



*Dedicated to
Satisfying our Community's
Water Needs*

**AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Thursday, August 8, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting**

CALL TO ORDER

PLEDGE OF ALLEGIANCE

THE HERD FOUNDATION PRESENTATION

PUBLIC COMMENTS

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

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

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

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

CONSENT CALENDAR ITEMS:

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

1. Approve minutes of regular Board meeting of July 11, 2019.
2. Approve minutes of special Board meeting of July 16, 2019.
3. Approve minutes of special Board meeting of July 22, 2019.
4. Approve minutes of special Board meeting of July 22, 2019.
5. Approve attendance considerations (additions, changes, deletions).
6. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
7. Authorize President Dewane to be the voting delegate for the Association of California Water Agencies Region 10 Board Election for the 2020 – 2021 term and direct staff to cast Mesa Water District's vote in favor of the slate of nominees as recommended by the Region 10 Nominating Committee.
8. Approve the appointment nominations for Mesa Water District representatives to serve on committees of the Association of California Water Agencies.
9. Receive the Quarterly Training Report for April 1, 2019 to June 30, 2019.



ACTION ITEMS:

None

PRESENTATION AND DISCUSSION ITEMS:

10. ELECTRONIC BILL PRESENTATION AND PAYMENT:

Recommendation: Receive the presentation.

11. NEW CUSTOMER WELCOME/LONG-TERM RESIDENT PROGRAM:

Recommendation: Receive the presentation.

REPORTS:

12. REPORT OF THE GENERAL MANAGER:

- June Key Indicators Report
- Other (no enclosure)

13. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

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

15. OTHER (NO ENCLOSURE)

CLOSED SESSION:

16. CONFERENCE WITH LABOR NEGOTIATOR PURSUANT TO GOVERNMENT CODE 54957.6:

District Negotiator: General Manager

Employee Organization: District Employees

RETURN TO OPEN SESSION.

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

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

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



ADJOURN TO A REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, SEPTEMBER 12, 2019 AT 6:00 P.M.



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, July 11, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
6:00 p.m. Regular Board Meeting**

CALL TO ORDER

The meeting of the Board of Directors was called to order on July 11, 2019, at 6:00 p.m. by President Dewane in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Vice President DePasquale led the Pledge of Allegiance.

Directors Present

Shawn Dewane, President
Marice H. DePasquale, Vice President
Fred R. Bockmiller, P.E., Director
Jim Atkinson, Director *(arrived at 6:27 p.m.)*

Directors Absent

James R. Fisler, Director

Staff Present

Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Wendy Duncan, Records Management Specialist/
Assistant District Secretary
Marwan Khalifa, CPA, MBA, Chief Financial Officer/
District Treasurer
Stacie Sheek, Customer Services Manager
Tracy Manning, Water Operations Manager
Kaying Lee, Water Quality and Compliance Supervisor
Rob Anslow, Partner, Atkinson, Andelson, Loya, Ruud &
Romo

Others Present

Greg Mills, Vice President, Serrano Water District

PUBLIC COMMENTS

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

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

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

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

CONSENT CALENDAR ITEMS:

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

Director Bockmiller pulled Item 15 for discussion. There were no objections.

1. Approve minutes of adjourned regular Board meeting of May 2, 2019.
2. Approve minutes of special Board meeting of May 21, 2019.
3. Approve minutes of special Board meeting of May 23, 2019.
4. Approve minutes of special Board meeting of May 23, 2019.
5. Approve minutes of adjourned regular Board meeting of May 28, 2019.
6. Approve minutes of special Board meeting of June 18, 2019.
7. Approve minutes of special Board meeting of June 24, 2019.
8. Approve minutes of special Board meeting of June 24, 2019.
9. Board Schedule:
 - Conferences, Seminars, and Meetings
 - Board Calendar
 - Upcoming Community Outreach Events
10. Amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.
11. Declare the 2001 Ford F-450 (VIN –1FDXF46S51EB67855) as surplus and authorize the General Manager to dispose of the item for no consideration within the established rules and regulations set forth by Resolution No. 1513 Disposal of Surplus Property.
12. Approve the Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.
13. Amend the General Legal Services contract with Atkinson, Andelson, Loya, Ruud & Romo to revise the fee schedule, effective July 1, 2019.
14. Approve a change order with Snyder Langston Construction Company for \$287,888 and a 10% project contingency for a not to exceed contract amount of \$3,791,982 for Administration Building Improvements & HVAC Replacement Project and authorize execution of the change order; approve a contract amendment with Jett Construction Management Services, LLC for \$21,057 and a 10% contract contingency for a not to exceed contract amount of \$248,038 to perform construction management services for the Administration Building Improvements & HVAC Replacement Project and authorize execution of the contract amendment; approve a contract amendment with IBI Group for \$12,525 and a 10% contract contingency for a not-to-exceed contract amount of \$101,120 to perform design services for the Boardroom refurbishment and authorize execution of the contract amendment; and award a contract with Sound Image Company for \$9,945 for design of the Boardroom sound system and authorize execution of the contract.
15. Authorize President Shawn Dewane to vote his conscience in the California Special Districts Association 2019 Board of Directors Election, Seat B and direct staff to cast Mesa Water District's electronic ballot.
16. Approve a proclamation honoring Bob Hill for his 45 years of devoted service and commitment to El Toro Water District.

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

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Items 1 – 14 and 16 of the Consent Calendar. Motion passed 3-0-2 with Director Atkinson and Director Fisler absent.

Item 15 – Authorize President Shawn Dewane to vote his conscience in the California Special Districts Association (CSDA) 2019 Board of Directors Election, Seat B and direct staff to cast Mesa Water District's electronic ballot.

GM Shoenberger introduced Serrano Water District Vice President Greg Mills.

Mr. Mills reviewed his qualifications for CSDA's Seat B and asked for Mesa Water's support of his candidacy.

Mr. Mills responded to questions from the Board and they thanked him for attending the meeting.

MOTION

Motion by Director Bockmiller, second by Vice President DePasquale, to approve Item 15 of the Consent Calendar. Motion passed 3-0-2 with Director Atkinson and Director Fisler absent.

ACTION ITEMS:

17. PUBLIC HEARING – 2019 PUBLIC HEALTH GOALS REPORT:

President Dewane announced that the Public Hearing was now opened for the purpose of receiving comments regarding Mesa Water's 2019 Public Health Goals Report.

District Secretary Garcia reported that public notices were posted at Mesa Water District's office kiosk and website, at Costa Mesa City Hall, and at the Adams Street Post Office in Costa Mesa. Additionally, legal notices were published in the *Daily Pilot* on June 27, 2019 and July 4, 2019.

President Dewane introduced Water Operations Manager Manning. Ms. Manning proceeded to introduce Water Quality and Compliance Supervisor Lee who provided a brief overview of the topic and presentation that highlighted the following:

- Report Requirements
- Public Health Goals
- Detections
- Risk Category and Data
- Treatment Costs and Estimates
- Conclusions

Ms. Lee responded to questions from the Board and they thanked her for the presentation.

President Dewane opened the floor to the Board.

Comments were offered.

President Dewane opened the floor for public comments.

Ms. Garcia reported that the District received no written or verbal comments regarding the 2019 Public Health Goals Report.

There were no comments from the public.

President Dewane declared the public comments segment closed.

President Dewane opened the floor for discussion by the Board.

Discussion ensued amongst the Board.

President Dewane declared the Public Hearing was closed.

MOTION

Motion by Director Atkinson, second by Vice President DePasquale, to receive and file Mesa Water District's 2019 Public Health Goals Report. Motion passed 4-0-1 with Director Fisler absent.

PRESENTATION AND DISCUSSION ITEMS:

18. BOARD WORKSHOP PLANNING:

President Dewane introduced GM Shoenberger who proceeded to review the proposed agenda topics for the November 8, 2019 Board of Directors' workshop.

GM Shoenberger responded to questions from the Board and they thanked him for the information.

REPORTS:

19. REPORT OF THE GENERAL MANAGER:

- June Key Indicators Report
- Other (no enclosure)

20. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

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

22. OTHER (NO ENCLOSURE)

RECESS:

President Dewane declared a recess at 7:21 p.m.

The Board meeting reconvened at 7:25 p.m.

CLOSED SESSION:

President Dewane announced that the Board was going into Closed Session at 7:26 p.m.

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

The Board returned to Open Session at 7:50 p.m.

Attorney Anslow reported that the Board conducted one Closed Session with the General Manager, Assistant General Manager, District Secretary, Chief Financial Officer and Legal Counsel pursuant to Government Code Section 54956.8. The Board received information and gave direction to staff. There was no further information.

INFORMATION ITEMS:

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

President Dewane adjourned the meeting at 7:55 p.m. to a Regular Board Meeting scheduled for Thursday, August 8, 2019 at 6:00 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary

Sharon D. Brimer, Recording Secretary



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Tuesday, July 16, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

ENGINEERING AND OPERATIONS COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on June 16, 2019 at 3:35 p.m. by Chairman Bockmiller in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Chairman Bockmiller led the Pledge of Allegiance.

Directors Present

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

Directors Absent

None

Staff Present

Paul E. Shoenberger, P.E., General Manager
Phil Lauri, P.E., Assistant General Manager
Denise Garcia, Administrative Services Manager/
District Secretary
Tracy Manning, Water Operations Manager
Celeste Carrillo, Public Affairs Coordinator

Others Present

None

PUBLIC COMMENTS

There was no public present.

CONSENT CALENDAR ITEMS:

Director Bockmiller pulled Item 3 for discussion. There were no objections.

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

MOTION

Motion by President Dewane, second by Vice President DePasquale, to approve Items 1, 2, 4, and 5 of the Consent Calendar. Motion passed 5-0.

Item 3 – Water Quality Call Report

Staff responded to questions from the Board regarding the Water Quality Call Report.

MOTION

Motion by President Dewane, second by Vice President DePasquale, to approve Item 3 of the Consent Calendar. Motion passed 5-0.

ACTION ITEMS:

None.

PRESENTATION AND DISCUSSION ITEMS:

6. Water Quality Update on PFAS

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

REPORTS:

7. Report of the General Manager

8. Directors' Reports and Comments

INFORMATION ITEMS:

9. Geographic Information System Support Services

10. Zero Usage Accounts

The Board meeting was adjourned at 4:10 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, July 22, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

LEGISLATIVE & PUBLIC AFFAIRS COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on July 22, 2019 at 3:31 p.m. by Chairwoman DePasquale in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

PLEDGE OF ALLEGIANCE

Director Fisler led the Pledge of Allegiance.

