

# REGULAR MEETING OF THE BOARD OF DIRECTORS

IDYLLWILD WATER DISTRICT  
25945 Highway 243  
Idyllwild, CA 92549

JANUARY 15, 2020 - 6:00 P.M.

## AGENDA

### CALL TO ORDER:

### ROLL CALL:

### PUBLIC COMMENTS:

Any person may address the Board at this time upon any subject not identified on this Agenda but within the jurisdiction of the District. Please note that for items not listed on the agenda, the Brown Act imposes limitations on what the Board may do at this time. The Board may not take action on the item at this meeting. As to matters on the Agenda, persons will be given an opportunity to address the Board when the matter is considered. If you wish to speak during public comment, please fill out a "Speaker Request Form" and give it to the Board Secretary. When the Board President calls your name, please immediately step to the podium and begin by giving your name and address for the record. Each speaker will be given four (4) minutes to address the Board.

### 1. CONSENT CALENDAR:

Consent Calendar items are expected to be routine and non-controversial, to be acted upon by the Board at one time without discussion. If any Board member, staff member, or interested person requests that an item be removed from the Consent Calendar, it shall be removed so that it may be acted upon separately.

#### A. MINUTES – DECEMBER 18, 2019 JANUARY 8, 2020

#### B. FINANCIAL REPORTS DECEMBER 2019

1. Income statement for the sixth month ending December 2019
2. District warrants for December 2019.

Check # 15775-15828	= \$150,044.87
Gross Payroll	= \$ 61,764.00
Federal/State PR taxes	= \$ 18,491.00
LAIF Transfers	= \$ 0.00
Transfers/charges	= \$ 214.00

#### C. OPERATIONS REPORT FOR THE SIXTH MONTH-DECEMBER 2019: TO FOLLOW

### GENERAL MANAGERS REPORT:

2. SB 998 COLLECTION POLICY ORDINANCE NO. 66: The board will discuss the revised SB 998 policy and take action.
3. AMMENDED FORGIVENESS POLICY: The board will discuss and possibly take action on the amended Forgiveness Policy
4. FIELD STAFF VACANCY: The board will discuss and possibly take action on the Sewer Maintenance 11 position that is currently vacant.

5. **FINAL REVIEW ON SEWER REPAIRS:** The board will discuss and consider approval of the additional \$750.00 for the cost of the repairs for the sewer pipeline.
6. **WATER AND SEWER CAPACITY:** An analysis of the water and sewer capacities has been requested by Director Hunt for discussion.

**ADJOURN TO CLOSED SESSION:**

1. **CLOSED SESSION: Existing Litigation (Govt. Code § 54956.9)**  
**Name of Case: (Jeff Smith v. Idyllwild Water District., Complaint No. 33-05-03, CID 1146, water rights proceeding before State Water Resources Control Board, In Re: Strawberry Creek Diversion in Riverside County)**
1. **CLOSED SESSION: A pending Litigation-significant exposure to litigation to 549556.9(a)-(b)-(d)-(2)."**
1. **CLOSED SESSION: The Board will meet in closed session pursuant public employee Performance evaluation of the acting General Manager, Mitchell Freeman, pursuant to Government Code 54957(b).**

**DIRECTORS COMMENTS:**

**GENERAL MANAGER'S COMMENTS:**

**ADJOURNMENT:**

To the next Board meeting is a Regular Meeting scheduled for February 19, 2020 at 6:00 p.m., to be held at the Idyllwild Water District Boardroom, 25945 Hwy 243 Idyllwild, CA 92549.

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**Please remember during Public Comments**

- Comments should be limited to 4 minutes or less
- Comments should be directed to the Board as a whole and not directed to individual Board members

Americans with Disabilities Act In compliance with the ADA, if you need special assistance to participate in a District meeting or other services offered by this District, please contact the District office @ 951-659-2143 or email: [admin@idyllwildwater.com](mailto:admin@idyllwildwater.com) Upon request, the agenda and documents in the agenda packet can be made available in appropriate alternative formats to persons with a disability Notification of at least 48 hours prior to the meeting or time when services are needed will assist the District staff in assuring that reasonable arrangements can be made to provide accessibility to the meeting.

