

**BOARD MEETING AGENDA  
SPECIAL MEETING OF THE BOARD OF DIRECTORS OF  
CITRUS HEIGHTS WATER DISTRICT (CHWD)  
NOVEMBER 20, 2019 beginning at 6:00 PM**



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

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.

**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:**

**CLOSED SESSION:**

CL-1. CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION  
Initiation of litigation pursuant to paragraph (4) of subdivision (d) of Section 54956.9: 1 case

CL-2. CONFERENCE WITH REAL PROPERTY NEGOTIATORS  
Property: APNs 243-0480-033 and 243-0480-034  
Agency negotiator: Hilary Straus, Susan Talwar, David Gordon, Brian Hensley, Steve Anderson, Josh Nelson, Madeline Henry, Missy Pieri  
Negotiating parties: Watt Companies, Inc.  
Under negotiation: Price and Terms of Payment

CL-3. CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION  
Significant exposure to litigation pursuant to paragraph (2) of subdivision (d) of Section 54956.9: 1 case

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

November 25, 2019	6:30 PM	Special Meeting
December 18, 2019	6:30 PM	Regular Meeting

**ADJOURNMENT:**

**CERTIFICATION:**

I do hereby declare and certify that this agenda for this Special 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 24 hours prior to the special meeting in accordance with Government Code Section 54956.

\_\_\_\_\_  
Madeline Henry, Acting Sr. Management Services  
Specialist/Chief Board Clerk

Dated: November 14, 2019

**BOARD MEETING AGENDA  
SPECIAL MEETING OF THE BOARD OF DIRECTORS OF  
CITRUS HEIGHTS WATER DISTRICT (CHWD)  
NOVEMBER 20, 2019 beginning at 6:30 PM**



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**CALL TO ORDER:**

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**ROLL CALL OF DIRECTORS:**

**BUSINESS:**

- B-1. Discussion and Possible Action to Cast Ballot on Sacramento Local Agency Formation Commission Ballot Regarding the Election of a Special District Commissioner to LAFCo and Alternate Special District Commissioner

Recommendation:

1. Cast vote on Sacramento Local Agency Formation Commission (LAFCo) ballot regarding the election of a Special District Commissioner to LAFCo and Alternate Special District Commissioner.

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

November 25, 2019	6:30 PM	Special Meeting
December 18, 2019	6:30 PM	Regular Meeting

**ADJOURNMENT:**

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I do hereby declare and certify that this agenda for this Special 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 24 hours prior to the special meeting in accordance with Government Code Section 54956.

\_\_\_\_\_  
Madeline Henry, Acting Sr. Management Analyst/  
Chief Board Clerk

Dated: November 19, 2019

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO CAST BALLOT ON SACRAMENTO LOCAL AGENCY FORMATION COMMISSION BALLOT REGARDING THE ELECTION OF A SPECIAL DISTRICT COMMISSIONER TO LAFCO AND ALTERNATE SPECIAL DISTRICT COMMISSIONER

STATUS : Action Item

REPORT DATE : November 19, 2019

PREPARED BY : Madeline Henry, Acting Senior Management Analyst/Deputy Board Clerk

### **OBJECTIVE:**

Cast vote on Sacramento Local Agency Formation Commission (LAFCo) ballot regarding the election of a Special District Commissioner to LAFCo and Alternate Special District Commissioner.

### **BACKGROUND AND ANALYSIS:**

On Friday, November 15 District staff received a letter (Attachment 2) from Sacramento Municipal Utility District (SMUD) Ward 1 Board Member Brandon Rose asking for the Board's support in the upcoming LAFCo election for Special District Commissioner. The seat currently occupied by Carmichael Water District Board Member Ron Greenwood is being vacated.

Pursuant to the provisions of Section 56332 of the Government Code, the Executive Officer of LAFCo has determined that a meeting of the Special District Selection Committee for the purpose of selecting a Special District Commissioner [Office No. 6] and Alternate Special District Commissioner [for Offices No. 6 & 7] to serve on the Sacramento Local Agency Formation Commission is not feasible. Therefore, the business of the Special District Selection Committee will be conducted in writing.

To be valid, selection of a candidate must be done by a majority vote of the governing board of an Independent Special District in an official meeting of that board and certified by the secretary of the board.

The ballot must be returned by no later than 4:00 p.m. on November 21, 2019. Communications from LAFCo are attached, including copies of the ballot and resumes of the candidates for Special District Commissioner and Alternate Special District Commissioner.

Because the agenda for the November 20, 2019 Regular Meeting Agenda was posted on November 14, 2019, and there will not be another Regular Meeting prior to the November 21 deadline, this item has been agendized as a Special Meeting.

### **RECOMMENDATION:**

1. Cast vote on Sacramento Local Agency Formation Commission (LAFCo) ballot regarding the election of a Special District Commissioner to LAFCo and Alternate Special District Commissioner.

### **ATTACHMENTS:**

1. LAFCo Ballot & Bids
2. Letter from SMUD Board Member Brandon Rose
3. Letter from Elk Grove Water District Distributed via Regional Water Authority (RWA) in Support

of Elliot Mulberg

4. Resolution 17-2019 to Cast a Vote for Special District Commissioner or Alternate Special District Commissioner

**ACTION:**

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

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# **ATTACHMENT 1**

LAFCo Ballot & Bids



DATE: September 24, 2019

TO: Special Districts' Selection Committee

FROM: Donald Lockhart, Executive Officer

RE: **Selection of Special District Commissioner**  
Term of Office: January 1, 2020 to December 31, 2023  
**and Selection of Alternate Special District Commissioner**  
Term of Office: January 1, 2020 to December 31, 2021  
**for the Sacramento Local Agency Formation Commission**

Pursuant to the provisions of Section 56332 of the Government Code, the Executive Officer has determined that a meeting of the Special District Selection Committee for the purpose of selecting a Special District Commissioner [Office No. 6] and Alternate Special District Commissioner [for Offices No. 6 & 7] to serve on the Sacramento Local Agency Formation Commission is not feasible. Based on past experience, due to the size of the Special District Selection Committee, it has been difficult to establish a quorum. Therefore, the business of the Special District Selection Committee will be conducted in writing, as provided in the cited section code.

***Please see the attached Ballot***

Please select one candidate for Special District Commissioner and one candidate for Alternate Special District Commissioner.

**Please return the ballot to the LAFCo office no later than:  
4:00 P.M. on THURSDAY, NOVEMBER 21, 2019**

**To be valid, selection of a candidate must be done by a majority vote of the governing board of an Independent Special District in an official meeting of that board and certified by the secretary or clerk of the board.**

Any ballot received after the date specified above shall not be valid. The candidate who receives the most votes will be determined the winner outright. In the event of a tie, there will be a run-off selection held in the same format as the initial selection. The LAFCo Executive Officer will announce the results of the selection within seven days of the specified date.

If you have questions, please contact Sacramento LAFCo at (916) 874-6458.

Return ballot to:  
**Sacramento LAFCo**  
**1112 "I" Street; Suite 100**  
**Sacramento, CA 95814**

or e-mail to: [Diane.Thorpe@SacLAFCo.org](mailto:Diane.Thorpe@SacLAFCo.org)



Sacramento  
LAFCo

# Ballot

## LAFCo Special District Commissioner & Alternate

Commissioner & Alternate Commissioner

Please select one candidate from each COLUMN

### Ballot A

Commissioner - Office No. 6

Please select **ONE** candidate **BELOW**

**Jason Green**   
Rio Linda Elverta Community Water District

**Michael Hanson**   
Arcade Creek Recreation & Park District

**Lindsey Liebig**   
Herald Fire Protection District

**Charlea Moore**   
Rio Linda Elverta Recreation & Park District

**Elliot Mulberg**   
Florin Resource Conservation District

**Gary Page**   
Fair Oaks Water District

**Brandon Rose**   
Sacramento Municipal Utility District

**Michael Yearwood**   
Cordova Recreation & Park District

### Ballot B

Alternate Commissioner - for Offices No. 6 & 7

Please select **ONE** candidate **BELOW**

**Jason Green**   
Rio Linda Elverta Community Water District

**Michael Hanson**   
Arcade Creek Recreation & Park District

**Lindsey Liebig**   
Herald Fire Protection District

**Charlea Moore**   
Rio Linda Elverta Recreation & Park Dis-

**Michael Yearwood**   
Cordova Recreation & Park District

Ballot must be received by **4:00 pm on Thursday November 21, 2019**

Special Districts must return the ballots to LAFCo by the date specified above. Any ballot received after the specified date shall not be valid. *The information below must be complete*

The candidate who receives the most votes will be determined the winner outright.

The LAFCo Executive Officer will announce the results of the election within seven days of the specified date.

\_\_\_\_\_  
Name of Special District

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Date of Meeting

\_\_\_\_\_  
District Phone Number

\_\_\_\_\_  
Signature of Secretary or Clerk of the Board

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
E-mail Address



Jason A. Green

XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

Seven-year resident of Rio Linda.

Appointed Board Member for Rio Linda Elverta Community Water District in February 2019.

Currently employed as an electrician in IBEW Local 340 and have been an electrician in the construction industry for 30-years.

President of the Rio Linda/Elverta Historical Society. Member of Rio Linda Grange and participate in several non-profit community benefit organizations, e.g. Rio Linda Food Closet.



**Michael Hanson**  
XXXXXXXXXXXX  
Sacramento, CA 95841

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## SUMMARY

Information Technology Professional proven experience including roles as a manager, project manager, systems analyst, systems integrator and software developer of systems in the mainframe and midrange environments. Experienced in all stages of software development life cycle, from analysis through implementation. Successfully managed numerous projects and led teams in system & vendor selection, analysis of business requirements, vendor management, system development & implementation.

Strengths include:

- Project Manager
- Vendor Management
- Systems Integration
- Database Analysis
- Application Architecture
- System Analysis
- Software Development Lifecycle
- Managing Projects Across Technologies

Elected to Arcade Creek Recreation and Park District 2014

- Serve as Chair 2015
- Serve as director 2016
  - Lead in the Master Plan project
- Serve as Secretary/Treasurer 2017

## PROFESSIONAL EXPERIENCE

**CSAA IG, Glendale AZ** **1993-Present**  
Previously, CSAA, San Francisco, CA

*AAA Membership and Insurance Co.*

**Project Manager** 2002 – Present

As an EDS/HP employee supporting CSAA (outsourced in 1996), led projects involved in mainframe upgrades and support activities.

- Created proposal to upgrade all application software to a consistent and supportable level. The application software would not be supported under the new operating system (the environment was scheduled to be upgraded). Worked with leadership to document proposal and create the accepted SOW. (Project size >65K staff hours)
- Managed teams' efforts associated with the application. Assumed role as the Technical Lead and Application Architect. Needed to allow concurrent business changes to occur while upgrading the infrastructure. Delivered a consolidated toolset for mainframe application support including the customized Configuration Management tool, the approach to managing DB2, and the build process itself.

- Reviewed infrastructure requirements and worked with senior management to create an accepted SOW to upgrade the system software.
- Managed a multi-stage mainframe software upgrade the environment to supported levels. Managed the efforts of EDS, Mphasis, and CSAA teams to upgrade the environment with minimal interruption to the business.
- Technical lead for the CSAA account for the mainframe portion of the Data Replication Project by providing stats and coordinating various teams. In addition, provided communication and follow-through for questions/concerns related to the midrange portion of the effort. Help to coordinate the efforts to deliver a successful data replication environment where the mainframe and midrange have replication in place for Disaster Recovery purposes.
- Manage mainframe hardware upgrades. Managed 4 mainframe CPU upgrades for the CSAA account. The scope included the coordination of the teams, the actual upgrade itself, and validation all components would continue to support the business/applications in the new environment as they did on the current hardware including the encryption coprocessor.
- Manage mainframe system software upgrades. Managed migrations from IBM OS/390 through z/OS 1.13, DB2 v7 through DB2 v10, and similar upgrades to CICS, Datacom, and the infrastructure in general. Each major upgrade required a level of acceptance testing and burn-in prior to moving the upgrades to production.

**Team Lead**

1996 – 2002

As a Systemhouse/MCI/WorldCom employee supporting CSAA (outsourced in 1996), led teams addressing improvements in the Travel/Touring and Membership area.

- Coordinated the install of the TripTik system developed by the AAA National team to automate the Tourbook and map process used to support members in their travels. This was a client-server app where workstations would communicate to a SUN Sparc back-office server.
- Lead the development of the processes internal to CSAA to handle “vanity cards.” This is the AAA VISA cards for the CSAA members which allowed them to autopay their membership. Later, added the capability to Autopay their insurance premiums as well.
- Scheduled to manage the Claims replacement project (HAL), a Client-Server application. Studied the architecture and status with the current PM who then was able to stay and complete the project.

**Team Lead**

1993 – 1996

Managed team supporting Travel and Touring

- Brought onboard to support the project replacing all Membership, Insurance, and Claims. The architecture of the system was client-server based with the data storage being DB2 on the mainframe and the client residing on workstations running OS/2 and communicating to the mainframe. Directed the efforts of the Membership team (and supported other team's efforts) related to productionalizing the system.

Education: BA in Management, St. Mary's College, Moraga CA.

# Lindsey Liebig

Galt, CA 95632 |

| lindsey@heraldfire.com

## Education

**BACHELOR OF SCIENCE | 2008 | CAL POLY SAN LUIS OBISPO, CA**

- Major: Agricultural Business
- Minor: Wine & Viticulture
- Concentration: Fair & Event Planning and Marketing

## Experience

**EXECUTIVE DIRECTOR | SACRAMENTO COUNTY FARM BUREAU | MARCH 2018 - PRESENT**

- Manage all organizational functions including personnel, budget, legislative advocacy, communications and membership development.
- Responsible for event management for fundraising events, membership recruitment activities and business member development.
- Manage Board of Directors, committees and advisory groups within the organization.

**PROGRAM DIRECTOR | CALIFORNIA FARM BUREAU FEDERATION | DECEMBER 2013 – MARCH 2018**

- Managed the Young Farmers & Ranchers and Leadership Farm Bureau programs including committee development, leadership development, event planning and fundraising.
- Assisted with marketing campaigns and membership development efforts for the statewide organization.
- Responsible for organizing conferences, meetings and agricultural tours for members and legislative officials.

**PROGRAM COORDINATOR | SACRAMENTO COUNTY FARM BUREAU | JANUARY 2012 – DECEMBER 2013**

- Responsible for various member programs and events within the county including safety seminars, fundraising dinners, legislative tours and educational presentations.
- Responsible for organizing events, fundraising efforts and membership recruitment.

**MARKETING CONSULTANT | CALIFORNIA SPECIALIZED TRAINING INSTITUTE | JUNE 2008 – JULY 2013**

- Managed marketing efforts for the training division of the Governor's Office of Emergency Services.
- Responsible for course catalog, course marketing, website and social media functions.
- Assisted in curriculum development for federal grant funding applications.

## Community Involvement

- Board Chair, Herald Fire Protection District – Elected to 4-year term in 2016
- Member, Protest Provisions Rewrite Working Group, CSDA/CALAFCO – 2019
- Alternate Representative, Sacramento Central Groundwater Authority – 2018 – present
- Member, Sacramento LAFCo Special District Advisory Committee – 2019
- President, Sacramento Farm Bureau Foundation for Ag Education – 2015 – present
- President, National Sigma Alpha Educational Foundation – 2019
- Past President, Sigma Alpha National Sorority – 2012-2016

*Charlea R Moore*

• Elverta, CA 95626

**Applicant Statement for the Special District LAFCO Representative**

I moved from Glassboro New Jersey to Rio Linda Elverta in 1981, along with my 3 year old daughter and my husband.

Almost immediately I became involved with Sacramento County Service Area #3 which was the forerunner of our current independant Parks and Recreation District serving the Rio Linda Elverta Communities. This involvement was the result of reading a statement in the local paper, indicating that the Parks Advisory Board had determined that there were sufficient equestrian trails in the area. I was very happy to advocate for additional trails and in the process begin my education in local governance processes.

Over the next several decades I was appointed to numerous County and Local advisory boards, steering committees and ad hoc committees. My interest expanded to include growth issues, flood issues and agriculture/suburban/urban issues.

I learned a great deal about how government works and how Special Districts fit into the process. I became a strong advocate for local governance after going through 3 incorporation attempts in the Rio Linda Elverta communities and in the education process I switched from anti-incorporation to pro-incorporation for unincorporated communities.

In about 1992 I was appointed to the RLE CPAC in and served during the Community Plan Update. I am familiar with the governance process and with procedures for arriving at a decision as a board member. I have served several terms on CPAC under four different County Supervisors since that initial appointment. All of these experiences were very educational for me.

In 2002 I successfully ran for the Rio Linda Elverta Recreation and Parks District. I truly enjoyed and have greatly benefited from the experience of becoming an elected board member. I ran again in 2016 and am currently serving as Secretary for the RLE Recreation and Parks District.

I believe that my history in the community and experience as an elected public official will be an asset for Special Districts as a LAFCO Special District Board member.

Thank you,

Charlea R. Moore

**Resume**  
**Elliot Mulberg**

XXXXXXXXXXXXXXXXXXXX  
Elk Grove, CA 95758  
XXXXXXXXXXXX  
XXXXXXXXXXXX

**Community Service:**

**Florin Resource Conservation District / Elk Grove Water District - Director**

Sacramento LAFCO Special District Advisory Committee

California Special District Association Legislative Committee

Friends of Stone Lakes National Wildlife Refuge

Elk Grove Western Festival

Rotary Club of Elk Grove

**Past Community Service:**

**Sacramento Local Agency Formation Commission**

Chair 2003, Vice Chair 2002

Special District Commissioner 2001- 2006, Special District Alternate 1995-2001

**Elk Grove (now Cosumnes) Community Services District ( parks and fire services) -Director 1994 – 2006**

**CALAFCO (statewide association of LAFCo's) Board of Directors**

Special District Representative 2001-2006

California Special District Association Sacramento Chapter - Treasurer 1995-99

Sacramento Regional Council of Recreation & Park Agencies Vice President 1995

Franklin Laguna Area Community Planning Advisory Council Secretary 1993-1994

Elk Grove Historical Society President 2000, 2001

**Professional Experience:**

*Environmental/ LAFCO Consultant– E Mulberg & Associates 2011-Present, CEQA analysis, municipal service reviews for water districts ,sewer districts, reclamation districts, resource conservation districts, health care districts, full service cities; sphere of influence updates; change of organization analysis annexations, consolidations, dissolutions; Solano LAFCO Executive Officer; Senior Air Quality Scientist, and Senior Air Quality Planner Michael Brandman Associates 2008-2011, Senior Analyst Monterey LAFCO 2006-08. Air Pollution Specialist CA Air Resources Board 25 years.*

**Professional Affiliations:**

American Planning Association

Association of Environmental Professionals

American Meteorological Society

**Education:**

B.S. St. Louis University

M.S. UCLA



# Gary Page

[REDACTED]  
Fair Oaks, California 95628

[REDACTED]  
[REDACTED]

## Profile

Passionate to improve government services, for over 40 years, Gary is dedicated to public and community servant-leadership.

## Formal Education

Eastern Michigan University:  
Bachelor of Science Degree in Public Administration

Southern Illinois University at Edwardsville:  
Master of Science Degree in Urban Affairs and Public Policy Analysis

## “Real Work” Experience

- US Air Force: Security Police and Law Enforcement
- Gravel Pit: Sand Plant Operator
- Sweat Shop (2 days): Molten metal pourer
- Can Factory: Fork Lift Operator
- General Motors Assembly Plant: Parts Production

## Professional Experience

- Current: California Department of Education - Education Programs Consultant
- Illinois State Auditor General - Senior Management Auditor
- California State Auditor General – Management Auditor
- California Department of Education – Internal Auditor
- Certified Fraud Examiner

## Skills

### **Skilled at writing for various audiences and purposes**

- State Legislatures for information/action
  - Organizational studies (management/systems/outcomes)
  - Legislation (bill analysis)
  - Program Advocacy (met with advocates/legislators)
- Local decision makers for desirable outcomes (Sacramento City Superintendent)
- General public for program awareness/promotion (TechWire contributor)
- School community for information/action (announcements/fundraisers)
- Teachers to establish and promote community/action (EdSynergy Publisher)
- Established non-profit foundation (501 c3) (Met Sacramento)
- Wrote school policies (Met Sacramento)
- Wrote model curriculum standards (California CTE)
- Wrote contract proposals and contracts (UC Davis C-STEM Center)

### **Leadership Team Experience**

- Grassroots advocacy/representation/results
  - Fair Oaks Water District 3 Director
  - Royal Rangers (Wrote a federal grant to get land to build a Camp)
  - Neighborhood Association (Website - Built a Park – Park Day)
  - Sacramento County Alliance of Neighborhoods (Community Support)
  - Environmental Council of Sacramento (Won Smart Growth Policies)
  - Sacramento County Water Forum (Interest-based negotiation)
- Educational leadership
  - Team Lead: Coordinated Compliance Reviews
  - Met Sacramento (Board President/Treasurer/Secretary)
  - Alliance for California Computing Education for Students and Schools (ACCESS)
  - National Visiting Committee member (Mid-Pacific ICT)
  - ICT (Information and Communication Technologies) Sector Lead
    - Project Lead the Way (California)
    - C-STEM (UC Davis)
    - Exploring Computer Science (UCLA/LAUSD)

### **Technology and Social Media**

- Website Designer/Developer (Responsive Web Design)
- ICT Sector Lead (CTE Sector and Pathways)
  - Information Support and Services
  - Networking
  - Software and Systems Development
  - Games and Simulation
- Listserv Publisher (3900 teachers/administrators)



www.EdSynergy.org Blog (Collaborating to Transform Education)  
Responsive to Mobile  
Search Engine Optimization  
Twitter Feed with Re-Tweets  
Easy to Maintain and Sustain (WordPress)

Worked with Google/Cisco/Adobe/Code.org to promote technologies

***Issue Analysis/Problem Solving***

Master's Degree in Public Policy Analysis

Issue Analysis

Program Design

Program Implementation

Program Evaluation

Performance/Management Auditor in Illinois and California

Legal Research

Gathering evidence (data) to support conclusions (findings)

Focus on Problem Identification (corrective actions)

Systems Focus

Input/Process/Output

Budget Systems

Reporting Systems

Systems include people!

# BRANDON ROSE

Fair Oaks  
[linkedin.com/in/brandonrose](https://www.linkedin.com/in/brandonrose) · [facebook.com/BrandonRoseSMUDDirector](https://www.facebook.com/BrandonRoseSMUDDirector)

Thank you for consideration as the Special District Commissioner to the Sacramento Local Agency Formation Commission (LAFCO). As fellow governing board members, I know you understand the vital role our special districts serve in Sacramento. Our agencies provide a diverse set of unique services across the County and we are called on time and time again when our communities are in need. I believe that as special districts, we have our hands on the pulse of our diverse populace and it is critical that our unique voice, insights and interests be strongly represented on the Commission. That is why I consider representing special districts on a regional body such as LAFCO a vitally important role. Please find my professional and academic qualifications as well as dedication to public service below. Thank you for your support and please don't hesitate to contact me directly at 916-844-5510 if I can be of service or you have any questions.

## PUBLIC SERVICE

### 2017 – CURRENT

#### **DIRECTOR**, SACRAMENTO MUNICIPAL UTILITY DISTRICT, WARD 1

As a board member, I work with my fellow directors to establish policies and values about how the organization best represents the community. The Board sets the budget (\$1.75 billion), governance structures, the long-term strategic direction and monitors compliance. I actively engage the public, strategic partners and government organizations across a spectrum of issues.

### 2008 – 2017

#### **DIRECTOR**, FAIR OAKS RECREATION AND PARK DISTRICT

As an elected member of the Board of Directors and past chair, I worked in conjunction with the district administrator to determine long term policy development and strategic planning. As former chair of the Personnel and Management Committee I was responsible for updates to personnel policies as well as negotiations with the employees association and management. As chair of the Finance and Budget Committee, I direct the drafting and approval of the annual budget. In addition, as board chair, I focused on completion of a long term master plan.

### 2011 – 2019

#### **CHAIR & SPECIAL DISTRICT REPRESENTATIVE**, SACRAMENTO COUNTY TREASURY OVERSIGHT COMMITTEE

The Special District Representative is elected by the region's local governments to oversee the County's pooled investment funds, which total approximately \$4 billion. Duties include review of the annual investment policy; quarterly review of investments; and causation and review of an annual portfolio audit. Board Chair 2014-2018.

### 2010 – 2011

#### **MEMBER**, SPECIAL DISTRICT ADVISORY COMMITTEE; SACRAMENTO COUNTY LOCAL AGENCY FORMATION COMMISSION

The advisory committee provided a forum for valuable learning and information exchange with LAFCO staff.

## WORK EXPERIENCE

**2007 – CURRENT**

### **AIR POLLUTION SPECIALIST, CALIFORNIA AIR RESOURCES BOARD**

Duties in the Mobile Source Control Division include research, analysis and development of public health regulations including economic analysis, emission modeling as well as report, database, and training development. My current focus is on commercial fleet electrification and supporting the adoption of battery and fuel cell trucks and buses.

**2004 – 2007**

### **ENERGY SPECIALIST, CALIFORNIA ENERGY COMMISSION**

I was lead for the Solar Rebate program’s Performance Based Incentive pilot and managed the list of eligible equipment. In addition, I co-authored the New Solar Homes Partnership Program and the Emerging Renewables Program Guidebooks. I was a member of the California Solar Initiative Submetering Committee Working Group, as well as the Office of the State Fire Marshal Photovoltaic Building Standards Task Force. Activities included presenting at Solar Power International Conference, the California Council for Affordable Housing, and testifying at California Public Utilities Commission proceedings

**2003 – 2004**

### **RESEARCH ASSISTANT IV (HYDROLOGY), UC DAVIS**

I conducted fluvial geomorphologic surveying and data collection of Sierra Nevada streams in the Feather River watershed as part of a larger CalFed Bay Delta effort.

**1998 – 2002**

### **ASSISTANT POOL MANAGER, SUNRISE RECREATION & PARK DISTRICT**

Duties included working with the management team to ensure smooth operation of the aquatic division.

## EDUCATION

**2004**

### **ENVIRONMENTAL POLICY ANALYSIS & PLANNING, UC DAVIS**

Specialization in City and Regional Planning with a focus in Public Lands Management and Land Use Planning.

Study Abroad in Wilderness & Natural Area Management, University of Tasmania, Australia

## MEMBERSHIPS

- Professional Engineers in California Government
- Young Professional in Energy
- Environmental Council of Sacramento (Past President)

# Michael T. Yearwood

XXXXXXXXXX Rancho Cordova, CA 95670  
XXXXXXXXXX

## **Experience Summary:**

*Customer Service Leader with over ten years of experience with direct customer problem solving within the health insurance industry. Expert level experience with hiring, training, staff retention, process improvement projects, managing deadlines and increasing production of teams.*

## **Health Net of California**

**2016-2019**

### **Claims Supervisor - Performance Team**

- Supervise a team of 17 Claims Analysts
- Coach and mentor staff to exceed expectations
- Responsible for talent and performance management of Claims Team
- Daily operational leadership and support through work distribution and monitoring
- Coordinate with scheduling to assist with daily forecast ensuring accurate staffing coverage
- Identify individual performance gaps to recommend and implement action plans that achieve desired result
- Monitor daily productivity through the Macess System
- Collaborate with peers and managers on process improvements

## **State of California - Health Benefits Exchange (Covered California)**

**2015-2016**

### **Supervising Program Technician III**

- Supervise a team of 15 Customer Service Representatives
- Coach and mentor staff to exceed expectations
- Assist representatives with questions regarding health plan options and policy and procedures
- Research and resolve escalated calls from consumers
- Monitor daily productivity through the IEX System
- Audit inbound calls through the Nice System
- Collaborate with peers and managers on process improvements

## **Vislon Service Plan**

**2007-2015**

### **Client Broker Representative - Inside Sales**

- Assisted and resolved clients and brokers service issues
- Provided phone support and customer service to clients and brokers
- Provided e-mail coverage for Sales Team in their absence
- Implemented installation of new groups and pull-outs according to guidelines
- Processed renewals for clients according to guidelines
- Provided Resource Center support to clients and brokers

***References available upon request***

# Michael Yearwood

[REDACTED] Rancho Cordova, CA 95670  
[REDACTED]  
[REDACTED]

## Service to My Community

Cordova Recreation and Park District (Board Chairperson)  
2015-Present: Director

As a Cordova Recreation and Park District (CRPD) Board Member I am responsible for the budget and for setting policies that safeguard the vitality of the district. The five non-partisan members of the Board of Directors are elected to four-year terms by residents located within CRPD's boundaries. The elected board is held accountable to the following laws that govern public officials: The Brown Act, California Public Records Act, FPPC Reporting Requirements and biannual ethics training.

### Specific functions and duties of my role as a Board Director are:

1. To perform its legal responsibility.
2. To set up by-laws, regulations and operation procedures
3. To select, employ, and if necessary, dismiss the District Administrator.
4. To control the operating budget, the financial plans and the insurance program.
5. To care and maintain property.
6. To be responsible for program.
7. To assure personnel policies.
8. To maintain good public relations.
9. To appoint, commission, supervise and receive reports from committees and the District Administrator.

### BOARD MEMBERS RESPONSIBILITIES

1. Board members should understand the significance and importance of recreation in the community.
2. Board members should be aware of the relationship of the recreation services to other community services.
3. Board members should look objectively at their specific responsibility as board members and at local community recreation needs, and keep abreast of changing conditions, continuously reassessing their efforts and reasons for service.
4. Board members should have the courage to resist pressures of all types and insist upon high standards for their agencies, particularly in regard to competent, professional personnel.
5. Board members should be aware of their role as board members, acting in concert with their fellow board members without usurping the functions of the District Administrator.

# Michael Yearwood

Rancho Cordova, CA 95670

## Rancho Cordova Athletic Association

2013: Founding Member  
2013-2015: Secretary  
2016: CRPD Representative

## Leadership Rancho Cordova

2014-2016: Governing Board  
2014: Graduate of Class VIII

## Rancho Cordova Youth Soccer Club (RCSC)

2002: Coach  
2003: U-6 Age Coordinator  
2004: Coach & U-8 Boys Age Coordinator  
2005: Coach & U-8 Girls Age Coordinator  
2006: Coach & U-6 Age Coordinator  
2007-2009: Club Manager & Coach  
2012: Coach

## American River Youth Soccer League (ARYSL)

2007-2009: Board Member – RCSC Representative  
2010: League Treasurer

## Cordova Girls Softball League

2010-2011: League Vice President  
2011-2012: League Vice President  
2012-2013: Secretary  
2013-2014: Secretary  
2014-2015: NORCAL Representative

## Folsom Cordova Unified School District

Cordova High School Site Council  
2014-2015: Parent Representative

## Cordova Lane Elementary School Site Council

1998-2006: Elected Parent Representative

## Navigator Elementary School Site Council

2006-2008: Elected Parent Representative

## Measure M & P Oversight Committees

2014-2016: Parent/PTSO Member Representative

## **ATTACHMENT 2**

Letter from SMUD Board Member Brandon Rose

November 15, 2019

Citrus Heights Water District  
6230 Sylvan Road  
Citrus Heights, CA 95610

Re: Special District LAFCO Election

Dear Honorable Directors Sheehan, Riehle, and Wheaton:

I am writing you regarding the Special District election at the Sacramento County LAFCO and asking for your support and vote for the open Office #6 seat.

I have attended 25 special district meetings around the County to this point and there is a distinction between the numerous reclamation districts and the more urban districts. Therefore, your support is critical in this crowded election.

My background and resume are included in the LAFCO election information so I will be brief. I am currently elected to the SMUD Board of Directors representing Citrus Heights, Orangevale, Fair Oaks and Folsom. Prior to this, I spent over eight years on the Fair Oaks Recreation & Park District.

I was the Chair of the Sacramento County Treasury Oversight Committee 2014-2018 and was on the LAFCO Advisory Committee 2009-2011. I have further followed LAFCO through my environmental volunteer work and am well versed in its operations. My education is in Environmental Science and Policy with a focus on City and Regional Planning from UC Davis.

As a Commissioner I would be committed to representing the interests of all Special Districts countywide and advocate for smart and logical planning and growth. Please feel free to contact me anytime at brandondrose@hotmail.com or 916-844-5510 if you have questions or I can be of assistance.

Thank you for your time and commitment to service.

Regards,

/S/

Brandon Rose



## **ATTACHMENT 3**

Letter from Elk Grove Water District Distributed via  
Regional Water Authority (RWA) in Support of  
Elliot Mulberg



October 17, 2019

Regional Water Authority Members and Associates  
5620 Birdcage Street, Ste 180  
Citrus Heights, CA 95610

## **RECOMMENDATION FOR ELLIOT MULBERG**

---

The Sacramento County Local Area Formation Commission (LAFCo) is presently soliciting ballots to select one Special District Commissioner (Office No. 6) and one Alternate Special District Commissioner (Offices No. 6&7), due by 4:00pm on Thursday, November 21, 2019.

By this letter, **the Florin Resource Conservation District Board of Directors recommend Elliot Mulberg for Special District Commissioner.**

Mr. Mulberg has over 25 years of LAFCo experience as a LAFCo commissioner, LAFCo Executive Officer, LAFCo staff member, and LAFCo consultant. Mr. Mulberg has also completed over 40 Municipal Service Reviews that include full-service cities, water districts, sewer districts, irrigation districts, and fire districts.

He has served as a Director of the Cosumnes Community Services District, which provides parks, recreation, fire and emergency medical services to the Cities of Elk Grove and Galt. He now serves as a Director of the Florin Resource Conservation District, which provides potable water to over 45,000 residents of the City of Elk Grove.

Mr. Mulberg has worked with the California Special Districts Association (CSDA) as a member of the Legislative Committee and expert feedback teams in governance and air quality. In addition, he co-authored CSDA's Formation Guide and serves on the CSDA/California Local Area Formation Commission (CALAFCo) Protest Provisions Rewrite Committee.

As a CALAFCo Director, Elliot helped rewrite the principal acts for community service districts and mosquito abatement districts. He also co-authored the CALAFCo White Paper on the State of the Art of Agricultural Preservation. As a previous LAFCo special district commissioner, Mr. Mulberg formed the Special District Advisory Committee as a way for Sacramento LAFCo and special districts to foster improved communication.

**9257 Elk Grove Blvd. Elk Grove, CA 95624 (916) 685-3556 Fax (916) 685-5376**

October 17, 2019  
Regional Water Authority Members and Associates

**RECOMMENDATION FOR ELLIOT MULBERG**

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Page 2

Attached is Elliot Mulberg's resume, which further outlines his background and experience. As you can see, Mr. Mulberg is uniquely qualified for this role and we urge you to vote for him when submitting your ballot.

Thank you for your consideration.



TOM NELSON  
BOARD CHAIR

Attachment

**P.S. VOTE FOR ELLIOT MULBERG!**



## **Resume**

**Elliot Mulberg**  
**4941 Brownstone Ct.**  
Elk Grove, CA 95758  
916-217-8393  
mulberg@gmail.com

### **Community Service:**

#### **Florin Resource Conservation District / Elk Grove Water District - Director**

Sacramento LAFCO Special District Advisory Committee

California Special District Association Legislative Committee

Friends of Stone Lakes National Wildlife Refuge

Elk Grove Western Festival

Rotary Club of Elk Grove

### **Past Community Service:**

#### **Sacramento Local Agency Formation Commission**

Chair 2003, Vice Chair 2002

Special District Commissioner 2001- 2006, Special District Alternate 1995-2001

#### **Elk Grove (now Cosumnes) Community Services District ( parks and fire services) -Director 1994 – 2006**

**CALAFCO Board of Directors** Special District Representative 2001-2006

California Special District Association Sacramento Chapter - Treasurer 1995-99

Sacramento Regional Council of Recreation & Park Agencies Vice President 1995

Franklin Laguna Area Community Planning Advisory Council Secretary 1993-1994

Elk Grove Historical Society President 2000, 2001

### **Professional Experience:**

*Environmental/ LAFCO Consultant*– E Mulberg & Associates 2011-Present, CEQA analysis, municipal service reviews for water districts ,sewer districts, reclamation districts, resource conservation districts, health care districts, full service cities; sphere of influence updates; change of organization analysis annexations, consolidations, dissolutions; Solano LAFCO Executive Officer; *Senior Air Quality Scientist, and Senior Air Quality Planner* Michael Brandman Associates 2008-2011, *Senior Analyst* Monterey LAFCO 2006-08. *Air Pollution Specialist* CA Air Resources Board 25 years.

### **Professional Affiliations:**

American Planning Association

Association of Environmental Professionals

American Meteorological Society

### **Education:**

B.S. St. Louis University

M.S. UCLA

## **ATTACHMENT 4**

Resolution 17-2019 to Cast a Vote for Special District  
Commissioner or Alternate Special District Commissioner

CITRUS HEIGHTS WATER DISTRICT  
RESOLUTION NO. 17-2019

A RESOLUTION TO CAST A VOTE FOR SPECIAL DISTRICT  
COMMISSIONER OR ALTERNATE SPECIAL DISTRICT  
COMMISSIONER

WHEREAS, Pursuant to the provisions of Section 56332 of the Government Code, the Executive Officer of LAFCo has determined that a meeting of the Special District Selection Committee for the purpose of selecting a Special District Commissioner [Office No. 6] and Alternate Special District Commissioner [for Offices No. 6 & 7] to serve on the Sacramento Local Agency Formation Commission is not feasible; and

WHEREAS, the business of the Special District Selection Committee will be conducted in writing;

WHEREAS, the business of the Special District Selection Committee will be conducted in writing; and selection of a candidate must be done by a majority vote of the governing board of an Independent Special District in an official meeting of that board and certified by the secretary of the board; and

WHEREAS, the ballot must be returned by no later than 4:00 p.m. on November 21, 2019.

NOW, THEREFORE, BE IT RESOLVED THAT THE BOARD OF DIRECTORS OF THE CITRUS HEIGHTS WATER DISTRICT CASTS ITS VOTE FOR  
\_\_\_\_\_ AS SPECIAL DISTRICT COMMISSIONER TO THE  
SACRAMENTO LOCAL AGENCY FORMATION COMMISSION AND  
\_\_\_\_\_ AS ALTERNATE SPECIAL DISTRICT COMMISSIONER

PASSED AND ADOPTED by the Board of Directors of the CITRUS HEIGHTS WATER DISTRICT, this 20th day of November, 2019, by the following vote, to-wit:

AYES: Directors:  
NOES: Directors:  
ABSTAIN: Directors:  
ABSENT: Directors:

\_\_\_\_\_  
CARYL SHEEHAN, President  
Citrus Heights Water District  
Board of Directors

ATTEST:

\_\_\_\_\_  
MADELINE HENRY, Acting Chief Board Clerk  
Citrus Heights Water District

**BOARD MEETING AGENDA  
REGULAR MEETING OF THE BOARD OF DIRECTORS OF  
CITRUS HEIGHTS WATER DISTRICT (CHWD)  
NOVEMBER 20, 2019 beginning at 6:30 PM**



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

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.

**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 – October 10, 2019 (A)

CC-1b. Minutes of the Regular Meeting – October 16, 2019 (A)

CC-1c. Minutes of the Special Meeting – October 16, 2019 (A)

Recommendation: Approve the minutes of the October 10, 2019 Special Meeting and the October 16, 2019, Special and Regular Board of Directors Meetings.

CC-2. Revenue Analysis Report for October 2019 (I)

CC-3. Assessor/Collector's Roll Adjustment for October 2019 (I)

CC-4. Treasurer's Report for October 2019 (I)

CC-5. Treasurer's Report of Fund Balances for October 2019 (I)

CC-6. Operating Budget Analysis for October 2019 (I)

CC-7. Capital Projects Summary October 2019 (I)

- CC-8. Warrants for October 2019 (A)  
Recommendation: Approve disbursements issued for payment dated October 10, 2019 through November 14, 2019 per Policy 6460.20.
- CC-9. Purchase Card Distributions for October 2019 (I)
- CC-10. Summary of 2019 Employees and Directors Training Courses, Seminars and Conference (I)
- CC-11. Employee Recognitions (I)
- CC-12. Long-Range Agenda (I)
- CC-13. Engineering Department Report (I)
- CC-14. Operations Department Report (I)
- CC-15. 2019 Water Supply – Purchased and Produced (I)
- CC-16. Water Supply Reliability (I)
- CC-17. Water Efficiency and Safety Program Update (I)
- CC-18. Strategic Plan Update (I)
- CC-19. Resolution Commending Gilbert J. Garcia for Service to the Citrus Heights Water District (A)  
Recommendation:  
 1. Adopt Resolution No. 19-2019 Commending Gilbert J. Garcia for his service to the District.
- CC-20. Approve Agreement for the Exchange of Real Property with Watt Companies, Inc. (A)  
Recommendation:  
 1. Approve agreement based on Board direction.
- CC-21. 2020 Board Meeting Schedule (A)

**PRESENTATIONS:**

None.

**STUDY SESSIONS:**

- S-1. Electronic Document Retention Management System (EDRMS) (I)

**BUSINESS:**

- B-1. Discussion and Possible Action to Approve the 2019 Emergency Operations Plan Update and the Emergency Operations Center Annex, and updates to Policy 5100 (A)

Recommendations:

1. Adopt Resolution 18-2019 approving the 2019 Emergency Operations Plan Update and the Emergency Operations Center Annex
2. Approve updates to District Policy 5100
3. Authorize the General Manager to execute documents related to the District's Emergency Operations Plan



B-2. Discussion and Possible Action to Approve a Task Order Agreement with Waterwise Consulting, Inc. (A)

Recommendation:

1. Authorize the General Manager to execute a task order agreement with Waterwise Consulting, Inc. for Water Efficiency Services

B-3. Discussion and Possible Action to Approve a Mutual Aid Interconnection Agreement with Carmichael Water District (A)

Recommendation:

1. Authorize the General Manager to execute a Mutual Aid Interconnection Agreement with Carmichael Water District

B-4. Discussion and Possible Action to Designate the District's Voting Representative for the December 4 General Session Membership Meeting at the 2019 ACWA Fall Conference (A)

Recommendation:

1. Designate the District's voting delegate for the ACWA General Session Membership meeting
2. Authorize the General Manager or designee to complete and submit the Proxy Designation Form to ACWA

B-5. Merit-Based Salary Adjustment for General Manager (A)

Recommendation:

1. Consider approval of a merit-based salary adjustment for the General Manager

**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.

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

November 25, 2019	6:30 PM	Special Meeting
December 18, 2019	6:30 PM	Special 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, Acting Sr. Management Services  
Specialist/Chief Board Clerk

Dated: November 14, 2019

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS SPECIAL MEETING MINUTES  
October 10, 2019

The Special Meeting of the Board of Directors was called to order at 6:30 p.m. by President Sheehan and roll was called. Present were:

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

Absent:

None.

Staff:

Susan Talwar, Director of Finance and Administrative Services

Also Present:

Charley Howard, Regional Government Services

**CLOSED SESSION:**

CL-1. Pursuant to Section 554957:  
Public Employee Performance Evaluation  
Title: General Manager

No reportable action.

**ADJOURNMENT:**

There being no other business to come before the Board, the meeting was adjourned at 7:14 pm.

APPROVED:

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MADELINE A. HENRY  
Deputy Secretary  
Citrus Heights Water District

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CARYL F. SHEEHAN, President  
Board of Directors  
Citrus Heights Water District

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS REGULAR MEETING MINUTES  
October 16, 2019

The Regular Meeting of the Board of Directors was called to order at 7:16 p.m. by President Sheehan and roll was called. Present were:

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

**Staff:**

Hilary Straus, General Manager  
Susan Talwar, Director of Finance and Administrative Services  
David Gordon, Director of Operations  
Missy Pieri, Director of Engineering/District Engineer  
Madeline Henry, Acting Senior Management Analyst/Chief Board Clerk  
Rex Meurer, Water Efficiency Supervisor  
Josh Nelson, Assistant General Counsel

**PLEDGE OF ALLEGIANCE:**

Board President Caryl Sheehan led the Pledge of Allegiance.

**PUBLIC COMMENT:**

None.

**CONSENT CALENDAR:**

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

- CC-1a. Minutes of the Special Meeting – September 18, 2019 (A)
- CC-1b. Minutes of the Regular Meeting – September 18, 2019 (A)
- CC-1c. Minutes of the Special Meeting – September 18, 2019 (A)
- CC-2. Revenue Analysis Report for September 2019 (I)
- CC-3. Assessor/Collector's Roll Adjustment for September 2019 (I)
- CC-4. Treasurer's Report for September 2019 (I)
- CC-5. Treasurer's Report of Fund Balances for September 2019 (I)
- CC-6. Operating Budget Analysis for September 2019 (I)
- CC-7. Capital Projects Summary September 2019 (I)
- CC-8. Warrants for September 2019 (A)
- CC-9. CAL–Card Distributions for September 2019 (I)
- CC-10. Summary of 2019 Employees and Directors Training Courses, Seminars and Conference (I)
- CC-11. Employee Recognitions (I)
- CC-12. Long-Range Agenda (I)
- CC-13. Engineering Department Report (I)

- CC-14. Operations Department Report (I)
- CC-15. 2019 Water Supply – Purchased and Produced (I)
- CC-16. Water Supply Reliability (I)
- CC-17. Water Efficiency and Safety Program Update (I)
- CC-18. Consider Adopting Resolution 14-2019 in Support of Sarah Palmer for the Position of ACWA Vice President (A)

**ACTION:**

Vice President Riehle moved and Director Wheaton seconded a motion to approve the Consent Calendar.

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

**PRESENTATIONS:**

None.

**STUDY SESSIONS:**

- S-1. Presentation of 2020 Water Rates, Miscellaneous Fees and Charges and Capacity Fees (A)

The Board provided consensus direction for staff to have the 2020 Water Rates, Miscellaneous Fees and Charges and Capacity Fees on the agenda as one of four Public Hearings for Board consideration at the Budget and Rate Adoption meeting on 11/25/19.

**BUSINESS:**

- B-1. Discussion and Possible Action to to Inform Affected Property Owners Regarding the District-wide Annexation Project (A)

**ACTION:** Vice President Riehle moved and Director Wheaton seconded a motion to:

1. Annexation (aka: inclusion) fees are to be collected from the Undeveloped Properties (Group A) and Declined Annexation Properties (Group B) at such time as these properties apply to the District for Inclusion.
2. Annexation (aka: inclusion) fees are to be waived for the Public Agency Properties (Group C), Miscellaneous Properties (Group D), Roadways (Group E) and Detachments (Group F).

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

- B-2. Discussion and Possible Action to Delegate Authority to Record Notices of Completion (A)

**ACTION:** Director Wheaton moved and Vice President Riehle seconded a motion to:

Adopt Resolution 15-2019 delegating authority to record Notices of Completion for District Public Works Projects to the General Manager or Designee.

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

B-3. Discussion and Possible Action to Approve a Cost of Living Adjustment (A)

ACTION: Director Wheaton moved and Vice President Riehle seconded a motion to:

1. Amend District Policy No. 4101.A1 to include a 2.6% Cost-of-Living Adjustment to the District's Salary Schedule effective January 06, 2020.
2. Amend District Policy No. 4831, Insurance Benefits for Retirees Retiring After March 19, 1996 for consistency with the amended Salary Schedule and other proposed revisions.
3. The Board took no action to adjust its compensation for 2020.  
The motion carried 3-0 with all Directors voting yes.

B-3. Discussion and Possible Action to Fill Three Vacant Seats on the Customer Advisory Committee and Add an Ex-Officio Seat for Sacramento Metropolitan Fire (A)

ACTION: Vice President Riehle moved and Director Wheaton seconded a motion to:

1. Appoint Andrew Johnson, Pamela Shulz, Debra Walker and Alan Utzig to fill vacant residential seats on the Customer Advisory Committee.
2. Adopt Resolution 16-2019 Establishing a Customer Advisory Committee, which revises Resolution 04-2018 to add information about the Meter Replacement Program and adds an ex-officio seat for Sacramento Metropolitan Fire District.

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

**MANAGEMENT SERVICES 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.

**ADJOURNMENT:**

There being no other business to come before the Board, the meeting was adjourned at 8:50 pm.

**APPROVED:**

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MADELINE A. HENRY  
Deputy Secretary  
Citrus Heights Water District

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CARYL F. SHEEHAN, President  
Board of Directors  
Citrus Heights Water District

CITRUS HEIGHTS WATER DISTRICT  
BOARD OF DIRECTORS SPECIAL MEETING MINUTES  
October 16, 2019

The Special Meeting of the Board of Directors was called to order at 6:00 p.m. by President Sheehan and roll was called. Present were:

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

Absent:

None.

Staff:

Hilary Straus, General Manager  
Susan Talwar, Director of Finance and Administrative Services  
David Gordon, Director of Operations  
Missy Pieri, Director of Engineering/District Engineer  
Madeline Henry, Acting Senior Management Analyst/Chief Board Clerk  
Brian Hensley, Water Resources Specialist  
Steve Anderson, General Counsel  
Josh Nelson, Assistant General Counsel

**CLOSED SESSION:**

CL-1. Pursuant to Section 554957:  
Public Employee Performance Evaluation  
Title: General Manager

No reportable action.

CL-2. CONFERENCE WITH REAL PROPERTY NEGOTIATORS  
Property: Greenback Lane and Kenneth Ave. (APN 261-0020-026)  
Agency negotiator: Hilary Straus, Susan Talwar, David Gordon, Brian Hensley,  
Steve Anderson, Josh Nelson, Madeline Henry, Missy Pieri  
Negotiating parties: Sacramento Metropolitan Fire District  
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 7:13 pm.

