

**BOARD MEETING AGENDA  
REGULAR MEETING OF THE BOARD OF DIRECTORS OF  
CITRUS HEIGHTS WATER DISTRICT (CHWD)  
SEPTEMBER 16, 2020 beginning at 6:30 PM**



**DISTRICT ADMINISTRATIVE OFFICE  
6230 SYLVAN ROAD, CITRUS HEIGHTS, CA**

**PHONE CALL IN: (253) 215-8782**

**PHONE MEETING ID: 999 2021 7640**

**COMPUTER AUDIO/LIVE MEETING PRESENTATIONS:**

<https://zoom.us/j/99920217640?pwd=a1NUV3gvL0hmUzVYRnR0dTh0T3lWZz09>

In compliance with the Americans with Disabilities Act, if you have a disability and need a disability-related modification or accommodation to participate in this meeting, please contact the General Manager at (916) 725-6873. Requests must be made as early as possible, and at least one full business day before the start of the meeting. Pursuant to Executive Order N-29-20, the meeting will be held at the listed physical location and electronically through the above phone number.

Directors and members of the public may attend the meeting in person at the District headquarters or remotely through the phone number and link above. In compliance with the Sacramento County Health Order issued May 26, 2020, which states “Persons should wear face coverings when in public places,” members of the public shall wear a face covering unless they are exempt per the order.

**CALL TO ORDER:**

Upon request, agenda items may be moved to accommodate those in attendance wishing to address that item. Please inform the General Manager.

**ROLL CALL OF DIRECTORS:**

**PLEDGE OF ALLEGIANCE:**

**VISITORS:**

**PUBLIC COMMENT:**

The Public shall have the opportunity to directly address the Board on any item of interest to the public before or during the Board’s consideration of that item pursuant to Government Code Section 54954.3. Public comment on items of interest within the jurisdiction of the Board is welcome. The Presiding Officer will limit comments to three (3) minutes per speaker.

(A) Action Item

(D) Discussion Item

(I) Information Item

**CONSENT CALENDAR: (I/A)**

All items under the Consent Calendar are considered to be routine and will be approved by one motion. There will be no separate discussion of these items unless a member of the Board, Audience, or Staff request a specific item be removed for separate discussion/action before the motion to approve the Consent Calendar.

CC-1a. Minutes of the Special Meeting – August 19, 2020 (A)

CC-1b. Minutes of the Regular Meeting – August 19, 2020 (A)

- CC-1c. Minutes of the Special Meeting – August 26, 2020 (A)  
Recommendation: Approve the minutes of the August 19, 2020 Regular and Special Meetings, and the August 26, 2020 Special Meeting.
- CC-2. Revenue Analysis Report for August 2020 (I)
- CC-3. Assessor/Collector’s Roll Adjustment for August 2020 (I)
- CC-4. Treasurer’s Report for August 2020 (I)
- CC-5. Treasurer’s Report of Fund Balances for August 2020 (I)
- CC-6. Operating Budget Analysis for August 2020 (I)
- CC-7. Capital Projects Summary August 2020 (I)
- CC-8. Warrants for August 2020 (I)
- CC-9. Purchase Card Distributions for August 2020 (I)
- CC-10. Employee Recognitions (I)
- CC-11. Long-Range Agenda (I)
- CC-12. Engineering Department Report (I)
- CC-13. Operations Department Report (I)
- CC-14. 2020 Water Supply – Purchased and Produced (I)
- CC-15. Water Supply Reliability (I)
- CC-16. Water Efficiency and Safety Program Update (I)
- CC-17. Discussion and Possible Action to Approve Budget Amendment for Property Purchase at 7529 Greenback Lane (A)

Recommendation:

Authorize the Director of Finance and Administrative Services to amend the budget to reflect the purchase of property at 7529 Greenback Avenue in the amount of \$160,000 as set forth in this board report.

- CC-18. Discussion and Possible Action to Approve the 2021 Strategic Plan (A)  
Recommendation: Approve the 2021 Strategic Plan, and direct that Strategic Planning Objectives be considered for funding in the 2021 budget, which will be considered by the Board of Directors for adoption in November.

**PRESENTATIONS:**

- P-1. Financial Planning & 2021 Budget Workshop

**STUDY SESSIONS:**

None.

**BUSINESS:**

None.

**MANAGEMENT SERVICES REPORTS (I):**

None.

**CONSULTANTS’ AND LEGAL COUNSEL’S REPORTS (I):**

None.

**DIRECTOR’S AND REPRESENTATIVE’S REPORTS (I):**

- D-1. Regional Water Authority (Riehle).
- D-2. Sacramento Groundwater Authority (Sheehan).
- D-3. San Juan Water District (All).

- D-4. Association of California Water Agencies (Riehle).
- D-5. ACWA Joint Powers Insurance Authority (Wheaton/Henry).
- D-6. City of Citrus Heights (Pieri).
- D-7. Chamber of Commerce Update (Talwar/Henry).
- D-8. RWA Legislative and Regulatory Affairs Update (Talwar/Henry).
- D-9. Customer Advisory Committee (Riehle/Pieri).
- D-10. Other Reports.

**CLOSED SESSION:**

None.

**FUTURE CHWD BOARD OF DIRECTORS MEETING DATES:**

October 21, 2020	6:30 PM	Regular Meeting
November 18, 2020	6:30 PM	Regular Meeting
December 16, 2020	6:30 PM	Regular Meeting

**ADJOURNMENT:**

**CERTIFICATION:**

I do hereby declare and certify that this agenda for this Regular Meeting of the Board of Directors of the Citrus Heights Water District was posted in a location accessible to the public at the District Administrative Office Building, 6230 Sylvan Road, Citrus Heights, CA 95610 at least 72 hours prior to the special meeting in accordance with Government Code Section 54954.2.



\_\_\_\_\_  
Madeline Henry, Administrative Services Manager/  
Chief Board Clerk

Dated: September 10, 2020

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS SPECIAL MEETING MINUTES  
August 19, 2020

The Special Meeting of the Board of Directors was called to order at 6:16 p.m. by President Riehle and roll was called. Present were:

Raymond A. Riehle, President  
David C. Wheaton, Vice President  
Caryl F. Sheehan, Director

Staff:

John Brown, Assistant General Counsel  
Madeline Henry, Administrative Services Manager/ Chief Board Clerk  
Missy Pieri, Director of Engineering/ District Engineer  
Hilary Straus, General Manager  
Susan Talwar, Director of Finance and Administrative Services

President Riehle adjourned the meeting to closed session at 6:17 p.m.

**CLOSED SESSION:**

CL-1. CONFERENCE WITH REAL PROPERTY NEGOTIATORS

Pursuant to Section 54956.8:

Property: Parcel Numbers 243-0180-004

Agency negotiators: John Brown, Madeline Henry, Brittney Moore, Joshua Nelson, Melissa Pieri, Hilary Straus, Susan Talwar, Steve Anderson, Rebecca Scott

Negotiating parties: Patricia Odani and Norman Eichelmann

Under negotiation: Price and Terms of Payment

No reportable action.

**ADJOURNMENT:**

There being no other business to come before the Board, the meeting was adjourned at 6:33 p.m.

APPROVED:

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MADELINE A. HENRY  
Deputy Secretary  
Citrus Heights Water District

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RAYMOND A. RIEHLE, President  
Board of Directors  
Citrus Heights Water District

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS REGULAR MEETING MINUTES  
August 19, 2020

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Raymond A. Riehle, President  
David C. Wheaton, Vice President  
Caryl F. Sheehan, Director

Staff:

John Brown, Assistant General Counsel  
Tim Cutler, Water Distribution Supervisor  
Paul Dietrich, Project Manager  
Madeline Henry, Administrative Services Manager/ Chief Board Clerk  
Brittney Moore, Management Analyst/ Deputy Board Clerk  
Missy Pieri, Director of Engineering/ District Engineer  
Rebecca Scott, Senior Management Analyst  
Nick Spiers, Assistant Water Distribution Supervisor  
Hilary Straus, General Manager  
Susan Talwar, Director of Finance and Administrative Services

Audrey Farrington, Sagent Marketing

**PUBLIC COMMENT:**

Michael McRae, Board Director of Fair Oaks Water District.  
Mitchell Dion, Board Director of San Juan Water District.

**CONSENT CALENDAR:**

Vice President Wheaton Requested CC-17 be pulled from Consent Calendar for discussion.  
Vice President Wheaton moved to add CC-17 back to Consent Calendar after discussion.

President Riehle asked for consideration and/or approval of the Consent Calendar.

