

ATTACHMENT A

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING A POLICY CONCERNING CLAIMS AGAINST MESA
WATER DISTRICT PURSUANT TO THE GOVERNMENT CLAIMS ACT
AND SUPERSEDING RESOLUTION NO. 1278

Policy Concerning Claims
Against Mesa Water District

7-14-16
POLICY CONCERNING CLAIMS AGAINST MESA WATER DISTRICT

7-14-16
I. PURPOSE

The purpose of this policy/procedure is to establish procedures for all claims for money or damages made against, and submitted to, Mesa Water District (Mesa Water® or District).

II. OVERVIEW

The public may file a claim against public agencies for damages or injury resulting from operations, personnel, vehicles, equipment or other causes. The California Government Claims Act (California Government Code §§ 810 et seq.) (Act) governs the filing of such claims and various related matters. The Act implemented specific requirements and time limits that must be complied with in order to pursue a claim against public agencies in the State of California (State) (including Mesa Water®). Typically, claimants must first give written notice within six (6) months of filing an actual civil action, giving the public agency time to settle the claim.

This policy/procedure describes the procedures for receiving and handling claims made against, and submitted to, Mesa Water®.

All accidents and close calls or incidents that result in personal injury or illness, and/or damage to property shall be properly reported and investigated. See Mesa Water® policy HSE-023, Accident and Close Call Reporting and Investigation Policy, for initial reporting and investigation procedures.

III. RESPONSIBILITIES

A. Primary responsibility for developing, implementing, and updating this policy rests with Mesa Water’s Chief Financial Officer.

Chief Financial Officer – Responsibilities include:

- Assist the public by providing Mesa Water® Claim Form (Attachment A) for completion upon request.
- Receive all claims (date stamp).
- Notify Mesa Water’s General Manager, District Secretary and Risk Management.
- Notify legal counsel.
- Establish and maintain a file for each claim presented to Mesa Water®.
- Gather all information regarding the incident and investigate claim.
- Determine which claim files will be forwarded to the Association of California Water Agencies/Joint Powers Insurance Authority (ACWA/JPIA).
- Coordinate/prepare all correspondence between the claimant, ACWA/JPIA and/or legal counsel.
- Prepare staff reports for Committee and/or Board of Directors (Board) meetings.
• Coordinate/prepare any release forms and process settlement payments.

B. Managers and Supervisors – Responsibilities include:

• Advise the Chief Financial Officer immediately of any potential or received claims.
• Cooperate with the Chief Financial Officer or his/her designee with the investigation of each claim.
• Follow up on request to collect information regarding each claim.

C. Employee’s responsibilities are to refer any potential claimant regarding claims against Mesa Water® to the Chief Financial Officer or his/her designee.

Mesa Water® employees should not attempt to provide any form of advice or guidance to any person or party concerning claims against, or concerning, Mesa Water®.

IV. PROCEDURE

The following procedures apply to injury or damage claims against Mesa Water®:

A. Claim Prerequisite

1. The Board of Mesa Water® has adopted an ordinance pursuant to Government Code Section 935.

2. This policy/procedure shall govern all claims against Mesa Water® for money or damages which are set forth within Government Code Section 905, and which are not governed by any other statutes or regulations expressly relating to such claims. All persons or entities which have any claim for money or damages against Mesa Water® shall first file a claim in accordance with the procedures set forth herein as a prerequisite to the filing of any civil action against Mesa Water®.

B. Claim

1. Written Claim – Any person making a claim against Mesa Water® must, with few exceptions, present a written claim to Mesa Water® and allow Mesa Water® to act upon the submitted claim.

Oral threats or demands will not be responded to by Mesa Water®. Oral threats or demands do not constitute a claim under State law. Mesa Water® assumes no liability by adoption of this Policy, or otherwise, for the failure of any person or party to submit a claim in writing.
2. Sufficiency-Content of Claim – Claimant must complete the Board adopted Claim Form (Attachment A) or any other writing that adequately describes the claim and includes all of the following:

- The name and address of the claimant;
- The Post Office address to which the person presenting the claimant desires notices to be sent;
- The date, place, and circumstances of the occurrence or transaction which gave rise to the claim asserted;
- A general description of indebtedness, obligation, injury, damages, or losses so far as known at the time of presentation of the claim;
- The name(s) of public employee(s) causing injury, loss, or damages, if known;
- Amount claimed and the basis for computation if under $10,000 or, if over $10,000, whether the claim would be a limited civil case; and
- Signature of the claimant or representative.

C. Timeliness

1. A claim for death, personal injury or damage to personal property must be presented within six (6) months of the accrual of the cause of action. For the purpose of computing the time limits prescribed herein, the date of the accrual of a cause of action to which a claim relates is the date upon which the cause of action would be deemed to have accrued within the meaning of the statute of limitations that would be applicable to a cause of action based upon such claim.

2. A claim for any other cause of action including, but limited to, damage to real property, the interest of minors, and several other causes of action must be presented within one (1) year after accrual of the cause of action. For the purpose of computing the time limits prescribed herein, the date of the accrual of a cause of action to which a claim relates is the date upon which the cause of action would be deemed to have accrued within the meaning of the statute of limitations that would be applicable to a cause of action based upon such claim. If uncertain as to what action to take on a claim, it is recommended that Mesa Water® staff refer it to the ACWA/JPIA, or consult with legal counsel, before taking any action.

D. Insufficient Claims

1. If a presented claim does not comply with the sufficiency requirements as outlined in Section IV.B. 2. Sufficiency - Content of Claim, Mesa Water® must notify the claimant in writing within twenty (20) days of the presentation that the claim is insufficient, stating the particulars of the deficiency. If Mesa Water® fails to respond, Mesa
Water® will be deemed to have waived its right to claim insufficiency. Generally legal counsel should be consulted as part of the determination as to whether a submission to Mesa Water® is sufficient as a claim or not. See Attachment C, Claim Insufficiency Letter.

E. Late Claims

1. Claims which are not filed with Mesa Water® within the requisite time period are considered to be late. Claims presented to Mesa Water® which are late, if not accompanied by an application for leave to file a late claim, should be rejected in writing specifically because they are late. They should not be considered or rejected on its’ merits. See Attachment D, Late Filing Letter.

2. If the claim is not presented in a timely fashion, then the claimant must present an Application to Present a Late Claim. The application must:
   - be presented within one (1) year of the accrual of the cause of action;
   - have a written claim form attached; and
   - set forth the reason for delay.

F. Delivery or Mailing of Claim, Amendment, or Application

1. A claim, amendment, or application to Mesa Water® for leave to present a late claim shall be presented to Mesa Water® by either of the following means:
   a. Delivering it to the District Secretary; or
   b. Mailing it to the District Secretary or to Mesa Water® at its principle office.

2. Any notice of an action by Mesa Water® with respect to a claim or Application for Leave to Present a Late Claim shall be given by either of the following methods:
   a. Personally delivering the notice to the person presenting the claim or making the application; or
   b. Mailing notice to the address, if any, stated in the claim or application as the address to which the person presenting the claim or making the application desires notices to be sent or, if no such address is stated in the claim or application, by mailing the notice to the address, if any, of the claimant as stated in the claim or application.
3. No notice need be given where the claim or application fails to state either an address of the person presenting the claim or making the application desires notices to be sent or an address of the claimant.

4. Where a claim, amendment, application, or notice from Mesa Water® is given by mail, the notice shall be mailed in the manner prescribed herein, and deposited in the United States Post Office, or a mailbox, sub-post office, substation, or mail chute, or other likely facility regularly maintained by the government of the United States, in a sealed envelope, properly addressed, with postage paid. The claim, amendment, application, or notice shall be deemed to have been presented and received at the time of the deposit. Proof of the mailing may be made in the manner prescribed by Section 1013(a) of the California Code of Civil Procedure. Mesa Water® may include in any written agreement to which it is a party, provisions governing the presentation of any claims arising out of or related to that agreement and the consideration and payment of such claim. Such agreement may incorporate by reference the procedures in this policy and may include a requirement that a claim be presented and acted upon as payment to suit thereon.

G. Denial/Rejection of Application to Present a Late Claim

1. Mesa Water® may deny/reject the Application to Present a Late Claim if it is not excused. **This action must generally be taken by the Board and must be taken within forty-five (45) days after such an application is presented to Mesa Water®.** The denial must be in writing (See Attachment E, Rejection of Application for Leave to Present a Late Claim) and must advise the claimant that he has only six (6) months to take the matter to court. **Such notice must be provided within forty-five (45) days after such claim is presented to Mesa Water®.** If, for any reason, Mesa Water® believes the Application to Present a Late Claim should be accepted, it is important is that it contact the ACWA/JPIA before taking action.

2. It is important to remember that the denial of the application has nothing to do with the merits of the presented claim. It means only that the claim has not been presented in a timely fashion.

H. Rejection of Late Claim Over One (1) Year

1. If the claim is not presented within the time required by law, it is returned to the claimant without any action being taken by the Board. See Attachment F, Over One (1) Year Late Claim Response Letter.

I. Rejection of Sufficient and Timely Claims

1. Only those claims that are timely presented and legally sufficient can legally be rejected by Mesa Water®.
2. If it is determined by Mesa Water® to reject a submitted claim then such claim should be rejected within forty-five (45) days of presentation or the claim will be deemed rejected by operation of law following the 45th day.

- If the claim is rejected in writing, the claimant has **only six (6) months** in which to file suit.
- If, however, the claim is allowed to be rejected as a matter of law, and the claimant receives notice of such rejection from Mesa Water®, the claimant will have **six (6) months** in which to file suit. If the claim is rejected as a matter of law, and Mesa Water® fails to provide notice to the claimant of such rejection, the claimant will have **two (2) years** in which to file suit.

3. It shall be the policy of Mesa Water® that claims determined to be rejected shall be rejected in writing. See Attachment B, Merit Rejection Letter.

J. Mesa Water® Action on Claim

1. Mesa Water® shall act, if at all, on a validly presented and timely claim (this generally requires Board action) within 45 days after such claim has been presented. Mesa Water® staff is to keep track of the date that a claim is received. If a claim is amended, Mesa Water® shall act, if at all, on the amended claim within 45 days after the amended claim is presented.

2. The claimant and Mesa Water® may extend the period within Mesa Water® is required to act on the claim by written agreement made (i) before the expiration of such period; or (ii) after the expiration of such period if an action based on the claim has not been commenced and is not yet barred by the limitation period specified in California Government Code Section 945.6.

3. If Mesa Water® fails or refuses to act on a claim within the time prescribed, the claim shall be deemed to have been rejected by Mesa Water® on the last day of the period within which Mesa Water® was required to act upon the claim.

4. Mesa Water® may act on a claim in one of the following ways:

   a. If Mesa Water® finds the claim was not a proper charge against Mesa Water®, it shall reject the claim.

   b. If Mesa Water® finds the claim is a proper charge against Mesa Water® and is for an amount justly due, it shall allow the claim.
c. If Mesa Water® finds the claim is a proper charge against Mesa Water® but is for an amount greater than that which is justly due, it shall either reject the claim in its entirety, or allow it in the amount justly due and reject it as to the balance.

d. If Mesa Water’s liability or the amount justly due is disputed, Mesa Water® may reject the claim or may settle the claim.

K. Prohibition Against Suit in Absence of Presentation of Claim

1. No suit for money or damages may be brought against Mesa Water® on a cause of action for which a claim is required to be presented in accordance with these procedures or with the California Government Claims Act (Government Code Sections 900 et seq.) until a written claim therefore has been presented to Mesa Water® and has been acted upon by Mesa Water®, or has been deemed to have been rejected by Mesa Water®, in accordance with these procedures and the Act.

L. Prohibition Against Suit Where Full Payment or Compromise Effected

1. Where a claim that is required to be presented to Mesa Water® in accordance with these procedures is so presented and action thereon is taken by Mesa Water®:

   a. If the claim is allowed in full and the claimant accepts the amount allowed, no suit may be maintained on any part of the cause of action to which the claim relates.

   b. If the claim is allowed in part and the claimant accepts the amount allowed, no suit may be maintained on any portion of the cause of action where, pursuant to a requirement of Mesa Water® to such effect, the claimant has accepted the amount allowed in settlement of the entire claim.

M. Small Claims Settlements – ACWA/JPIA Insurance Coverage

This section applies only to civil actions brought against Mesa Water® which have proceeded through the claims procedures listed above, the claims have been rejected, and have resulted in a small claims civil filing against Mesa Water®.

1. Mesa Water® has the option of settling or denying claims arising out of any occurrence covered by ACWA/JPIA’s Liability Program (Program), and retaining coverage, that meet all of the following criteria:

   a. All claims arising out of the occurrence are for “property damage” only.
b. No claim arising out of the occurrence has any apparent potential for related “bodily injury”.

c. Settlement Authority: the estimated settlement value for all claims arising out of the occurrence does not exceed Mesa Water’s Retrospective Allocation Point per occurrence.

i. The General Manager, or his/her designee, is hereby authorized to settle or deny any liability claim against Mesa Water® which meets the small claims settlement criteria and is for $2,499 or less; and that any such claim which is for more than $2,500 shall be considered for settlement or denial by the Board of Mesa Water®.

d. The claim settlement or denial arising out of the occurrence can be concluded within sixty (60) days.

e. A settlement under this option should be made only when the claim being considered is determined to be based upon liability covered by the Program.