**APPROVED:**

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MADELINE A. HENRY  
Deputy Secretary  
Citrus Heights Water District

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CARYL F. SHEEHAN, President  
Board of Directors  
Citrus Heights Water District

CITRUS HEIGHTS WATER DISTRICT  
 OCTOBER 2019  
 2019 REVENUE ANALYSIS

CC-02

**Outstanding Receivables**

Aged Trial Balance					
Total	Current	31-90	91-150	>150	Unapplied Current
1,173,350	1,040,578	170,057	4,943	41,570	83,798

General Ledger Balance	Total
Outstanding A/R	1,186,296.46
Outstanding Liens	-
Outstanding Grants	1,453
Unclaimed Funds	61,440
Less Unapplied Payments	(85,604)
<b>Total</b>	<b>\$ 1,163,586</b>

**CITRUS HEIGHTS WATER DISTRICT  
ASSESSOR/COLLECTOR'S ROLL ADJUSTMENTS FOR  
October 31, 2019**

CC-03

Assessor/Collector Roll Adjustment October-19		
	Dollar	Count
<b>DEFAULT</b>		
One-Time Courtesy	\$ 172.95	26
<b>DEFAULT Total</b>	<b>\$ 172.95</b>	<b>26</b>
<b>NSF</b>		
One-Time Courtesy	\$ 30.00	1
<b>NSF Total</b>	<b>\$ 30.00</b>	<b>1</b>
<b>DISCONNECT CHG</b>		
New Owner	\$ 111.00	1
<b>DISCONNECT CHG Total</b>	<b>\$ 111.00</b>	<b>1</b>
<b>Grand Total</b>	<b>\$ 313.95</b>	<b>28</b>

Reason For Cancellation	Charge Type	Amount
New Owner	DISCONNECT CHG	111.00
One-Time Courtesy	NSF	30.00
One-Time Courtesy	DEFAULT	4.50
One-Time Courtesy	DEFAULT	4.12
One-Time Courtesy	DEFAULT	4.17
One-Time Courtesy	DEFAULT	4.44
One-Time Courtesy	DEFAULT	10.25
One-Time Courtesy	DEFAULT	4.55
One-Time Courtesy	DEFAULT	6.58
One-Time Courtesy	DEFAULT	5.61
One-Time Courtesy	DEFAULT	2.94
One-Time Courtesy	DEFAULT	3.26
One-Time Courtesy	DEFAULT	7.86
One-Time Courtesy	DEFAULT	4.08
One-Time Courtesy	DEFAULT	4.71
One-Time Courtesy	DEFAULT	4.18
One-Time Courtesy	DEFAULT	13.84
One-Time Courtesy	DEFAULT	7.32
One-Time Courtesy	DEFAULT	26.64
One-Time Courtesy	DEFAULT	7.27
One-Time Courtesy	DEFAULT	4.34
One-Time Courtesy	DEFAULT	4.98
One-Time Courtesy	DEFAULT	5.99
One-Time Courtesy	DEFAULT	4.71
One-Time Courtesy	DEFAULT	4.32
One-Time Courtesy	DEFAULT	6.68
One-Time Courtesy	DEFAULT	8.07
One-Time Courtesy	DEFAULT	7.54
		<u>\$ 313.95</u>

**TREASURER'S REPORT TO THE BOARD OF DIRECTORS  
OCTOBER 2019**


<hr/>				
<b>Bank of the West</b>				
<b>Beginning Balance</b>				\$6,868,165
<b>RECEIPTS:</b>		1,865,242		
<b>DISBURSEMENTS:</b>				
Checks Issued / ACH Payments	378,662			
Payroll	463,054			
Returned Checks	4,600			
		846,316		1,018,926
<b>Bank of the West</b>				
<b>Balance per Bank 10/31/2019</b>				7,887,091
Outstanding Checks				(111,822)
Deposit in Transit				88,560
<b>Balance Per Books 10/31/2019</b>				\$7,863,830

<hr/>				
<b>RECONCILEMENT:</b>				
Bank of the West				\$7,863,830
Local Agency Investment Fund				6,382,527
COP Reserve Account				541,459
Money Mkt Activity Account				542,134
<b>TOTAL BALANCE</b>				\$15,329,950

<hr/>				
<b>CASH &amp; INVESTMENT SUMMARY:</b>				
Bank of the West (General Account)				\$7,863,830
Local Agency Investment Fund				6,382,527
COP 2010 Reserve Account				541,459
Money Mkt Activity Account				542,134
<b>Total</b>				\$15,329,950

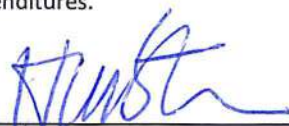
INSTITUTION	MATURITY DATE	INT RATE	DEPOSIT AMOUNT	DATE OF LAST TRANSACTION
Local Agency Investment Fund	Daily	2.45%	39,073.80	10/15/2019

I certify that this report accurately reflects all pooled investments and is in compliance with applicable State of California Government Codes and is in conformity with Investment of District Funds Policy 6300. As Treasurer of the Citrus Heights Water District, I hereby certify that sufficient investment liquidity and anticipated revenue are available to meet the next six months' estimated expenditures.



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**SUSAN K. TALWAR**  
Treasurer




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**HILARY M. STRAUS**  
Secretary

Signed: 11/14/2019

**TREASURER'S REPORT OF FUND BALANCES**  
**October 31, 2019**

Fund Name	Beginning Balance 01/01/2019	Year to Date Transfers In / Collections	Year to Date Transfers Out	Current Month Transfers In / Collections	Current Month Transfers Out	Ending Balance 10/31/2019	2019 Target Balance per Policy
Operating Fund	\$ 1,576,226	\$ 12,368,727	\$ (11,598,373)	\$ 1,865,242	\$ (846,316)	\$ 3,365,506	\$ 2,334,017
Operating Reserve	\$ 4,258,065	\$ (666,000)	\$ -	\$ -	\$ -	\$ 3,592,065	N/A
Rate Stabilization Fund	\$ 934,000	\$ 66,000	\$ -	\$ -	\$ -	\$ 1,000,000	\$ 1,000,000
Capital Improvement Reserve	\$ 2,796,860	\$ -	\$ -	\$ -	\$ -	\$ 2,796,860	\$ 2,681,248
Restricted for Debt Service	\$ 536,963	\$ -	\$ -	\$ -	\$ -	\$ 536,963	N/A
Water Supply Reserve	\$ 1,223,173	\$ 400,000	\$ -	\$ -	\$ -	\$ 1,623,173	N/A
Water Efficiency Reserve	\$ 200,000	\$ -	\$ -	\$ -	\$ -	\$ 200,000	\$ 200,000
Water Meter Replacement Reserve	\$ 1,325,000	\$ 200,000	\$ -	\$ -	\$ -	\$ 1,525,000	N/A
Fleet Equipment Reserve	\$ 334,253	\$ -	\$ -	\$ -	\$ -	\$ 334,253	\$ 318,559
Employment-Related Benefits Reserve	\$ 405,319	\$ -	\$ -	\$ -	\$ -	\$ 405,319	\$ 1,079,527
	<u>\$ 13,589,859</u>	<u>12,368,727</u>	<u>\$ (11,598,373)</u>	<u>\$ 1,865,242</u>	<u>\$ (846,316)</u>	<u>\$ 15,379,139</u>	<u>\$ 7,613,351</u>

  
 \_\_\_\_\_  
 SUSAN K. TALWAR, Treasurer

**TREASURER'S REPORT OF FUND BALANCES**  
**October 31, 2019**

**Fund Transfers Summary:**

The Operating Fund Transferred:	\$ 1,865,242	from funds collected in October 2019 per Treasurer's Report
	<u>\$ (846,316)</u>	disbursements made in October 2019 per Treasurer's Report
	\$ 1,018,926	

Citrus Heights Water District  
Budget Performance Report  
As of 10/31/2019

CC-06

	August	Year-to-Date	Year-to-Date	YTD Variance		Annual
	Actual	Actual	Budget	Amount	Percent	Budget
<b>Revenues</b>						
Metered Service Charges	\$942,640.30	\$7,954,514.38	\$7,502,080.00	\$452,434.38	6.03%	\$9,002,494.00
Metered Water Deliveries	789,264.17	4,236,773.57	4,981,554.00	(744,780.43)	-14.95%	5,824,506.00
Non-Metered Service Charges	13,141.06	87,763.53	116,670.00	(28,906.47)	-24.78%	140,000.00
Penalties	7,440.39	56,197.79	128,291.00	(72,093.21)	-56.20%	150,000.00
Interest	42,518.22	154,608.97	83,330.00	71,278.97	85.54%	100,000.00
Backflow Fees	5,688.89	44,676.23	96,670.00	(51,993.77)	-53.78%	116,000.00
Water Service Install & S&R	16,985.25	50,366.32	22,750.00	27,616.32	121.39%	27,300.00
Grant Funds		3,093.36		3,093.36	0.00%	
Miscellaneous *	13,312.99	137,369.03	122,500.00	14,869.03	12.14%	147,000.00
Cost Reimbursements	4906.43	13,366.54		13,366.54	0.00%	
Income - Wheeling Water		6,759.46	2,250.00	4,509.46	200.42%	2,700.00
Income - Groundwater Transfers		38,315.56		38,315.56	0.00%	
Income - Connection Fees	25,410.00	76,230.00		76,230.00	0.00%	
<b>Total Revenue</b>	<b>1,861,307.70</b>	<b>12,860,034.74</b>	<b>13,056,095.00</b>	<b>(196,060.26)</b>	<b>-1.50%</b>	<b>15,510,000.00</b>
*includes Assessments, New Account, Back Charges & other Miscellaneous Revenue Sources						
<b>Operating Expenses</b>						
<b>Cost of Water</b>						
Purchased Water	930,363.27	2,944,506.17	2,874,705.90	69,800.27	0.02	3,449,647.00
Ground Water	57,774.86	516,964.81	689,251.10	-172,286.29	-0.25	827,101.38
	988,138.13	3,461,470.98	3,563,957.00	-102,486.02	-0.03	4,276,748.38
<b>Labor &amp; Benefits</b>						
Labor Regular	340,117.80	2,594,860.32	2,653,750.70	-58,890.38	-0.02	3,184,500.80
Labor Taxes	23,320.61	192,615.47	207,321.50	-14,706.03	-0.07	248,785.84
Labor Workers Comp	15,975.44	57,907.13	67,416.70	-9,509.57	-0.14	80,900.00
Labor External	2,858.58	91,295.07	90,616.60	678.47	0.01	108,740.00
Benefits Med/Den/Vis	35,692.02	418,491.68	428,668.10	-10,176.42	-0.02	514,401.70
Benefits LTD/Life/EAP	2,625.27	33,667.16	44,095.10	-10,427.94	-0.24	52,914.05
Benefits CalPers	31,145.20	196,255.35	247,767.70	-51,512.35	-0.21	297,321.29
Benefits Other	1,700.90	20,462.54	25,291.70	-4,829.16	-0.19	30,350.00
Benefits OPEB		82,400.00		82,400.00	0.00	
Benefit Retiree Expenses	4,254.23	39,036.11	43,795.00	-4,758.89	-0.11	52,554.00
Benefit Unemployment	146.62	4,103.49	7,700.00	-3,596.51	-0.47	9,240.00
Benefit GASB 68		382,624.50	324,212.50	58,412.00	0.18	389,055.00
Capitalized Labor & Benefit Contra	-48,257.31	-421,468.21	-458,333.30	36,865.09	-0.08	(550,000.00)
	409,579.36	3,692,250.61	3,682,302.30	9,948.31	0.00	4,418,762.68
<b>General &amp; Administrative</b>						
Fees & Charges	10,298.72	93,334.09	159,245.80	(65,911.71)	-41.39%	191,095.00

Citrus Heights Water District  
Budget Performance Report  
As of 10/31/2019

CC-06

	August	Year-to-Date	Year-to-Date	YTD Variance		Annual
	Actual	Actual	Budget	Amount	Percent	Budget
Regulatory Compliance/Permits	96.00	68,201.20	70,887.50	(2,686.30)	-3.79%	85,065.00
District Events & Recognition	3,840.74	27,229.00	54,033.30	(26,804.30)	-49.61%	64,840.00
Maintenance/Licensing	1,180.76	129,474.52	122,591.70	6,882.82	5.61%	147,110.00
Equipment Maintenance	8,239.95	58,613.33	85,937.50	(27,324.17)	-31.80%	103,125.00
Professional Development	4,277.29	59,140.61	95,682.40	(36,541.79)	-38.19%	114,819.00
Department Admin		1,153.62	19,333.40	(18,179.78)	-94.03%	23,200.00
Dues & Subscriptions	696.00	155,209.85	133,285.00	21,924.85	16.45%	159,942.00
Facility Improvements		338.23		338.23	0.00%	
Fuel & Oil	11,119.37	34,981.76	46,750.00	(11,768.24)	-25.17%	56,100.00
General Supplies	4,338.29	39,230.31	39,333.30	(102.99)	-0.26%	47,200.00
Insurance - Auto/Prop/Liab	17136.23	79,501.58	74,375.00	5,126.58	6.89%	89,250.00
Leasing/Equipment Rental	2,199.54	38,422.07	22,550.00	15,872.07	70.39%	27,060.00
Parts & Materials	11,001.28	319,341.34	45,833.30	273,508.04	596.75%	55,000.00
Postage/Shipping/Freight	12,450.73	108,939.55	140,916.70	(31,977.15)	-22.69%	169,100.00
Rebates & Incentives	900.00	7,050.00	24,733.30	(17,683.30)	-71.50%	29,680.00
Telecom/Network	3,685.26	28,195.38	37,916.70	(9,721.32)	-25.64%	45,500.00
Tools & Equipment	11,254.76	53,712.95	91,708.30	(37,995.35)	-41.43%	110,050.00
Utilities	387.00	5,316.69		5,316.69	0.00%	
Write-Off Bad Debt Exp		69.28	4,166.70	(4,097.42)	-98.34%	5,000.00
Capitalized G&A Contra	(23,101.03)	(249,180.15)		(249,180.15)	0.00%	
Capitalized Equipment Contra	(40,043.34)	(349,356.24)		(349,356.24)	0.00%	
	<u>39,957.55</u>	<u>708,918.97</u>	<u>1,269,279.90</u>	<u>(560,360.93)</u>	<u>-44.15%</u>	<u>1,523,136.00</u>
Professional & Contract Services						
Support Services	(11,447.03)	503,671.42	1,418,897.50	(915,226.08)	-64.50%	1,731,377.00
Legal Services	13,697.44	100,890.13	250,000.00	(149,109.87)	-59.64%	300,000.00
Printing Services	784.88	8,073.70	30,791.70	(22,718.00)	-73.78%	36,950.00
	<u>3,035.29</u>	<u>612,635.25</u>	<u>1,699,689.20</u>	<u>(1,087,053.95)</u>	<u>-63.96%</u>	<u>2,068,327.00</u>
Reserves & Debt Services						
Interest Expense		81,047.78	102,187.51	(21,139.73)	-20.69%	122,625.01
Net Increase(Decrease) in Value of Investments		(5,907.73)		(5,907.73)	0.00%	
		<u>75,140.05</u>	<u>102,187.51</u>	<u>(27,047.46)</u>	<u>-26.47%</u>	<u>122,625.01</u>
Total Operating Expenses	<u>1,440,710.33</u>	<u>8,550,415.86</u>	<u>10,317,415.91</u>	<u>(1,767,000.05)</u>	<u>-17.13%</u>	<u>12,409,599.07</u>
Net Income / (Expense)	<u>420,597.37</u>	<u>4,309,618.88</u>	<u>2,738,679.09</u>	<u>1,570,939.79</u>	<u>57.36%</u>	<u>3,100,400.93</u>



Citrus Heights Water District  
 Capital Projects Summary  
 Fiscal Period End as of 10/2019

CC-7

Project Number	Project Name	BUDGET		AMOUNTS PAID			Remaining Budget
		Project Forecast Budget	Expenditures to 12/2018	Month to Date	Year to Date	Project to Date	
C15-102	Corporation Yard Improvements	\$330,097	\$111,419	\$10,011	\$103,283	\$214,701	\$115,396
C16-131	Wind Way and Longwood Way	\$327,158	\$23,128	\$20,064	\$257,303	\$280,431	\$46,727
C16-134	Auburn Blvd-Rusch Park Placer	\$10,000	\$609	\$0	\$0	\$609	\$9,391
C19-108	6230 Sylvan East Wall	\$250,000	\$0	\$0	\$2,432	\$2,432	\$247,568
<b>Construction in Progress</b>		<b>\$917,255</b>	<b>\$135,156</b>	<b>\$30,075</b>	<b>\$363,017</b>	<b>\$498,173</b>	<b>\$419,081</b>
C18-013	Water Meter Replacements	\$46,497	\$10,847	\$0	\$60,401	\$71,249	(\$24,752)
C19-010	Water Main Replacements	\$66,843	\$0	\$0	\$0	\$0	\$66,843
C19-011	Water Valve Replacements	\$148,540	\$0	\$479	\$27,328	\$27,328	\$121,212
C19-012	Water Service Connections	\$957,700	\$0	\$62,762	\$560,718	\$560,718	\$396,982
C19-013	Water Meter Replacements	\$129,086	\$0	\$5,059	\$37,144	\$37,144	\$91,942
C19-014	Fire Hydrants	\$159,150	\$0	\$25,003	\$100,616	\$100,616	\$58,534
<b>Annual Infrastructure</b>		<b>\$1,507,816</b>	<b>\$10,847</b>	<b>\$93,303</b>	<b>\$786,208</b>	<b>\$797,055</b>	<b>\$710,761</b>
C15-104B	Document Management System	\$250,000	\$5,361	\$0	\$0	\$5,361	\$244,639
C18-003	Fleet/Field Operations Equip	\$71,325	\$0	\$0	\$81,086	\$81,086	(\$9,760)
C18-004	Technology Hardware/Software	\$0	(\$5,685)	\$0	\$13,123	\$7,438	(\$7,438)
C19-003	Fleet/Field Operations Equip	\$295,000	\$0	\$0	\$5,765	\$5,765	\$289,235
C19-004	Technology Hardware/Software	\$10,000	\$0	(\$1,512)	\$3,887	\$3,887	\$6,113
<b>Fleet and Equipment</b>		<b>\$626,325</b>	<b>(\$324)</b>	<b>(\$1,512)</b>	<b>\$103,860</b>	<b>\$103,536</b>	<b>\$522,789</b>
C15-109	Blossom Hill Way 6" & 10" Inte	\$27,777	\$0	\$0	\$0	\$0	\$27,777
C15-110	Crestmont Ave 6" Intertie	\$24,288	\$0	\$0	\$91	\$91	\$24,197
C17-101	Pleasant View Dr-Oak to Poppy	\$701,900	\$12,966	\$1,691	\$253,997	\$266,962	\$434,938
C17-102	Michigan Dr - Sunrise to West	\$285,022	\$12,963	\$6,493	\$31,460	\$44,423	\$240,599
C18-102	Thunderhead Cir 8in Main Rplc	\$157,407	\$5,616	\$0	\$61	\$5,677	\$151,730
C18-103	Cologne Way 6in Main Replace	\$220,471	\$267	\$5,395	\$47,486	\$47,752	\$172,719
C18-104	Quiet Oak Ln 8in Main Oak S	\$127,654	\$222	\$745	\$112,829	\$113,051	\$14,603
C18-105	Old Auburn Rd Dafodil Wooddale	\$150,465	\$311	\$2,095	\$21,060	\$21,371	\$129,094

Citrus Heights Water District  
 Capital Projects Summary  
 Fiscal Period End as of 10/2019

CC-7

Project Number	Project Name	BUDGET		AMOUNTS PAID			Remaining Budget
		Project Forecast Budget	Expenditures to 12/2018	Month to Date	Year to Date	Project to Date	
C19-101	Robie Way 8" Main Replacement	\$26,846	\$0	\$4,500	\$4,645	\$4,645	\$22,201
C19-102	Patton 8" Main Repl Watson/Nth	\$67,679	\$0	\$1,198	\$8,638	\$8,638	\$59,041
C19-103	Watson 8" Main Repl Sherlock	\$406,401	\$0	\$5,251	\$40,747	\$40,747	\$365,654
C19-104	Admiral MainRepl 8"	\$30,310	\$0	\$0	\$0	\$0	\$30,310
C19-105	Whyte MainRepl 8" Langley	\$83,235	\$0	\$12,997	\$13,619	\$13,619	\$69,616
C19-106	Wells Ave Main 8"	\$22,460	\$0	\$531	\$4,941	\$4,941	\$17,520
C19-107	Rowan MainRep 8/6" Grady	\$28,419	\$0	\$0	\$11	\$11	\$28,408
<b>Water Mains</b>		<b>\$2,360,334</b>	<b>\$32,345</b>	<b>\$40,896</b>	<b>\$539,584</b>	<b>\$571,929</b>	<b>\$1,788,405</b>
C17-103	Operations Building Remodel	\$21,300	\$19,322	\$0	\$1,858	\$21,180	\$120
C19-005	Facilities Improvements	\$130,000	\$0	\$0	\$83,461	\$83,461	\$46,539
C19-005A	Admin Boardroom Audio System	\$10,000	\$0	\$0	\$9,584	\$9,584	\$416
C19-040	Other City Partnerships	\$100,000	\$0	\$0	\$1,614	\$1,614	\$98,386
C19-040A	Highland Rinconada Drainage	\$0	\$0	\$0	\$45,708	\$45,708	(\$45,708)
C19-040B	Mariposa SR2S Phase III	\$0	\$0	\$0	\$1,029	\$1,029	(\$1,029)
C19-040C	Mariposa Ave SR2S Phase IV	\$0	\$0	\$0	\$508	\$508	(\$508)
C19-041	Other Misc Infrastructure	\$50,000	\$0	\$0	\$70,512	\$70,512	(\$20,512)
C19-041A	Easements Rosa Vista	\$0	\$0	\$2,000	\$3,055	\$3,055	(\$3,055)
<b>Miscellaneous Projects</b>		<b>\$311,300</b>	<b>\$19,322</b>	<b>\$2,000</b>	<b>\$217,330</b>	<b>\$236,652</b>	<b>\$74,648</b>
C17-104	Groundwater Well Property Acq	\$640,000	\$189,875	\$0	\$155,029	\$344,905	\$295,095
C17-104A	Well #7 Patton	\$250,000	\$18,261	\$212	\$8,936	\$27,197	\$222,803
C17-104B	Well #8 Highland	\$0	\$0	\$159	\$9,956	\$9,956	(\$9,956)
C18-020	Groundwater Well Improvements	\$59,289	\$8,499	\$0	\$12,532	\$21,030	\$38,259
C19-020	Groundwater Well Improvements	\$175,000	\$0	\$0	\$24,682	\$24,682	\$150,318
C19-109	Well Acq Greenback Kenneth	\$0	\$0	\$0	\$0	\$0	\$0
<b>Wells</b>		<b>\$1,124,289</b>	<b>\$216,635</b>	<b>\$371</b>	<b>\$211,135</b>	<b>\$427,770</b>	<b>\$696,519</b>
<b>Grand Totals:</b>		<b>\$6,847,319</b>	<b>\$413,982</b>	<b>\$165,133</b>	<b>\$2,221,134</b>	<b>\$2,635,116</b>	<b>\$4,212,204</b>

## OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
68345	Voyager Fleet Systems Inc	Gas & Oil	\$6,144.70
68346	Michelle Morris	Customer Refund	\$131.08
68347	Klavdiya Tomashevskiy	Customer Refund	\$24.49
68348	Nikolay/Irina Kosovan	Customer Refund	\$21.55
68349	Judith Meeler	Customer Refund	\$138.47
68350	Ken W Orser	Customer Refund	\$54.47
68351	Jessica E Dyer	Customer Refund	\$14.34
68352	Yevgeny/Shoshana Vayner	Customer Refund	\$9.29
68353	Terrie Stamp	Customer Refund	\$245.72
68354	Helen H/Adam S Shiells	Customer Refund	\$20.25
68355	Nancy L/Jonathan R Lacoss	Customer Refund	\$18.70
68356	Clear Point Financial Group Inc	Customer Refund	\$259.77
68357	Abinet K Asrate	Customer Refund	\$25.67
68358	Rick M Mladinich	Customer Refund	\$251.73
68359	Caggiano General Engineering Inc	Customer Refund	\$862.12
68360	Jubli Investments LLC	Customer Refund	\$22.03
68361	ABA DABA Rentals & Sales	Supplies-Field	\$170.08
68362	AFLAC	Employee Paid Insurance	\$434.53
68363	Axiom Technologies LLC	Contract Services-Other	\$5,428.00
68364	Bart/Riebes Auto Parts	Repair-Trucks	\$110.51
68365	California Landscape Associates Inc	Janitorial	\$200.00
68366	Robin Cope	Health Insurance	\$424.73
68367	Sacramento County Utilities	Utilities	\$380.00
68368	Cybex	Equipment Rental-Office	\$166.07
68369	Diana Miller Photography	Contract Services-Miscellaneous	\$345.00
68370	Eriks North America Inc	Material	\$562.31
68371	First Apostolic Church of Citrus Heights	Fixed Assets	\$887.50
68372	FP Mailing Solutions	Equipment Rental-Office	\$164.86
68373	Hines EDM Inc	Contract Services-Other	\$1,100.00
68374	Integrity Administrators Inc	Health Insurance	\$260.48
68375	Void	Void	\$0.00
68376	San Gabriel Temp Staffing LLC dba LaborMax	Contract Services-Temporary Labor	\$896.92
68377	Moonlight BPO	Contract Services-Bill Print/Mail	\$6,764.97
68378	One Print Source & Graphics	Printing	\$416.99
68379	SMUD	Utilities	\$7,039.57
68380	Sonitrol	Equipment Rental-Office	\$181.91
68381	A. Teichert & Son, Inc.	Road Base	\$2,349.78
68382	Titan Workforce LLC	Contract Services-Temporary Labor	\$1,120.00
68383	Walker's Office Supplies	Office Expense	\$37.94
68384	ACWA	Dues & Subscriptions	\$18,665.00
68385	B&M Builders	Contract Services-Engineering	\$10,165.63
68386	Iconix Waterworks	Material	\$11,051.93
68387	Lund Construction	Contract Services-Engineering	\$15,162.00

## OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
68388	ACWA/JPIA	Workers Comp Insurance	\$79,253.00
68389	ACWA/JPIA	Workers Comp Insurance	\$15,975.44
68390	B&M Builders	Contract Services-Engineering	\$10,343.75
68391	Jennifer Terreri	Customer Refund	\$35.26
68392	Kevin M/Herminia C Sorbello	Customer Refund	\$217.98
68393	Delmar L/Debbie A Marks	Customer Refund	\$173.31
68394	Melanie Bissett	Customer Refund	\$150.00
68395	Rosann M English	Customer Refund	\$151.61
68396	Martin General Engineering Inc	Customer Refund	\$1,335.59
68397	Joshua/Amie McMurtry	Customer Refund	\$179.91
68398	Brandon R/Lanita N Fletcher	Customer Refund	\$77.38
68399	Adam/Sarah Lenhoff	Customer Refund	\$116.73
68400	Colby / Deborah Craig	Customer Refund	\$225.00
68401	Bank of America	Customer Refund	\$408.61
68402	A&A Stepping Stone Manufacturing	Supplies-Field	\$27.29
68403	Alexander's Contract Services	Contract Services-Meter Read	\$3,411.47
68404	CDW Government Inc	Fixed Assets	\$1,923.20
68405	Interwest Consulting Group	Contract Services-Engineering	\$7,866.25
68406	KBA Document Solutions, LLC	Equipment Rental-Office	\$342.63
68407	Office Depot	Office Expense	\$188.51
68408	Republic Services #922	Utilities	\$277.70
68409	Regional Government Services	Contract Services-Other	\$851.50
68410	SureWest Directories	Telephone-Local/Long Distance	\$49.00
68411	Michael Nemeik	Customer Refund	\$184.08
68412	George R/Betty J Clark	Customer Refund	\$230.92
68413	Ronald I McCorduck Trust	Customer Refund	\$73.39
68414	Michael H/Lori D Barlow	Customer Refund	\$190.67
68415	Terry L/Doris M Abbott	Customer Refund	\$199.68
68416	Jennifer Mullen	Customer Refund	\$47.30
68417	Henry G/Milana Grek	Customer Refund	\$46.03
68418	David/Lynn Senner	Customer Refund	\$78.35
68419	Vladimir/Sara Samoylovich	Customer Refund	\$22.11
68420	Karen L Hale	Customer Refund	\$54.39
68421	David D Calderon	Customer Refund	\$23.37
68422	Dustin M/Shivon E Srch	Customer Refund	\$109.95
68423	Matthew/Jennifer L Cornell	Customer Refund	\$107.08
68424	Emilee S/Mathew A Plouff	Customer Refund	\$31.26
68425	DLT Investments	Customer Refund	\$9.59
68426	ABA DABA Rentals & Sales	Supplies-Field	\$126.88
68427	Airgas USA, LLC	Supplies-Field	\$84.06
68428	AnswerNet	Telephone-Answering Service	\$302.35
68429	AREA Restroom Solutions	Equipment Rental-Field	\$131.11
68430	Bart/Riebes Auto Parts	Repair-Trucks	\$156.45
68431	Brake Masters #220	Repair-Trucks	\$883.66
68432	Bender Rosenthal Incorporated	Contract Services-Other	\$1,780.72
68433	BSK Associates	Water Analysis	\$2,007.00

## OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
68434	CirclePoint	Contract Services- Water Conservation	\$2,347.50
68435	Consolidated	Telephone-Local/Long Distance	\$1,845.98
68436	Corelogic Information Solutions Inc	Dues & Subscriptions	\$200.00
68437	CSDA	Dues & Subscriptions	\$7,615.00
68438	County of Sacramento	Permit Fees	\$96.00
68439	Sacramento County	Utilities	\$95.00
68440	Dawson Oil Company	Gas & Oil	\$920.62
68441	Foster Morrison Consulting Ltd	Contract Services-Miscellaneous	\$6,250.00
68442	Future Ford	Repair-Trucks	\$3,163.03
68443	Government Finance Officers Association	Dues & Subscriptions	\$135.00
68444	Hines EDM Inc	Contract Services-Other	\$325.00
68445	IB Consulting LLC	Contract Services-Miscellaneous	\$6,825.00
68446	KASL Consulting Engineers	Contract Services-Engineering	\$7,261.56
68447	Kei Window Cleaning #12	Janitorial	\$98.00
68448	San Gabriel Temp Staffing LLC dba LaborMax	Contract Servicesw-Temporary Labor	\$1,793.84
68449	Lowe's	Supplies-Field	\$159.94
68450	Moonlight BPO	Contract Services-Bill Print/Mail	\$2,780.29
68451	Nor Cal Perlite Inc	Supplies-Field	\$1,192.00
68452	Regional Government Services	Contract Services-Other	\$3,914.40
68453	RW Trucking	Contract Services-Miscellaneous	\$1,378.91
68454	S.I.C.H.	Office Miscellaneous	\$120.00
68455	Sterling Administration	Contract Services-Miscellaneous	\$550.00
68456	Hilary Straus	Continued Education	\$230.00
68457	Superior Equipment Repair	Repair-Trucks	\$77.82
68458	A. Teichert & Son, Inc.	Road Base	\$1,753.68
68459	Titan Workforce LLC	Contract Services-Temporary Labor	\$1,120.00
68460	Traffic Management Inc.	Field Miscellaneous	\$95.00
68461	United Rentals (North America) Inc	Equipment Rental-Field	\$6,008.99
68462	United Textile	Supplies-Field	\$385.75
68463	US Bank I.M.P.A.C. Government Services	See October Agenda Item CC-9	\$5,180.65
68464	Voyager Fleet Systems Inc	Gas & Oil	\$1,867.58
68465	Walker's Office Supplies	Office Expense	\$15.86
68466	World Environment & Energy Inc	Contract Services-Miscellaneous	\$470.40
68467	Axiom Technologies LLC	Contract Services-Other	\$4,689.00
68468	Frank M/Debra L Landess	Customer Refund	\$98.46
68469	Lucio/Beverly Garcia	Customer Refund	\$156.65
68470	Mary Ellen Downs	Customer Refund	\$38.12
68471	Rick/Stephanie MacKirdy	Customer Refund	\$27.17
68472	William T/Judith A Kelly	Customer Refund	\$291.92
68473	Pamela A Bonacci	Customer Refund	\$73.40
68474	Faulconer Billy G Living Trust	Customer Refund	\$95.79
68475	Jeremy A/Michelle L Greever	Customer Refund	\$16.60
68476	Alan/Stacy Richardson	Customer Refund	\$23.92
68477	Robert W/Sarah L Daves	Customer Refund	\$112.10
68478	Mark/Jodi Monas	Customer Refund	\$84.58
68479	Sara C Decker	Customer Refund	\$33.95

## OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
68480	Cynthia A Hatchman Trust	Customer Refund	\$12.65
68481	Sharon Pritchard	Customer Refund	\$74.88
68482	John D Ricks	Customer Refund	\$693.25
68483	Peter A Hartman	Customer Refund	\$339.05
68484	Sell State Gold	Customer Refund	\$273.43
68485	Teichert Pipelines Inc	Customer Refund	\$1,643.44
68486	ABA DABA Rentals & Sales	Supplies-Field	\$168.52
68487	Afman Supply	Small Tools	\$560.52
68488	Avalon Custodial Care	Janitorial	\$695.00
68489	Axcient Holdings LLC	Maintenance Agreement-Software	\$444.30
68490	Best Best & Krieger	Legal & Audit	\$6,680.90
68491	Bender Rosenthal Incorporated	Contract Services-Other	\$1,883.40
68492	Brady Chambers	Continued Education	\$87.40
68493	City of Citrus Heights	Permit Fees	\$1,550.00
68494	Dawson Oil Company	Gas & Oil	\$776.29
68495	Diana Miller Photography	Contract Services-Miscellaneous	\$345.00
68496	Ethan Wade Graphics	Water Conservation-Other	\$915.09
68497	Fast Action Pest Control	Contract Services-Miscellaneous	\$115.00
68498	Michael Flanagan	Contract Services-Miscellaneous	\$2,000.00
68499	IB Consulting LLC	Contract Services-Miscellaneous	\$1,560.00
68500	ICMA Membership Renewals	Dues & Subscriptions	\$1,400.00
68501	Iconix Waterworks	Material	\$775.80
68502	San Gabriel Temp Staffing LLC dba LaborMax	Contract Services-Temporary Labor	\$896.92
68503	Cheryl Buckwalter- Landscape Liaisons	Contract Services-Miscellaneous	\$950.00
68504	Dana Mellado	Continued Education	\$311.01
68505	Rex Meurer	Water Conservation-Material/Supply	\$260.08
68506	Moonlight BPO	Contract Services-Bill Print/Mail	\$6,281.24
68507	One Print Source & Graphics	Printing	\$784.88
68508	Pacific Gas & Electric	Utilities	\$11.69
68509	Regional Government Services	Contract Services-Other	\$1,250.50
68510	Rebecca Scott	Continued Education	\$302.15
68511	Steven Enterprises Inc	Office Expense	\$68.96
68512	Trench & Traffic Supply	Equipment Rental-Field	\$355.58
68513	Verizon Wireless	Telephone-Wireless	\$1,104.28
68514	WaterWise Consulting, Inc	Contract Services-Water Conservation	\$175.00
68515	Warren Consulting Engineers Inc	Contract Services-Engineering	\$6,700.00
68516	Zane Dezign	Contract Services-Water Conservation	\$1,921.18
68517	Delmar A/Maria S McCardell	Customer Refund	\$134.76
68518	Valerie Bedegrew	Customer Refund	\$73.24
68519	SCHAEFFER FAMILY TRUST	Customer Refund	\$186.29
68520	Anthony L Marshall	Customer Refund	\$14.09
68521	Leonard Shymoniak 2001 Trust	Customer Refund	\$126.76
68522	Christopher J/Scott J Martin	Customer Refund	\$65.82
68523	Royal Kebab LLC	Customer Refund	\$187.56
68524	Citrus Heights Memory Care	Customer Refund	\$2,118.41
68525	Farm Crandall and Mine Trust	Customer Refund	\$157.24

OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
68526	ABA DABA Rentals & Sales	Supplies-Field	\$142.44
68527	AFLAC	Employee Paid Insurance	\$434.53
68528	Alexander's Contract Services	Contract Services-Meter Read	\$5,108.18
68529	Associated Sound	Contract Services-Other	\$1,680.09
68530	Best Best & Krieger	Legal & Audit	\$7,554.54
68531	BSK Associates	Water Analysis	\$520.00
68532	Ditch Witch	Fixed Assets	\$4,375.67
68533	First Apostolic Church of Citrus Heights	Fixed Assets	\$887.50
68534	Indoor Environmental Services	Maintenance Agreement-Equipment	\$602.35
68535	Kiwanis of Citrus Heights	Dues & Subscriptions	\$227.00
68536	Liebert Cassidy Whitmore	Legal & Audit	\$418.00
68537	Alberto Preciado	Continued Education	\$173.92
68538	Red Wing Shoe Store	Small Tools	\$825.00
68539	SHI International Corp	Maintenance Agreement-Software	\$1,418.78
68540	SMUD	Utilities	\$7,630.34
68541	S.I.C.H.	Dues & Subscriptions	\$260.00
68542	Watt Communities at Mariposa Creek, LLC	Customer Refund	\$218.50
<b>Total</b>			<u>\$375,115.47</u>
ACH	1168-2019-9 INVOICE CLOUD	Bank Fee	\$4,381.80
ACH	ICMA-RC 10/3/19	Deferred Compensation	\$2,146.12
ACH	ICMA-RC 9/19/19	Deferred Compensation	\$1,350.35
ACH	ICMA-RC ROTH	Deferred Compensation	\$100.00
ACH	ICMA-RC ROTH10/3	Deferred Compensation	\$100.00
ACH	ICMA-RC ROTH9/19	Deferred Compensation	\$100.00
ACH	MID AMERICA	Employee Paid Insurance	\$96.00
ACH	NOVEMBER 2019 CAL CHOICE	Health Insurance	\$38,693.08
ACH	PERS 9/5/19 PAYDAY	PERS	\$20,613.04
ACH	PER 9/19/19 PAYDAY	PERS	\$20,369.13
ACH	PRINCIPAL NOV 2019	Health Insurance	\$7,528.36
ACH	SEPT 2019 BOW	Bank Fee	\$1,429.48
ACH	SEPT 2019 CHASE	Bank Fee	\$2,449.34
ACH	SEPT 2019 JP MORGAN BANK	See October Agenda Item CC-9	\$2,389.05
ACH	VALIC 10/17/19	Deferred Compensation	\$3,329.25
ACH	VALIC 10/3/19 PAYDAY	Deferred Compensation	\$3,329.25
ACH	ICMA-RC 10/17/19 PAYDAY	Deferred Compensation	\$2,146.12
ACH	PERS 10/31/19 PAYDAY	PERS	\$20,058.59
Total			<u>\$130,608.96</u>
<b>Grand Total</b>			<u><u>\$505,724.43</u></u>

OCTOBER 2019 WARRANTS

<u>CHECK</u>	<u>PAYEE</u>	<u>DESCRIPTION</u>	<u>AMOUNT</u>
<b>November Checks Approved at November Board Meeting</b>			
68595	ESRI	Maintenance Agreement-Equipment	\$11,200.00
68596	Ferguson Enterprises Inc #1423	Material	\$8,117.61
68597	San Juan Water District	Purchased Water	\$864,188.27
68598	Warren Consulting Engineers Inc	Contract Services-Engineering	\$11,500.00
68599	Best Best & Krieger	Legal & Audit	\$20,444.38
68600	Winner Chevrolet, Inc	Fixed Assetts	\$25,656.91
68601	Harris & Associates	Contract Services-Engineering	\$58,336.40
<b>Total</b>			<u>\$999,443.57</u>



Purchase Card Distributions  
Oct-19

Name	Dues & Subscriptions	Office Misc. - District Event	Supplies	Office - Expense	Continued Education	Meeting Accommodations	Gas & Oil	Repair - Truck	Maint. Agrmt. - Software	Total Bill
Henry		17.32			200.00	501.50				718.82
Hensley			41.53		100.00					141.53
Shockley	241.87	1,163.09	879.13	167.96	(205.63)		886.30	1,509.50	145.05	4,787.27
Spiers		226.88						239.93		466.81
Straus					22.50	193.63				216.13
Talwar					85.00	157.38				242.38
Dietrich			16.03							16.03
Ott									425.56	425.56
<b>Total Bill</b>	<b>241.87</b>	<b>1,407.29</b>	<b>936.69</b>	<b>167.96</b>	<b>201.87</b>	<b>852.51</b>	<b>886.30</b>	<b>1,749.43</b>	<b>570.61</b>	<b>7,014.53</b>

**Citrus Heights Water District**  
**2019 Staff Training Courses/Seminars/Conferences**

as of 11/13/2019

**DIRECTORS**

Date	Days	Topic	Organizing Agency	Location	Attendee	Total Expenses	Registration	Hotel	Meals	Transportation
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	Caryl Sheehan	1,340.35	725.00	495.68	119.67	-
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	David Wheaton	1,295.16	725.00	495.68	74.48	-
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	Ray Riehle	1,527.84	725.00	495.68	46.88	260.28
12/3/19-12/6/19	4	ACWA Fall Conference	ACWA	San Diego, CA	Ray Riehle	1,130.96	950.00			180.96
12/2/19-12/3/19	1	ACWA Fall Conference	ACWA	San Diego, CA	J. Moser (CAC)	311.96				311.96
12/2/19-12/5/19	4	ACWA Fall Conference	ACWA	San Diego, CA	David Wheaton	1,150.98	950.00			200.98
12/2/19-12/5/19	1	ACWA Fall Conference	ACWA	San Diego, CA	Caryl Sheehan	311.96				311.96

**Total - Directors      7,069.21**

**STAFF**

Date	Days	Topic	Organizing Agency	Location	Attendee	Total Expenses	Registration	Hotel	Meals	Transportation
1/8/19-1/11/19	4	CSMF0 Convention	CSMF0	Palm Springs, CA	Susan Sohal	1,459.06	370.00	697.32	46.14	345.60
1/8/19-1/11/19	4	CSMF0 Convention	CSMF0	Palm Springs, CA	Alberto Preciado	1,333.38	370.00	697.32	46.15	219.91
1/14/19-1/16/19	3	Cappo Conference	CAPPO	Sacramento, CA	Beth Shockley	486.19	349.00	-	-	137.19
2/10/19-2/13/19	4	Parma Conference	Parma	Anaheim, CA	Chris Castruita	1,907.42	350.00	610.74	179.39	767.29
2/10/19-2/13/19	4	Parma Conference	Parma	Anaheim, CA	Madeline Henry	1,337.50	320.00	610.74	92.44	314.32
4/8/19-4/11/19	4	Capio Conference	Capio	San Diego, CA	Madeline Henry	1,527.22	530.00	645.78	95.74	255.70
7/7/19-7/10/19	4	Esri Conference	Esri	San Diego, CA	Borey Swing	1,566.61	-	928.28	205.76	432.57
7/7/19-7/10/19	5	Esri Conference	Esri	San Diego, CA	Jeff Ott	2,058.15	-	1,392.49	195.74	469.92
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	Hilary Straus	1,337.16	725.00	495.68	74.48	42.00
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	Missy Pieri	1,295.16	725.00	495.68	74.48	-
5/7/19-5/10/19	3	ACWA Spring Conference	ACWA	Monterey, CA	Susan Sohal	1,295.16	725.00	495.68	74.48	-
5/14/19-5/17/19	3	Peer to Peer	Calwep	Anaheim, CA	Rex Meurer	1,344.59	266.85	559.26	111.29	407.19
6/23/16-6/25/19	3	General Manager Leadership Summit	CSDA	Newport Beach, CA	Hilary Straus	1,501.13	625.00	635.61	-	240.52
6/23/16-6/25/19	3	General Manager Leadership Summit	CSDA	Newport Beach, CA	Susan Talwar	1,763.38	625.00	635.61	109.00	393.77
6/23/16-6/25/19	3	General Manager Leadership Summit	CSDA	Newport Beach, CA	Alberto Preciado	1,774.45	625.00	635.61	135.26	378.58
6/23/16-6/25/19	3	General Manager Leadership Summit	CSDA	Newport Beach, CA	Madeline Henry	1,667.14	625.00	635.61	93.47	313.06
5/18/19-5/22/19	4	GFOA Conference	GFOA	Los Angeles	Alberto Preciado	1,726.80	-	1,241.16	162.35	323.29
09/29/19-10/2/19	4	MISAC Conference	MISCA	Monterey, CA	Jeff Ott	1,033.15	525.00	376.18	44.00	87.97
7/21-7/25/19	4	UESI Pipelines Conference	UESI	Nashville, TN	Tamar Dawson	2,190.03	-	1,249.64	154.12	786.27
9/30/19-10/4/19	4	Watersmart Innovations	Watersmart	Las Vegas	Rex Meurer	1,333.24	385.00	336.93	290.00	321.31
9/30/19-10/4/20	4	Watersmart Innovations	Watersmart	Las Vegas	Brady Chambers	1,124.31	450.00	350.93	87.40	235.98
9/30/19-10/4/21	4	Watersmart Innovations	Watersmart	Las Vegas	Hilary Straus	1,334.56	335.00	440.20	230.00	329.36
10/6/19-10/8/19	2	CSMF0	CSMF0	Anaheim, CA	Alberto Preciado	455.88	-	-	90.00	365.88
10/8/19-10/11/19	3	Harris Customer Training	Harris	Denver, CO	Dana Mellado	2,342.19	979.45	694.77	185.00	482.97
10/20/19-10/24/19	4	AWWA Annual Fall Conference	AWWA	San Diego, CA	Kelly Drake	1,875.64	445.00	799.48	400.00	231.16
10/27/19-10/30/19	5	CalPers Conference	CalPers	Oakland, CA	Susan Talwar	756.77	449.00		186.46	121.31
11/12/19-11/14/19	3	CSDA Board Secretary Conference	CSDA	Monterey, CA	Madeline Henry	525.00	525.00			
11/12/19-11/14/19	3	CSDA Board Secretary Conference	CSDA	Monterey, CA	Brittney Moore	525.00	525.00			

Date	Days	Topic	Organizing Agency	Location	Attendee	Total Expenses	Registration	Hotel	Meals	Transportation
12/2/19-12/5/19	4	ACWA Fall Conference	ACWA	San Diego, CA	Hilary Straus	1,085.65	950.00			135.65
12/2/19-12/5/19	4	ACWA Fall Conference	ACWA	San Diego, CA	Brian Hensley	1,150.98	950.00			200.98
12/2/19-12/5/19	4	ACWA Fall Conference	ACWA	San Diego, CA	David Gordon	1,274.96	950.00			324.96
12/2/19-12/3/19	1	ACWA Fall Conference	ACWA	San Diego, CA	Susan Talwar	311.96				311.96
12/2/19-12/3/19	1	ACWA Fall Conference	ACWA	San Diego, CA	Missy Pieri	284.96				284.96
12/2/19-12/3/19	1	ACWA Fall Conference	ACWA	San Diego, CA	Madeline Henry	311.96				311.96
12/3/19-12/6/19	3	Cityworks Conference 2019	Cityworks	Salt Lake City, UT	Jeff Ott	176.60				176.60
12/3/19-12/6/19	3	Cityworks Conference 2019	Cityworks	Salt Lake City, UT	Tim Cutler	816.60	550.00			266.60
12/3/19-12/6/19	3	Cityworks Conference 2019	Cityworks	Salt Lake City, UT	Rebecca Scott	726.60	550.00			176.60
10/14/19-10/16/19	3	MMANC	MMANC	Sacramento, CA	Rebecca Scott	727.15	425.00		200.00	102.15

**2019 Total 62,516.54**

1/27/20-1/30/20	4	CSMFO Conference	CSMFO	Anaheim, CA	Alberto Preciado	907.28	575.00	332.28		
2/17/20-2/21/20	5	Cappo Conference	Cappo	San Diego, CA	Beth Shockley	632.74	450.00	182.74		
2/17/20-2/21/20	5	Cappo Conference	Cappo	San Diego, CA	Alberto Preciado	632.74	450.00	182.74		

**2020 Total 1,265.48**

**Total - Staff 129,198.47**

**Grand Total 136,267.68**

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : EMPLOYEE RECOGNITION  
 STATUS : Information Item  
 REPORT DATE : November 5, 2019  
 PREPARED BY : Brittney Moore, Acting Management Analyst

The following District employees were recognized for perfect attendance during September 2019, and outstanding customer service and quality of work during the month of October 2019.

### Administrative Services & Water Efficiency Department

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Brady Chambers	Yes	Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Presented at the 10/31/19 Safety Meeting on Bad Weather Driving.  Participation in the Oct. 29 <sup>th</sup> Water Meter Study Technical Meeting.  Participated in the filming of performing work out in the field on 10/17/19 for the ACWA conference video.
Kelly Drake	Yes	Coordinated the District's float and Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Came in early on 10/15/19 to set up for Lock Out/Block Out training.  Participation in the Oct. 29 <sup>th</sup> Water Meter Study Technical Meeting.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Madeline Henry	Yes	Coordinated the District's float and Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.  Provided assistance for the Meter Replacement Study including the preparation, setup, and take down for the 10/23/19 CAC Meeting.	Prepared a staff report and presented at the September Board Meeting.  Served on the interview panel for the Engineering/GIS Position.
Dana Mellado			Served on the interview panel for the Customer Service Technician II Position.
Rex Meurer	Yes	Prepared for the Oct. 23 <sup>rd</sup> CAC meeting and presented at the meeting.  Coordinated the District's float and Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Helped to coordinate filming of work performed in the field on 10/17/19 for the ACWA Conference video.
Brittney Moore		Provided outstanding internal customer service for the Meter Replacement study including the preparation, set-up, and take-down for the 10/23/19 CAC Meeting.  Coordinated the District's float for the Howl-O-Ween Parade and Festival on 10/19/19.	Helped to stand-in at the front counter when there was a staff outage due to a family emergency.
Jeff Ott	Yes	Assisted with set up of workstation off site for staff.	Completed network updates and system wide patches.  Served on the interview panel for the Engineering/GIS Position.
Alberto Preciado	Yes	Created the employee self-evaluation spreadsheet.	Presented the October safety briefing on how to respond to an active shooter.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Beth Shockley		Assisted with set-up for the 10/23/19 CAC Meeting.  Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Helped to stand-in at the front counter during staff outages.
Desiree Smith		Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Served on the interview panel for the Customer Service Technician II Position.

**Engineering Department**

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Tamar Dawson	Yes		Acquired easements for the Michigan Project.  Served on the interview panel for the Engineering/GIS Position.  Served on the interview panel for EDRMS.  Presented at the October Board Meeting for the District-wide Annexation Project.
Paul Dietrich	Yes		Served on the interview panel for the Engineering/GIS Position.
Neil Tamagni	Yes		Performed District duties off hours on 10/11/19, and 10/18/19.  Completion and provided excellent oversight on the Pleasant View, Quiet Oak Water Main Project.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
			Helped to coordinate filming at a project site on 10/17/19 for the ACWA Conference video.

**Operations Department**

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Tim Cutler		Attended CAC Meeting on 10/23/19.  Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	
James Ferro	Yes		Participated in the filming of performing work out in the field on 10/17/19 for the ACWA conference video.
Jarrett Flink			Participated in the filming of performing work out in the field on 10/17/19 for the ACWA conference video.
Brian Hensley	Yes		
Rick Jimenez		Customer on Aurelius Way called to compliment the great customer service and outstanding work quality they received while he repaired the plumbing around their water meter.	
Ricky Kelley	Yes	Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Participated in the filming of performing work out in the field on 10/17/19 for the ACWA Conference video.