- CC-1a. Minutes of the Special Meeting – June 17, 2020 (A)
- CC-1b. Minutes of the Regular Meeting – June 17, 2020 (A)
- CC-1c. Minutes of the Special Meeting – June 29, 2020 (A)  
Recommendation: Approve the minutes of the June 17, 2020 Regular and Special Meetings and the June 29, 2020 Special Meeting.
- CC-2. Revenue Analysis Report for June and July 2020 (I)
- CC-3. Assessor/Collector's Roll Adjustment for June and July 2020 (I)

- CC-4. Treasurer's Report for June and July 2020 (I)
- CC-5. Treasurer's Report of Fund Balances for June and July 2020(I)
- CC-6. Operating Budget Analysis for June and July 2020 (I)
- CC-7. Capital Projects Summary June and July 2020 (I)
- CC-8. Warrants for June and July 2020 (I)
- CC-9. Purchase Card Distributions for June and July 2020 (I)
- CC-10. Employee Recognitions (I)
- CC-11. Long-Range Agenda (I)
- CC-12. Engineering Department Report (I)
- CC-13. Operations Department Report (I)
- CC-14. 2020 Water Supply – Purchased and Produced
- CC-15a. Water Supply Reliability July (I)
- CC-15b. Water Supply Reliability August (I)
- CC-16. Water Efficiency and Safety Program Update (I)
- CC-17. Discussion & Possible Action to Approve Agreement with Flowline Contractors, Inc. for the Robie Way and Admiral Avenue Water Main Project (A)  
Recommendation: Accept the bid of Flowline Contractors, Inc. in the amount of \$400,089.00 and establish a contingency fund in the amount of \$40,008.00 (10%), for a total amount of \$440,097.00. Authorize the General Manager to execute an agreement with Flowline Contractors, Inc.

**ACTION:**

Director Sheehan moved and Vice President Wheaton seconded a motion to approve the consent calendar.

The motion carried 3-0 with all Directors voting yes.

**PRESENTATIONS:**

- P-1. CHWD Centennial Update
- P-2. Website Redesign Update
- P-3. Capital Improvement Program (CIP) Update

**STUDY SESSIONS:**

None.

**BUSINESS:**

None.

**MANAGEMENT SERVICES REPORTS (I):**

None.

**CONSULTANTS' AND LEGAL COUNSEL'S REPORTS (I):**

None.

**DIRECTOR'S AND REPRESENTATIVE'S REPORTS (I):**

- D-1. Regional Water Authority (Riehle).
- D-2. Sacramento Groundwater Authority (Sheehan).
- D-3. San Juan Water District (All).
- D-4. Association of California Water Agencies (Riehle).
- D-5. ACWA Joint Powers Insurance Authority (Wheaton/Henry).
- D-6. City of Citrus Heights (Pieri).
- D-7. Chamber of Commerce Update (Talwar/Henry).
- D-8. RWA Legislative and Regulatory Affairs Update (Talwar/Henry).
- D-9. Customer Advisory Committee (Riehle/Gordon/Pieri).
- D-10. Other Reports.

**CLOSED SESSION:**

None.

**ADJOURNMENT:**

There being no other business to come before the Board, the meeting was adjourned at 9:06 p.m.

**APPROVED:**

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MADELINE A. HENRY  
Deputy Secretary  
Citrus Heights Water District

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RAYMOND A. RIEHLE, President  
Board of Directors  
Citrus Heights Water District

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS SPECIAL MEETING MINUTES  
AUGUST 26, 2020

The Special Meeting of the Board of Directors was called to order at 6:06 PM by President Riehle and roll was called. Present were:

Raymond A. Riehle, President  
David C. Wheaton, Vice President  
Caryl F. Sheehan, Director

Staff:

Steve Anderson, General Counsel  
Tim Cutler, Water Distribution Supervisor  
Paul Dietrich, Project Manager  
Madeline Henry, Administrative Services Manager/ Chief Board Clerk  
Brian Hensley, Water Resources Supervisor  
Rex Meurer, Water Efficiency Supervisor  
Brittney Moore, Management Analyst/ Deputy Board Clerk  
Missy Pieri, Director of Engineering/ District Engineer  
Alberto Preciado, Accounting Supervisor  
David Rucker, Principal Information Technology Analyst  
Rebecca Scott, Senior Management Analyst  
Hilary M. Straus, General Manager  
Susan Talwar, Director of Finance and Administrative Services

Laura Mason-Smith, Facilitator

**PUBLIC COMMENT:**

None.

**BUSINESS:**

B-1. Strategic Planning Session defining Goals and Objectives for the District (I/D)

**DIRECTOR'S AND REPRESENTATIVE'S REPORTS (I):**

D-1. Other Reports.



**ADJOURNMENT:**

There being no other business to come before the Board, the meeting was adjourned at 8:52 PM.

APPROVED:

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MADELINE HENRY  
Deputy Secretary  
Citrus Heights Water District

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RAYMOND A. RIEHLE, President  
Board of Directors  
Citrus Heights Water District

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

SUBJECT : EMPLOYEE RECOGNITION  
 STATUS : Information Item  
 REPORT DATE : August 24, 2020  
 PREPARED BY : Brittney Moore, Management Analyst

The following District employees were recognized for perfect attendance during July 2020, and outstanding customer service and quality of work during the month of August 2020.

### Administrative Services & Water Efficiency Department

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Brady Chamber		Customer on Patti Jo Dr. was very complimentary of Brady and all the help he provided.	
Kelly Drake	Yes	Assisted a customer with a large leak at a property on Brookridge Dr.	
Madeline Henry	Yes	Participated at the Strategic Planning meeting.	Presented at the August Board meeting.
Dana Mellado	Yes	<p>Worked with Engineering and KB homes to establish a system for the meter set charges and meter installation for the Mitchell Farms project.</p> <p>After noticing a high read on Northgrove Way Dana sent Brady out to verify, and notified the customer of a potential issue. This proactive response helped the customer identify a major leak under her new driveway. The customer was stunned and immensely grateful that Dana had reached out to her so she could get repairs done before more water was lost.</p>	Assisted in setting up the Finance/Customer Service group in Microsoft Teams as a pilot during the admin building's construction.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Brittney Moore			<p>Attended the August Board meeting.</p> <p>Participation, planning, and logistics for the Strategic Planning meeting.</p>
Rex Meurer	Yes	Participated at the Strategic Planning meeting.	
Alberto Preciado	Yes	Participated at the Strategic Planning meeting.	Assisted with installing Microsoft Teams for Admin. Staff to communicate during construction.
David Rucker	Yes	<p>Exceptional internal customer service helping staff with remote work station set up.</p> <p>Assisted with Board room set up and participated at the Strategic Planning meeting.</p>	Assisted with installing Microsoft Teams for Admin. Staff to communicate during remote work.
Kayleigh Shepard	Yes		<p>Assisted IT staff with testing the phone system in advance of the admin building's construction.</p> <p>Assisted in setting up the Finance/Customer Service group in Microsoft Teams as a pilot during remote work.</p>
Beth Shockley	Yes	Assisted with getting equipment ordered for staff training.	Assisted in setting up the Finance/Customer Service group in Microsoft Teams as a pilot during remote work.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Desiree Smith	Yes	Offered to assist remote staff by restocking office printers.	Assisted IT staff with testing the phone system in advance of the admin building's construction.  Assisted in setting up the Finance/Customer Service group in Microsoft Teams as a pilot during remote work.

**Engineering Department**

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Tamar Dawson	Yes	Worked with Admin and Director of Engineering to establish a system for the meter set charges and meter installation for the Mitchell Farms project.	Performed inspection on the Whyte & Langley project on 8/28 (Fri).
Paul Dietrich	Yes	Participated at the Strategic Planning meeting.	Gave an excellent presentation of the Engineering Department's Capital Improvement Projects at the August Board Meeting.  Performed inspection on the Whyte & Langley project.
Timothy Katkanov	Yes		Assisted Project Manager with inspection on the Whyte & Langley project.
Neil Tamagni	Yes	Provided exceptional inspection services for the Mitchell Village project.	Performed inspection on the Mitchell Village Subdivision & Well Site project on 8/14, 8/21, & 8/28 (Fri) and after hours during the week.