**MINUTES OF THE REGULAR MEETING  
OF THE BOARD OF DIRECTORS**

December 18, 2019 - 6:02 P.M.

**CALL TO ORDER:** President Schelly called the meeting to order at 6:02 p.m.

**ROLL CALL:** *President Charles Schelly, Vice President Peter Szabadi, Director Steve Kunkle, Director David Hunt, Director Les Gin, Acting General Manager Mitch Freeman, Hosny Shouman, C.F.O. and Jeannine Olsen, Board Secretary was also present.*

**GENERAL PUBLIC PRESENT: (- 6 - )**

**PUBLIC COMMENTS:** David Haddad PHD resides at 54372 Forest Lake Drive; expressed concerns about “What is going on at IWD” an article in the Idyllwild Town Crier dated December 12, 2019. Referring to the resignation letter from former G.M. Darren Milner, where Milner wrote that “After careful consideration, I have made the decision to resign due to experiencing an unhealthy culture and difficult work environment at the district due to poor communication”. Haddad asked the board, “Do you agree”? President Schelly feels there are different opinions between the board members and we have no reason to doubt what Milner said. David Haddad’s second question “what steps are you taking to correct any kind of communication problem you are referring to”? Schelly plans ongoing programs and training in the district to improve ourselves, referring to the certificates on the wall, and will probably take steps in the next few months to improve the situation. Haddad refers to the newspaper and feels it’s a systemic problem. Vice President Szabadi states that “it’s not a systemic problem, there are some communication problems between certain members of our staff” and we are trying to improve the communication between certain members of the staff.

**1. CONSENT CALENDAR:**

- A. MINUTES** – \_\_\_\_\_ November 20, 2019  
November 27, 2019  
December 09, 2019

**Director Gin made a MOTION to approve the Minutes with the amended November 27, 2019 closed session minutes to read, Reconvened to open session where a motion was made and Vice President Szabadi seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly			
Peter Szabadi			
Dave Hunt			
Les Gin			
Steve Kunkle			

**B. FINANCIAL REPORTS November 2019**

- Income statement for the Fifth Month Ending November
- District warrants for November

Check # 15732-15774	= \$ 151,326.50
Gross Payroll	= \$ 60,822.00
Federal/State PR taxes	= \$ 18,267.00
LAIF Transfers	= \$ 0
Transfers/charges	= \$ 0

Director Gin made a MOTION to approve the Financial Reports and Vice President Szabadi seconded. The vote was as follows:

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly			
Peter Szabadi			
Dave Hunt			
Les Gin			
Steve Kunkle			

**C. OPERATIONS REPORT FOR THE FIFTH MONTH – NOVEMBER 2019**

Vice President Szabadi made a MOTION to approve the Consent Calendar and Director Gin seconded. The vote was as follows:

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly			
Peter Szabadi			
Dave Hunt			
Les Gin			
Steve Kunkle			

**D. GENERAL MANAGER’S WORK IN PROGRESS REPORT:**

*Mitch Freeman thanks the IWD board for giving him the opportunity to serve as the Acting General Manager and is committed to working to provide service to the community to the best of my ability. Mitch hopes to earn the board and community’s trust and would like any feedback or ideas to improve operations.*

*I met with Stacy Kelly of Riverside County Emergency Management. She gave us approximately 180 sand bags. I authorized billing staff to implement “estimate billing”, a component of our billing system which estimates usage because meter reading was not feasible due to recent snow. I had a follow-up meeting with FVWD and PCWD Managers to further discuss a possible switch to bulk liquid chlorine to reduce cost. I also spoke to current vender about reducing the current freight cost associated with delivery. I worked with field staff repairing a leak on the Strawberry diversion line.*

*Office staff began working a new schedule that more efficiently staffs the office in an effort to reduce/eliminate the need to close the office during portions of the day when lunch and breaks are taken. I scheduled with SCE and a pipeline contractor to repair sewer main on Toll Gate. (12-12-2019). I was notified that IWD was awarded grant funding for WWTP/sewer improvements. Phone Jacks Unlimited installed a desk phone in my office. Had the District’s stand-by generators inspected and repaired if any were in need of repair. I met with Mike Crabtree (Foreshock) to perform routine maintenance on our SCADA system. I met with a Ridgid tool representative to see a demonstration of a video monitor for our “see snake” push camera.*

2. **IDYLLWILD WATER DISTRICT NEW RETIREMENT PLAN:** Resolution No. 768. The Board will discuss the new Retirement Plan and possibly take action.