<u>Name</u>	<u>Attendance</u>	<u>Customer Service</u>	<u>Work Quality</u>
Mike Mariedth		Customer on Aurelius Way called to compliment the great customer service and outstanding work quality they received while he repaired the plumbing around their water meter.	
Chris Nichols			Fixed wiring on the District's back entry gate
Rebecca Scott	Yes	Participation, preparation, and set-up for the Oct. 23 <sup>rd</sup> CAC meeting.  Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	Participation and preparation for the Oct. 29 <sup>th</sup> Water Meter Study Technical Advisory Committee Meeting.
Nick Spiers		Assisted staff with a dead battery on 10/14/19.  Customer from Our Way was very Pleased with his helpfulness and kindness.	Assisting the Community Garden Staff with some backhoe soil grading work.
John Spinella	Yes	Customer from Our Way was very Pleased with his helpfulness and kindness.	
Jason Tupper	Yes	Participated in the Howl-O-Ween Parade and Harvest Festival on 10/19/19.	



**CITRUS HEIGHTS WATER DISTRICT  
DISTRICT STAFF REPORT TO BOARD OF DIRECTORS  
NOVEMBER 20, 2019 MEETING**

SUBJECT : LONG RANGE AGENDA  
 STATUS : Consent/Information Item  
 REPORT DATE : November 12, 2019  
 PREPARED BY : Madeline Henry, Acting Senior Management Analyst/Chief Board Clerk

**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>November 25, 2019</b>					
November 25, 2019	Special Board Meeting	2020 Operating and Capital Improvement Program Budget	Straus/Talwar/Pieri/Gordon	PH	A
November 25, 2019	Special Board Meeting	2020 Water Rates, Charges and Fees	Straus/Talwar	PH	A
November 25, 2019	Special Board Meeting	2020 Capacity Fees	Straus/Talwar	PH	A
<b>December 18, 2019</b>					
December 18, 2019		Committee Assignments	Henry	B	A
December 18, 2019		District Officers	Henry	B	A
December 18, 2019		Selection of President and Vice President	Henry	B	A
December 18, 2019		Board Policy Update - SB998 Compliance, Water Shut Offs	Talwar/Preciado	B	A
December 18, 2019		Award of Contract for Electronic Document Retention Management System (EDRMS)	Talwar/Ott	B	A
<b>January 15, 2020</b>					
January 15, 2020		Hinkle Reservoir Update	Gordon/Hensley	S	I/D
January 15, 2020		Strategic Plan Preview	Henry	P	A
<b>February 19, 2020</b>					
February 19, 2020		Groundwater Update	Gordon/Hensley	S	I/D
February 19, 2020		Investment of District Funds	Talwar/General Counsel	B	A
<b>March 18, 2020</b>					
March 18, 2020		SGA Update on SGMA	Gordon	P	I/D
<b>April 15, 2020</b>					
April 15, 2020		Well Site Real Property--Highland Ave	Gordon	B	A
April 15, 2020		CAFR Review	Talwar/Preciado	B	A

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : ENGINEERING DEPARTMENT REPORT  
 STATUS : Information Item  
 REPORT DATE : November 04, 2019  
 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, First or Second 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.  Technical Memos being compiled into one document by consultant. Expect to be completed by November 2019.  Board Presentation expected in first or second 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</b> Corporation Yard / Facilities Master Plan Buildout	Engineering	Director of Engineering and Project Manager	Yes, 07/17/19 (Award of Contract)	Yes	Masterplan for office space requirements through 2045.	Staffing Plan Report submitted on 10/17/19.  Team provided comments on 10/31/19.  Next meeting scheduled for 12/12/19.
<b>CAPITAL IMPROVEMENT PROJECT</b> Highland Ave & Rosa Vista Ln 8" Water Mains	Engineering	Senior Construction Inspector and Project Manager	Yes, 06/20/18 (Notice of Completion)	Yes	2017 design, 2018 construction.	Easements being prepared by District.  6825/28 Rosa Vista Lane easement recorded on 08/15/19. 6822 Rosa Vista Lane easement submitted to Sac County for recording on 10/24/19. Awaiting easements from other property owners.
<b>CAPITAL IMPROVEMENT PROJECT</b> Wind Way and Longwood Way 8" Water Mains	Engineering	Project Manager and Assistant Engineer	Yes, TBD	Yes	2018 design, 2019 construction.	Construction to be completed by District Operations staff.  Construction began in June 2019. Completing surface restoration.  95% 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 Pleasantview Dr 8" Water Main</b>	Engineering	Project Manager, Assistant Engineer and Senior Construction Inspector	Yes, 04/17/19 (Award of Contract)	Yes	2018 design, 2019 construction.	Award of Contract approved on 04/17/19.  Construction began on 06/24/19. 100% Complete.  Notice of Completion and final approval letter to be prepared.
<b>CAPITAL IMPROVEMENT PROJECT Michigan Dr 8" &amp; 6" Water Mains</b>	Engineering	Project Manager and Assistant Engineer	Yes, TBD	Yes	2019 design, 2019 construction.	Plans sent to Engineer on 05/02/18.  Potholing completed. Preparing 90% plans.  Easements secured for 8 of 8 properties.
<b>CAPITAL IMPROVEMENT PROJECT Old Auburn Rd - Daffodil to Wooddale 8" Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, 08/21/19 (Award of Contract)	Yes	2018 design, 2019 construction.	Contract awarded at the 08/21/19 Board Meeting.  Notice to Proceed sent to contractor on 09/30/19.  Disinfection of new pipe being completed.  75% 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</b> <b>Cologne Way 6" Water Main</b>	Engineering	Project Manager and Assistant Engineer	Yes, TBD	Yes	2019 design, 2019 construction.	District to provide 90% mark-ups to Consultant.  Easements secured for 7 of 8 properties.
<b>CAPITAL IMPROVEMENT PROJECT</b> <b>Quiet Oak Ln 8" Water Main</b>	Engineering	Project Manager, Assistant Engineer and Senior Construction Inspector	Yes, 04/17/19 (Award of Contract)	Yes	2018 design, 2019 construction.	Award of Contract approved on 04/17/19.  Construction began on 06/24/19. 100% Complete.  Notice of Completion and Final Approval letter to be prepared.
<b>CAPITAL IMPROVEMENT PROJECT</b> <b>Patton Avenue - Watson Way to North</b>	Engineering	Project Manager and Assistant Engineer	Yes, 08/21/19 (Award of Contract)	Yes	2019 design, 2019 construction.	Contract awarded at the 08/21/19 Board Meeting.  Notice to Proceed sent to contractor on 09/30/19.  Disinfection of new pipe being completed.  75% 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</b> <b>Watson Way - Sherlock Way to Well Site</b>	Engineering	Project Manager and Assistant Engineer	Yes, 08/21/19 (Award of Contract)	Yes	2019 design, 2019 construction.	Contract awarded at the 08/21/19 Board Meeting.  Notice to Proceed sent to contractor on 09/30/19.  Disinfection of new pipe being completed.  75% Complete.
<b>CAPITAL IMPROVEMENT PROJECT</b> <b>6230 Sylvan Rd East Side Wall</b>	Engineering	Project Manager and Assistant Engineer	Yes, TBD	No	Wall along the east side of District property.	Task Order executed with Engineer.  District following up with SJUSD regarding property.
<b>PRIVATE DEVELOPMENT</b> <b>Mitchell Farms - 7925 Arcadia Dr</b>	Engineering	Director of Engineering and Assistant Engineer	Yes, TBD	No	200-300 unit development by Watt Communities.	District provided comments to developer's engineer on 08/23/19.  Received third submittal on 10/30/19.

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 Mitchell Farms Land Exchange - 7925 Arcadia Dr</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>Yes, 11/20/19 (Anticipate Approval of Agreement)</p>	<p>No</p>	<p>Land Exchange of District's Well Site for development property.</p>	<p>Received third submittal from developer's engineer on 08/20/19.</p> <p>District provided comments to developer's engineer on 10/08/19.</p> <p>Anticipate taking to Board at the November Board meeting for possible approval of agreement.</p>
<p><b>PRIVATE DEVELOPMENT 12057 Fair Oaks Blvd Fair Oaks Senior Apartments</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>No</p>	<p>Seniors apartment complex with 42 one bedroom and 68 two bedroom units.</p>	<p>Received Project Referral and proposed site plan on 11/13/18.</p> <p>District sent Will Serve Letter on 12/04/18.</p> <p>Awaiting first submittal from developer's engineer.</p>
<p><b>PRIVATE DEVELOPMENT 7581 Sycamore Dr - Parcel Split 1 - 3</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>No</p>	<p>Parcel being split into 3 for 3 home subdivision.</p>	<p>Plans signed on 09/19/18.</p> <p>Awaiting construction.</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> 8053 Holly Dr Parcel Split 1 - 3	Engineering	Director of Engineering and Assistant Engineer	No	No	Parcel being split into 3 for 3 home subdivision.	District Operations staff began construction on 09/25/18. 100% Complete.
<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.  Conditions of Approval letter sent 11/28/18.
<b>PRIVATE DEVELOPMENT</b> 6920 Auburn Blvd Stock Ranch Plaza - Parcel 11	Engineering	Senior Construction Inspector	No	No	Commercial Development.	Preconstruction meeting occurred on 05/22/19.  Construction began on 05/23/19. 99% Complete. Punchlist provided to contractor on 08/13/19.



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</b> 5425 Sunrise Blvd Sunrise Village	Engineering	Director of Engineering and Assistant Engineer	No	No	Redevelopment of Sunrise Village.	Received Project Review request from City of Citrus Heights on 07/03/19.  Provided will serve letter to the City on 07/31/19.
<b>PRIVATE DEVELOPMENT</b> 8501 Auburn Blvd Parcel Split	Engineering	Director of Engineering and Assistant Engineer	No	No	Potential parcel split from one parcel to four parcels.	Sent conditions of approval letter on 09/06/18.
<b>PRIVATE DEVELOPMENT</b> 8501 Auburn Blvd Studio Movie Grill	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	Final plans signed on 10/17/19.  Preconstruction meeting on 10/30/19.  Awaiting draft easements and quitclaims for project.

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>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 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 05/20/19.
<b>PRIVATE DEVELOPMENT</b> <b>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</b> <b>7800 Greenback Ln</b> <b>Hobby Lobby</b>	Engineering	Director of Engineering and Assistant Engineer	No	No	Commercial Development.	District provided comments to developer's engineer on 09/25/19.  Awaiting resubmittal.

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>5511 Sunrise Blvd</b>  <b>Boston Pizza</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>No</p>	<p>Commercial Development.</p>	<p>Will Serve Letter sent on 04/16/19.</p> <p>Awaiting plan submittal from engineer.</p> <p>Awaiting easement for project.</p>
<p><b>COMCAST</b></p>	<p>Engineering</p>	<p>Assistant Engineer and GIS Specialist</p>	<p>No</p>	<p>No</p>	<p>Various communications boring projects throughout the service area.</p>	<p>District has provided water utility maps for all requested projects.</p> <p>Awaiting resubmittal from Comcast engineer.</p> <p>Awaiting as-builts on all completed projects.</p>
<p><b>CITY OF CITRUS HEIGHTS DRAINAGE PROJECT</b>  <b>Highland Ave</b></p>	<p>Engineering</p>	<p>Director of Engineering and Assistant Engineer</p>	<p>No</p>	<p>Yes</p>	<p>Highland Ave Drainage Project.</p>	<p>District completed relocation of water facilities.</p> <p>Awaiting completion of storm drain improvements by City contractor.</p>

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 DRAINAGE PROJECT</b> Wonder St	Engineering	Director of Engineering and Assistant Engineer	Yes, TBD	Yes	Wonder St Drainage Project.	Anticipate bid and start of construction in 2019. "B" Plans sent back 08/21/17 with comments. Coordinating utility conflicts and possible easement.
<b>CITY OF CITRUS HEIGHTS PROJECT</b> Bonita & Old Auburn Rd Storm Drain Improvements	Engineering	Director of Engineering and Assistant Engineer	No	No	Bonita Way & Old Auburn Rd Storm Drain Project.	Received 30% plans on 05/21/18.  Received submittal from City's engineer on 09/27/19.  District to prepare cost liability for project.
<b>CITY OF CITRUS HEIGHTS PROJECT</b> Mariposa Ave - Safe Routes to School Phase III	Engineering	Director of Engineering and Assistant Engineer	No	Yes	Frontage improvements along west side of Mariposa Ave from Northridge to Eastgate.	District inspecting City contractor's work as needed.  Awaiting completion of storm drain improvements by City contractor.

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	Yes, TBD	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.  District prepared Cost Liability letter to the City of Citrus Heights on 06/27/19.
<b>COUNTY OF SACRAMENTO Overlay Oak Avenue from Hazel Ave to Granite Ave</b>	Engineering	Director of Engineering and Senior Construction Inspector	No	No	Road improvements along Oak Ave from Hazel Ave to Granite Ave.	District prepared agreement with County contractor.  Project 100% Complete.
<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)	Yes	Annex properties into the District to clarify and revise District boundaries.	Preparing initial project information letters to customers.  Engineer preparing exhibits for parcels. 8 of 51 exhibits complete.  Project 10% Complete.

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 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 NOVEMBER 20, 2019 MEETING

**SUBJECT** : OPERATIONS DEPARTMENT REPORT  
**STATUS** : Information Item  
**REPORT DATE** : November 5, 2019  
**PREPARED BY** : David M. Gordon, Director of Operations  
 Tim Cutler, Water Distribution Supervisor  
 Rebecca Scott, Senior Management Analyst

Facilities Maintenance			CIP Projects		
	Completed WO's			Completed WO's	
	Oct.	Year to Date		Oct.	Year to Date
Backflow Maintenance	0	0	C19-010 Water Mainline	0	0
Blow Off Maintenance	5	52	C19-011 Water Valves	0	7
Hydrant Maintenance	79	220	C19-012 Water Services	25	199
Leak Investigation	0	0	C19-013 Water Meters	11	44
Mainline Repair/Maintenance	1	10	C19-014 Fire Hydrants	4	15
Meter Box Maintenance	6	48	C19-103 Pot Hole Main	0	1
Meter Register Replacement	15	153	<b>TOTAL</b>	<b>40</b>	<b>266</b>
Meter Repair/Test/Maintenance	1	5	<b>Water Quality</b>		
Pot Hole Work	0	0	<i>Water Analysis Report: Bacteriological testing has met all California Department of Public Health requirements. 72 samples were collected with no positive results.</i>		
Water Service Repair/Locate	2	11			
Valve, Mainline Maintenance	114	471			
Valve Box Maintenance	3	3			
<b>TOTAL</b>	<b>226</b>	<b>973</b>			

**CITRUS HEIGHTS WATER DISTRICT  
DISTRICT STAFF REPORT TO BOARD OF DIRECTORS  
NOVEMBER 20, 2019 MEETING**

SUBJECT : 2019 WATER SUPPLY - PURCHASED & PRODUCED  
 STATUS : Information Item  
 REPORT DATE : November 4, 2019  
 PREPARED BY : Brian M. Hensley, Water Resources Supervisor  
 David M. Gordon, Director of Operations

**OBJECTIVE:**

Report on annual water supply including comparison with prior years.

Month	2013	2014	2015	2016	2017	2018	2019				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	602.39	570.05	539.60	506.81	531.38	466.43	54.43	520.86	520.86	-81.66	-13.6%		
Feb	606.36	450.96	511.52	484.53	443.99	525.73	418.47	29.01	447.48	968.34	-240.54	-19.9%		
Mar	819.55	612.20	725.95	517.56	546.60	540.78	496.33	20.54	516.87	1,485.21	-543.22	-26.8%		
Apr	1,029.73	737.30	761.02	677.81	575.52	646.09	651.54	31.36	682.90	2,168.11	-890.05	-29.1%		
May	1,603.43	1,190.07	869.08	979.49	1,138.72	1,072.27	929.85	47.56	977.41	3,145.52	-1,516.07	-32.5%		
Jun	1,816.73	1,548.66	1,065.10	1,343.76	1,412.94	1,387.03	1,312.73	15.34	1,328.07	4,473.59	-2,004.73	-30.9%		
Jul	2,059.21	1,622.10	1,184.95	1,544.57	1,650.76	1,737.13	1,582.40	0.00	1,582.40	6,055.99	-2,481.54	-29.1%		
Aug	1,924.28	1,477.49	1,188.18	1,579.80	1,570.80	1,583.78	1,603.36	0.00	1,603.36	7,659.35	-2,802.46	-26.8%		
Sep	1,509.82	1,275.11	1,069.78	1,257.91	1,441.76	1,330.19	1,297.12	0.00	1,297.12	8,956.47	-3,015.16	-25.2%		
Oct	1,297.42	1,030.74	918.67	840.80	1,128.97	1,061.88	1,045.39	37.78	1,083.17	10,039.64	-3,229.41	-24.3%		
Nov	911.55	682.48	589.6	561.82	631.55	807.7								
Dec	700.94	563.15	519.57	518.62	574.43	558.97								
<b>Total</b>	14,881.54	11,792.65	9,973.47	10,846.27	11,622.85	11,782.93	9,803.62	236.02	10,039.64	10,039.64				
% of Total							97.65%	2.35%						



# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

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SUBJECT : WATER SUPPLY RELIABILITY  
STATUS : Information Item  
REPORT DATE : November 4, 2019  
PREPARED BY : David M. Gordon, Director of Operations  
                  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 November 1, 2019, storage in Folsom Lake (Lake) was at 598,100 acre-feet, 61 percent of the total capacity of 977,000 acre-feet. This represents a decrease in storage of 115,900 acre-feet in the past month.

The District's total water use during the month of October 2019 (1,083.17 acre-feet) was 16.5 percent below that of October 2013 (1,297.42 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 at various stages of repairs.

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# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : WATER EFFICIENCY & SAFETY PROGRAM UPDATE  
 STATUS : Information Item  
 REPORT DATE : November 4, 2019  
 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 month of October 2019 include:

- 18 High Efficiency Toilet (HET) rebates were processed. This compares to 14 HET rebates processed for the month of October 2018. The five year monthly average (2014-2018) of October HET rebates is 21. A total of \$7,500.00 in HET rebates have been issued year-to-date.
- A total of nine High Efficiency Clothes Washer (HECW) rebates were issued during the third quarter of 2019. This compares to three HECW rebates issued for the third quarter of 2018. A total of 21 HECW rebates were issued year to date.
- 184 service calls were completed. There were three reports of water waste received through CHWD's Water Efficiency web page.
- Five WaterSmart classes were held during 2019. The final class, titled "It's the Perfect Time to Revitalize Your Landscape" was held on Thursday, October 17, 6pm-8pm. Topics included: ways to build and nurture healthy soil; strategies for keeping rain and irrigation water in your landscape; how to select and place the right plants; and efficient irrigation strategies for new and maturing landscapes. All classes were held at the Citrus Heights Community Center. Staff is developing next year's class schedule and topics for 2020.
- CHWD has secured three garden plots at the Sylvan Ranch Community Garden (SRCG). The plots will feature water efficient landscaping. The project will be completed in two phases. Phase I will include 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. Funding for the rental, development, and maintenance of the garden plots is included in the 2019 Budget and is planned for the 2020 Budget. Staff will meet with the SRCG Board of Directors on Thursday, October 17, 2019. Plans for the plot design will be presented to the SRCG Board for their review and comment.
- On September 24, 2019 staff submitted Citrus Heights Water District's Validated Water Loss Audit Report (for data year 2018). The Department of Water Resources will review the report for completeness and accuracy.
- The Lock-Out Block-Out (LOBO) plan was approved by the Board on Wednesday, September 18, 2019. The new LOBO training was completed by staff on Tuesday, October 15, 2019.

- The ninth group safety presentation, in a series of 11 group safety presentations, was presented on Thursday, October 10. The topic was “Active Shooter Training”. The presenter was Alberto Preciado, Accounting Manager/Assessor/Collector. The tenth presentation will be given on Thursday, November 14, and the topic will be “Holiday Safety”. The presenters will be Beth Shockley, Management Analyst; Missy Pieri, Director of Engineering/District Engineer; and Jeff Ott, Principal IT Analyst.
- The following table summarizes the Residential Gallons Per Capita Per Day (R-GPCD) values for CHWD to date:

<b>Month</b>	<b>R-GPCD 2018</b>	<b>R-GPCD 2019</b>	<b>% CHANGE</b>
January	77	76	-.01%
February	85	72	-.15%
March	79	75	-.05%
April	100	103	+.03%
May	156	147	-.06%
June	209	200	-.04%
July	253	231	-.09%
August	231	234	+.01%
September	200	195	-.03%
October	158	154	-.02%

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : 2019 STRATEGIC PLAN UPDATE  
 STATUS : Information Item  
 REPORT DATE : November 5, 2019  
 PREPARED BY : Madeline Henry, Management Services Specialist/Deputy Board Clerk

The 2019 Strategic Plan update is summarized below. Staff will be available at the meeting to answer questions and/or provide additional details.

### CITRUS HEIGHTS WATER DISTRICT ✨ 2019 STRATEGIC OBJECTIVES

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

<i>Objectives to be Completed in the 2019 Year</i>					
#	START	END	WHAT	WHO	COMMENTS
1	Q3 2018	Q2 2019	Complete the Water Main Assessment and Transmission Main Evaluation	<b>Missy Pieri</b> (Lead) Hilary Straus; Paul Dietrich; David Gordon; Brian Hensley; Tim Cutler	Item is complete.
2	Q3 2018	Q1 2019	Complete creek crossing inspection and develop a program for future assessments	<b>Missy Pieri</b> (Lead) Hilary Straus; Paul Dietrich; David Gordon; Brian Hensley; Tim Cutler	Inventoried all creek crossings. Program for future assessment being developed.
3	Q1 2019	Q2 2019	Perform funding analysis and prepare up to 5 options for the phasing of water main replacements	<b>Missy Pieri</b> (Lead) Hilary Straus; Susan Talwar; Paul Dietrich; David Gordon	Item is complete. Preferred funding and phasing alternative has been identified by CAC. Specific funding program is being developed as part of the policy recommendations going to the Board in Q1/Q2 2020.

**CITRUS HEIGHTS WATER DISTRICT ✪ 2019 STRATEGIC OBJECTIVES**

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

<i>Objectives to be Completed in the 2019 Year</i>					
<b>#</b>	<b>START</b>	<b>END</b>	<b>WHAT</b>	<b>WHO</b>	<b>COMMENTS</b>
4	Q3 2019	Q4 2019	Develop implementation plan for preferred alternative	<b>Missy Pieri</b> (Lead) Hilary Straus; Paul Dietrich; David Gordon; Brian Hensley; Susan Talwar	Item is being finalized as a part of the Project 2030 final report, currently under development.
5	Q1 2019	Q4 2019	Complete four steps of the Public Engagement Strategy: <ul style="list-style-type: none"> <li>• Develop top two proposals with the CAC</li> <li>• Conduct market research</li> <li>• Review results and revise approach as needed</li> <li>• Take publicly-supported plan to the Board for approval</li> </ul>	<b>Missy Pieri</b> Madeline Henry (Lead); Hilary Straus; Paul Dietrich; David Gordon; Susan Talwar	District preparing Public Engagement Strategy and Funding Program for the Preferred Alternative to be presented to the Board in Q1/Q2 2020.

**CITRUS HEIGHTS WATER DISTRICT ✪ 2019 STRATEGIC OBJECTIVES**

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

<i>Objectives to be Completed in the 2019 Year</i>					
<b>#</b>	<b>START</b>	<b>END</b>	<b>WHAT</b>	<b>WHO</b>	<b>COMMENTS</b>
1	Q1 2019	Q4 2019	Meter Replacement Study 10% complete	<b>David Gordon</b> Rex Meurer (Lead); Hilary Straus; Susan Talwar; Josh Nelson; Brian Hensley; Jeff Ott	<p>11 Agencies are participating in the Study at various levels of participation. Their levels of participation have been finalized in an MOU and a Professional Services Agreement with a consultant.</p> <p>The Study consists of seven Phases. Phase 1 is 80% complete. Phase 2 is in progress with an anticipated completion in late Q1 2020.</p> <p>The District held the first of five planned Customer Advisory Committee meetings on 10/23/19. The next CAC Meeting is scheduled for 03/11/20.</p>
2	Q1 2019	Q4 2019	Increase attendance by 10% at CHWD Water Smart Classes (e.g., through increased promotion at Fair Oaks Harvest Festival and other vehicles)	<b>Hilary Straus</b> Rex Meurer (Lead)	<p>99 people attended this year's WaterSmart classes. The average class size was 20 attendees. This year's target attendance per class was 23 people per class.</p> <p>The District plans to improve attendance by creating a WaterSmart specific Communications Plan with its new communications firm, Sagent, in 2020.</p>
3	Q1 2019	Q4 2019	Increase sign-ups for Water Efficiency Reviews by 10%	<b>Hilary Straus</b> Rex Meurer (Lead)	<p>53 Water Efficiency Reviews have been completed year to date.</p> <p>The District plans to improve review sign-ups by creating a WaterSmart specific Communications Plan with its new communications firm, Sagent, in 2020.</p>

**CITRUS HEIGHTS WATER DISTRICT ✪ 2019 STRATEGIC OBJECTIVES**

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

<i>Objectives to be Completed in the 2019 Year</i>					
<b>#</b>	<b>START</b>	<b>END</b>	<b>WHAT</b>	<b>WHO</b>	<b>COMMENTS</b>
1	Q1 2019	Q1 2020	Enter into a sale agreement for Well Site #8	<b>David Gordon</b> (Lead) Missy Pieri; Susan; Josh Nelson; Brian Hensley; Hilary Straus	Purchase and sale agreement completed.  Test drilling complete.  CEQA analysis has begun. Anticipated completion is April 2020.
2	Q1 2019	Q4 2019	Identify potential Well Sites #9 and #10	<b>David Gordon</b> (Lead) Josh Nelson; Brian Hensley; Hilary Straus; Missy Pieri; Susan Talwar	A tentative agreement for purchase has been reached with the Property Owner and as authorized by the Board for Well Site #9. A purchase and sale agreement should be executed soon.
3	Q1 2019	Q2 2019	Conduct a retroactive quantitative and qualitative evaluation of our groundwater transfer work with San Juan Water District and other agencies	<b>David Gordon</b> (Lead) Susan Talwar; Steve Anderson; Hilary Straus; Brian Hensley; Alberto Preciado	This item is complete.  An evaluation of the Districts participation in the 2018 Regional Groundwater Transfer was presented to the Board at the 03/20/2019 Board Meeting.

**CITRUS HEIGHTS WATER DISTRICT ✪ 2019 STRATEGIC OBJECTIVES**

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

<i>Objectives to be Completed in the 2019 Year</i>					
<b>#</b>	<b>START</b>	<b>END</b>	<b>WHAT</b>	<b>WHO</b>	<b>COMMENTS</b>
1	Q1 2019	Q4 2019	Complete space needs alternatives analysis	<b>Missy Pieri</b> (Lead) Paul Dietrich; Hilary Straus; David Gordon; Susan Talwar	Consultant preparing Staffing Plan. Pre-Architectural Study Consultant selected. Awaiting results of Staffing Plan to begin Study.
2	Q1 2019	Q4 2019	Dispose of two surplus well sites	<b>David Gordon</b> (Lead) Josh Nelson; Hilary Straus; Missy Pieri; Susan Talwar; Alberto Preciado	District staff met with the Board on 04/17/19 regarding the District's surplus well sites that no longer serve a beneficial purpose to the District. Two sites were identified for disposition. Adjacent property owners have agreed to take ownership of the two surplus well sites. Legal documents for properties have been sent to two neighboring property owners for review.
3	Q3 2019	Q4 2019	Develop an administrative procedure defining CEQA review of District CIP projects	<b>Missy Pieri</b> (Lead) Paul Dietrich; Josh Nelson; David Gordon; Brian Hensley	Project schedule to be developed with BBK for completion in 2020.
4	Q1 2019	Q4 2019	Select a consultant for the Easement Review Project, complete Phase 1 Inventory of all current easements, and document all needed easements	<b>Missy Pieri</b> (Lead) Josh Nelson; Paul Dietrich; David Gordon; Brian Hensley; Madeline Henry	Project schedule to be developed for completion in 2020-2021.
5	Q1 2019	Q4 2019	Complete a work plan and select a consultant for the annexation of the island parcels and boundary revisions	<b>Missy Pieri</b> (Lead) Josh Nelson; Paul Dietrich; David Gordon; Brian Hensley; Madeline Henry	District-wide Annexation Consultant on board. Project 10% Complete.



**CITRUS HEIGHTS WATER DISTRICT ✪ 2019 STRATEGIC OBJECTIVES**

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

<i>Objectives to be Completed in the 2019 Year</i>					
<b>#</b>	<b>START</b>	<b>END</b>	<b>WHAT</b>	<b>WHO</b>	<b>COMMENTS</b>
1	Q3 2019	Q4 2019	Issue an RFP for an enterprise-wide Document Management System	<b>Susan Talwar</b> Jeff Ott(Lead); Madeline Henry; Brian Hensley; Beth Shockley; Tamar Dawson; Brady Chambers; Tim Cutler	RFP was issued, vendors were interviewed and preferred vendor has been selected. Study session schedule with Board on 11/20/19. Project anticipated to start in Q4 2019.
2	Q1 2019	Q4 2019	Complete the rebuild of the Financial Model for the 2020 Budget	<b>Susan Talwar</b> (Lead) Alberto Preciado; Missy Pieri; David Gordon; Hilary Straus	Financial Model is complete.
3	Q1 2019	Q2 2019	Hire a SMSS/MSS (1 FTE)	<b>Susan Talwar</b> (Lead) Hilary Straus; Rex Meurer; Missy Pieri; David Gordon	This item is complete.  The position closed on 01/14/19. Started in mid-May 2019.
4	Q1 2019	Q4 2019	Complete Website redesign	<b>Susan Talwar</b> Madeline Henry (Lead); Jeff Ott; Missy Pieri; David Gordon; Rex Meurer; Alberto Preciado	Staff issued an RFP for Communications and Outreach. A contract with Sagent was approved by the Board in July 2019. Staff will work with the Sagent to begin the website redesign project in Q1 2020.

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 REGULAR MEETING

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SUBJECT : RESOLUTION COMMENDING GILBERT GARCIA FOR SERVICE TO THE  
CITRUS HEIGHTS WATER DISTRICT  
STATUS : Presentation/Action Item  
REPORT DATE : November 11, 2019  
PREPARED BY : David Gordon, Director of Operations  
Hilary Straus, General Manager

---

**OBJECTIVE:**

Consider adoption of Resolution No. 19-2019 Commending Gilbert Garcia for his service to the District.

**BACKGROUND AND ANALYSIS:**

Water Distribution Operator I Gilbert Garcia will be retiring from the District on December 05, 2019 after providing over 14 years of service to the District.

A Resolution acknowledging and commending Gilbert's service is presented for the Board consideration.

**RECOMMENDATION:**

Adopt Resolution No. 19-2019 Commending Gilbert Garcia for his service to the District.

**ACTION:**

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

---

CITRUS HEIGHTS WATER DISTRICT  
RESOLUTION NO. 19-2019  
RESOLUTION OF THE BOARD OF DIRECTORS  
OF CITRUS HEIGHTS WATER DISTRICT  
COMMENDING GILBERT GARCIA FOR OUTSTANDING SERVICE

WHEREAS, Gilbert Garcia began his career with the Citrus Heights Water District as a Water Distribution Operator I on November 16, 2005; and

WHEREAS, Gilbert Garcia has been an outstanding employee for the District, providing exceptional service and value to customers and employees through many noteworthy accomplishments such as contributing to the success of the water meter retrofit program and assisting with the daily operations and maintenance of District facilities. His hard work and friendly demeanor enabled him to take on increasingly complex responsibilities; and

WHEREAS, Gilbert Garcia's personal work ethic and dedication to fulfilling the mission of the District has earned him the respect of Directors, the General Manager, co-workers, and customers; and

WHEREAS, Gilbert Garcia is retiring from Citrus Heights Water District on December 5, 2019 after more than 14 years of dedicated service.

THEREFORE BE IT RESOLVED that the Board of Directors of the Citrus Heights Water District does hereby commend Gilbert Garcia for his dedication and outstanding service to the Citrus Heights Water District, and extends best wishes for many years filled with happiness and good health during his retirement.

PASSED AND ADOPTED by the Board of Directors of the CITRUS HEIGHTS WATER DISTRICT this 20<sup>th</sup> day of November, 2019 by the following vote, to-wit:

AYES:           Directors:  
NOES:           Directors:  
ABSTAIN:       Directors:  
ABSENT:        Directors:

\_\_\_\_\_  
CARYL SHEEHAN, President  
Board of Directors  
Citrus Heights Water District

ATTEST:

\_\_\_\_\_  
MADELINE HENRY, Acting Chief Board Clerk  
Citrus Heights Water District

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

---

SUBJECT : APPROVE AGREEMENT FOR THE EXCHANGE OF REAL PROPERTY  
WITH WATT COMPANIES, INC.  
STATUS : Action Item  
REPORT DATE : November 20, 2019  
PREPARED BY : Missy Pieri, Director of Engineering/District Engineer

---

As this item will be discussed in closed session by the Board of Directors, documents are not being provided in advance of the meeting. If this item moves forward based on direction provided in closed session, copies of the agreement and supporting documents will be provided at the meeting.

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# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

---

SUBJECT : 2020 BOARD MEETING SCHEDULE  
 STATUS : Information Item  
 REPORT DATE : November 5, 2019  
 PREPARED BY : Madeline Henry, Acting Senior Management Services Specialist/Chief Board Clerk

---

Acting Senior Management Analyst/Chief Board Clerk Madeline Henry will present the proposed 2020 Board Meeting times and dates to the Board.

Day	Date	Notes
Wednesday	January 15	
Wednesday	February 19	
Wednesday	March 18	
Wednesday	April 15	
Wednesday	May 20	
Thursday	Late May to Early June (Date TBD)	*Special Meeting – Strategic Planning Workshop
Wednesday	June 17	
Wednesday	July 15	
Wednesday	August 19	
Wednesday	August 26	*Special Meeting – 2020 Budget Workshop
Wednesday	September 16	
Wednesday	October 21	
Wednesday	November 18	
Wednesday	November	*Special Meeting – Public Hearing 2020 Budget and Rate Adoption
Wednesday	December 16	

**Regular Meetings** of the Board of Directors are held beginning at 6:30 PM on the Third Wednesday of each month. Meeting agendas are posted in this space a minimum of 72 hours in advance of each meeting. Meeting dates subject to change with 72 hour advance notice.

\***Special Meetings** of the Board of Directors are held as may be necessary and require 24-hour advance posting of the meeting agenda.

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

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SUBJECT	: ELECTRONIC DOCUMENT & RECORDS MANAGEMENT SYSTEM
STATUS	: Information Item
REPORT DATE	: November 4, 2019
PREPARED BY	: Jeff Ott, Principal Information Technology Analyst

---

### **OBJECTIVE:**

Provide an overview of the features, functions and capabilities of the proposed Electronic Document and Records Management System (EDRMS), discuss how this system will solve several business process inefficiencies and deficiencies that exist and obtain Board direction for moving forward with a solution to address District document retention and management issues.

### **BACKGROUND AND ANALYSIS:**

In 2002, the District completed an Information Technology Master Plan (ITMP). This plan identified eight technology opportunities that would address deficiencies and inefficiencies in various District business processes. Of the eight technology opportunities identified, the District has so far implemented seven. The last remaining opportunity is the Electronic Document Management System. The ITMP addressed the deficiencies and weaknesses in the current methods of managing paper and electronic District records. A general outline for the requirements of the system and the business process issues it would address was included in the ITMP.

The Engineering Department began the process of scanning various documents in 2013. Access to these documents is rudimentary and not available to all District staff. While documents were scanned, only Engineering knew how to retrieve. In 2014, the idea that document scanning, storage and retrieval is a District-wide issue began to resurface. A capital project was developed and approved in 2014 and funded in 2015 to address District-wide document management issues. The depth and breadth of the project required expertise in developing and managing all the aspects of addressing the many concerns and stakeholder groups surrounding document management. There was no real project champion at this time.

In 2017, the newly hired Management Services Supervisor began to address the document retention requirements of the District's EDRMS project. Development of the Document Retention Schedule was completed and approved by the Board later in 2017. During this time, the District also decided to bring information technology support in-house. The Principal Information Technology Analyst (PITA) position was created and filled in 2018. Once onboard, the PITA took over as the project champion for the EDRMS project. The PITA created a cross-departmental team who would be responsible for leading the District-wide EDRMS selection and implementation. This team worked during the first half of 2019 addressing each department's document management needs and developing the requirements for the system.

In June of 2019, the team released a Request for Proposal (RFP) to potential vendors. The team received and evaluated five responses. After extensive evaluation of the proposals, system demonstrations and reference checks, the team selected NEKO Industries (NEKO) as the finalist for the EDRMS. The project team and NEKO will present to the Board a summary of our selection process, the proposed solution and how the proposed solution will address the various business process weaknesses and deficiencies encompassing District-wide document retention and management.

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO APPROVE THE 2019 EMERGENCY OPERATIONS PLAN UPDATE AND THE EMERGENCY OPERATIONS CENTER ANNEX, AND UPDATES TO POLICY 5100

STATUS : Action Item

REPORT DATE : November 4, 2019

PREPARED BY : Rebecca Scott, Senior Management Analyst  
Kelly Drake, Senior Water Efficiency Specialist  
David Gordon, Director of Operations

### **OBJECTIVE:**

Consider adoption of Resolution 18-2019 approving the 2019 Emergency Operations Plan Update, and consideration of approval of the Emergency Operations Center Annex and updates to Policy 5100 (Emergency Operations Plan).

### **BACKGROUND AND ANALYSIS:**

The Citrus Heights Water District (District) has a 2013 Emergency Operations Plan (EOP) which identifies the District's emergency planning, organization, and response policies and procedures. The EOP provides the framework for response and emergency management systems; defines roles and responsibilities; and provides triggers for EOP implementation. It also addresses integration and coordination with other agencies and organizations involved in emergency preparedness, response and recovery operations.

The State's Standardized Emergency Management System (SEMS) and the Federal Government's National Incident Management System (NIMS) provide the framework for emergency preparedness standards that public agencies must adhere to in order to receive disaster-related funding. A recent review of the District's 2013 EOP, as required by District Policy 5100 (Emergency Operations Plan), revealed that the plan was not compliant with federal emergency standards, which makes the District ineligible for state and federal disaster assistance and preparedness funding.

As a result of the 2013 EOP needing an overhaul, the District's 2019 Strategic Plan included an objective to update the District's EOP. Earlier this year, the District contracted with Foster Morrison and Howell Consulting to assist in drafting the 2019 EOP update (Attachment 1, Exhibit A) and a separate Emergency Operations Center (EOC) Annex (Attachment 2), which is a standalone attachment to the EOP.

An EOC is a location from which centralized emergency management can be performed. The EOC is the central point for coordination of the District's emergency operations, and may support multi-agency coordination and joint information activities. All EOC staff must complete training to obtain emergency response certification. The trainings, offered by the Federal Emergency Management Authority, are available through the District's online training subscription service, Target Solutions.

The 2019 budget allocated \$30,000 for the EOP Update and the EOC Annex, and the actual cost was \$13,000. Grant funding is not available for EOPs. Lastly, staff recommends that the Board consider amending Policy No. 5100 (Emergency Operations Plan), which was last updated in 1997. This policy change more clearly delineates the District staff responsible for implementation of the EOP. The proposed

amended policy (redlined) is provided as Attachment 3.

**RECOMMENDATION:**

1. Adopt Resolution 18-2019 approving the 2019 Emergency Operations Plan Update
2. Approve the Emergency Operations Center Annex
3. Approve updates to District Policy 5100 (Emergency Operations Plan)
4. Authorize the General Manager to execute documents related to the District's Emergency Operations Plan

**ATTACHMENT:**

1. Resolution 18-2019 Accepting the 2019 Emergency Operations Plan  
Exhibit A: Emergency Operations Plan
2. Emergency Operations Center Annex
3. District Operations Policy 5100 (Emergency Operations Plan) Redlined

**ACTION:**

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

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ATTACHMENT 1  
Resolution 18-2019

CITRUS HEIGHTS WATER DISTRICT  
RESOLUTION NO. 18-2019

RESOLUTION OF THE BOARD OF DIRECTORS  
APPROVING THE CITRUS HEIGHTS WATER DISTRICT  
2019 EMERGENCY OPERATIONS PLAN UPDATE

WHEREAS, protecting life and property by way of emergency preparedness is one of the primary responsibilities of a local utility district; and

WHEREAS, an Emergency Operations Plan (EOP) provides the framework for emergency response and emergency management during disasters; and

WHEREAS, the Citrus Heights Water District adopted its most recent EOP in 2013; and

WHEREAS, an updated EOP is required by the California Standardized Emergency Management System and the National Incident Management System; and

WHEREAS, the Citrus Heights Water District retained Foster Morrison and Howell Consulting to assist with the 2019 update of the EOP to ensure compliance with state and federal guidelines; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Citrus Heights Water District that the 2019 EOP Update (Exhibit A) is approved.

PASSED AND ADOPTED by the Board of Directors of the CITRUS HEIGHTS WATER DISTRICT this 20th day of November, 2019 by the following vote, to wit:

AYES: Directors:  
NOES: Directors:  
ABSTAIN: Directors:  
ABSENT: Directors:

SEAL

---

CARYL F. SHEEHAN, President  
Board of Directors  
Citrus Heights Water District

ATTEST:

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MADELINE HENRY, Acting Chief Board Clerk  
Citrus Heights Water District



# Citrus Heights Water District

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EMERGENCY OPERATIONS PLAN  
OCTOBER 1, 2019, VERSION 1.1

6230 Sylvan Road  
P.O. Box 286  
Citrus Heights, CA 95610  
(916) 725-6873  
[custserv@chwd.org](mailto:custserv@chwd.org)

## ACKNOWLEDGEMENTS

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There are numerous individuals who have contributed their time, efforts, insights and resources towards the completion of this version of the Citrus Heights Water District Emergency Operations Plan. The strategies, guidance, and information in this plan represent the diligent work of numerous persons in the Citrus Heights Water District.

Thanks go to all the persons who extended their time and energy into developing this Plan. Of special note is the Citrus Heights Water District, who led and managed this project, under the direction of the General Manager. Thanks also go to those persons who contributed during the planning meetings, provided insights and data, and supported the development of the plan.

As with any working plan, this document represents planning strategies and guidance as understood as of the date of this plan's release. This plan provides a framework to facilitate an organized and effective response to a catastrophic disaster event.

1. The title of this document is the *Citrus Heights Water District Emergency Operations Plan*
2. The information gathered herein is to be used for guidance, training and reference purposes within the District. Reproduction of this document, in whole or in part, without prior approval from the District is prohibited.
3. Point of Contact:

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 General Manager  
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Prepared by Howell Consulting, Inc. for the Citrus Heights Water District Emergency Operations Plan Update Project.



Howell Consulting, Inc.  
 (916) 202-2635  
 www.brennahowell.com

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## APPROVAL AND IMPLEMENTATION

### FOREWORD

The Citrus Heights Water District (District) Emergency Operations Plan (EOP) addresses the District's planned response to extraordinary emergency situations associated with natural or human caused disasters, technological incidents and national security emergencies in or affecting the District boundaries. This plan does not apply to normal day-to-day emergencies or the established departmental procedures used to cope with such emergencies. Rather, this plan focuses on operational concepts and would be implemented relative to large-scale disasters, which can pose major threats to life, property and the environment, and require unusual emergency responses.



This plan accomplishes the following:

- Establishes the Emergency Management Organization required to mitigate any significant emergency or disaster affecting the District.
- Identifies the roles and responsibilities required to protect the health and safety of the District's residents; public and private property; and the environmental effects of natural, technological and human-caused emergencies and disasters.
- Establishes the District's operational concepts associated with a field response to emergencies; the Emergency Operations Center (EOC) activities; and the recovery process.

### PLAN APPROVAL

Upon approval by the District's Board of Directors, the plan will be officially adopted and promulgated. The approval date will be included on the title page. The plan will be made available to District departments, the cities and counties in which it serves, supporting allied agencies and community organizations having assigned primary functions or responsibilities within this plan.

### PLAN ACTIVATION

The EOP may be activated by authorized District personnel under any of the following circumstances:

- On the order of the General Manager as designated by the District EOP.
- Upon proclamation by the Governor that a STATE OF EMERGENCY exists in an area of the State.
- Automatically on the proclamation of a STATE OF WAR EMERGENCY as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code.)
- Upon declaration by the President of the existence of a National Emergency.



- Automatically, on receipt of an attack warning or actual attack on the United States, or upon occurrence of a catastrophic disaster that requires immediate government response.

## PLAN MODIFICATIONS

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Upon the delegation of authority from the District's Board of Directors, specific modifications can be made to this plan without the signature of the Board. This EOP, its Functional Annexes, Appendices and Attachments supersede all previous versions of the District's EOP.

## RECORD OF CHANGES

Version Number	Implemented By	Date	Approved By	Approval Date	Description of Change
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## RECORD OF CONCURRENCE

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The following list of signatures documents each Board Member's approval and receipt of the 2019 Citrus Heights Water District Emergency Operations Plan. As needed, revisions will be submitted to the District's General Manager.

Board Member \_\_\_\_\_  
DATE

Board Member \_\_\_\_\_  
DATE

Board Member \_\_\_\_\_  
DATE

### RECORD OF DISTRIBUTION

Version Number	Department/Agency	Approved By	Approval Date

## SECTION 1.0 PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

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### 1.1 PURPOSE

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The purpose of the Citrus Heights Water District (District) Emergency Operations Plan (EOP) is to provide the basis for a coordinated response before, during and after a disaster incident affecting the District.

This plan is the principal guide for the District's response to, and management of real or potential emergencies and disasters occurring within its designated geographic boundaries. Specifically, this plan is intended to:

- Facilitate multi-jurisdictional and interagency coordination in emergency operations, particularly between the cities and counties in which it serves, other partnering special districts or private industries, and appropriate state and federal agencies.
- Serve as a District plan and a reference document for pre-emergency planning and emergency operations.
- Be utilized in coordination with applicable local, state and federal contingency plans.
- Identify the components of an Emergency Management Organization and establish associated protocols required to effectively respond to, manage and recover from major emergencies and/or disasters.
- Establish the operational concepts and procedures associated with field response to emergencies, and District EOC activities.
- Establish the organizational framework of the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) within the District.

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#### 1.1.1 PLAN ORGANIZATION AND FORMAT

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The plan is divided into several elements that contain general and specific information relating to the District's emergency management operations. Those elements are as follows:

##### **Basic Plan**

This section provides the structure and organization of the District's emergency management organization, identifies individual roles and responsibilities, describes the concept of emergency operations, and identifies how the District integrates SEMS and NIMS into its emergency management organization. In addition, this section contains supporting materials to the overall EOP and its components.

##### **Functional Annexes**

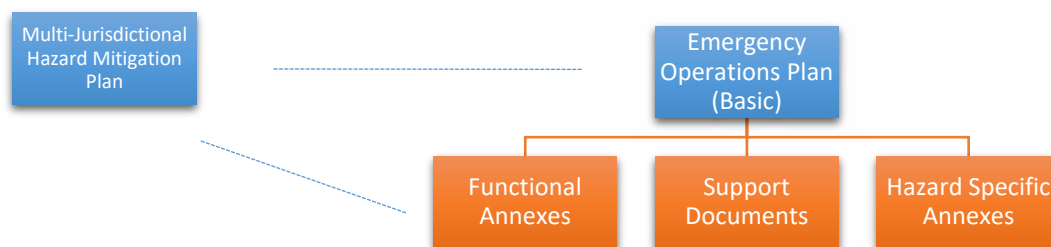
The Functional Annexes contain detailed descriptions of the methods that the District and its departments follow for critical functions during emergency operations. These Functional Annexes address both the State's Emergency Functions (EF) and the Federal Emergency Support Functions (ESF) and are explained in more detail in *Section 1.2 Scope*.

## Hazard Specific Annexes

Hazard specific annexes identify hazard-specific risk areas; specify provisions and protocols for warning the public and disseminating emergency public information; and specify the types of protective equipment and detection devices for hazard responders.

## Support Documents

The support documents focus on critical operational functions and who is responsible for carrying them out. These documents clearly describe the policies, processes, roles and responsibilities that agencies and departments carry out before, during, and after any emergency.



## 1.2 SCOPE

The scope of this plan applies to any extraordinary emergency situation associated with any hazard (natural, technological or human caused), which may affect the District and requires planned, coordinated responses by multiple agencies or jurisdictions.

The provisions, policies, and procedures of this plan are applicable to all agencies and individuals, public and private, having responsibilities for emergency preparedness, response, recovery, and/or mitigation in the District. The other governmental agencies within the District maintain their own emergency operations plans and those plans are consistent with the policies and procedures established by this plan.

Incorporating the Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101 v. 2.0 and State of California Emergency Plan best practices, in addition to the County's EOP, this plan is designed to be read, understood and exercised prior to an emergency and establishes the framework for implementation of SEMS and NIMS for the District. The District's EOP is intended to facilitate multi-agency and multi-jurisdictional coordination, particularly between the District, various jurisdictions that cross its geographical boundaries, as well as special districts, utilities, major businesses, community groups, state agencies, and the federal government. The District's emergency operations will be coordinated through the structure of the District's Emergency Operations Center (EOC). This plan will be used in coordination with the *State Emergency Plan and the National Response Framework*.