**Operations Department**

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Christopher Bell	Yes	Participated in filming for Centennial video.	
Aaron Cater	Yes	Customer on Pomeroy Way sent email stating the crew replacing his water service was very gracious, and landscape restoration job was outstanding.	
Tim Cutler	Yes	Participated at the Strategic Planning meeting.	Gave an excellent presentation of the Operation Department’s Capital Improvement Projects at the August Board Meeting.
James Ferro		Participated in filming for Centennial video.	
Jarrett Flink	Yes	Participated in filming for Centennial video.	Jarrett responded to an emergency service repair on Old Auburn Rd. from 7pm – 11pm on Saturday 8/22.
Brian Hensley	Yes	Participated at the Strategic Planning meeting.	
Rick Jimenez	Yes	Provided exceptional service in assisting with catching the neighbor’s dogs. “Crew was kind and compassionate”	Customer on Pomeroy Way sent email stating the crew replacing his water service was very gracious, and landscape restoration job was outstanding.
Ricky Kelley		Provided exceptional service in assisting with catching the neighbor’s dogs. “Crew was kind and compassionate”	

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Mike Mariedth	Yes	<p>Provided exceptional service in assisting with catching the neighbor's dogs. "Crew was kind and compassionate".</p> <p>Customer called and stated Mike assisted in helping her uncle who had fallen on Lauppe Lane. She said Mike is a true saint, and saved her uncle.</p>	
Chris Nichols	Yes	<p>Provided exceptional support on the Whyte and Langley CIP Project by testing contractor back flow device.</p> <p>Assisted Engineering with a shut down for a tie-in at the Mitchell Village Well site.</p>	
Jace Nunes	Yes	Assisted a homeowner on Putcie Ln. with shutting off the water so a leak could be repaired.	Jace volunteered to hold standby call due to a staff family emergency.
Ryon Ridner		Participated in filming for Centennial video.	Customer on Pomeroy Way sent email stating the crew replacing his water service was very gracious, and landscape restoration job was outstanding.
Rebecca Scott	Yes	Attended and presented at the Strategic Planning meeting.	Gave an excellent presentation on the District's Water Smart classes and the Community Garden Project at the August Board meeting.
Nick Spiers	Yes	Assisted with setup for filming the Centennial video.	<p>Attended the August Board meeting.</p> <p>Assisted with emergency water main repair on Admiral Ave.</p>

<b><u>Name</u></b>	<b><u>Attendance</u></b>	<b><u>Customer Service</u></b>	<b><u>Work Quality</u></b>
John Spinella	Yes	Assisted a customer with a large leak at a property on Brookridge Dr.  Provided exceptional service to as customer on Sandstone Street. The customer stated that John lifted their spirits during this bleak time.  Assisted Engineering with a shut down for a tie-in at the Mitchell Village Well site.	
Jason Tupper	Yes	Provided exceptional bacteriological sampling service for the Mitchell Village project for the month of August.	

**CITRUS HEIGHTS WATER DISTRICT  
DISTRICT STAFF REPORT TO BOARD OF DIRECTORS  
SEPTEMBER 16, 2020 MEETING**

SUBJECT : LONG RANGE AGENDA  
 STATUS : Consent/Information Item  
 REPORT DATE : September 10, 2020  
 PREPARED BY : Madeline A. Henry, Administrative Services Manager

**OBJECTIVE:**

Listed below is the current Long Range Agenda.

Legend	
S	Study Session
CC	Consent Calendar
P	Presentation
B	Business
PH	Public Hearing
CL	Closed Session

**CITRUS HEIGHTS WATER DISTRICT LONG RANGE AGENDA**

MEETING DATE	MEETING TYPE	ITEM DESCRIPTION	ASSIGNED	AGENDA TYPE	AGENDA ITEM
<b>October 21, 2020</b>					
October 21, 2020		Misc. Charges and Fees - Proposed	Talwar	B	A
October 21, 2020		Award of Contract for Pavement Restoration	Scott/Pieri	CC	A
October 21, 2020		Award of Contract for Trucking Services	Scott/Pieri	CC	A
<b>November 18, 2020</b>					
November 18, 2020		CAC Update	Henry/Pieri	P	I/D
November 18, 2020		Annexation Project	Pieri	B	I/D
<b>December 16, 2020</b>					
December 16, 2020	Annual	2021 Budget Adoption	Talwar	B	A
December 16, 2020	Annual	District Officers	Henry	B	A
December 16, 2020	Annual	Selection of President and Vice President	Henry	B	A
December 16, 2020	Annual	Oath of Office	Henry	P	A
<b>January 20, 2021</b>					
January 20, 2021					
<b>February 17, 2021</b>					
February 17, 2021	Annual	Investment of District Funds	Talwar/General Counsel	B	A
February 17, 2021		Overview of Easement Project	Pieri	P	A



# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

**SUBJECT** : ENGINEERING DEPARTMENT REPORT  
**STATUS** : Information Item  
**REPORT DATE** : September 1, 2020  
**PREPARED BY** : Missy Pieri, Director of Engineering/District Engineer

Significant assignments and activities for the Engineering Department are summarized below. I will be available at the meeting to answer questions and/or provide additional details.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PROJECT 2030 Water Main Replacement Project</b>	Engineering	Director of Engineering and Project Manager	Yes, Third Quarter of 2020 (Final Completion Update)	Yes	Masterplan for replacement of water mains.	Top Alternative Implementation Plan developed and discussed at CAC Workshop #8 on 09/10/19.  Draft report submitted to CHWD on 01/06/20.  Board Presentation expected in third Quarter of 2020.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>CAPITAL IMPROVEMENT PROJECT Corporation Yard / Facilities Master Plan Buildout</b>	Engineering	Director of Engineering and Project Manager	Yes, 07/17/19 (Award of Contract)	Yes	Masterplan for office space requirements through 2045.	District received final staffing report from the District's consultant on 04/29/20.  Staff to present findings to Board.
<b>CAPITAL IMPROVEMENT PROJECT 6230 Sylvan Rd East Side Wall</b>	Engineering	Project Manager and Assistant Engineer	Yes, TBD	No	Wall along the east side of District property.  2020 design.	SJUSD Board approved Resolution granting an easement to CHWD at the 08/26/20 SJUSD Board Meeting.  A Public Hearing is scheduled for the 09/08/20 SJUSD Board Meeting.
<b>CAPITAL IMPROVEMENT PROJECT Whyte Ave &amp; Langley Ave Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, 06/17/20 (Award of Contract)	Yes	2020 design, 2020 construction.	Easement acquisition complete.  Award of Contract occurred at the 06/17/20 Board Meeting.  90% Complete.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>CAPITAL IMPROVEMENT PROJECT Robie Way - Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, 08/19/20 (Award of Contract)	Yes	2020 design, 2020 construction.	Easement acquisition complete.  Award of Contract occurred at the 08/19/20 Board Meeting.  Preconstruction meeting to occur in mid-September.
<b>CAPITAL IMPROVEMENT PROJECT - Admiral Ave - Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, 08/19/20 (Award of Contract)	Yes	2020 design, 2020 construction.	Easement acquisition complete.  Award of Contract occurred at the 08/19/20 Board Meeting.  Preconstruction meeting to occur in mid-September.
<b>CAPITAL IMPROVEMENT PROJECT - Wells Ave - Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, TBD	Yes	2020 design, 2021 construction.	Easement acquisition complete.  District received 95% plans. Potholing complete.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<p><b>CAPITAL IMPROVEMENT PROJECT - Wisconsin Dr - Water Main</b></p>	<p>Engineering</p>	<p>Project Manager and Assistant Engineer</p>	<p>Yes, TBD</p>	<p>Yes</p>	<p>2020 design, 2021 construction.</p>	<p>Right-of-way agent obtaining easements.</p> <p>Potholing completed on 06/08/20.</p> <p>District preparing 90% plans.</p>
<p><b>CAPITAL IMPROVEMENT PROJECT - Skycrest School Water Main</b></p>	<p>Engineering</p>	<p>Project Manager and Assistant Engineer</p>	<p>Yes, TBD</p>	<p>Yes</p>	<p>2020 design, 2021 construction.</p>	<p>Survey completed on 04/22/20.</p> <p>District preparing 60% plans.</p> <p>District coordinating with SJUSD regarding new water main alignment.</p>
<p><b>CAPITAL IMPROVEMENT PROJECT - Marsala Court Water Main</b></p>	<p>Engineering</p>	<p>Project Manager and Assistant Engineer</p>	<p>No</p>	<p>Yes</p>	<p>2020 design, 2020 construction.</p>	<p>District prepared final plans.</p> <p>CEQA completed.</p> <p>CHWD Operations staff performing construction. 90% Complete.</p>