2. All small claims will be reported to the Board of Mesa Water® and to ACWA/JPIA.

3. When Mesa Water® becomes aware of, or is presented with; a claim that meets all of the conditions listed above it shall have the option of settling or denying the claim directly. If Mesa Water® wishes to exercise this option, it should adhere to the following guidelines.

a. Investigate the claim for evidence of liability on the part of Mesa Water®.

b. Determine whether the claim is to be handled informally or whether formal claim presentation is required. Under the California Government Code a public agency need not take any action until a claim is presented that meets the Code requirements. In general terms, Mesa Water® understands that ACWA/JIPA recommends that this procedure be followed. Mesa Water® may waive this presentation requirement and simply elect to pay based on its own judgment.

c. If no liability on the part of Mesa Water® is found, the claim should be formally rejected in writing using the Merit Rejection Letter.

d. If Mesa Water® accepts liability; it should attempt to settle the claim as rapidly as possible.
e. If at any time during the process Mesa Water® wishes the assistance of the ACWA/JPIA, please contact them by phone or refer the claim in progress to them to conclude.

f. Any claim that cannot be settled within sixty (60) days should be referred to ACWA/JPIA for handling.

g. A Monthly Small Claims Report (see Attachment G) should be submitted promptly to the ACWA/JPIA as this will insure that Mesa Water® is reimbursed for the expenses incurred.

h. Within thirty (30) days of the receipt of Mesa Water’s report, ACWA/JPIA will issue a check to Mesa Water® for reimbursement of the settled claims plus a $100 administrative fee for each claim settled or denied.

N. Severability

1. This policy/procedure is adopted to assist Mesa Water® in complying with and implementing the provisions of the Act. In the event that subsequent changes to the Act occur, and such are inconsistent with this policy/procedure, the mandatory provisions of the Act shall govern over anything contained herein.

2. If any section, subsection, paragraph, sentence, clause, phrase, or portion of these procedures is for any reason held to be invalid, unconstitutional, void or unenforceable, these decisions shall not affect the validity of the remaining portions of these procedures.

O. Release Forms

1. Release forms (See Attachment H, Sample Release Form) should not be required as a condition for settlement of claims involving minor dollar amounts. If there is a reason to believe that a claimant is inclined to later change his/her mind about a settlement, then release documents should be used (particularly if the settlement involves bodily injury allegations). Claim settlements involving substantial dollar amounts should, in most cases, be contingent upon the execution of satisfactory release forms.
V. ATTACHMENTS

A. Claim Form
B. Merit Rejection Letter
C. Claim Insufficiency Letter
D. Late Filing Letter
E. Rejection of Application for Leave to Present a Late Claim
F. Over One (1) Year Late Claim Response Letter
G. Monthly Small Claims Report
H. Sample Release Form
# Claim Form

(A claim shall be presented by the claimant or by a person acting on his behalf.)

**NAME OF DISTRICT:** MESA WATER DISTRICT

1. Claimant name, address (mailing address if different), phone number, social security number, e-mail address, and date of birth. Effective January 1, 2010, the Medicare Secondary Payer Act (Federal Law) requires the District/Agency to report all claims involving payments for bodily injury and/or medical treatments to Medicare. As such, if you are seeking medical damages we must have both your Social Security Number and your date of birth.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Phone Number: (   )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address(es):</td>
<td>Social Security No.:</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>E-mail:</td>
</tr>
</tbody>
</table>

2. The Post Office address to which the Claimant desires notices to be sent.

3. List the name, address, and phone number of any witnesses.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Address:</th>
<th>Phone Number: (   )</th>
</tr>
</thead>
</table>

4. List the date, time, place, and other circumstances of the occurrence or transaction, which gave rise to the claim asserted.

<table>
<thead>
<tr>
<th>Date:</th>
<th>Time:</th>
<th>Place:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell What Happened (give complete information):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Attach any photographs you may have regarding this claim.

5. Give a general description of the indebtedness, obligation, injury, damage, or loss incurred so far as it may be known at the time of presentation of the claim.

6. Give the name or names of the public employee or employees causing the injury, damage, or loss, if known.

7. The amount claimed if it totals less than ten thousand dollars ($10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars ($10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

<table>
<thead>
<tr>
<th>Date:</th>
<th>Time:</th>
<th>Signature:</th>
</tr>
</thead>
</table>

ANSWER ALL QUESTIONS. OMITTING INFORMATION COULD MAKE YOUR CLAIM LEGALLY INSUFFICIENT!
MERIT REJECTION LETTER

IMPORTANT NOTE: This letter should be typed on Mesa Water® letterhead.

[Certified Mail – Return Receipt Requested]

Date

Dear ___________________________

Notice is hereby given that the claim which you presented to the (Mesa Water® Board of Directors or Officer) on (Date) was rejected on (Date).

WARNING
Subject to certain exceptions, you have only six (6) months from the date this notice was personally delivered or deposited in the mail to file a State Court Action on this claim. See California Government Code §945.6. Your time for filing an action in federal court may be less than this six (6) months.

You may seek the advice of an attorney of your choice in connection with this matter. If you desire to consult an attorney, you should do so immediately.

In providing this notice, or by any other action it has taken on this claim, Mesa Water District (Mesa Water®) does not intend to relinquish or waive any of its legal claims requirements or any rights or defenses potentially available to Mesa Water® or its officers, directors, employees or agents.

Should you file a lawsuit in this matter which is determined to be in bad faith and without reasonable cause, please be advised that Mesa Water® will attempt to recover all of its defense costs from you as allowed by California Code of Civil Procedure §128.7 and §1038.

If you have any questions about your claim, or this letter, please call the undersigned or our claims administrator at (phone number).

Sincerely,
CLAIM INSUFFICIENCY LETTER

IMPORTANT NOTE: This letter should be typed on Mesa Water® letterhead.

(Certified Mail – Return Receipt Requested)

Date

Dear ___________________________

Re: Notice of Insufficiency of Claim Filed with Mesa Water District

Your claim received by (Mesa Water® Board of Directors) on (date) failed to substantially comply with the California Government Code §910, §910.2, §910.4 and/or §910.8. It was insufficient for failing to provide the following information:

(Indicate reasons for insufficiency from the choices below.)

[The name and post office address of the claimant or the post office address to which the person presenting the claim desires notices to be sent.]

[The [date], [place], [facts describing the circumstances] of the event, occurrence or transaction which you claim caused the injury to the claimant.]

[A description of the injury, damage or loss to the claimant so far as is known at the time the claim was presented.]

[The name or names of the public employee or employees causing the injury, damage or loss, if known.]

[The amount claimed is less than $10,000 and a basis for the damages has not been presented]

[If the amount claimed is over $10,000, no dollar amount shall be included in the claim, however you must indicate whether jurisdiction over the claim rests in municipal or superior court.]

Tort claims presented to Mesa Water® should be presented on the Claim Form. The Claim Form is available on the Mesa Water District’s internet website at www.MesaWater.org.

You may correct the insufficiency by filing an amended claim supplying the missing information listed above. You have 15 days after the date of this letter or six (6) months from the date of the alleged accident, whichever is later, in which to file this amended claim. If you fail to provide the missing information, your claim MAY be rejected and you may also lose the right to initiate a lawsuit.

Sincerely,
LATE FILING LETTER

IMPORTANT NOTE: This letter should be typed on Mesa Water® letterhead.

[Certified Mail – Return Receipt Requested]

Date

Dear ___________________________

RE: Response to Your Late Claim Filed with Mesa Water District

The claim (or material) which you presented to the (Mesa Water® Board of Directors) on (date) is being returned to you without any action having been taken by the (Mesa Water® Board of Directors).

The claim (or material) is being returned because it was not presented within the time required by law. See California Government Code §901, §911.2 to §912.2 and §946.6. Your only recourse at this time is to file a written Application for Leave to Present a Late Claim as required by the Government Code. After this Application has been received by the (Mesa Water® Board of Directors), it will be reviewed and considered.

Due to legal time requirements, this should be done without delay. To determine if you have a further remedy, or whether further procedures are open to you, you may wish to consult with an attorney of your choice. If you desire to consult with an attorney, you should do so immediately.

Sincerely,
REJECTION OF APPLICATION FOR LEAVE TO PRESENT A LATE CLAIM

IMPORTANT NOTE: This letter should be typed on Agency letterhead.

[Certified Mail – Return Receipt Requested]

Date

Dear ___________________________

RE: Rejection of Application to Present a Late Claim to Mesa Water District

Your Application to Present a Late Claim was presented to the (Mesa Water® Board of Directors) on (date) and was denied on (date).

WARNING

If you wish to file a court action on this matter, you must first petition the appropriate court for an order relieving you from the provisions of California Government Code §945.4. Also see Government Code §946.6. Such petition must be filed with the state court within six (6) months from the date your Application for Leave to Present a Late Claim was denied. Your time for filing in federal court may be less than this six (6) months.

You may seek the advice of an attorney of your choice in connection with this matter. If you desire to consult an attorney, you should do so immediately.

Sincerely,
OVER ONE (1) YEAR LATE CLAIM RESPONSE LETTER

IMPORTANT NOTE: This letter should be typed on Mesa Water® letterhead.

[Certified Mail – Return Receipt Requested]

Date

Dear ___________________________

RE: Notice of Late Claim presented to Mesa Water District

The claim you presented to the (Mesa Water® Board of Directors) on (date) is being returned to you, without any action having been taken on it by the (Mesa Water® Board of Directors).

The claim is being returned because it was not presented within the time required by law.

To determine whether you have any further remedy or whether further procedures are open to you, you may wish to consult with an attorney. If you do decide to consult with an attorney, you should do so immediately.

Sincerely,
# MONTHLY SMALL CLAIMS REPORT

<table>
<thead>
<tr>
<th>Claim No.</th>
<th>Date/Time of Incident</th>
<th>Date Claim Received</th>
<th>Claimant's Name (and driver/1f auto claim)</th>
<th>Brief Description of What Happened</th>
<th>Amount of Settlement</th>
<th>Date Settled</th>
<th>Release Attached?</th>
</tr>
</thead>
</table>

Approved by: ____________________________  

Liability - Section 4 - Claims (MOLC-100114)
SAMPLE RELEASE FORM

I, (Name of Claimant), was involved in an accident on (Month, Day, and Year of Incident), at or near (Location of Incident), at which the following events occurred: (Description of Incident).

I claim that Mesa Water District is liable for the bodily injury and property damage resulting from that incident and acknowledge that Mesa Water District denies any liability.

Even though I may not know the full extent of my injuries, and understand that I may discover that the injuries are more extensive than I now anticipate, I intend to settle my claim against Mesa Water District in full.

Therefore, in consideration of the payment of (Spell Dollar Amount) ($), the receipt of which I acknowledge by signing this agreement, I release and forever discharge Mesa Water District from any and all claims for damages, demands, costs, expenses, causes of action and liability for losses to which I am entitled on account of, or arising from any and all known and unknown bodily injury or property damage resulting from the above described accident.

I agree that:

1. This release or payment made pursuant to it are not an admission of liability by any party;
2. This release includes all bodily injury, death, or property damage, past, present, and future, known and unknown; and
3. I hereby expressly waive all rights under Section 1542 of the Civil Code of California. (A general release does not extend to claims which the claimant does not know or suspect to exist in his/her favor at the time of executing the release, which if known by him/her would have materially affected his/her settlement with the debtor.) Nonetheless, I clearly understand that by signing this release I am waiving my right to any such unknown claims, because this provision waiving my rights under Section 1542 allows me to give up such rights which I am hereby voluntarily doing in order to get the type and/or amount of settlement that I desire.

READ CAREFULLY

By signing this agreement, I acknowledge that I have read its contents, understand its meaning, and agree to each of its terms.

(Signature of Claimant) _______________________________ (Date) __________________

(Signature of Witness) _______________________________ (Date) __________________
RESOLUTION NO. 1278

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS OF THE MESA
CONSOLIDATED WATER DISTRICT
ADOPTING A POLICY CONCERNING CLAIMS AGAINST MESA
WATER DISTRICT
APPROVING A CLAIM FORM PURSUANT
TO THE GOVERNMENT CLAIMS ACT AND
SUPERSEDING RESOLUTION NO. 1278

WHEREAS, the Mesa Water District (Mesa Water) is a county water district organized and operating according to California law; and

WHEREAS, California Government Code Section 900 et seq. (Government Claims Act) (Act) governs certain claims made to public agencies, including, but not limited to, Water Districts (Government Claims Act); and

WHEREAS, the Board of Directors of Mesa Water desires to adopt those certain policies and procedures concerning claims made to Mesa Water under and pursuant to the Government Claims Act, which policies and procedures have been presented to the Board of Directors and are attached hereto as Attachment A; and

WHEREAS, the Board of Directors previously adopted Resolution No. 1278 with respect to claim forms submitted to Mesa Water pursuant to the provisions of the Act, and desires to supersede Resolution No. 1278 by the adoption of this Resolution; and

WHEREAS, Mesa Water has authority to adopt set policies and to adopt rules and regulations pursuant to Sections 31000, 31001 and 31024 of the California Water Code; and

WHEREAS, Government Code Section 910.4 (Statutes 2002, Chapter 1124, Section 6; Assembly Bill 3000) requires that all claims under and pursuant to the Government Claims Act be made on a form approved and adopted by the governing body of a local public agency, such requirement being operative as of; and

WHEREAS, the Board of Directors desires to approve a claim form in conformity with the provisions of the Government Claims Act, which is included within the policies and procedures adopted hereby. ; and

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE MESA WATER DISTRICT DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:
Section 1. The foregoing recitals are true and correct and are incorporated herein by this reference.