Directors Present

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

Directors Absent

Shawn Dewane, President

Staff Present

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

Others Present

None

PUBLIC COMMENTS

There was no public present.

CONSENT CALENDAR ITEMS:

Director Fisler pulled Items 1 and 2 for discussion. There were no objections.

1. State Advocacy Update
2. Outreach Update

Item 1 – State Advocacy Update

External Affairs Manager Taylor provided an update on State Advocacy.

Ms. Taylor responded to questions from the Board and they thanked her for the update.

Item 2 – Outreach Update and Item 4 – Mesa Water Neighborhood Chats

Public Affairs Coordinator Carrillo provided a brief overview of the upcoming Outreach events and Mesa Water Neighborhood Chats.

Ms. Carrillo responded to questions from the Board and they thanked her for the information.

MOTION

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

ACTION ITEMS:

None.

PRESENTATION AND DISCUSSION ITEMS:

3. Orange County Update

General Manager Shoenberger introduced External Affairs Manager Taylor who proceeded with the Orange County Update.

Ms. Taylor responded to questions from the Board and they thanked her for the update.

4. Mesa Water Neighborhood Chats

This item was taken earlier in the agenda.

REPORTS:

5. Report of the General Manager

6. Directors' Reports and Comments

INFORMATION ITEMS:

7. Mesa Water District Customer Survey

The Board meeting was adjourned at 3:49 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary

Unapproved



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**MINUTES OF THE BOARD OF DIRECTORS
MESA WATER DISTRICT
Thursday, July 22, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

FINANCE COMMITTEE MEETING

CALL TO ORDER

The meeting of the Board of Directors was called to order on July 22, 2019 at 3:51 p.m. by Chairman Fisler in the Upstairs Conference Room, located at 1965 Placentia Avenue, Costa Mesa, California.

Directors Present

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

Directors Absent

Shawn Dewane, President

Staff Present

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

Others Present

None

PUBLIC COMMENTS

There was no public present.

CONSENT CALENDAR ITEMS:

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

MOTION

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

ACTION ITEMS:

5. Staff Memorandums

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

Motion by Director Bockmilller, second by Director Atkinson, to take no action and defer Staff Memorandums for one year. Motion failed 2-2-1, with President Dewane absent.

MOTION

Motion by Vice President DePasquale, second by Director Fisler, to direct staff to agendaize Staff Memorandums at a future Board meeting. Motion passed 4-0-1, with President Dewane absent.

PRESENTATION AND DISCUSSION ITEMS:

None.

REPORTS:

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

INFORMATION ITEMS:

- 8. Information Technology Audit Services

The Board meeting was adjourned at 4:12 p.m.

Approved:

Shawn Dewane, President

Denise Garcia, District Secretary



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: August 8, 2019
SUBJECT: Attendance at Conferences, Seminars, Meetings, and Events

RECOMMENDATION

In accordance with Ordinance No. 29, adopted February 14, 2019, authorize attendance at conferences, seminars, meetings, and events.

STRATEGIC PLAN

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

PRIOR BOARD ACTION

At its July 11, 2019 meeting, the Board of Directors (Board) approved Fiscal Year 2020 attendance at Conferences, Seminars, Meetings, and Events.

DISCUSSION

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

FINANCIAL IMPACT

None.

ATTACHMENTS

None.

2019 CONFERENCES, SEMINARS, AND MEETINGS:

August 14 - 16, 2019	
Urban Water Institute Annual Conference	<i>Atkinson</i>
San Diego, CA	
August 22 - 23, 2019	
Fourth Annual Water Data Summit	
Davis, CA	
September 10 - 13, 2019	
CAJPA Conference	<i>Bockmiller (tentative)</i>
South Lake Tahoe, CA	
September 25 - 28, 2019	
CSDA Annual Conference	
Anaheim, CA	
October 17, 2019	
ACWA Regulatory Summit 2019	
Sacramento, CA	
October 21 - 24, 2019	
AWWA CA-NV Annual Fall Conference	
San Diego, CA	
December 2 - 6, 2019	
ACWA/JPIA Fall Conference	<i>Bockmiller</i>
San Diego, CA	
December 11 - 13, 2019	
Colorado River Water Users Association Conference	
Las Vegas, NV	

August 2019

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Jul 28	29	30	31	Aug 1	2	3
					<ul style="list-style-type: none"> Pay Period Ends 7:30am WACO Meeting (MWDOC/OCWD Boardroom) 	<ul style="list-style-type: none"> 8:30am Community Chat Division 3 - MD (Shiffer Park, 3143 Bear Street Costa Mesa, CA 92626)
4	5	6	7	8	9	10
	<ul style="list-style-type: none"> 8:30am MWDOC Planning & Operations Committee (Conference Room 101) 	<ul style="list-style-type: none"> 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Upstairs Conference Room) 5:45pm Costa Mesa City Council Meeting 	<ul style="list-style-type: none"> Payday 8:30am JI MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 12:30pm ACWA Groundwater Committee Meeting (JA) (ACWA Boardroom, Sacramento) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat - Division 3 - MD (Mesa Water Reliability Facility) 	<ul style="list-style-type: none"> 12:30pm ACWA Water Quality Committee Meeting (JA) (ACWA Boardroom, Sacramento) 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Upstairs Conference Room) 	<ul style="list-style-type: none"> 10:00am ACWA Energy Committee Meeting - FB, webinar (ACWA Boardroom, Sacramento) 6:00pm OC Fair Business Development Event (FB, MD, JA) (88 Fair Drive, Costa Mesa) 	<ul style="list-style-type: none"> 8:30am Community Chat Division 5 - SD (Pinkley Park; 360 East Ogle Street Costa Mesa, CA 92627)
11	12	13	14	15	16	17
	<ul style="list-style-type: none"> 8:30am R/S from 8/19 MWDOC Public Affairs & Legislation Committee (Conference Room 101) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine) 6:00pm Community Chat Division 4 - JA (Costa Mesa High School Cafeteria; 2650 Fairview Rd, Costa Mesa, CA 92626) 	<ul style="list-style-type: none"> 7:30am OCBC Infrastructure Committee Meeting (2 Park Plaza, Suite 125 Irvine, 92614) 	<ul style="list-style-type: none"> Urban Water Institute's 26th Annual Conference (San Diego, CA) 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Planning Commission Hearing Room; 333 W. Santa Ana Blvd. 10 Civic Center Plaza) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event 	<ul style="list-style-type: none"> 8:30am R/S to 8/22 MWDOC Executive Committee Meeting (Conference Room 102) 11:30am OC WaterReuse 10th Year Anniversary (Anaheim Downtown Community Center; 250 East Center Street Anaheim, CA 92805) 	<ul style="list-style-type: none"> Pay Period Ends 	<ul style="list-style-type: none"> 8:30am Community Chat Division 4 - JA (Sonora Elementary School; 966 Sonora Rd, Costa Mesa, CA 92626)
18	19	20	21	22	23	24
	<ul style="list-style-type: none"> 8:30am R/S to 8/12 MWDOC Public Affairs & Legislation Committee (Conference Room 101) 	<ul style="list-style-type: none"> 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Upstairs Conference Room) 5:45pm CANCELED Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626) 	<ul style="list-style-type: none"> Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 6:00pm Community Chat Division 1 - FB (Mesa Water District Boardroom) 	<ul style="list-style-type: none"> 8:30am R/S from 8/15 MWDOC Executive Committee Meeting (Conference Room 102) 		<ul style="list-style-type: none"> 8:30am Community Chat Division 1 - FB (Costa Mesa Historical Society; 1870 Anaheim Avenue Costa Mesa, CA 92627)
25	26	27	28	29	30	31
	<ul style="list-style-type: none"> 3:30pm Finance/LPAC Meeting (Upstairs Conference Room) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine) 		<ul style="list-style-type: none"> 6:00pm Community Chat Division 2 - JF (Mesa Verde United Methodist Church Fellowship Hall; 1701 Baker Street Costa Mesa, CA 92626) 		<ul style="list-style-type: none"> Pay Period Ends 	

September 2019

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Sep 1	2 District Holiday 8:30am MWDOC Planning & Operations Committee (Conference Room 101)	3 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	4 Payday 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom) 5:30pm Santa Margarita Water District Board Meeting Acknowledging Charley Wilson's Retirement (SMWD, 26111 Antonio Parkway)	5	6 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	7 8:30am Community Chat Division 2 - JF (Estancia Park, 1900 Adams Avenue Costa Mesa, CA 92626)
8	9 8:30am ACWA/JPIA Liability Program Meeting (FB) (Executive Conference Room) 10:15am ACWA/JPIA Finance & Audit Committee Meeting (FB) (Executive) 1:00pm ACWA/JPIA Executive Committee Meeting (FB) (Executive) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	10 7:30am OCBC Infrastructure Committee Meeting (OCBC Conference Room at 2 Park Plaza, Suite 125 Irvine, 92614)	11 CAIPA Conference (South Lake Tahoe) 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	12 4:00pm CM Chamber Board Meeting (180) 6:00pm Mesa Water Board Meeting (Boardroom)	13 Pay Period Ends	14
15	16 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	17 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	18 Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	19 8:30am MWDOC Executive Committee Meeting (Conference Room 102)	20	21
22	23 3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	24	25	26	27 CSDA Annual Conference (Anaheim, CA) Pay Period Ends	28
29	30	Oct 1	2	3	4	5