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>CAPITAL IMPROVEMENT PROJECT - Walnut Drive Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes	Yes	2020 design, 2021 construction.	Right-of-Way agent obtaining easements.  Survey completed.  District preparing 60% plans.
<b>CAPITAL IMPROVEMENT PROJECT - Chance &amp; Langley Water Main</b>	Engineering	Project Manager and District Engineer	Yes	Yes	2020 design, 2021 construction.	District obtaining contract with Right-of-Way agent.  Survey completed.  District preparing 60% plans.
<b>CAPITAL IMPROVEMENT PROJECT - Fair Oaks Blvd Water Main</b>	Engineering	Project Manager and District Engineer	Yes	Yes	2020 design, 2021 construction.	Survey completed.  District preparing 60% plans.
<b>PRIVATE DEVELOPMENT Mitchell Village - 7925 Arcadia Dr</b>	Engineering	Director of Engineering and Assistant Engineer	Yes, 03/30/20, 04/15/20 (Deferment of Fees)	No	200-300 unit development by Watt Communities.	2 easements received on 02/05/20. Waiting for SMUD easement.  Plans signed by District on 02/05/20.  Project re-started on 7/14/20. Water portion 85% Complete.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PRIVATE DEVELOPMENT Mitchell Village Land Exchange - 7925 Arcadia Dr</b>	Engineering	Director of Engineering and Assistant Engineer	Yes, 11/20/19 (Approval of Agreement)	No	Land Exchange of District's Well Site for development property.	Project re-started on 07/14/20. Boundary line adjustment recorded on 08/31/20.  Project 95% Complete.
<b>PRIVATE DEVELOPMENT Lawrence Ave Wyatt Ranch</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	23 lot subdivision.	District signed plans on 12/04/19.  Reimbursement Agreement to be signed by developer.
<b>PRIVATE DEVELOPMENT 12057 Fair Oaks Blvd Fair Oaks Senior Apartments</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Seniors apartment complex with 42 one bedroom and 68 two bedroom units.	Received Project Referral and proposed site plan on 11/13/18.  District sent Will Serve Letter on 12/04/18.  Awaiting first submittal from developer's engineer.
<b>PRIVATE DEVELOPMENT 7581 Sycamore Dr - Parcel Split 1 - 3</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Parcel being split into 3 for 3 home subdivision.	Plans signed on 09/19/18.  Awaiting construction.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PRIVATE DEVELOPMENT</b> 8043 Holly Dr Parcel Split 1 - 3	Engineering	Director of Engineering and Assistant Engineer	No	No	Parcel being split into 3 for 3 home subdivision.	Received initial plans on 10/01/18.  District provided comments to the developer's engineer on 01/02/19.
<b>PRIVATE DEVELOPMENT</b> 8116 Holly Dr Parcel Split 1 - 2	Engineering	Director of Engineering and Assistant Engineer	No	No	Parcel being split into 2 with 2 existing homes and meters.	Received Project Referral 11/16/18.  Final Map in progress. District to inspect for no cross connections.
<b>PRIVATE DEVELOPMENT</b> 208 Langley Ave Parcel Split 1 - 2	Engineering	Director of Engineering and Assistant Engineer	No	No	Parcel being split into 2 lots. New single family home construction on one lot.	District sent correspondence to property owner on 04/20/20.
<b>PRIVATE DEVELOPMENT</b> 5425 Sunrise Blvd Sunrise Village Phase 1	Engineering	Director of Engineering and Assistant Engineer	No	No	Redevelopment of Sunrise Village.	District provided Will Serve Letter to the City on 07/31/19.  Submittal received on 05/07/20. District provided comments on 06/02/20.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<p><b>PRIVATE DEVELOPMENT</b>  <b>8501 Auburn Blvd</b>  <b>Parcel Split</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>No</p>	<p>Potential parcel split from one parcel to four parcels.</p>	<p>Sent Conditions of Approval letter on 09/06/18.</p>
<p><b>PRIVATE DEVELOPMENT</b>  <b>8501 Auburn Blvd</b>  <b>Studio Movie Grill</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>Yes, Quitclaim (06/17/20)</p>	<p>No</p>	<p>Commercial Development.</p>	<p>Final plans signed on 10/17/19.</p> <p>100% complete on water service to Studio Movie Grill. Contractor to complete improvements to two other parcels.</p> <p>Easements received and sent to Records office on 09/01/20.</p> <p>Quitclaim Resolution approved by the Board and recorded.</p>
<p><b>PRIVATE DEVELOPMENT</b>  <b>8505 Auburn Blvd</b>  <b>Laundromat</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>No</p>	<p>Commercial Development.</p>	<p>Preliminary plans submitted on 05/12/20.</p> <p>District provided comments on 05/18/20.</p>



Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PRIVATE DEVELOPMENT</b> <b>7969 Madison Ave</b> <b>Orchard Apts</b> <b>Storage Units</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Demo tennis courts to make storage unit with fire sprinkler system.	Payment received for Fees on 04/01/20.  Awaiting plans for signature/approval.
<b>PRIVATE DEVELOPMENT</b> <b>7435 Stock Ranch Rd</b> <b>USPI Surgical Center</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Proposed multi-use outpatient surgical center.	Plan Check Fees paid on 03/24/20.  District signed plans on 08/18/20.
<b>PRIVATE DEVELOPMENT</b> <b>7424 Sunrise Blvd</b> <b>Sunrise Pointe</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Proposed multi-unit housing complex for low-income and homeless.	Received project referral and initial plans on 10/11/18.  Will-Serve letter sent on 11/21/18.  Awaiting first plan submittal from developer's engineer.
<b>PRIVATE DEVELOPMENT</b> <b>8220 Sunrise Blvd</b> <b>Carefield Citrus Heights</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Proposed memory care facility.	Received schematic plans on 05/08/19.  Will-Serve letter sent on 05/20/19.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PRIVATE DEVELOPMENT Livoti Development</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Six Parcel Subdivision.	Received second submittal on 05/20/19.  District provided comments to the engineer on 06/26/19.
<b>PRIVATE DEVELOPMENT 7056 Sunrise Blvd Starbucks</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	All Fees Paid.  Plans signed on 05/13/20.  Pre-construction meeting occurred on 07/21/20.
<b>PRIVATE DEVELOPMENT 7951 Antelope Rd Rocklin Academy</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	District provided comments on preliminary plans on 07/09/20.
<b>PRIVATE DEVELOPMENT 6128 San Juan Ave Green Acres</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	District reviewing first submittal.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>PRIVATE DEVELOPMENT 7800 Greenback Ln Raising Cane's</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	District reviewing first submittal.
<b>CITY OF CITRUS HEIGHTS DRAINAGE PROJECT Wonder St</b>	Engineering	Director of Engineering and Assistant Engineer	No	Yes	Wonder St Drainage Project.	Anticipate bid and start of construction in 2020.
<b>CITY OF CITRUS HEIGHTS PROJECT Bonita &amp; Old Auburn Rd Storm Drain Improvements</b>	Engineering	Director of Engineering and Assistant Engineer	No	Yes	Bonita Way & Old Auburn Rd Storm Drain Project.	<p>Plans signed on 05/06/20.</p> <p>Water relocation to be performed by Operations prior to storm drain improvements.</p> <p>Gas lines being relocated by PG&amp;E.</p> <p>Anticipate bid and start of construction in 2020.</p>
<b>CITY OF CITRUS HEIGHTS PROJECT Chula Vista Dr Storm Drain Improvements</b>	Engineering	Director of Engineering and Assistant Engineer	No	Yes	Chula Vista Dr Storm Drain Project.	District reviewing first submittal.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>CITY OF CITRUS HEIGHTS PROJECT</b> <b>Mariposa Ave - Safe Routes to School Phase IV</b>	Engineering	Director of Engineering and Assistant Engineer	No	Yes	Frontage improvements along east side of Mariposa Ave from Madison Ave to Skycrest School.	Attended kick-off meeting with the City on 01/14/19.  District provided comments to City's engineer on 05/02/19. Awaiting final plans from the City's engineer.  District prepared Cost Liability letter to the City of Citrus Heights on 06/27/19.
<b>CITY OF CITRUS HEIGHTS PROJECT</b> <b>Auburn Blvd - Phase 2 Road Improvements</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	City of Citrus Heights Frontage Improvements and Utility relocation on Auburn Blvd from Rusch Park to north.	Utility information sent to City's engineer on 06/30/20.