Section 2. The Board of Directors hereby approves and adopts the Policy Concerning Claims Against Mesa Water® (Policy), including, but not limited to, the Claim Form set out therein, attached hereto as Exhibit Attachment A and incorporated herein by this reference.

Section 3. The Board of Directors previously adopted Resolution No. 1278 which adopted a standard Claim Form for the purpose of presenting claims pursuant to the Government Claims provisions of the Act. Resolution No. 1278 is hereby superseded by the adoption of this Resolution.

Section 4. In accordance with Government Code Sections 900 et seq., all claims shall be presented as provided in the Policy and acted upon by Mesa Water® as provided in the Policy. No such claim may be maintained by a person who has not complied with the requirements set out within this Resolution.

Section 5. The Board of Directors hereby approves and adopts the claim form attached hereto as Exhibit "A," subject to incorporating comments or changes recommended, from time to time, by the Association of California Water Agencies/Joint Powers Insurance Authority ("ACWA/JPIA"), of which Mesa Water® is a member, or by legal counsel.

Section 6. The Claim Form attached as Exhibit "A" to this Resolution shall be provided by Mesa Water® staff to potential claimants upon request therefore, commencing no later than, in accordance with the Government Claims Act.

Section 7. The General Manager or the General Manager's authorized representatives and legal counsel to Mesa Water® are authorized to take any further actions necessary to carry out the approvals and directives set forth in this Resolution.

Section 8. This Resolution is adopted pursuant to Sections 31000, 31001 and 31024 of the California Water Code.

Section 9. This Resolution shall take effect upon adoption.
ADOPTED, SIGNED, and APPROVED this 14th day of July 2016, by a roll call vote.

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

____________________________________
Shawn Dewane
President, Board of Directors

____________________________________
Coleen L. Monteleone
District Secretary
RESOLUTION NO. 1478

ATTACHMENT A

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING A POLICY CONCERNING CLAIMS AGAINST MESA
WATER DISTRICT OF THE MESA CONSOLIDATED WATER
DISTRICT
APPROVING A CLAIM FORM PURSUANT
TO THE GOVERNMENT CLAIMS ACT AND SUPERSEDING
RESOLUTION NO. 1278

Policy Concerning Claims
Against Mesa Water District

7-14-16
EXHIBIT "A"

Claim Form

(A claim shall be presented by the claimant or by a person acting on his behalf.)

**NAME OF DISTRICT:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name, address, mailing address if different, and phone number.</td>
</tr>
<tr>
<td></td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Address(es):</td>
</tr>
<tr>
<td></td>
<td>Phone Number:</td>
</tr>
<tr>
<td>2</td>
<td>List name, address and phone number of any witnesses.</td>
</tr>
<tr>
<td></td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Address:</td>
</tr>
<tr>
<td></td>
<td>Phone Number:</td>
</tr>
<tr>
<td>3</td>
<td>List the date, time, place and other circumstances of the occurrence or transaction which gave rise to the claim asserted.</td>
</tr>
<tr>
<td></td>
<td>Date:</td>
</tr>
<tr>
<td></td>
<td>Time:</td>
</tr>
<tr>
<td></td>
<td>Place:</td>
</tr>
<tr>
<td></td>
<td>Tell What Happened (give complete information):</td>
</tr>
</tbody>
</table>

**NOTE:** Attach any photographs you may have regarding this claim.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Give a general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known at the time of presentation of the claim.</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Give the name or names of the public employee or employees causing the injury, damage, or loss, if known.</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>If the actual amount of your claim is less than $10,000 indicate the exact amount of your claim, and if possible show specific itemization and/or include copies of any documents in support thereof. If the amount of the claim exceeds $10,000, no dollar amount should be included in this claim form. However, it is necessary to indicate whether jurisdiction will rest in Municipal or Superior Court. (Jurisdiction for any claim under $25,000 would rest in Municipal Court, and any claim over $25,000 would rest in Superior Court.)</td>
</tr>
</tbody>
</table>

**Date:**

**Time:**

**Signature:**

ANSWER ALL QUESTIONS. OMITTING INFORMATION COULD MAKE YOUR CLAIM LEGALLY INSUFFICIENT!
ORDINANCE NO. 27

ORDINANCE OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING GOVERNMENT CLAIMS ACT PROVISIONS

WHEREAS, Mesa Water District (Mesa Water®) is a county water district organized and operating according to California law; and

WHEREAS, Section 935 of the California Government Code (which is a portion of that statute referred to as the “Government Claims Act”, being California Government Code Sections 900 et seq.) provides that claims against a local public entity for money or damages which are excepted by Section 905 of the Government Claims Act shall be governed by any procedures adopted by a local public entity, and Mesa Water® has so determined to adopt such procedures; and

WHEREAS, the Board of Directors of Mesa Water® (Board) desires to adopt this Ordinance in order to implement claims procedures as so permitted by the Government Claims Act; and

NOW, THEREFORE, BE IT ORDAINED BY THE MESA WATER DISTRICT BOARD OF DIRECTORS AS FOLLOWS:

Section 1: This Ordinance is enacted pursuant to Section 935 of the California Government Code.

Section 2: All claims against Mesa Water® for money or damages not otherwise governed by the Government Claims Act, California Government Code Sections 900 et seq., or other state law (hereinafter in this Ordinance, Claims) shall be presented within the time, and in the manner, prescribed by Part 3 of Division 3.6 of the Title 1 of the California Government Code (commencing with Section 900 thereof) for the Claims to which that Part applies by its own terms, as those provisions now exist or shall hereafter be amended, and as further provided by this Ordinance.

Section 3: All Claims shall be made in writing and verified by the claimant or by his or her guardian, conservator, executor or administrator. No Claim may be filed on behalf of a class of persons unless verified by every member of that class as required by this Section 3. In addition, all Claims shall contain the information required by California Government Code Section 910.

Section 4: In accordance with California Government Code Sections 935(b), 945.6, and 946, all Claims shall be presented as provided in this Ordinance and
acted upon by Mesa Water® prior to the filing of any action on such
Claims, and no such action may be maintained by a person who has not
complied with the requirements of this Ordinance.

Section 5: Any action brought against Mesa Water® upon any Claim or demand
shall conform to the requirements of Section 940 through and including
Section 949 of the California Government Code. Any action brought
against any employee of Mesa Water® shall conform with the
requirements of Section 950 through and including Section 951 of the
California Government Code.

Section 6: Should any provision of this Ordinance, or its application to any person
or circumstance, be determined by a court of competent jurisdiction to be
unlawful, unenforceable or otherwise void, that determination shall have
no effect on any other provision of this Ordinance or the application of
this Ordinance to any other person or circumstance and, to that end, the
provisions hereof are severable.

Section 7: This Ordinance shall take effect upon adoption on July 14, 2016. This
Ordinance shall apply to all Claims, including without limitation, Claims
relating to a cause of action that accrued prior to the Effective Date. Any
Claims relating to a cause of action that accrued prior to the Effective
Date shall be presented within the time determined pursuant to the
requirements of this Ordinance from such date of accrual; provided,
however, that the enactment of this Ordinance shall not act to, or be
construed to, revive any Claim which would have been untimely on such
Effective Date but for the adoption of this Ordinance.

[Remainder of this page intentionally left blank]
Section 8: Mesa Water's® District Secretary shall certify to the passage and adoption of this Ordinance. The District Secretary shall cause notice of adoption of this Ordinance to be posted on the internet website of Mesa Water® in the form set out in Attachment “A,” together with a copy of this Ordinance, within fifteen (15) days of the adoption hereof by the Board.

ADOPTED, PASSED AND APPROVED at the regular meeting of the Board of Directors held on the 14th day of July 2016, and adopted by the following roll call vote:

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

ATTEST: ________________________________

Shawn Dewane
President, Board of Directors

______________________________
Coleen L. Monteleone
District Secretary
ORDINANCE NO. 27

ATTACHMENT A

ORDINANCE OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING GOVERNMENT CLAIMS ACT PROVISIONS

NOTICE OF ADOPTION OF
MESA WATER DISTRICT ORDINANCE

NOTICE IS HEREBY GIVEN, pursuant to Government Code Section 36933, that the Board of Directors of the Mesa Water District has adopted Ordinance No. 27 Adopting Government Claims Act Provisions. Ordinance No. 27, as adopted, is set forth below:

Date: July 14, 2016

By:

[Attach copy of Ordinance as adopted]
MEMORANDUM

TO: Board of Directors
FROM: Phil Lauri, P.E., Assistant General Manager
DATE: July 14, 2016

RECOMMENDATION

Public Health Goals Public Hearing:
- Open public hearing.
- Receive staff comments on Public Health Goals.
- Receive oral & written comments.
- Close public hearing and file the report.

The Engineering and Operations Committee reviewed this item at its May 19, 2016 meeting and recommends approval.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSION

None.

DISCUSSION

SB 1307 (Calderone-Sher; effective 01/01/97) added new provisions to the California Health and Safety Code which mandate that a Public Health Goals report be prepared by July 1, 1998, and every three years thereafter. The attached 2016 Public Health Goals (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 Public Health Goal 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 Public Health Goal is the level which poses no significant health risk if consumed for a lifetime. The process of establishing a Public Health Goal is a risk assessment based strictly on human health considerations. The 2016 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 United States Environmental Protection Agency (USEPA). The report also provides a cost estimate to treat each constituent 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 Board meeting of July 14th.
Mesa Water’s system complies with all of the health-based drinking water standards and maximum contaminant levels required by the California State Water Resources Control Board Division of Drinking Water and the USEPA. No additional measures are recommended to achieve distribution compliance.

FINANCIAL IMPACT

In Fiscal Year 2017, $7,000 was budgeted for the estimated cost to prepare the report and advertise the public hearing. $7,000 has been spent to date.

ATTACHMENTS

Attachment A: 2016 Public Health Goals Report
1.0 Introduction

The Calderon-Sher Safe Drinking Water Act of 1996 requires public water systems in California serving greater than 10,000 connections to 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 Public Health Goal using best available technology, and 3) health risks for each contaminant exceeding a Public Health Goal. This report must be made available to the public every three years. The initial report was due on July 1, 1998, and subsequent reports are due every three years thereafter.

This 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 2013, 2014, and 2015 or, if certain analyses were not performed during those years, the most recent data available. The report has been designed to be as informative as possible, without unnecessary duplication of information contained in the Consumer Confidence Reports, which are made available to customers by July 1st of each year.

There is no regulatory guidance explaining requirements for the preparation of Public Health Goal reports. However, a workgroup of the Association of California Water Agencies Water Quality Committee has prepared suggested guidelines for water utilities to use in preparing Public Health Goal reports. These guidelines were used in the preparation of this report, and include tables of cost estimates for best available technology. The State of California provides the Association of California Water Agencies with numerical health risks and category of health risk information for contaminants with Public Health Goals. This health risk information is appended to the Association of California Water Agencies guidelines.

2.0 California Drinking Water Regulatory Process

California Health and Safety Code Section 116365 requires the State to develop a Public Health Goal 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 Public Health Goal is the level which poses no significant health risk if consumed for a lifetime. The process of establishing a Public Health Goal is a risk assessment based strictly on human health considerations. Public Health Goals are aspirational targets that do not have to be feasible, measurable, or attainable and are not required to be met by any public water system.

The State office designated to develop Public Health Goals is the California Environmental Protection Agency’s Office of Environmental Health Hazard Assessment (OEHHA). The Public Health Goal is then forwarded to the California State Water Resources Control Board, Division
of Drinking Water (DDW) and Environmental Management 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. California MCLs cannot be less stringent than federal MCLs and must be as close as is technically and economically feasible to the Public Health Goals. The DDW is required to take treatment technologies and cost of compliance into account when setting a MCL. Each MCL is reviewed at least once every five years.

Section 116470(b)(1) of the 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) requires that where OEHHA has not adopted a PHG for 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

The Mesa Water District (Mesa Water®) system has approximately 23,500 service connections serving 110,000 people. The following constituents were detected at one or more locations within the drinking water system at levels that exceed the applicable PHGs or MCLGs:

- **Arsenic** – Arsenic is a 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 and in surface water purchased from the Metropolitan Water District of Southern California (Metropolitan);
- **Hexavalent Chromium** – Hexavalent chromium is present in several industrial waste products. Internal corrosion of household pipes is also a source of hexavalent chromium. Hexavalent chromium was measured above the PHG level in Mesa Water® groundwater and in surface water purchased from Metropolitan;
- **Gross Alpha Particle Activity (Gross Alpha)** – Gross Alpha is naturally occurring contaminant. It is present above the PHG level in surface water purchased from Metropolitan;
- **Gross Beta Particle Activity (Gross Beta)** – Gross Beta is naturally occurring contaminant. It is present above the PHG level in surface water purchased from Metropolitan;
- **Uranium** – Uranium is naturally occurring contaminant. It was measured above the PHG level in Mesa Water® groundwater and in surface water purchased from Metropolitan;
- **Coliform** – Coliform bacteria are naturally present in the surface and groundwater, and are used as an indicator that other, potentially-harmful, microorganisms may be present.

Chart A shows the applicable PHG or MCLG and MCL for each contaminant identified above. The chart includes the maximum, minimum, and average concentrations of each contaminant in drinking water supplied by Mesa Water® in calendar years 2013 to 2015.
4.0 Numerical Public Health Risks

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

**Arsenic** – OEHHA has determined that the health risk associated with the PHG is one theoretical excess case of cancer in a million people and the risk associated with the MCL is 2 theoretical excess cases of cancer in 1,000 people exposed for a 70-year lifetime.