This plan is part of a larger framework that supports emergency management within the State of California. Through an integrated framework of emergency plans and procedures involving all

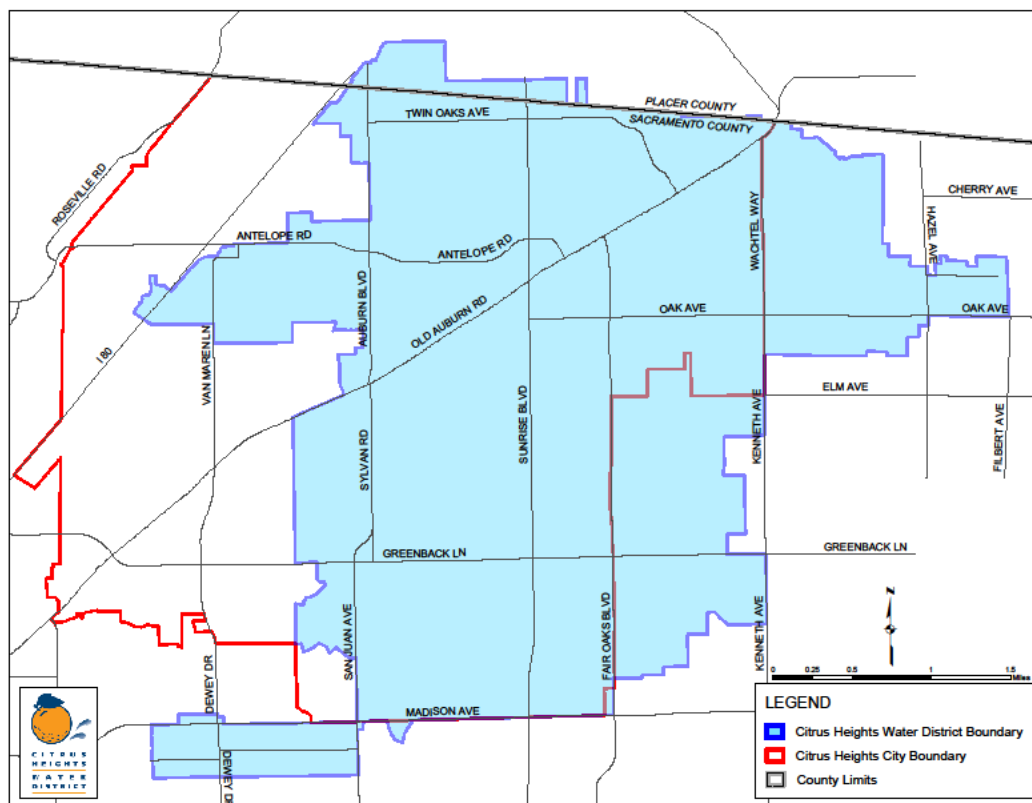
stakeholders in the emergency management community, the District will promote effective planning and coordination prior to an emergency, thereby ensuring a more effective response and recovery.

Each element of the District’s emergency management organization is responsible for assuring the preparation and maintenance of appropriate response plans and current Standard Operating Procedures (SOPs), including resource lists and checklists that detail how assigned responsibilities will be performed to support implementation of this plan and to ensure successful response during a major disaster.

It is the District’s intent to fulfill the policies described herein, within District’s capabilities and resources available at the time of an emergency or disaster event.

### 1.3 SITUATION OVERVIEW

This section provides a brief situation overview of the District. The following map, *Figure 1 – Base Map of CHWD Boundaries*, shows the District’s boundaries.



*Figure 1 – Base Map of CHWD Boundaries*

The District has a service area of over 12 square miles (7,800 acres) and provides water to approximately 67,000 people in five communities, including approximately two-thirds of the City of Citrus Heights and

portions of Fair Oaks, Orangevale, Carmichael, and Roseville. The majority of water comes from surface water supplies from Folsom Lake via the San Juan Water District – Wholesale, with additional groundwater from six District wells. The District maintains a system of approximately 250 miles of underground pipes, thousands of valves and fire hydrants, and nearly 20,000 water service connections.

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### 1.3.1 HAZARD ANALYSIS SUMMARY

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In 2017, the Sacramento County Office of Emergency Services and a consortium of community stakeholders worked to complete the Sacramento County Multi-jurisdictional Local Hazard Mitigation Plan (LHMP). The purpose of this analysis was to identify and discuss the natural and human caused threats confronting the communities and the mitigation efforts that have taken place or are underway that might address those threats. For more in-depth details, please refer to the Sacramento County Hazard Mitigation Plan within the Office of Emergency Services.

The County’s plan and previous District hazard assessments show that the District is vulnerable to a wide range of threats. An all-hazards threat perspective must include a complete range of threats, including emerging and increasing technological factors. It is important to consider past events for future planning, with the consideration that the location and scope of hazards changes over the years.

Although an attempt has been made to identify all major hazards and their respective impacts, it must be remembered that we live in a time of emerging threats, and nature, coupled with humankind’s ongoing development and tendencies toward violence ensure that the material contained within this document will surely require modification over time.

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### 1.3.2 CAPABILITY ASSESSMENT

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A capability assessment provides part of the foundation for determining the type of emergency management, preparedness, and mitigation strategy. The assessment process also identifies gaps or weaknesses that may need to be addressed through preparedness planning goals and actions deemed practical considering the jurisdiction’s capabilities to implement them. Finally, the capability assessment highlights the positive measures that are in place or underway for continued support and enhancement of the jurisdiction’s preparedness and response efforts.

The District has performed a capability assessment and continues to work at a regional level to develop plans, agreements, procedures, exercises and critical tasks needed for strengthening regional capabilities. Some of the following products from the assessment are listed below:

- Emergency Operations Center Annex
- EOC Tools Attachment
- District Emergency Response Plan

The District currently participates in Sacramento County’s Operational Area Coordination meetings.

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### 1.3.3 MITIGATION OVERVIEW

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The County's LHMP, formally approved by FEMA, identifies mitigation efforts to reduce the likelihood that a defined hazard will impact the community. As the cost of damage from natural disasters continues to increase nationwide, the District recognizes the importance of identifying effective ways to reduce its vulnerability to disastrous events. As a result, the District has taken a number of mitigation measures for each identified local area hazard to minimize the impact that is likely to result from an emergency.

*For detailed information on the mitigation strategies, please refer to **Sacramento County Multi-jurisdictional LHMP**.*

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## 1.4 PLANNING ASSUMPTIONS

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Certain assumptions were used during the development of this plan. These assumptions translate into basic principles associated with conducting emergency management operations in preparation for, response to, and recovery from major emergencies. Assumptions provide context, requirements, and situational realities that must be addressed in plan development and emergency operations. This plan makes the following assumptions:

- Emergencies or disasters may occur at any time, day or night, in populated as well as remote areas of the District.
- Major emergencies and disasters will require a multi-agency, multi-jurisdictional response. For this reason, it is essential that the SEMS, and in many cases a Unified Command, be implemented immediately by responding agencies, and expanded as the situation dictates.
- The District is primarily responsible for emergency actions within its boundaries and will commit all available resources to save lives, minimize injury to persons and minimize property damage and environmental effects.
- Large-scale emergencies and/or disasters may overburden local resources and necessitate auto/mutual aid from neighboring jurisdictions and agencies.
- Large-scale emergencies and/or disasters require complex organizational response and pose significant challenges in terms of warning and notification, logistics, and agency coordination.
- Major emergencies and/or disasters may generate widespread media and public interest. The media must be considered a partner in large-scale emergencies and/or disasters; this relationship can provide considerable assistance in emergency public information and warning.
- Large-scale emergencies and/or disasters may pose serious long-term threats to public health, property, the environment, and the local economy. While responding to significant emergencies and/or disasters, all strategic decisions must consider each of these consequences.
- Large-scale emergencies and/or disasters may require an extended commitment of personnel and other resources from involved agencies and jurisdictions.
- The District's emergency management organization is familiar with this plan and with SEMS and NIMS.

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## 1.5 WHOLE COMMUNITY APPROACH

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The whole community concept is a process by which residents, emergency management representatives, organizational and community leaders, and government officials can understand and assess the needs of

their respective communities and determine the best ways to organize and strengthen their resources, capacities, and interests. Engaging in whole community emergency management planning builds a more effective path to societal security and resilience. This plan supports the following whole community principles:

- Understand and meet the needs of the entire community, including people with disabilities and those with other access and functional needs.
- Engage and empower all parts of the community to assist in all phases of the disaster cycle.
- Strengthen emergency public education and preparedness in communities on a daily basis.

In keeping with the whole community approach, this plan was developed by representatives from the District and various other stakeholders. The effectiveness of the emergency response is largely predicated on the preparedness and resiliency of the community.

Community resiliency consists of three key factors:

1. The ability of first responder agencies (e.g., the District) to divert from the day-to-day operations to the emergency effectively and efficiently.
2. The strength of the emergency management system and organizations within the region, to include Emergency Operations Centers (EOCs), mass notification systems and communication systems.
3. The civil preparedness of the region's citizens, businesses and community organizations.

Focusing on enhancing all three of these components constantly focuses the District on improving the region's resiliency.

## SECTION 2.0 CONCEPT OF OPERATIONS

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### 2.1 GOALS, PRIORITIES AND STRATEGIES

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During the response phase, emergency managers set goals, prioritize actions and outline operational strategies. This plan provides a broad overview of those goals, priorities and strategies, and describes the direction to be given and actions taken during each step.

#### 2.1.1 OPERATIONAL GOALS

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During the response phase, the agencies that are charged with responsibilities in this plan should focus on the following five goals:

- Mitigate hazards
- Meet basic human needs
- Address needs of the people with disabilities and others with access and functional needs
- Restore essential services
- Support community and economic recovery

#### 2.1.2 OPERATIONAL PRIORITIES

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Operational priorities govern resource allocation and the response strategies for the Citrus Heights Water District (District) during an emergency. Below are operational priorities addressed in this plan:

- **Save Lives** – The preservation of life is the top priority of emergency managers and first responders and takes precedence over all other considerations.
- **Protect Health and Safety** – Measures should be taken to mitigate the emergency’s impact on public health and safety.
- **Protect Property** – All feasible efforts must be made to protect public and private property and resources, including critical infrastructure, from damage during and after an emergency.
- **Preserve the Environment** – All possible efforts must be made to preserve the environment and protect it from damage during an emergency.

#### 2.1.3 OPERATIONAL STRATEGIES

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To meet the operational goals, emergency responders should consider the following operational strategies:

- **Mitigate Hazards** – As soon as practical, suppress, reduce or eliminate hazards and/or risks to persons and property. Lessen the actual or potential effects and/or consequences of future emergencies.
- **Meet Basic Human Needs** – All possible efforts must be made to supply resources to meet basic human needs, including food, water, shelter, medical treatment and security during the emergency.

- **Address Needs of People with Disabilities and Others with Access and Functional Needs** – People with disabilities and others with access and functional needs are more vulnerable to harm during and after an emergency. The necessities for people with disabilities and others with access and functional needs must be considered and addressed.
- **Restore Essential Services** – Power, water, sanitation, transportation and other essential services must be restored as rapidly as possible to assist communities in returning to normal daily activities.
- **Support Community and Economic Recovery** – All members of the community must collaborate to ensure that recovery operations are conducted efficiently, effectively and equitably, promoting expeditious recovery of the affected areas.

## 2.2 PLAN ACTIVATION

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The District’s Emergency Operations Plan (EOP) may be activated by the General Manager or designees under any of the following circumstances:

- By order of the District’s General Manager as designated by the District Board of Directors, or as needed on the authority of the District’s General Manager or designee(s) based on incident complexity.
- Upon Proclamation by the Sacramento County Office of Emergency Services.
- Upon proclamation by the Governor that a STATE OF EMERGENCY exists in an area of the state.
- Automatically on the proclamation of a STATE OF WAR EMERGENCY as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- Upon declaration by the President of the existence of a National Emergency.
- Automatically, on receipt of an attack warning or actual attack on the United States, or upon occurrence of a catastrophic disaster that requires immediate government response.

## 2.3 PROCLAIMING AN EMERGENCY

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The California Emergency Services Act provides for three types of emergency proclamations in California: (1) Local Emergency, (2) State of Emergency, and (3) State of War Emergency.

Emergency proclamations expand the emergency powers and authorities of the State and its political subdivisions. They also provide a mechanism for unaffected jurisdictions to provide resources and assistance to the affected jurisdictions. Although emergency proclamations facilitate the flow of resources and support to the affected jurisdictions and local government, they are not prerequisite for rendering mutual aid and assistance under existing agreements or requesting assistance from other agencies such as Sacramento County, the American Red Cross or the State of California.

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### 2.3.1 LOCAL EMERGENCY PROCLAMATION

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A Local Emergency may be requested by the District’s General Manager to the Sacramento County and should be requested within 10 days after the actual occurrence of a disaster if assistance will be requested through the California Disaster Assistance Act.

A Local Emergency proclaimed by these individuals must be ratified by the Sacramento County Board of Supervisors within seven (7) days.

The governing body must review the need to continue the proclamation at least every thirty (30) days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. A Proclamation is normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the District (Sacramento County), caused by natural, technological or human-caused situations.

The Proclamation of a Local Emergency provides the governing body (Sacramento County) with the legal authority to:

- Request the Governor proclaim a State of Emergency, if necessary.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance or failure of performance. (Note: Article 17 of the California Emergency Services Act provides for certain privileges and immunities.)

**Request for a California Office of Emergency Services Director’s Concurrence:** The Sacramento County on behalf of the District can request cost reimbursement from the State for certain disaster–related repair costs under the California Disaster Assistance Act following the Proclamation of a Local Emergency. The Director’s concurrence with the Local Proclamation is required for this reimbursement. This step is not required if a Governor’s Proclamation of a State of Emergency is received for the same event.

**Request for the Governor to Proclaim a State of Emergency:** When emergency conditions exceed or have the potential to exceed local resources and capabilities, local government may request the Governor proclaim a State of Emergency. The formal request may be included in the original emergency proclamation or as a separate document. The request must be received within ten

(10) days of the event. In addition to providing access to reimbursement for eligible disaster-related response and recovery expenditures, a Governor's Proclamation can facilitate other actions, such as waiver of state regulations impacting response or recovery operations.

- **Initial Damage Estimate (IDE):** The request for a Director's Concurrence or a Governor's Proclamation should include a copy of the proclamation document and an IDE that estimates the severity and extent of the damage caused by the emergency. An IDE may not be immediately required for sudden emergencies with widespread impacts, emergencies of significant magnitude, or during fast moving emergencies where immediate response assistance is necessary.
- **Analysis of Request:** The California Office of Emergency Services reviews the request and the IDE, and makes a recommendation to the Governor through the Director of the California Office of Emergency Services.

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### 2.3.2 PROCLAMATION OF A STATE EMERGENCY

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The Governor proclaims a State of Emergency based on a formal request from the Sacramento County Board of Supervisors on behalf of the District and the recommendation of the California Office of Emergency Services. If conditions and time warrant, the Governor drafts and signs a formal State of Emergency Proclamation. The Governor has expanded emergency powers during a proclaimed State of Emergency, including the following capabilities:

- Has the right to exercise police power as deemed necessary, vested in the State Constitution and the laws of California within the designated area.
- Is vested with the power to use and commandeer public and private property and personnel to ensure all resources within California are available and dedicated to the emergency when requested.
- Can direct all state agencies to:
  - Utilize and employ personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency; and
  - Direct them to provide supplemental services and equipment to political subdivisions to restore services in order to provide for the health and safety of the residents of the affected area.
- May make, amend, or rescind orders and regulations during an emergency and temporarily suspend any non-safety-related statutes, ordinances, regulations, or rules that impose restrictions on the emergency response activities.

**Governor's Proclamation without a Local Request:** A request from the local governing body is not always necessary for the Governor to proclaim a State of Emergency. The Governor can proclaim a State of Emergency if the safety of persons and property in California are threatened by conditions of extreme

peril or if the emergency conditions are beyond the emergency response capabilities of the local authorities. This situation is, however, unusual.

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### 2.3.3 PROCLAMATION OF A STATE OF WAR EMERGENCY

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In addition to a State of Emergency, the Governor can proclaim a State of War Emergency whenever California or the nation is attacked by an enemy of the United States, or upon receipt by California of a warning from the federal government indicating that such an enemy attack is probable or imminent. The powers of the Governor granted under a State of War Emergency are commensurate with those granted under a State of Emergency.

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## 2.4 PRESIDENTIAL DECLARATIONS

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When it is clear that State capabilities will be exceeded, the Governor can request federal assistance, including assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC §5121 et seq.) (Stafford Act). The Stafford Act authorizes the President to provide financial and other assistance to state and local governments, certain private nonprofit organizations, and individuals to support response, recovery, and mitigation efforts following Presidential emergency or major disaster declarations.

- **Preliminary Damage Assessment:** Upon submission of the request, the Federal Emergency Management Agency (FEMA) coordinates with the State to conduct a Preliminary Damage Assessment and determine if the incident is of sufficient severity to require federal assistance under the Stafford Act. This process could take a few days to a week depending on the magnitude of the incident. FEMA uses the results of the Preliminary Damage Assessment to determine if the situation is beyond the combined capabilities of state and local resources and to verify the need for supplemental federal assistance. The Preliminary Damage Assessment also identifies any unmet needs that may require immediate attention. This assessment may not be required if immediate response assistance is necessary.
- **Federal Analysis of the State's Request:** The FEMA Regional Administrator assesses the situation and the request, then makes a recommendation to the President through the Federal Department of Homeland Security on a course of action. The decision to approve the request is based on such factors as the amount and type of damage, the potential needs of the affected jurisdiction(s) and the State, availability of state and local government resources, the extent and type of insurance in effect, recent disaster history and the State's hazard mitigation history.
- **Federal Declarations without a Preliminary Damage Assessment:** If the incident is so severe that the damage is overwhelming and immediately apparent, the President may declare a major disaster immediately without waiting for the Preliminary Damage Assessment process described above.
- **Declaration of Emergency or Major Disaster:** The President of the United States can declare an Emergency or Major Disaster under the Stafford Act, thereby providing federal government resources to support the States' response and recovery activities. While Presidential Declarations under the Stafford Act release federal resources and funding to support response and recovery, federal

agencies may also provide assistance under other authorities or agreements that do not require a Presidential Declaration.

The sequence of activities occurring for the emergency response and the proclamation process is illustrated in *Figure 2 – Response Phase Sequence of Events*.



*Figure 2 - Response Phase Sequence of Events*

## 2.5 EMERGENCY MANAGEMENT RESPONSE LEVELS

The District’s EOP will be activated when an emergency occurs or threatens to exceed capabilities to adequately respond to and mitigate an incident(s). The scope of an emergency, rather than the type, will largely determine whether the EOP and EOC will be activated, and to what level.

For planning purposes, the California Office of Emergency Services has established three "levels" of response to emergencies. The District also employs this system to guide local response to emergencies as noted in *Figure 3 – District Activation Levels*:



Event/Situation	Activation Level	Minimum Staffing
Events with potential impacts on the health and safety of the public and/or environment	Three (low)	EOC Director Other Designees
Severe Weather Issuances		
Significant incidents involving 2 or more departments		
Major wind or rain storm		
Power Outages and Stage 1 and 2 power emergencies		
Two or more large incidents involving 2 or more departments	Two (medium)	EOC Director Section Chiefs/Coordinators Branches and Units as appropriate to situation Liaison/Agency Representatives as appropriate Public Information Officer
Major wind or rain		
Major scheduled event		
Large scale power outages and Stage 3 power emergencies		
Hazardous Materials incidents involving large-scale or possible large-scale evacuations		
Events with potential impacts on the health and safety of the public and/or environment	One (high)	All EOC as appropriate
Major District/City/County or Regional emergency – multiple departments with heavy resource involvement		
Events with potential impacts on the health and safety of the public and/or environment		

*Figure 3 – District Activation Levels*

### 2.5.1 NATIONAL EMERGENCY

In the event of a declared National Emergency, the District Emergency Operations Center could be activated and all elements of local government organized to respond to the indicated threat. A National Emergency may occur due to a real or potential act of terrorism or other catastrophic event that affects the country, including the District, the City of Citrus Heights, Sacramento County and surrounding jurisdictions.

For additional information regarding the District’s Emergency Management response and EOC Functions, refer to the *Citrus Heights Water District EOC Support Annex*.

### 2.6 SEQUENCE OF EVENTS DURING DISASTERS

Two sequences of events are typically associated with disasters: one involves the response and the other involves emergency proclamations. The response sequence generally describes the emergency response activities to save lives, protect property and preserve the environment. This sequence describes deployment of response teams, activation of emergency management organizations and coordination among the various levels of government. The emergency proclamation sequence outlines the steps to

gain expanded emergency authorities needed to mitigate the problem. It also summarizes the steps for requesting state and federal disaster assistance.

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### 2.6.1 BEFORE IMPACT

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**Routine Monitoring for Alerts, Watches and Warnings:** Emergency officials constantly monitor events and the environment to identify specific threats that may affect their jurisdiction and increase awareness level of emergency personnel and the community when a threat is approaching or imminent.

**Increased Readiness:** Sufficient warning provides the opportunity for response agencies to increase readiness, which are actions designed to increase an agency's ability to effectively respond once the emergency occurs. This includes, but is not limited to:

- Briefing government officials.
- Reviewing plans and procedures.
- Preparing and disseminating information to the community.
- Updating resource lists.
- Testing systems such as warning and communications systems.
- Activating EOCs even if precautionary.

**Pre-Impact:** When a disaster is foreseen as highly likely, action is taken to save lives and protect property. During this phase, warning systems are activated, resources are mobilized and evacuation begins.

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### 2.6.2 IMMEDIATE IMPACT

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During this phase, emphasis is placed on control of the situation, saving lives and minimizing the effects of the disaster. Below is a partial list of actions to be taken:

**Alert and Notification:** Local response agencies are alerted about an incident by the public through 9-1-1, another response agency, or other method. First responders are then notified of the incident. Upon an alert, response agencies notify response personnel.

**Resource Mobilization:** Response agencies activate personnel and mobilize to support the incident response. As the event escalates and expands, additional resources are activated and mobilized to support the response. Activation and mobilization continue for the duration of the emergency, as additional resources are needed to support the response. This includes resources from within the County, or, when resources are exhausted, from surrounding unaffected jurisdictions.

**Incident Response:** Immediate response is accomplished within the District by local responders. First responders arrive at the incident and function within their established field level plans and procedures. The responding agencies will manage all incidents in accordance with the Incident Command System organizational structures, doctrine and procedures.

**Establishing Incident Command:** Incident Command is established to direct, order, and/or control resources by virtue of some explicit legal agency or delegated authority at the field level. Initial actions are coordinated through the on-scene Incident Commander. The Incident Commander develops an initial Incident Action Plan, which sets priorities for the incident, assigns resources and includes a common

communications plan. If multiple jurisdictions or agencies are involved, the first responders will establish a Unified Incident Command Post to facilitate multijurisdictional and multiagency policy decisions. The Incident Commander may implement an Area Command to oversee multiple incidents that are handled by separate Incident Command System organizations or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged.

**Activation of the Multiagency Coordination System:** Responding agencies will coordinate and support emergency management and incident response objectives through the development and use of integrated Multiagency Coordination Systems and Multiagency Coordination System Groups. This includes developing and maintaining connectivity capability between the Incident Command Post, local 9-1-1 Centers, local EOCs, Regional EOCs, the State Operations Center and Federal EOC and National Response Framework organizational elements.

**Local EOC Activation:** Local jurisdictions activate their local EOCs based on the magnitude or need for more coordinated management of the emergency. When activated, local EOCs help form a common operating picture of the incident by collecting, analyzing and disseminating emergency information. The local EOC can also improve the effectiveness of the response by reducing the amount of external coordination of resources by the Incident Commander by providing a single point of contact to support multiagency coordination. When activated, the local EOC notifies the Operational Area lead that the EOC has been activated.

**Communications between field and the EOC:** When a jurisdiction's EOC is activated, communications and coordination are established between the Incident Commander and the Department Operations Center to the EOC, or between the Incident Commander and the EOC.

**Operational Area EOC Activation:** If one or more Local EOCs are activated, or if the event requires resources outside the affected jurisdiction, the Operational Area EOC activates. The Operational Area EOC also activates if a local emergency is proclaimed by the affected local government. The Operational Area EOC then coordinates resource requests from the affected jurisdiction to an unaffected jurisdiction, or if resources are not available within the Operational Area, forwards the resource request to the Regional EOC and mutual aid coordinators.

**Regional EOC Activation:** Whenever an Operational Area EOC is activated, the California Office of Emergency Services Regional Administrator will activate the Regional EOC within the affected region and notify the California Office of Emergency Services Headquarters. The Regional EOC will then coordinate resource requests from the affected Operational Area to unaffected Operational Areas within the affected region, or, if resources are not available within the affected region, forward resource requests to the State Operations Center for coordination.

**State Level Field Teams:** The State may deploy Field Teams (Emergency Services Regional Staff) to provide situation reports on the disaster to the Regional EOC in coordination with the responsible Unified Command.

**State Operations Center Activation:** The State Operations Center is activated when the Regional EOC activates in order to:

- Continuously monitor the situation and provide situation reports to brief state officials as appropriate.

- Process resource requests between the affected regions, unaffected regions and state agency Department Operation Centers.
- Process requests for federal assistance and coordinate with Federal Incident Management Assistance Teams when established.
- Coordinate interstate resource requests as part of the Emergency Management Assistance Compact or Interstate Disaster and Civil Defense Compact.
- The State Operations Center may also be activated independently of a Regional EOC to continuously monitor emergency conditions.

**Joint Information Center Activation:** Where multiple agencies are providing public information, the lead agencies will work together to analyze the information available and provide a consistent message to the public and the media. Where practical, the agencies will activate a Joint Information Center to facilitate the dissemination of consistent information.

**Department Operations Center Activation:** Each state agency may activate a Department Operations Center to manage information and resources assigned to the incident. If a Department Operations Center is activated, an agency representative or liaison may be deployed to facilitate information flow between the two facilities.

**FEMA Regional Response Coordination Center Activation:** The FEMA Regional Response Coordination Center may deploy a liaison or Incident Management Assistance Team to the State Operations Center to monitor the situation and provide situational awareness to federal officials.

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### 2.6.3 SUSTAINED OPERATIONS

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As the emergency situation continues, further emergency assistance is provided to victims of the disaster and efforts are made to reduce the likelihood of secondary damage. If the situation demands, mutual aid is provided, as well as activities such as search and rescue, shelter and care, and identification of victims.

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### 2.6.4 TRANSITION TO RECOVERY

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As the initial and sustained operational priorities are met, emergency management officials consider the recovery phase needs. Short-term recovery activities include returning vital life support systems to minimum operating standards. Long-term activity is designed to return to normal activities. Recovery planning should include reviews of ways to avert or mitigate future emergencies. During the recovery phase, damage is assessed, Local Assistance Centers and/or Disaster Recovery Centers are opened and hazard mitigation surveys are performed.

**Local Assistance Centers:** Local governments open Local Assistance Centers to assist communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. Local, state and federal agencies, as well as non-profit and voluntary organizations normally staff and support the Local Assistance Center. The Local Assistance Center provides a single facility at which individuals, families and businesses can access available disaster assistance programs and services. As more federal resources arrive, a federal Disaster Recovery Center may be collocated with the State/Local Assistance Centers.

**Joint Field Office:** The State coordinates with FEMA as necessary to activate a Joint Field Office to coordinate federal support for the emergency. The State will appoint a State Coordinating Officer to serve as the state point of contact. A Federal Coordinating Officer is appointed upon a Presidential Declaration of an Emergency or Major Disaster.

**Demobilization:** As resources are no longer needed to support the response, or the response activities cease, resources are demobilized. Demobilization includes provisions to address and validate the safe return of resources to their original location and include processes for resource tracking and ensuring applicable reimbursement. Where applicable, the demobilization should include compliance with mutual aid and assistance provisions. For more information on the Recovery effort before, during and after a disaster, refer to the *Sacramento Operational Area Emergency Operations Plan*.

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## 2.7 CONTINUITY OF OPERATIONS AND GOVERNMENT

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A major disaster could result in great loss of life and property, including the death or injury of key government officials, the partial or complete destruction of established seats of government, and/or the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major disaster, during the reconstruction period, law and order must be preserved and, so far as possible, government services must be maintained. Civil government can best complete these services. To this end, it is particularly essential that the local units of government continue to function.

Applicable portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of state and local government.

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### 2.7.1 CONTINUITY OF GOVERNMENT

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#### **Citrus Heights Water District Board**

To provide for the continuation of the Board during an emergency, the Board may establish a quorum in accordance with District policies.

#### ***District Officials***

Depending on the extent of the emergency, the District's normal organization may be partially or completely replaced by an emergency organization, and District Officials may or may not be fully occupied with their emergency roles.

#### ***Alternate Facilities***

The Board and the District have identified the following alternate facilities to coordinate emergency response:

#### ***Board Chambers***

If the Board Chambers are unusable the Temporary Seat of Government will be located at:

*Primary*

[Building B, 6230 Sylvan Road, Citrus Heights, CA 95610](#)

*Secondary*

[Rusch Park, 7801 Auburn Boulevard, Citrus Heights, CA 95610](#)

*Emergency Operations Center*

The District's EOC is located in the District Headquarters. This facility has access to emergency power, landline telephones, and other important supporting information and resources.

*Primary*

[Building A, 6230 Sylvan Road, Citrus Heights, CA 95610](#)

*Secondary*

[San Juan Water District, 9935 Auburn Folsom Road, Granite Bay, CA 95746](#)

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## 2.7.2 PRESERVATION OF VITAL RECORDS

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Preservation of the District's vital records is critical to conducting emergency operations in the event of a disaster and to restoring the District's day-to-day operations following a disaster. In addition, certain records contain information that document and protect the rights and interests of individuals and the government. These latter records must also be protected and preserved.

The District's Administration Department is responsible for the preservation and protection of vital records.

Typically, vital records are comprised of a small percentage of all District records and meet one or more of the following criteria:

1. Records necessary to conduct emergency operations:
  - Utility system maps
  - Locations of emergency supplies and equipment
  - Emergency operations plans and procedures
  - Lists of regular and auxiliary personnel
2. Records required to restore day-to-day District operations:
  - Constitutions and charters
  - Resolutions
  - Court records
  - Official proceedings
  - Financial reports
3. Records necessary for the protection of rights and interests of individuals and government, such as Articles of Incorporation.

Currently, some of the District's vital records are stored on-site in a vault, and the additional records are stored at a District-owned, off-site location.

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### 2.7.3 CITRUS HEIGHTS WATER DISTRICT EMERGENCY OPERATIONS POLICY STATEMENT LIMITATIONS

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Due to the nature of emergency response, the outcome is not easy to predict. Therefore, it should be recognized that this plan is meant to serve as a guideline and that the outcome of the response may be limited by the scope, magnitude and duration of the event.

**Suspension of Routine Activities and Availability of Employees:** Day-to-day functions that do not contribute directly to the disaster operation may be suspended for the duration of an emergency. Efforts normally required for routine activities may be redirected to accomplish emergency tasks. During an emergency response, District employees not otherwise assigned emergency/disaster related duties will, unless otherwise restricted, be made available to augment the work of their department or other District departments if required.

**Households of Emergency Response Personnel:** District employees may not be at peak efficiency or effectiveness during a disaster if the status of their households is unknown or in doubt. Employees who are assigned disaster response duties are encouraged to make arrangements with other employees, friends, neighbors or relatives to check on their immediate families in the event of a disaster and to communicate that information through the District's EOC.

**Non-Discrimination:** All local activities will be carried out in accordance with federal nondiscrimination laws. It is the District's policy that no service will be denied on the basis of race, religion, national origin, age, sex, marital status, veteran status, sexual orientation or the presence of any sensory, mental or physical disability.

**Citizen Preparedness:** This plan does not substitute government services for individual responsibility. Citizens are expected to be aware of developing events and take appropriate steps to respond in a safe and timely manner. Since the District's resources and personnel may be overwhelmed at the onset of a disaster event, individuals and organizations should be prepared to be self-sufficient following a disaster. The District will make every effort to provide information to the public, via the media and other sources to assist citizens in dealing with the emergency.

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### 2.7.4 DISASTER SERVICE WORKERS

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Under California Government Code, Section 3100-3109, all public employees are obligated to serve as Disaster Service Workers. Public employees (civil service) are all persons employed by any county, city, state agency or public district in the State of California. Disaster Service Workers provide services and support during declared emergencies or disasters.

In the event of a major emergency or disaster, District employees may be called upon to perform certain duties in support of emergency management operations, such as serving in a position in the EOC, supporting shelter operations, or working at a logistics base in the field.

- District employees may be required to work at any time during a declared emergency and may be assigned to disaster service work.
- Assignments may require service at locations, times and under conditions other than normal work assignments.
- Assignments may include duties within the EOC, in the field or within other designated locations.

Under no circumstances will District employees who do not usually have a response role in their day to day responsibilities be asked to perform duties or functions that are hazardous, that they have not been trained to perform or that are beyond their recognized capabilities.

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## 2.8 CONTINUITY OF OPERATIONS (COOP)

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A critical component of the District's emergency management strategy involves ensuring that government operations will continue during and after a major emergency or disaster. The ability to maintain essential government functions, including the continuity of lawfully constituted authority is a responsibility that must be provided for to the greatest extent possible.

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### 2.8.1 ORDERS OF SUCCESSION

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Lines of succession are provisions for the orderly and predefined transition of leadership during an emergency when the incumbents are unable or unavailable to execute their official duties. The orders specify who is authorized to make decisions or act on behalf of the department and are used for specific purposes during Continuity of Operations Plan (COOP) activations, such as:

- Approving emergency policy changes.
- Approving changes in Standard Operating Procedures (SOPs).
- Empowering designated representatives to participate as members of departmental emergency response teams to act on behalf of the Department Head.
- Making personnel management decisions.
- Approving commitment of resources.
- Signing contracts.

Pre-identifying orders of succession is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors have been identified to ensure there is no lapse in essential decision-making authority.

#### ***Emergency Organization Succession***

The Emergency Operations Plan is designed so that anyone can step in and follow the position checklist for any emergency position within the District's EOC, including the District's General Manager. The Order of Succession for the District's General Manager position will be as follows:

1. Director of Emergency Services – General Manager
2. Assistant Director of Emergency Services – Director of Operations
3. District Administration Department – Director of Finance and Administrative Services



The District’s department-level orders of succession are described below and shown in *Figure 4 – Citrus Heights Water District Orders of Succession*:

- At least two positions deep, where possible, ensuring sufficient depth to ensure the District’s ability to manage and direct its essential functions and operations.
- Geographically dispersed where feasible.
- Described by positions or titles, rather than by names of individuals holding those offices.
- Reviewed by the organization’s legal department as changes occur.
- Included as a vital record, with copies accessible and/or available at both the primary operating facility and continuity facilities.

DEPARTMENT	DESIGNATED SUCCESSORS
<b>Administration</b>	
General Manager’s Office	1. General Manager 2. Director of Operations
Administrative Services	1. Director of Finance and Administrative Services 2. Accounting Manager
Engineering	1. Director of Engineering 2. Project Manager
Operations	1. Director of Operations 2. Water Resources Supervisor

*Figure 4 – Citrus Heights Water District Orders of Succession*

In the event of a change in leadership status, the Department Head must notify the successors, as well as internal and external stakeholders. In the event departmental leadership becomes unreachable or incapable of performing their authorized legal duties, roles, and responsibilities, the Department Head will initiate a notification of the next successor in line.

## SECTION 3.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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For the Citrus Heights Water District (District), this basic plan establishes the operational organization that is relied on to respond to an emergency situation. This plan includes a list of the kinds of tasks to be performed, by position and organization.

The District uses the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS) and the Incident Command System (ICS) and has elected to use the Federal Emergency Support Function format to be consistent with the National Response Framework concepts and to be coordinated with other jurisdictional partners within Sacramento County. Specific functional and/or hazard specific responsibilities are detailed in those support, emergency function or hazard specific annexes.

### 3.1 SUPPORTING PLAN DEVELOPMENT

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Each element of the Emergency Management Organization is responsible for assuring the preparation and maintenance of appropriate response plans and current Standard Operating Procedures resource lists and checklists that detail how assigned responsibilities will be performed to support implementation of this plan and to ensure successful response during a major disaster.

Elements to be addressed in Standard Operating Procedures are:

- Arrangements for the provision of direction and control within the department/agency.
- Specific emergency authorities that may be assumed by a designated successor during emergency situations.
- Circumstances under which successor emergency authorities would become effective, and when they would be terminated.
- Current internal personnel notification/recall rosters and procedures to implement them. This should include a 24-hour communication system with the capability to notify and call-out personnel designated by the agency for emergency response.
- Designation and establishment of a work/control/dispatch center or Department Operations Center to manage organizational resources and response personnel and, to maintain contact with the Emergency Operations Center during emergencies.
- Designation of a representative to report to the Emergency Operations Center (EOC) during an emergency to advise decision makers and coordinate the agency's response efforts with other responding entities.
- Reporting of appropriate information (casualties, damage observations, evacuation status, shelter status, chemical exposure, etc.) to the EOC during an emergency.
- Support of cleanup and recovery operations during disasters.
- Training of assigned response staff to perform emergency functions.

### 3.2 DISTRICT DEPARTMENT/ALLIED AGENCY EOC ORGANIZATION ASSIGNMENTS

In the event of an EOC activation, each District department and selected allied agencies are assigned specific functions to support emergency management operations. These assignments may involve direct participation within the EOC or provide indirect support. See *Figure 5- Responsibility Matrix* for Primary and Support roles for each District department or organization.

**Emergency Operations Center Responsibility Matrix**

Citrus Heights Water District																														
Emergency Operations Center Functions	Management					Operations					Planning					Logistics				Finance										
	Management Section	EOC Coordinator	Public Information Officer	Legal Affairs Officer	Liaison Officer	Safety Officer	Security Officer	Operations Section	Law Enforcement Branch	Fire and Rescue Branch	Public Works Branch	Care and Shelter Branch	Planning Section	Situation Status Unit	Action Planning Unit	Resources Status Unit	Advance Planning Unit	Documentation Unit	Demobilization Unit	Technical Specialists Unit	Logistics Section	IT and Communications Branch	Facilities Branch	Supply/Procurement Branch	Personnel Branch	Transportation Branch	Finance Section	Recovery Unit	Compensation and Claims Unit	Fiscal Unit
<b>District Departments</b>																														
General Manager	P		P		S								S	S	S	S	S		S											
Legal				P																										
Finance																											P	P	P	P
Information Systems																	S					P			P					
Admin Services																	P	P		P	S	P	P	P	P	P				
Engineering										P		P	P	P																
Operations	S	P			P	P	S	P		S																				
Outside Agencies			S	S			S	P	P	S	P	S									S						S			
<b>P = Primary, S = Support</b>																														

*Figure 5 - Responsibility Matrix*

#### 3.2.1 DIRECTOR OF EMERGENCY SERVICES

As defined by the District, the District’s General Manager or designee is the Director of Emergency Services and also serves as the EOC Director. If the Director or designee is unavailable, the appointed Assistant Director of Emergency Services, the Director of Operations, will assume the role.

Within the District’s government organization, the District’s General Manager is responsible to the Board of Directors for the District’s Emergency Management program and has the authority to implement the program goals. The District has taken the necessary steps and has directed the General Manager to perform the overall emergency management program coordination and day-to-day emergency management functions and activities.

### 3.3 ORGANIZATION OF EMERGENCY MANAGEMENT

As described previously in Section 3.0, the District prescribes to the following functions:

#### 3.3.1 FEDERAL EMERGENCY SUPPORT FUNCTIONS

The NIMS identifies fifteen (15) Emergency Support Functions (ESFs) through its National Response Framework. The ESFs provide the structure for coordinating Federal interagency support for a Federal response to an incident. In addition, they are mechanisms for grouping functions most frequently used to provide Federal support to the State and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents.

#### 3.3.2 CALIFORNIA EMERGENCY FUNCTIONS

The State Emergency Plan establishes the California Emergency Functions as a key component of California's system for all-hazards emergency management. The California Office of Emergency Services initiated the development of the California Emergency Functions in cooperation with California's emergency management community, including federal, state, tribal, and local governments, public/private partners and other stakeholders to ensure effective collaboration during all phases of emergency management. The development of the California Emergency Functions involves the organization of the participating stakeholders and gradual development of emergency function components. This development also includes a process to maintain each of the California Emergency Functions as a permanent component of California's emergency management system.

A comparison of Federal Emergency Support Functions and California Emergency Functions is found in *Figure 6 - Federal Emergency Support Function/State Emergency Functions Comparison*.

Federal Emergency Support Function	California Emergency Function
ESF #1 Transportation	CA-EF #1 Transportation
ESF #2 Communications	CA-EF #2 Communications
ESF #3 Public Works and Engineering	CA-EF #3 Construction and Engineering
ESF #4 Firefighting; ESF #9 Search & Rescue <sup>1</sup>	CA-EF #4 Fire and Rescue
ESF #5 Information and Planning	CA-EF #5 Management
ESF #6 Mass Care, Emergency Assistance, Temporary Housing & Human Assistance	CA-EF #6 Care and Shelter
ESF #7 Logistics	CA-EF #7 Resources
ESF #8 Public Health & Medical Services	CA-EF #8 Public Health and Medical
ESF #9 Search and Rescue	CA-EF #9 – Merged into EF# 4 & EF #13 (2013)
ESF #10 Oil and Hazardous Materials	CA-EF #10 Hazardous Materials
ESF #11 Agriculture & Natural Resources	CA-EF #11 Food & Agriculture

<sup>1</sup> Responsibility for ESF #9 is share between Fire and Law response operations and is dependent on the type of search & rescue required during the incident.

ESF #12 Energy	CA-EF #12 Utilities
ESF #13 Public Safety & Security; ESF #9 Search & Rescue <sup>1</sup>	CA-EF #13 Law Enforcement
ESF #14 –Superseded by the National Disaster Recovery Framework	CA-EF #14 Long-Term Recovery
ESF #15 External Affairs	CA-EF #15 Public Information
N/A	CA-EF #16 Evacuation – Merged into EF#13
N/A	CA-EF #17 Volunteer and Donations Management
N/A	CA-EF #18 Cybersecurity

*Figure 6 - Federal ESF/State EF Comparison*

### 3.4 ROLE OF PRIVATE SECTOR

#### 3.4.1 DISTRICT CLIENTS/CUSTOMERS

The District’s clients/customers are the primary beneficiaries of the District’s disaster preparedness. At the same time, residents play an important role in emergency management by ensuring that they and their families are prepared for disasters. Before an emergency, residents can assist the emergency management effort by taking first aid training, maintaining supplies and being prepared to evacuate or shelter in-place for several days.

Many residents join disaster volunteer programs such as Community Emergency Response Teams and remain ready to volunteer or support emergency response and recovery efforts. During an emergency, residents should monitor emergency communications and carefully follow directions from authorities. By being prepared, residents can better serve their family, their community and reduce demands on first responders.

#### 3.4.2 POPULATIONS WITH ACCESS AND FUNCTIONAL NEEDS

Populations with access and functional needs include those members of the community who may have additional needs before, during, and after an incident, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care.

Individuals in need of additional response assistance may include those who:

- Have disabilities – temporary and/or lifelong;
- Live in institutionalized settings;
- Are elderly;
- Are unaccompanied children;
- Are from diverse cultures;
- Have limited English proficiency or are non-English speaking;
- Have sight or hearing losses (impairments);
- Are transportation disadvantaged, and/or;

- Other situations that would require assistance.

Lessons learned from recent emergencies concerning people with disabilities and older adults have shown that the existing paradigm of emergency planning, implementation and response must change to meet the needs of these groups during an emergency. These lessons show four areas that are repeatedly identified as most important to people with disabilities and older adults:

- **Communications and Public Information** – Emergency notification systems must be accessible to ensure effective communication for people who are deaf/hard of hearing and/or blind/low vision.
- **Evacuation and Transportation** – Evacuation plans must identify disability and older adult transportation providers who can transport people with mobility impairments and those with transportation disadvantages.
- **Sheltering** – Care and shelter plans must address the access and functional needs of people with disabilities and older adults to allow for sheltering in general population shelters.
- **Americans with Disabilities Act** - When shelter facilities are activated, the State will work with local officials to ensure they accommodate the provisions of the Americans with Disabilities Act.

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### 3.4.3 AT-RISK INDIVIDUALS

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Another perspective is to consider the needs of people who are not in contact with traditional emergency service providers. These people may feel they cannot comfortably or safely access and use the standard resources offered in preparedness, response and recovery. These include, but are not limited to individuals who are:

- Homeless.
- Without transportation.
- Out of hearing range of community alert sirens / systems.
- Without radio or television to know they need to take action.
- Without access to telephones.
- Visiting or temporarily residing in an impacted region.
- Not familiar with available emergency response and recovery resources.
- Limited in their understanding of English.
- Geographically or culturally isolated.

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### 3.4.4 BUSINESSES

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Much of the District's critical infrastructure is owned or maintained by businesses and must be protected during a response to ensure a quick and complete recovery from an emergency. These same businesses provide valuable resources before, during and after an emergency, as well as play a critical role in meeting the needs of those impacted by an emergency.

**Target Hazards:** Some key industries are potential targets for terrorist attacks and must institute measures to prevent attacks and protect their infrastructure and the surrounding community. This requires

businesses to coordinate with local, state, and federal governments to ensure that their emergency plans are integrated with government plans.

**Hazardous Materials Area Plans:** Some industries are required by law or regulation to have emergency operations procedures to address a variety of hazards. The *California Office of Emergency Services Hazardous Materials Program* requires businesses that handle hazardous materials meeting certain quantity or risk thresholds to submit Business Program Plans and Risk Management Plans to the Sacramento County Certified Unified Program Agency or Administering Agency. The Administering Agency can then develop Hazardous Materials Area Plans to respond to a release of hazardous material within Sacramento County.

**Business Emergency Plans:** This plan recommends that all businesses develop comprehensive emergency plans that include employee injury and illness prevention programs, business resumption and continuity of operations elements. A comprehensive business emergency plan can assist the business and the community at-large by providing the following:

- Information to the employees to protect themselves and their families from the effects of likely emergencies.
- A business emergency organization with identified positions having clear and specific emergency roles, responsibilities, delegated authority and identified successors.
- An identification of actions necessary to protect company property and records during emergencies.
- A listing of critical products and services.
- Production shutdown procedures.
- A company command post.
- Alternate work sites.
- Methods and channels of communication.
- Contacts with local emergency management officials.
- A method to provide and accept goods and services from other companies.

**Business Operations Centers:** This plan also promotes the use of business operations centers to enhance public and private coordination. Local governments can effectively coordinate with businesses by establishing a business operations center that is linked to their existing emergency operations center.

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### 3.4.5 VOLUNTEER ORGANIZATIONS

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The District recognizes the value and importance of organizations that perform voluntary services in their community. These organizations have resources which can augment emergency response and recovery efforts. Some examples of voluntary organizations that can support the District if requested include the American Red Cross and CalFire.

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### 3.4.6 PUBLIC-PRIVATE PARTNERSHIPS

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The private sector provides valuable assistance and resources to support emergency response and recovery activities. The goal of the Public-Private Partnership is to advise on the following:

- Appropriate agreements to provide for quick access to emergency supplies and essential services in order to minimize the need to stockpile such supplies during normal times.
- Logistic measures required to quickly deliver needed supplies and services to affected areas.
- Methods to utilize non-profit and private sector capabilities to increase the surge capacity of local agencies responding to emergencies.
- Methods to promote the integration of the non-profit and private sectors into the emergency services system so that people can be better informed and prepared for emergencies.
- Systems that aid business and economic recovery after an emergency.



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## SECTION 4.0 DIRECTION, CONTROL AND COORDINATION

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### 4.1 DIRECTION AND CONTROL

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The Citrus Heights Water District (District) is responsible for coordinating the resources, strategies and policy for any event in the jurisdiction that exceeds the capacity of its responders. Tactical control remains the responsibility of field Incident Commanders at all times. The District's General Manager or designee, working through the mechanisms of the Emergency Operations Center (EOC), provides direction and control over the coordination of multi department and multi-jurisdictional resources to support the field responders. Policy decisions may be made by the EOC Director, staffed by the District's General Manager or designee.

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### 4.2 COORDINATION

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The District's EOC will coordinate resource requests from the field and other jurisdictions within the District. If requests exceed the supply, the EOC will provide resources based on established priorities.

If resources are not available to the District, requests will be made to the Sacramento Operational Area EOC. The Sacramento Operational Area EOC will coordinate resources obtained from within the operational area. If resources are not available in the operational area, they will request from the Inland Region's EOC located in Sacramento, CA. The Regional EOC will coordinate resources obtained from the operational areas throughout the region. If resources are not available in the region, they will request from the State Operations Center located in Mather, CA. If the state cannot supply the resource, they will request from FEMA and other federal agencies.

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### 4.3 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

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The Standardized Emergency Management System (SEMS) is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. SEMS is required by the California Emergency Services Act for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates the use of the Incident Command System, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept and multiagency or inter-agency coordination. State and local government agencies are required to use SEMS in order to be eligible for any reimbursement of response-related costs under the State's disaster assistance programs.

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#### 4.3.1 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) ORGANIZATION LEVELS

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There are five SEMS organizational levels, as illustrated in *Figure 6 - Standardized Emergency Management System Organization Levels*.

**State** – The State Level of SEMS prioritizes tasks and coordinates State resources in response to the requests from the Regional Level and coordinates mutual aid among the mutual aid regions and between the Regional Level and State Level. The State Level also serves as the coordination and communication link between the State and the Federal emergency response system. The State Level requests assistance from other state governments through the Emergency Management Assistance Compact and similar interstate compacts/agreements and coordinates with FEMA when federal assistance is requested. The State Level operates out of the State Operations Center.

At the **Federal Level**, the National Response Framework identifies the methods and means for federal resources to provide support to the state and local government. Federal resources would be accessed via the SEMS process through the mutual aid region and State Operations Center.



*Figure 6 - Standardized Emergency Management System Organization Levels*

**Region** – The Regional Level manages and coordinates information and resources among Operational Areas within the mutual aid region and also between the Operational Area and the State Level. The Regional Level also coordinates overall state agency support for emergency response activities within the region. California is divided into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. The Regional Level operates out of the Regional EOC. *See Figure 9 – California Mutual Aid Regions.*

**Operational Area** – An Operational Area is the intermediate level of the State's emergency management organization, which encompasses a county's boundaries and all political subdivisions located within that county, including special districts. The Operational Area facilitates and/or coordinates information, resources and decisions regarding priorities among local governments within the Operational Area. The Operational Area serves as the coordination and communication link between the Local Government Level and Regional Level. State, Federal and tribal jurisdictions in the Operational Area may have statutory authorities for response similar to that at the local level.

**Local Government (District)** – The Local Government Level includes cities, counties and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdictions. A local government is required to use SEMS when its EOC is activated or a local emergency is declared or proclaimed in order to be eligible for state reimbursement of response-related costs.