October 2019

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Sep 29	30	Oct 1 7:30am ISDOC Executive Committee Meeting (Conference Room 101) 12:00pm Executive Committee Meeting (Panian Conference Room) 5:45pm Costa Mesa City Council Meeting	2 Payday 8:30am Jt. MWDOC/MWD Workshop (MWDOC/OCWD Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	3	4 7:30am WACO Meeting (MWDOC/OCWD Boardroom)	5
6	7 8:30am MWDOC Planning & Operations Committee (Conference Room 101)	8 7:30am OCBC Infrastructure Committee Meeting (OCBC Conference Room at 2 Park Plaza, Suite 125 Irvine, 92614)	9 8:00am OCWD Water Issues Committee (OCWD Boardroom) 8:15am LAFCO Meeting (Hall of Administration 10 Civic Center Plaza Santa Ana, CA 92701) 8:30am MWDOC Admin & Finance Committee (Conference Room 101) 11:30am CM Chamber Event	10 4:00pm CM Chamber Board Meeting (TBD) 6:00pm Mesa Water Board Meeting (Boardroom)	11 Pay Period Ends	12
13	14 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	15 7:30am WACO Planning Committee (MWDOC Conference Room 101) 3:30pm Engineering and Operations Committee Meeting (Boardroom) 5:45pm Costa Mesa City Council Meeting (77 Fair Drive, Costa Mesa, California 92626)	16 Payday 8:30am MWDOC Board Meeting (MWDOC Boardroom) 5:30pm OCWD Board Meeting (OCWD Boardroom)	17 2019 ACWA Regulatory Summit (2200 Harvard Street, Sacramento) 8:30am MWDOC Executive Committee Meeting (Conference Room 102) 11:30am OC WaterReuse Meeting (HDR)	18 8:00am City Districts Liaison Committee Meeting (City of Costa Mesa City Hall, 77 Fair Drive, Costa Mesa)	19
20	21 8:30am MWDOC Public Affairs & Legislation Committee (Conference Room 101)	22	23 8:30am MWDOC/OCWD Jt. Planning (MWDOC/OCWD Boardroom)	24	25 Pay Period Ends	26
27	28 3:30pm Finance/LPAC Meeting (Boardroom) 5:00pm IRWD Board Meeting (15600 Sand Canyon Avenue, Irvine)	29	30 Payday	31	Nov 1	2



MesaWater
DISTRICT®

UPCOMING COMMUNITY OUTREACH EVENTS

<u>Mesa Water District Neighborhood Chat, Division 5</u>	Saturday, August 10, 2019 8:30 a.m. to 10:00 a.m.	<u>Pinkley Park</u> 360 East Ogle Street Costa Mesa, CA 92626
<u>Mesa Water District Neighborhood Chat, Division 4</u>	Monday, August 12, 2019 6:00 p.m. to 7:30 p.m.	<u>Costa Mesa High School - Cafeteria</u> 2650 Fairview Road Costa Mesa, CA 92626
<u>Mesa Water District Neighborhood Chat, Division 4</u>	Saturday, August 17, 2019 8:30 a.m. to 10:00 a.m.	<u>Sonora Elementary School</u> 966 Sonora Road Costa Mesa, CA 92626
<u>Mesa Water District Neighborhood Chat, Division 1</u>	Wednesday, August 21, 2019 6:00 p.m. to 7:30 p.m.	<u>Mesa Water District</u> 1965 Placentia Avenue Costa Mesa, CA 92627
<u>Mesa Water District Neighborhood Chat, Division 1</u>	Saturday, August 24, 2019 8:30 a.m. to 10:00 a.m.	<u>Costa Mesa Historical Society</u> 1870 Anaheim Avenue Costa Mesa, CA 92627
<u>Mesa Water District Neighborhood Chat, Division 2</u>	Wednesday, August 28, 2019 6:00 p.m. to 7:30 p.m.	<u>Mesa Verde Methodist Church Fellowship Hall</u> 1701 Baker Street Costa Mesa, CA 92626
<u>Mesa Water District Neighborhood Chat, Division 2</u>	Saturday, September 7, 2019 8:30 a.m. to 10:00 a.m.	<u>Estancia Park</u> 1900 Adams Avenue Costa Mesa, CA 92626



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: August 8, 2019
SUBJECT: Association of California Water Agencies Region 10 Board Election

RECOMMENDATION

Authorize President Dewane to be the voting delegate for the Association of California Water Agencies Region 10 Board Election for the 2020-2021 term and direct staff to cast Mesa Water District's vote in favor of the slate of nominees as recommended by the Region 10 Nominating Committee.

The Executive Committee will review this item at its August 6, 2019 meeting.

STRATEGIC PLAN

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

PRIOR BOARD ACTION/DISCUSSION

At its June 24, 2019 meeting, the Legislative and Public Affairs Committee adopted Resolution No. 1524 – Placing in Nomination Jim Atkinson as a Board Member of the Association of California Water Agencies Region 10.

DISCUSSION

The Association of California Water Agencies (ACWA) is conducting its Region 10 election with an electronic ballot. The ballot provides the option of voting in concurrence with the Region 10 Nominating Committee's recommended slate or individually voting for the positions of Chair, Vice Chair, and up to five Board Members.

The Region 10 Chair and Vice Chair will serve on ACWA's Board of Directors and Finance Committee for the next two-year term of office. The Chair and Vice Chair will also make the Region 10 Committee appointment recommendations to the ACWA President for the 2020-2021 term.

Following is the Region 10 Nominating Committee's recommended slate:

- *Chair:*
 - San Diego County – DeAna Verbeke, Helix Water District
- *Vice Chair:*
 - Orange County – Cathy Green, Orange County Water District
- *Board Members:*
 - Orange County – Jim Atkinson, Mesa Water District



- San Diego County – Betty Evans, Vallecitos Water District
- Orange County – Charles T. Gibson, Santa Margarita Water District
- San Diego County – Shauna Lorance, City of San Diego Public Utilities
- Orange County – George Murdoch, East Orange County Water District

Staff has included the ballot for the Board's review. Only one ballot per agency will be accepted. The ballot must be submitted electronically to ACWA by September 30, 2019; election results will be announced on October 4, 2019. The newly elected Region 10 Board Members will begin their two-year term of service on January 1, 2020.

FINANCIAL IMPACT

There is no financial impact for this item; the annual membership dues to ACWA are \$25,000.

ATTACHMENTS

Attachment A: ACWA Region 10 Election Notice, Ballot, and Rules and Regulations



Sent via email August 1, 2019

TO: ACWA REGION 10 MEMBER AGENCY BOARD PRESIDENT AND GENERAL MANAGER

Ballot for Region 10 Board Election for the 2020-2021 Term

It is time to elect the 2020-2021 ACWA Region 10 Chair, Vice Chair and board members who will represent and serve the members of Region 10. Attached, you will find the official ballot which includes the Region 10 Nominating Committee's recommended slate as well as individual candidates running for the Region 10 Board.

Your agency is entitled to cast only one vote. Please review the attached ballot and have your agency's authorized representative cast its vote for the slate as recommended by the Region 10 Nominating Committee or cast its vote for an individual Region 10 chair, vice chair and three to five board members.

**2020-2021 ACWA Region 10 Ballot is located [HERE](#).
Region 10 Rules and Regulations are located [HERE](#).**

Submit the electronic ballot to ACWA by September 30, 2019.
*(Ballots received after September 30 will **not** be accepted.)*

REMEMBER, YOUR VOTE IS IMPORTANT. Region 10 Board members are elected to represent the issues, concerns and needs of your region. The Region 10 chair and vice chair will serve on ACWA's board of directors for the next two-year term beginning January 1, 2020. Additionally, the newly elected chair and vice chair will make the Region 10 committee appointment recommendations to the ACWA president for the 2020-2021 term. Also, either the chair or vice chair will hold a seat on the ACWA Finance Committee.

If you have questions, please contact your Regional Affairs Representative, Brian Sanders, at brians@acwa.com or call 916-441-4545.

Thank you for your careful consideration and participation in the Region 10 election process.

OFFICIAL

REGION 10 Board Ballot

2020-2021
TERM



Please return completed ballot by September 30, 2019

E-mail: regionelections@acwa.com
Mail: ACWA
910 K Street, Suite 100
Sacramento, CA 95814

General Voting Instructions:

- 1 You may either vote for the slate recommended by the Region 10 Nominating Committee or vote for individual region board members (please note rules & regulations for specific qualifications). Mark the appropriate box to indicate your decision.
- 2 Complete your agency information. The authorized representative is determined by your agency in accordance with your agency's policies and procedures.

Region 10 Rules & Regulations:

The chair and vice chair shall be from different counties. The 2020-2021 Term shall consist of a Chair and 2 Board Members from San Diego County and a Vice Chair and 3 Board Members from Orange County. At least one of the chair or vice chair positions must be an elected/appointed director from a member agency.

1

Nominating Committee's Recommended Slate

I concur with the Region 10 Nominating Committee's recommended slate below.

CHAIR: DeAna Verbeke, Board Member, Helix Water District (San Diego County)

VICE CHAIR: Cathy Green, Director, Orange County Water District (Orange County)

BOARD MEMBERS:

- **Jim Atkinson**, Director, Mesa Water District (Orange County)
- **Betty Evans**, Director/Vice President, Vallecitos Water District (San Diego County)
- **Charles T. Gibson**, Board Member, Santa Margarita Water District (Orange County)
- **Shauna Lorange**, Department Director, City of San Diego Public Utilities (San Diego County)
- **George Murdoch**, Director, East Orange County Water District (Orange County)

OR

Individual Board Candidate Nominations

(See Rules & Regulations before selecting)

I do not concur with the Region 10 Nominating Committee's recommended slate. I will vote for individual candidates below as indicated.

CANDIDATES FOR CHAIR: (CHOOSE ONE)

- Shauna Lorange**, Dept. Director, City of San Diego Public Utilities (San Diego County)
- DeAna Verbeke**, Board Member, Helix Water District (San Diego County)

CANDIDATES FOR VICE CHAIR: (CHOOSE ONE)

- Betty Evans**, Director/Vice President, Vallecitos Water District (San Diego County)
- Cathy Green**, Director, Orange County Water District (Orange County)
- Shauna Lorange**, Dept. Director, City of San Diego Public Utilities (San Diego County)

CANDIDATES FOR BOARD MEMBERS: (MAX OF 5 CHOICES)

- Jim Atkinson**, Director, Mesa Water District (Orange County)
- Betty Evans**, Director/Vice President, Vallecitos Water District (San Diego County)
- Charles T. Gibson**, Board Member, Santa Margarita Water District (Orange County)
- Cathy Green**, Director, Orange County Water District (Orange County)
- Hayden Hamilton**, Director, Rainbow Municipal Water District (San Diego County)
- Shauna Lorange**, Dept. Director, City of San Diego Public Utilities (San Diego County)
- Mark Monin**, Vice President, El Toro Water District (Orange County)
- George Murdoch**, Director, East Orange County Water District (Orange County)
- Peer Swan**, Board Director, Irvine Ranch Water District (Orange County)
- Richard L. Vasquez**, Vice President, Board of Directors, Division 2, Vista Irrigation District (San Diego County)
- DeAna Verbeke**, Board Member, Helix Water District (San Diego County)

2

AGENCY NAME

AUTHORIZED REPRESENTATIVE

DATE

Region 10 Rules and Regulations

Each region shall organize and adopt rules and regulations for the conduct of its meetings and affairs not inconsistent with the Articles of Incorporation or bylaws of the Association (ACWA Bylaw V, 6.).