**G.M. COMMENTS:** The Recommendation from Carlson/ Quinn for new retirement plan will be distributed for review/ possible action.

**DIRECTORS COMMENTS:** Vice President Szabadi asks for clarification on the New Retirement Plan. CFO explains this is a compliance issue with the IRS that affects the current 457A retirement plan. The new plan will be a 401A with no unfunded liability.

**Vice President Szabadi made a MOTION to approve the Resolution #768 and Director Hunt seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly			
Peter Szabadi			
Dave Hunt			
Les Gin			
Steve Kunkle			

3. **COLLECTION POLICY FOR DELINQUENT ACCOUNT:** Resolution No. 769. The Board will discuss the revised Collection Policy per Senate Bill No. 998 and possibly take action.

**GENERAL MANAGERS COMMENTS:** Regarding SB 998 The new legislation requires the water district to have a written policy on discontinuation of residential services for nonpayment. It also may not discontinue services for non-payment unless the account is late for over 60 days, and outlines several circumstances in which water services cannot be shut off for non-payment. IWD created Collection Policy which will be apart from water regulation. However the policy we have does not allow for a lot of forgiveness. Amy has written a memo that has given background, current explanation of the forgiveness plan. There have been several high bills with no explanation.

**DIRECTORS COMMENTS:** President Schelly would like the policy approved tonight and amend at a later date. Director Kunkle feels the SB998 and the Forgiveness policy go hand and hand. Vice President Szabadi feels the some of the policy relate to a very cumbersome appeal process where any dispute would go to the G.M. and then the board. Szabadi would like to table until we can address it fully and include Amy's suggestion and send his memo to Christine for her consideration.

**PUBLIC COMMENTS:** Steve Moulton raises the question whether IWD refers customers to the Help Center. Amy Hawley feels SB 998 and the forgiveness policy overlap is Bill 998 addresses customers having a difficult time paying their bills or has an unexpected high usage. Our current policy does not support any help. Modern technology in the office could catch those leaks in real time and help customers avoid thousand dollar leaks. Amy asks that the General Manager the authority to address these customers on a case by case basis, the ones we have on the table. My other concern is with Christine's outline # 16, disputed bills. Our first concern is that the first contact is with the CFO when instead of the Administrative Assistant. When you look at the Administrative Assistant and The CFO job description there is only one that mentions billing or customer service, Administrative Assistant, so feels the proper outlet would be the Administrative Assistant who knows the billing process. Vicky Keating explains that when left their cabin they did everything they were supposed to do. When her daughter came up they found the water running from all the taps in the house. She believes someone came onto their property and turned the customer equipment on.

**Vice President Szabadi made a MOTION to Table to the next meeting and consult with District Counsel and Director Kunkle seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly Peter Szabadi Dave Hunt Les Gin Steve Kunkle			

4. **FORM A COMMITTEE TO FOLLOW UP WITH LEGAL COUNCIL TO UPDATE EMPLOYEE MANUAL:** The board will appoint 2 board members to form a committee to follow up with Legal Counsel concerning all the new updates for the Employee Manual.

**G.M. COMMENTS:** The Employee Manual has not been updated since 2013. There has been a lot of changes in the laws and it's time for an update.

**DIRECTORS COMMENTS:** All board members were in agreement said there are certain policy considerations and new laws.

5. **ORGANIZATIONAL CHART:** Discussion and possible action to approve districts organizational chart.

**DIRECTORS COMMENTS:** With the recent addition of the position of Field Supervisor, as well as the addition of an Acting General Manager, there is a need to establish a clear and easily understood chain of command within the organization.

**Vice President Szabadi made a MOTION to approve the Amended ORGANIZATIONAL CHART and Director Gin seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly Peter Szabadi Dave Hunt Les Gin Steve Kunkle			

6. **ELECTION OF OFFICERS:** Staff recommends the Board of Directors elect a President and Vice President for the 2020 calendar year.