Items of Interest	Department	Project Team	To Board? If so, Date	Strategic Planning Item	Item Description	Update from Last Report/ Current Status
<b>District-wide Annexation Project</b>	Engineering	Director of Engineering , Project Manager and Assistant Engineer	Yes, 07/17/19 (Award of Contract), 10/16/19 (Customer Letters), 04/15/20 (Resolution to begin LAFCo review)	Yes	Annex properties into the District to clarify and revise District boundaries.	Project 95% Complete.  LAFCo approved proposal on 08/05/20.  LAFCo Conducting Authority Hearing scheduled for 09/17/20.
<b>District-wide Easement Project</b>	Engineering	Director of Engineering, Project Manager and Assistant Engineer	Yes, TBD	Yes	Research and review District facility locations and easements for potential additions/revisions.	Staff will begin this project once the annexation project is near completion.

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

SUBJECT : OPERATIONS DEPARTMENT REPORT  
 STATUS : Information Item  
 REPORT DATE : September 1, 2020  
 PREPARED BY : Tim Cutler, Water Distribution Supervisor  
 Rebecca Scott, Senior Management Analyst

Facilities Maintenance			CIP Projects		
	Completed WO's			Completed WO's	
	Aug.	Year to Date		Aug.	Year to Date
Backflow Maintenance	0	0	C20-010 Water Mainline	0	0
Blow Off Maintenance	0	1	C20-011 Water Valves	0	10
Hydrant Maintenance	104	689	C20-012 Water Services	24	228
Leak Investigation	0	1	C20-013 Water Meters	0	20
Mainline Repair/Maintenance	0	5	C20-014 Fire Hydrants	0	9
Meter Box Maintenance	8	36	C20-103 Pot Hole Main	0	1
Meter Register Replacement	25	320	<b>TOTAL</b>	<b>24</b>	<b>268</b>
Meter Repair/Test/Maintenance	1	7	<b>Water Quality</b>		
Pot Hole Work	0	1	<i>Water Analysis Report: Bacteriological testing has met all California Department of Public Health requirements. 90 samples were collected with no positive results.</i>		
Water Service Repair/Locate	0	4			
Valve, Mainline Maintenance	220	1,239			
Valve Box Maintenance	1	15			
<b>TOTAL</b>	<b>359</b>	<b>2,318</b>			

**CITRUS HEIGHTS WATER DISTRICT**  
**DISTRICT STAFF REPORT TO BOARD OF DIRECTORS**  
**SEPTEMBER 16, 2020 MEETING**

SUBJECT : 2020 WATER SUPPLY - PURCHASED & PRODUCED  
 STATUS : Information Item  
 REPORT DATE : September 2, 2020  
 PREPARED BY : Brian M. Hensley, Water Resources Supervisor

**OBJECTIVE:**

Monthly water supply report, including a comparison to the corresponding month in the prior 5 years. The 2013 data is included for reference as it is the baseline consumption year for water conservation mandates.

Month	2013	2015	2016	2017	2018	2019	2020				Year-to-Date Comparison to 2013	
	Total Water Monthly acre feet						Surface Water Purchased	Ground Water Produced	Total Water Monthly	Total Water Annual	acre feet	%
							acre feet					
Jan	602.52	570.05	539.60	506.81	531.38	520.86	425.22	93.81	519.03	519.03	-83.49	-13.9%
Feb	606.36	511.52	484.53	443.99	525.73	447.48	488.25	101.55	589.80	1,108.83	-100.05	-8.3%
Mar	819.55	725.95	517.56	546.60	540.78	516.87	569.86	84.45	654.31	1,763.14	-265.29	-13.1%
Apr	1,029.73	761.02	677.81	575.52	646.09	682.90	678.55	88.69	767.24	2,530.38	-527.78	-17.3%
May	1,603.43	869.08	979.49	1,138.72	1,072.27	977.41	1,103.17	65.82	1,168.99	3,699.37	-962.22	-20.6%
Jun	1,816.73	1,065.10	1,343.76	1,412.94	1,387.03	1,328.07	1,349.71	126.11	1,475.82	5,175.19	-1,303.13	-20.1%
Jul	2,059.21	1,184.95	1,544.57	1,650.76	1,737.13	1,582.40	1,571.79	111.04	1,682.83	6,858.02	-1,679.51	-19.7%
Aug	1,924.28	1,188.18	1,579.80	1,570.80	1,583.78	1,603.36	1,542.97	117.62	1,660.59	8,518.61	-1,943.20	-18.6%
Sep	1,509.82	1,069.78	1,257.91	1,441.76	1,330.19	1,297.12						
Oct	1,297.42	918.67	840.80	1,128.97	1,061.88	1,083.17						
Nov	911.55	589.6	561.82	631.55	807.7	839.06						
Dec	700.94	519.57	518.62	574.43	558.97	548.17						
<b>Total</b>	<b>14,881.54</b>	<b>9,973.47</b>	<b>10,846.27</b>	<b>11,622.85</b>	<b>11,782.93</b>	<b>11,426.87</b>	<b>7,729.52</b>	<b>789.09</b>	<b>8,518.61</b>	<b>8,518.61</b>		
% of Total							90.74%	9.26%				

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

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SUBJECT : WATER SUPPLY RELIABILITY  
STATUS : Information Item  
REPORT DATE : September 2, 2020  
PREPARED BY : Brian Hensley, Water Resources Supervisor

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### **OBJECTIVE:**

Receive status report on surface water supplies available to the Citrus Heights Water District (District).

### **BACKGROUND AND ANALYSIS:**

As of September 1, 2020, storage in Folsom Lake (Lake) was at 475,488 acre-feet, 49 percent of the total capacity of 977,000 acre-feet. This represents a decrease in storage of 75,739 acre-feet in the past month.

The District's total water use during the month of August 2020 (1,650.69 acre-feet) was 18.6 percent below that of August 2013 (1924.28 acre-feet).

The District continues to assist with preserving surface water supplies in the Lake by operating its groundwater wells. The District's groundwater production wells: Bonita, Skycrest, Mitchell Farms and Sylvan, are operational and used on a rotational or as-needed basis. Other District groundwater production wells, Palm and Sunrise, are available for emergency use.

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# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

SUBJECT : WATER EFFICIENCY & SAFETY PROGRAM UPDATE  
 STATUS : Information Item  
 REPORT DATE : September 1, 2020  
 PREPARED BY : Rex W. Meurer, Water Efficiency Supervisor

Water Efficiency, Safety and Meter Program updates are summarized below.

### **ACTIVITIES AND PROGRESS REPORT**

Water Efficiency, Safety and Meter Program activities during the months of August 2020 include:

- Four High Efficiency Toilet (HET) rebates were processed for the month of August. This compares to eight HET rebates processed for the month of August 2019. The five year monthly average (2015-2019) of August HET rebates is 21.
- A total of five High Efficiency Clothes Washer (HECW) rebates were issued during the second quarter of 2020. This compares to five rebates issued for the second quarter of 2019. A total of 11 HECW rebates have been issued year to date.
- 29 service calls were completed for the month of August. There were eight reports of water waste received in August through CHWD's Water Efficiency web page. Staff began reaching out to customers via telephone for water waste violations and leak notifications.
- CHWD's WaterSmart classes have been restructured to be given online as "virtual" classes for 2020. Two WaterSmart classes are scheduled for November. Both classes will be scheduled from 12:00 – 12:30. Class topics and content are currently being developed. Attendees will have the opportunity to participate in a live Q & A session during the presentation. All virtual classes are being archived on CHWD's web site and can be viewed there at any time.
- CHWD has secured three garden plots at the Sylvan Ranch Community Garden (SRCG). The plots will feature water efficient landscaping. The project is being completed in two phases. Phase I includes a gardening area at the corner of Sylvan Rd. and Stock Ranch Rd. Phase II will be an education area for activities, such as workshops and presentations. Kaler Dobler completed construction of the planter boxes in early August. CHWD will soon be recruiting for a volunteer "Garden Corps," which will be a group of CHWD customers willing to help plant and maintain the District's garden plots at the Sylvan Ranch Community Garden. The Garden Corps members will work with a certified landscaping specialist to design and plant the first flowers and plants for CHWD's plots. Volunteers will periodically maintain the plots by removing weeds and checking the irrigation, including the smart controller timers.

- The following table summarizes the Residential Gallons Per Capita Per Day (R-GPCD) values for CHWD to date:

<b>Month</b>	<b>R-GPCD 2019</b>	<b>R-GPCD 2020</b>	<b>% CHANGE</b>
January	76	76	0%
February	72	92	+21.7
March	75	95	+26.6
April	103	116	+12.6
May	147	170	+15.6
June	200	222	+11.0
July	231	245	+6.0
August	234		

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 REGULAR MEETING

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SUBJECT : DISCUSSION AND POSSIBLE ACTION TO APPROVE BUDGET  
AMENDMENT FOR PROPERTY PURCHASE AT 7529 GREENBACK LANE

STATUS : Action Item

REPORT DATE : September 3, 2020

PREPARED BY : Susan K. Talwar, Director of Finance and Administrative Services  
Missy Pieri, Director of Engineering/District Engineer/Interim Director of Operations  
Josh Nelson, Assistant General Counsel

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**OBJECTIVE:**

Consider approving a budget amendment to reflect the purchase of property at 7529 Greenback Lane (Property) by creating a new project fund and allocating funds to the project fund for the purchase.