**Hexavalent Chromium** – OEHHA has determined that the health risk associated with the PHG is one theoretical excess case of cancer in a million people and the risk associated with the MCL is 5 theoretical excess cases of cancer in 10,000 people exposed for a 70-year lifetime.

**Gross Alpha** – The USEPA has determined that the health risk associated with the MCLG is 0 and the risk associated with the MCL is up to 1 theoretical excess case of cancer in 1,000 people over a lifetime exposure.

**Gross Beta** – The USEPA has determined that the health risk associated with the MCLG is 0 and the risk associated with the MCL is 2 theoretical excess cases of cancer in 1,000 people over a lifetime exposure.

**Uranium** – OEHHA has determined that the health risk associated with the PHG is one excess case of cancer in a million people and the risk associated with the MCL is 5 theoretical excess cases of cancer in 100,000 people over a lifetime exposure.

5.0 Identification of Risk Categories

Section 116470(b)(3) of the 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 Health and Safety Code requires a description of the best available technology, if any, that are available on a commercial basis, to remove or reduce the concentrations of the contaminants identified above. The best available technology are discussed in Section 7.0 and shown on Chart A.

7.0 Costs of Compliance Using Best Available Technologies and Intended Actions

Section 116470(b)(5) of the Health and Safety Code requires an estimate of the aggregate cost
and cost per household of utilizing the best available technologies identified to reduce the concentration of a contaminant to a level at or below the PHG or MCLG.

The following sections summarize the estimated cost of compliance and cost per Mesa Water® household to reduce the concentration of contaminants to a level at or below the PHG or MCLG. All costs estimates are adjusted to 2015 cost of construction.

**Arsenic** - The best available technologies for removal of arsenic in water for large water systems are: activated alumina, coagulation/filtration, lime softening, ion exchange, and reverse osmosis. Arsenic was detected above the Public Health Goal in treated surface water purchased from Metropolitan and in two Mesa Water® wells. One of these two wells are currently inactivated and planned to be destroyed and hence, not factored in the treatment cost estimate. Mesa Water® is in compliance with the MCL for arsenic. The estimated cost to reduce arsenic levels in Metropolitan water and in the Mesa Water® well to below the Public Health Goal of 0.004 µg/L using ion exchange was calculated. Because the Detection Limit for the purpose of Reporting (DLR; i.e., the level at which the DDW is confident about quantification being reported) for arsenic is 2 µg/L, treating arsenic to below the PHG level means treating arsenic to below the DLR of 2 µg/L. There are numerous factors, including feasibility, that may influence the actual cost of reducing arsenic levels to below the Public Health Goal. Achieving the water quality goal for arsenic could range from $2,499,000 to $2,688,000 per year, or between $106 and $114 per household per year.

**Hexavalent Chromium** – The best available technologies for removal of hexavalent chromium are reduction/coagulation/filtration, strong or weak anion exchange and reverse osmosis. Groundwater from Mesa Water® wells and surface water purchased from Metropolitan were sampled twice between 2013 and 2015 as federally required in the third Unregulated Contaminant Monitoring Rule (UCMR3). The method detection limit of 0.03 µg/L used for UCMR3 is significantly lower than the State’s DLR of 1 µg/L for hexavalent chromium compliance monitoring. Hexavalent chromium levels measured in Mesa Water® wells and Metropolitan water were below the DLR of 1 µg/L. However, at the method detection limit of 0.03 µg/L used for UCMR3, hexavalent chromium was detected above the Public Health Goal in five Mesa Water® wells and in treated surface water purchased from Metropolitan. One of these wells is since inactivated. Mesa Water® is in compliance with the MCL for hexavalent chromium. The estimated cost to reduce hexavalent chromium levels in the four groundwater wells and Metropolitan water to below the Public Health Goal of 0.02 µg/L using reduction/coagulation/filtration was calculated. There are numerous factors, including feasibility, that may influence the actual cost of reducing hexavalent chromium levels to below the Public Health Goal. Achieving the water quality goal for hexavalent chromium could range from $7,383,000 to $46,492,000 per year, or between $314 and $1,978 per household per year.
**Gross Alpha, Gross Beta, and Uranium** - The only best available technology for the removal of gross alpha in water for large water systems is reverse osmosis, which can also remove gross beta, and uranium (and arsenic). Gross alpha and beta were detected above the MCLG in surface water purchased from Metropolitan. Uranium was detected above the PHG in one groundwater well and in water purchased from Metropolitan. However, the groundwater well has since been inactivated and planned to be destroyed. The estimated cost of providing treatment using reverse osmosis to reduce radionuclide levels in Metropolitan water to the applicable MCLG or PHG was calculated. Achieving the water quality goals for all the radionuclides could range from $1,452,000 to $2,575,000 per year, or between $62 and $110 per household per year.

**Total Coliform** - During 2013 to 2015, approximately 100 to 125 samples were collected each month for coliform analysis. During four of these thirty six months, the coliform levels were found positive in 1 to 2% of the samples. The MCL for coliform is 5% positive samples of all samples per month and the MCLG is zero. The reason for the coliform drinking water standard is to minimize the possibility of the water containing pathogens which are organisms that cause waterborne disease. Because coliform is only a surrogate indicator of the potential presence of pathogens, it is not possible to state a specific numerical health risk. While USEPA normally sets MCLGs “at a level where no known or anticipated adverse effects on persons would occur”, it indicates that it cannot do so with coliforms.

Coliform bacteria are “indicator” organisms that are ubiquitous in nature and are not generally considered harmful. They are used because of the ease of monitoring and analysis. If a positive sample is found, it indicates a potential problem that needs to be investigated and follow up sampling must be completed. It is not at all unusual for a system to have an occasional positive sample. It is difficult, if not impossible, to assure that a system will never get a positive sample. Therefore, no estimate of cost has been included.

Chloramine is added at sources to assure that the water served is microbiologically safe. The chlorine residual levels are carefully controlled to provide the best health protection without causing the water to have undesirable taste and odor or increasing disinfection byproduct level. This careful balance of treatment process is essential to continue supplying our customers with safe drinking water.

Total Cost of Compliance: The estimated cost of compliance to meet PHG level for all the constituents (except coliform) identified for Mesa Water® sources can vary from approximately $9 Million to $49 Million, or between approximately $376 to $2,088 per household per year.

**8.0 Recommendations for Further Action**

Section 116470(b)(6) 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 processes 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 Avenue, Costa Mesa, CA 92627.
## Chart A
### 2016 PUBLIC HEALTH GOALS REPORT
Mesa Water District

### Inorganic Chemicals

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Units of Measurement</th>
<th>PHG or MCLG*</th>
<th>MCL</th>
<th>Concentration Category of Risk</th>
<th>Cancer Risk at PHG or MCLG</th>
<th>Cancer Risk at MCL</th>
<th>Best Available Technologies</th>
<th>Aggregate Cost Per Year (a)</th>
<th>Cost Per Household Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arsenic</td>
<td>µg/L</td>
<td>0.004</td>
<td>10</td>
<td>ND - 2.8</td>
<td>C</td>
<td>1 X 10⁻⁶</td>
<td>2.5 X 10⁻³</td>
<td>AA,C/F,IX,LS,RO</td>
<td>$2,499,000 - $2,688,000</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(b)</td>
<td>$106 - $114</td>
</tr>
<tr>
<td>Hexavalent Chromium</td>
<td>µg/L</td>
<td>0.02</td>
<td>10</td>
<td>0.06 - 0.68</td>
<td>C</td>
<td>1 X 10⁻⁵</td>
<td>5 X 10⁻⁴</td>
<td>R/C/F, IX, RO</td>
<td>$7,383,000 - $46,492,000</td>
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<td>(c)</td>
<td>$314 - $1,978</td>
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### Radiological

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Units of Measurement</th>
<th>Concentration Category of Risk</th>
<th>Cancer Risk at PHG or MCLG</th>
<th>Cancer Risk at MCL</th>
<th>Best Available Technologies</th>
<th>Aggregate Cost Per Year (a)</th>
<th>Cost Per Household Per Year</th>
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<tr>
<td>Gross Alpha Particle Activity</td>
<td>pCi/L</td>
<td>(0)</td>
<td>ND- 4</td>
<td>C</td>
<td>0</td>
<td>1 X 10⁻³</td>
<td>RO</td>
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<tr>
<td>Gross Beta Particle Activity</td>
<td>pCi/L</td>
<td>(0)</td>
<td>3.5</td>
<td>C</td>
<td>0</td>
<td>2 X 10⁻³</td>
<td>IX,RO</td>
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<tr>
<td>Uranium</td>
<td>pCi/L</td>
<td>0.43</td>
<td>20</td>
<td>1 - 3</td>
<td>C</td>
<td>1 X 10⁻⁵</td>
<td>RO</td>
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<tr>
<td>All Radionuclides (and Arsenic)</td>
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<tr>
<td>Total Cost of Compliance</td>
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<td></td>
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**Notes:**
- MCLGs are shown in parentheses. MCLGs are provided only when no applicable PHG exists.
- **Judged by OEHHA**

**RISK CATEGORIES**
- C (Carcinogen) = A substance that is potentially capable of producing cancer.

**ABBREVIATIONS**
- AA = Activated Aluminum
- LS = Lime Softening
- C/F = Coagulation/Filtration
- IX = Ion Exchange
- R/C/F = Reduction/Coagulation/Filtration
- RO = Reverse Osmosis
- µg/L = micrograms per liter or parts per billion
- pCi/l = picoCuries per liter

**FOOTNOTES**
- (a) Wells that are inactivated and planned to be destroyed are not included in cost estimates.
- (b) Estimated cost to remove Arsenic using Ion Exchange.
- (c) Estimated cost to remove hexavalent chromium by reduction/coagulation/filtration
- (d) Estimated cost to remove radionuclides (and arsenic) by reverse osmosis.
MEMORANDUM

TO: Board of Directors  
FROM: Paul E. Shoenberger, P.E. General Manager  
DATE: July 14, 2016  
SUBJECT: Protocols of the Board

RECOMMENDATION

Approve Resolution No. 1479 Adopting Protocols of the Board of Directors Superseding Resolution No.1457.

The Executive Committee reviewed this item at its July 5, 2016 meeting and recommends Board approval.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

Resolution No. 1457 was approved by the Board on March 21, 2015.

DISCUSSION

In an effort to increase efficiency and productivity at meetings, the Executive Committee requested the following changes to this resolution at its meeting on July 5, 2016.

The following is a brief summary of the amended resolution:

Resolution No. 1479 – Protocols of the Board

Appendix A

- IV. Committee Appointments – f) Order of Business. Placed Standing Items under “Consent Calendar”. Added the word “Presentation” to Item #2. Added new Item #4 Reports. (Page IV-2, Redline version)

1. Consent Calendar
   - Standing Items
2. Presentation & Discussion Items
3. Action Items
4. Reports
5. Information Items

FINANCIAL IMPACT

None.
ATTACHMENTS

Attachment A: Draft Resolution No. 1479 Protocols of the Board
Attachment B: Redline Resolution
RESOLUTION NO. 1479

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS
SUPERSEDING RESOLUTION 1457

WHEREAS, the Mesa Water District (Mesa Water® or District) is a county water district organized and operating according to California Law; and

WHEREAS, the Board of Directors desires to adopt specific protocols and procedures of the Board of Directors and to integrate such within the District’s general policies and the requirements of State law and applicable requirements.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE MESA WATER DISTRICT DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:

Section 1.  The foregoing recitals are true and correct and are hereby incorporated by this reference.

Section 2.  The Protocols of the Board of Directors, as set forth in Appendix A, are hereby adopted effective as of the date of adoption of this Resolution.

Section 3.  As the detailed References for the Protocols of the Board of Directors are updated, Attachment 1 of Appendix A shall be revised and distributed without further Board action.

Section 4.  This Resolution shall be effective immediately upon adoption.

ADOPTED, SIGNED AND APPROVED this 14th day of July 2016 by a roll call vote.

AYES: DIRECTORS:
NOES: DIRECTORS:
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

Shawn Dewane
President, Board of Directors

Coleen L. Monteleone
District Secretary
Protocols of the Board of Directors

Adopted: July 14, 2016
APPENDIX A

RESOLUTION NO. 1479

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS
SUPERCEding RESOLUTION 1457

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I. GENERAL MATTERS:

a) Adoption, Application, and Purpose. This policy, Protocols of the Board of Directors (Policy), is adopted by the Mesa Water District (Mesa Water®) Board of Directors (Board) and is applicable only to Mesa Water®. The content of this Policy is generally declarative of existing procedures and is intended to be integrated as part of Mesa Water’s policies and directives. The purpose of this Policy is to allow the Board to conduct certain activities in an efficient and organized manner, and in accordance with applicable California Law.

The Board hereby reserves the right to formally amend this Policy in the future as may be determined to be necessary or appropriate due to conditions, circumstances, future legislative changes, judicial interpretations or laws, and regulations which may affect this Policy.

It should be understood that all of the provisions of this Policy are subject to determination(s) by the Board, on a case-by-case basis, and without setting or establishing any precedent, to make exceptions to this Policy where it may be determined by the Board to be necessary and desirable. Such action(s) shall occur at the direction or pleasure of the Board based upon such circumstances and factors as the Board shall determine to be appropriate.

b) Definitions. The following definitions shall apply for purposes of this Policy:

Board - means the Board of Directors of the Mesa Water District.