Officers

The chair and vice chair shall be from different counties.

At least one of the chair or vice chair positions must be an elected/appointed director from a member agency.

The region board members shall alternate every two years with three from one county and two from the other. The county from which the chair comes from shall have two region board members and the county from which the vice chair comes from shall have three region board members.

The chair will provide the region secretary.

Meetings

The region will hold at least quarterly meetings, including the ACWA spring and fall conferences.

The region chair will determine when and if nonmembers are invited to regional activities or events.

Attendance

If a region chair or vice chair is no longer allowed to serve on the Board of Directors due to his / her attendance, the region board shall appoint from the existing region board a new region officer. (ACWA Policy & Guideline Q, 1.)

If a region chair or vice chair misses three consecutive region board / membership meetings, the same process shall be used to backfill the region officer position. (ACWA Policy & Guideline Q, 1.)

If a region board member has three consecutive unexcused absences from a region board meeting or general membership business meeting, the region board will convene to discuss options for removal of the inactive board member. If the vacancy causes the board to fail to meet the minimum requirement of five board members, the region must fill the vacancy according to its rules and regulations. (ACWA Policy & Guideline Q, 3.)

Elections

All nominations received for the region chair, vice chair and board positions must be accompanied by a resolution of support from each sponsoring member agency, signed by an authorized representative of the Board of Directors. Only one individual may be nominated from a given agency to run for election to a region board. Agencies with representatives serving on the nominating committees should strive not to submit nominations for the region board from their agency. (ACWA Policy & Guideline P, 2.)

Election ballots will be e-mailed to ACWA member agency general managers and presidents.

The nominating committee shall consist of four persons, two from each county.

The nominating committee shall pursue qualified members within the region to run for the region board and consider geographic diversity, agency size and focus in selecting a slate.

A member of the nominating committee cannot be nominated by the committee for an elected position.

See current region election timeline for specific dates.

Endorsements

ACWA, as a statewide organization, may endorse potential nominees and nominees for appointment to local, regional, and statewide commissions and boards. ACWA's regions may submit a recommendation for consideration and action to the ACWA Board of Directors to endorse a potential nominee or nominee for appointment to a local, regional or statewide commission or board. (ACWA Policy & Guideline P, 3.)

Committee Recommendations & Representation

All regions are given equal opportunity to recommend representatives of the region for appointment to a standing or regular committee of the Association. If a region fails to provide full representation on all ACWA committees, those committee slots will be left open for the remainder of the term or until such time as the region designates a representative to complete the remainder of the term. (ACWA Policy & Guideline P, 4. A.)

At the first region board / membership meeting of the term, regions shall designate a representative serving on each of the standing and regular committees to serve as the

official reporter to and from the committee on behalf of the region to facilitate input and communication. (ACWA Policy & Guideline P, 4. B.)

The chair and vice chair will recommend an official alternate for excused committee members.

Tours

ACWA may develop and conduct various tours for the regions. All tour attendees must sign a “release and waiver” to attend any and all region tours. Attendees agree to follow environmental guidelines and regulations in accordance with direction from ACWA staff; and will respect the rights and privacy of other attendees. (ACWA Policy & Guideline P, 6.)

Finances

See “Financial Guidelines for ACWA Region Events” document.

Amending the Region Rules & Regulations

ACWA policies and guidelines can be amended by approval of the ACWA Board of Directors.

The region 10 rules and regulations can be changed at any time with advanced written notice to member agencies.



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: August 8, 2019
SUBJECT: Association of California Water Agencies Committee
Appointment Nominations

RECOMMENDATION

Approve the appointment nominations for Mesa Water District representatives to serve on committees of the Association of California Water Agencies.

The Executive Committee will review this item at its August 6, 2019 meeting.

STRATEGIC PLAN

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

Goal #7: Actively participate in regional water issues.

BACKGROUND

The Association of California Water Agencies (ACWA) is the nation's largest statewide coalition of public water agencies. Its nearly 430 public agency members, collectively, are responsible for 90 percent of the water delivered to California cities, farms, and businesses.

ACWA's mission is to assist its members in promoting the development, management, and use of good quality water at the lowest practical cost and in an environmentally responsible manner.

With its diverse membership and long track record, ACWA occupies a unique niche in California water policy as it engages on an array of legislative and regulatory issues to promote a more reliable and sustainable water system. ACWA serves the water industry and the public by promoting local agencies as the most efficient means of providing water service; sharing reliable scientific and technical information; tracking and shaping state and federal water policy; advocating for sound legislation and regulation; and facilitating cooperation and consensus among all interest groups. Additionally, ACWA undertakes focused policy initiatives aimed at protecting water rights, promoting local groundwater basin management, and supporting regulatory decisions that facilitate member interests.

DISCUSSION

Mesa Water District (Mesa Water®) has been a member of ACWA since 1978. The ACWA Committees are an integral part of ACWA's activities and policy development. Structured to include representation from all ten ACWA regions (Mesa Water is in ACWA's Region 10), committees provide key technical and policy input to ACWA's Board of Directors and bring together expertise and perspectives from across the state.

Committee members are appointed for two-year terms that begin on January 1 of even-numbered years. ACWA members interested in serving on committees from 2020 to 2021 can submit a nomination form for appointment consideration by the deadline of September 30, 2019.



Below is an outline of recommended nominations for ACWA committee appointment consideration:

Name & Title	ACWA Committee	Rank
Jim Atkinson, Director	Water Quality	1
	Groundwater	2
Fred R. Bockmiller, P.E., Director	Energy	1
Shawn Dewane, President	Federal Affairs	1
	Finance	2
James R. Fidler, Director	Local Government	1
Paul E. Shoenberger, P.E., General Manager	Water Management	1
Phil Lauri, P.E., Assistant General Manager	Groundwater	1
Denise Garcia, Administrative Services Manager	Membership	1
	Local Government	2
Marwan Khalifa, Chief Financial Officer	Finance	1
Tracy Manning, Water Operations Manager	Water Quality	1
Stacy Taylor, External Affairs Manager	State Legislative	1
	Business Development	2
	Communications	3

The benefits of Mesa Water’s ongoing service on ACWA committees include:

- Receiving the most recent data about Southern California’s water supply conditions so that Mesa Water can continue informing its constituents about the importance of developing local, reliable, and cost-effective sources of safe water;
- Engaging in important water policy advocacy and initiatives -- including legislation and regulation -- regarding water resource development and management, water rights, water quality and testing to ensure clean and safe drinking water, water affordability (production, treatment and delivery costs), water reliability, storage and sustainability, and other water-related challenges, issues, and solutions that can impact Mesa Water and its service area;
- Remaining updated on innovative water use efficiency programs that allow Mesa Water to continue educating its constituents about the importance of water for sustaining Southern California, and to continue promoting water use efficiency to its ratepayers and community members to help them save water, money, and the environment;
- Being informed on energy efficiency opportunities that can save costs for Mesa Water and its ratepayers, and that can result in further reducing the District’s greenhouse gas emissions and carbon footprint;



- Staying current on best management practices in the areas of finance and governance for public water agencies, to ensure Mesa Water’s continued responsible and transparent stewardship of ratepayer funds in providing safe and reliable water to its service area;
- Empowering Mesa Water’s Board and staff with information to help them provide the best possible service to their customers and community members; and,
- Strengthening Mesa Water as an actively-engaged participant in water industry programs that can provide added value to the District’s service area.

FINANCIAL IMPACT

ACWA membership is currently \$25,000 per year. Funding for additional travel would come respectively from each of the following departments’ budgets – Board of Directors, Office of the General Manager, Engineering, Administrative Services, Finance, Water Operations, and External Affairs.

ATTACHMENTS

Attachment A: ACWA Committee Consideration Form

Attachment B: ACWA Committee Appointment Correspondence

PLEASE PRINT LEGIBLY

Agency Name (DO NOT use acronyms or abbreviations) Mesa Water District	Phone 949-631-1206
Agency Address 1965 Placentia Avenue	City, State & Zip Costa Mesa, CA 92627

BELOW PLEASE LIST ALL THOSE INTERESTED IN BEING ON ACWA COMMITTEES FOR YOUR AGENCY. FOR ADDITIONAL RECOMMENDATIONS PLEASE FILL OUT ANOTHER FORM.

**If an individual is not an agency employee or director, please indicate company affiliation.*

Name Jim Atkinson	Title/Company* Director	Email Address JimA@MesaWater.org
Committee 1st Choice Water Quality	Committee 2nd Choice Groundwater	Committee 3rd Choice
Name Fred R. Bockmiller, P.E.	Title/Company* Director	Email Address FredB@MesaWater.org
Committee 1st Choice Energy	Committee 2nd Choice	Committee 3rd Choice
Name Marice H. DePasquale	Title/Company* Vice President	Email Address MariceD@MesaWater.org
Committee 1st Choice Communications	Committee 2nd Choice	Committee 3rd Choice
Name Shawn Dewane	Title/Company* President	Email Address ShawnD@MesaWater.org
Committee 1st Choice Federal Affairs	Committee 2nd Choice Finance	Committee 3rd Choice
Name James R. Fisler	Title/Company* Director	Email Address JamesF@MesaWater.org
Committee 1st Choice Local Government	Committee 2nd Choice	Committee 3rd Choice
Name Paul E. Shoenberger, P.E.	Title/Company* General Manager	Email Address PaulS@MesaWater.org
Committee 1st Choice Water Management	Committee 2nd Choice	Committee 3rd Choice

Signature (Agency/District General Manager or Board President signature required)

Title

Date

QUESTIONS?