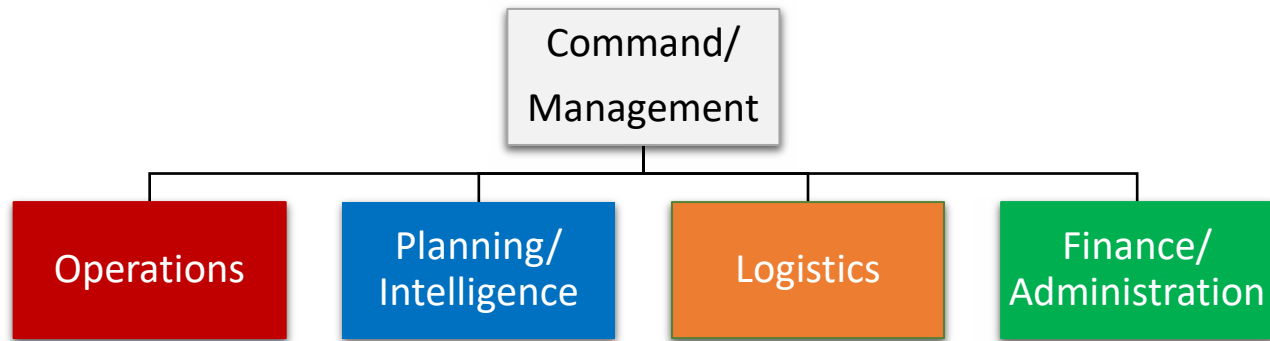
**Field** – The Field Level is where emergency response personnel and resources, under the command of responsible officials, carry out tactical decisions and activities in direct response to an incident or threat.

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#### 4.3.2 SEMS FUNCTIONS

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SEMS requires that every emergency response involving multiple jurisdictions or multiple agencies include the five functions identified in *Figure 7 - Standardized Emergency Management System Functions*. These functions must be applied at each level of the SEMS organization.



*Figure 7 – Standardized Emergency Management System Functions*

**Command/Management:** Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels. Command and Management are further discussed below:

- **Command:** A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform that role effectively in the organization. In the Incident Command System, the Incident Commander, with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The Incident Commander must respond to higher authority. Depending upon the incident’s size and scope, the higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the Department Operations Center or the EOC, when activated.
- **Management:** The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, priority setting and resource management. Within the EOC, the Management function is responsible for the following:
  - Facilitates multiagency coordination and executive decision making in support of the incident response
  - Implements the policies established by the governing bodies
  - Facilitates the activities of the Multiagency Coordination Group

**Operations:** Responsible for coordinating and supporting all jurisdictional operations supporting the response to the emergency through implementation of the organizational level's Action Plans. At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to, or in support of the objectives in accordance with the Incident Action Plan. In the EOC, the Operations Section Coordinator/Chief manages functional coordinators who share information and decisions about discipline-specific operations.

**Logistics:** Responsible for providing facilities, services, personnel, equipment and materials in support of the emergency. Unified ordering takes place through the Logistics Section Ordering Managers to ensure

controls and accountability over resource requests. As needed, Unit Coordinators are appointed to address the needs for communications, food, medical, supplies, facilities and ground support.

**Planning/Intelligence:** Responsible for the collection, evaluation and dissemination of operational information related to the incident for the preparation and documentation of the Incident Action Plan at the Field Level or the Action Plan at an EOC. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Unit Coordinators are appointed to collect and analyze data, prepare situation reports, develop Action Plans, set Geographic Information Systems priorities, compile and maintain documentation, conduct advance planning, manage technical specialists and coordinate demobilization.

**Finance/Administration:** Responsible for all financial and cost analysis aspects of the emergency and for any administrative aspects not handled by the other functions. As needed, Unit Leaders are appointed to record time for incident or EOC personnel and hired equipment, coordinate procurement activities, process claims and track costs.

The field and EOC functions are further illustrated in *Figure 8 - Comparison of Field and EOC SEMS Functions*.

Primary SEMS Function	Field Level	EOCs
<b>Command/Management</b>	Command is responsible for directing, ordering, and/or controlling of resources.	Management is responsible for facilitation of overall policy, coordination and support of the incident.
<b>Operations</b>	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the Emergency Operations Center Action Plan.
<b>Planning/Intelligence</b>	The collection, evaluation, documentation and use of intelligence related to the incident.	Collecting, evaluating and disseminating information and maintaining documentation relative to all jurisdiction activities.
<b>Logistics</b>	Providing facilities, services, personnel, equipment and materials in support of the incident.	Providing facilities, services, personnel, equipment and materials in support of all jurisdiction activities as required.
<b>Finance/Administration</b>	Financial and cost analysis and administrative aspects not handled by the other functions.	Responsible for coordinating and supporting administrative and fiscal consideration surrounding an emergency incident.

*Figure 8 - Comparison of Field and EOC SEMS Functions*

## 4.4 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

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The terrorist attacks of September 11, 2001, illustrated the need for all levels of government, the private sector, and nongovernmental agencies to prepare for, protect against, respond to, and recover from a wide spectrum of events that exceed the capabilities of any single entity. These events require a unified and coordinated national approach to planning and domestic incident management. To address this need, the President signed a series of Homeland Security Presidential Directives (HSPDs) that were intended to develop a common approach to preparedness and response. The following two Policy Directives are of particular importance to emergency planners:

- HSPD-5, Management of Domestic Incidents: identifies steps for improved coordination in response to incidents. It requires the Department of Homeland Security to coordinate with other federal departments and/or agencies and state, local, and tribal governments to establish a National Response Framework and a National Incident Management System (NIMS).
- PPD-8, National Preparedness: describes the way federal departments and agencies will prepare. It requires the Department of Homeland Security to coordinate with other federal departments and agencies and with state, local, and tribal governments to develop a National Preparedness Goal.

Together, the NIMS, National Response Framework, and the National Preparedness Goal define what needs to be done to prevent, protect against, respond to, and recover from a major event; and how well it needs to be done. These efforts align federal, state, local, and tribal entities; the private sector; and nongovernmental agencies to provide an effective and efficient national structure for preparedness, incident management, and emergency response.

The NIMS structure provides a consistent framework for incident management at all jurisdictional levels, regardless of the cause, size, or complexity of the incident. Building on the Incident Command System and NIMS provides the nation's first responders and authorities with the same foundation for incident management for terrorist attacks, natural disasters, and all other emergencies. The NIMS structure requires the institutionalization of the Incident Command System and its use to manage all domestic incidents.

The NIMS structure integrates existing best practices into a consistent, nationwide approach to domestic incident management applicable at all jurisdictional levels and across functional disciplines. Six major components make up the NIMS approach:

- Command and Management.
- Preparedness.
- Resource Management.
- Communications and Information Management.
- Supporting Technologies.
- Ongoing Management and Maintenance.

## 4.5 MUTUAL AID

---

California's emergency assistance is based on a statewide mutual aid system designed to ensure that additional resources are provided to the State's political subdivisions whenever its own resources are overwhelmed or inadequate. The basis for this system is the *California Disaster and Civil Defense Master Mutual Aid Agreement*, which is entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations and public agencies, to assist each other by providing resources during an emergency. The agreement obligates each signatory entity to provide aid to each other during an emergency without expectation of reimbursement. Under specific conditions, Federal and State monies may be appropriated to reimburse public agencies that aid other jurisdictions. If other agreements, memoranda and contracts are used to provide assistance for consideration, the terms of those documents may affect disaster assistance eligibility and local entities may only be reimbursed if funds are available. This plan promotes the establishment of emergency assistance agreements between public and private sector agencies at all levels.

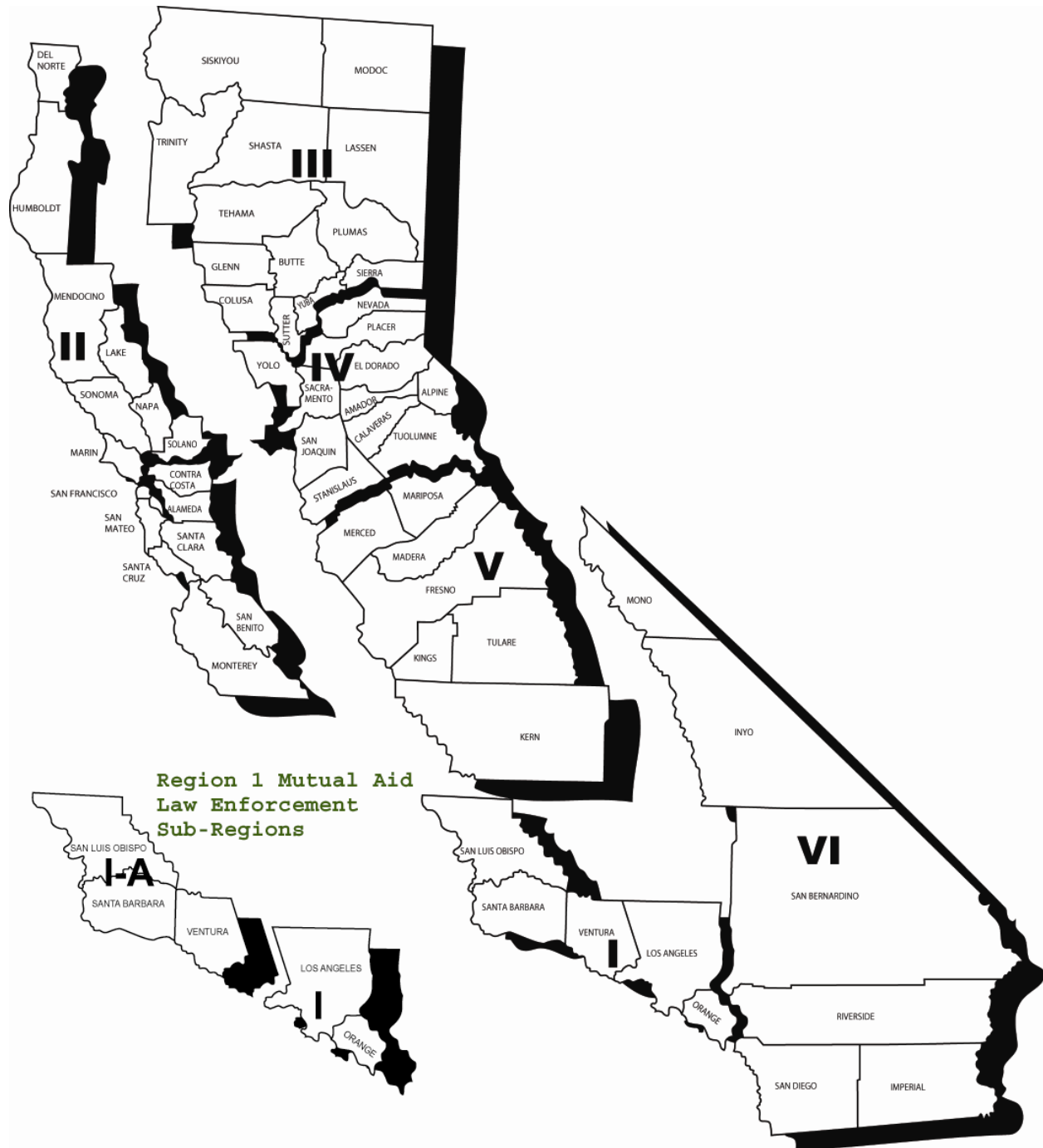
There are four approved, formal Mutual Aid Systems in California. Those systems are:

- Fire and Rescue.
- Law Enforcement.
- Coroner.
- Emergency Management (resources not covered by the other three systems).

Other informal mutual aid involves, but is not limited to the interchange of:

- Public Information.
- Medical and Health.
- Communications.
- Transportation Services.
- Facilities.
- Hazardous Materials Mutual Aid System.
- Volunteer and Private agencies.

California is divided into six mutual aid regions, which are subdivisions of the state emergency services organization established to facilitate the coordination of mutual aid and other emergency operations within an area of the State consisting of two or more Operational Areas. A map of the Regions is shown in *Figure 9 – California Mutual Aid Regions*. The District is located in Mutual Aid Region IV.



*Figure 9 – California Mutual Aid Regions*

4.5.1 MUTUAL AID COORDINATION

Formal mutual aid requests will follow specified procedures and are processed through pre-identified mutual aid coordinators as shown in *Figure 10 – Flow of Requests and Resources*. Mutual aid requests will follow discipline-specific chains (i.e. fire, law enforcement, emergency manager, etc.) from one level of government to the next. The mutual aid coordinator receives the mutual aid request and coordinates the

provision of resources from within the coordinator's geographic area of responsibility. In the event resources are unavailable at one level of government, the request is forwarded to the next higher level of government to be filled.

**Field Level Requests:** Requests for Master Mutual Aid Agreement resources originate from the Field Level and are managed by the Incident Commander. If the Incident Commander is unable to obtain the resource through existing local channels, the request is elevated to the next successive government level until obtained or cancelled.

**Local Government Request:** Local jurisdictions are responsible for the protection of life and property within the municipal geographic boundaries. The local jurisdiction where the incident occurred should assess its resource inventory and existing local agreements to determine if the requested resource is available. When locally committed resources are exhausted and mutual aid is needed, the local official will request assistance from the Operational Area Mutual Aid Coordinator.

**Operational Area Requests:** The Operational Area is a composite of its political subdivisions, (i.e. municipalities, contract cities, special districts and county agencies). The Operational Area Mutual Aid Coordinator assesses the availability of resources within the Operational Area and fulfills the resource request based upon that assessment. In the event resources are unavailable at the Operational Area level, the request is forwarded to the responsible Region Mutual Aid Coordinator to be filled.

**Region Level Requests:** The state is geographically divided into six Mutual Aid Regions. For Law Enforcement Mutual Aid, Region I is divided into two sub-regions. Each Mutual Aid Region is comprised of multiple Operational Areas and has a Regional Mutual Aid Coordinator. The Regional Mutual Aid Coordinator is granted the authority to coordinate the mutual aid response of discipline-specific resources within the Region to support a mutual aid request by a jurisdiction also within the Region. In the event resources are unavailable at the Regional Level, the request is forwarded to the State Mutual Aid Coordinator to be filled.

**State Level Requests:** On behalf of the Governor, the Director of the California Office of Emergency Services has the responsibility for coordination of state mutual aid resources in support of local jurisdictions during times of emergency. The Director will analyze and coordinate the request by forwarding the request to an unaffected Regional EOC or tasking an appropriate state agency to fill the need.



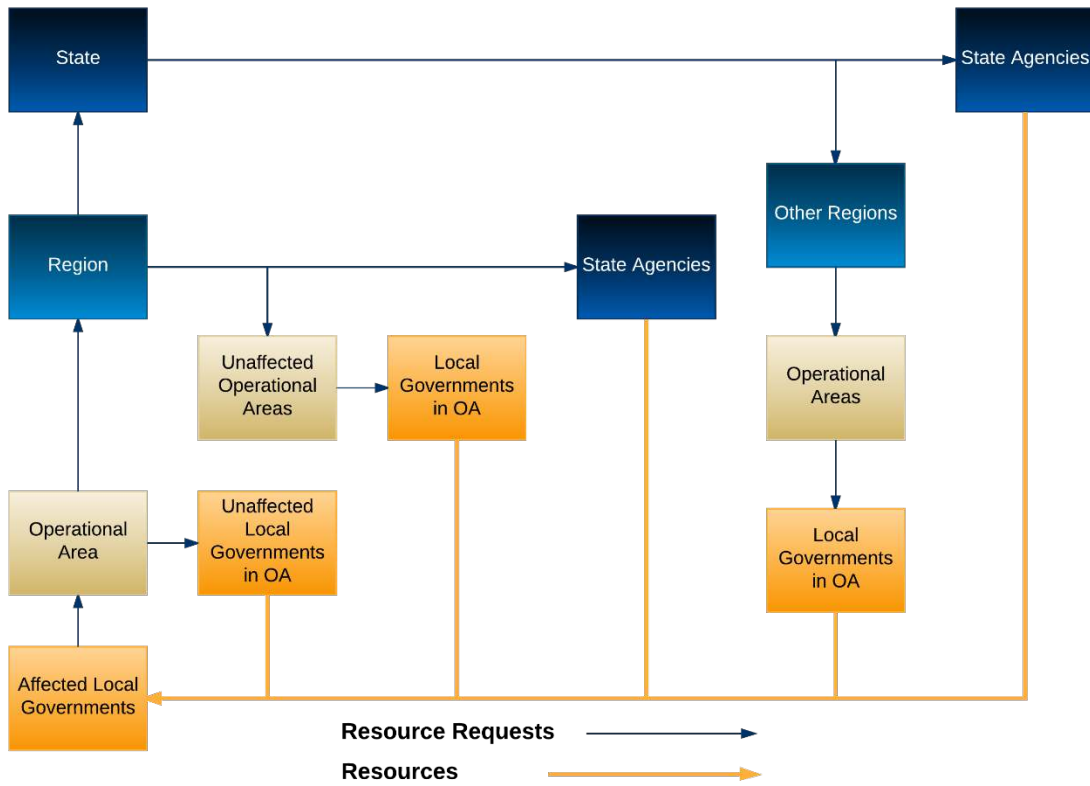


Figure 10 - Flow of Requests and Resources

For additional information regarding the District’s EOC Functions, refer to the *Citrus Heights Water District EOC Annex*.

For a listing of current Mutual Aid agreements, contact the Director of Operations.

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## SECTION 5.0: INFORMATION COLLECTION AND DISSEMINATION

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### 5.1 ACTION PLANNING

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The use of Action Plans in the Citrus Heights Water District's (District's) Emergency Operations Center (EOC) provides a clear and measurable process for identifying objectives and priorities for a given event. Action Planning is an important management tool that involves:

- Process for identifying priorities and objectives for emergency response or recovery efforts.
- Plans which document the priorities and objectives, and the tasks and personnel assignments associated with meeting the objectives.

The Action Planning process should involve the EOC Director and Section Chiefs (one from each Section), along with other EOC staff, as needed, such as agency representatives.

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#### 5.1.1 PLANNING REQUIREMENTS

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The initial EOC Action Plan may be a verbal plan that is developed during the first hour or two following EOC activation. A verbal plan may also be utilized for incidents involving a limited scope, short duration (less than 12 hours) and/or a limited number of response personnel. An EOC Action Plan shall be developed whenever the EOC is activated, either partially or fully. A written EOC Action Plan is required whenever:

- Two or more agencies are involved in the response.
- The incident overlaps more than one operational period.
- All EOC functions are fully staffed.

The EOC Action Plan addresses a specific operational period, which may vary in length from a few hours to days depending on the circumstances. The plan should be regularly reviewed and evaluated throughout the operational period, and revised or updated as warranted.

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### 5.2 EOC REPORTING

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Information may be sent to District departments, EOC personnel, The City of Citrus Heights, the Sacramento Operational Area and other key agencies using various available methods, such as email. Regardless of the method of communication, all data should be verified prior to transmission. If unverified data must be transmitted, it should be clearly designated as unconfirmed information. The District's EOC should transmit reports identified in the *Citrus Heights Water District EOC Support Annex* to District departments, the City of Citrus Heights, and the Sacramento Operational Area EOC, as necessary.

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### 5.3 EOC REPORTING SYSTEMS

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The Sacramento Operational Area (OA) uses a number of different systems that are currently in use for reporting specific types of response information. These include:

- The California Common Operating Picture
- WebEOC
- Google Docs
- Google Forms
- Dropbox
- ESRI

The District will use the EOC forms to report information to Sacramento County in addition to utilizing the systems/applications named above.

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### 5.4 EMERGENCY PUBLIC INFORMATION

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Emergency Public Information is a priority of utmost importance during emergencies and disasters. Government has a primary responsibility to provide accurate and timely information to the public regarding conditions, threats, and protective measures. To avoid conflicts and confusion, the Emergency Public Information function operates best when centralized and coordinated among all involved jurisdictions, agencies and organizations.

For additional information regarding the District's Emergency Public Information, refer to the *Sacramento Operational Area Emergency Public Information Annex*.

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## SECTION 6.0: COMMUNICATIONS

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Communication is a critical part of emergency management. This section outlines the Citrus Heights Water District's (District's) communications plan and supports its mission to provide clear, effective internal and external communication between the District Emergency Operations Center (EOC), all incident response personnel, and the public.

Communication will be coordinated between the District's EOC, Citrus Heights EOC, the Operational Area (OA) EOC and all responding supporting agencies through various forms of communications devices, channels and methods. If the District's EOC is activated, all incident-related information, updates, resource requests, etc. should be shared through chosen methods of communication.

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### 6.1 COMMUNICATIONS SYSTEMS

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The District will use personnel-specific email addresses while working in the District EOC. The internet connectivity in the EOC works through both LAN and Wi-Fi, which is available for incoming non-District partners. Telephone connectivity in the EOC is through Voice Over Internet Protocol (VOIP), in addition to the use of cellular phones.

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### 6.2 INTERNAL COMMUNICATIONS

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All communications should be a two-way flow from EOC Section Leadership to support staff and field responders, and vice versa. When communicating, all incident response personnel should use plain language to avoid any confusion (no acronyms or abbreviations). All incident-related information should be communicated and displayed in the EOC for everyone to see. This multi-faceted approach for communication provides quick, reliable, and consistent information to all incident response personnel while ensuring that the appropriate information reaches all intended recipients.

Information will be communicated from the field to the District EOC and then to the OA EOC. The EOC will make priority decisions and provide guidance and direction to the EOC General Staff, who will coordinate the management of the incident per the direction of the Management Section. The District's EOC serves as the hub of information for the incident, and will communicate necessary information and response actions to the field.

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### 6.3 NOTIFICATION AND WARNING

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In addition to an effective communications capability, government must have an effective means to provide warning alerts to the population impacted or at risk as the result of an emergency. There are two alert and warning systems designed to provide District customers with emergency warning information: the Emergency Alert System (EAS) and the Sacramento-Alert System.

## 6.4 NON-EMERGENCY EXTERNAL COMMUNICATIONS

---

During an incident, the District's EOC expects that a high volume of calls for the public seeking incident related information. The District will place information on its website, utilize social media and work with Sacramento County (2-1-1) to provide an outlet of information to the public in an effort to relieve call influx to 9-1-1 systems. 2-1-1 personnel can provide incident-related information to the inquiring public that is provided by the District's Public Information Officer. It is essential that 2-1-1 call centers are activated and staffed as soon as possible to handle anticipated volume of non-emergency calls related to the incident.

For additional information regarding the District's Alert and Warning methods, refer to *the Sacramento Operational Area Alert & Warning Support Annex*.

## SECTION 7.0: ADMINISTRATION, FINANCE AND LOGISTICS

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### 7.1 DOCUMENTATION

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The Emergency Operations Center (EOC) Finance/Administration Section will be responsible for maintaining records on damage assessment expenditures, recovery cost expenditures, insurance-related documents, personnel overtime, and other costs associated with the emergency. Guidance is provided in the Planning Section's position guides located in the EOC.

The EOC Planning Section will maintain copies of documents that are integral to EOC functions, (such as EOC Action Plans, Situation Status logs, position log) that together make up the history and chronology of the emergency events.

### 7.2 FINANCE

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In the case of a major disaster, the EOC will support District, City/County, State and Federal entities with cost recovery efforts, if requested and as able. District citizens may benefit from the Small Business Administration, and the District may benefit from the State and/or the Federal Emergency Management Agency (FEMA) Public Assistance Program

### 7.3 EXPENDITURE TRACKING

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The District may be reimbursed from insurance, State and/or Federal sources for disaster-related expenses and uninsured expenses. The purpose of this section is to provide guidance on the recordkeeping requirements for claiming such expenses.

#### 7.3.1 ELIGIBLE EXPENSES

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Eligible costs are extraordinary costs incurred while providing emergency services required by the direct impact of a declared disaster and which service is the responsibility of the applicant agency. Eligible costs are generally considered to be the net costs over and above any increased revenue or subsidy for the emergency service. Ineligible expenses include costs for standby personnel and/or equipment and lost revenue.

#### 7.3.2 RECORDKEEPING REQUIREMENTS

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State and Federal governments require detailed information to support claims for reimbursement. Funding will be approved or denied based upon the information supplied by applicant agencies. Documentation supporting all costs claimed will be required, and all information must relate back to individual original source records. The following guidelines should be followed when documenting disaster-related reimbursable expenses:

- Costs and revenues associated with emergency operations should be segregated from normal operating expenses.

- Separate records should be maintained for each vehicle and piece of heavy equipment used for emergency operations.
- Vehicle and equipment documentation should include the miles and/or hours operated by location and operator.
- Vehicle operating expenses should include fuel, tires, and maintenance.
- Labor costs should be compiled separate from vehicle and/or equipment expenses.
- Equipment documentation should include exactly where the equipment was used and for what; hours and minutes used; and the name of the equipment operator if applicable.
- Revenues and subsidies for emergency operations must be subtracted from any costs claimed.
- Requisitions, purchase orders, and invoices must be maintained for all supplies, materials and equipment expenses claimed.
- Costs for supplies and materials must include documentation of exactly where resources were used and for what purpose.
- All non-competitive procurements must be justified.

Expenditure tracking should commence upon notice or obvious occurrence of disasters that require expense of labor, equipment use, materials, and other expenses. The Incident Commander(s), EOC Director, and EOC staff are responsible for maintaining written records of all disaster-related personnel overtime, requests for supplies, equipment and contract personnel, and receipts for emergency purchases of supplies, equipment and other disaster-related expenses. The District may activate a special coding for emergency expenditure tracking which is used for both labor and equipment.

The Finance/Administration Section will compile reports, including total expenditures by category. The Finance/Administration Section Chief will submit a summary report on total costs to the EOC Director as requested. This information will be used for state and federal disaster assistance applications. The expenditure data and documentation is vital to State and Federal agencies for requesting financial assistance during and after the disaster.

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## 7.4 RESOURCE MANAGEMENT

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### 7.4.1 RESOURCE PRIORITIES

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When activated, the District's EOC establishes priorities for resource allocation during the emergency. All District resources are considered part of a pool, which may be allocated by the EOC to fulfill priority missions. Each department retains control of its non-assigned resources until released for an emergency assignment by the EOC.

---

### 7.4.2 RESOURCE REQUESTS

---

Resource Requests will be made through one of the following processes:

- Discipline-specific (usually Fire and Law) mutual aid systems: Requests for resources that are normally within the inventories of the mutual aid system will go from local coordinator to Operational Area Mutual Aid Coordinator to the Regional Mutual Aid Coordinator.

- All other resource requests will be made through the logistics function at each level.

Resource requests from jurisdictions within the District will be coordinated with the Sacramento Operational Area EOC to determine if the resource is available internally or other more appropriate sources located within the Operational Area. Emergency Management Mutual Aid Coordinators at each level will keep the Operations Chief informed of the status of resource requests and allocations. Coordinators at each level will communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from the District's EOC to the Sacramento County EOC may be verbally requested and then documented. Available resources will be allocated to the requesting local government. If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process. The EOC Section Chiefs are responsible for ensuring that priorities are followed.

Resource requests for equipment, personnel or technical assistance not available to the District should be coordinated with the Sacramento County EOC to the Inland Regional Emergency Operations Center. Once the request is coordinated, approved and resources deployed, Planning, in coordination with various Operations Branches, is responsible for tracking the resources.



## SECTION 8.0: PREPAREDNESS, TRAINING, EXERCISES AND AFTER ACTION REPORTING

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### 8.1 PREPAREDNESS PLANNING

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The Citrus Heights Water District (District) conducts a wide array of emergency planning activities. Planning efforts include development of internal operational documents as well as interagency response plans having multi-jurisdictional participation.

In addition to the planning activities conducted, District departments develop internal preparedness and contingency plans to ensure provision of government services and maintenance of departmental functions during disasters. The Department Operations Plan is an integral supporting component of the master Emergency Operations Plan.

Emergency readiness cannot be conducted within a vacuum. The District is responsible for working with all District departments, special districts and allied agencies that are considered a component of the District's Emergency Management Organization. Such coordination extends to the following interagency activities:

- Plan development.
- Training coordination.
- Exercise development and presentation.
- Response management.
- Emergency public information activities.

Additionally, the District Safety Officer acts as the District's key representative and lead agent for day-to-day emergency management activities such as: mitigation, preparedness, response, and recovery. Non-emergency functions include: planning, training and exercise development, preparedness presentations, interagency coordination, hazard assessment, and development of preparedness and mitigation strategies; and grant administration and support to response agencies.

---

#### 8.1.1 COMMUNITY PREPAREDNESS AND AWARENESS

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The public's response to any emergency is based on an understanding of the nature of the emergency, the potential hazards, the likely response of emergency services, and knowledge of what individuals and groups should do to increase their chances of survival and recovery.

Public awareness and education prior to an emergency or disaster will directly affect the District's emergency operations and recovery efforts. For this reason, the District will make emergency preparedness information from City, County, State and Federal sources available to the member jurisdictions and our citizens upon request.

---

### 8.1.2 PREPAREDNESS ACTIONS

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In identifying general preparedness actions, the District works through the Sacramento County Office of Emergency Services to coordinate with community- and faith-based organizations, other local governments/special districts, private industry, preparedness groups, and other entities to provide information relating to individual and group preparedness.

Government is limited in its ability to provide endless services and support during times of disaster, so public preparedness is essential for ensuring individual and organizational safety and protection.

---

### 8.2 READINESS TRAINING

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The District Safety Officer will notify holders of this plan of training opportunities associated with emergency management and operations. Individual departments within the District are responsible for maintaining training records. Jurisdictions and agencies having assigned functions under this plan are encouraged to ensure that assigned personnel are properly trained to carry out these tasks.

The District Safety Officer will develop and execute a comprehensive training program for emergency management topics on an annual basis. The established training schedule will include applicable courses of instruction and education that cover management subjects. Such instruction shall meet or exceed the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) training requirements.

---

### 8.3 EXERCISE AND EVALUATION

---

Elements of this plan will be exercised regularly. The District Safety Officer will conduct emergency preparedness exercises, in accordance with its annual exercise schedule, following appropriate State and Federal guidance. Deficiencies identified during scheduled exercise activities will result in the development of corrective action plans to initiate appropriate corrections.

The planning development and execution of all emergency exercises will involve close coordination between all departments; allied agencies; the City of Citrus Heights and Sacramento County; and supporting community and public service organizations.

The primary focus will be to establish a framework for inter-organizational exercise collaboration in coordination with all-hazard response and recovery planning and training activities, conducted within the District.

Emergency exercise activities will be scheduled in accordance with State and Federal guidance and program requirements. Exercise activity will follow the *Homeland Security Exercise and Evaluation Program* guidance and may be designed as one or more of the following exercise types:

- Drills.
- Seminars (Workshops).
- Table Top Exercises.
- Functional Exercises.

- Full Scale Exercises.

## 8.4 AFTER ACTION REPORTING

---

The SEMS and NIMS protocols require any City, City and County, or County declaring a local emergency for which the Governor proclaims a State of Emergency, to complete and transmit an After Action Report to Sacramento County and the California Office of Emergency Services within ninety (90) days of the close of the incident period. The After Action Report will provide, at a minimum, the following:

- Response actions taken.
- Application of SEMS.
- Suggested modifications to SEMS.
- Necessary modifications to plans and procedures.
- Training needs.
- Recovery activities to date.

The After Action Report will serve as a source for documenting the District's emergency response activities and identifying areas of concern and successes. It will also be utilized to develop a work plan for implementing improvements.

An After Action Report will be a composite document for all SEMS levels, providing a broad perspective of the incident; referencing more detailed documents; and addressing all areas specified in regulations. The After Action Report will include an overview of the incident, including attachments, and will also address specific areas of the response, if necessary. It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the "recovery activities to date" portion of the After Action Report.

The District Safety Officer is responsible for the completion and distribution of the After Action Report to County leadership and department directors as well as ensuring that it is sent to the California Office of Emergency Services through Sacramento County within the required ninety (90) day timeframe.

For the District, the After Action Report's primary audience will be the District's member jurisdictions, Sacramento County, the California Office of Emergency Services and District employees, including management. As public documents, they are accessible and will be made available to anyone who requests a copy.

The After Action Report will be written in simple language, well structured, brief and well presented, and geared to the primary audience. Data for the After Action Report will be collected from debrief reports, other documents developed during the disaster response, and discussions with emergency responders. The most up-to-date form, with instructions, can be obtained from the California Office of Emergency Services.

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## SECTION 9.0: PLAN DEVELOPMENT AND MAINTENANCE

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This section of the Citrus Heights Water District's (District's) Emergency Operations Plan discusses the overall approach to plan development and maintenance responsibilities.

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### 9.1 PLAN DEVELOPMENT AND MAINTENANCE RESPONSIBILITIES

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This plan is developed under the authority conveyed to the General Manager, or designee, in accordance with the District's Emergency Organization who has the primary responsibility for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed. The District used the planning process prescribed by the Federal Emergency Management Agency and the State of California. This Basic Plan, Annexes, Appendices and Attachments are reviewed and updated on a regular basis. The review and updates are coordinated with District Departments and Sacramento County.

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### 9.2 REVIEW AND UPDATING

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This plan and its supporting documents will be reviewed annually, with a full document update conducted minimally every two (2) years. Changes to the plan will be published and distributed to all involved departments and organizations. Recommended changes will be received by the General Manager, or designee, and reviewed and distributed for comment on a regular basis.

Elements of this plan may also be modified by the General Manager, or designee, any time State or Federal mandates, operational requirements, or legal statute so require. Once distributed, new editions to this plan shall supplant older versions and render them inoperable. These documents are included in the regular cycle of training, evaluating, reviewing, and updating as discussed in Section 8.2.

## APPENDIX A: AUTHORITIES AND REFERENCES

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### AUTHORITIES

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#### Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended
- Homeland Security Presidential Directive 5, *Management of Domestic Incidents*, February 28, 2003
- Homeland Security Presidential Directive 8, *National Preparedness*, December 17, 2003
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007
- Public Law 920, Federal Civil Defense Act of 1950, as amended
- Public Law 84-99, U.S. Army Corps of Engineers - Flood Fighting
- Public Law 93-288, Federal Disaster Relief Act of 1974
- Public Law 107-188, Bio-terrorism Act, June 2002
- Public Law 107-296, Homeland Security Act, January 2002
- Executive Order 13228, Office of Homeland Security, October 8, 2001
- Executive Order 13231, Critical Infrastructure Protection, October 16, 2001
- Executive Order 13234, Citizens Prepared, November 9, 2001
- Presidential Decision Directive 39 - U.S. Policy on Counter-terrorism, June 1995
- Presidential Decision Directive 62 - Combating Terrorism, May 1998
- Presidential Decision Directive 63 - Critical Infrastructure Protection, May 1998
- National Security Presidential Directive 17 - National Strategy to Combat Weapons of Mass Destruction
- Public Law 280

#### State

- California Disaster Assistance Act (CA government Code Section 8680 et. seq.)
- California Disaster and Civil Defense Master Mutual Aid Agreement
- CA Government Code (CGC), Title 1, Chapter 4, Division 8, Section 3100, (Disaster Service Workers)
- CGC, Title 2, Division 1, Chapter 7, (California Emergency Services Act)
- California Code of Regulations (CCR) Title 19, Division 2 (Standardized Emergency Management System)
- California Water Code (CWC), § 128 (Department of Water Resources - Flood Fighting)

#### County

- Sacramento County Emergency Services/Ordinance

**City**

- City of Citrus Heights Municipal Code

**District**

- Citrus Heights Water District POLICY NUMBER: 5100

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**REFERENCES**

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**Federal**

- National Response Framework (As revised)
- National Incident Management System
- Comprehensive Preparedness Guide 101 v.2

**State**

- California State Emergency Plan, July 2010 edition
- Standardized Emergency Management System
- California Disaster Assistance Act
- Continuity of Government in California (Article IV, Section 21 of the State Constitution)
- Preservation of Local Government

**County**

- Sacramento County Emergency Operations Plan, December 4, 2016
- Sacramento County Multi-Jurisdictional Hazard Mitigation Plan, 2017

**City**

- Citrus Heights Emergency Operations Plan, 2011

**District**

- Citrus Heights Water District Emergency Operations Plan, 2005, 2013

## APPENDIX B: ACRONYMS

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CDA – California Disaster Assistance Act

CHWD – Citrus Heights Water District

CGC – California Government Code

COOP – Continuity of Operations

COG – Continuity of Government

CWC – California Water Code

DOC – Department Operations Center

EAS – Emergency Alert System

EF – Emergency Function

EMO – Emergency Management Organization

EMS – Emergency Medical Services

EOC – Emergency Operations Center

EOP – Emergency Operations Plan

ESF – Emergency Support Function

FEMA – Federal Emergency Management Agency

FOG – Field Operations Guide

HSPD – Homeland Security Presidential Directive

IDE – Initial Damage Estimate

IT – Information Technology

LAN – Local Area Network

OA – Operational Area

PPD – Presidential Policy Directive

SEMS – Standardized Emergency Management System

SOG – Standard Operating Guide

SOP – Standard Operating Procedures

SRRC – Sacramento Regional Radio Communications System

VOIP – Voice Over Internet Protocol



## APPENDIX C: LIST OF BASIC EOP SUPPORTING DOCUMENTS

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Emergency Operations Center Annex

ATTACHMENT 2  
Emergency Operations Center Annex

OCTOBER 1, 2019



**CITRUS  
HEIGHTS**  

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**WATER  
DISTRICT**

# CITRUS HEIGHTS WATER DISTRICT

## EMERGENCY OPERATIONS CENTER ANNEX

6320 Sylvan Road, Citrus Heights, CA 95610

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RECORD OF CHANGES

Version Number	Implemented By	Date	Approved By	Approval Date	Description of Change
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## INTRODUCTION

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The Citrus Heights Water District Emergency Operations Plan establishes an emergency management organization (EMO) with principal tasks to (1) develop an emergency plan, (2) establish responsibilities for emergency response and emergency management, and (3) authorize designated Citrus Heights Water District officials, by job title, to manage and expend District resources as well as seek resources and financial aid under the terms of the California Disaster Assistance Act (CDAA) via the County of Sacramento. In cases of an immediately pending threat to public safety or an actual emergency, the Citrus Heights Water District executes the responsibilities outlined in emergency plans to quickly and efficiently reduce, or "mitigate" that threat. Actions almost always include the deployment of first responder agencies and activation of the EMO to conduct *emergency management* activities. The EMO assembles in the Emergency Operations Center (EOC) and coordinates District resource support to those first responding agencies in the field, and to the affected population. All available local, state and federal resources will be committed, as necessary, to protect lives, property and the environment. This annex outlines the direction and control of an emergency or disaster response from the EOC and the support provided to that response by the Citrus Heights Water District (District).

## HOW TO USE THIS ANNEX

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This Annex should be used in conjunction with the District's Basic EOP. It is intended as an operational tool which provides clarity to enhance the EOP.

## RELATIONSHIP TO HAZARD SPECIFIC ANNEXES

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The EOC Annex provides the overall structure from which the District will operate during a disaster and provides the information needed to carry out the tasks associated with the EOC and its many functions. While the Annex provides many of the tools, templates, and forms required to run an EOC, more detailed information can be found in the Hazard-Specific Annexes to the Basic EOP. These Annexes contain unique and regulatory response planning details applicable to specific hazards. The information contained in this Annex and in the Hazard-Specific Annexes is meant to be complementary and, when used together, provide a complete tool to be used in an EOC activation.

## THE OPERATIONAL AREA EMO

---

The County of Sacramento EMO serves as the Operational Area (OA) EMO whenever an emergency or disaster impacts the unincorporated area plus any cities or special districts at the same time. It is also activated in case of multiple EOC activations by cities, regardless of whether or not the unincorporated county is affected. The OA EMO may also be activated at the request of a single city or special district to coordinate information and resources for an incident affecting it alone.

The OA EOC, a physical place, is opened and so designated to provide a central location for communications and coordination of support with and between the County, political jurisdictions (the cities) and any state, federal, private-non-profit, and non-governmental agencies supporting the incident. The facility, located in Sacramento, CA, serves as the OA EOC and the County of Sacramento EOC.

## DISTRICT EMERGENCY MANAGEMENT ORGANIZATION

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Incident Command in the field coordinates its own logistical support at the Incident Command Post, and requests support through discipline specific mutual aid channels. Support is only requested through the District's EOC when the mutual aid channels do not have the type or number of resources needed. The District's EMO supports its own operations, such as setting up a staging area for District resources and coordinates its own logistical support.

Consistent with Standardized Emergency Management System (SEMS), the District's EMO develops in a modular fashion based upon the type and size of the incident:

- The EMO builds from the top down.
- As the need arises, the five separate SEMS functions can be activated, each with several sub-units that may be established as needed.
- The specific organizational structure established for any given incident, i.e., which positions need to be filled in the EMO to "work the incident" is based on the management and resource needs of the incident as determined by the EOC.

The EMO comprises personnel from the District and can be supported by other departments and allied agencies. It is organized around the five functions (Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration) of both the SEMS and the National Incident Management System (NIMS). District personnel staff the EMO as portrayed in the following chart.



SEMS ORGANIZATIONS CHART

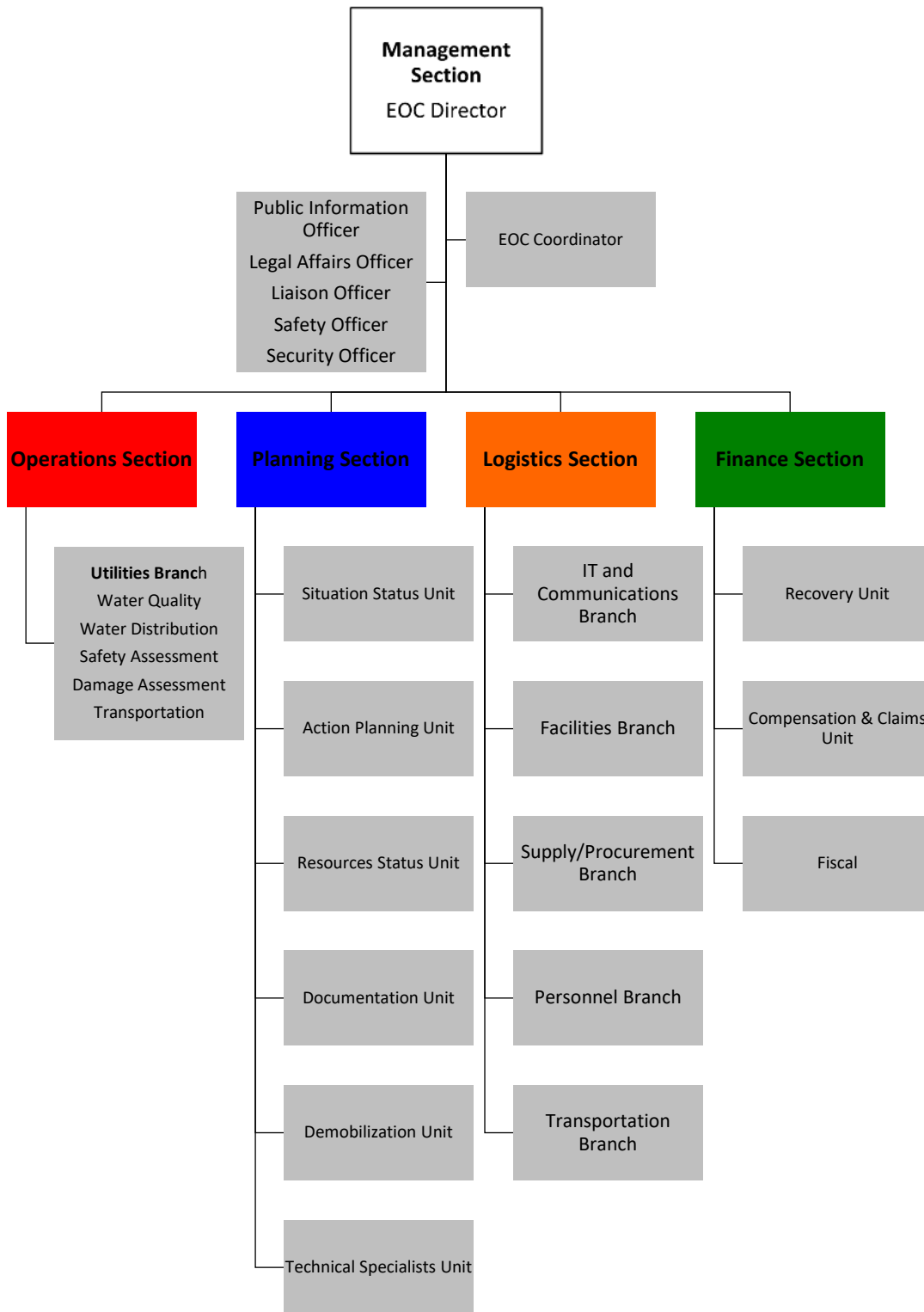


FIGURE 1- DISTRICT EOC ORGANIZATION CHART

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## CONCEPT OF OPERATIONS

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During a disaster or emergency, the District's EMO supports field response operations within the incorporated areas of the District. The EMO operates using the SEMS functions, principles, and components. It will use the action planning process to identify and implement specific objectives for each operational period.

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## PURPOSE

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In normal times, the District conducts routine, day-to-day operations. When a major emergency or disaster strikes, the EOC is the location from which centralized emergency management will be performed by the EMO. It facilitates a coordinated response by all the departments and agencies that are assigned emergency management responsibilities. The level of staffing of the EMO will vary according to the needs of the emergency, and can also include a virtual EOC activation in which the functions are coordinated remotely.

The EOC provides a central location for information collection and decision-making, and allows for face-to-face coordination among decision makers. The following emergency management functions are performed in the District's EOC:

- Managing and coordinating District support of field operations
- Receiving and disseminating warning information
- Developing emergency policies and procedures
- Collecting intelligence from and disseminating information to representatives of county, state and federal agencies
- Preparing intelligence/information summaries, situation reports, operational reports, and other reports as required
- Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations
- Continuing analysis and evaluation of all data pertaining to the emergency situation
- Controlling and coordinating, within established policy, the operational and logistical support of departmental resources committed to the emergency and requesting resources from outside of the District
- Maintaining contact and coordination with support EOCs and the Sacramento Operational Area EOC
- Providing emergency information and instructions to the public, creating official releases to the news media and scheduling press conferences as necessary

## EOC FACILITY LOCATION

The Primary EOC is located at the following location:

**Citrus Heights Water District Headquarters  
6230 Sylvan Road  
Citrus Heights, CA 95610**

The Primary EOC offers the following facilities for use during major emergencies:

- Dedicated operating space
- Extensive telephone and information management capabilities
- Electronic display processing capabilities
- Radio communications capabilities
- Office support facilities
- Dedicated task work areas
- Auxiliary power generator capability
- Adequate parking for personnel
- Adequate restroom/kitchen facilities



**★ - Emergency Operations Center**

The alternate Citrus Heights Water District EOC is located at:

**San Juan Water District  
9935 Auburn Folsom Road  
Granite Bay, CA 95746**

## ACTIVATION POLICY

The District has adopted the Cal OES criteria, shown in *Figure 2 – SEMS EOC Activations Requirements* that identifies the events/situations which may require the EMO to be activated in the EOC.

**Figure 2 – SEMS EOC Activations Requirements**

Shaded areas = not applicable to SEMS levels  Situation identified in SEMS Regulations	SEMS LEVELS				
	Field Level	Local Government	Operational Area	Region	State
Emergency involving two or more emergency response agencies § 2407(a)(1)	Use ICS				
Local Emergency Proclaimed* §2407(a)(2)	Use ICS	Use SEMS			
Local Government EOC Activated §2407(a)(1)	Use ICS	Use SEMS			
Local Government activates EOC and requests Operational Area EOC activation §2407(a)(1)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Two or more cities within an Operational Area proclaim a local emergency §2409 (f)(2)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
County and one or more cities proclaim a local emergency §2409 (f)(3)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
City, city and county, or county requests Governor’s State of Emergency proclamation §2409 (f)(4)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency for county or two or more cities §2409 (f)(5)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational Area requests resources from outside its boundaries** §2409 (f)(6)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Operational Area receives resource requests from outside it boundaries**§2409 (f)(7)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
An Operational Area EOC is activated §2411 (a)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
A Regional EOC is activated §2413 (a)(1)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims a State of Emergency §2413 (a)(2)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC
Governor proclaims earthquake or volcanic prediction §2413 (a)(3)	Use ICS	Use SEMS	Activate OA EOC	Activate REOC	Activate SOC

§ Indicates sections in the California Code of Regulations (CCR) Title 19, Division 2, Chapter 1 (SEMS)

\* The EOC is usually activated, but in some circumstances, a local emergency may be proclaimed without the need for EOC activation.

\*\* Does not apply to requests for resources used in normal day-to-day operations which are obtained through existing mutual aid agreements providing for the exchange or furnishing of certain types of facilities and services as provided for under the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA).

This matrix highlights the flow of SEMS activation requirements. Activation of a District EOC, with a request of support from the Operational Area, triggers the activation of an Operational Area EOC; which triggers activation of the Regional EOC; which, in turn, triggers activation of the State level EOC.

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### ACTIVATION RESPONSIBILITY

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The Director of Emergency Services administers and directs the District EMO. When the EMO is activated or there is the potential for activation, the Director of Emergency Services manages and directs all aspects of the District's response and recovery operations. The District's General Manager or designee is responsible for the overall physical set-up, functionality and close-out of the EOC.

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### ACTIVATION LEVELS

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The District's EOC will be activated according to a graduated, three-level system that designates specific staffing and tasks based on the approach or impact of an emergency or disaster. There are many activities that may be occurring prior to the actual activation, such as pre-activity monitoring with the Sacramento OA OES, coordination amongst local jurisdictions, and development of situational awareness briefings. The levels below can be activated virtually or in the actual EOC.

In addition to the following activation levels, the District may find that activation of the EOC is not warranted, yet monitoring of a developing situation is critical. At that time, the Director of Operations will be the liaison with local emergency operations during business and after duty hours and will serve as the Office of Emergency Services (OES) Coordinator. This individual will be identified to those agencies affected by the developing situation.

There are several activities that the OES Coordinator will complete in the monitoring phase of an incident or disaster, such as:

- Coordination of District activities,
- Information and analysis on overall situation (situation report),
- Resource needs or potential needs,
- Briefings to the District's General Manager/Sacramento OA

The OES Coordinator will also be the point of contact for the District during non-duty hours when a Level 3 (low) Activation of the EOC has been initiated.

**Level Three EMO Activation:** Level Three is a minimum activation usually done virtually, and does not constitute a physical activation of the EOC. This level may be used for situations which initially only require a few people, e.g., a short duration earthquake warning; winter storm alerts; or public safety monitoring of a low-risk, planned event. At a minimum, Level Three staffing consists of the EOC Director in an enhanced readiness/monitoring posture, but may select other members of the EMO, such as someone from the Planning and Intelligence Section. Based on the threat or incident, other coordinators, such as a Public Information Officer or Operations Section representative may also be involved.