**Director Hunt made a MOTION to nominate Dr. Schelly to be the Board President and Vice President Szabadi seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Peter Szabadi Dave Hunt Les Gin Steve Kunkle		Dr. Schelly	

Director Gin made a MOTION to nominate Peter Szabadi and Director Hunt seconded. The vote was as follows:

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly Dave Hunt Les Gin Steve Kunkle		Peter Szabadi	

**ADJOURN TO CLOSED SESSION:** The Board adjourned to closed session at 6:50 p.m. to discuss anticipated litigation, two potential cases.

1. CLOSED SESSION: Adjourn to closed session, “conference with Legal Counsel-A pending Litigation- significant exposure to litigation to 549556.9(a)-(b)-(d)-(2).”
2. CLOSED SESSION: Conference with Legal Counsel – Existing Litigation (Govt. Code § 54956.9) Name of Case: (Jeff Smith v. Idyllwild Water District., Complaint No. 33-05-03, CID 1146, water rights proceeding before State Water Resources Control Board, In Re: Strawberry Creek Diversion in Riverside County)

**RECONVENED TO OPEN SESSION:** The Board reconvened to Open Session at 8:55 p.m. The Acting General Manager reported he had been given direction and had nothing to report.

**DIRECTOR’S COMMENTS:** None

**PUBLIC COMMENT:** None

**ADJOURNMENT:**

**Idyllwild Water District**

**Idyllwild Water District**

By: \_\_\_\_\_

By: \_\_\_\_\_

**Charles Schelly, Board President**

**Jeannine Olsen, Board Secretary**

**MINUTES OF THE SPECIAL MEETING  
OF THE BOARD OF DIRECTORS**

**IDYLLWILD WATER DISTRICT**

January 8, 2020 7:00 p.m.

**CALL TO ORDER:** President Schelly called the meeting to order at 7:00 p.m.

**ROLL CALL:** *President Schelly, Director Les Gin, Mitch Freeman, Acting General Manager, Hosny Shouman, CFO and Jeannine Olsen, Board Secretary was also present.*

**ABSENT:** Steve Kunkle and Dave Hunt

**ITEM # 1 HIRING A CONSULTANT:** The boards of directors will discuss and consider contracting a consultant to help with State Reports, assist with records recovery, County permitting for future projects.

**GENERAL MANAGERS COMMENTS:** Mitch would like to hire a consultant to help in the office with reports, finding old files, county permits which will alleviate tasks in the office so he can be out in the field more. Mitch said he would need help for about 3 to 4 months.

**PUBLIC COMMENTS:** Melissa from the Town Crier questioned if the \$8000.00 was in the budget for this fiscal year.

**DIRECTORS COMMENTS:** President Schelly said we can move some of the budget around. We didn't use a consultant this year.

**A MOTION was made by President Schelly to approve hiring a consultant not to exceed \$8000.00 a month and only till the end of the Fiscal Year and Vice President Szabadi seconded. The vote was as follows:**

<b>AYES</b>	<b>NAYS</b>	<b>ABSTAIN</b>	<b>ABSENT</b>
Dr. Schelly Peter Szabadi Les Gin			Steve Kunkle Dave Hunt