Contact Business Services Specialist Petra Rice
at petrar@acwa.com or (916) 441-4545

910 K Street, Suite 100
Sacramento, CA 95814
www.acwa.com

PLEASE PRINT LEGIBLY

Agency Name (DO NOT use acronyms or abbreviations) Mesa Water District	Phone 949-631-1206
Agency Address 1965 Placentia Avenue	City, State & Zip Costa Mesa, CA 92627

**BELOW PLEASE LIST ALL THOSE INTERESTED IN BEING ON ACWA COMMITTEES FOR YOUR AGENCY.
FOR ADDITIONAL RECOMMENDATIONS PLEASE FILL OUT ANOTHER FORM.**

**If an individual is not an agency employee or director, please indicate company affiliation.*

Name Denise Garcia	Title/Company* Administrative Services Manager	Email Address DeniseG@MesaWater.org
Committee 1st Choice Membership	Committee 2nd Choice Local Government	Committee 3rd Choice
Name Marwan Khalifa	Title/Company* Chief Financial Officer	Email Address MarwanK@MesaWater.org
Committee 1st Choice Finance	Committee 2nd Choice	Committee 3rd Choice
Name Phil Lauri, P.E.	Title/Company* Assistant General Manager	Email Address PhilL@MesaWater.org
Committee 1st Choice Groundwater	Committee 2nd Choice	Committee 3rd Choice
Name Tracy Manning	Title/Company* Water Operations Manager	Email Address TracyM@MesaWater.org
Committee 1st Choice Water Quality	Committee 2nd Choice	Committee 3rd Choice
Name Stacy Taylor	Title/Company* External Affairs Manager	Email Address StacyT@MesaWater.org
Committee 1st Choice State Legislative	Committee 2nd Choice Business Development	Committee 3rd Choice Communications
Name	Title/Company*	Email Address
Committee 1st Choice	Committee 2nd Choice	Committee 3rd Choice

Signature (Agency/District General Manager or Board President signature required)

Title

Date

QUESTIONS?

Contact Business Services Specialist Petra Rice
at petrar@acwa.com or (916) 441-4545

910 K Street, Suite 100
Sacramento, CA 95814
www.acwa.com

Paul E. Shoenberger, PE

From: Ana Javid <AnaJ@acwa.com>
Sent: Tuesday, July 23, 2019 3:54 PM
Subject: ACWA 2020-2021 Committee Consideration Process



MEMORANDUM

July 23, 2019

TO: ACWA MEMBER AGENCY BOARD PRESIDENTS
ACWA MEMBER AGENCY GENERAL MANAGERS

FROM: Brent Hasteley, ACWA PRESIDENT

SUBJECT: ACWA COMMITTEE APPOINTMENT CONSIDERATIONS FOR THE 2020-2021 TERM

PLEASE RESPOND BY SEPTEMBER 30, 2019

Thank you for your involvement with ACWA. As you know, Committees are an integral part of ACWA's activities and policy development. With the end of the current Committee term fast approaching, it is time again to request 2020-2021 Committee nominations from ACWA members. All Committees will be reconstituted following the election of new officers (ACWA's President / Vice-President) at the 2019 ACWA Fall Conference.

In submitting names for consideration, please do so with the understanding that Committees need active, involved individuals able to expend the time and provide their expertise, if appointed. Please keep in mind that the district is responsible for all costs associated with the participation of its representatives on Committees.

The following information is available at [ACWA's website](#) or by clicking on each link.

- [ACWA Policy Committee Composition](#)
- [ACWA Committee Consideration Form](#)

- ACWA Committee Consideration Process Timeline

If you would like to reference current Committee members serving on a ACWA Committee please click [here](#).

All correspondence and forms regarding Committee appointments must be submitted to the ACWA office no later than September 30, 2019 to be eligible for consideration. Committee appointments will be made by the incoming ACWA President in December. Please contact Interim Business Services Specialist, Petra Rice, at petrar@acwa.com or (916) 441-4545, if you have any questions concerning the Committee appointment process.

We appreciate your timely attention to this matter.

Thank you,

A handwritten signature in cursive script that reads "Brent Hastey".

Brent Hastey, ACWA President

ACWA COMMITTEE COMPOSITION

COMMITTEE

LIAISON

Agriculture Committee – Standing/Unlimited

Meetings: 2-3 times a year

The Agriculture Committee makes recommendations to the Board of Directors, State Legislative Committee, Federal Affairs Committee or other committees, as appropriate, regarding agricultural issues affecting the interests of ACWA and its members. This newly-formed committee is currently being assembled.

Adam Borchard
Regulatory Advocate
adamb@acwa.com

Business Development Committee – Standing/Unlimited

Meetings: 2 times a year

The Business Development Committee develops and recommends to the Board of Directors programs and activities to be provided or administered by the association that generate non-dues revenue and provide a service or benefit to association members.

Paula Currie
Director of Business
Development & Events
paulac@acwa.com

Communications Committee – Standing/Limited (40 maximum)

Meetings: 4 times a year

The Communications Committee develops and recommends to the Board of Directors and ACWA staff regarding communications and public affairs programs. The committee promotes sound public information and education programs and practices among member agencies. It prepares and distributes materials for use by member agencies in their local outreach efforts. It also provides input and guidance to ACWA's Communications Department.

Heather Engel
Director of
Communications
heathere@acwa.com

Energy Committee – Standing/Unlimited

Meetings: 2 times a year

The Energy Committee recommends policies and program to the Board of Directors, the State Legislative Committee and the Federal Affairs Committee as appropriate.

Chelsea Haines
Regulatory Advocate II
chelseah@acwa.com

Federal Affairs Committee – Standing/Limited (5 Per Region)

Meetings: 2 times a year

The Federal Affairs Committee coordinates with other ACWA committees regarding input on federal issues before both Congress and the federal administrative branches.

David Reynolds
Director of Federal
Affairs
direyns@sso.org

Finance Committee – Standing/Limited (2 Per Region – 1 Region Chair or Vice Chair; 1 with financial experience)

Meetings: 4-5 times a year

The Finance Committee makes recommendations to the Board of Directors regarding annual budgets, investment strategies, annual audits and auditor selection, dues formula and schedule, and other financial matters.

Fili Gonzales
Director of Finance &
Business Services
filig@acwa.com

Groundwater Committee – Standing/Unlimited

Meetings: 4 times a year

The Groundwater Committee makes recommendations to the Board of Directors on groundwater policy issues. The committee also monitors state and federal regulations and legislation affecting the quality and management of groundwater, conducts studies and gathers data on groundwater issues, develops policies regarding groundwater management and coordinates with other committees on groundwater issues.

Dave Bolland
Director of State
Regulatory Relations
daveb@acwa.com

Legal Affairs Committee – Standing/Limited (45 Maximum)

Meetings: 2-3 times a year

The Legal Affairs Committee acts on requests for assistance on legal matters of significance to ACWA member agencies. It also reviews proposed ACWA bylaw revisions and works with staff to produce publications to assist member agencies in complying with state and federal laws. The committee files amicus curiae filing on important cases, comments on proposed regulations and guidelines of state agencies such as the Fair Political Practices Commission and monitors and engages in water rights waters of interest to member agencies.

**The committee shall be composed of between 34 and 44 attorneys, each of whom shall be, or act as, counsel for a member of the Association.*

Kris Anderson
Legislative Advocate I
krisa@acwa.com

Local Government Committee – Standing/Limited (3 Per Region)

Meetings: 4 times a year

The Local Government Committee makes recommendations to the Board of Directors and the State Legislative Committee on local government matters affecting water agencies, including planning issues, local government organization, and finance. The committee also gathers and disseminates information on the value of special districts, and shares information promoting excellence in local government service delivery.

Adam Quiñonez
Director of State
Legislative Relations
adamq@acwa.com

Membership Committee – Standing/unlimited

Meetings: 2 times a year

The Membership Committee makes recommendations to the Board of Directors regarding membership policies, eligibility and applications for membership. The committee assists staff in developing membership recruitment and retention programs and reviews and makes recommendations to the Finance Committee regarding an equitable dues structure.

Tiffany Giammona
Director of Member
Outreach &
Engagement
tiffanyg@acwa.com

State Legislative Committee – Standing/Limited (4 Per Region)

Meetings: 10-12 times a year

The State Legislative Committee reviews relevant introduced and amended legislation, and develop positions and provide recommendations to the Board of Directors on ballot measures and other major statewide policy issues. The committee also works with staff amendments to bills and provides director for staff on legislative matters.

Adam Quiñonez
Director of State
Legislative Relations
adamq@acwa.com

Water Management Committee – Standing/Limited (4 Per Region)

Meetings: 4 times a year

The Water Management Committee makes recommendations to the Board of Directors on policy and programs related to water management. The committee reviews and recommendation positions on legislation and regulations as requested by other committees. The committee also assists in gathering and disseminating information regarding agricultural and urban water management, water conservation and water use efficiency, development and use of water resources, wastewater treatment and water recycling and reuse.

Dave Bolland
Director of State
Regulatory Relations
daveb@acwa.com

Water Quality Committee – Standing/Unlimited

Meetings: 4 times a year

The Water Quality Committee makes recommendations to the Board of Directors, the State Legislative Committee and the Federal Affairs Committee on policy and program regarding water quality issues. The committee promotes cost-effective state and federal water quality regulations and provides a forum for members to work together to develop and present unified comments on water quality regulations. The committee also develops and recommends positions and testimony on water quality regulatory issues.

Adam Borchard
Regulatory Advocate
adamab@acwa.com

2019 ACWA Committee Appointment Process Timeline 2020-2021 Term

- July 17:** **COMMITTEE CONSIDERATION FORMS EMAILED**
- Email Agency General Managers and Board Presidents:
 - List of agency staff and directors who currently serve on an ACWA Committee
 - Committee Composition
 - Committee Consideration Form
 - 2020-2021 Committee Timeline
- July 24:** **EMAIL NOTIFICATION TO CURRENT COMMITTEE MEMBERS**
- Current committee members notified that committee process has began
 - All current committee members **MUST** submit a Committee Consideration Form to be considered for reappointment
- September 30:** **COMPLETED CONSIDERATION FORM DEADLINE**
- All committee consideration forms **due by September 30**
 - Any consideration forms submitted after September 30 will be added to the waiting list and considered after ACWA President makes the initial committee appointments for the term
- October 25:** **ACWA REGION CHAIR AND VICE CHAIR CONFERENCE CALL**
- ACWA staff will hold a conference call with newly elected Region Chair and Vice Chairs to review 2020-2021 Committee recommendation process
 - Consideration forms compiled and submitted to incoming Region Chair and Vice Chair
- November 15:** **CHAIR AND VICE CHAIRS RECOMMENDATION DEADLINE**
- No Region recommendations will be accepted after November 15
- December 5:** **RECOMMENDATIONS GIVEN TO ACWA PRESIDENT**
- Incoming ACWA President will receive Region Chair and Vice Chairs recommendations along with all consideration forms at ACWA Fall Conference
- December 16:** **ACWA PRESIDENT APPOINTS MEMBERS OF COMMITTEES**
- Incoming ACWA President submits all appointments to ACWA Staff
- December 31:** **ACWA WILL NOTIFY COMMITTEE MEMBERS OF APPOINTMENTS**
- Letters emailed to members who have been appointed to serve on a committee for the 2020-2021 term
 - Letters emailed notifying those who were not appointed to a committee



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Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Syndie Ly, Human Resources Manager
DATE: August 8, 2019
SUBJECT: Quarterly Training Report

RECOMMENDATION

Receive the Quarterly Training Report for April 1, 2019 to June 30, 2019.