**Level Two EMO Activation:** Level Two activation is normally achieved as an increase from Level Three or a decrease from Level One. This activation level is used for emergencies or planned events that would require more than a minimum staff but would not call for a full activation of all organization elements, or less than full staffing. One person may fulfill more than one SEMS function. The EOC Director, in conjunction with the General Staff, will determine the required level of continued activation under Level Two, and demobilize functions or add additional staff as necessary based upon event considerations. Under a Level Two activation, representatives to the EOC from other agencies or jurisdictions may be required.

**Level One EMO Activation:** Level One activation involves a complete and full activation with all organizational elements at full staffing. Level One would normally be the initial activation during any major emergency such as a significant, damage-inducing earthquake or widespread flooding.

If EOC activation is warranted, the first EMO staff member to arrive begins set-up procedures. The Director of Emergency Services (General Manager) or designee makes all decisions regarding the level and scope of operations. The scope and nature of the emergency, current conditions, and potential concerns dictate the level of EMO operations and staffing requirements.

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## SECURITY AND ACCESS CONTROL

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Once the EMO has been activated and the EOC put into operation, only authorized personnel are permitted in the EOC. Access shall be granted to all personnel identified as EOC or EMO staff or District officials, as well as to other individuals having legitimate business in the EOC. EMO staff and visitors shall be issued identification for EOC access that distinguishes the bearer as a member of the EMO or a visitor.

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## COMMUNICATIONS

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Communications within the EOC are accomplished using the most expedient and appropriate means possible (usually in person or by phone). The EOC workstations have the capability to have a telephone with all normal connectivity within the District. Radios may also be used for direct communications with field forces. Key decision-makers and certain EOC staff will be issued portable radios as needed. Regardless of the medium used, pertinent points of all significant communications shall be recorded on the EOC unit/activity log.

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## EOC REPORTING

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Information may be transmitted to staff and other key agencies using any one or more of the following means: situational reporting database, satellite data, radio, telephone, email, Internet or FAX. Regardless of the method of communication, all data should be verified for accuracy prior to transmission. If unconfirmed data must be transmitted, it should be clearly designated as unconfirmed.

### PRELIMINARY REPORTS

Preliminary Reports are used during the first two hours of an emergency to provide an initial picture of its scope and magnitude.

<p style="text-align: center;"><b>SITUATION REPORTS</b></p>	<p>A Situation Report (SitRep) is a brief narrative of the emergency situation covering a set period of time and is submitted on a scheduled basis after the submission of any preliminary reports.</p> <p>At the beginning of an emergency, the EOC Director and the Planning Section staff determine the duration of time to be covered by a SitRep and they designate times for other personnel to submit information for inclusion in the SitRep.</p>
<p style="text-align: center;"><b>FLASH REPORTS</b></p>	<p>Flash Reports are used for transmitting critical, time-sensitive information outside Preliminary Reports or regularly scheduled SitReps. For example, a Flash Report would be used to report an impending dam failure or receipt of a Federal Declaration of a major disaster. Verbal Flash Reports often precede transmission of written reports.</p>

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## EOC DOCUMENTATION

Unit/activity logs are used to record significant events, communications and actions associated with an emergency for a given operational period (shift). Each EOC staff position is responsible for maintaining a unit/activity Log. Special emphasis must be made to document decision support discussions or information.

All copies of reports, SEMS forms, and logs are submitted to the Planning/Intelligence Section at the close of each operational period (or prior to EOC deactivation if operations do not require multiple shifts). This documentation is important for both the documentation of the disaster and the financial recovery process.

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## EOC BRIEFINGS

The purpose of briefings is to familiarize or update EOC staff on the current emergency situation. Briefings provide an opportunity for the Section Chiefs, the EOC Director and all EOC staff to exchange information on the incident, create and evaluate an Action Plan, and make any revisions deemed necessary to the response strategy and/or priorities. Regular briefings provide a forum away from the high level of activity in the EOC for ensuring that each of the five essential SEMS functions (Management, Operations, Planning, Logistics and Finance) are coordinated and that the EOC staff have the same information from which to base individual and collective decisions and actions.

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## EOC DEACTIVATION

Once the critical aspects of an emergency or disaster have been secured, EOC operations may begin to scale down as needed. The purpose of this procedure is to outline the process to be followed whenever it is determined that the EOC can be deactivated. The EOC Director, with input from the Section Chiefs, decides when and how to deactivate the EOC.

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## DEACTIVATION TRIGGERS

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Once the emergency response phase has been terminated and system operations are stabilized, the EOC Director may determine that the EOC can be deactivated. Triggers for determining deactivation may include:

- Incident has deescalated to the point of local agency control
- Response has been terminated
- Recovery operations are underway
- No further media or public information dissemination is needed

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### PROCEDURE FOR DEACTIVATION

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The EOC Director will:

- Establish the time period for deactivation
- Advise EOC staff of the actions to be taken, including a timeline
- Identify EOC staff to be on-call if stand down is implemented
- Direct the liaison or other EOC staff to make notifications
- Direct all functional leads to complete any required or necessary documentation

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### DEACTIVATION NOTIFICATIONS

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All internal and external individuals, groups and agencies that were notified of activation will be notified of stand down and/or deactivation. At a minimum, all District managers, elected officials, neighboring jurisdictions, and responding county agencies will be notified. The person making the notifications documents the date, time, name and contact method for all persons/organizations notified. Notifications will include:

- Date and time of stand down period or deactivation
- A 24-hour contact number for further information



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## DISTRICT ROLES AND RESPONSIBILITIES

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### STAFFING

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When an emergency threatens or actually occurs, this Support Annex provides guidance, direction and tasks (commonly known as Command and Control) for first responders and the EMO alike to efficiently respond and undertake mitigation operations. The size or scope of an emergency, rather than the type, will largely determine whether or not the EMO will be activated, and to what level.

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### ACTION PLANNING

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#### INTRODUCTION

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The use of Emergency Action Plans (EAPs) in the District's EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Action Planning (AP) is an important management tool that involves:

- Identifying priorities and objectives for *response* or *recovery* efforts.
- Documenting incident support priorities and objectives, and the tasks and personnel assignments associated with meeting those objectives.

The AP process involves the EOC Director and Section Chiefs<sup>2</sup> along with other EOC staff, as needed, in addition to representatives from the City, County, special districts, and other supporting agencies.

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#### PLANNING REQUIREMENTS

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The *initial* EAP is normally verbal and then is quickly documented and used to develop the written EAP during the first hour or two following EOC activation. A verbal plan may also be utilized for incidents involving a limited scope, short duration (less than 12 hours) and a limited number of response personnel. An EOC AP shall be developed whenever the EOC is activated at Level II or III. A written EOC AP is required whenever:

- Two or more jurisdictions/agencies are involved in the response
- The incident extends beyond one operational period
- All EOC functions are fully staffed

Unlike Incident Action Plans (IAP) produced in the field by Incident Command, an EAP can cover an extended period of time and often cover several days. The plan should be regularly reviewed and evaluated throughout its operational period and revised or updated as warranted.

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<sup>2</sup> For more information on EOC Positions see the Basic EOP for the District

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## PLAN ELEMENTS

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The elements to be included in the EAP are noted below. The EAP form is located in the *EOC Tools* attachment and may include some of the following:

- Period of time covered by the plan
- Parts of EOC organization that have been activated on an organizational chart
- Assignment of primary and support personnel and material resources to specific tasks and locations
- Logistical or technical support to be provided and by whom
- Objectives (specific, measurable, attainable, realistic and time-measured or SMART) to be accomplished
- Priorities for meeting objectives
- Strategy to be utilized to achieve the objectives

In addition to the required elements listed above, the AP may also include:

- Specific departmental mission assignments
- Policy and/or cost constraints
- Any inter-agency considerations

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## PLANNING RESPONSIBILITIES

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Primary responsibility for developing the EAP rests with the Planning Section. However, development of the plan requires the active participation of the EOC Director and the General Staff. The Operations Section, in particular, works closely with the Planning Section during plan development. When indicated, the Planning Section Chief requests specific technical experts to provide input to the plan. The EOC Director approves the plan.

For incidents requiring close coordination with external agencies, (e.g., State field response agencies, special districts, federal responders, etc.), input from those involved agencies should be included in the EAP.

Specific EOC staff responsibilities associated with the EAP<sup>3</sup> include the following:

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## MANAGEMENT AND GENERAL STAFF

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- Provide general incident objectives and strategy
- Provide direction and overall management

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<sup>3</sup> For further information on the Action Planning process, see the Planning & Intelligence section of this annex

- Ensure incident safety
- Provide information through Liaison and Public Information Officer
- Approve the completed AP

---

#### OPERATIONS SECTION CHIEF

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- Determine the tactics necessary to achieve objectives
- Determine associated resource requirements
- Communicate AP to EOC staff and Incident Commanders, as appropriate
- Conduct Operations Shift briefing

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#### PLANNING SECTION CHIEF

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- Conduct the Action-Planning meeting
- Establish planning timelines
- Coordinate preparation of the AP
- Manage planning process

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#### LOGISTICS SECTION CHIEF

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- Establish/confirm procedures for off-incident resource ordering
- Ensure that resource ordering process is in place
- Ensure that Logistics Section is configured to support the AP

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#### FINANCE SECTION CHIEF

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- Provide cost assessment of incident objectives
- Ensure that adequate finance approvals are in place for implementation of the AP
- Works with the Management and General staff to determine the need for cost apportionment, cost sharing or state and/or federal reimbursement

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## MANAGEMENT SECTION

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The Director of Emergency Services leads the Management Section and is responsible for the overall management of EOC operations to address the impacts of an emergency directly upon the District and assessing conditions outside its jurisdiction, which have the potential for affecting local resources. Additionally, the Director of Emergency Services is responsible for directing the creation of an EAP and the overall strategic direction of response, including appropriate mutual aid liaison activities. The Director of Emergency Services works closely with the Policy Group.

---

### SECTION OBJECTIVES

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The Management Section will accomplish the following specific objectives during a disaster/emergency:

- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required
- Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area
- In conjunction with the General Staff, set jurisdictional priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC
- Ensure that inter-agency coordination is accomplished effectively
- Ensure that the Emergency Public Information response is appropriate to the event

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### POLICY GROUP

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The Policy Group is available to address the economic, social and political impacts of an emergency. In the District EOC, the Policy function is the responsibility of the Board Members, key EOC Management staff and the General Manager and/or their designee. The Policy Group are those key personnel identified that will make major policy decisions for the District at the recommendation of the EOC. The Policy Group is convened to assist the EOC in addressing major impacts to the District.

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### MANAGEMENT STAFF

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Management staff assists the Director of Emergency Services. Management Staff are responsible for providing direct administrative and executive-level support to the Director, as well as for providing additional emergency support functions such as Public Information, coordination with Elected Officials, and ensuring the safety and well-being of the staff in the EOC. Key skills of the Management Staff include: Authority, Responsibility, Leadership, Global Thinking, and good project management.

When fully activated, the EOC Management Staff includes the following:

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#### PUBLIC INFORMATION OFFICER (PIO)

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The PIO is directly responsible for managing Emergency Public Information activities within the EOC and in support of all District Emergency Public Information operations. The PIO may be assisted by additional staff who will conduct assorted Emergency Public Information tasks and duties (rumor control and

activation of the District Information Center) within the EOC or a Joint Information Center (JIC) if established, or at a field incident command post. **The responsible District department staffing for this position is the Director of Finance and Administrative Services or designee.**

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#### LEGAL AFFAIRS OFFICER

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The Legal Affairs Officer is responsible for providing legal advice and guidance to the Director and the Board on all emergency management issues and concerns. Examples of the types of legal advice and guidance include local proclamation development and execution, and legal opinions on evacuation and other jurisdictional legal responsibilities. Tools maintained for this position include a drive with samples of legal materials previously used in events throughout California, and legal references (such as the CA Emergency Services Act and CA Disaster Assistance Act). **The responsible District department staffing this position is the District's contracted legal firm.**

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#### LIAISON OFFICER

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The Liaison Officer functions as the primary point of contact for all allied agencies and jurisdictional representatives not directly assigned to the District's EOC. All agency and jurisdictional representatives will coordinate with the Liaison Officer as needed. There are tools available to the Liaison Officer such as the Job Action Sheet and Master Contact List. **The responsible District department staffing this position is the Director of Operations or designee.**

---

#### SAFETY & SECURITY OFFICER

---

The Safety & Security Officer is responsible for ensuring that the EOC is secure when activated, that hazards are identified and mitigated, and that the EOC environment is suitable for conducting operations in a safe and healthful manner including, but not limited to, chaplain support, healthy food and adequate breaks within the EOC. **The District has designated one staff member as its Safety Officer.**

## OPERATIONS SECTION

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### SECTION OBJECTIVES

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The Operations Section, an element of the EOC General Staff, is responsible for coordinating the deployment of response resources in support of field operations. Such coordination activities will normally include:

- Managing operational elements of approved EOC APs, if any.
- Supporting field incident command(s) and associated response activities.
- Coordinating and liaising with EOCs for reporting, action planning and situation reporting.
- Liaising with Mutual Aid Coordinators for water agencies.
- Coordinating District incident response assets regardless of agency affiliation or type of asset (e.g., animal services, shelters, etc.).
- Assessing the emergency within the District or in nearby jurisdictions that affect or may affect local jurisdictions' response.
- Working with appropriate Functions under the Operations Section.

There are several Functions that represent an alliance of stakeholders who possess common interests and share a level of responsibility for emergency management. The Emergency Support Functions bring together city departments, special districts and other support jurisdictions within the District to collaboratively prepare for, cohesively respond to and effectively recover from an emergency.

In most cases a single department is assigned to lead each Function based on its authorities, resources and capabilities. Each Function member is responsible to assist in coordinating the District's response to emergencies, including provision of mutual aid and the allocation of essential supplies and resources.

**An Operations Section Chief will be identified between the Director of Operations and/or other staff as designated by the EOC Director.**

The Operations Section Chief will activate those operations' functions deemed appropriate. When fully activated, the Operations Section could be comprised of the following sections with each position being staffed with District or allied-agency personnel.

## PLANNING AND INTELLIGENCE SECTION

---

The Planning Section is responsible for directing and managing the creation of a comprehensive situation status report, development of EOC APs for each operational period, and maintenance of all documentation related to the emergency. The Planning Section staff must evaluate the potential economic, social and environmental impacts of the disaster, while managing response to the conditions within the jurisdiction. Additionally, the Planning Section staff must consider whether an emergency in a neighboring jurisdiction could impact their jurisdiction or draw upon resources normally available to the District.

The Planning Section Chief identifies whether full or partial staffing is required to respond. When fully activated the section may include the positions shown in the organizational chart. The duties assigned to the unfilled position are the responsibility of the Planning Section Chief.

### SECTION OBJECTIVES

---

The Planning Section will accomplish the following specific objectives during a disaster/emergency:

- Display situation status information in the EOC using maps and visual aids
- Ensure accurate recording and documentation of the incident
- Determine reporting schedules for all EOC elements
- Prepare the jurisdiction's Situational Status reports and EOC APs
- Disseminate situation status and EOC Action Reports to other EOC sections, jurisdictional departments, and the Sacramento OA EOC
- Provide planning support to other sections
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use and State OES and FEMA filing requirements
- Acquire specialized technical experts

**This section will be staffed by District departments as directed by the EOC Director** as needed to perform the various functions required to support emergency management operations within the activated EOC. Additional branches or units may be established as needed to meet operational needs.

### PLANNING PROCESS

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The Planning Section staff will maintain the EOC Major Incident Status Board and develop short-and long-term planning scenarios based upon the situation and its impacts on facilities and operations. Utilizing these planning scenarios, the Planning Section Chief will conduct an Action Planning meeting with the EOC Director, General Staff and appropriate technical experts. The Operations Section Chief reports significant changes to the Planning Section Chief as shown in the Planning Section Process Schedule example on the following page.

<b>PLANNING SECTION PLANNING PROCESS SCHEDULE</b>	
<b>0700 – 0800</b>	Shift Change Briefing.
<b>0800 – 0900</b>	Prepare for Planning Meeting. Purpose: To review accomplishments, identify new issues, identify resource needs, and determine assignments for next operational period.
<b>0900 – 1000</b>	Planning Meetings (with Management and General Staff, Resources Status Unit Leader, Supply Unit Leader, Communications Unit Leader, and Technical Specialists).
<b>1000 – 1400</b>	Prepare EOC Action Plan.
<b>1400 – 1600</b>	Finalize EOC Action Plan.
<b>1600</b>	Complete EOC Action Plan.
<b>1600 – 1700</b>	Prepare for Operations Briefing. Purpose: To review EOC Action Plan for next operational period.
<b>1700 – 1800</b>	Operations briefing (Management, General Staff, and identified Operations staff and Technical Specialists).
<b>1800 – 1900</b>	Finalize Reports (including Situation Status Report for the Operational Area EOC).
<b>1900 – 2000</b>	Shift Change Briefing.
<b>2000 – 2100</b>	Prepare for Planning Meeting. Purpose: To review accomplishments, identify new issues, identify resource needs, and determine assignments for next operational period.
<b>2100 – 2200</b>	Planning Meetings (with Management and General Staff, Resources Status Unit Leader, Supply Unit Leader, Communications Unit Leader, and Technical Specialists).
<b>2200 – 0200</b>	Prepare EOC Action Plan.
<b>0200 – 0400</b>	Finalize EOC Action Plan.
<b>0400</b>	Complete EOC Action Plan.
<b>0400 – 0500</b>	Prepare for Operations Briefing. Purpose: To review EOC Action Plan for next operational period.
<b>0500 – 0600</b>	Operations briefing (Management, General Staff, and identified Operations staff and Technical Specialists).
<b>0600 – 0700</b>	Finalize Reports (including Situation Status Report for the Operational Area EOC).

*FIGURE 3 – PLANNING PROCESS SAMPLE/EXAMPLE SCHEDULE*



## PLANNING CONSIDERATIONS

In developing the AP, a number of issues should be considered, as outlined in the table below. Applicable issues should be addressed in each iteration of the AP.

ISSUE	CONSIDERATIONS	RESPONSIBILITY
Inter-Agency Coordination	<ul style="list-style-type: none"> <li>● Use of resources</li> <li>● Contact information and frequency</li> <li>● Communications methods</li> </ul>	Liaison
Public Information	<ul style="list-style-type: none"> <li>● Constraints on information to be disseminated</li> <li>● Special instructions</li> <li>● Target areas/audiences</li> </ul>	Public Information Officer EOC Director
Safety	<ul style="list-style-type: none"> <li>● Special precautions to be taken</li> <li>● Personal protective gear required</li> </ul>	Safety Officer
Technical Resources	<ul style="list-style-type: none"> <li>● System maps and schematics</li> <li>● Technical expert input</li> </ul>	Planning Section Chief
Operations	<ul style="list-style-type: none"> <li>● Special skills required</li> <li>● Mutual aid needs</li> <li>● Staging Area needs</li> <li>● Progress in resolving major incident objectives</li> </ul>	Operations Section Chief
Policy	<ul style="list-style-type: none"> <li>● Legal/political issues</li> <li>● Fiscal constraints</li> </ul>	EOC Director
Special Needs	<ul style="list-style-type: none"> <li>● Contingency Plans</li> </ul>	Planning Section Chief
Special Resources	<ul style="list-style-type: none"> <li>● Availability of special supplies, personnel and equipment</li> <li>● Transportation support</li> </ul>	Logistics Section Chief
Finance	<ul style="list-style-type: none"> <li>● Federal/State reimbursement; cost sharing/agreements</li> </ul>	Finance Section Chief

*FIGURE 4 – PLANNING CONSIDERATIONS*

## PLANNING CYCLE

The Planning Chief, with input from the EOC Director and the Operations Section Chief, establishes the schedule and cycle for action planning. Initially, meetings may be conducted every few hours or several times each day. Over time, meetings may be held twice each day, and then daily. The following graphic describes the planning cycle process for development of the EAP.

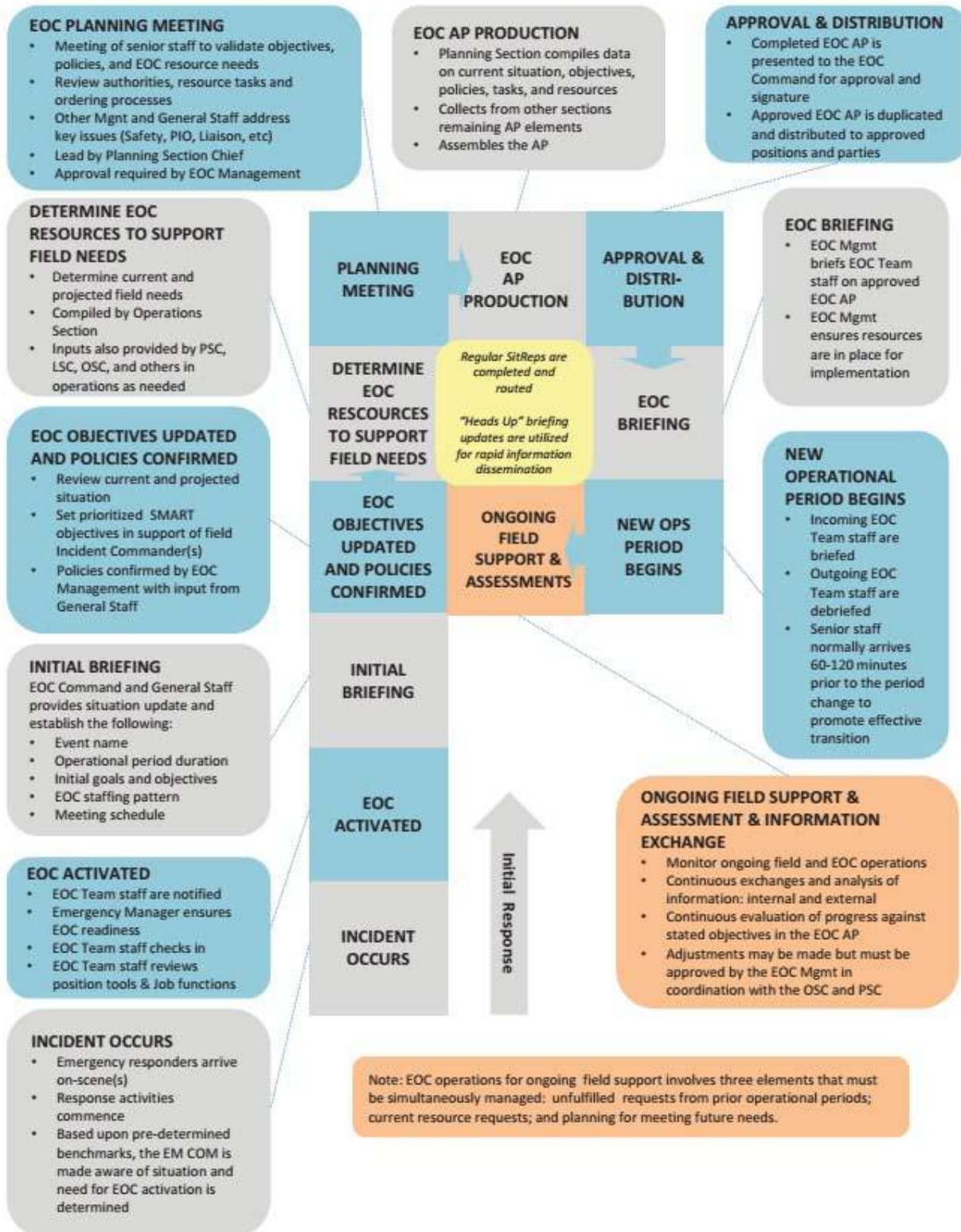


FIGURE 5 – THE PLANNING CYCLE

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## DOCUMENTATION AND DISTRIBUTION

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Written EOC APs will be documented on the AP form. The Planning Section Situation Status function is responsible for:

- Posting a copy of the current AP in the EOC, if operational
- Maintaining a copy of each AP as part of the permanent incident record
- Distributing copies of the current AP to all involved agencies and other personnel as directed by the Planning Section Chief

The Operations Section Chief will ensure that the current EOC AP is distributed to all Operations Section personnel.

## LOGISTICS SECTION

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The Logistics Section is responsible for coordinating the provision of a broad assortment of equipment, supplies and services such as maintenance, food services, etc. in support of the EMO and EOC, other District sites, organizations, or activities during a disaster. On occasion, it responds to a request from the field (Incident Command), but most often it supports jurisdictional departments, responding agencies and activities.

When activated, the EOC establishes priorities for resource allocation during the emergency. All jurisdictional resources are considered part of a pool which may be allocated by the EOC to fulfill priority missions.

The Logistics Section Chief identifies whether full or partial staffing is required to respond. When fully activated the section may include the positions shown in the organizational chart. The duties assigned to the unfilled position are the responsibility of the Logistics Section Chief.

## SECTION OBJECTIVES

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The Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- Ensure repair and maintenance of EOC supporting equipment and resources
- Analyze and identify appropriate sources of resources
- Order, receive, process and store all incident-related resources
- Set-up and maintain incident support facilities (example – feeding, sleeping and sanitation services)
- Work with the Operations - Transportation Unit to move personnel, goods and services where they are needed
- Supply food needs for entire incident including remote sites
- Volunteer Coordination
- Donations Management

**The section will be staffed by the Administrative Services Department** as needed to perform the various functions required to support emergency management operations within the activated EOC. Additional branches or units may be established as needed to meet operational needs. The Facilities unit will house the IT and Communications staffing for the EOC.

## RESOURCE ORDERING

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When fulfilling a resource request, the Logistics Section staff will typically follow the general sequence for locating the resource to fulfill the request:

- Use internal resources first (District owned)
- Attempt to borrow the resource
- Look for donated goods/services
- Rent or lease the resource

- As a last resort, buy the resource (if the Logistics Section must resort to purchasing the resource, the Logistics Section Chief will confer with the Finance & Administration Section to ensure the purchase is approved before placing the order, and all purchases will be in accordance with Purchasing guidelines)
- Complete resource request form

Additionally, if the resource is a critical and immediate need, the general sequence may need to be bypassed in order to address immediate concerns. The Logistics Section Chief, Finance & Administration Section Chief and Management (EOC Director) will coordinate to make the determination on the appropriate action.

## RESOURCE TRACKING

After the Logistics Section locates and procures the resources necessary to fulfill the request, it will coordinate with the respective function to ensure the resource was delivered to the appropriate location and has been checked in to the response. The Resource Management Unit will track all resources and display their status via either a status board (manual or digital) or T-card system. Resource tracking will ensure that all resources throughout the duration of the event are accounted for as per the resource management cycle pictured below.

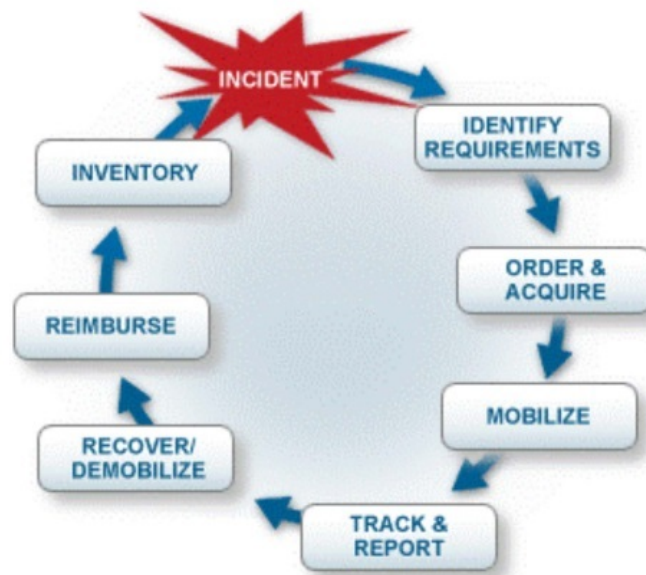


FIGURE 6 – RESOURCE MANAGEMENT CYCLE

## DISTRICT ASSET MANAGEMENT SYSTEM

The District has an in-house asset management system that is used to track all owned assets over \$5,000 per item, including vehicles, equipment, software and infrastructure.

## FINANCE AND ADMINISTRATION

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The Finance Section is responsible for tracking all costs associated with the EOC activation. Finance Section staff must analyze and identify appropriate costs and ensure that all costs conform to existing emergency operations procedures, ordinances and rules. Additionally, Finance Section staff must track costs across multiple departments and agencies.

### SECTION OBJECTIVES

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The Finance Section will accomplish the following specific objectives during a disaster/emergency:

- Track all costs and present payments to the Management Section for approval
- Approve emergency purchases and contracts
- Maintain force labor accounting
- Maintain force equipment accounting
- Process claims (worker's compensation, injuries to responders, damage to equipment)
- Fiscal Management

**The section will be staffed by the Administrative Services Department as directed by the EOC Director** as needed to perform the various functions required to support emergency management operations within the activated EOC. Additional branches or units may be established as needed to meet operational needs.

The District will respond (fiscally) with the understanding that the response will be funded by the District and that every effort will be made to access recovery funds (but that those funds are not guaranteed). Generally, in a disaster, if a Governor's Proclamation is granted to a City and/or County the state may reimburse eligible costs to the District at a 75/25 percent cost share. Additionally, if the Governor asks the President to proclaim a major disaster for the area and that request is granted, there may be additional funding reimbursement available.

The District will identify expenditures by code within the District's financial system for recovery purposes. The District will notify all staff when emergency coding should be used.

### DISTRICT EMERGENCY PURCHASING POLICY

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The District has an emergency purchasing policy in effect. Purchasing Policy and Procedures Section 6500.15 outlines the procedures of how costs associated with an emergency will be handled. The Finance and Administration section works closely with the Logistics Section, specifically the Personnel and Supply-Procurement Units, to account for all expenditures during the event.

Purchasing procedures will not be waived during an emergency but may be augmented to accomplish any emergency work, provided augmentations do not come into violation with standard Office of Management and Budget (OMB) circulars.

The Recovery unit will advise all Finance and Administration staff on any changes needed to policies/procedures/documentation during the event to be better in line to accept recovery funding sources as they become available.

## ANNEX MAINTENANCE

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The District Safety Officer will coordinate with the District on any updates and revisions of this EOC Annex.

Those agencies and organizations listed as having anticipated roles and responsibilities under this annex shall inform the Director of Emergency Services when they are aware that changes need to be made.

ATTACHMENT 3  
District Operations Policy 5100 (Emergency Operations Plan)  
Redlined



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CITRUS HEIGHTS WATER DISTRICT  
POLICIES AND PROCEDURES MANUAL

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POLICY TYPE : OPERATIONS  
POLICY TITLE : EMERGENCY OPERATIONS PLAN  
POLICY NUMBER : 5100  
DATE ADOPTED : MARCH 18, 1997  
DATE AMENDED : NOVEMBER 20, 2019  
AUTHORITY : California Emergency Services Act (Government Code, Chapter 7 of Division 1 of Title 2)  
  
Standardized Emergency Management System (SEMS) Regulations  
(California Code of Regulations, Chapter 1 of Division 2 of Title 19)  
  
California Health & Safety Code Section 4029

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5100.00 EMERGENCY OPERATIONS PLAN

An Emergency Operations Plan (Plan) to ensure continuity of Citrus Heights Water District (District) services and operations in the event of actual or potential emergency situations shall be implemented and maintained pursuant to the aforementioned authorities. The District shall prepare and adopt ~~an Emergency Operations~~ a Plan and review and update it as needed to ensure that ~~the Plan~~ it remains current and consistent with District and regional operations. Adoption shall be by Resolution of the Board of Directors. The Plan shall set forth the District's emergency response organization, outline the circumstances under which the Emergency Operations Center (EOC) is activated, and provide a strategy and method for emergency management activities. Copies of the Plan shall be maintained at the District's EOC, the District Administrative Office and other locations as determined by the General Manager to facilitate accessibility to the Plan.

5100.01 Preparation, Review and Amendment of the Plan

The ~~Emergency Operations~~ Plan shall be prepared under the direction of the General Manager. The Plan shall be reviewed every two years or more often as necessary to ensure the effectiveness of the procedures outlined therein.

5100.02 Implementation of the Plan

The ~~Emergency Operations~~ Plan's implementation and primary day-to-day responsibilities shall be implemented under the direction of the General Manager or designee. ~~Primary day-to-day responsibility for implementing and maintaining the Plan is delegated to the Assistant General Manager/Director of Operations.~~

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# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO EXECUTE A MUTUAL AID AGREEMENT WITH THE CARMICHAEL WATER DISTRICT

STATUS : Action Item

REPORT DATE : November 6, 2019

PREPARED BY : Rebecca Scott, Senior Management Analyst  
Steve Anderson, General Counsel  
Brian Hensley, Water Resources Supervisor  
David Gordon, Director of Operations

### **OBJECTIVE:**

Consider execution of a Mutual Aid Agreement with the Carmichael Water District.

### **BACKGROUND AND ANALYSIS:**

The Citrus Heights Water District's (CHWD's) 2019 Strategic Plan included an objective to update interconnection agreements currently in place with neighboring agencies.

CHWD and Carmichael Water District (CWD) are neighboring public agencies managing equipment, personnel and water resources. In addition, the two agencies share a common boundary and have an interconnection between their respective water distribution systems. In 2010, CHWD and CWD executed an evergreen Production, Treatment and Conveyance Agreement and a two-year Papaya Drive Interconnection Agreement.

As the Interconnection Agreement is expired, CHWD and CWD began discussing a potential agreement addressing the interconnection and incorporating Mutual Aid (an agreement among agencies to lend assistance across jurisdictional boundaries). In the event of a disruptive condition or emergency, state or federal resources may take up to 72 hours to arrive. In contrast, Mutual Aid Agreements facilitate a rapid, short-term deployment of emergency support in the form of equipment, personnel and/or water resources. Mutual Aid Agreements also provide economic and logistical efficiencies to support gaps in resources and capability. Such agreements do not obligate agencies to supply provisions or aid, but provide a need-based tool in the event of a disruptive condition or emergency.

CHWD and CWD drafted a Mutual Aid Agreement (Agreement) that incorporates language from the original Papaya Interconnection Agreement. The Agreement outlines the scope and limitations of the aid, along with the maintenance responsibilities for water facilities within each agency's jurisdiction. The Agreement also clarifies the following: use of each agency's employees, workers' compensation issues, indemnification, and the cost/invoicing/reimbursement process for providing aid. The Agreement will be evergreen with a 60-day termination clause available to either party.

CWD staff have agreed to the Agreement's terms and conditions and plan to obtain CWD Board approval in November. Once this Agreement is executed, CHWD staff will work with additional local agencies, including the Fair Oaks Water District and Orange Vale Water Company to finalize similar agreements.

**RECOMMENDATION:**

Authorize the General Manager to execute the Mutual Aid Agreement with the Carmichael Water District.

**ATTACHMENT:**

Mutual Aid Agreement

**ACTION:**

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

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**MUTUAL AID AGREEMENT**

This Mutual Aid Agreement (“Agreement”) is between Carmichael Water District (CWD) and Citrus Heights Water District (“Citrus Heights”) (individually "Party" and collectively "Parties"). The purpose of this Agreement is to memorialize the Parties’ desire to render mutual aid to and/or exchange water supplies with each other as desired by CWD and Citrus Heights under certain disruptive or emergency conditions.

**RECITALS**

- A. Whereas, CWD and Citrus Heights are neighboring public agencies and each has equipment, personnel and water resources under its management and control; and
  
- B. Whereas, the equipment, personnel, and water resources of the Parties may be available to assist each Party in the event of a disruptive condition or emergency condition which would affect the water service provided by each Party to its customers; and
  
- C. Whereas, neither Party should be placed in a position of unreasonably depleting its own equipment, personnel, facilities or water resources in providing such mutual aid; and
  
- D. Whereas, the Parties share a common boundary and have an interconnection between their respective water distribution systems, and
  
- E. Whereas, CWD and Citrus Heights desire to cooperate in providing and sharing available equipment, personnel, and water resources during a disruptive or emergency condition, or other agreed upon times, upon request of the other Party under the terms of this Agreement.

NOW, THEREFORE, CWD and Citrus Heights agree as follows:

1. AGREEMENT OBJECTIVES.

- 1.1 CWD and Citrus Heights provide water service to their respective customers and desire to continue to provide such service during disruptive or emergency conditions.
- 1.2 The Parties agree that the primary objective of this Agreement is to assist each Party in providing reliable water service to its customers under disruptive or emergency conditions.
- 1.3 The Parties may investigate additional opportunities to work together to improve long-term water supply reliability for both agencies.

2. DEFINITIONS.

When used in this Agreement, the following terms shall have the meanings hereinafter set forth:

- a. A service disruption or emergency condition means any condition expected to continue for a temporary or limited period where there is a loss of water service to a Party's customers caused by an unforeseen natural or man-made disaster or other similar event. Conditions that may constitute an emergency include, but are not limited to, facility failure, drought conditions, contractual cutbacks of water supplies, or water quality failures. Service disruptions may also include temporary, planned service outages by a Party. If in a service disruption or emergency one Party needs water in addition to its available water capacity, and the other Party can make such additional water available to the first Party during the emergency without jeopardizing the second Party's customers, the second Party may offer such water to the first Party. Water made available is at the sole discretion of the providing Party.
  
- b. "Maintenance" is the regular/predicted exercising, flushing and/or minor repairs of the Papaya Drive Interconnection or any other interconnections

established between the Parties' respective water systems in the future.

- c. "Net Delivery" is defined as the difference between (A) the total volume of treated water delivered by Citrus Heights to the CWD under this Agreement from all interconnection delivery points combined over a given calendar year and (B) the total volume delivered by the CWD to Citrus Heights from all interconnection delivery points combined over the same period.
- d. "Papaya Drive Interconnection" means the pipeline interconnection, valves, meters and related facilities connecting the water systems of CWD and Citrus Heights at Papaya Drive in Carmichael as described in greater detail in Exhibit "A" to this Agreement.

**Commented [U1]:** Find and Replace Citrus Heights to Citrus Heights

**Commented [U2]:** Add drawing of Intertie

3. AREAS SERVED.

Unless mutually agreed upon by the Parties, water delivered to Citrus Heights pursuant to this Agreement shall not be sold or otherwise disposed of by Citrus Heights for use outside of Citrus Heights' water service area. Unless mutually agreed upon by the Parties, water delivered to the CWD pursuant to this Agreement shall not be sold or otherwise disposed of by the CWD for use outside of the CWD's water service area.

4. OWNERSHIP OF FACILITIES/INTERCONNECTION.

The portion of the Papaya Drive Interconnection that includes Citrus Heights' pipelines, valves, and metering vaults (flow meter/metering facilities) shall be owned, operated, and maintained by Citrus Heights. The portion of the Papaya Drive Interconnection beyond the metering vault on CWD's side of the interconnection, which includes the pipelines and valves that regulate the delivery of water thereto, shall be owned, operated, and maintained by CWD.

5. MAINTENANCE.

The Parties hereby agree that Citrus Heights shall exercise/operate the Papaya

Drive Interconnection on an annual basis to ensure all interconnection appurtenances are in working order. Citrus Heights shall notify CWD a minimum of 14 days in advance of any Maintenance to allow for coordination to insure no disruption of service or adverse effect on water quality. Each Party will be responsible for Maintenance of its own portion of the applicable interconnection, including pipelines and valves. Maintenance north of the south outlet side of the meter vault at the Papaya Avenue Interconnection, including the meter and meter vault, shall be the responsibility of Citrus Heights. Maintenance south of the south outlet side of the meter vault at the Papaya Avenue Interconnection shall be the responsibility of CWD. The Parties hereby agree that the cost of all maintenance, improvements to or replacement of facilities necessary to facilitate the performance of this Agreement shall be undertaken at the shared expense of the Parties, subject to mutual written approval of the design and cost-sharing arrangements of said maintenance, improvements or replacements. The Parties shall provide each other with at least two (2) months' advance notice of planned maintenance, improvements or replacements of any facilities related to or in connection with the Papaya Drive Interconnection estimated to cost more than \$10,000. Said notice shall include a list of equipment and appurtenances with a cost estimate provided to the other Party prior to construction.

6. MEASUREMENT.

Citrus Heights shall read and record the Papaya Drive Interconnection meter reading on or about the last day of each month and provide such written record to the CWD on a monthly basis for confirmation. Citrus Heights and the CWD may inspect such measuring equipment for the purpose of determining the accuracy thereof at any time.

7. WATER QUALITY.

Each Party to this Agreement shall operate its pipelines in such a manner that any water which Citrus Heights or the CWD delivers pursuant to this Agreement shall not be diminished in quality as a result of being delivered. The Parties acknowledge,

however, that water delivered by one Party through any interconnection will be commingled with the water of the other Party and that the water delivered may not be of the same quality as that present before passing through the interconnection. The Parties expressly agree that the water delivered by either Party to the other Party shall meet, at a minimum, the State of California's Department of Drinking Water standards for domestic use. Citrus Heights or the CWD shall not be required to accept any water that does not meet all applicable statutory and regulatory water quality requirements for domestic use in Citrus Heights or in the CWD.

8. RESPONSIBILITIES FOR DELIVERY AND DISTRIBUTION OF WATER.

Neither the CWD nor its officers, agents or employees shall be liable for the control, carriage, handling, use, disposal, or distribution of the water beyond the facilities then being operated or maintained by the CWD. Neither Citrus Heights nor its officers, agents or employees shall be liable for the control, carriage, handling, use, disposal, or distribution of the water beyond the facilities then being operated or maintained by Citrus Heights.

9. RATES AND METHOD OF PAYMENT FOR WATER.

Citrus Heights and the CWD shall reconcile payments due on Net Deliveries of water under this Agreement annually on a calendar year basis. Approximately 30 days after the end of each calendar year, the Parties shall exchange written statements of the amounts of water provided to the other Party during the previous year. These statements shall be used to determine which Party is responsible for payment of its receipt of Net Delivery and the amount of such payment.

The price to be charged by the CWD or Citrus Heights for water provided to the other Party's system will be equal to the lowest quantity rate at the time charged by the providing Party for residential metered service.

Neither the CWD nor Citrus Heights shall charge the other a capital or capacity fee for any water provided by it to the other Party through the Papaya Drive



Interconnection or any future interconnections. Both Parties intend to balance the inflows and outflows between their respective water systems on a long-term basis; therefore neither Party shall assess the other a capital facility fee for any Net Deliveries. However, nothing in this Agreement shall be construed as requiring one Party to consistently make Net Deliveries to the other. Neither Party shall be required to sell or permanently dedicate net capacity in its system to the other Party.

If Net Delivery is consistently to one Party and not the other as a result of operational constraints or needs, both Parties agree to meet to resolve the issue with the intent to manage the Net Delivery of water to a minimum over time as may be operationally practical.

10. MUTUAL AID.

- a. In the event of a service disruption or emergency condition that impacts the ability of either CWD or Citrus Heights to continue to provide the public or its customers with water service, the other Party will cooperate to the maximum extent possible, as determined in its sole discretion, to provide aid and assistance to the requesting Party, as requested.
- b. Each Party's obligations under this Agreement shall be expressly contingent upon the availability of its equipment, personnel, and water resources during a service disruption or emergency condition, as determined by the responding Party in its sole and absolute discretion.
- c. In determining whether and the extent to which assistance may be provided to the requesting Party, the responding Party may consider its responsibility or ability to respond to emergencies, service disruptions or other needs within its own jurisdictional area.
- d. Each Party shall endeavor to notify the other Party as quickly as possible when it believes that its equipment, personnel, or water resources will not be available to assist the requesting Party.

11. CONTACT INFORMATION, REQUEST PROTOCOLS AND PAYMENT.

- a. Each Party to this Agreement shall provide the name(s), address(es), telephone number(s), and title(s) of the responsible employee(s) authorized to request or respond to requests for mutual aid assistance on or before thirty (30) days have elapsed from the date of approval of this Agreement.
- b. In the event of a service disruption or emergency condition, the Party requesting mutual aid assistance shall specify the type and duration of assistance requested from the responding Party. The original request may be made by telephone but must be followed up in writing. The written request may be delivered by the requesting Party to the responding Party via email, fax or letter. Text messages from mobile devices do not satisfy this writing requirement. The purpose of this provision is to document mutual aid requests and responses in order to address Cost Allocations, as defined below, that arise in performance of this Agreement.
- c. Upon receiving a mutual aid request, the responding Party shall designate a single point person that is responsible for managing the mutual aid request of the requesting Party. To the extent the provision of mutual aid to the requesting party is authorized by the responding Party, the responding Party's point person shall direct the disposition and utilization of the responding Party's personnel, equipment, materials and water resources furnished in response to the mutual aid request.
- d. The requesting Party shall act as incident commander for the disruptive or emergency situation and otherwise direct, with any needed input from the responding Party's point person, the responding Party's personnel, equipment, materials and water resources to address the disruptive or emergency situation.
- e. The personnel, equipment, materials and water resources furnished in response to the request for mutual aid shall be released or ceased by the requesting Party when no longer needed to respond to the disruptive or emergency condition, when the responding Party requires such release or cessation, or as required by law.
- f. The requesting Party agrees to pay, as allowed by applicable law, all direct, indirect, administrative and contracted costs ("Cost Assessment") incurred by

the responding Party as a result of providing assistance pursuant to this Agreement. Such Cost Assessment shall be based upon responding Party's cost of service or charges for personnel, equipment, materials and water resources. The responding Party will seek reimbursement only for its costs incurred and not seek reimbursement for additional fees, charges, or mark-up costs to profit from the service disruption or emergency situation.

- g. The requesting Party will pay for any damage to the equipment and material provided by the responding Party that occurs during the requested assistance period.
- h. Responding Party shall provide requesting Party a detailed invoice for the cost of the mutual aid services. The detailed invoice shall include personnel assigned classification, dates and hours worked, hourly billing rate, equipment used, materials provided, water resources provided, and a summation of total costs incurred. Requesting Party shall immediately notify responding Party of any dispute with the information in the detailed invoice. The Parties shall cooperate to resolve any disputes at the working level. In the event that there is a dispute about costs presented in an invoice that cannot be resolved at the working level, the Parties shall resolve the dispute as provided in Article 23 below.
- i. Payment shall be made to responding Party by requesting Party within sixty (60) days after receipt of a detailed invoice or within fourteen (14) days after invoice disputes are resolved. The requesting Party shall use its best efforts to make payments within 60 days after receipt of detailed invoice.

## 12. MUTUAL AID UPDATE.

The responsible managing employees of each of the Parties to this Agreement shall endeavor to consult with each other at least one (1) time each calendar year to update the personnel list, equipment list, and available water resources. The Parties may revise any procedures for requesting and obtaining mutual aid assistance under this Agreement at this meeting. Any modifications to the Agreement must be made in accordance with

Article 20.

13. MUTUAL AID CAVEAT.

It is agreed by the Parties that protection, maintenance, and repair of each Party's own water systems and facilities will receive priority in responding to any request for mutual aid assistance from a requesting Party. However, upon receiving a request for mutual aid, the responding Party shall not unreasonably decline mutual aid to the requesting Party.

14. WORKER'S COMPENSATION INSURANCE.

Each Party to this Agreement shall maintain in full force and effect worker's compensation insurance without cost to the other Party. The worker's compensation insurance shall cover the personnel involved in a response to provide mutual aid. Failure to provide adequate workers compensation insurance by a Party shall obligate that Party for all associated liabilities that may arise. Each Party shall defend, indemnify and hold harmless, pursuant to Article 15 below, the other Party with respect to worker's compensation claims filed by their respective employees.

15. INDEMNIFICATION.

The requesting Party shall hold harmless, indemnify, and defend the responding Party, its elected officials, officers, agents employees, contractors, volunteers and agencies, against all liability, claims, losses, demands or actions for injury to, or death of, a person or persons, or damages to property arising out of, or alleged to arise out of or in consequence of, this Agreement, except to the extent that such liability is caused by gross negligence or willful misconduct of the responding Party, its elected officials, officers, agents, employees, contractors, or volunteers.

16. NO AGENCY.

No provision of this Agreement and no actions taken or personnel, equipment, material, or water resources furnished shall be construed to make the officer, employee, or agent of either Party to this Agreement the officer, employee or agent of the other Party to this Agreement. Furthermore, each Party shall pay all wages,

salaries, and other amounts due to its own personnel in connection with all services under the Agreement as well as those which may be required by law, including applicable overtime pay. Each Party shall be responsible for all reports and obligations respecting its own personnel, including, but not limited to, social security taxes, income tax withholding, unemployment insurance, benefits and worker's compensation insurance. Employees or agents of one Party shall not be deemed employees or agents of the other Party for any purpose.

17. EFFECTIVE DATE.

This Agreement shall be effective as the date the Parties have both executed the Agreement.

18. TERMINATION.

This Agreement may be terminated by either Citrus Heights or CWD upon sixty (60) days written notice of termination to the other Party.

19. NOTICES.

All notices permitted or required under this Agreement shall be given to the respective Parties at the following address, or at such other address as the respective parties may provide in writing for this purpose.

Carmichael Water District (CWD)

General Manager

Carmichael Water District

7837 Fair Oaks Blvd

Carmichael, CA 95608

Citrus Heights Water District

(Citrus Heights)

General Manager

Citrus Heights Water District

6230 Sylvan Road

Citrus Heights, CA 95610

Any notice required to be given hereunder to either Party shall be given by electronic mail with a carbon copy to the sender, personal delivery, or by depositing such notice in the

US Mail to the address listed with first class postage pre-paid. Such notice shall be deemed made when received.

20. NO THIRD PARTY RIGHTS.

CWD and Citrus Heights agree that the provisions of this Agreement are not intended to create or clarify any rights in or for third parties that are not an express Party to this Agreement. In addition, no third party shall have any right of action hereunder. This Agreement shall not be enforceable by any parties other than CWD and Citrus Heights.

21. PRIVILEGES AND IMMUNITIES.

All privileges and immunities of CWD and Citrus Heights provided by state or federal law shall remain in full force and effect.

22. DISPUTE RESOLUTION.

Both Parties acknowledge that any disputes arising out of the performance of this Agreement are best resolved at the working level. In the event of a dispute that is not resolved at the working level, the Parties agree to refer the dispute to the highest working level authority in their respective organizations in order to cooperatively resolve the pertinent issues. If such referral does not resolve the disputed issues, CWD and Citrus Heights agree to hold a "one by one" meeting in order to resolve the disputes. A one by one meeting shall include one representative of each Board of each agency that will meet with the purpose of resolving the dispute. If the dispute cannot be resolved through these efforts, the Parties may then resolve the dispute through other legal mechanisms.