**ADJOURNMENT: President Schelly adjourned the meeting at 7:08 p.m.**

Idyllwild Water District

By: \_\_\_\_\_

Dr. Charles Schelly, Board President

Idyllwild Water District

By: \_\_\_\_\_

Jeannine Olsen, Board Secretary



**IDYLLWILD WATER DISTRICT  
WATER FUND CONDENSED INCOME STATEMENT  
FOR FISCAL MONTH ENDING December 2019**

CONDENSED CATEGORY	FOR THE MONTH OF			December 2019	
	ACTUAL	BUDGET	VARIANCE		%
<b>OPERATING REVENUES:</b>					
BASE-RESIDENTIAL/COMMERCIAL	63,440	65,000	-1,560		-2.40%
SALES-RESIDENTIAL/COMMERCIAL	53,467	70,000	-16,533		-23.62%
OTHER OPERATING REVENUE	1,348	1,565	-217		-13.87%
OTHER NON- OPERATING REVENUE*	50	50	0		
<b>TOTAL OPERATING REVENUES</b>	<b>118,305</b>	<b>136,615</b>	<b>-18,310</b>		<b>-13.40%</b>
<b>OPERATING REVENUE BY CATEGORY</b>					
FOR THE MONTH OF	December	2019			
	ACTUAL	BUDGET	F (U)	VARIANCE	%
BASE RATE - RESIDENTIAL	47,392	48,500	-1,108		-2.28%
BASE RATE - COMMERCIAL	16,048	16,500	-452		-2.74%
SALES-RESIDENTIAL	31,608	34,000	-2,392		-7.04%
SALES-COMMERCIAL	21,859	36,000	-14,141		-39.28%
SALES-SEWER	0	0	0		0.00%
SALES-CONSTRUCTION/OTHER	0	0	0		0.00%
TRANSFER FEES	0	0	0		0.00%
TURN ON/OFF FEES	25	25	0		0.00%
LIEN & LIEN RELEASE FEES	0	0	0		0.00%
DELINQUENCY FEES	1,323	1,540	-217		-14.09%
WILL SERVE LETTER FEES	50	50	0		0.00%
OTHER MISCELLANEOUS	0	0	0		0.00%
INSTALLATION FEES	0	0	0		0.00%
CAPACITY FEES	0	0	0		0.00%
<b>TOTAL OPERATING REVENUES</b>	<b>118,305</b>	<b>136,615</b>	<b>-18,310</b>		<b>-13.40%</b>

**IDYLLWILD WATER DISTRICT  
 WATER FUND CONDENSED INCOME STATEMENT  
 FOR FISCAL MONTH ENDING December 2019**

FOR THE MONTH OF DECEMBER 2019

CUBIC FEET OF SALES:

	Residential C.F	Commercial C.F	Total
R1 5/8	428,219	78,364	506,583
R2 3/4	8,133	10,067	18,200
R3 1"	839	90,562	91,401
R4 1.1/2"	0	61,754	61,754
R5 2"	0	18,546	18,546
R6 3"	0	2,253	2,253
IA 3"	0	27,213	27,213
NC-WWTP	0	1,773	1,773
<b>TOTAL CUBIC FEET OF SALES</b>	<b>437,191</b>	<b>290,532</b>	<b>727,723</b>

NUMBER OF CUSTOMER BILLS:

	R	C	Total
R1 5/8	1,434	107	1,541
R2 3/4	12	18	30
R3 1"	35	36	71
R4 1.1/2"	0	12	12
R5 2"	0	9	9
R6 3"	0	1	1
IA 3"	0	1	1
NC-WWTP	0	1	1
<b>TOTAL NUMBER OF CUSTOMER BILLS</b>	<b>1,481</b>	<b>185</b>	<b>1,666</b>

SewerAcct	S
Fire Services F "2"	418
Fire Services F "3"	0
Fire Services F "4"	0
<b>Total Idyllwild Customers</b>	<b>418</b>