STRATEGIC PLAN

Goal #5: Attract and retain skilled employees.

DISCUSSION

As part of the Board of Director's (Board) approved 2019 Strategic Plan Goal #5 – Attract and retain skilled employees, Objective B is to Build Employee Skills, specifically the following:

- Fully train a minimum of two employees in key processes to ensure accountability and sustainability
- Develop and implement an operational and institutional knowledge transfer plan

Outcome 3 calls for providing quarterly training reports to the Board.

Attached is the Quarterly Training Report for April 1, 2019 to June 30, 2019. In addition to the training listed on the report, staff also conducts safety training for all employees and Monday Morning Tailgate Talks for Water Operations, Engineering and Customer Services field staff.

The Tailgate Talks for this quarter included the following topics:

- Understanding Safety Data Sheets (SDS)
- SDS Quiz
- Hazard Communication Video
- An Open and Shut Case for Gate Valve Safety
- Safely Using Extension Cords
- Lead Acid Battery Safety
- Fire Prevention Quiz
- Respirator Safety Video
- Chemical Storage
- Heat Illness
- Biohazards and Worker Safety
- Dog Attacks Video
- Heat Illness Quiz

The Safety Training program included the following topics:

- Hearing and Respiratory Protection – Industrial Hearing
- New Hire Safety Orientation
- Forklift Operator
- Accident Investigation Training



- Bloodborne Pathogens Refresher

Below are the required continuing education hours needed, over a three-year period, for each Distribution and Treatment Certification Renewal held by staff:

Distribution and Treatment Certification Renewals – Required Continuing Education Hours (within the last three years)				
Grade 1	Grade 2	Grade 3	Grade 4	Grade 5
12 hours	16 hours	24 hours	36 Hours	36 hours

FINANCIAL IMPACT

The cost for the training is budgeted each fiscal year, per department or in the overall safety budget.

ATTACHMENTS

Attachment A: Quarterly Training Report for April 1, 2019 to June 30, 2019



FY19 Quarterly Training Report

4th Quarter April 1, 2019 - June 30, 2019

Position	Department	Date of Training	Type of Training	Organization
Lead Field Customer Service Rep Field Customer Service Rep I Field Customer Service Rep II	Customer Services	4/4/2019	Hotsy Pressure Washer Training	Hotsy Service Company
Water Quality & Compliance Supervisor	Operations	4/11/2019	Coaching and Teambuilding Skills for Managers and Supervisors	Skill Path
Department Assistant	Operations	4/16/2019	Dealing With Difficult People	Skill Path
Operator II (3) Senior Operator (3) Water Quality & Compliance Supervisor Water Quality Technician I Water Quality Technician II	Operations	4/16/2019	HACH 5500sc and CL10 Analyzers	HACH
Public Affairs Coordinator	Public Affairs	4/18/2019	AlertOC Training	Orange County Sheriff's Department
Customer Service Rep II (3)	Customer Services	4/25/2019 & 5/16/2019 & 6/10/2019	Elite Customer Service	Moran Consulting
Water Quality Technician I	Operations	4/29/2019	Water Quality & Regs for Chemical Parameters	AWWA
Water Quality Technician I	Operations	4/30/2019	Water Quality & Regs for Microbial Parameters	AWWA
Human Resources Analyst	Human Resources	5/1/2019	The Top FMLA Mistakes: And how to avoid them	J. J. Keller
Senior Operator Water Operations Supervisor	Operations	5/5 - 8/2019	AHERA Asbestos Abatement Building Inspector	Ecologics Training Institute
Human Resources Manager	Human Resources	5/6/2019	Negotiations Mastery: Analysis, Presentation, Bargaining and Agreement	Dale Carnegie & Associates
Operations Manager	Operations	5/7 - 5/10/2019	ACWA 2019 Spring Conference	ACWA



FY19 Quarterly Training Report

4th Quarter April 1, 2019 - June 30, 2019

Position	Department	Date of Training	Type of Training	Organization
Lead Field Customer Service Rep Field Customer Service Rep II	Customer Services	5/15/2019	Branding: Meter Boxes and Hydrants	Gerard Signs
Water Quality & Compliance Supervisor	Operations	5/20 - 21/2019	How to Excel at Managing and Supervising People	Skill Path
Department Assistant	Engineering	5/22 - 23/2019	2-Day Advanced Excel Course	Pryor Learning Solutions
Field Customer Service Rep I Field Customer Service Rep II	Customer Services	6/5/2019	Meter Training	Mesa Water Operations
Operations Manager	Operations	6/9 - 12/2019	AWWA 2019 Annual Conference & Expo	AWWA
Field Customer Service Rep I Field Customer Service Rep II	Customer Services	6/10/2019	Meter Replacement Training	Mesa Water Operations
Department Assistant	Operations	6/13/2019	Developing Emotional Intelligence	skill Path
Human Resources Analyst	Human Resources	6/19/2019	Leaves, Leaves and More Leaves	Liebert Cassidy Whitmore
Water Operations Supervisor	Operations	6/20/2019	The Supervisor's Role as Trainer and Coach	Skill Path
Senior Civil Engineer	Engineering	6/20 - 21/2019	Advanced Excel Techniques	National Seminars Training
Operations Manager Water Operations Supervisor Operator II	Operations	6/24 - 26/2019	SWMOA 2019 Annual Symposium	SWMOA
Lead Field Customer Service Rep Field Customer Service Rep I Field Customer Service Rep II	Customer Services	6/26/2019	Work Reporting Training	Mesa Water District Business Administrator
Customer Services Manager Customer Service Rep II (2)	Customer Services	6/27/2019	HVAC Training	Mesa Water District



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MEMORANDUM

TO: Board of Directors
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer
DATE: August 8, 2019
SUBJECT: Electronic Bill Presentation and Payment

RECOMMENDATION

Receive the presentation.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION/DISCUSSION

At its July 12, 2018 meeting, the Board of Directors (Board) awarded a three-year contract to Invoice Cloud for electronic bill presentation and payment for an amount not to exceed \$120,000 per year, and authorized the General Manager to execute the contract.

At its March 25, 2019 meeting, the Finance Committee was presented with an update on the Invoice Cloud project for Electronic Bill Presentation and Payment, specifically the status of implementation and the outreach plan.

DISCUSSION

Background

The Utility Billing and Reconciliation process affects Mesa Water customers and the District's Customer Services and Financial Services Departments. The Business Improvement Process Implementation identified the Utility Billing and Reconciliation workflow as a key area for improvement and recognized the many challenges associated with the existing process. These challenges - managing many different payment types, manual calculations, use of multiple spreadsheets, and lack of automation - result in a cumbersome process that consumes staff time and lacks efficiency and timely effectiveness. Invoice Cloud provides a streamlined solution for improvement in these areas of operation.

The implementation of Invoice Cloud will result in a reduction of labor hours representing approximately 0.50 Full-Time Equivalent (FTE). System and process enhancements will include:

- Expanded payment options for our customers: Online, Text, Email, Kiosk, Point of Sale
- Optional paperless billing
- Automated bill pay via credit card/debit card
- Simplified and seamless updating of customer account information
- Automated email notifications with event-based reminder emails
- Single batch payment imports
- Enhanced real-time reporting
- Real-time data between the web portal and billing system
- Increased number of customers paying electronically



- Secure encrypted, Payment Card Industry (PCI) compliant internet security
- Simplified, “to the penny”, reconciliation
- Software as a Service

Status of Implementation

Invoice Cloud has been installed in Mesa Water’s test environment and fully intergrated with Cogsdale CIS integration process. Staff has been fully trained and have completed the testing phase of the new system and processes.

Due to the anticipation of increased call volume, two tempoaray Office CSR Staff were hired, as of June 17, 2019, and have been trained along side the current staff.

Invoice Cloud will be deployed into the production environment with a Go Live date of September 3, 2019. Upon Go Live, exsisting customers will be required to re-register for their online account and electronic payment method.

Opening an Account for New Customers

When setting up a new account, customers will need to call in order to set up the account. There are a number of items needed to open a new account including:

- The person calling must be the person whose name will be on the account being set up
- They must have their Driver’s License and the last four digits of their Social Security number.
- Their date of birth
- A lease document will also be needed in the event that the customer is opening an account that has been disconnected for nonpayment.

Communication/Outreach Plan

Staff has developed a comprehensive communication and outreach plan to ensure our ratepayers are notified well in advance of the September 3, 2019 Go Live date. The plan contains the following elements and timeline:

- **August-September**
 - Direct mail postcard
 - Door hangers
 - Bill message
 - Bill insert
 - Envelope messaging
 - Social Media – monthly reminders
 - Counter signs in the Customer Service lobby
 - Customer Service staff will be available for walk-in customers to receive account set up assistance at the lobby kiosk
 - Modify current email notice to Auto Pay Customers on Infosend to note requirement for new login
 - Point of Service (POS) Acrylic Brochure Stands in the lobby and key locations with business card sign up information and 8x10 flyer



Benefits for Ratepayers and Staff

Utilizing this modern approach helps to keep Mesa Water's customers informed through both email and text so they always know where their bills and payments stand. Further, Invoice Cloud allows ratepayers access to self-service options where they can easily opt for paperless statements by adopting new technology and reducing billing costs. The combination of these actions increases the speed and volume of collections and reduces the workload in the Customer Services department.

FINANCIAL IMPACT

In Fiscal Year 2020, \$138,000 has been budgeted for Electronic Bill Presentation and Payment through Infosend, Inc.; \$0 has been spent to date.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Celeste Carrillo, Public Affairs Coordinator
DATE: August 8, 2019
SUBJECT: New Customer Welcome/Long-Term Resident Program

RECOMMENDATION

Receive the presentation.