23. LEGAL DISPUTE RESOLUTION.

Any legal filing or action arising out of this Agreement shall be brought and maintained in Sacramento County, California, regardless of where else venue may lie. In any action brought by either Party to enforce the terms of this Agreement, each Party shall bear

responsibility for its attorney's fees and all costs regardless of whether one party is determined to be the prevailing Party.

24. GOVERNING LAW.

This Agreement shall be governed exclusively by the laws of the State of California.

25. SUCCESSORS AND ASSIGNS.

This Agreement shall be binding on the successors and assigns of the Parties, and shall not be assigned by either Party without the prior written consent of the other Party.

26. ENTIRE AGREEMENT.

This Agreement contains the entire Agreement of the Parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements.

27. MODIFICATION.

This Agreement may only be modified by an amendment that is signed by both Parties.

28. COUNTERPARTS

This Agreement may be executed in counterparts, each of which shall constitute an original.

THEREFORE, the Parties hereto have caused this Agreement to be executed in counterpart the dates indicated.

SIGNATURE PAGE TO MUTUAL AID AGREEMENT

I HEREBY CERTIFY that the foregoing Agreement was duly executed pursuant to authorization by CARMICHAEL WATER DISTRICT Board of Directors, at a regular meeting thereof held on the \_\_\_\_\_ day of \_\_\_\_\_ 2019.

\_\_\_\_\_  
President Date  
Board of Directors

ATTEST:

\_\_\_\_\_  
General Manager Date



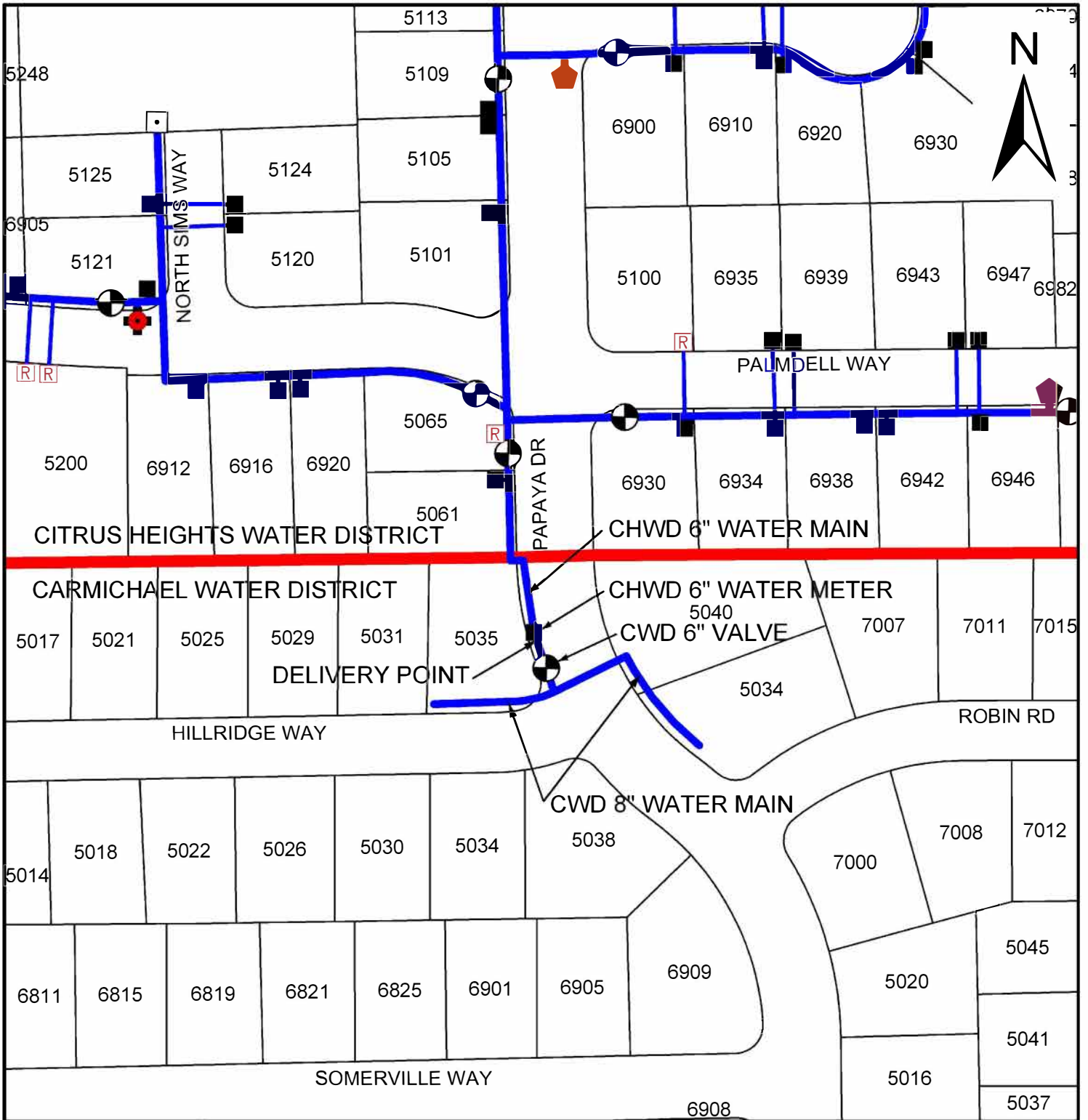
SIGNATURE PAGE TO MUTUAL AID AGREEMENT

I HEREBY CERTIFY that the foregoing Agreement was duly executed pursuant to authorization by CITRUS HEIGHTS WATER DISTRICT Board of Directors, at a regular meeting thereof held on the \_\_\_\_\_ day of \_\_\_\_\_ 2019.

\_\_\_\_\_  
President, Date  
Board of Directors

ATTEST:

\_\_\_\_\_  
General Manager Date



# PAPAYA DRIVE INTERCONNECTION

## CITRUS HEIGHTS WATER DISTRICT



**CITRUS  
HEIGHTS  
WATER  
DISTRICT**

### EXHIBIT A - MAP

DRAWN: 8 FEB 2010

REVISED:

SCALE: 1" = 100'

DESIGN: P.A.D.

CAD FILE:

PAGE:

**1 OF 1**

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO APPROVE A TASK ORDER  
AGREEMENT WITH WATERWISE CONSULTING

STATUS : Action Item

REPORT DATE : November 7, 2019

PREPARED BY : Rebecca Scott, Senior Management Analyst  
Rex Meurer, Water Efficiency Supervisor  
David Gordon, Director of Operations

### **OBJECTIVE:**

Consider approval of an agreement with WaterWise Consulting for Water Efficiency Services.

### **BACKGROUND AND ANALYSIS:**

The Citrus Heights Water District's (CHWD or District) Water Efficiency Division is responsible for conservation programs and functions, including landscape irrigation reviews and a variety of rebate options for customers.

For the past six years, CHWD has worked with WaterWise Consulting (WWC) to complete a variety of services pertaining to the District's water efficiency programs. As CHWD maintains a small staff, utilizing contract resources such as WWC are essential to keep ongoing operating expenses down, while assuring that resources are available to complete projects in a timely and effective manner. As part of the District's ongoing review of contracts and agreements, staff drafted an updated agreement with WWC to include the following: updated insurance requirements, an expanded scope of services, and general terms and conditions provided by the District's General Counsel.

Currently, WWC performs Landscape Irrigation Reviews for CHWD customers. The review includes an assessment of the customer's irrigation system and recommendations for water-saving improvements. In addition, WWC provides the customer with a suggested irrigation schedule and sets the irrigation controller if requested.

Landscape Irrigation Reviews recently completed for District customers by WWC:

- 69 completed in 2018, resulting in the following:
  - Total average monthly water savings per household = 1,500 gallons
  - 7% water savings per household
- 53 completed to date in 2019

In 2015, WWC conducted a telephone campaign to educate CHWD customers about drought-related conservation. WWC also offers the following water efficiency services that CHWD anticipates offering to customers in the future:

- Direct Install Weather-Based Irrigation Controller Program
- Residential Pressure Regulator Program

- Recirculating Hot Water Pump Program
- Various Telephone Outreach Campaigns

WWC has been providing services to public agencies since 2002 and works extensively with water agencies across the state. The firm's staff is experienced and knowledgeable, with an extensive understanding of public agency water efficiency programs. WWC President, Ajay Dwhawan will be present for the meeting.

Staff recommends Board approval of an updated task order agreement (Attachment 1) with WWC for water efficiency services for the District. The agreement includes the options of a Time-and-Materials/Hourly Billable arrangement or Project Basis/Not-to-Exceed amount with a defined scope of work, schedule, and a not-to-exceed budget by task order. A sample task order is included as an Exhibit to the agreement. The term of the agreement is ongoing, but includes a thirty (30) day termination provision by either party.

Funding for the various services covered in the agreement is allocated in the annual Operating Budget. Work performed will be subject to CHWD priorities and the availability of budgeted funds.

**RECOMMENDATION:**

Approve the task order agreement with WaterWise Consulting, and authorize the General Manager to execute the agreement.

**ATTACHMENT:**

Task Order Agreement with WaterWise Consulting for Water Efficiency Services

**ACTION:**

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

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**CITRUS HEIGHTS WATER DISTRICT  
TASK ORDER AGREEMENT  
FOR WATER EFFICIENCY CONSULTING SERVICES**

**1. PARTIES AND DATE.**

This Agreement is made and entered into this \_\_\_ day of \_\_\_\_\_, 2019, by and between the Citrus Heights Water District, a public agency organized and operating under the laws of the State of California with its principal place of business at 6230 Sylvan Road, Citrus Heights, CA 95610 (“District”) and WaterWise Consulting, Inc., a Corporation with its principal place of business at 1751 S. Grand Ave., 2nd Floor, Glendora, CA 91740 (“Consultant”). District and Consultant are sometimes individually referred to as “Party” and collectively as “Parties” in this Agreement.

**2. RECITALS.**

2.1 District. District is a public agency organized under the laws of the State of California, with power to contract for services necessary to achieve its purpose.

2.2 Consultant. Consultant desires to perform and assume responsibility for the provision of certain professional services required by the District on the terms and conditions set forth in this Agreement and in the task order(s) to be issued pursuant to this Agreement and executed by the District and Consultant (“Task Order”). Consultant represents that it is experienced in providing all of the services listed in the scope of services provided for in Exhibit “A” to public clients, is licensed in the State of California, and is familiar with the plans of District.

2.3 Project. District desires to engage Consultant to render such services on a project specific basis. Services shall be ordered by Task Order(s) to be issues pursuant to this Agreement for future projects as set forth herein (each such project shall be designated a “Project” under this Agreement).

**3. TERMS.**

3.1 Scope of Services and Term.

3.1.1 General Scope of Services. Consultant promises and agrees to furnish to the District all labor, materials, tools, equipment, services, and incidental and customary work, on a project specific basis, as necessary to fully and adequately supply the consulting services necessary for the Project (“Services”). The types of Services to be provided are generally described in Exhibit “A,” attached hereto and incorporated herein by reference. The Services shall be more particularly described in the individual Task Order issued by the District’s General Manager or designee. No Service shall be performed unless authorized by a fully executed Task Order in the form attached hereto as Exhibit “B”. All Services shall be subject to, and performed in accordance with, this Agreement, the relevant Task Order, the exhibits attached hereto and incorporated herein by reference, and all applicable local, state and federal laws, rules and regulations.

3.1.2 Term. The term of this Agreement shall be from \_\_\_\_\_, 2019 until terminated as provided herein. Consultant shall meet any other established schedules and deadlines set forth in the applicable Task Order. All applicable indemnification provisions of this Agreement shall remain in effect following the termination of this Agreement.

### 3.2 Responsibilities of Consultant.

3.2.1 Control and Payment of Subordinates; Independent Contractor. The Services shall be performed by Consultant or under its supervision. Consultant will determine the means, methods and details of performing the Services subject to the requirements of this Agreement and such directions and amendments from District as herein provided. District retains Consultant on an independent contractor basis and not as an employee. No employee or agent of Consultant shall become an employee of District. Any additional personnel performing the Services under this Agreement on behalf of Consultant shall also not be employees of District and shall at all times be under Consultant's exclusive direction and control. Consultant shall pay all wages, salaries, and other amounts due such personnel in connection with their performance of Services under this Agreement and as required by law. Consultant shall be responsible for all reports and obligations respecting such additional personnel, including, but not limited to: social security taxes, income tax withholding, unemployment insurance, disability insurance, and workers' compensation insurance.

3.2.2 Schedule of Services. Consultant shall perform the Services expeditiously, within the term of this Agreement, and in accordance with the specific schedule that shall be set forth in the Task Order ("Schedule of Services"). Consultant shall be required to commence work within five (5) days, or as soon thereafter as reasonably practicable, of receiving a fully executed Task Order. Consultant represents that it has the professional and technical personnel required to perform the Services in conformance with such conditions. In order to facilitate Consultant's conformance with the Schedule of Services, District shall respond to Consultant's submittals in a timely manner. Upon request of District, Consultant shall provide a more detailed schedule of anticipated performance to meet the Schedule of Services.

3.2.3 Conformance to Applicable Requirements. All work prepared by Consultant shall be subject to the approval of District.

### 3.2.4 RESERVED.

3.2.5 District's Representative. The District hereby designates the General Manager, or his or her designee, to act as its representative for the performance of this Agreement ("District's Representative"). District's Representative shall have the power to act on behalf of the District for all purposes under this Contract. Consultant shall not accept direction or orders from any person other than the District's Representative or his or her designee.

3.2.6 Consultant's Representative. Consultant hereby designates Ajay Dhawan to act as its representative for the performance of this Agreement ("Consultant's Representative"). Consultant's Representative shall have full authority to represent and act on behalf of the Consultant for all purposes under this Agreement. The Consultant's Representative shall supervise and direct the Services, using his best skill and attention, and shall be responsible for all means,

methods, techniques, sequences and procedures, and for the satisfactory coordination of all portions of the Services under this Agreement. The Consultant's Representative and project team members shall not be removed from the Project and/or substituted without the prior written consent of the District.

3.2.7 Coordination of Services. Consultant agrees to work closely with District staff in the performance of Services and shall be available to District staff, consultants and other staff at all reasonable times.

3.2.8 Standard of Care; Performance of Employees. Consultant shall perform all Services under this Agreement in a skillful and competent manner, consistent with the standards generally recognized as being employed by professionals in the same discipline in the State of California. Consultant represents and maintains that it is skilled in the professional calling necessary to perform the Services. Consultant warrants that all employees and subcontractors shall have sufficient skill and experience to perform the Services assigned to them. Finally, Consultant represents that it, its employees and subcontractors have all licenses, permits, qualifications and approvals of whatever nature that are legally required to perform the Services, including a City of Citrus Heights Business License, and that such licenses and approvals shall be maintained throughout the term of this Agreement. As provided for in the indemnification provisions of this Agreement, Consultant shall perform, at its own cost and expense and without reimbursement from the District, any services necessary to correct errors or omissions which are caused by the Consultant's failure to comply with the standard of care provided for herein. Any employee of the Consultant or its sub-consultants who is determined by the District to be uncooperative, incompetent, a threat to the adequate or timely completion of the Project, a threat to the safety of persons or property, or any employee who fails or refuses to perform the Services in a manner acceptable to the District, shall be promptly removed from the Project by the Consultant and shall not be re-employed to perform any of the Services or to work on the Project.

3.2.9 Laws and Regulations. Consultant shall keep itself fully informed of and in compliance with all local, state and federal laws, rules and regulations in any manner affecting the performance of the Project or the Services, including all Cal/OSHA requirements, and shall give all notices required by law. If required, Consultant shall assist District, as requested, in obtaining and maintaining all permits required of Consultant by federal, state and local regulatory agencies. Consultant shall be liable for all violations of local, state and federal laws, rules and regulations in connection with the Project and the Services. If the Consultant performs any work knowing it to be contrary to such laws, rules and regulations and without giving written notice to the District, Consultant shall be solely responsible for all costs arising therefrom. Consultant shall defend, indemnify and hold District, its officials, directors, officers, employees and agents free and harmless, pursuant to the indemnification provisions of this Agreement, from any claim or liability arising out of any failure or alleged failure to comply with such laws, rules or regulations.

3.2.10 Insurance.

3.2.10.1 Time for Compliance. Consultant shall not commence the Services under this Agreement until it has provided evidence satisfactory to the District that it has secured all insurance required under this section. In addition, Consultant shall not allow any

subcontractor to commence work on any subcontract until it has provided evidence satisfactory to the District that the subcontractor has secured all insurance required under this section.

3.2.10.2 Minimum Requirements. Consultant shall, at its expense, procure and maintain for the duration of the Agreement insurance meeting the requirements set forth herein. In the event Consultant is self-insured, Consultant shall provide evidence of self-insured coverage that provides coverage that is equal to the insurance requirements set forth herein. Consultant shall require all of its subcontractors to procure and maintain the same insurance specified herein for the duration of the Agreement. Such insurance shall meet at least the following minimum levels of coverage:

(A) Minimum Scope of Insurance. Coverage shall be at least as broad as the latest version of the following: (1) *General Liability*: Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001); (2) *Automobile Liability*: Insurance Services Office Business Auto Coverage form number CA 0001, code 1 (any auto); (3) *Workers' Compensation and Employer's Liability*: Workers' Compensation insurance as required by the State of California and Employer's Liability Insurance during such time when Consultant has employees; and (4) *Professional Liability (Errors and Omissions)*: professional liability or Errors and Omissions insurance appropriate to its profession.

(B) Minimum Limits of Insurance. Consultant shall maintain limits no less than: (1) *General Liability*: One Million Dollars (\$1,000,000) per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with general aggregate limit is used, either the general aggregate limit shall apply separately to this Agreement/location or the general aggregate limit shall be twice the required occurrence limit; (2) *Automobile Liability*: One Million Dollars (\$1,000,000) combined single limit (each accident) for bodily injury and property damage; (3) *Workers' Compensation and Employer's Liability*: Workers' Compensation limits as required by the Labor Code of the State of California. Employer's Liability limits of One Million Dollars (\$1,000,000) per accident for bodily injury or disease; and (4) *Professional Liability (Errors and Omissions)*: One Million Dollars (\$1,000,000) per claim and aggregate (errors and omissions).

Requirements of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance. Any available coverage shall be provided to the parties required to be named as additional insured pursuant to this Agreement. Defense costs shall be payable in addition to the limits.

3.2.10.3 Insurance Endorsements. The insurance policies shall contain the following provisions, or Consultant shall provide endorsements on forms supplied or approved by the District to add the following provisions to the insurance policies:

(A) Commercial General Liability. The commercial general liability policy shall be endorsed to provide the following: (1) the District, its directors, officials, officers, employees, agents and volunteers shall be covered as additional insureds using ISO endorsement forms CG 20 10 10 01 and 20 37 10 01, or endorsements providing the exact same coverage; (2) the insurance coverage shall be primary insurance as respects the District, its



directors, officials, officers, employees, agents and volunteers, or if excess, shall stand in an unbroken chain of coverage excess of the Consultant's scheduled underlying coverage. Any insurance or self-insurance maintained by the District, its directors, officials, officers, employees, agents and volunteers shall be excess of the Consultant's insurance and shall not be called upon to contribute with it in any way; and (3) the insurance coverage shall contain or be endorsed to provide waiver of subrogation in favor of the District, its directors, officials, officers, employees, agents and volunteers or shall specifically allow Consultant to waive its right of recovery prior to a loss. Consultant hereby waives its own right of recovery against District, and shall require similar written express waivers and insurance clauses from each of its sub-consultants.

(B) Automobile Liability. The automobile liability policy shall be endorsed to provide the following: (1) the District, its directors, officials, officers, employees, agents and volunteers shall be covered as additional insureds with respect to the ownership, operation, maintenance, use, loading or unloading of any auto owned, leased, hired or borrowed by the Consultant or for which the Consultant is responsible; (2) the insurance coverage shall be primary insurance as respects the District, its directors, officials, officers, employees, agents and volunteers, or if excess, shall stand in an unbroken chain of coverage excess of the Consultant's scheduled underlying coverage. Any insurance or self-insurance maintained by the District, its directors, officials, officers, employees, agents and volunteers shall be excess of the Consultant's insurance and shall not be called upon to contribute with it in any way; and (3) the insurance coverage shall contain or be endorsed to provide waiver of subrogation in favor of the District, its directors, officials, officers, employees, agents and volunteers or shall specifically allow Consultant to waive its right of recovery prior to a loss. Consultant hereby waives its own right of recovery against District, and shall require similar written express waivers and insurance clauses from each of its sub-consultants.

(C) Workers' Compensation and Employers Liability Coverage. The insurer shall agree to waive all rights of subrogation against the District, its directors, officials, officers, employees, agents and volunteers for losses paid under the terms of the insurance policy which arise from work performed by the Consultant.

(D) Professional Liability (Errors and Omissions). This insurance shall be endorsed to include contractual liability applicable to this Agreement and shall be written on a policy form coverage specifically designed to protect against acts, errors or omissions of the Consultant. "Covered Professional Services" as designated in the policy must specifically include work performed under this Agreement. The policy must "pay on behalf of" the insured and must include a provision establishing the insurer's duty to defend.

(E) All Coverages. Each insurance policy required by this Agreement shall be endorsed to state that: (1) coverage shall not be suspended, voided, reduced or canceled except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the District; and (2) any failure to comply with reporting or other provisions of the policies, including breaches of warranties, shall not affect coverage provided to the District, its directors, officials, officers, employees, agents and volunteers.

3.2.10.4 Separation of Insureds; No Special Limitations. All insurance required by this Section shall contain standard separation of insureds provisions. In addition, such

insurance shall not contain any special limitations on the scope of protection afforded to the District, its directors, officials, officers, employees, agents and volunteers.

3.2.10.5 Deductibles and Self-Insurance Retentions. Any deductibles or self-insured retentions must be declared to and approved by the District. Consultant shall guarantee that, at the option of the District, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the District, its directors, officials, officers, employees, agents and volunteers; or (2) the Consultant shall procure a bond guaranteeing payment of losses and related investigation costs, claims and administrative and defense expenses.

3.2.10.6 Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best's rating no less than A:VII, admitted to transact in the business of insurance in the State of California, or otherwise allowed to place insurance through surplus line brokers under applicable provisions of the California Insurance Code or any federal law, and satisfactory to the District.

3.2.10.7 Verification of Coverage. Consultant shall furnish District with original certificates of insurance and endorsements effecting coverage required by this Agreement on forms satisfactory to the District. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf, and shall be on forms provided by the District if requested. All certificates and endorsements must be received and approved by the District before work commences. The District reserves the right to require complete, certified copies of all required insurance policies, at any time.

3.2.10.8 Subconsultants. Consultant shall not allow any subcontractors or subconsultants to commence work on any subcontract until they have provided evidence satisfactory to the District that they have secured all insurance required under this section. Policies of commercial general liability insurance provided by such subcontractors or subconsultants shall be endorsed to name the District as an additional insured using ISO form CG 20 38 04 13 or an endorsement providing the exact same coverage. If requested by Consultant, District may approve different scopes or minimum limits of insurance for particular subcontractors or subconsultants.

3.2.10.9 Compliance With Coverage Requirements. If at any time during the life of the Agreement, any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, District has the right but not the duty to obtain the insurance it deems necessary and any premium paid by District will be promptly reimbursed by Consultant or District will withhold amounts sufficient to pay premium from Consultant payments. In the alternative, District may terminate this Agreement for cause.

3.2.11 Safety. Consultant shall execute and maintain its work so as to avoid injury or damage to any person or property. In carrying out its Services, the Consultant shall at all times be in compliance with all applicable local, state and federal laws, rules and regulations, and shall exercise all necessary precautions for the safety of employees appropriate to the nature of the work and the conditions under which the work is to be performed. Safety precautions as applicable shall include, but shall not be limited to: (1) adequate life protection and life-saving equipment and procedures; (2) instructions in accident prevention for all employees and subcontractors, such as equipment and other safety devices, equipment and wearing apparel as are necessary or lawfully

required to prevent accidents or injuries; and (3) adequate facilities for the proper inspection and maintenance of all safety measures.

### 3.3 Fees and Payments.

3.3.1 Compensation. Consultant shall receive compensation, including authorized reimbursements, for all Services rendered under this Agreement at the rates set forth in Exhibit “A,” attached hereto and incorporated herein by reference. The General Manager or his designee can approve or reject revised/updated rate sheets. The total compensation per Task Order shall be set forth in the relevant Task Order, and Consultant shall be compensated in one of two billable methods: a) Time and Materials/Hourly Billable; or b) Project Basis/Not-to-Exceed (NTE) amount. Extra Work may be authorized, as described below; and if authorized, said Extra Work will be compensated at the rates and manner set forth in this Agreement.

3.3.2 Payment of Compensation. Consultant shall submit to District a monthly itemized invoice which indicates work completed and hours of Services rendered by Consultant. The invoice shall reference the relevant Task Order and describe the amount of Services and supplies provided since the initial commencement date of Services under this Agreement, and since the start of the subsequent billing periods, through the date of the invoice. Consultant shall include a Project Task Tracking Sheet with each invoice submitted. District shall, within forty-five (45) days of receiving such invoice and Project Task Tracking Sheet, review the invoice and pay all approved charges thereon.

3.3.3 Reimbursement for Expenses. Consultant shall not be reimbursed for any expenses unless authorized under Exhibit “B” or otherwise in writing by District.

3.3.4 Extra Work. At any time during the term of this Agreement, District may request that Consultant perform Extra Work. As used herein, “Extra Work” means any work which is determined by District to be necessary for the proper completion of the Project, but which the Parties did not reasonably anticipate would be necessary at the execution of this Agreement. Consultant shall not perform, nor be compensated for, Extra Work without written authorization from District’s Representative. Where Extra Work is deemed merited by the District, an amendment to this Agreement shall be prepared by the District and executed by both Parties before performance of such Extra Work, or the District will not be required to pay for the changes in the scope of work. Such amendment shall include the change in fee and/or time schedule associated with the Extra Work. Amendments for Extra Work shall not render ineffective or invalidate unaffected portions of this Agreement

3.3.5 Prevailing Wages. Consultant is aware of the requirements of California Labor Code Sections 1720 et seq., and 1770 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq., (“Prevailing Wage Laws”), which require the payment of prevailing wage rates and the performance of other requirements on certain “public works” and “maintenance” projects. If the Services are being performed as part of an applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, and if the total compensation is One Thousand Dollars (\$1,000) or more, Consultant agrees to fully comply with such Prevailing Wage Laws. Consultant shall obtain a copy of the prevailing rates of per diem wages in effect at the commencement of this Agreement. Consultant shall make copies of the

prevailing rates of per diem wages for each craft, classification or type of worker needed to execute the Services available to interested parties upon request, and shall post copies at the Consultant's principal place of business and at the project site. Consultant shall defend, indemnify and hold the District, its officials, officers, employees, volunteers and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with the Prevailing Wage Laws.

If the Services are being performed as part of an applicable "public works" or "maintenance" project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Consultant and all subconsultants performing such Services must be registered with the Department of Industrial Relations. Consultant shall maintain registration for the duration of the Project and require the same of any subconsultants, as applicable. This Project may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Consultant's sole responsibility to comply with all applicable registration and labor compliance requirements.

### 3.4 Accounting Records.

3.4.1 Maintenance and Inspection. Consultant shall maintain complete and accurate records with respect to all costs and expenses incurred under this Agreement. All such records shall be clearly identifiable. Consultant shall allow a representative of District during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Consultant shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

### 3.5 General Provisions.

#### 3.5.1 Termination of Agreement.

##### 3.5.1.1 Grounds for Termination.

(A) District has the right to terminate or abandon any portion or all of the work under this Agreement by giving thirty (30) calendar days written notice to Consultant. In such event, District shall be immediately given title and possession to all original field notes, drawings and specifications, written reports and other documents produced or developed for that portion of the work completed and/or being abandoned. District shall pay Consultant the reasonable value of services rendered for any portion of the work completed prior to termination. If said termination occurs prior to completion of any task for the Project for which a payment request has not been received, the charge for services performed during such task shall be based on the hourly rates set forth in Exhibit "A," attached hereto and incorporated herein by reference for the portion of such task completed but not paid prior to said termination. The General Manager or his designee can approve or reject revised/updated rate sheets. District shall not be liable for any costs other than the charges or portions thereof which are specified herein. Consultant shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

(B) Consultant may terminate its obligation to provide further services under this Agreement upon thirty (30) calendar days' written notice to District.

3.5.1.2 Additional Services. In the event this Agreement is terminated in whole or in part as provided herein, District may procure, upon such terms and in such manner as it may determine appropriate, services similar to those terminated.

3.5.2 Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective Parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

<u>District</u>	<u>Consultant</u>
Citrus Heights Water District	WaterWise Consulting, LLC
P.O. Box 286	1751 S. Grand Ave.
Citrus Heights, CA 95611	Glendora, CA 91740
Attn: Hilary Straus, General Manager	Attn: Ajay Dhawan

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours after deposit in the U.S. Mail, first class postage prepaid and addressed to the Party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

3.5.3 Ownership of Materials and Confidentiality.

3.5.3.1 Documents & Data; Licensing of Intellectual Property. This Agreement creates a non-exclusive and perpetual license for District to copy, use, modify, reuse, or sublicense any and all copyrights, designs, and other intellectual property embodied in documents or works of authorship fixed in any tangible medium of expression, including but not limited to, physical drawings or data magnetically or otherwise recorded on computer diskettes, which are prepared or caused to be prepared by Consultant under this Agreement ("Documents & Data"). Consultant shall require all subcontractors to agree in writing that District is granted a non-exclusive and perpetual license for any Documents & Data the subcontractor prepares under this Agreement. Consultant represents and warrants that Consultant has the legal right to license any and all Documents & Data. Consultant makes no such representation and warranty in regard to Documents & Data which were prepared by design professionals other than Consultant or provided to Consultant by the District. District shall not be limited in any way in its use of the Documents & Data at any time, provided that any such use not within the purposes intended by this Agreement shall be at District's sole risk. Notwithstanding the foregoing, Documents and Data shall not include underlying proprietary calculations used by Consultant to generate work product.

3.5.3.2 Confidentiality. All Documents & Data either created by or provided to Consultant in connection with the performance of this Agreement shall be held confidential by Consultant. Such materials shall not, without the prior written consent of District, be used by Consultant for any purposes other than the performance of the Services. Nor shall such materials be disclosed to any person or entity not connected with the performance of the Services or the Project. Nothing furnished to Consultant which is otherwise known to Consultant or is generally known, or has become known, to the related industry shall be deemed confidential.

Consultant shall not use District's name or insignia, photographs of the Project, or any publicity pertaining to the Services or the Project in any magazine, trade paper, newspaper, television or radio production or other similar medium without the prior written consent of District.

3.5.4 Cooperation; Further Acts. The Parties shall fully cooperate with one another, and shall take any additional acts or sign any additional documents as may be necessary, appropriate or convenient to attain the purposes of this Agreement.

3.5.5 Attorney's Fees. If either Party commences an action against the other Party, either legal, administrative or otherwise, arising out of or in connection with this Agreement, the prevailing party in such litigation shall be entitled to have and recover from the losing party reasonable attorney's fees and all other costs of such action.

3.5.6 Indemnification.

3.5.6.1 Standard Indemnification. To the fullest extent permitted by law, Consultant shall defend, indemnify and hold the District, its officials, officers, employees, volunteers, and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury, in law or equity, to property or persons, including wrongful death, in any manner arising out of, pertaining to, or relating to any negligence, recklessness, or willful misconduct of Consultant, its officials, officers, employees, agents, consultants, and contractors arising out of or in connection with the performance of the Services, the Project or this Agreement, including without limitation the payment of all consequential damages, expert witness fees, and attorney's fees and other related costs and expenses. Consultant shall defend, at Consultant's own cost, expense and risk, any and all such aforesaid suits, actions or other legal proceedings of every kind that may be brought or instituted against District, its directors, officials, officers, employees, agents, or volunteers. Consultant shall pay and satisfy any judgment, award or decree that may be rendered against District or its directors, officials, officers, employees, agents, or volunteers, in any such suit, action or other legal proceeding. Consultant shall reimburse District and its directors, officials, officers, employees, agents, and/or volunteers, for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided, including correction of errors and omissions. Consultant's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by the District, its directors, officials officers, employees, agents or volunteers.

3.5.7 Entire Agreement. This Agreement contains the entire Agreement of the Parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements. This Agreement may only be modified by a writing signed by both Parties.

3.5.8 Governing Law. This Agreement shall be governed by the laws of the State of California. Venue shall be in Sacramento County.

3.5.9 Time of Essence. Time is of the essence for each and every provision of this Agreement.

3.5.10 District's Right to Employ Other Consultants. District reserves right to employ other consultants in connection with this Project.

3.5.11 Assignment or Transfer. Consultant shall not assign, hypothecate, or transfer, either directly or by operation of law, this Agreement or any interest herein without the prior written consent of the District. Any attempt to do so shall be null and void, and any assignees, hypothecates or transferees shall acquire no right or interest by reason of such attempted assignment, hypothecation or transfer.

3.5.12 Subcontracting. Consultant shall not subcontract any portion of the work required by this Agreement, except as expressly stated herein, without prior written approval of District. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement.

3.5.13 Construction; References; Captions. Since the Parties or their agents have participated fully in the preparation of this Agreement, the language of this Agreement shall be construed simply, according to its fair meaning, and not strictly for or against any Party. Any term referencing time, days or period for performance shall be deemed calendar days and not work days. All references to Consultant include all personnel, employees, agents, and subcontractors of Consultant, except as otherwise specified in this Agreement. All references to District include its officials, officers, employees, agents, and volunteers except as otherwise specified in this Agreement. The captions of the various articles and paragraphs are for convenience and ease of reference only, and do not define, limit, augment, or describe the scope, content, or intent of this Agreement.

3.5.14 Amendment; Modification. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing and signed by both Parties.

3.5.15 Waiver. No waiver of any default shall constitute a waiver of any other default or breach, whether of the same or other covenant or condition. No waiver, benefit, privilege, or service voluntarily given or performed by a Party shall give the other Party any contractual rights by custom, estoppel, or otherwise.

3.5.16 No Third Party Beneficiaries. There are no intended third party beneficiaries of any right or obligation assumed by the Parties.

3.5.17 Invalidity; Severability. If any portion of this Agreement is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

3.5.18 Prohibited Interests. Consultant maintains and warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement. Further, Consultant warrants that it has not paid nor has it agreed to pay any company or person, other than a bona fide employee working solely for Consultant, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation

of this warranty, District shall have the right to rescind this Agreement without liability. For the term of this Agreement, no member, officer or employee of District, during the term of his or her service with District, shall have any direct interest in this Agreement, or obtain any present or anticipated material benefit arising therefrom.

3.5.19 Equal Opportunity Employment. Consultant represents that it is an equal opportunity employer and it shall not discriminate against any subcontractor, employee or applicant for employment because of race, religion, color, national origin, handicap, ancestry, sex or age. Such non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.

3.5.20 Labor Certification. By its signature hereunder, Consultant certifies that it is aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that Code, and agrees to comply with such provisions before commencing the performance of the Services.

3.5.21 Authority to Enter Agreement. Consultant has all requisite power and authority to conduct its business and to execute, deliver, and perform the Agreement. Each Party warrants that the individuals who have signed this Agreement have the legal power, right, and authority to make this Agreement and bind each respective Party.

3.5.22 Counterparts. This Agreement may be signed in counterparts, each of which shall constitute an original.

**[Signatures on Following Page]**



**SIGNATURE PAGE  
TO  
CITRUS HEIGHTS WATER DISTRICT  
TASK ORDER AGREEMENT  
FOR WATER EFFICIENCY CONSULTING SERVICES**

**CITRUS HEIGHTS WATER DISTRICT**

**WATERWISE CONSULTING, LLC**

**By:** \_\_\_\_\_  
**Hilary M. Straus**  
**General Manager**

**By:** \_\_\_\_\_  
**Ajay Dhawan**  
**President**

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Exhibit A



WaterWise  
Consulting, Inc.

"Conserving our natural resources for future generations"

August 20, 2019

Citrus Heights Water District  
Attention: Rex Meurer

Dear Mr. Meurer:

WaterWise Consulting, Inc. (WaterWise) is proud to submit its proposal to provide a Direct Install Program for Weather Based Irrigation Controllers for Citrus Heights Water District (District). For over 18 years, WaterWise has been involved with water conservation programs and is experienced in performing residential water audits.

WaterWise has had the opportunity to take on a wide variety of multi-faceted programs. This has enabled the company to not only utilize its technical expertise in water conservation, but also gain professional experience and knowledge in successful program management. WaterWise has effectively managed the WaterWise House Call Program for the District since 2015. WaterWise has surveyed hundreds of sites including residential, commercial and large landscape facilities.

Throughout the proposal, WaterWise will reveal its familiarity with the work required under this Statement of Qualifications (SOQ), and its ability to perform timely and quality work to achieve the objectives of District.

WaterWise appreciates this opportunity and looks forward to working with District.

If you have any questions, please contact the following individual:

Ajay Dhawan  
President, WaterWise Consulting, Inc.  
(626) 335-7888 phone  
(626) 628-0311 fax  
[adhawan@waterwise-consulting.com](mailto:adhawan@waterwise-consulting.com)

I am authorized to bind my company to this proposal, which includes the facts and figures herein.

Sincerely,

*Ajay Dhawan*

Ajay Dhawan  
President  
WaterWise Consulting, Inc.

## EXECUTIVE SUMMARY

WaterWise has been in business for over 17 years providing water conservation services to public agencies. WaterWise is a fully licensed Corporation, bonded C-27 Landscape Contractor (#978574) licensed by the State of California (see below). Many key WaterWise staff are Certified Landscape Irrigation Auditors (CLIA) licensed by the Irrigation Association (IA), as well as Water-Use Efficiency Practitioners licensed by the American Water Works Association (AWWA). WaterWise is also a Certified Small Business through the State of California Department of General Services with 30 employees and a Certified Minority Owned Business. Please refer to appendices for licenses. All certifications and licenses are active and in good standing with the issuing entities.



## Employee Background

WaterWise conducts thorough background checks and drug test for its employees. Driving records are also checked before hiring an employee. It is important that both WaterWise and the District properly represented at all times.

## Professional Conduct and Presentation:

WaterWise's clients always receive the highest level of service. Each project is handled with professionalism and cordial attention. Every task performed by WaterWise is carried out with the utmost efficiency. WaterWise staff will maintain a professional appearance when conducting site evaluations and will be identified by their WaterWise polo shirt and photo ID badge.



**EXPERIENCE**

Established in 2001, WaterWise is a consulting firm headquartered in Glendora, California. WaterWise is comprised of landscape architects, horticulturalists, water conservation specialists, irrigation designers, landscape designers, and project managers. WaterWise is a C Corporation, incorporated in the State of California. WaterWise has not received any federal or state reviews within the last 3 years and has never received any disciplinary action from any state regulatory. WaterWise provides services statewide and operates in both Southern and Northern California. In addition to its headquarter office, WaterWise also operates the following branch / division offices listed below:

**Corporate Office**

*Corporate Administration:*  
1751 S. Grand Ave., 2nd Floor  
Glendora, CA 91740  
(626) 335-7888 phone  
(626) 628-0311 fax  
[www.waterwise-consulting.com](http://www.waterwise-consulting.com)

**Remove Your Turf Program Office**

*Rebate Administration Branch:*  
1751 S. Grand Ave., 1st Floor  
Glendora, CA 91740  
(626) 335-7888 phone  
(626) 628-0311 fax  
[www.removeyourturf.com](http://www.removeyourturf.com)

**EnviroSmart Solutions Group**

*Technical Program Branch:*  
1751 S. Grand Ave., 2nd Floor  
Glendora, CA 91740  
(626) 335-7888 phone  
(626) 628-0311 fax  
[www.enviromartsg.com](http://www.enviromartsg.com)

**WWC Landscaping**

*Landscaping Program Branch:*  
1751 S. Grand Ave., 1st Floor  
Glendora, CA 91740  
(626) 335-7888 phone  
(626) 628-0311 fax  
[www.waterwise-consulting.com](http://www.waterwise-consulting.com)

WaterWise prides itself in its accomplishments over the past seventeen (17) years; helping water suppliers save billions of gallons of water. Below is a summary chart of statistics outlining WaterWise’s experience in performing water-use surveys and installing water saving efficient irrigation devices.

<b>Survey Type</b>	<b>Quantity</b>
Residential Water Survey	55,000 +
Large Landscape Survey	5,000 +
Commercial, Industrial & Institutional (CII) Survey	2,000 +

<b>Device Type</b>	<b>Quantity</b>
Weather-Based Irrigation Controller (WBIC)	1,000 +
Rain Sensors	2,000 +
High Efficiency Sprinkler Nozzles	100,000 +

## II. SCOPE OF SERVICES

### Task 1: Residential and Commercial Landscape Surveys

The following section will describe the work strategies and methodology WaterWise will employ to ensure a successful program. WaterWise brings a significant amount of experience in implementing similar programs for other clients throughout California. The work WaterWise proposes is outlined below with each major program activity described thereafter.

#### **Work Plan for a Successful Program**

1. *Eligible Customers*
2. *Communication and Scheduling*
3. *Water Survey*
4. *Monthly Invoicing*

#### 1. Eligible Customers

WaterWise understands that the District will provide the contact information for eligible customers. WaterWise may request water use history from the District once an appointment has been confirmed with the customer for WaterWise to analyze. WaterWise staff will look for trends and peak usage to identify possible issues. WaterWise will maintain a customer contact log with the list of customers contacted during the program that can be shared with the District via e-mail at the request of the District.

#### 2. Communication and Scheduling

WaterWise will conduct all surveys within the District's service area. WaterWise will contact the pre-qualified sites provided by the District within one business day of receiving the contact information. During this initial site contact, WaterWise will ask the customer a series of pre-site visit questions to gather basic site information such as how many irrigation controllers exist on site, the approximate size of the irrigated landscape, whether a landscaper manages the site, as well as other questions that will aid WaterWise's surveyor once on site. WaterWise will schedule all surveys within a two week window from when the customer is contacted unless otherwise requested by the site contact. WaterWise will be available to contact customers during normal business hours (Monday through Friday 9:00 A.M. to 5:00 P.M.). A toll free number will also be provided to customers that need to contact WaterWise. Bilingual representatives are also available for any of the District's customers that speak Spanish.

WaterWise will attempt to contact all customers and track all communication through the customer contact log. All customers will receive a courtesy call or email one day before the scheduled appointment to confirm their appointment. If a customer chooses to cancel an appointment WaterWise will work with them to set a new survey date. Any cancelled appointments will be noted in the customer contact log.

#### 3. Water Survey

All WaterWise surveyors receive an extensive background check that meets the expectations of most public agencies. Prior to conducting the survey, the surveyor will obtain a signed Customer Participation Agreement Form from the customer. This Participation Agreement Form will be

## II. SCOPE OF SERVICES

developed prior to the first survey and be approved by the District. All WaterWise surveyors are equipped with an iPad to record information in the field and generate reports. WaterWise will work with the District to develop standard survey forms. Surveys will be conducted Monday through Friday between the hours of 9 A.M. and 5 P.M. with the homeowner present. Bilingual surveyors will be available for Spanish-speaking customers upon request. The survey will consist of the following:

- a) While at the water meter, the surveyor will record the current reading and instruct the customer how to read their water meter. The surveyor will also check for leaks using the flow indicator as well as instruct the customer how to do the same. If there is movement on the flow indicator the surveyor will perform a two minute test to calculate the leak in gallons per day;
- b) The surveyor will provide an outdoor survey of irrigation system starting at the irrigation controller. All scheduling will be recorded including start times, station run times, and days on per week. The surveyor will also record make and model, number of wired stations, sensor information and number of active programs for all controllers;
- c) The surveyor will also locate and record information on master valves, flow sensors, soil moisture sensors and rain sensors;
- d) All active irrigation will be energized to record vegetation type, soil type, sun exposure, degree of slope, irrigation device type and flow rates per station;
- e) Any inefficiencies such as broken heads/lines, irregular pressure, overspray, missing emitters, clogged nozzles, low heads, interference and non rotating sprinklers will be recorded. Any landscape problems caused by these inefficiencies such as property damage will also be recorded along with a picture to include in the report;
- f) The surveyor will measure and record all irrigated landscape. The measurement will be taken either on site or an areal view;
- g) The surveyor will also provide an accurate monthly irrigation schedule based on local evapotranspiration (ET), distribution uniformity, plant type, nozzle type, slope, and soil type. Once the irrigation schedule is determined, the surveyor will provide this schedule to the owner and/or landscaper and teach them how to program the irrigation controller. If needed the surveyor can reprogram the controller for the customer;
- h) At the end of the survey the surveyor will provide the customer of a complete walkthrough of recommendations that include water use efficiency upgrades and rebates available such as low-precipitation irrigation, water-wise or native plants, turf removal and mulch in areas the surveyor feels the site will most benefit. The surveyor will also review other outdoor water use including pools, fountains, ponds, etc. and provide program materials provided by the District;
- i) WaterWise will submit the report electronically to the District for review. Once approved, WaterWise will send the report to the customer electronically or print out copies at the customers request.

### 4. Monthly Invoicing

WaterWise will provide data sheets of customer contact log details, program participation details and data collected during landscape surveys to the District on a monthly basis and/or upon request by the District. WaterWise will also submit a monthly invoice along with the data sheets for all surveys performed. Survey reports will be provided with monthly reports and all reports will be sent to the customer's via e-mail.

## II. SCOPE OF SERVICES

### Commercial Indoor Surveys

#### Commercial Assessments Process

WaterWise will explain the assessment process and the program to the customer at the beginning of the assessment. The purpose of the assessment is provide the District customers with detailed information about their water balance(s), water-use patterns, water-using devices, potential leaks and suggestions to correct inefficiencies. The inspection process itself may be used as an educational component. The surveyor, along with the participating customer, will review all components related to the assessment. The surveyor will also ensure that the participating customer is present during the entire inspection. WaterWise surveyors will stay up to date with all assessment process changes and incorporate new programs and resources as they emerge or change. All data will be collected in a standardized format that enables data aggregation and generation of an executive summary. Raw and summary data shall be provided to the District upon request and as an attachment to the survey report.

#### On- Site Process

Once on site, the surveyor will perform the following:

- Physically inspect and record register reading on water meter dial(s), If a leak is suspected surveyor will conduct a two minute leak test and note the flow rate, volume passed through the meter and gallons per day used by the leak.
- Identify, document and analyze all water-using domestic fixtures including toilets, urinals, faucets, aerators, showerheads, etc. and potential inefficiencies.
- Document the quantity, manufacturer, model, flow and/or flush rate of all domestic fixtures.
- Identify and analyze all water-using non-domestic equipment, such as (but not limited to), cooling towers, boilers, kitchen equipment, pools, ice machines, reverse osmosis, filtration systems, sterilizing equipment, etc.
- Review historical water-use and investigate any anomalies based on similar buildings.
- Record sample consumption measurements of domestic and other water using fixtures (e.g. weighted average flush rates, weighted average flow rates, etc.).
- Review and evaluate existing Customer's water budgets for accuracy (i.e. whether Customer's budget accurately reflects efficient water use).
- Perform other tests, as necessary, to diagnose issues.
- Develop cost and saving estimates for installation of water conservation measures, including domestic water efficiency measures (estimated costs and savings for a turn-key installation of measure(s) as well as simple payback analysis for identified measure(s).
- Identify rebates, resources, and incentives for implementing identified measures, as well as anticipated rate increases.
- Take pictures of any leaks or significant inefficiencies to document issues and help Customer locate and troubleshoot problem areas.
- Communicate with Customer or Customer's representative to gather and document information on age and condition of domestic and non-domestic features, interest and familiarity with the District's programs and incentives, mine for information on historically troublesome areas with the building, etc.
- Deliver outreach or program materials to Customer and inform them about the next steps of the program which includes delivery of a comprehensive report and possibly a follow up meeting to discuss findings and efficiency recommendations.

## II. SCOPE OF SERVICES

### Commercial Indoor Reports

WaterWise will use all data captured during the assessment to create a comprehensive report that includes the following:

- General assessment information: date and time of survey, surveyor name.
- General Customer information: Customer name and/or name of Customer's representative, water account number(s), address, phone number, email and name and contact number of Customer or building manager (if applicable).
- Executive summary of the commercial site, assessment findings, and potential water and money savings, and suggested programs and efficiency measures.
- Description of the District's water budget based rate structure, how it is calculated, and its role in managing demands, maintaining reliability and keeping rates low.
- Analysis of Customer's water use history, over budget consumption, and summary of over-budget charges.
- Site description, including details on how water is being used within the building or landscape, specific areas of concern, and suggestions for increasing efficiency or process improvements.
- Detailed description of commercial assessment findings.
- Details about observed leaks at the meter (if applicable) and list of possible leaks or issues, their locations, and any associated images.
- Listing of specific water efficiency measures, incentive programs, rebates and programs that would benefit the Customer.
- Payment analysis for suggested water efficiency measures that incorporates funding from the District, or other sources of funding.
- Appendix containing site-specific notes and data collected during the survey.
- List of other resources and programs operated by the District and its regional partners such as commercial rebates, water savings incentive program, commercial portfolio view, etc.

WaterWise will prepare a draft report that will be sent to the District for review within 30 calendar days of the assessments completion. Once the report has been approved by the District a final copy will be sent to both the District and the Customer via email. A hard copy will be made available at the request of the Customer.

WaterWise will check in with the District periodically to ensure that the report templates are up-to-date and to incorporate new programs and resources as they emerge or change.

### Monthly Invoicing

WaterWise will provide data sheets of customer contact log details, program participation details and data collected during landscape surveys to the District on a monthly basis and/or upon request by the District. WaterWise will also submit a monthly invoice along with the data sheets for all surveys performed. Survey reports will be provided with monthly reports and all reports will be sent to the customer's via e-mail.



## II. SCOPE OF SERVICES

### Task 2: Smart Controller Installation Program

WaterWise is prepared to demonstrate its ability to implement and administer the work in this SOQ. The company has a proven track record of successfully implementing programs of similar size and scope. WaterWise will provide quality customer service, excellent communication skills, and audit expertise.

WaterWise will administer this program through its webpage [www.waterwise-consulting.com](http://www.waterwise-consulting.com). WaterWise will create a page for Citrus Heights customers to view program information, product information and other helpful resources. Customers will be required to email/mail items before they can be scheduled for their appointment. More information about the required items will be discussed below.