**2,254**

**IDYLLWILD WATER DISTRICT  
WATER FUND CONDENSED INCOME STATEMENT  
FOR FISCAL MONTH ENDING December 2019**

FOR THE MONTH OF December 2019

**BY CATEGORY  
WATER OPERATING EXPENSES:**

	ACTUAL	BUDGET	F (U) VARIANCE	%
1- WAGES AND SALARIES EXPENSES	48,250	62,000	13,750	22.18%
2- RETIREMENT PLAN AND LIFE INSURANCE	4,850	5,000	150	3.00%
3- MEDICAL INSURANCE	9,177	12,000	2,823	23.53%
4 -UNIFORM EXPENSES	501	438	-64	-14.51%
5 -WORKER'S COMP INSURANCE	0	500	500	100.00%
6 -RETIREMENT MEDICAL INSURANCE	3,599	3,500	-99	-2.83%
7 -BOARD REIMBURSEMENT	600	500	-100	-20.00%
8 -OFFICE SUPPLIES	0	4,000	4,000	100.00%
9 -OFFICE CLEANING SERVICE	210	280	70	25.00%
10 -POSTAGE AND MAILING FEE	1,936	1,200	-736	-61.33%
11 -TRAINING AND EDUCATION	1,500	1,300	-200	-15.38%
12 -TRAVELING , MILEAGE, MEALS REIMBURSEMENT	1,801	629	-1,172	-186.25%
13 -DUES ,FEES , SUBSCRIPTIONS	2,211	2,000	-211	-10.55%
14 -COMPUTER SERVICES	72	1,000	928	92.80%
15 -LEGAL SERVICES	1,765	3,500	1,735	49.57%
16-ENGINEERING AND CONSULTING	0	200	200	100.00%
17 -UTILITIES - ELECTRICITY	13,190	6,000	-7,190	-119.83%
18 -UTILITIES - GAS& FUEL	670	800	130	16.25%
19-UTILITIES - PROPANE	0	325	325	100.00%
20 -UTILITIES - TELEPHONE INTERNET	655	761	106	13.87%
21 -UTILITIES - WASTE MANAGEMENT FEE	195	184	-11	-5.89%
22 -AUTO AND PROPERTY INSURANCE	0	2,000	2,000	100.00%
21 -STATE-COUNTY WATER SYSTEM FEES	10,008	4,000	-6,008	-150.20%
22 -GENERAL PLANT & TREATMENT SERVICES	4,507	5,000	493	9.86%
23 - VEHICLES REPAIRS AND MAINTENANCE	1,628	2,500	872	34.88%
25 -LABORATORY SERVICES	1,433	3,000	1,567	52.23%
26 -WATER SECURITY SYSTEM	0	771	771	100.00%
27 -ADVERTISING AND PUBLISHING	72	542	470	86.71%
28 -PROPERTY TAX EXPENSES	0	233	233	100.00%
29- COMPENSATED TIME	0	500	500	100.00%
30 -BANK FEE CHARGE	214	250	36	14.40%
31 -WATER MAINTENANCE AND SUPPLIES	1,250	1,500	250	16.67%
33 -ACCOUNTING AND AUDITING FEE	1,710	8,000	6,290	78.63%
34 - WATER LEAK ( IWD Leak Side)	0	2,000	2000	
<b>TOTAL OPERATING EXPENSES:</b>	<b>112,004</b>	<b>134,412</b>	<b>22,408</b>	<b>16.67%</b>

**TOTAL INCOME AND (LOSS)**

**6,301**

**2,203**

**IDYLLWILD WATER DISTRICT  
SEWER FUND CONDENSED INCOME STATEMENT  