**BACKGROUND AND ANALYSIS:**

On June 17, 2020, the Board of Directors authorized the General Manager to enter into negotiations for the purchase of the Property. While a final plan for the Property has not yet been developed, this parcel is adjacent to the existing Corporation Yard and presents a number of potential options for the Citrus Heights Water District (CHWD). Any future development plan for the Property will be reviewed and approved by the Board.

Pursuant to the Board's prior authorization, staff negotiated and entered into an agreement to acquire the Property for \$160,000. This transaction closed in early September. As an administrative measure, staff requests that the Board amend the 2020 budget to create a new project and allocate funds for this land purchase into the new project fund.

**RECOMMENDATION:**

Amend the budget to reflect the purchase of property at 7529 Greenback Avenue in the amount of \$160,000 as set forth in this Board report.

**ACTION:**

Moved by Director \_\_\_\_\_, Seconded by Director \_\_\_\_\_, Carried \_\_\_\_\_

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# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 REGULAR MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO APPROVE THE 2021 STRATEGIC PLAN

STATUS : Discussion and Action Item

REPORT DATE : September 3, 2020

PREPARED BY : Brittney C. Moore, Management Analyst/Deputy Board Clerk  
Madeline A. Henry, Administrative Services Manager/Chief Board Clerk  
Susan K. Talwar, Director of Finance and Administrative Services  
Hilary M. Straus, General Manager

### **OBJECTIVE:**

Consider approval of the Citrus Heights Water District's 2021 Strategic Plan.

### **BACKGROUND AND ANALYSIS:**

This is the fifth year that CHWD has engaged in a Strategic Planning process to help shape the development of its annual budget. The goal of Strategic Planning is to bring the Board of Directors and key District staff together to identify and prioritize the District's key policy, program and project issues, and to identify what items, given limited resources (i.e., funding, time and staffing resources) the District should be working on over and above daily operations in the coming year.

The Strategic Planning process includes three major components: 1) Education/Issues Briefing; 2) Team Building; 3) Work Program Development.

The *Education/Issues Briefing Component* consisted of a 2020 Strategic Plan Update by CHWD staff in a Consent Calendar report to the Board for the May 20, 2020 Regular Board Meeting. In addition, staff provides project and Strategic Planning updates in the monthly FYI Report.

The *Team Building* and *Work Program Development* components took place on August 26, 2020, in a session attended by the Board of Directors, key District staff, and Customer Advisory Committee members, facilitated by Laura Mason-Smith.

Accompanying this staff report are the Strategic Planning notes, prepared by facilitator Laura Mason-Smith. In January, leadership staff will present a 2021 Strategic Plan Preview including who will serve as the Executive responsible for the project, the Project Lead, a project timeline, and who will serve on the Project Team to accomplish each objective within a projected timeframe.

District leadership staff will be reviewing progress on the Strategic Plan several times each month, and update the Board of Directors quarterly or more often as required.

### **RECOMMENDATION:**

Approve the 2021 Strategic Plan, and direct that Strategic Planning Objectives be included in the 2021 proposed budget, which will be considered by the Board of Directors for adoption later in 2020 for the 2021 budget year.

**ATTACHMENT:**

2021-2024 Strategic Plan Session Summary.

Moved by Director \_\_\_\_\_, Seconded by Director \_\_\_\_\_, Carried \_\_\_\_\_

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# ***2021-2024 STRATEGIC PLAN SESSION SUMMARY***

Wednesday, August 26, 2020

*designed and facilitated by*

**Mason***Smith*  
**S U C C E S S  
S T R A T E G I E S**

*Laura Mason-Smith  
916-485-3582  
[www.masonsmith.com](http://www.masonsmith.com)*

**Citrus Heights Water District**  
**2021-2024 STRATEGIC PLAN SESSION SUMMARY**  
Wednesday, August 26, 2020

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**Citrus Heights Water District**  
**2021-2024 STRATEGIC PLAN SESSION SUMMARY**  
Wednesday, August 26, 2020

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**OVERVIEW**

On Wednesday, August 27, 2020, the following members of the Board and Management of the Citrus Heights Water District met to develop the District's 2021-2024 Strategic Plan:

Raymond Riehle	President of the Board
David Wheaton	Vice President of the Board
Caryl Sheehan	Board Member
Hilary Straus	General Manager
Steve Anderson	General Counsel
Tim Cutler	Water Distribution Supervisor
Paul Dietrich	Project Manager
Madeline Henry	Administrative Services Manager/Chief Board Clerk
Brian Hensley	Water Resources Supervisor
Rex Meurer	Water Efficiency Supervisor
Brittney Moore	Management Analyst/Deputy Board Clerk
Missy Pieri	Director of Engineering/Interim Director of Operations
Alberto Preciado	Accounting Manager
David Rucker	Principal Information Technology Analyst
Rebecca Scott	Senior Management Analyst
Susan Talwar	Director of Finance and Administrative Services

Also participating were:

Jenna Moser	Customer Advisory Committee Chair
Ray Bohlke	Customer Advisory Committee Member
Alan Utzig	Customer Advisory Committee Member

The session was facilitated by Laura Mason-Smith of Mason-Smith SUCCESS STRATEGIES. Outlined on the following pages is a summary of the Strategic Plan Session.



**Citrus Heights Water District**  
**2021-2024 STRATEGIC PLAN SESSION SUMMARY**  
Wednesday, August 26, 2020

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***INTRODUCTION***

Board Chair Raymond Riehle welcomed everyone, called the meeting to order, and explained that the purpose of the session was to develop the District's 2021-2024 Strategic Plan.

***BUDGET PROCESS OVERVIEW***

Susan Talwar reviewed the budget process overview, with the Strategic Plan development at the beginning of that process.

***DISTRICT ACCOMPLISHMENTS AND STRENGTHS***

The participants identified the following District accomplishments and strengths over the past year (not in priority order):

1. Continued effective management of the District and its responsibilities.
2. The continued work of the Customer Advisory Committee.
3. Regional leader in the Water Meter Replacement Program Consortium, a collaborative effort with multiple agencies.
4. The District's strong financial position as recognized by the CAFR award, the balanced budget, and the strong reserve.
5. The staff's successful work in the field and the visibility of those projects.
6. Implemented SB998 into the billing and collection cycles.
7. Completed the audit and financial statement for the 2019 CAFR and submitted for award consideration.
8. Implemented the Fleetio Fleet Management Software program.
9. Developed and received Board approval for a regional piggyback contract for diesel fuel delivery services.
10. Completed the construction of plots at the Community Garden.
11. Completed the CEQA analysis for the Highland Avenue Well.
12. Amended the Intertie Agreement with Carmichael Water District.
13. Increased the District's Facebook following by 94%, and created a District Twitter account.
14. Redesigned the District's Website, including update of host and CMS, redesign of sitemap, and update of content (will be complete in September, 2020).

**Citrus Heights Water District**  
**2021-2024 STRATEGIC PLAN SESSION SUMMARY**  
Wednesday, August 26, 2020

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***DISTRICT ACCOMPLISHMENTS AND STRENGTHS*** (continued)

15. District efforts related to groundwater, including the Groundwater Sustainability Plan.
16. Work on surface water and conveyance issues, including water shortage plans, Cooperative Transmission Pipeline, and wholesale contract issues.
17. Demonstrated strong leadership during the pandemic, a time of crisis, and kept business as usual.
18. Implemented policies for COVID-19 affecting the finance collections cycle, human resources, communications and outreach, and remote IT.
19. Held virtual WaterSmart classes for the first time and then made all classes available virtually.
20. Implemented the Pressure Reducing Rebate.
21. Installed the EDRMS software, with implementation scheduled to start in September.
22. Upgrading servers and workstations to the new Operating Systems.
23. Completed the District's transition to by-district elections.
24. Created a District Volunteer Program, including a new Garden Corps at the District's newly constructed Community Garden.
25. Allocated \$1 million through the IRWM program for future well development.
26. Hired an Engineering/GIS Technician.
27. Initiated a water easement acquisition on ten properties on the Whyte & Langley Water Main Replacement Program.
28. Completing the District-wide Annexation Project (August 5, 2020 LAFCO Hearing, 95% Complete).
29. Completed a Settlement Agreement for the Mitchell Village Well Site.
30. Inspected the Mitchell Village project.
31. Improved the efficiency of Vactor Basin wet spoils processing (screen and auger attachment).
32. Hired three full-time Water Distribution staff.
33. Implemented the District's new Time and Entry System as well as the Human Resources Management System (HRMS).
34. Made investments to the GIS system.
35. Initiated the Meter Replacement Program project with the CAC.
36. Provided communications in the bill to update customers and let them know about District accomplishments.