WaterWise will provide and install a Weather Based Irrigation Controller (WBIC) as District requests. WaterWise will procure the WBIC, install, program and provide on-site training on how to use the WBIC controller. In addition, WaterWise agrees to conduct up to 2 on-site customer training sessions on a Saturday(s) pre-determined by District in order to provide potential participants information about District's controller program and the values and applications of WBICs. WaterWise recognizes District's goal in water conservation and will achieve its objective through the following approach:

- WaterWise will draft a Participation Agreement for the customer to sign prior to beginning any work on-site. WaterWise will also create a customer questionnaire for customer to fill out along with providing pictures of their current controller(s);
- Minimum Requirements for Controller Program participants:
  - Must be a District customer;
  - Must have an existing installed and functioning analog controller (cannot have existing WBIC's);
  - Must sign a hold harmless/release form permitting WaterWise professional to enter property, evaluate and install WBIC equipment;
  - Have an existing WiFi signal on-site.
  - Must have a survey first to participate
- Customers will be denied if they do not have a wireless signal in their home as the controller will only work on weather based mode if the customer has a wireless signal;
- Provide a toll free phone number for customers to call to schedule an appointment with an after-hours message system in both English and Spanish;
- Receive customer calls, collect customer information, and schedule appointments;
- Provide personnel trained in water conservation with an Certified Landscape Irrigation Auditor (CLIA) or staff supervised with an active CLIA to conduct WBIC installations;
- Provide all insurance coverage required for program activities;
- Effectively maintain communication with District throughout the program;

## II. SCOPE OF SERVICE (Continued)

- Provide District, by the 7th of each month, an invoice for all WBICs installed, the customer report and pictures of the old and new controller installed and an Excel spreadsheet with the customer information and account number so water savings can be tracked.

### Professional Services offered:

- WaterWise will make initial phone contact with the customer within one business day of receiving request(s) from District Customer;
- Once contact is made with the customer, WaterWise will promptly schedule the appointment. The appointments will be made at the convenience of the customer and be offered Monday through Friday during daylight hours. Some Saturdays will be available;
- All WaterWise auditors will arrive on time, as all audits are not scheduled for a window appointment, but rather a specific time;
- During the scheduling, customers will be required to provide District account number, make and model of their current controller, if it is hard wired or has pig tail, have their Wi-Fi information available at the time of the survey (if applicable) and if it is located inside or outside. This information is necessary for the installer.
- WaterWise will replace each controller the customer has on the property. An existing controller must be present and there is a limit of 2 controllers per address.
- Upon arrival, the installer will have the customer fill out the participation agreement;
- Once the controller is located, the controller will be turned on to observe irrigation type and plant type per station which is necessary for the new WBIC programming;
- The installer will take pictures of the old controller and pictures of the new WBIC installed;
- Once the new WBIC has been installed, the installer will program the controller at the device and one device such as a computer, iOS (Apple) or Android device;
- WaterWise will provide 30 days of technical support and a site visit if necessary with approval from District;
- WaterWise will include the application for customers to fill out on [www.waterwise-consulting.com](http://www.waterwise-consulting.com). Once the customer fills out the form, they can email, mail or fax the form in to our customer service team along with the required documents.

### Weather Based Irrigation Controller:

WaterWise suggests the Hydro-Rain Irrigation Controller. It is a smart controller that can be operated from any device that has internet capabilities to turn on or off the device or adjust the watering schedule. This controller needs Wi-Fi to obtain the Et data to function as a smart controller. More information about this controller can be found at <https://www.hydrorain.com/products/controllers/hrc-400-wifi>

## II. SCOPE OF SERVICE (Continued)

### **Task 3: Residential Free Pressure Regulator Program**

WaterWise will manage a turn-key pressure regulator program for residential customers. Customers will be required to have a survey done and during the process, the surveyor will verify that they customer does not have a pressure regulator or that the current pressure regulator is not operating correctly. Customers can visit the web page to get information about the pressure regulator that is given and apply for the device.

Once the surveyor determines the customer qualifies, they will hand the customer the device (3/4" or 1" max). It is the customers responsibility to get installed and WaterWise will encourage the customer to get it installed by a licensed plumber. Customers will have 45 days to get the device installed. Once the device is installed, the customer will submit a photo of the device installed and then the project is determined complete. If the customer does not get the product installed within 45 days and show proof of the device installed, the customer will be subject to a \$100 fee on their water bill (terms will be noted on the participation agreement). Customers will have 30 days to contact WaterWise for exchanges only. If necessary, WaterWise will conduct post inspections at the request of the District.

### **Task 4: Recirculating Hot Water Pump Program**

WaterWise will manage a turn-key Recirculating Hot Water Pump Program for residential customers. Customers will be required to have a survey done and during the process, the surveyor will verify that they customer does not have a Recirculating Hot Water Pump or a tankless water heater. Customers can visit the web page to get information about the Recirculating Hot Water Pump that is given and apply for the device.

Once the surveyor determines the customer qualifies, they will hand the customer the device along with the sensor valve kit. Some customers may need an additional sensor valve kit which will be given by WaterWise staff. It is the customers responsibility to get it installed and WaterWise will encourage the customer to get it installed by a licensed plumber. Customers will have 45 days to get the device installed. Once the device is installed, the customer will submit a photo of the device installed and then the project is determined complete. If the customer does not get the product installed within 45 days and show proof of the device installed, the customer will be subject to a \$250 fee plus an additional \$75 for any additional sensor valve kits that may have been distributed on their water bill (terms will be noted on the participation agreement). Customers will have 30 days to contact WaterWise for exchanges only. If necessary, WaterWise will conduct post inspections at the request of the District.

**Experience and References:**

**Client 1:** City of Oxnard  
**Project:** Ventura County Regional Urban Landscape Efficiency Program  
**Location:** 305 W. Third St, 3rd Floor, Oxnard, CA 93030  
**Dates:** 2014 to Present  
**Contract Amount:** \$1.28 Million  
**Contact:** Linda Poksay  
**Phone:** (805) 385-8308  
**Fax:** (805)-385-8280  
**Email:** Linda.poksay@ci.oxnard.ca.us

WaterWise was awarded a contract to provide water use surveys and landscape retrofits across six different water agencies. These agencies include City of Oxnard, City of Camarillo, City of Simi Valley, Camrosa Water District, Casitas Municipal Water District, County of District and Sanitation Department. WaterWise has been asked to develop a marketing plan and provide assistance in outreach with these agencies to achieve the program goals. The goal is to provide up to 1,000 water use surveys for residential and commercial customers, install weather based irrigation controllers (WBIC), high-efficiency nozzles, and rain sensors. WaterWise surveys whole irrigation systems including sprinkler type and alignment, controller programming, leak detection, valve malfunction, and water pressure. Identifications of micro-climates, slope, soil, plant material, drainage, compaction, and runoff were noted and recommendations for irrigation improvements including maintenance, equipment updates, and scheduling are made. Once the survey has been completed, retrofits will be provided based on the recommendations in the report.

**Client 2:** Upper San Gabriel Valley Municipal Water District  
**Project:** Large Landscape Audit and Retrofit Program  
**Location:** 11310 Valley Blvd. El Monte, CA 91731  
**Project Schedule:** 2013 to Present  
**Contract Amount:** \$630,000 to Date  
**Contact:** Curt Roth  
**Telephone:** (714) 697-7452  
**Fax:** (626) 443-0617  
**Email:** Curt@usgvmwd.org

WaterWise was contracted by Upper San Gabriel Valley Municipal Water District in 2013 to manage and implement its Large Landscape Survey and Retrofit Program. The program consists of providing large landscape surveys for a minimum of 39 sites and landscape retrofit services for a minimum of 86 sites within the District's 144 square mile service area. Landscape retrofits include irrigation system upgrades and improvements through the installation of high efficiency sprinkler nozzles, weather based irrigation controllers, rain sensors, sprinkler bodies, etc. All site activity is compiled into a comprehensive, user-friendly report which outlines the services provided and illustrates potential water savings.

**Client 3:** West Basin Municipal Water District  
**Project:** Landscape Irrigation Efficiency Program  
**Location:** 17140 South Avalon Blvd. Suite 210 , Carson, CA 90746  
**Dates:** 2012- present  
**Contract Amount:** \$300,000  
**Contact:** Gus Mesa  
**Telephone:** (310) 660-6209  
**Fax:** (310) 217-2414  
**Email:** Gusm@westbasin.org

**Experience and References (Cont'd):**

WaterWise is contracted by West Basin Municipal Water District to conduct 200 large landscape surveys, 200 residential surveys, replace 11,000 sprinkler nozzles with high efficient nozzles, and install over 200 Weather Based Irrigation Controllers. WaterWise works with 17 cities across West Basin's five divisions. WaterWise created a marketing plan and helped provide assistance to the District to help achieve the program goals. WaterWise is also being used to help verify the amount of turf removed for the District's Turf's Up Program. WaterWise has been asked to provide pictures, measure the existing turf, provide marketing material and distribute rain barrels to customers that can benefit from capturing rainwater.

<b>Client 4:</b>	<b>California American Water</b>
<b>Project:</b>	<b>Residential, CII and Large Landscape Audit Programs and Irrigation Devices Direct Installation Program</b>
Location:	1033 B. Ave., Suite 200., Coronado, CA 92118
Dates:	2009-Present
Contract Amount:	\$2.0 Million +
Contact:	Patrick Pilz
Telephone:	(619) 435-7430
Fax:	N/A
Email:	Patrick.Pilz@amwater.com

California American Water is a signatory of the California Urban Water Conservation Council's Memorandum of Understanding to implement the Best Management Practices to reduce water consumption in its various service areas throughout California including Sacramento.. To date we have identified a total minimum potential annual water savings of 305,981 CCF or 228,873,788 gallons. This averages to an annual water savings of 1,701 CCF per site.

California American Water service area is spread out through different counties across California from San Diego to Sacramento. The school districts that we have audited are South Bay Unified School District (USD), Monterey USD, Pacific Grove USD, Carmel USD, Center USD, San Juan USD, San Marino USD, and Rosemead USD. We have also provided audits for California Lutheran University, charter schools, privates schools and other similar sites. We have audited over 100 schools on behalf of California American Water. Some of the items installed under this program include rain sensors, weather-based irrigation controllers, high efficiency nozzles, drip lines, spray head bodies, and valves (manual, electric, & battery operated).

<b>Client 5:</b>	<b>Ventura Water Department</b>
<b>Project:</b>	<b>Direct Installation Program and Turf Removal Rebate Administration</b>
Location:	336 Sanjon Road, Ventura, CA 93001
Dates:	2015- present
Contract Amount:	\$1.5 Million
Contact:	Craig Jones
Telephone:	(805) 654-7526
Email:	cajones@cityofventura.ca.gov

WaterWise was contracted by Ventura Water to install 500 WBIC, install over 20,000 high-efficient spray nozzles, and manage a turf removal rebate program. WaterWise handles all aspects of the program including but not limited to, scheduling, classes, marketing, installation, procuring products, compiling reports, etc.



**Citrus Heights Water District**

**Water Conservation Services Programs**

<b><i>Staff Rates</i></b>	<b><i>Charge to CHWD</i></b>
Program Manager	\$125 Per Hour
Field Technician Rate	\$95 Per Hour
Graphic Design	\$75 Per Hour
Customer Service	\$40 Per Hour
Printing & Mailing	At Cost + 10%
Mileage	At IRS Rate

**EXHIBIT "B"**  
**SAMPLE TASK ORDER FORM**

**TASK ORDER**

Task Order No.

Contract:

Consultant:

**The Consultant is hereby authorized to perform the following work subject to the provisions of the Contract identified above:**

**List any attachments:** (Please provide if any.)

**Compensation Form:**

**Dollar Amount of Task Order:** Not to exceed \$\_\_\_\_\_,\_\_\_\_\_.00 (If hourly)

**Completion Date:**

The undersigned consultant hereby agrees that it will provide all equipment, furnish all materials, except as may be otherwise noted above, and perform all services for the work above specified in accordance with the Contract identified above and will accept as full payment therefore the amount shown above.

**Citrus Heights Water District**

**WaterWise Consulting**

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND POSSIBLE ACTION TO EXECUTE A MUTUAL AID AGREEMENT WITH THE CARMICHAEL WATER DISTRICT

STATUS : Action Item

REPORT DATE : November 6, 2019

PREPARED BY : Rebecca Scott, Senior Management Analyst  
Steve Anderson, General Counsel  
Brian Hensley, Water Resources Supervisor  
David Gordon, Director of Operations

### **OBJECTIVE:**

Consider execution of a Mutual Aid Agreement with the Carmichael Water District.

### **BACKGROUND AND ANALYSIS:**

The Citrus Heights Water District's (CHWD's) 2019 Strategic Plan included an objective to update interconnection agreements currently in place with neighboring agencies.

CHWD and Carmichael Water District (CWD) are neighboring public agencies managing equipment, personnel and water resources. In addition, the two agencies share a common boundary and have an interconnection between their respective water distribution systems. In 2010, CHWD and CWD executed an evergreen Production, Treatment and Conveyance Agreement and a two-year Papaya Drive Interconnection Agreement.

As the Interconnection Agreement is expired, CHWD and CWD began discussing a potential agreement addressing the interconnection and incorporating Mutual Aid (an agreement among agencies to lend assistance across jurisdictional boundaries). In the event of a disruptive condition or emergency, state or federal resources may take up to 72 hours to arrive. In contrast, Mutual Aid Agreements facilitate a rapid, short-term deployment of emergency support in the form of equipment, personnel and/or water resources. Mutual Aid Agreements also provide economic and logistical efficiencies to support gaps in resources and capability. Such agreements do not obligate agencies to supply provisions or aid, but provide a need-based tool in the event of a disruptive condition or emergency.

CHWD and CWD drafted a Mutual Aid Agreement (Agreement) that incorporates language from the original Papaya Interconnection Agreement. The Agreement outlines the scope and limitations of the aid, along with the maintenance responsibilities for water facilities within each agency's jurisdiction. The Agreement also clarifies the following: use of each agency's employees, workers' compensation issues, indemnification, and the cost/invoicing/reimbursement process for providing aid. The Agreement will be evergreen with a 60-day termination clause available to either party.

CWD staff have agreed to the Agreement's terms and conditions and plan to obtain CWD Board approval in November. Once this Agreement is executed, CHWD staff will work with additional local agencies, including the Fair Oaks Water District and Orange Vale Water Company to finalize similar agreements.



**RECOMMENDATION:**

Authorize the General Manager to execute the Mutual Aid Agreement with the Carmichael Water District.

**ATTACHMENT:**

Mutual Aid Agreement

**ACTION:**

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

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## MUTUAL AID AGREEMENT

This Mutual Aid Agreement (“Agreement”) is between Carmichael Water District (CWD) and Citrus Heights Water District (“Citrus Heights”) (individually "Party" and collectively "Parties"). The purpose of this Agreement is to memorialize the Parties’ desire to render mutual aid to and/or exchange water supplies with each other as desired by CWD and Citrus Heights under certain disruptive or emergency conditions.

### RECITALS

- A. Whereas, CWD and Citrus Heights are neighboring public agencies and each has equipment, personnel and water resources under its management and control; and
  
- B. Whereas, the equipment, personnel, and water resources of the Parties may be available to assist each Party in the event of a disruptive condition or emergency condition which would affect the water service provided by each Party to its customers; and
  
- C. Whereas, neither Party should be placed in a position of unreasonably depleting its own equipment, personnel, facilities or water resources in providing such mutual aid; and
  
- D. Whereas, the Parties share a common boundary and have an interconnection between their respective water distribution systems, and
  
- E. Whereas, CWD and Citrus Heights desire to cooperate in providing and sharing available equipment, personnel, and water resources during a disruptive or emergency condition, or other agreed upon times, upon request of the other Party under the terms of this Agreement.

NOW, THEREFORE, CWD and Citrus Heights agree as follows:

## 1. AGREEMENT OBJECTIVES.

- 1.1 CWD and Citrus Heights provide water service to their respective customers and desire to continue to provide such service during disruptive or emergency conditions.
- 1.2 The Parties agree that the primary objective of this Agreement is to assist each Party in providing reliable water service to its customers under disruptive or emergency conditions.
- 1.3 The Parties may investigate additional opportunities to work together to improve long-term water supply reliability for both agencies.

## 2. DEFINITIONS.

When used in this Agreement, the following terms shall have the meanings hereinafter set forth:

- a. A service disruption or emergency condition means any condition expected to continue for a temporary or limited period where there is a loss of water service to a Party's customers caused by an unforeseen natural or man-made disaster or other similar event. Conditions that may constitute an emergency include, but are not limited to, facility failure, drought conditions, contractual cutbacks of water supplies, or water quality failures. Service disruptions may also include temporary, planned service outages by a Party. If in a service disruption or emergency one Party needs water in addition to its available water capacity, and the other Party can make such additional water available to the first Party during the emergency without jeopardizing the second Party's customers, the second Party may offer such water to the first Party. Water made available is at the sole discretion of the providing Party.
- b. "Maintenance" is the regular/predicted exercising, flushing and/or minor repairs of the Papaya Drive Interconnection or any other interconnections

established between the Parties' respective water systems in the future.

- c. "Net Delivery" is defined as the difference between (A) the total volume of treated water delivered by Citrus Heights to the CWD under this Agreement from all interconnection delivery points combined over a given calendar year and (B) the total volume delivered by the CWD to Citrus Heights from all interconnection delivery points combined over the same period.
- d. "Papaya Drive Interconnection" means the pipeline interconnection, valves, meters and related facilities connecting the water systems of CWD and Citrus Heights at Papaya Drive in Carmichael as described in greater detail in Exhibit "A" to this Agreement.

### 3. AREAS SERVED.

Unless mutually agreed upon by the Parties, water delivered to Citrus Heights pursuant to this Agreement shall not be sold or otherwise disposed of by Citrus Heights for use outside of Citrus Heights' water service area. Unless mutually agreed upon by the Parties, water delivered to the CWD pursuant to this Agreement shall not be sold or otherwise disposed of by the CWD for use outside of the CWD's water service area.

### 4. OWNERSHIP OF FACILITIES/INTERCONNECTION.

The portion of the Papaya Drive Interconnection that includes Citrus Heights' pipelines, valves, and metering vaults (flow meter/metering facilities) shall be owned, operated, and maintained by Citrus Heights. The portion of the Papaya Drive Interconnection beyond the metering vault on CWD's side of the interconnection, which includes the pipelines and valves that regulate the delivery of water thereto, shall be owned, operated, and maintained by CWD.

### 5. MAINTENANCE.

The Parties hereby agree that Citrus Heights shall exercise/operate the Papaya

Drive Interconnection on an annual basis to ensure all interconnection appurtenances are in working order. Citrus Heights shall notify CWD a minimum of 14 days in advance of any Maintenance to allow for coordination to insure no disruption of service or adverse effect on water quality. Each Party will be responsible for Maintenance of its own portion of the applicable interconnection, including pipelines and valves. Maintenance north of the south outlet side of the meter vault at the Papaya Avenue Interconnection, including the meter and meter vault, shall be the responsibility of Citrus Heights. Maintenance south of the south outlet side of the meter vault at the Papaya Avenue Interconnection shall be the responsibility of CWD. The Parties hereby agree that the cost of all maintenance, improvements to or replacement of facilities necessary to facilitate the performance of this Agreement shall be undertaken at the shared expense of the Parties, subject to mutual written approval of the design and cost-sharing arrangements of said maintenance, improvements or replacements. The Parties shall provide each other with at least two (2) months' advance notice of planned maintenance, improvements or replacements of any facilities related to or in connection with the Papaya Drive Interconnection estimated to cost more than \$10,000. Said notice shall include a list of equipment and appurtenances with a cost estimate provided to the other Party prior to construction.

6. MEASUREMENT.

Citrus Heights shall read and record the Papaya Drive Interconnection meter reading on or about the last day of each month and provide such written record to the CWD on a monthly basis for confirmation. Citrus Heights and the CWD may inspect such measuring equipment for the purpose of determining the accuracy thereof at any time.

7. WATER QUALITY.

Each Party to this Agreement shall operate its pipelines in such a manner that any water which Citrus Heights or the CWD delivers pursuant to this Agreement shall not be diminished in quality as a result of being delivered. The Parties acknowledge,

however, that water delivered by one Party through any interconnection will be commingled with the water of the other Party and that the water delivered may not be of the same quality as that present before passing through the interconnection. The Parties expressly agree that the water delivered by either Party to the other Party shall meet, at a minimum, the State of California's Department of Drinking Water standards for domestic use. Citrus Heights or the CWD shall not be required to accept any water that does not meet all applicable statutory and regulatory water quality requirements for domestic use in Citrus Heights or in the CWD.

8. RESPONSIBILITIES FOR DELIVERY AND DISTRIBUTION OF WATER.

Neither the CWD nor its officers, agents or employees shall be liable for the control, carriage, handling, use, disposal, or distribution of the water beyond the facilities then being operated or maintained by the CWD. Neither Citrus Heights nor its officers, agents or employees shall be liable for the control, carriage, handling, use, disposal, or distribution of the water beyond the facilities then being operated or maintained by Citrus Heights.

9. RATES AND METHOD OF PAYMENT FOR WATER.

Citrus Heights and the CWD shall reconcile payments due on Net Deliveries of water under this Agreement annually on a calendar year basis. Approximately 30 days after the end of each calendar year, the Parties shall exchange written statements of the amounts of water provided to the other Party during the previous year. These statements shall be used to determine which Party is responsible for payment of its receipt of Net Delivery and the amount of such payment.

The price to be charged by the CWD or Citrus Heights for water provided to the other Party's system will be equal to the lowest quantity rate at the time charged by the providing Party for residential metered service.

Neither the CWD nor Citrus Heights shall charge the other a capital or capacity fee for any water provided by it to the other Party through the Papaya Drive

Interconnection or any future interconnections. Both Parties intend to balance the inflows and outflows between their respective water systems on a long-term basis; therefore neither Party shall assess the other a capital facility fee for any Net Deliveries. However, nothing in this Agreement shall be construed as requiring one Party to consistently make Net Deliveries to the other. Neither Party shall be required to sell or permanently dedicate net capacity in its system to the other Party.

If Net Delivery is consistently to one Party and not the other as a result of operational constraints or needs, both Parties agree to meet to resolve the issue with the intent to manage the Net Delivery of water to a minimum over time as may be operationally practical.

10. MUTUAL AID.

- a. In the event of a service disruption or emergency condition that impacts the ability of either CWD or Citrus Heights to continue to provide the public or its customers with water service, the other Party will cooperate to the maximum extent possible, as determined in its sole discretion, to provide aid and assistance to the requesting Party, as requested.
- b. Each Party's obligations under this Agreement shall be expressly contingent upon the availability of its equipment, personnel, and water resources during a service disruption or emergency condition, as determined by the responding Party in its sole and absolute discretion.
- c. In determining whether and the extent to which assistance may be provided to the requesting Party, the responding Party may consider its responsibility or ability to respond to emergencies, service disruptions or other needs within its own jurisdictional area.
- d. Each Party shall endeavor to notify the other Party as quickly as possible when it believes that its equipment, personnel, or water resources will not be available to assist the requesting Party.

11. CONTACT INFORMATION, REQUEST PROTOCOLS AND PAYMENT.

- a. Each Party to this Agreement shall provide the name(s), address(es), telephone number(s), and title(s) of the responsible employee(s) authorized to request or respond to requests for mutual aid assistance on or before thirty (30) days have elapsed from the date of approval of this Agreement.
- b. In the event of a service disruption or emergency condition, the Party requesting mutual aid assistance shall specify the type and duration of assistance requested from the responding Party. The original request may be made by telephone but must be followed up in writing. The written request may be delivered by the requesting Party to the responding Party via email, fax or letter. Text messages from mobile devices do not satisfy this writing requirement. The purpose of this provision is to document mutual aid requests and responses in order to address Cost Allocations, as defined below, that arise in performance of this Agreement.
- c. Upon receiving a mutual aid request, the responding Party shall designate a single point person that is responsible for managing the mutual aid request of the requesting Party. To the extent the provision of mutual aid to the requesting party is authorized by the responding Party, the responding Party's point person shall direct the disposition and utilization of the responding Party's personnel, equipment, materials and water resources furnished in response to the mutual aid request.
- d. The requesting Party shall act as incident commander for the disruptive or emergency situation and otherwise direct, with any needed input from the responding Party's point person, the responding Party's personnel, equipment, materials and water resources to address the disruptive or emergency situation.
- e. The personnel, equipment, materials and water resources furnished in response to the request for mutual aid shall be released or ceased by the requesting Party when no longer needed to respond to the disruptive or emergency condition, when the responding Party requires such release or cessation, or as required by law.
- f. The requesting Party agrees to pay, as allowed by applicable law, all direct, indirect, administrative and contracted costs ("Cost Assessment") incurred by



the responding Party as a result of providing assistance pursuant to this Agreement. Such Cost Assessment shall be based upon responding Party's cost of service or charges for personnel, equipment, materials and water resources. The responding Party will seek reimbursement only for its costs incurred and not seek reimbursement for additional fees, charges, or mark-up costs to profit from the service disruption or emergency situation.

- g. The requesting Party will pay for any damage to the equipment and material provided by the responding Party that occurs during the requested assistance period.
- h. Responding Party shall provide requesting Party a detailed invoice for the cost of the mutual aid services. The detailed invoice shall include personnel assigned classification, dates and hours worked, hourly billing rate, equipment used, materials provided, water resources provided, and a summation of total costs incurred. Requesting Party shall immediately notify responding Party of any dispute with the information in the detailed invoice. The Parties shall cooperate to resolve any disputes at the working level. In the event that there is a dispute about costs presented in an invoice that cannot be resolved at the working level, the Parties shall resolve the dispute as provided in Article 23 below.
- i. Payment shall be made to responding Party by requesting Party within sixty (60) days after receipt of a detailed invoice or within fourteen (14) days after invoice disputes are resolved. The requesting Party shall use its best efforts to make payments within 60 days after receipt of detailed invoice.

## 12. MUTUAL AID UPDATE.

The responsible managing employees of each of the Parties to this Agreement shall endeavor to consult with each other at least one (1) time each calendar year to update the personnel list, equipment list, and available water resources. The Parties may revise any procedures for requesting and obtaining mutual aid assistance under this Agreement at this meeting. Any modifications to the Agreement must be made in accordance with

Article 20.

13. MUTUAL AID CAVEAT.

It is agreed by the Parties that protection, maintenance, and repair of each Party's own water systems and facilities will receive priority in responding to any request for mutual aid assistance from a requesting Party. However, upon receiving a request for mutual aid, the responding Party shall not unreasonably decline mutual aid to the requesting Party.

14. WORKER'S COMPENSATION INSURANCE.

Each Party to this Agreement shall maintain in full force and effect worker's compensation insurance without cost to the other Party. The worker's compensation insurance shall cover the personnel involved in a response to provide mutual aid. Failure to provide adequate workers compensation insurance by a Party shall obligate that Party for all associated liabilities that may arise. Each Party shall defend, indemnify and hold harmless, pursuant to Article 15 below, the other Party with respect to worker's compensation claims filed by their respective employees.

15. INDEMNIFICATION.

The requesting Party shall hold harmless, indemnify, and defend the responding Party, its elected officials, officers, agents employees, contractors, volunteers and agencies, against all liability, claims, losses, demands or actions for injury to, or death of, a person or persons, or damages to property arising out of, or alleged to arise out of or in consequence of, this Agreement, except to the extent that such liability is caused by gross negligence or willful misconduct of the responding Party, its elected officials, officers, agents, employees, contractors, or volunteers.

16. NO AGENCY.

No provision of this Agreement and no actions taken or personnel, equipment, material, or water resources furnished shall be construed to make the officer, employee, or agent of either Party to this Agreement the officer, employee or agent of the other Party to this Agreement. Furthermore, each Party shall pay all wages,

salaries, and other amounts due to its own personnel in connection with all services under the Agreement as well as those which may be required by law, including applicable overtime pay. Each Party shall be responsible for all reports and obligations respecting its own personnel, including, but not limited to, social security taxes, income tax withholding, unemployment insurance, benefits and worker's compensation insurance. Employees or agents of one Party shall not be deemed employees or agents of the other Party for any purpose.

17. EFFECTIVE DATE.

This Agreement shall be effective as the date the Parties have both executed the Agreement.

18. TERMINATION.

This Agreement may be terminated by either Citrus Heights or CWD upon sixty (60) days written notice of termination to the other Party.

19. NOTICES.

All notices permitted or required under this Agreement shall be given to the respective Parties at the following address, or at such other address as the respective parties may provide in writing for this purpose.

Carmichael Water District (CWD)

General Manager

Carmichael Water District

7837 Fair Oaks Blvd

Carmichael, CA 95608

Citrus Heights Water District

(Citrus Heights)

General Manager

Citrus Heights Water District

6230 Sylvan Road

Citrus Heights, CA 95610

Any notice required to be given hereunder to either Party shall be given by electronic mail with a carbon copy to the sender, personal delivery, or by depositing such notice in the

US Mail to the address listed with first class postage pre-paid. Such notice shall be deemed made when received.

20. NO THIRD PARTY RIGHTS.

CWD and Citrus Heights agree that the provisions of this Agreement are not intended to create or clarify any rights in or for third parties that are not an express Party to this Agreement. In addition, no third party shall have any right of action hereunder. This Agreement shall not be enforceable by any parties other than CWD and Citrus Heights.

21. PRIVILEGES AND IMMUNITIES.

All privileges and immunities of CWD and Citrus Heights provided by state or federal law shall remain in full force and effect.

22. DISPUTE RESOLUTION.

Both Parties acknowledge that any disputes arising out of the performance of this Agreement are best resolved at the working level. In the event of a dispute that is not resolved at the working level, the Parties agree to refer the dispute to the highest working level authority in their respective organizations in order to cooperatively resolve the pertinent issues. If such referral does not resolve the disputed issues, CWD and Citrus Heights agree to hold a "one by one" meeting in order to resolve the disputes. A one by one meeting shall include one representative of each Board of each agency that will meet with the purpose of resolving the dispute. If the dispute cannot be resolved through these efforts, the Parties may then resolve the dispute through other legal mechanisms.

23. LEGAL DISPUTE RESOLUTION.

Any legal filing or action arising out of this Agreement shall be brought and maintained in Sacramento County, California, regardless of where else venue may lie. In any action brought by either Party to enforce the terms of this Agreement, each Party shall bear

responsibility for its attorney's fees and all costs regardless of whether one party is determined to be the prevailing Party.

24. GOVERNING LAW.

This Agreement shall be governed exclusively by the laws of the State of California.

25. SUCCESSORS AND ASSIGNS.

This Agreement shall be binding on the successors and assigns of the Parties, and shall not be assigned by either Party without the prior written consent of the other Party.

26. ENTIRE AGREEMENT.

This Agreement contains the entire Agreement of the Parties with respect to the subject matter hereof, and supersedes all prior negotiations, understandings or agreements.

27. MODIFICATION.

This Agreement may only be modified by an amendment that is signed by both Parties.

28. COUNTERPARTS

This Agreement may be executed in counterparts, each of which shall constitute an original.

THEREFORE, the Parties hereto have caused this Agreement to be executed in counterpart the dates indicated.

SIGNATURE PAGE TO MUTUAL AID AGREEMENT

I HEREBY CERTIFY that the foregoing Agreement was duly executed pursuant to authorization by CARMICHAEL WATER DISTRICT Board of Directors, at a regular meeting thereof held on the \_\_\_\_\_ day of \_\_\_\_\_ 2019.

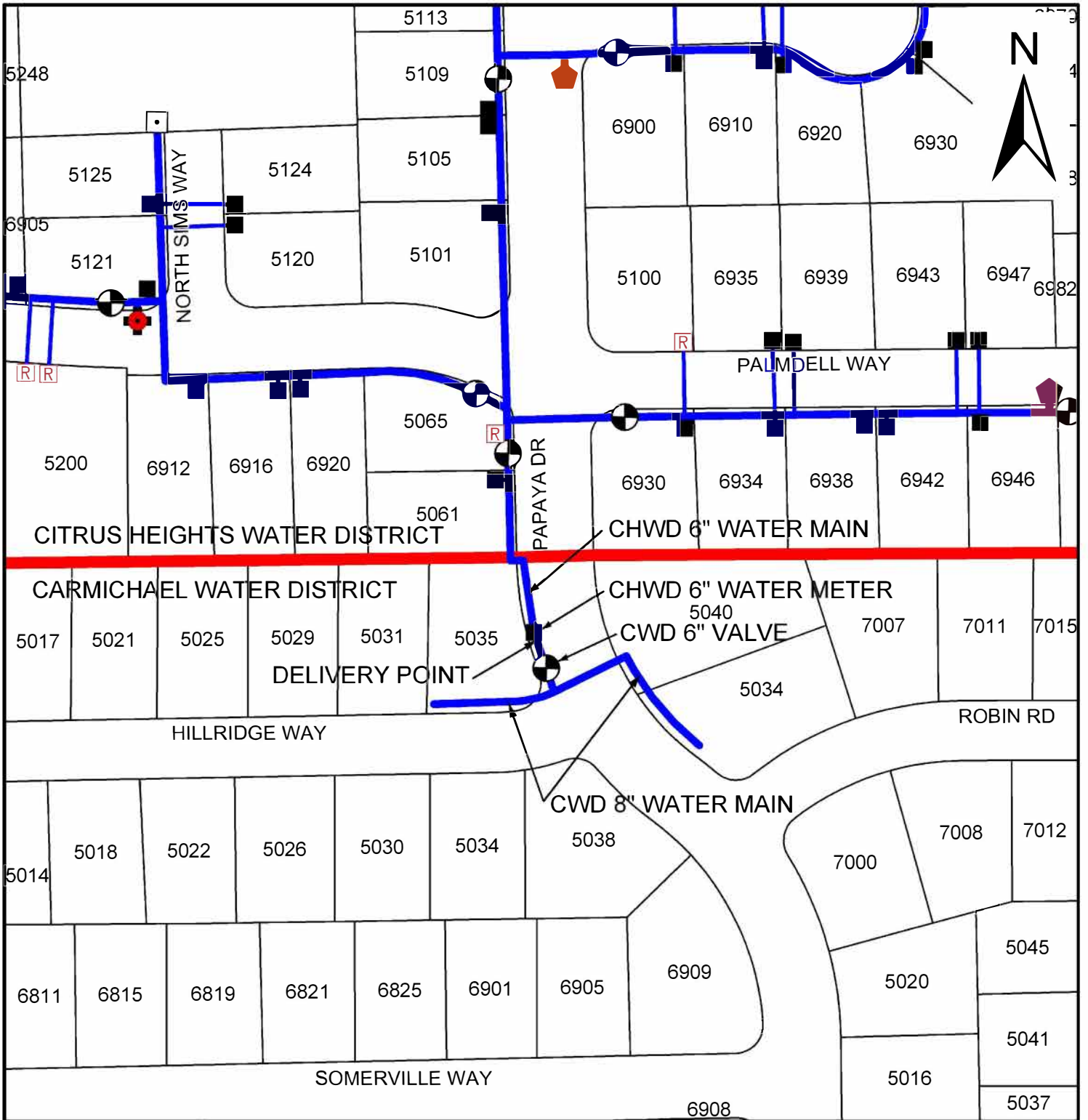
\_\_\_\_\_  
President  
Board of Directors

\_\_\_\_\_  
Date

ATTEST:

\_\_\_\_\_  
General Manager

\_\_\_\_\_  
Date



# PAPAYA DRIVE INTERCONNECTION

## CITRUS HEIGHTS WATER DISTRICT



**CITRUS  
HEIGHTS  
WATER  
DISTRICT**

DRAWN: 8 FEB 2010

REVISED:

SCALE: 1" = 100'

DESIGN: P.A.D.

CAD FILE:

PAGE:

**EXHIBIT A - MAP**

**1 OF 1**

# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : DISCUSSION AND ACTION TO DESIGNATE THE DISTRICT'S VOTING REPRESENTATIVE FOR THE DECEMBER 4 GENERAL SESSION MEMBERSHIP MEETING AT THE 2019 ACWA FALL CONFERENCE

STATUS : Action Item

REPORT DATE : November 14, 2019

PREPARED BY : Alberto Preciado, Accounting Manager  
Madeline Henry, Acting Senior Management Analyst

### **OBJECTIVE:**

Consider action to designate a voting delegate for the District at the 2019 ACWA Fall Conference on December 4, 2019.

### **BACKGROUND AND ANALYSIS:**

The Citrus Heights Water District (District) is a voting member of the Association of California Water Agencies (ACWA). Annually, ACWA conducts the nomination and election of its officers at a General Session Membership Meeting during its Fall Conference (Conference). This year, this meeting will be held at 1:15 p.m. on Wednesday, December 4, 2019.

The ACWA nominating committee has announced a recommended slate of candidates for the 2020-2021 term. These recommended candidates are Steven LaMar (Irvine Ranch Water District Board President; currently serving as ACWA Vice President) for ACWA President, and Sarah Palmer (Zone 7 Water Agency (Livermore); currently the ACWA Region 5 Vice Chair) for ACWA Vice President. In addition, San Juan Water District Board Member Pam Tobin remains a candidate for ACWA Vice President. Board Member Tobin has announced that she will be nominated from the floor for ACWA Vice President during the general session after the luncheon on Wednesday (December 4<sup>th</sup>).

The District's Board of Directors (Board) previously adopted Resolution 14-2019, supporting the candidacy of Sarah Palmer for Vice President, at its October 16, 2019 Special Meeting.

ACWA's election procedures require that one voting delegate (Delegate) from each member agency be formally designated prior to the Conference through a Proxy Designation Form (Form) (Attachment 1). ACWA has requested that the completed Form be submitted by Monday, November 25<sup>th</sup>.

Once at the Conference, the District's Delegate will need to sign-in between 9:00 a.m. and 12:00 p.m. on Wednesday, December 4<sup>th</sup> in order to receive a Proxy Voting Card that will be used to submit the District's vote. The Delegate must then attend the General Session Membership Meeting, and vote at the appointed time by holding up the "Yes" or "No" proxy voting cards.

Board Members Ray Riehle and David Wheaton, as well as General Manager Hilary Straus, Director of Operations David Gordon, and Water Resource Supervisor Brian Hensley will be attending the full Conference this year. Therefore, staff recommends that the Board designate one of these attendees as the District's Delegate, and authorize the General Manager, or his designee, to complete the Proxy Designation Form and submit it to ACWA by the requested deadline.



**RECOMMENDATION:**

1. Designate the District's voting delegate for the ACWA General Session Membership meeting.
2. Authorize the General Manager or designee to complete and submit the Proxy Designation Form to ACWA.

**ATTACHMENT:**

1. ACWA Proxy Designation Form
2. ACWA Notice of General Session Membership Meeting at ACWA 2019 Fall Conference
3. ACWA General Session/Election Procedures for ACWA 2019 Fall Conference

**ACTION:**

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

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# **ATTACHMENT 1**

## *ACWA Proxy Designation Form*



# PROXY DESIGNATION FORM

## ASSOCIATION OF CALIFORNIA WATER AGENCIES GENERAL SESSION MEMBERSHIP MEETING(S)

WEDNESDAY, DECEMBER 4, 2019 AT 1:15 PM  
THURSDAY, DECEMBER 5, 2019 AT 1:15PM (IF NEEDED)

**TO:** Donna Pangborn, Clerk of the Board

**EMAIL:** donnap@acwa.com

**FAX:** 916-325-4857

The person designated below will be attending the ACWA General Session Membership Meeting(s) on **Wednesday, December 4, 2019 (and December 5, 2019 if necessary)** as our voting delegate.

CITRUS HEIGHTS WATER DISTRICT	916-725-6873
<i>MEMBER AGENCY'S NAME</i>	<i>AGENCY'S TELEPHONE No.</i>
<i>MEMBER AGENCY'S AUTHORIZED SIGNATORY (print)</i>	<i>SIGNATURE</i>
<i>DELEGATE'S NAME (print)</i>	<i>SIGNATURE</i>
<i>DELEGATE'S EMAIL</i>	<i>DELEGATE'S TELEPHONE No.</i>
	11/20/2019
<i>DELEGATE'S AFFILIATION (if different from assigning agency)<sup>1</sup></i>	<i>DATE</i>

<sup>1</sup> If your agency designates a delegate from another entity to serve as its authorized voting representative, please indicate the delegate's entity in the appropriate space above. Note: Delegates need to sign the proxy form indicating they have accepted the responsibility of carrying the proxy.

**REMINDER:** Proxy voting cards will **only** be available for pick up on **Wednesday, December 4**, between **9:00 a.m.** and **12:00 p.m.** at the **ACWA General Session Desk** in the **Harbor Foyer**, Manchester Grand Hyatt. The luncheon and General Session Membership Meeting will be held in the Harbor Ballroom A-F.

## **ATTACHMENT 2**

*ACWA Notice of General Session Membership  
Meeting at ACWA 2019 Fall Conference*

**TO:** ACWA Member Agency Board Presidents and General Managers

**CC:** ACWA Board of Directors

**FROM:** Dave Eggerton, ACWA Executive Director

**DATE:** October 4, 2019

**SUBJECT:** Notice of General Session Membership Meeting at ACWA 2019 Fall Conference

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There will be a General Session Membership Meeting at the 2019 Fall Conference in San Diego, California, on **Wednesday, December 4**. The purpose of this meeting is to formally nominate and elect ACWA's President and Vice President for the 2020-2021 term. The General Session Membership Meeting will convene at 1:15 p.m., immediately following the Wednesday luncheon program, which will be located in the Harbor Ballroom A-F, Manchester Grand Hyatt.

## Election / Voting Process

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The ACWA Nominating Committee has announced a 2020-2021 slate that recommends current **Vice President Steven LaMar for ACWA President** and current **Region 5 Vice Chair Sarah Palmer for ACWA Vice President**.

As provided by ACWA's Bylaws (Article 9, Section 9) nominations from the floor will be accepted prior to the vote. The Bylaws require that floor nominations and seconds be made by a member of the Association and must be supported by a resolution of the governing body of the member making and seconding such nomination. The member agency on whose board the nominee serves shall submit a resolution of support if they are not the agency making the floor nomination or second. **(See attached for detailed General Session/Election Procedures.)**

ACWA will issue one proxy voting card to each member agency's designated voting representative (delegate) as identified by the member agency on the attached proxy designation form. The designated voting representative must be **present** at the General Session Membership Meeting and must sign-in as the delegate to receive the proxy voting card. Proxy voting cards will **only** be available for pick-up on **Wednesday, December 4**, between **9:00 a.m. and 12:00 p.m.** at the **ACWA General Session Desk** in the **Harbor Foyer**, Manchester Grand Hyatt. Proxy voting cards will not be issued before or after these hours.

To expedite the sign-in process at the **ACWA General Session Desk**, please indicate your voting delegate in advance on the enclosed proxy designation form and return it by email (**donnap@acwa.com**) or fax



**(916-325-4857)** by Monday, November 25. If there is a last minute change of delegate, please let us know by contacting ACWA's Clerk of the Board, Donna Pangborn at [donnap@acwa.com](mailto:donnap@acwa.com).

If you have any questions regarding this process, please contact Clerk of the Board Donna Pangborn at the ACWA office at 916-441-4545 or [donnap@acwa.com](mailto:donnap@acwa.com).

dgp

Enclosures:

1. General Session/Election Procedures
2. Proxy Designation Form

## **ATTACHMENT 3**

*ACWA General Session/Election Procedures for  
ACWA 2019 Fall Conference*

## GENERAL SESSION/ELECTION PROCEDURES FOR ACWA 2019 FALL CONFERENCE

The following information is provided to inform the ACWA member agency delegates attending the 2019 Fall Conference of the procedures to be used pertaining to the nomination and election of ACWA officers during the General Session Membership Meeting.

### PROXY VOTING CARDS – (REQUIRED FOR VOTING)

ACWA will issue one proxy voting card each member agency's designated voting representative (delegate) as officially identified by the member agency. In order to vote during the General Session Membership Meeting, the designated voting representative must be **present** at the General Session Membership Meeting and must sign-in as the delegate to receive the proxy voting card no later than **12:00 p.m. on Wednesday, December 4**. Upon sign-in, the voting delegate will receive the required proxy voting cards. Proxy voting cards will **only** be available for pick-up on **Wednesday, December 4, between 9:00 a.m. and 12:00 p.m.** at the **ACWA General Session Desk** in the **Harbor Foyer**, Manchester Grand Hyatt. Proxy voting cards will not be issued before or after these hours. The luncheon and General Session Membership Meeting will be held in the Harbor Ballroom A-F.

### GENERAL SESSION MEMBERSHIP MEETING, WEDNESDAY, DEC. 4 (DOORS OPEN AT 1:05 P.M.)

1. The General Session Membership Meeting will be called to order at 1:15 p.m. and a quorum will be determined. The presence of 50 authorized voting representatives is required to establish a quorum for transacting business.
2. Legal Affairs Committee Chair Jennifer Buckman will provide an overview of the agenda and election procedures.
3. Nominating Committee Chair DeAna Verbeke will present the committee's report and announce the candidate for ACWA President.
4. President Brent Hastey will call for floor nominations for ACWA President.
5. If there are no floor nominations for President, the election will proceed. President Hastey will close the nominations and delegates will vote by holding up their "Yes" or "No" proxy voting cards.
6. If there **are** floor nominations for President, the nomination will follow the procedures established by Article 9 of ACWA's Bylaws, stating that floor nominations and seconds shall be made by a member of the Association and must be supported by a resolution of the governing body of the member making and seconding such nomination. The member agency on whose board the nominee serves shall submit a resolution of support if they are not the agency making the floor nomination or second.
  - a. Ballots will be distributed to the voting delegates.
  - b. Delegates will complete their ballots and place them in the ballot box, which will be centrally located in the Harbor Ballroom A-F meeting room.
  - c. Tellers' Committee will count the ballots. President Hastey has appointed the following staff members to serve as the Tellers' Committee: Clerk of the Board Donna Pangborn; Director of Business Development & Events Paula Currie; and Executive Assistant Lili Vogelsang.
  - d. Legal Affairs Committee Chair Jennifer Buckman will serve as the proctor to oversee the ballot counting process.
  - e. Candidates are welcome to designate an observer to be present during the ballot counting process.



- f. Results of the ballot count will be announced. Election of ACWA's officers will be determined by a majority of the members present and voting. If any one candidate does not receive a majority of the vote, successive ballot counts will be conducted until a candidate is elected, consistent with Robert's Rules of Order.
7. Nominating Committee Chair DeAna Verbeke will announce the candidate for ACWA Vice President.
8. President Brent Hastey will call for floor nominations for ACWA Vice President.
9. If there are no floor nominations for Vice President, the election will proceed. President Hastey will close the nominations and delegates will vote by holding up their "Yes" or "No" proxy voting cards.
10. If there **are** floor nominations for Vice President, the nominations will follow the procedures described in item 6 above, and the election will proceed according to the steps outlined in 6.a. through 6.f.



# CITRUS HEIGHTS WATER DISTRICT

## DISTRICT STAFF REPORT TO BOARD OF DIRECTORS NOVEMBER 20, 2019 MEETING

SUBJECT : MERIT-BASED SALARY ADJUSTMENT FOR GENERAL MANAGER  
 STATUS : Action Item  
 REPORT DATE : November 14, 2019  
 PREPARED BY : Madeline Henry, Acting Senior Management Analyst/Chief Board Clerk

**OBJECTIVE:**

Discussion and possible action to approve a salary adjustment for General Manager.

**BACKGROUND AND ANALYSIS:**

The General Manager’s employment agreement provides for an annual evaluation process to provide the incumbent with feedback on his work with the District. In conjunction with this process, the Board may elect to provide a merit-based salary adjustment and rewards and recognition pay consistent with the levels provided for by Salary Merit Adjustments (Policy No. 4103) and Employee Recognition and Rewards Program (Policy No. 4105), respectively. Salary information shown below is effective with the first full pay period of 2020.

The proposed adjustments to the General Manager’s salary include:

	<u>Base Salary</u>	<u>Adjusted Base Salary</u>
Annual Merit Adjustment:	\$95.76 Hourly	\$99.25 Hourly
One-time Rewards and Recognition Pay:	\$1,975	

**RECOMMENDATION:**

Approve a salary adjustment for the General Manager.

**ATTACHMENTS:**

1. Policy No. 4103 – Salary Merit Adjustments
2. Policy No. 4105 – Employee Recognition and Rewards Program

**ACTION:**

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

# **ATTACHMENT 1**

Policy No. 4103 – Salary Merit Adjustments

Salary adjustments within the salary range for a particular job title shall be based upon the employee's performance evaluation and any applicable criteria established by the General Manager by Administrative Policy. No employee whose overall performance evaluation rating is below "meets expectations plus" will be eligible for a merit adjustment in that rating year. Said adjustments shall be determined by the General Manager within the budget established and approved by the Board of Directors.

Salary adjustments for the General Manager shall require approval by the Board of Directors.

4103.10 Merit Adjustment At Top of Classification Range

Subject to its assessment of the District's financial circumstances and budgetary approval, the Board of Directors shall annually establish the District's publicly-available salary ranges for each regular, full-time classification other than the General Manager with a minimum salary, a maximum salary that equates to the top base step for each range, and an "extended range" that is no more than percent (5%) above the control point.

An employee who has, through merit adjustments, reached the top of the employee's salary range (i.e. the maximum salary) is eligible annually to earn "extended range" merit performance pay of 1-5% for the coming year in accordance with the ratings received in the employee's annual performance evaluation for the prior year. This percentage shall be set by and at the discretion of the General Manager (and for employees subordinate to Department Directors, the General Manager shall consult with the applicable Department Directors to establish the appropriate percentage.)

At the end of each evaluation year, the base salary for any employee who has been receiving "extended range" merit pay shall automatically revert back to the maximum salary level. If the employee's performance ratings for that year again qualify for "extended range" merit pay, a new corresponding percentage will be set and implemented for the coming year.

No employee who receives a rating in any evaluation category below "meets expectations plus" shall be eligible for "extended range" merit performance pay.

In no case may an employee's salary exceed the extended range established for that classification as set forth on the Board-approved, publicly-available pay schedule.

## **ATTACHMENT 2**

Policy No. 4105 – Employee Recognition and Rewards  
Program

4105.00

EMPLOYEE RECOGNITION AND REWARDS PROGRAM

The District's employees are one of its most valuable assets. The District affirms its desire to employ highly skilled and motivated employees in order to provide the highest level of service within its own work force, to its customers and to the community. In order to acknowledge those employees that go above and beyond everyday expectations in their duties, the District will develop and maintain an Employee Recognition and Rewards Program, the details of which shall be set forth in applicable Administrative Policy implemented by the General Manager. The Board of Directors shall maintain discretion to approve funds designated for use in the Program.