FOR FISCAL MONTH ENDING DECEMBER 2019**

FOR THE MONTH OF DECEMBER 2019

CONDENSED BY CATEGORY	ACTUAL	BUDGET	VARIANCE	%
OPERATING REVENUES:				
BASE-RESIDENTIAL/COMMERCIAL	56,559	56,559	0	0.00%
OTHER OPERATING	0	0	0	0.00%
<b>TOTAL OPERATING REVENUES</b>	<b>56,559</b>	<b>56,559</b>	<b>0</b>	<b>0.00%</b>
OPERATING EXPENSES:				
1- WAGES AND SALARIES	16,250	18,000	1,750	9.72%
2- RETIREMENT AND LIFE INSURANCE	1,220	2,500	1,280	51.20%
3- MEDICAL INSURANCE	3,059	5,000	1,941	38.82%
4- UNIFORM EXPENSE	168	300	132	44.00%
5-WORKER'S COMPENSATION INSURANCE	0	200	200	100.00%
6- RETIREMENT MEDICAL INSURANCE	1,199	917	-282	-30.80%
7- BOARD REIMBURSEMENT	200	200	0	0.00%
8- OFFICE SUPPLIES	0	400	400	100.00%
9- OFFICE CLEANING SERVICES	70	150	80	53.33%
10- POSTAGE AND MAIL FEE	465	400	-65	-16.25%
11- EDUCATION AND TRAINING	0	200	200	100.00%
12- TRAVELING, MILAGE, MEAL REIMBURSEMENT	0	292	292	100.00%
13- DUE AND SUBSCRIPTION FEE	2,213	1,000	-1,213	-121.30%
14- COMPUTER SERVICES	356	1,000	644	64.40%
15- LEGAL SERVICES	588	500	-88	-17.60%
16- UTILITIES - ELECTRICITY	0	4,000	4,000	100.00%
17- UTILITIES - GAS & FUEL	0	437	437	100.00%
18- UTILITIES - PROPANE	65	25	-40	-160.00%
19- UTILITIES - TELEPHONE&INTERNET	264	292	28	9.48%
20- UTILITIES - WASTE MANAGEMENT FEE	65	125	60	48.00%
21- VEHICLES REPAIRS AND MAINTENANCE	48	500	452	90.40%
22- ENGINEERING SERVICES	0	2,000	2,000	100.00%
22- MAINTENANCE AND SUPPLIES	1,990	200	-1,790	-895.00%
23- GENERAL PLANT SERVICES	2,731	2,500	-231	-9.24%
24- SEWER PERMIT AND LICENSE(State Fee)	0	500	500	100.00%
25- MINOR EQUIPMENT AND SUPPLIES	0	42	42	100.00%
26- SEWER LEASE	0	250	250	100.00%
27- ADVERTISING AND PUBLISHING	0	125	125	100.00%
28- LABORATORY SERVICES	425	2,000	1,575	78.75%
29- GENERAL AUTO AND LIABILITY INSURANCE	0	1,000	1,000	100.00%
30- SECURITY SYSTEM (ADT)	0	208	208	100.00%
31- ACCOUNTING & AUDITING FEE	572	2,000	1,428	71.40%
32- LINE CLEANING	0	100	100	100.00%
<b>Total Expenses</b>	<b>31,948</b>	<b>47,362</b>	<b>15,414</b>	<b>32.54%</b>
<b>Total INCOME OR (LOSS)</b>	<b>24,611</b>	<b>9,197</b>		