STRATEGIC PLAN

Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION/DISCUSSION

At its March 7, 2019 workshop and March 25, 2019 Legislative & Public Affairs Committee meeting, the Board of Directors (Board) received information on the New Customer Welcome/Long-Term Resident Program.

DISCUSSION

Mesa Water District's (Mesa Water®) outreach program aims to connect Mesa Water with its constituents in order to achieve Goal #4 of the Board's Strategic Plan. As a part of these efforts, the New Customer Welcome/Long-Term Resident Program was launched on July 1, 2019. The objective of this comprehensive program is to further develop Mesa Water's customer onboarding process in order to meet the Board's strategic plan goal to increase public awareness about Mesa Water and about water. In addition, this program will recognize the District's long-term customers by providing a similar outreach campaign to re-engage them with Mesa Water. Below is an update on the program:

New Customer Welcome Program

- Staff has initiated a welcome program for new customers who move into the service area. The program includes a short message developed for Customer Services staff to use with customers who call in to establish a new service, a branded welcome gift, and a call from their Division Director.
- To date, the Customer Services Field Staff has delivered over 150 Mesa Water welcome bags which include a Mesa Water-branded reusable grocery bag and logoed items, as well as District information.
- New Customers will receive a follow up phone call from their Division Director, welcoming them to the neighborhood and Mesa Water. Staff will provide the Directors with a customer contact list via email starting on August 12, 2019 (and every second Monday of the month thereafter).

Long-Term Resident Program

- After successfully piloting the New Customer Welcome Program for a few months, staff will launch the Long-Term Resident Program.



- Long-Term Residents who have resided in Mesa Water's service area for 25 years or longer will receive a phone call from their Division Director to thank them for being a long-term customer. Staff will provide the Directors with a long-term customer contact list via email the second Monday of each month.
- Customer Services field staff will deliver Mesa Water-branded bags to the Long-Term residents on the list.

FINANCIAL IMPACT

Staff has included funds for the New Customer Welcome/Long-Term Resident Program in the Fiscal Year 2020 Budget.

ATTACHMENT

None.

REPORTS:

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

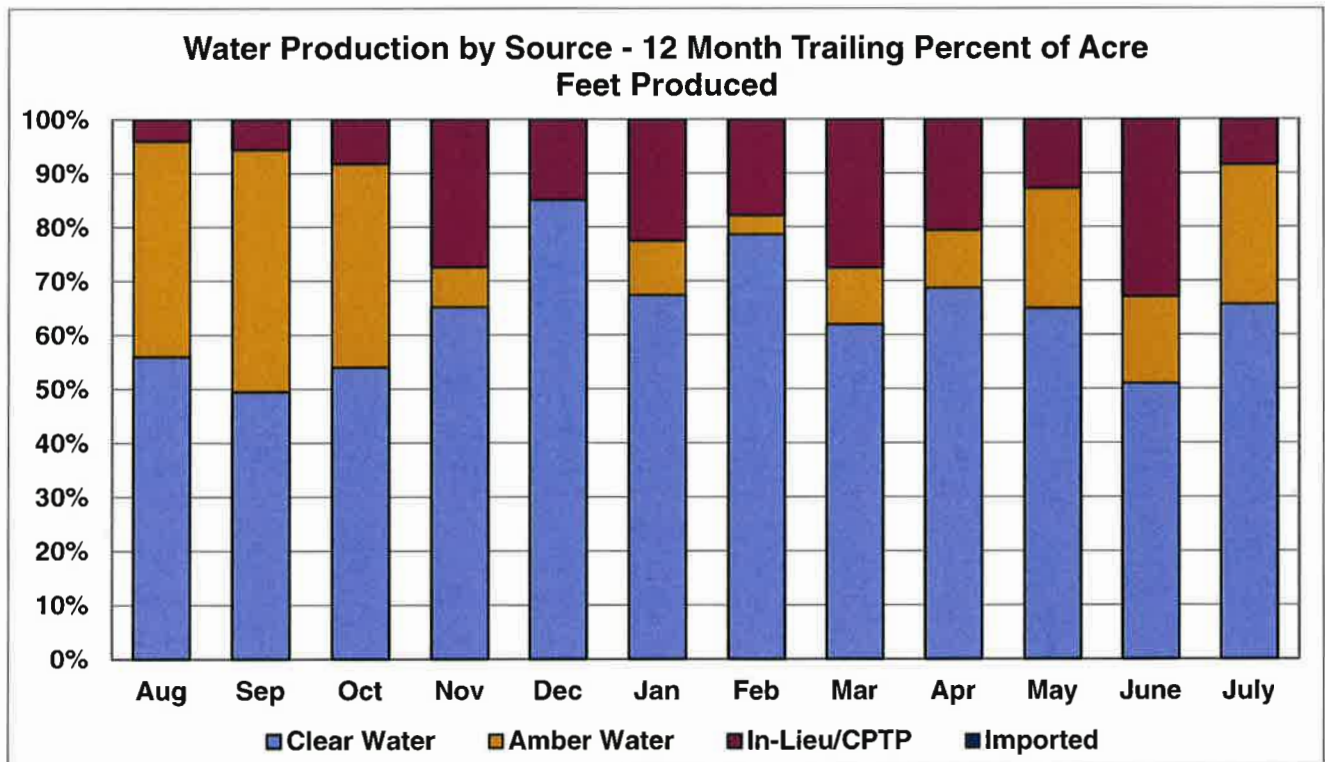
**Monthly Key Indicators Report
For The Month of July 2020**

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

FY 2020 Potable Production (Acre Feet)

Water Supply Source	FY 2020 YTD Actual (AF)	FY 2020 YTD Budget (AF)	FY 2020 Annual Budget (AF)
Clear Water	1,055	849	11,161
Amber Water (MWRP)	416	500	4,087
Imported	0	0	0
Basin Management Water	135	400	2,500
Total Production	1,606	1,749	17,748

YTD actual water production (AF) through July 31, 2019



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

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

FY19 System Water Quality – This data reflects samples taken in June

Distribution System:	Average	Range	MCL
Chlorine Residual (mg/L) <i>Compliance</i>	1.91	0.39 – 1.91 Current RAA = 1.89	4 RAA
Coliform Positive % <i>Compliance</i>	0	0	5
Temperature (° F)	76.1	66 – 84	None

Reservoir I & II:	Average	Range	MCL
Chlorine Residual (mg/L)	1.48	0.69 – 1.82	None
Monochloramine (mg/L)	1.45	0.62 – 1.77	None
Ammonia (mg/L)	0.32	0.16 – 0.42	None
Temperature (° F)	71.8	69 – 74	None

Wells (Treated):	Average	Range	MCL
Chlorine Residual (mg/L)	2.39	2.13 – 2.64	None
Monochloramine (mg/L)	2.36	2.05 – 2.72	None
Ammonia (mg/L)	0.49	0.38 – 0.57	None
Temperature (° F)	74.8	71 – 85	None

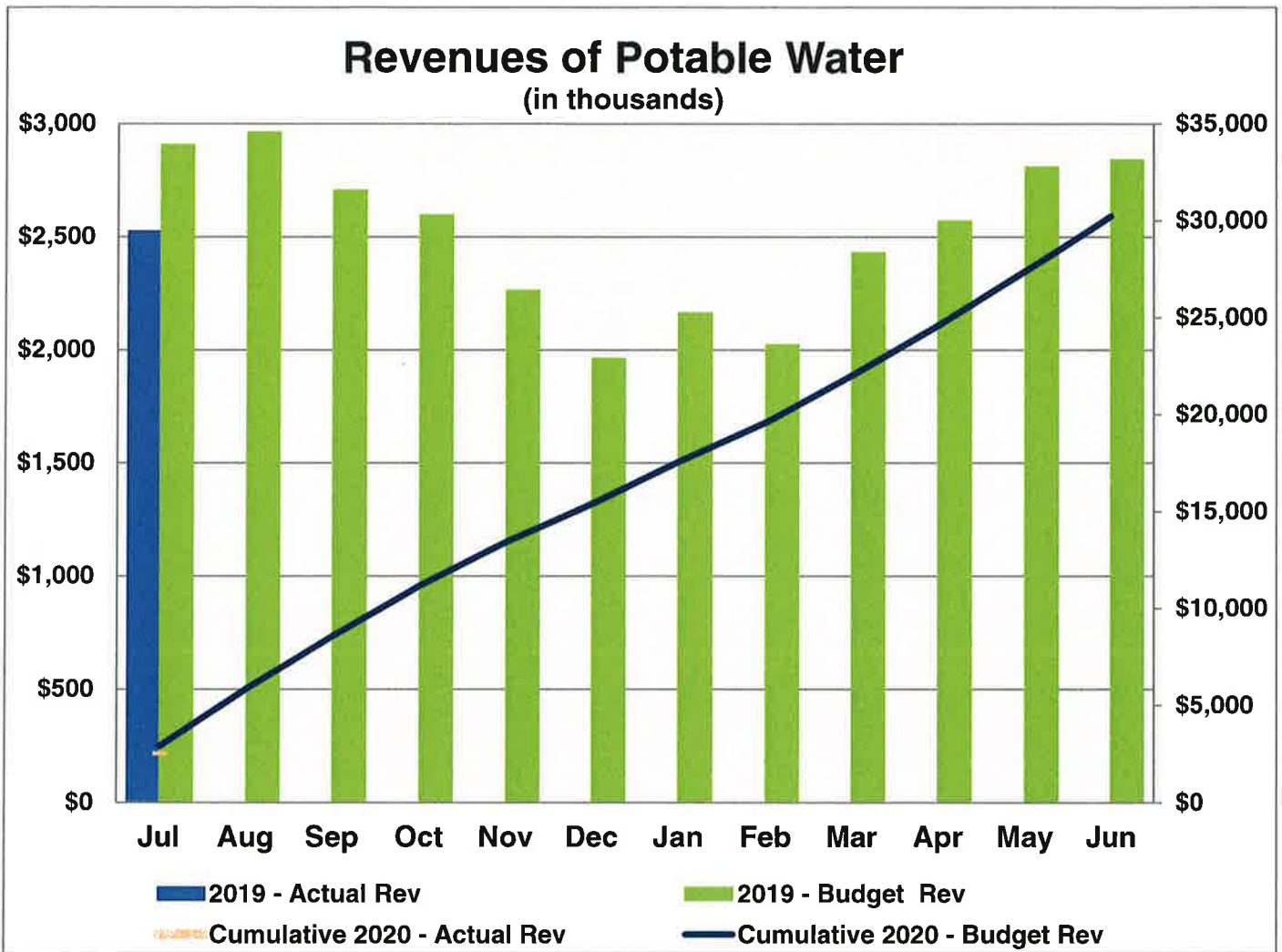
MWRF:	Average	Range	MCL
Chlorine Residual (mg/L)	2.24	1.80 – 2.73	None
Monochloramine (mg/L)	2.16	1.76 – 2.64	None
Ammonia (mg/L)	0.53	0.49 – 0.57	None
Temperature (° F)	81.4	80 – 83	None
Color (CU) <i>Compliance</i>	ND	ND	15
Odor (TON) <i>Compliance</i>	1	1	3