Director – shall mean a member of the Board of Directors of the Mesa Water District once that person takes office pursuant to state law.

Elections Code – shall mean the California Elections Code.

Fiscal Year – shall mean the fiscal year beginning July 1st and ending June 30th.

General Manager – shall mean the General Manager of the Mesa Water District as appointed by the Board pursuant to Water Code Section 30540(a).


Immediate Past President – shall mean the person who served the prior term as President of the Board as elected pursuant to Water Code Section 30520.

May – use of the word “may” indicate action is discretionary.
**Mesa Water®** – shall mean the Mesa Water District, a County Water District.

**Policy** – shall mean this Mesa Water District policy for Protocols of the Board of Directors.

**President** – shall mean the President of the Board as elected pursuant to Water Code Section 30520.

**Secretary or District Secretary** – shall mean the Secretary of the Mesa Water District as appointed by the Board pursuant to Water Code Section 30540(a).

**Shall** – use of the word shall indicate action is mandatory.

**Staff** – shall mean employees of the Mesa Water District including, but not limited to, the General Manager, Secretary, and Treasurer.

**Standards** – shall mean Mesa Water’s requirements for the construction of water facilities within Mesa Water’s service area.

**Treasurer or District Treasurer** – shall mean the Treasurer of the Mesa Water District as appointed pursuant to Water Code Section 30540(b).

**Vice President** – shall mean the Vice President of the Board as elected pursuant to Water Code Section 30520.

**Water Code** – shall mean the California Water Code.

*******
II. ACTIONS OF THE BOARD:

a) General Requirements. Pursuant to Water Code Section 30523, the Board shall take official action by means of ordinances, resolutions, or motions. The majority vote requirements of Water Code Section 30524 shall be applicable to all Board actions under this Section II. The Water Code also allows the Board to act informally by providing direction to staff, or deciding informal or procedural matters by consensus of the Board.

The adoption of an ordinance is the most formal action that may be taken by the Board. Certain sections of the Water Code specify when the adoption of an ordinance is mandatory.

A motion is the least formal official action that the Board may take. Motions are generally used to act on decisions about basic policy matters, or to make decisions on actions such as issuing contracts or providing direction to staff.

Proclamations and letters from the Board are not in and of themselves official acts of the Board unless action on them is taken by ordinance, resolution, or motion.

b) Ordinance. The Board shall take action by way of the adoption of an ordinance when the Water Code specifies the adoption of an ordinance is required. In the absence of such requirement, the Board may choose to act by way of an ordinance when the Board, by majority action, determines that it desires to do so because of the importance or significance of the subject matter being considered. In accordance with the Water Code, all ordinances shall be signed by the President and attested by the District Secretary. The District Secretary, pursuant to Mesa Water’s Records Retention Schedule, shall keep all original ordinances on file.

c) Resolution. The Board shall take action by way of the adoption of a resolution when the language in a statute, or other legal requirement, indicates or states that action by the adoption of a resolution is required. In the absence of such requirement, and in the absence of a requirement to take action by way of the adoption of an ordinance, the Board may choose to act by way of a resolution when the Board, by majority action, determines that it desires to do so because of the importance or significance of the subject matter being considered. All resolutions shall be signed by the President and attested by the District Secretary unless otherwise specified by regulation or directed by the Board. The District Secretary, pursuant to Mesa Water’s Records Retention Schedule, shall keep all original resolutions on file.

d) Motion. The Board may choose to take action by way of a motion in the absence of a requirement to take action by way of an ordinance or resolution.

e) Consensus of the Board. In the absence of a requirement to take action by way of an ordinance, resolution, or motion, the Board may choose to take action on
informal or procedural matters by way of consensus of the Board. If consensus of the Board cannot be reached in a matter, the Board may decide the matter by motion of the Board.

f) **Proclamation.** Proclamations may be used by the Board to recognize a public agency, individual(s) or staff for distinguished service or special achievement, unless the Board chooses to perform the recognition by adoption of a resolution. Proclamations shall be approved by motion of the Board and unless directed otherwise by the Board, shall be signed by all Directors of the Board.

g) **Letters from the Board.** The Board of Directors may direct staff to prepare letters on their behalf. The Board may adopt policy positions, which may be updated from time to time. The President is authorized to sign letters on approved policy positions as well as congratulatory letters on behalf of the Board. For all other letters, the Board shall indicate its preference on the content and whether the letter shall require Board approval prior to distribution. Unless specifically directed by the Board, the President or Acting President of the Board shall sign all letters from the Board. Directors shall receive a copy of all letters from the Board prepared pursuant to this subsection.

**********
III. **Election of Board Officers:**

a) **General Requirements.** Within 30 days after taking office following each general election (conducted in November of even-numbered years), the Directors shall elect one of its members as President of the Board and one of its members as Vice President.

b) **Conducting the Election.** The process of conducting the election of Board officers shall be performed by the District Secretary during a regular or adjourned regular meeting of the Board. Unless otherwise directed by the Board, the election shall be the first item of business considered by the Board at such meeting. The general procedural steps for conducting the election of Board officers shall include the following:

1. The current President turns the meeting over to the District Secretary.
2. The District Secretary describes the process to be followed.
3. The District Secretary calls for nominations and seconds for the office of President.
4. The District Secretary continues the call for nominations for President until there are no further nominations.
5. The District Secretary accepts a roll call vote on the first nomination placed for the office of President.
6. If the vote on the first nomination fails to receive a majority, the District Secretary continues to accept roll call votes on each of the nominations placed for the office of President, in the order of the placement of the nominations, until a majority vote is attained and a new President is elected by a majority vote.
7. The District Secretary repeats the call for nominations and accepts roll call votes, in the order of the placement of such nominations, for the office of Vice President until a new Vice President is elected.
8. The District Secretary declares the election of Board officers complete and turns the meeting over to the newly elected Board President. In the absence of the newly elected Board President, the District Secretary turns the meeting over to the newly elected Vice President.

c) **Term of Office.** The term of office for each of the newly elected officers of the Board is on every even-numbered year for a two year term and begins as soon as the District Secretary declares the election complete. The newly elected President, or in the absence of the newly elected President the newly elected Vice President, may assume the function of the presiding officer at the conclusion of the election, or may ask the Immediate Past President to act as presiding officer for the remainder of the Board meeting.

Should the need arise, the Board at any time, with a majority vote, may agendize and reconsider the selection or term of the Board officers.

d) **Duties.** The President shall serve as the official Mesa Water® Board representative and he/she shall also have the authority to delegate such
responsibility. In the absence of the President, the Vice President will act in the official capacity of the President. The Immediate Past President will assume the role in the absence of the Vice President.

**********
IV. COMMITTEE APPOINTMENTS:

a) **General Committee Information.** The Board has formed certain committees in order to manage the flow of information, devote specific attention to particular matters, and more efficiently employ the available time of each Director. Pursuant to the requirements of the Brown Act, Board committees shall fall into one of two categories, Standing Committee or Ad Hoc Committee.

b) **Standing Committees.** A Standing Committee shall be a committee of long-term standing with continuing subject matter jurisdiction assigned by the Board. The Board reserves its right to form or dissolve Standing Committees by action of the Board. Standing Committees shall comply with the requirements of the Brown Act.

c) **Ad Hoc Committees.** An Ad Hoc Committee shall be a committee formed for a limited purpose and for a limited time, which shall not meet on a designated schedule. Pursuant to Government Code Section 54952 Ad Hoc Committees shall not be subject to the requirements of the Brown Act.

d) **Formation and Dissolution of Committees.** The Board reserves its right to form or dissolve Standing Committees by action of the Board. The President of the Board shall appoint Directors to each committee. The appointments shall consist of the Chair of the committee and a regular member of the committee. The President may appoint one or more alternates to the committee. The appointment of Directors to committees shall be subject to confirmation or override by a vote of a majority of the Board. The Board cannot require one of its members to attend a committee meeting.

Committee meetings will be noticed Board meetings and held as joint meetings of the Committee and entire Board. All members of the Board may attend and participate in the discussion. Items recommended for approval at the new Committee format meetings are then placed on the Consent Calendar at the next Board meeting. Each Committee has designated Committee members, and other members of the Board are designated alternate Committee members. If less than a quorum of the full Board is in attendance, the Board meeting will be adjourned due to a lack of a quorum and such meeting may proceed as a meeting of the Committee with those Committee members and alternate members in attendance acting as such Committee. The Executive Committee is excluded from this Committee format.

e) **Committee Meeting Schedule.** It is the policy of the Board that the Directors appointed to a committee shall determine the committee meeting schedule and location.

f) **Order of Business.** The following shall be the general order of business for Standing Committees:
1. Consent Calendar (Items to be taken as one item unless a Board member, staff, or a member of the public requests a separate action)
   - Standing Items
2. Presentation & Discussion Items
3. Action Items
4. Reports
5. Information Items

The Directors appointed to an Ad Hoc Committee shall establish the general order of business for the committee.

g) Agenda Items. Items of business shall support the Board’s advance schedule of agenda topics, support the Board assigned responsibilities of the committee, and fulfill the direction of the Board.

h) Posting Agendas. Pursuant to the requirements of Government Code Section 54954.2, the District Secretary shall post, or cause to be posted, agendas for all Standing Committee meetings of the Board at Mesa Water's business office located at 1965 Placentia Avenue, Costa Mesa, California.

i) Committee Talking Points. Talking Points will constitute as minutes of the Committee meeting.

**********
V. LIAISON APPOINTMENTS:

a) General Information. Mesa Water’s Board has determined that it is essential to develop and maintain strong working relationships and communications with various agencies, including other water agencies, and water-related and government organizations for the purpose of promoting its mission. In an effort to develop and maintain essential relationships, Directors are appointed as liaison representatives to various agencies and organizations. Liaison representatives are responsible for conveying information from agencies and organizations to Mesa Water’s Board, and on behalf of Mesa Water’s Board, conveying information to such agencies and organizations.

b) Formation and Dissolution of Liaison Assignments. The Board reserves the right to form or dissolve Liaison assignments by action of the Board.

c) Liaison Reports to the Board. Reports should have relevance to Mesa Water® and be provided to the Board at the next Board meeting following the attendance of a liaison meeting.

*******
VI. ELECTION POLICY:

a) General Information. Mesa Water's service area consists of five political Divisions; each Division is represented by a Director elected by the voters within that Division.

In accordance with Elections Code Section 23302.1 and a Mesa Water® resolution, Mesa Water® holds its election for Directors on the same day as the statewide general election held on the first Tuesday after the first Monday in November of even-numbered years.

Directors for Divisions 4 and 5 are elected concurrently, beginning in 1990 and every four years thereafter, and the Directors for Divisions 1, 2 and 3 are elected concurrently, beginning in 1992 and every four years thereafter.

b) Term of Office. In accordance with Water Code Section 30502, the term of office of each Director, other than Directors first elected or Directors appointed to fill an unexpired term, shall be four years.

If an incumbent Director is unchallenged in an election, the Orange County Board of Supervisors appoints the Director to a new term. Appointed Directors and elected Directors shall take office at noon on the first Friday in December following the general election. Prior to taking office, each elected Director shall take the official oath, which shall be administered by the District Secretary.

c) Vacancy between Elections. In accordance with Water Code Section 30508 and Government Code 1770, Mesa Water's Board may appoint a new Director to fill a vacancy on the Board. If the vacancy is allowed to exist for more than 60 days, the Orange County Board of Supervisors becomes the appointing authority.

d) Division Boundaries. Pursuant to Water Code Section 30734, the Board may at any time, but not less than 85 days before a general election, by resolution change the boundaries of the divisions to keep them nearly as equal in population size as practicable.

**********
VII. REQUESTS FOR INFORMATION AND ASSIGNMENTS TO STAFF:

a) General Information. The Board has adopted a resolution that provides for the delegation of authority to the General Manager. The resolution defines the authority and duties of the General Manager, which includes the authority to prescribe the duties of Mesa Water® staff.

b) Assignments to the General Manager. Other than minor requests for information or assistance, Directors shall endeavor to provide direction, assignments, and requests for information to the General Manager through the Board. The Board may consider established policies and priorities and may direct the General Manager accordingly.

c) Staff Assistance. To ensure efficient allocation of resources, Directors shall request information or assistance from staff through the General Manager. The General Manager shall review the request and shall allocate appropriate resources. Should sufficient resources be unavailable, or should the request conflict with other Board direction or policies, the matter shall be presented to, discussed, and decided by the Board.

d) Copies of Information. The Board shall specify at the time of request to the General Manager, whether information requested shall be provided to the entire Board, and the manner in which the information shall be provided.

Should the General Manager receive a direct request for information from a Director, the General Manager shall either provide the information to the entire Board, or shall inform the other Directors of the request and provide the information to them upon request.

Board committee members shall specify at the time of request to the General Manager, whether a request for information related to a committee item shall be provided to the entire Board. If the information is to be provided to the entire Board, the committee members shall specify the manner in which the information will be provided. Any board member may receive any information provided to any board or committee member.