***DISTRICT MISSION, VISION AND CORE VALUES***

The participants reviewed the District’s Mission, Vision, Core Values, and Commitments as the foundation of their strategic planning work.

***MISSION STATEMENT***

*It is the mission of the Citrus Heights Water District to furnish a dependable supply of safe, quality water delivered to its customers in an efficient, responsive, and affordable manner.*

***VISION STATEMENT***

*The Citrus Heights Water district will continue to evolve as a dynamic provider of municipal water service to assure that our customers receive the best value without giving it a second thought.*

***CORE VALUES***

not in priority order

*Integrity*

*Teamwork*

*Dependability*

*Accountability*

*Professionalism*

***COMMITMENTS***

*(See Attachment A)*

***ISSUES, FACTORS, AND TRENDS***

The participants identified the following key issues, factors, and trends that do or could affect the District:

1. State and Federal regulations and unfunded mandates; potential water budgets are an example.
2. Increased construction costs' impact on all District construction projects.
3. Water supply and availability.
4. San Juan Water District's future costs and impacts to retail agencies.
5. Recruitment and retention challenges—staff, Board, and community leaders.
6. Unfunded CalPERS and OPEB (Other Post-Employment Benefits) liabilities, system changes, and city/county/district impacts.
7. Increasing need for public engagement.
8. A trend toward collaborative partnerships for mutual benefit while maintaining agency autonomy.
9. More alternative water technologies and impacts.
10. Sporadic customer resistance to granting easements without payments.
11. The potential impacts of water industry leadership changes, for example at the Association of California Water Agencies (ACWA).
12. Challenge in connecting with customers on key issues about their water system when they cannot see it (it is buried underground) as well as customers' competing priorities.
13. Increased public awareness of the value of quality water.
14. Talks at a Federal level related to water and potential funding opportunities.
15. Water Agencies have different business models; for example, wholesale and retail.
16. Trend for Districts to move from at-large to District-based voting.
17. Proposed water district merger talks between San Juan Wholesale and Sacramento Suburban Water District (SJWD).
18. Potential issues with SJWD redistricting.
19. Change in business functions due to COVID-19; additional costs, and unknown future impacts.

### **KEY AREAS FOR STUDY IN 2021**

To inform the setting of goals and objectives, Hilary Straus provided an overview of key areas of study by the District in 2021 related to the Capital Improvement Program (CIP) and Communications and Outreach. In all areas of study, key considerations are:

- People
  - In-house (regular vs. limited term, and full-time vs part-time) vs contract
  - Blended in-house and contract
  - Redirecting existing staff vs adding new staff
- Time
  - The amount of time required to meet current and projected workload requirements
- Cost
  - Hard costs, soft costs, and opportunity costs
  - Transition and ongoing costs

Missy Pieri reviewed the following CIP key study areas:

- Succession Planning – PM position
- Cross Training – workload assessment and distribution (current & projected)
- Project 2030 Implementation – what resources are required?
- Wells – development, treatment, storage, and purchase of additional well sites
- Water Meter Asset Management (replacement, testing)
- Aquifer Storage and Recovery – new technology

Susan Talwar reviewed Communications and Outreach:

- History/Background of local governance and outreach
  - Proactive vs Reactive
  - Issue specific vs agency wide

**Citrus Heights Water District**  
**2021-2024 STRATEGIC PLAN SESSION SUMMARY**  
Wednesday, August 26, 2020

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**KEY AREAS FOR STUDY IN 2021** *(continued)*

- Why we are studying this program now:
  - Future revenue needs, other agencies, and the economy
  - Tell our story before someone else tells it for us
  - Organizational resiliency
  - Building strong connections with customers at the grassroots level
- Key study areas:
  - Consistent, frequent communication (competing with customers' information overload)
  - Expanding channels of communication
    - Newsletter/E-newsletter
    - Social media
    - Videos
    - Website
    - Mailers/Bill Inserts
    - Events (Centennial, WaterSmart, Community Events, Neighborhood Roadshows)
    - Media Relations
    - Customer advisory/ad hoc/special project committees

Next Steps:

- Study workload and required resources in both areas
- Findings and recommendations are anticipated to begin with the 2022 Strategic Planning Session and Budget Process

**THREE-YEAR GOALS – 2021-2024**

(not in priority order)

After discussion, the participants prioritized the District's five top Three-Year Goals as:

- ***Implement the Project 2030 Water Main Replacement Program to Ensure a Reliable Water Distribution System***
- ***Manage and Diversify a Dependable Water Supply***
- ***Manage Water Efficiency Effectively and Empower Customers to Use Water in an Efficient Manner***
- ***Manage the Efficient Improvement of and Reinvestment in District Infrastructure and Facilities***
- ***Promote Organizational Effectiveness to Enhance Customer Service***

**CITRUS HEIGHTS WATER DISTRICT ☼ 2021 STRATEGIC OBJECTIVES**

**THREE-YEAR GOAL:**      ***IMPLEMENT THE PROJECT 2030 WATER MAIN REPLACEMENT PROGRAM TO ENSURE A RELIABLE WATER DISTRIBUTION SYSTEM***

**2021 OBJECTIVES:**

1. Develop outreach and engagement plan on the preferred alternative from the Project 2030 Water Main Replacement Study
2. Develop funding mechanism for the preferred alternative from the Project 2030 Water Main Replacement Study
3. Initiate development of condition assessment plans for the District's transmission and distribution mains
4. Perform non-invasive condition assessment on selected District transmission mains



**CITRUS HEIGHTS WATER DISTRICT ☼ 2021 STRATEGIC OBJECTIVES**

**THREE-YEAR GOAL:        *MANAGE AND DIVERSIFY A DEPENDABLE WATER SUPPLY***

**2021 OBJECTIVES:**

1. Hinkle Reservoir Cover Replacement:
  - Develop operation plan
  - Develop participation and cost agreement
2. Amend Intertie Agreement with Fair Oaks Water District
3. Acquire well sites 7 and 8
4. Complete Aquifer Storage Recovery (ASR) Feasibility Study

**CITRUS HEIGHTS WATER DISTRICT ⚙ 2021 STRATEGIC OBJECTIVES**

**THREE-YEAR GOAL:**      ***MANAGE WATER EFFICIENCY EFFECTIVELY AND EMPOWER CUSTOMERS TO USE WATER IN AN EFFICIENT MANNER***

**2021 OBJECTIVES:**

1. Increase CHWD Customer attendance by 20% at WaterSmart Classes
2. Expand the virtual content for WaterSmart Classes, including one pre-recorded and one live video at the community garden; and continue virtual WaterSmart Classes each season
3. Increase sign-ups for Water Efficiency Reviews by 10%
4. Increase rebate program participants by 10%

**CITRUS HEIGHTS WATER DISTRICT ⚙ 2021 STRATEGIC OBJECTIVES**

**THREE-YEAR GOAL:**      ***MANAGE THE EFFICIENT IMPROVEMENT OF AND REINVESTMENT IN DISTRICT INFRASTRUCTURE AND FACILITIES***

**2021 OBJECTIVES:**

1. Complete the Meter Replacement Study & Final Report
2. Prepare an implementation and funding Strategy for Meter Replacements and Meter Testing
3. Prepare and implement a Public Engagement Strategy including Customer Advisory Committee participation for Meter Replacements and Meter Testing
4. Work with the Regional Water Authority to transition ongoing program leadership

**CITRUS HEIGHTS WATER DISTRICT ⚙ 2021 STRATEGIC OBJECTIVES**

**THREE-YEAR GOAL: *PROMOTE ORGANIZATIONAL EFFECTIVENESS TO ENHANCE CUSTOMER SERVICE***

**2021 OBJECTIVES:**

1. Implement the enterprise-wide Document Management System, convert the first 17 document types, & implement 6 document workflows
2. Continued participation in study for regional integration evaluation
3. Implement a series of events and promotions for the District's Centennial Celebration
4. Complete Update of 7000's (Accounts Receivable) Policies
5. Select Consultant and begin the creation of engineering design standards/procedures for development projects – Create and/or revise District Policies (8000's – Water Service and 9000's – Water Distribution Facilities)
6. Select Consultant for Audit Services
7. Develop 5-year IT Strategic Plan

**CITRUS HEIGHTS WATER DISTRICT ☼ 2021 STRATEGIC OBJECTIVES**

***PARKING LOT ITEMS***

Items may be removed from the parking lot and added to the 2021 objectives if other objectives are complete. The 2021 Parking Lot items are (not in priority order):

1. Identify potential locations for ASR technology and explore funding opportunities for ASR retrofits and new wells with ASR technology.
2. Work with Wholesale Agency to update Supply Agreement, including:
  - a. Amend Water Shortage Agreement with San Juan Family of Agencies.
  - b. Update Water Supply Agreement Terms.
3. Amend Mutual Aid Agreement with San Juan Family of Agencies.
4. Present findings from the storage feasibility study.
5. Develop well site #7.