Water Quality Calls/Investigations:

Total Calls	7
Total Investigations (from calls)	2

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

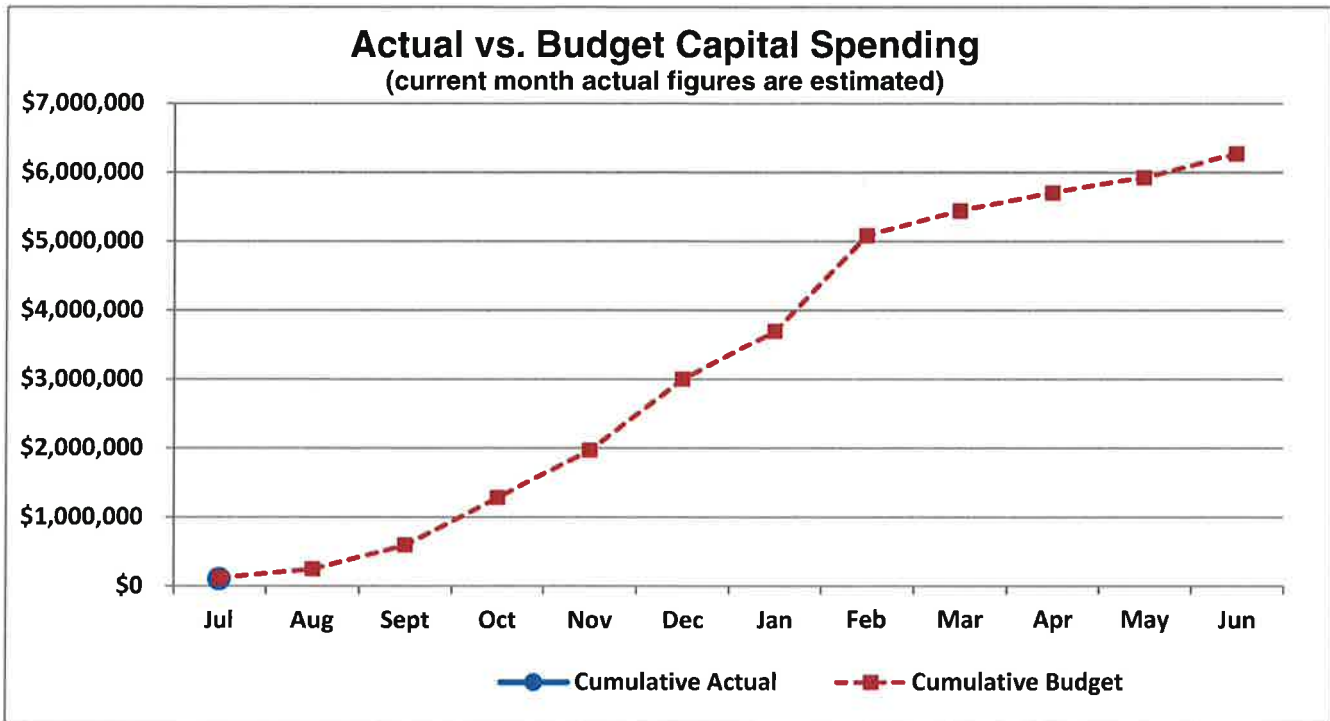
Goal #2: Practice perpetual infrastructure renewal and improvement



	Actual	Budget	Favorable (Unfavorable)	
			Difference	%
Total YTD \$	2,524,190	2,907,579	(383,389)	(13.19%)

Monthly Key Indicators Report
For The Month of July 2019

Goal #3: Be financially responsible and transparent



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

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

Web Site Information

Web Site Information	June 2019	July 2019
Visits to the web site	5882	7475
Unique visitors (First time to the site)	3634	4933
Average per day	196	241
Average visit length	1 minute, 28 seconds	1 minute, 36 seconds
Page visited most	Home	Home
Second most visited page	Online Bill Pay	Online Bill Pay
Third most visited page	Human Resources	Concerts in the Park (7/9)
Fourth most visited page	Concerts in the Park (7/9)	Human Resources
Fifth most visited page	Contact	Contact
Most downloaded file	2019 Water Quality Report	2019 Water Quality Report
Second most downloaded file	Standard Specifications and Standard Drawings for the Construction of Water Facilities	Standard Specifications and Standard Drawings for the Construction of Water Facilities
Most active day of the week	Monday	Monday
Least active day of the week	Sunday	Sunday

Total visits since June 1, 2002	1,343,611
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Water Vending Machine Information

Vending Machine Location	Vend Measurement	July 2019 Vends	Totals Vends
Mesa Water Office	1 gal	6,202	362,512

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

DEPARTMENT:	FY 2020			COMMENTS:
	BUDGET	FILLED	VACANT	
OFFICE OF THE GENERAL MANAGER:				
General Manager	1.00	1.00	0.00	
Business Administrator	1.00	1.00	0.00	
Subtotal	2.00	2.00	0.00	
ADMINISTRATIVE SERVICES:				
Administrative Services	5.00	5.00	0.00	
Subtotal	5.00	5.00	0.00	
CUSTOMER SERVICES:				
Conservation	1.00	1.00	0.00	<i>Field Customer Service Representative - vacant/on hold</i>
Customer Service	9.00	8.00	1.00	
Subtotal	10.00	9.00	1.00	
ENGINEERING:				
Engineering	4.00	4.00	0.00	
Subtotal	4.00	4.00	0.00	
EXTERNAL AFFAIRS:				
Legislative & Governmental Affairs	1.50	1.50		
Subtotal	1.50	1.50	0.00	
FINANCIAL SERVICES:				
Financial Reporting/ Purchasing	4.00	4.00	0.00	
Accounting	1.00	1.00	0.00	
Subtotal	5.00	5.00	0.00	
HUMAN RESOURCES:				
Human Resources	3.00	2.00	1.00	<i>Sr. Human Resources Analyst - vacant/on hold</i>
Subtotal	3.00	2.00	1.00	
PUBLIC AFFAIRS:				
Outreach, Education & Communications	2.50	1.50	1.00	<i>Public Affairs Manager - vacant/on hold</i>
Subtotal	2.50	1.50	1.00	
WATER OPERATIONS:				
Supervision/Support	6.00	6.00	0.00	<i>Operator III - 2 vacancies/recruitment in process; 1 candidates in background process</i> <i>Sr. Operator - vacant/recruitment in process</i>
Distribution	10.00	8.00	2.00	
Production	3.00	3.00	0.00	
Water Quality	2.00	2.00	0.00	
Subtotal	21.00	19.00	2.00	
* TOTAL BUDGETED POSITIONS:				
	54.00	49.00	5.00	

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

Goal #6: Provide outstanding customer service

Customer Calls

Call Type	FY20 YTD	July 2019	YTD Weekly Average
General Billing Question	213	213	53
Service Requests	136	136	34
High Bill	151	151	38
Payments	188	188	47
Late Fee	165	165	41
Account Maintenance	62	62	16
On-Line Bill Pay	416	416	104
Water Pressure	2	2	1
No Water	32	32	8
Conservation	45	45	11
Water Waste	10	10	3
Other (District info. other utility info. etc.)	286	286	72
Rate Increase	0	0	0
Fluoridation	0	0	0
TOTAL CUSTOMER CALLS	1706	1706	427
AVERAGE ANSWER TIME (Seconds)	10	10	10

Online Bill Pay Customers

Current Customers Enrolled	FY 2020 YTD	July 2019	YTD Weekly Average
13883	105	105	26

REPORTS:

13. DIRECTORS' REPORTS AND COMMENTS

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

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

Jim Atkinson Meetings Attended

Reimbursement Date:	Description, Date
07/08/19	WACO Planning Committee Meeting, 6/18
07/08/19	MWDOC Board Meeting, 6/19
07/08/19	MWDOC/MWD Jt. Meeting, 7/3

Fred R. Bockmiller, P.E. Meetings Attended

Reimbursement Date:	Description, Date
07/08/19	OCWD Board Meeting, 6/19
07/08/19	Meeting w/ General Manager, 6/20
07/08/19	Mesa Water Employee Event, 6/25
07/08/19	OCWD Board Meeting, 7/3

Marice H. DePasquale Meetings Attended

Reimbursement Date:	Description, Date
07/08/19	OCBC Infrastructure Committee Meeting, 6/11
07/08/19	Meeting w/ General Manager, 6/18
07/08/19	Meeting w/ General Manager, 7/1
07/08/19	Well Wisher Meeting, 7/2

Shawn Dewane Meetings Attended

Reimbursement Date:	Description, Date
07/08/19	Well Wisher Meeting, 7/2

James R. Fisler Meetings Attended

Reimbursement Date:	Description, Date
07/08/19	Surfside Colony Community Services District Board Meeting, 6/10
07/08/19	Buena Park Library District Board Meeting, 6/11
07/08/19	Rossmoor Community Services District Board Meeting, 6/11
07/08/19	South Coast Water District Board Meeting, 6/13
07/08/19	Sunset Beach Sanitary District Board Meeting, 6/13
07/08/19	Emerald Bay Community Services District Board Meeting, 6/17
07/08/19	OC Vector Control Board Meeting, 6/20
07/08/19	Midway City Sanitary District 80 th Anniversary Event, 6/22
07/08/19	EI Toro Water District Board Meeting, 6/25
07/08/19	OCSD Board Meeting, 6/26
07/08/19	ISDOC Quarterly Meeting, 6/27
07/08/19	EI Toro Water District Board Meeting, 6/27
07/08/19	ISDOC Executive Committee Meeting, 7/2
07/08/19	OC Cemetery District Board Meeting, 7/2



07/08/19	Buena Park Library District Board Meeting 7/2
07/08/19	OCWD Board Meeting, 7/3

There are no support materials for this item.

CLOSED SESSION:

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