**********
VIII. POLICY AND PLANNING DOCUMENTS:

a) General Information. Mesa Water® maintains various policy and planning documents that the Board has determined it shall review and approve on a regular basis. There are additional policies and planning documents that the Board has determined it shall review and approve when the policy or document is revised or updated to meet Mesa Water’s current needs. The Board reserves the right to review any policies and documents it determines is appropriate.

b) Fiscal Year Budget. Annually the General Manager shall present a fiscal year budget to the Board. The Board may review the budget and may by motion, approve the proposed revenues and expenditures for the succeeding fiscal year. The Board may by motion make any modifications to the proposed expenditures and revenues it deems necessary or desirable.

c) Statement of Investment Policy. Annually the General Manager shall review the resolution delegating authority to the Treasurer/Auditor and shall present the Statement of Investment Policy to the Board for consideration. Upon consideration, the Board may revise or reaffirm the delegation of authority to the Treasurer/Auditor and may revise or reaffirm the Statement of Investment Policy.

d) Fees and Charges for Miscellaneous Services. Annually, or more frequently as determined by the Board, the Board may review the resolution regarding fees and charges for miscellaneous services and may adjust any fees and charges to recover the fair cost of providing such services.

e) Establishing Financial Policies and Guidelines in Establishing Rates. Beginning in November 2002, and at least once every five years, the Board shall review the resolution establishing financial policies and guidelines for establishing rates for water services.


g) Standard Specifications and Standard Drawings for the Construction of Mesa Water® Water Facilities (Standards). Standards are prepared and provided to contractors as a means of communicating Mesa Water’s requirements for the construction of water facilities within its service area. Revisions to the Standards shall be reviewed and approved by motion of the Board.

h) Rules and Regulations for Water Service. In accordance with Water Code Section 31024, the Board establishes rules and regulations for the sale, distribution, and use of water. The Rules and Regulations are periodically reviewed and if necessary revised. The Board, through the adoption of a resolution, shall approve revisions to the Rules and Regulations.
i) **Employee Rules and Regulations.** The Board establishes rules and regulations for Mesa Water® staff. The Board, through the adoption of a resolution, shall approve additions, deletions, amendments, and other changes to the Employee Rules and Regulations.

j) **Water System Master Plan.** The Water System Master Plan is a report that provides guidance for the orderly expansion and improvement of infrastructure, specifically production, treatment, transmission, distribution, and storage systems. Updates to the Water System Master Plan shall be reviewed periodically and approved by motion of the Board.

k) **Communications Strategic Plan.** The Communications Strategic Plan (Plan) address strategies to ensure a consistent, unified, and open approach to both internal and external communications. Revisions to the Plan shall be reviewed and approved by motion of the Board.
IX. DIRECTORS’ COMPENSATION AND BENEFITS:

a) Compensation. Pursuant to Water Code Section 30507 Directors shall receive compensation for each day’s service rendered as a member of the Board, by request of the Board.

The Board periodically reviews the amount of compensation to Directors and adjusts it pursuant to Water Code Sections 20201 and 20202 et seq. Increases in compensation received by members of the Board require the adoption of an ordinance, preceded by a public hearing. Directors may receive compensation for no more than one meeting per each day of service, and the maximum number of days in any calendar month is ten.

b) Benefits. The Board determines benefits provided for its members after consideration of appropriateness, eligibility, and cost of participation. Such programs may be amended from time to time.

By resolution the Board discontinued participation by Directors in Mesa Water’s retirement plan.

In accordance with various plan documents, Directors are not eligible to participate in the following benefit programs:

1. Deferred compensation program
2. Long-term disability program
3. Flex credit program

c) Service Awards Program. A service award program has been created to recognize each Director for their commitment and service to the Mesa Water® community.

When first elected or appointed to the Board of Directors, a Director shall receive a lapel pin engraved with Mesa Water’s logo. Subsequent terms of office shall be recognized with the addition of alternating synthetic blue stones.

**********
X. **STANDARDS OF CONDUCT:**

a) **Purpose.** This section is intended to complement Mesa Water's Conflict of Interest Code and state conflicts of interest laws and to establish the general standards of conduct necessary for the proper and efficient operation of the District.

b) **Applicability.** The standards of conduct defined herein shall apply to all Directors.

c) **Misuse of Official Position.** No Director shall use or attempt to use his or her official position with Mesa Water® to secure unwarranted privileges or advantages for himself, herself, or others.

d) **Disqualification.** A Director, who has or may have, a conflict of interest in a matter which requires action, shall, before the matter is decided, disclose the conflict of interest or the potential conflict of interest, and shall refrain from discussing, debating, acting, or voting upon or otherwise participating in or influencing the decision-making process pertaining to the matter in which the Director has or may have a conflict of interest.

e) **Confidential Information.** No Director shall willfully disclose to any person, whether or not for personal advantage or profit, any information not generally available to a member of the public, which he or she receives or acquires in the course of and by reason of his or her official duties. No Director shall disclose confidential information that has been acquired by being present in a closed session held pursuant to the Brown Act, to a person not entitled to receive it, unless the Board authorizes disclosure of that confidential information.

f) **Use of Mesa Water Property and Resources.** Except as specifically authorized, no Director shall use or remove or permit the use or removal of property belonging to Mesa Water®, including vehicles, equipment, telephones, office supplies, and materials for personal convenience or profit. No Director shall request or require any Mesa Water staff to perform services for personal convenience or profit. Each Director must protect and properly use any Mesa Water® asset within his or her control, including information recorded on paper or in electronic form. Directors shall safeguard Mesa Water® property, equipment, monies, and assets against unauthorized use or removal, as well as from loss due to criminal act or breach of trust.

g) **Acceptance of Gifts.** No Director shall accept from any person, whether directly or indirectly, any gift, favor, service, employment or offer of employment or any other thing of value which he or she knows or has reason to believe is offered with the intent to influence the performance of public duties and responsibilities.

h) **Other Employment.** No Director shall accept employment or act as an independent contractor for any private or public interest when that employment or contract work is incompatible or in conflict with the discharge of his or her official duties, or when
that employment or contract work may tend to impair his or her objectivity or independence of judgment in the performance of such duties.

i) Expenses. Directors shall not request compensation or receive expense monies from Mesa Water® to attend a seminar, convention, conference, or meeting and then fail to attend said event. If a Director receives an advance of funds for such attendance, and is unable to attend as planned, the Director shall reimburse Mesa Water® for the funds advanced.

**********
ATTACHMENT 1

RESOLUTION NO. XXXX

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS
SUPERCEDED RESOLUTION 1428

References

Resolution, Requiring Consolidation of Elections of Governing Members with the Statewide General Election

Resolution, Discontinuing Director Participation in Mesa Water’s Retirement Plan

Resolution, Delegation of Authority

Resolution, Rules and Regulations for Water Service

Resolution, Regarding Medical, Dental, and Vision Insurance for Members of the Board of Directors

Resolution, Employee Rules and Regulations

Resolution, Revising the Records Retention Policy

Resolution, Revising Financial Policies and Guidelines for Establishing Rates

Resolution, Delegating Authority Relative to Investment or Reinvestment of Funds, and Providing for a Revised Statement of Investment Policy

Resolution, Miscellaneous Fees and Charges

Resolution, Amending its Conflict of Interest Code

Resolution, Urban Water Management Plan

Ordinance, Director Compensation and Expense Reimbursement
RESOLUTION NO. 14571479

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS
SUPERSEDING RESOLUTION 14281457

WHEREAS, the Mesa Water District (Mesa Water® or District) is a county water district organized and operating according to California Law; and

WHEREAS, the Board of Directors desires to adopt specific protocols and procedures of the Board of Directors and to integrate such within the District’s general policies and the requirements of State law and applicable requirements.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE MESA WATER DISTRICT DOES HEREBY RESOLVE, DETERMINE, AND ORDER AS FOLLOWS:

Section 1. The foregoing recitals are true and correct and are hereby incorporated by this reference.

Section 2. The Protocols of the Board of Directors, as set forth in Appendix A, are hereby adopted effective as of the date of adoption of this Resolution.

Section 3. As the detailed References for the Protocols of the Board of Directors are updated, Attachment 1 of Appendix A shall be revised and distributed without further Board action.

Section 4. This Resolution shall be effective immediately upon adoption.

ADOPTED, SIGNED AND APPROVED this 14th/21st day of March/July 2015/2016 by a roll call vote.

AYES DIRECTORS: Fisler, Dewane, Temianka
NOES: DIRECTORS: Atkinson, Bockmiller
ABSENT: DIRECTORS:
ABSTAIN: DIRECTORS:

__________________________________________
Shawn Dewane
President, Board of Directors

Coleen L. Monteleone
District Secretary
Protocols of the Board of Directors

Adopted: March 21, 2015 July 14, 2016
APPENDIX A

RESOLUTION NO. 14571479

RESOLUTION OF THE MESA WATER DISTRICT BOARD OF DIRECTORS ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS SUPERCEDING RESOLUTION 14281457

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I. GENERAL MATTERS:

a) Adoption, Application, and Purpose. This policy, Protocols of the Board of Directors (Policy), is adopted by the Mesa Water District (Mesa Water®) Board of Directors (Board) and is applicable only to Mesa Water®. The content of this Policy is generally declarative of existing procedures and is intended to be integrated as part of Mesa Water’s policies and directives. The purpose of this Policy is to allow the Board to conduct certain activities in an efficient and organized manner, and in accordance with applicable California Law.

The Board hereby reserves the right to formally amend this Policy in the future as may be determined to be necessary or appropriate due to conditions, circumstances, future legislative changes, judicial interpretations or laws, and regulations which may affect this Policy.

It should be understood that all of the provisions of this Policy are subject to determination(s) by the Board, on a case-by-case basis, and without setting or establishing any precedent, to make exceptions to this Policy where it may be determined by the Board to be necessary and desirable. Such action(s) shall occur at the direction or pleasure of the Board based upon such circumstances and factors as the Board shall determine to be appropriate.

b) Definitions. The following definitions shall apply for purposes of this Policy:

Board - means the Board of Directors of the Mesa Water District.


Director – shall mean a member of the Board of Directors of the Mesa Water District once that person takes office pursuant to state law.

Elections Code – shall mean the California Elections Code.

Fiscal Year – shall mean the fiscal year beginning July 1st and ending June 30th.

General Manager – shall mean the General Manager of the Mesa Water District as appointed by the Board pursuant to Water Code Section 30540(a).


Immediate Past President – shall mean the person who served the prior term as President of the Board as elected pursuant to Water Code Section 30520.

May – use of the word “may” indicate action is discretionary.
Mesa Water® – shall mean the Mesa Water District, a County Water District.

Policy – shall mean this Mesa Water District policy for Protocols of the Board of Directors.

President – shall mean the President of the Board as elected pursuant to Water Code Section 30520.

Secretary or District Secretary – shall mean the Secretary of the Mesa Water District as appointed by the Board pursuant to Water Code Section 30540(a).

Shall – use of the word shall indicate action is mandatory.

Staff – shall mean employees of the Mesa Water District including, but not limited to, the General Manager, Secretary, and Treasurer.

Standards – shall mean Mesa Water's requirements for the construction of water facilities within Mesa Water’s service area.

Treasurer or District Treasurer – shall mean the Treasurer of the Mesa Water District as appointed pursuant to Water Code Section 30540(b).

Vice President – shall mean the Vice President of the Board as elected pursuant to Water Code Section 30520.

Water Code – shall mean the California Water Code.

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II. ACTIONS OF THE BOARD:

a) General Requirements. Pursuant to Water Code Section 30523, the Board shall take official action by means of ordinances, resolutions, or motions. The majority vote requirements of Water Code Section 30524 shall be applicable to all Board actions under this Section II. The Water Code also allows the Board to act informally by providing direction to staff, or deciding informal or procedural matters by consensus of the Board.

The adoption of an ordinance is the most formal action that may be taken by the Board. Certain sections of the Water Code specify when the adoption of an ordinance is mandatory.

A motion is the least formal official action that the Board may take. Motions are generally used to act on decisions about basic policy matters, or to make decisions on actions such as issuing contracts or providing direction to staff.