**ATTACHMENT A**  
**BENEFITS OF THE STRATEGIC PLANNING PROCESS**

The participants identified the benefits of the Strategic Planning process as:

1. Overarching theme to enhance customer service, outreach, and continued improvement.
2. Impressive list of accomplishments, especially while dealing with the pandemic.
3. Good job of identifying District issues and adapting to change (virtual meeting format).
4. Personal responsibility that we bring into this Strategic Planning process.
5. Staff, board, and customer support. Teamwork makes the dream work!
6. Seeing the value of our recent customer outreach.
7. Organization and thoughtfulness of the goals.
8. Resilience.
9. Better overall picture of the District and how we work together.
10. Public outreach is working. Customers express their appreciation to our Field crews daily
11. CAC members have embraced the new normal.
12. CAC members have learned how the District operates internally.
13. Excellent ways of conveying our message to customers, and this group has shown how important this is.
14. Impressed by the integrity of CHWD and the caliber of the staff.
15. In the last year, CHWD has a good job of showing neighboring agencies who we are—standing up and being counted.
16. Producing high quality of work.
17. Very helpful that this Strategic Planning session was conducted in the evening.
18. The dynamic evolution of the Strategic Planning sessions since their inception.
19. Suggest we continue to increase our introspection and ask, “are we missing something?”
20. While this virtual meeting was very effective, we look forward to being able to get back to more personal meetings when possible.

**ATTACHMENT B**  
**DISTRICT COMMITMENTS**

We at Citrus Heights Water District will excel at fulfilling our mission and vision by adhering to our core values and dedicating ourselves to these commitments:

*We commit to being good stewards of our water supply and the environment.*

*We commit to responsible management of the District's capital, fiscal and personnel assets.*

*We commit to provide reliable and dependable water service at an affordable cost that is at or near the 50<sup>th</sup> percentile for the Sacramento region.*

*We commit to provide a water supply that meets or exceeds State and federal water quality standards.*

*We commit to provide customer service that is extraordinary to both our rate-payers and to our work team.*

*We commit to be a valuable resource for our customers in consistently providing friendly, respectful service.*

*We commit to provide information that is accurate, complete and relevant.*

*We commit to excel beyond our commitments when moments of opportunity arise.*

*We commit to conduct our affairs with the highest ethical standards.*

*We commit to develop and implement reasonable policies and procedures that foster integrity and trust.*

***DISTRICT COMMITMENTS*** (continued)

*We commit to have a friendly, courteous and professional person readily available to telephone customers during business hours.*

*We commit to have a well-trained staff that supports one another in opportunities for personal and professional growth.*

*We commit to provide the equipment, technology and training necessary to assure that our customers received the best value in water service.*

*We commit to work together for each other and for our customers.*

*We commit to provide employee compensation and benefits that are competitive, affordable and retain and attract high quality professionals to provide services to our customers.*

*We commit to an empowered staff that is accountable, team-oriented and supportive of each member's performance.*

*We commit to create a positive and safe work environment that recognizes and rewards superior performance.*

*We commit to hire progressive employees that will fulfill the mission of the District.*

*We commit to support economic growth by ensuring water service ample to meet new customer demand.*

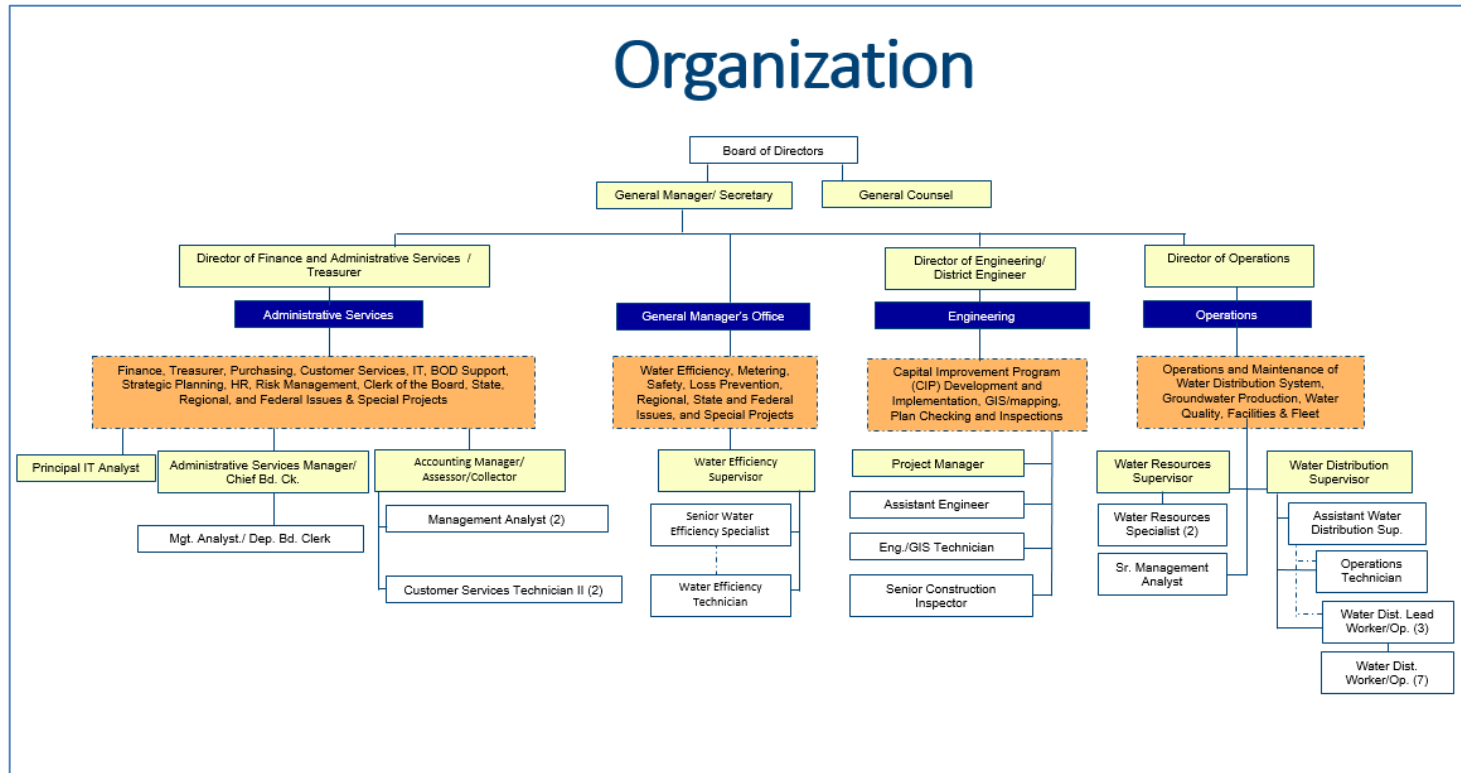
*We commit to collaborate with other agencies in support of regional endeavors of mutual interest and benefit.*

*We commit to efficiently and effectively accomplish the day's business while preparing for the future.*

*We commit to choosing a great attitude.*



**ATTACHMENT C**  
**DISTRICT ORGANIZATION CHART**



# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS SEPTEMBER 16, 2020 MEETING

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SUBJECT	: REVIEW OF UPDATES TO THE LONG-RANGE FINANCIAL PLAN FOR THE DISTRICT AND 2021 BUDGET WORKSHOP
STATUS	: Presentation
REPORT DATE	: September 08, 2020
PREPARED BY	: Susan K. Talwar, Director of Finance and Administrative Services

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Staff and will conduct a presentation on the District's long-range financial plan and 2021 budget overview and funding options.