Proclamations and letters from the Board are not in and of themselves official acts of the Board unless action on them is taken by ordinance, resolution, or motion.

b) Ordinance. The Board shall take action by way of the adoption of an ordinance when the Water Code specifies the adoption of an ordinance is required. In the absence of such requirement, the Board may choose to act by way of an ordinance when the Board, by majority action, determines that it desires to do so because of the importance or significance of the subject matter being considered. In accordance with the Water Code, all ordinances shall be signed by the President and attested by the District Secretary. The District Secretary, pursuant to Mesa Water’s Records Retention Schedule, shall keep all original ordinances on file.

c) Resolution. The Board shall take action by way of the adoption of a resolution when the language in a statute, or other legal requirement, indicates or states that action by the adoption of a resolution is required. In the absence of such requirement, and in the absence of a requirement to take action by way of the adoption of an ordinance, the Board may choose to act by way of a resolution when the Board, by majority action, determines that it desires to do so because of the importance or significance of the subject matter being considered. All resolutions shall be signed by the President and attested by the District Secretary unless otherwise specified by regulation or directed by the Board. The District Secretary, pursuant to Mesa Water’s Records Retention Schedule, shall keep all original resolutions on file.

d) Motion. The Board may choose to take action by way of a motion in the absence of a requirement to take action by way of an ordinance or resolution.

e) Consensus of the Board. In the absence of a requirement to take action by way of an ordinance, resolution, or motion, the Board may choose to take action on
informal or procedural matters by way of consensus of the Board. If consensus of the Board cannot be reached in a matter, the Board may decide the matter by motion of the Board.

f) Proclamation. Proclamations may be used by the Board to recognize a public agency, individual(s) or staff for distinguished service or special achievement, unless the Board chooses to perform the recognition by adoption of a resolution. Proclamations shall be approved by motion of the Board and unless directed otherwise by the Board, shall be signed by all Directors of the Board.

g) Letters from the Board. The Board of Directors may direct staff to prepare letters on their behalf. The Board may adopt policy positions, which may be updated from time to time. The President is authorized to sign letters on approved policy positions as well as congratulatory letters on behalf of the Board. For all other letters, the Board shall indicate its preference on the content and whether the letter shall require Board approval prior to distribution. Unless specifically directed by the Board, the President or Acting President of the Board shall sign all letters from the Board. Directors shall receive a copy of all letters from the Board prepared pursuant to this subsection.
III. **Election of Board Officers:**

a) **General Requirements.** Within 30 days after taking office following each general election (conducted in November of even-numbered years), the Directors shall elect one of its members as President of the Board and one of its members as Vice President.

b) **Conducting the Election.** The process of conducting the election of Board officers shall be performed by the District Secretary during a regular or adjourned regular meeting of the Board. Unless otherwise directed by the Board, the election shall be the first item of business considered by the Board at such meeting. The general procedural steps for conducting the election of Board officers shall include the following:

1. The current President turns the meeting over to the District Secretary.
2. The District Secretary describes the process to be followed.
3. The District Secretary calls for nominations and seconds for the office of President.
4. The District Secretary continues the call for nominations for President until there are no further nominations.
5. The District Secretary accepts a roll call vote on the first nomination placed for the office of President.
6. If the vote on the first nomination fails to receive a majority, the District Secretary continues to accept roll call votes on each of the nominations placed for the office of President, in the order of the placement of the nominations, until a majority vote is attained and a new President is elected by a majority vote.
7. The District Secretary repeats the call for nominations and accepts roll call votes, in the order of the placement of such nominations, for the office of Vice President until a new Vice President is elected.
8. The District Secretary declares the election of Board officers complete and turns the meeting over to the newly elected Board President. In the absence of the newly elected Board President, the District Secretary turns the meeting over to the newly elected Vice President.

c) **Term of Office.** The term of office for each of the newly elected officers of the Board is on every even-numbered year for a two year term and begins as soon as the District Secretary declares the election complete. The newly elected President, or in the absence of the newly elected President the newly elected Vice President, may assume the function of the presiding officer at the conclusion of the election, or may ask the Immediate Past President to act as presiding officer for the remainder of the Board meeting.

Should the need arise, the Board at any time, with a majority vote, may agendize and reconsider the selection or term of the Board officers.

d) **Duties.** The President shall serve as the official Mesa Water® Board representative and he/she shall also have the authority to delegate such
responsibility. In the absence of the President, the Vice President will act in the official capacity of the President. The Immediate Past President will assume the role in the absence of the Vice President.

**********
IV. COMMITTEE APPOINTMENTS:

a) General Committee Information. The Board has formed certain committees in order to manage the flow of information, devote specific attention to particular matters, and more efficiently employ the available time of each Director. Pursuant to the requirements of the Brown Act, Board committees shall fall into one of two categories, Standing Committee or Ad Hoc Committee.

b) Standing Committees. A Standing Committee shall be a committee of long-term standing with continuing subject matter jurisdiction assigned by the Board. The Board reserves its right to form or dissolve Standing Committees by action of the Board. Standing Committees shall comply with the requirements of the Brown Act.

c) Ad Hoc Committees. An Ad Hoc Committee shall be a committee formed for a limited purpose and for a limited time, which shall not meet on a designated schedule. Pursuant to Government Code Section 54952 Ad Hoc Committees shall not be subject to the requirements of the Brown Act.

d) Formation and Dissolution of Committees. The Board reserves its right to form or dissolve Standing Committees by action of the Board. The President of the Board shall appoint Directors to each committee. The appointments shall consist of the Chair of the committee and a regular member of the committee. The President may appoint one or more alternates to the committee. The appointment of Directors to committees shall be subject to confirmation or override by a vote of a majority of the Board. The Board cannot require one of its members to attend a committee meeting.

Committee meetings will be noticed Board meetings and held as joint meetings of the Committee and entire Board. All members of the Board may attend and participate in the discussion. Items recommended for approval at the new Committee format meetings are then placed on the Consent Calendar at the next Board meeting. Each Committee has designated Committee members, and other members of the Board are designated alternate Committee members. If less than a quorum of the full Board is in attendance, the Board meeting will be adjourned due to a lack of a quorum and such meeting may proceed as a meeting of the Committee with those Committee members and alternate members in attendance acting as such Committee. The Executive Committee is excluded from this Committee format.

e) Committee Meeting Schedule. It is the policy of the Board that the Directors appointed to a committee shall determine the committee meeting schedule and location.

f) Order of Business. The following shall be the general order of business for Standing Committees:
1. Consent Calendar (Items to be taken as one item unless a Board member, staff, or a member of the public requests a separate action)
   - Standing Items
     1. Action Items
     2. Presentation & Discussion Items
     3. Action Items
     4. Reports
     2—
   3.1. Standing Items
   4.5. Information Items

The Directors appointed to an Ad Hoc Committee shall establish the general order of business for the committee.

g) Agenda Items. Items of business shall support the Board’s advance schedule of agenda topics, support the Board assigned responsibilities of the committee, and fulfill the direction of the Board.

h) Posting Agendas. Pursuant to the requirements of Government Code Section 54954.2, the District Secretary shall post, or cause to be posted, agendas for all Standing Committee meetings of the Board at Mesa Water’s business office located at 1965 Placentia Avenue, Costa Mesa, California.

i) Committee Talking Points. Talking Points will constitute as minutes of the Committee meeting.

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V. LIAISON APPOINTMENTS:

a) **General Information.** Mesa Water’s Board has determined that it is essential to develop and maintain strong working relationships and communications with various agencies, including other water agencies, and water-related and government organizations for the purpose of promoting its mission. In an effort to develop and maintain essential relationships, Directors are appointed as liaison representatives to various agencies and organizations. Liaison representatives are responsible for conveying information from agencies and organizations to Mesa Water’s Board, and on behalf of Mesa Water’s Board, conveying information to such agencies and organizations.

b) **Formation and Dissolution of Liaison Assignments.** The Board reserves the right to form or dissolve Liaison assignments by action of the Board.

c) **Liaison Reports to the Board.** Reports should have relevance to Mesa Water® and be provided to the Board at the next Board meeting following the attendance of a liaison meeting.

**********
VI. ELECTION POLICY:

a) General Information. Mesa Water’s service area consists of five political Divisions; each Division is represented by a Director elected by the voters within that Division.

In accordance with Elections Code Section 23302.1 and a Mesa Water® resolution, Mesa Water® holds its election for Directors on the same day as the statewide general election held on the first Tuesday after the first Monday in November of even-numbered years.

Directors for Divisions 4 and 5 are elected concurrently, beginning in 1990 and every four years thereafter, and the Directors for Divisions 1, 2 and 3 are elected concurrently, beginning in 1992 and every four years thereafter.

b) Term of Office. In accordance with Water Code Section 30502, the term of office of each Director, other than Directors first elected or Directors appointed to fill an unexpired term, shall be four years.

If an incumbent Director is unchallenged in an election, the Orange County Board of Supervisors appoints the Director to a new term. Appointed Directors and elected Directors shall take office at noon on the first Friday in December following the general election. Prior to taking office, each elected Director shall take the official oath, which shall be administered by the District Secretary.

c) Vacancy between Elections. In accordance with Water Code Section 30508 and Government Code 1770, Mesa Water’s Board may appoint a new Director to fill a vacancy on the Board. If the vacancy is allowed to exist for more than 60 days, the Orange County Board of Supervisors becomes the appointing authority.

d) Division Boundaries. Pursuant to Water Code Section 30734, the Board may at any time, but not less than 85 days before a general election, by resolution change the boundaries of the divisions to keep them nearly as equal in population size as practicable.

**********
VII. REQUESTS FOR INFORMATION AND ASSIGNMENTS TO STAFF:

a) **General Information.** The Board has adopted a resolution that provides for the delegation of authority to the General Manager. The resolution defines the authority and duties of the General Manager, which includes the authority to prescribe the duties of Mesa Water® staff.

b) **Assignments to the General Manager.** Other than minor requests for information or assistance, Directors shall endeavor to provide direction, assignments, and requests for information to the General Manager through the Board. The Board may consider established policies and priorities and may direct the General Manager accordingly.

c) **Staff Assistance.** To ensure efficient allocation of resources, Directors shall request information or assistance from staff through the General Manager. The General Manager shall review the request and shall allocate appropriate resources. Should sufficient resources be unavailable, or should the request conflict with other Board direction or policies, the matter shall be presented to, discussed, and decided by the Board.

d) **Copies of Information.** The Board shall specify at the time of request to the General Manager, whether information requested shall be provided to the entire Board, and the manner in which the information shall be provided.

Should the General Manager receive a direct request for information from a Director, the General Manager shall either provide the information to the entire Board, or shall inform the other Directors of the request and provide the information to them upon request.

Board committee members shall specify at the time of request to the General Manager, whether a request for information related to a committee item shall be provided to the entire Board. If the information is to be provided to the entire Board, the committee members shall specify the manner in which the information will be provided. Any board member may receive any information provided to any board or committee member.

**********
VIII. **POLICY AND PLANNING DOCUMENTS:**

a) **General Information.** Mesa Water® maintains various policy and planning documents that the Board has determined it shall review and approve on a regular basis. There are additional policies and planning documents that the Board has determined it shall review and approve when the policy or document is revised or updated to meet Mesa Water’s current needs. The Board reserves the right to review any policies and documents it determines is appropriate.

b) **Fiscal Year Budget.** Annually the General Manager shall present a fiscal year budget to the Board. The Board may review the budget and may by motion, approve the proposed revenues and expenditures for the succeeding fiscal year. The Board may by motion make any modifications to the proposed expenditures and revenues it deems necessary or desirable.

c) **Statement of Investment Policy.** Annually the General Manager shall review the resolution delegating authority to the Treasurer/Auditor and shall present the Statement of Investment Policy to the Board for consideration. Upon consideration, the Board may revise or reaffirm the delegation of authority to the Treasurer/Auditor and may revise or reaffirm the Statement of Investment Policy.

d) **Fees and Charges for Miscellaneous Services.** Annually, or more frequently as determined by the Board, the Board may review the resolution regarding fees and charges for miscellaneous services and may adjust any fees and charges to recover the fair cost of providing such services.

e) **Establishing Financial Policies and Guidelines in Establishing Rates.** Beginning in November 2002, and at least once every five years, the Board shall review the resolution establishing financial policies and guidelines for establishing rates for water services.

f) **Urban Water Management Plan.** In accordance with Water Code Section 10610 et seq., Mesa Water® shall prepare and approve by resolution, an Urban Water Management Plan.

g) **Standard Specifications and Standard Drawings for the Construction of Mesa Water® Water Facilities (Standards).** Standards are prepared and provided to contractors as a means of communicating Mesa Water’s requirements for the construction of water facilities within its service area. Revisions to the Standards shall be reviewed and approved by motion of the Board.

h) **Rules and Regulations for Water Service.** In accordance with Water Code Section 31024, the Board establishes rules and regulations for the sale, distribution, and use of water. The Rules and Regulations are periodically reviewed and if necessary revised. The Board, through the adoption of a resolution, shall approve revisions to the Rules and Regulations.
i) **Employee Rules and Regulations.** The Board establishes rules and regulations for Mesa Water® staff. The Board, through the adoption of a resolution, shall approve additions, deletions, amendments, and other changes to the Employee Rules and Regulations.

j) **Water System Master Plan.** The Water System Master Plan is a report that provides guidance for the orderly expansion and improvement of infrastructure, specifically production, treatment, transmission, distribution, and storage systems. Updates to the Water System Master Plan shall be reviewed periodically and approved by motion of the Board.

k) **Communications Strategic Plan.** The Communications Strategic Plan (Plan) address strategies to ensure a consistent, unified, and open approach to both internal and external communications. Revisions to the Plan shall be reviewed and approved by motion of the Board.

**********
IX. DIRECTORS’ COMPENSATION AND BENEFITS:

a) Compensation. Pursuant to Water Code Section 30507 Directors shall receive compensation for each day’s service rendered as a member of the Board, by request of the Board.

The Board periodically reviews the amount of compensation to Directors and adjusts it pursuant to Water Code Sections 20201 and 20202 et seq. Increases in compensation received by members of the Board require the adoption of an ordinance, preceded by a public hearing. Directors may receive compensation for no more than one meeting per each day of service, and the maximum number of days in any calendar month is ten.

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In accordance with various plan documents, Directors are not eligible to participate in the following benefit programs:

1. Deferred compensation program
2. Long-term disability program
3. Flex credit program

c) Service Awards Program. A service award program has been created to recognize each Director for their commitment and service to the Mesa Water® community.

When first elected or appointed to the Board of Directors, a Director shall receive a lapel pin engraved with Mesa Water’s logo. Subsequent terms of office shall be recognized with the addition of alternating synthetic blue stones.

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X. STANDARDS OF CONDUCT:

a) **Purpose.** This section is intended to complement Mesa Water’s Conflict of Interest Code and state conflicts of interest laws and to establish the general standards of conduct necessary for the proper and efficient operation of the District.

b) **Applicability.** The standards of conduct defined herein shall apply to all Directors.

c) **Misuse of Official Position.** No Director shall use or attempt to use his or her official position with Mesa Water® to secure unwarranted privileges or advantages for himself, herself, or others.

d) **Disqualification.** A Director, who has or may have, a conflict of interest in a matter which requires action, shall, before the matter is decided, disclose the conflict of interest or the potential conflict of interest, and shall refrain from discussing, debating, acting, or voting upon or otherwise participating in or influencing the decision-making process pertaining to the matter in which the Director has or may have a conflict of interest.

e) **Confidential Information.** No Director shall willfully disclose to any person, whether or not for personal advantage or profit, any information not generally available to a member of the public, which he or she receives or acquires in the course of and by reason of his or her official duties. No Director shall disclose confidential information that has been acquired by being present in a closed session held pursuant to the Brown Act, to a person not entitled to receive it, unless the Board authorizes disclosure of that confidential information.

f) **Use of Mesa Water Property and Resources.** Except as specifically authorized, no Director shall use or remove or permit the use or removal of property belonging to Mesa Water®, including vehicles, equipment, telephones, office supplies, and materials for personal convenience or profit. No Director shall request or require any Mesa Water staff to perform services for personal convenience or profit. Each Director must protect and properly use any Mesa Water® asset within his or her control, including information recorded on paper or in electronic form. Directors shall safeguard Mesa Water® property, equipment, monies, and assets against unauthorized use or removal, as well as from loss due to criminal act or breach of trust.

g) **Acceptance of Gifts.** No Director shall accept from any person, whether directly or indirectly, any gift, favor, service, employment or offer of employment or any other thing of value which he or she knows or has reason to believe is offered with the intent to influence the performance of public duties and responsibilities.

h) **Other Employment.** No Director shall accept employment or act as an independent contractor for any private or public interest when that employment or contract work is incompatible or in conflict with the discharge of his or her official duties, or when
that employment or contract work may tend to impair his or her objectivity or independence of judgment in the performance of such duties.

i) Expenses. Directors shall not request compensation or receive expense monies from Mesa Water® to attend a seminar, convention, conference, or meeting and then fail to attend said event. If a Director receives an advance of funds for such attendance, and is unable to attend as planned, the Director shall reimburse Mesa Water® for the funds advanced.

**********
ATTACHMENT 1

RESOLUTION NO. XXXX

RESOLUTION OF THE
MESA WATER DISTRICT BOARD OF DIRECTORS
ADOPTING PROTOCOLS OF THE BOARD OF DIRECTORS
SUPERCEDING RESOLUTION 1428

References

Resolution, Requiring Consolidation of Elections of Governing Members with the Statewide General Election

Resolution, Discontinuing Director Participation in Mesa Water’s Retirement Plan

Resolution, Delegation of Authority

Resolution, Rules and Regulations for Water Service

Resolution, Regarding Medical, Dental, and Vision Insurance for Members of the Board of Directors

Resolution, Employee Rules and Regulations

Resolution, Revising the Records Retention Policy

Resolution, Revising Financial Policies and Guidelines for Establishing Rates

Resolution, Delegating Authority Relative to Investment or Reinvestment of Funds, and Providing for a Revised Statement of Investment Policy

Resolution, Miscellaneous Fees and Charges

Resolution, Amending its Conflict of Interest Code

Resolution, Urban Water Management Plan

Ordinance, Director Compensation and Expense Reimbursement
ACTION ITEMS:

20. CLOSED SESSION:

CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION:
Potential Initiation of Litigation Pursuant to Government Code Section 54956.9(c),
(1 or more potential cases).
REPORTS AND INFORMATION ITEMS:

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

FY16 Potable Production (Acre Feet)

<table>
<thead>
<tr>
<th>Water Supply Source</th>
<th>FY2016 YTD Actual (AF)</th>
<th>FY2016 YTD Budget (AF)</th>
<th>FY2016 Annual Budget (AF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Water</td>
<td>10,962</td>
<td>11,982</td>
<td>11,982</td>
</tr>
<tr>
<td>Amber Water (MWRF)</td>
<td>3,892</td>
<td>3,378</td>
<td>3,378</td>
</tr>
<tr>
<td>Import</td>
<td>202</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>CPTP</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Production</strong></td>
<td><strong>15,057</strong></td>
<td><strong>16,360</strong></td>
<td><strong>16,360</strong></td>
</tr>
</tbody>
</table>

YTD actual water production (AF) through June 30, 2016

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

![Water Production by Source Chart]

Legend:
- Clear Water
- Amber
- CPTP
- Imported
Goal #1: Provide a safe, abundant, and reliable water supply

FY16 System Water Quality – This data reflects samples taken in May

<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>1.67</td>
<td>0.47 – 2.74</td>
<td>4 RAA</td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
<td>Current RAA = 1.94</td>
<td></td>
</tr>
<tr>
<td>Coliform Positive % Compliance</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>74.0</td>
<td>69 – 80</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>1.37</td>
<td>0.28 – 2.28</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>1.32</td>
<td>0.04 – 2.26</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.31</td>
<td>0.01 – 0.56</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>73.4</td>
<td>69 – 78</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>2.54</td>
<td>2.13 – 2.91</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.45</td>
<td>2.11 – 2.77</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.57</td>
<td>0.51 – 0.67</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>71.77</td>
<td>68 – 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>2.51</td>
<td>2.12 – 2.79</td>
<td>None</td>
</tr>
<tr>
<td>Monochloramine (mg/L)</td>
<td>2.43</td>
<td>2.11 – 2.77</td>
<td>None</td>
</tr>
<tr>
<td>Ammonia (mg/L)</td>
<td>0.66</td>
<td>0.59 – 0.80</td>
<td>None</td>
</tr>
<tr>
<td>Temperature (° F)</td>
<td>76.3</td>
<td>75 – 78</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>3.4</td>
<td>1 – 8</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>11</td>
</tr>
<tr>
<td>Total Investigations (from calls)</td>
<td>6</td>
</tr>
</tbody>
</table>
Goal #2: Practice perpetual infrastructure renewal and improvement

Revenues of Potable Water
(in thousands)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year-to-Date</th>
<th>Actual</th>
<th>Budget</th>
<th>Difference</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total YTD $</td>
<td>21,357</td>
<td>23,214</td>
<td>(1,857)</td>
<td>(8.00%)</td>
</tr>
</tbody>
</table>
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

Web Site Information

<table>
<thead>
<tr>
<th>Web Site Information</th>
<th>May 2016</th>
<th>June 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits to the web site</td>
<td>6,677</td>
<td>7,187</td>
</tr>
<tr>
<td>Unique visitors</td>
<td>3,615</td>
<td>3,943</td>
</tr>
<tr>
<td>(First time to the site)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average per day</td>
<td>215</td>
<td>239</td>
</tr>
<tr>
<td>Average visit length</td>
<td>2 minutes, 24 seconds</td>
<td>2 minutes, 07 seconds</td>
</tr>
<tr>
<td>Page visited most</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact</td>
<td>Water Conservation</td>
<td>Ordinance</td>
</tr>
<tr>
<td>Second most visited page</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Conservation</td>
<td></td>
<td>Contact</td>
</tr>
<tr>
<td>Ordinance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Third most visited page</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Options</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fourth most visited page</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rebates</td>
<td></td>
<td>Rates &amp; Fees</td>
</tr>
<tr>
<td>Fifth most visited page</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second most downloaded file</td>
<td>NEW Shaded Division Map</td>
<td>NEW Shaded Division Map</td>
</tr>
<tr>
<td>Most active day of the week</td>
<td>Tuesday</td>
<td>Monday</td>
</tr>
<tr>
<td>Least active day of the week</td>
<td>Sunday</td>
<td>Saturday</td>
</tr>
</tbody>
</table>

Total visits since June 1, 2002 1,116,460

Water Vending Machine Information

<table>
<thead>
<tr>
<th>Vending Machine Location</th>
<th>Vend Measurement</th>
<th>June 2016 Vends</th>
<th>Totals Vends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Water Office</td>
<td>1 gal</td>
<td>2,269</td>
<td>214,525</td>
</tr>
</tbody>
</table>
## Goal #5: Attract and retain skilled employees

<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>FY 2016</th>
<th>COMMENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OFFICE OF THE GENERAL MANAGER:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Processes</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td><strong>ADMINISTRATIVE SERVICES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Services</td>
<td>4.75</td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>6.75</td>
<td></td>
</tr>
<tr>
<td><strong>CUSTOMER SERVICES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conservation</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>8.00</td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td><em>Information Technology Coordinator - vacant/using temporary assistance</em></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>11.00</td>
<td></td>
</tr>
<tr>
<td><strong>ENGINEERING:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering</td>
<td>5.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>5.00</td>
<td></td>
</tr>
<tr>
<td><strong>FINANCIAL SERVICES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting/ Cash Management/ Purchasing/ Risk Management</td>
<td>4.00</td>
<td><em>Controller - vacant using temporary assistance</em></td>
</tr>
<tr>
<td>Accounting</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>7.00</td>
<td></td>
</tr>
<tr>
<td><strong>PUBLIC AND GOVERNMENT AFFAIRS:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outreach, Education &amp; Communications</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td><strong>WATER OPERATIONS:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervision/Support</td>
<td>5.00</td>
<td></td>
</tr>
<tr>
<td>Distribution</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>Water Quality</td>
<td>2.00</td>
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<td></td>
<td>5.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>Water Systems Operator - vacant/position under review</td>
<td>Water Maintenance Worker I/II - offer extended to candidate</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>21.00</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL BUDGETED POSITIONS:</strong></td>
<td>54.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>47.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7.00</td>
<td></td>
</tr>
<tr>
<td><strong>INTERNS:</strong> (0.5 FTE = 1 Intern)</td>
<td>1.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.50</td>
<td></td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>1.50</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>56.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>48.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7.50</td>
<td></td>
</tr>
</tbody>
</table>
Goal #6: Provide outstanding customer service

Customer Calls

<table>
<thead>
<tr>
<th>Call Type</th>
<th>FY16 YTD</th>
<th>June 2016</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Billing Question</td>
<td>3127</td>
<td>228</td>
<td>60</td>
</tr>
<tr>
<td>Service Requests</td>
<td>2911</td>
<td>192</td>
<td>56</td>
</tr>
<tr>
<td>High Bill</td>
<td>932</td>
<td>32</td>
<td>18</td>
</tr>
<tr>
<td>Payments</td>
<td>3,243</td>
<td>233</td>
<td>62</td>
</tr>
<tr>
<td>Late Fee</td>
<td>1,649</td>
<td>168</td>
<td>32</td>
</tr>
<tr>
<td>Account Maintenance</td>
<td>677</td>
<td>34</td>
<td>13</td>
</tr>
<tr>
<td>On-Line Bill Pay</td>
<td>1,500</td>
<td>106</td>
<td>29</td>
</tr>
<tr>
<td>Water Pressure</td>
<td>47</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>No Water</td>
<td>281</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Conservation</td>
<td>5064</td>
<td>174</td>
<td>97</td>
</tr>
<tr>
<td>Water Waste</td>
<td>703</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Other (District info. other utility info. etc.)</td>
<td>4548</td>
<td>296</td>
<td>87</td>
</tr>
<tr>
<td>Rate Increase</td>
<td>25</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Fluoridation</td>
<td>29</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL CUSTOMER CALLS</td>
<td>24736</td>
<td>1490</td>
<td>476</td>
</tr>
<tr>
<td>AVERAGE ANSWER TIME (Seconds)</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
</tbody>
</table>

Online Bill Pay Customers

<table>
<thead>
<tr>
<th>Current Customers Enrolled</th>
<th>FY 2016 YTD</th>
<th>June 2016</th>
<th>YTD Weekly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,512</td>
<td>1,758</td>
<td>110</td>
<td>34</td>
</tr>
</tbody>
</table>
REPORTS AND INFORMATION ITEMS:

22. 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.

### James F. Atkinson

<table>
<thead>
<tr>
<th>Reimbursement Date</th>
<th>Description, Date</th>
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</thead>
<tbody>
<tr>
<td>06/10/16</td>
<td>TSA Precheck Program Enrollment, 6/1</td>
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<tr>
<td>06/14/16</td>
<td>OCWD Board Meeting, 4/20</td>
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<tr>
<td>06/14/16</td>
<td>OCWD Board Meeting, 6/1</td>
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### Fred R. Bockmiller, Jr., P.E.

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<thead>
<tr>
<th>Reimbursement Date</th>
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<tbody>
<tr>
<td>06/14/16</td>
<td>Meeting w/General Manager, 4/29</td>
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<tr>
<td>06/14/16</td>
<td>Costa Mesa Fish Fry, 6/4</td>
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### Shawn Dewane

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<tbody>
<tr>
<td>06/20/16</td>
<td>WaterNow Alliance Inaugural Summit, 3/30-4/1</td>
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<tr>
<td>06/14/16</td>
<td>KOCi Interview, 5/1</td>
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<td>06/14/16</td>
<td>Mayor’s Celebrating the Art of Leadership, 5/12</td>
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<td>06/14/16</td>
<td>ACC-OC Meeting, 5/25</td>
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<td>06/14/16</td>
<td>ACWA President Tiegs Meeting, 5/26</td>
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<td>06/14/16</td>
<td>MWRF Tour, 6/9</td>
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### James Fisler

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<tbody>
<tr>
<td>06/10/16</td>
<td>OC Water Summit/Les Miller Awards, 5/20</td>
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<tr>
<td>06/14/16</td>
<td>WACO Meeting, 5/13</td>
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<td>06/14/16</td>
<td>WACO Meeting, 6/3</td>
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<td>06/14/16</td>
<td>ISDOC Executive Committee Meeting, 6/7</td>
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### Ethan Temianka

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</thead>
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There are no support materials for this item.