**IDYLLWILD WATER DISTRICT  
SEWER FUND CONDENSED INCOME STATEMENT  
FOR FISCAL MONTH ENDING DECEMBER 2019**

FOR THE MONTH OF DECEMBER 2019

SEWER FUND OPERATING REVENUES

	ACTUAL	BUDGET	F (U) VARIANCE	%
BASE RATE-COMMERCIAL	38,642	38,642	0	0.00%
BASE RATE- RESIDENTIAL	17,917	17,917	0	0.00%
TRANSFER FEE	0	0	0	0.00%
FACILITY CHARGE FROM IAF	0	0	0	0.00%
INSPECTION FEE	0	0	0	0.00%
OTHER MISCE	0	0	0	0.00%

**TOTAL OPERATING REVENUE**

**56,559      56,559      0      0.00%**

EQUIVALENT DWELLING UNITS (E.D.U'S)

RESIDENTIAL	456	456	0.0	0.00%
COMMERCIAL	937	937	0.0	0.00%
<b>TOTAL E.D.U'S</b>	<b>1,393</b>	<b>1,393</b>	<b>0.0</b>	<b>0.00%</b>

TOTAL Customers

418      167      585

**IDYLLWILD WATER DISTRICT  
DISTRICT WARRANTS AND OTHER DISBURSEMENTS  
FOR THE MONTH ENDED DECEMBER 31, 2019**

DATE	CHECK NUMBER	PAYEE	DESCRIPTION	AMOUNT
12/02/2019	15775	Allen Tire Company	New Tires for unit#3 Mitch	671.90
12/02/2019	15776	Babcock Lab , inc	Lab Test For Water & Sewer	1,433.35
12/02/2019	15777	Forest Lumber	Supplies For Water & Sewer	288.01
12/02/2019	15778	Grainger	Supplies For Water & Sewer	1,513.02
12/02/2019	15779	Griswold Industries	Cal-Val for Water	516.80
12/02/2019	15780	Infosend , inc	Postage and Mailing Fee For Bills	927.88
12/02/2019	15781	USA BlueBook	Supplies For Water & Sewer	141.19
12/02/2019	15782	Void	Void	0.00
12/04/2019	15783	Aleshire & Wynder L L P	Monthly Legal Fees	2,353.30
12/04/2019	15784	California Computer Option	Monthly IT Services Charge	777.25
12/04/2019	15785	Employee Relation	Pre Employment Background Check	33.80
12/04/2019	15786	Frontier	Phone and Internet Charge (Water&Sewer)	447.15
12/04/2019	15787	Infosend , inc	Postage and Mailing Fee For Bills	930.23
12/04/2019	15788	Mission Linen & Uniform	Monthly Laundry Uniform	668.47
12/04/2019	15789	S.C.E	Electric Monthly Charge	12,716.59
12/04/2019	15790	Streamline	Monthly Charge For Idyllwild Website	200.00
12/04/2019	15791	Time Warner Cable	Monthly Charge Phone and Internet office	405.14
12/04/2019	15792	Underground Services	New Tickets Charges	19.90
12/04/2019	15793	USA BlueBook	Supplies For Water & Sewer	965.85
12/04/2019	15794	USDA Forest Services	Annual Lease Fee for Sewer Ponds	4,659.49
12/04/2019	15795	Verizon Wirless	Emergency & GM Cell Phone	203.39
12/04/2019	15796	Idyllwild Water District	To Be Deposited at Hemet Bank For Payroll	35,000.00
12/04/2019	15797	Peter Szabadi	Millages For Riverside	58.00
12/04/2019	15798	Dillion Pulatie	State Water Board Fee for T2	60.00
12/11/2019	15799	Aquafix	Wastewater Lab Test	425.00
12/11/2019	15800	Arrow Printing , inc	Order Business Card For Mitch	72.34
12/11/2019	15801	Browning Electric Company	Electric Services for Southridge Pump	1,829.12
12/11/2019	15802	California Computer Option	Monthly IT Services Charge	347.50
12/11/2019	15803	California Special District	Renewal Fee Membership Dues	2,931.00
12/11/2019	15804	Four Seasons Cleaning	Monthly Cleaning Charge	280.00
12/11/2019	15805	Gosch Toyota	Mirror Replacement #27	607.23
12/11/2019	15806	Harold K. Smith	Load 3/4 Rocks For Foster Lake	1,379.20
12/11/2019	15807	Idyllwild Garage	Smog Fee for IWD	185.25
12/11/2019	15808	Kelly Clark	Retiree Medical Insurance for 3 Months	1,292.12
12/11/2019	15809	Genuine Auto Parts	Monthly Charge For Auto Parts	218.97
12/11/2019	15810	Postmaster	Annual Renewal Fee for P.O Box	92.00
12/11/2019	15811	The SoCo Group Inc,	Purchase Gas & Dsl	3,233.20
12/11/2019	15812	Village Hardware	Supplies For Water & Sewer	13.24
12/11/2019	15813	AllState Benefits	Monthly Charge For Insurance	304.12
12/11/2019	15814	American Water Works Association	Membership Dues	445.00
12/11/2019	15815	Bill Whitener	Retiree Medical Insurance for 3 Months	1,227.78
12/11/2019	15816	Central Communication	Monthly Answering Services	126.00
12/18/2019	15817	Chase Card Services	(Car Rental for Jeannine \$616.18+Training for Les Gin+2 Equipment from Hach company \$1349.30 and Other Expenses)	5,089.74
12/18/2019	15818	CR&R Inc	Monthly Trash Services Fee	259.37
12/18/2019	15819	Gallade Chemical	Chemical Supplies	596.40
12/18/2019	15820	Herb Bergstrom	Retiree Medical Insurance for 3 Months	2,280.00
12/18/2019	15821	Idyllwild Water District	To Be Deposited at Hemet Bank For Payroll	36,000.00
12/18/2019	15822	Jeannine Olsen	Reimbursement For Cash Drawer	232.43
12/18/2019	15823	PJU Telecomm inc,	Fixing Phone Lines	95.00
12/18/2019	15824	Rogers, Anderson, Malody , Scott C P A	Rest of The Audit Fees	2,280.00
12/18/2019	15825	S.C.E	Monthly Charge	946.87
12/18/2019	15826	SWRCB	State Water System Fee	10,008.52
12/18/2019	15827	T-Mobile	Solar Data Fee	20.00
12/18/2019	15828	ACWA/JPIA	Medical Insurance For January	12,236.76

TOTAL DISTRICT WARRANTS \$150,044.87

OTHER DISBURSEMENTS

TOTAL PAYROLL \$61,764.00  
L.A.I.F. ELECTRONIC TRANSFERS \$0.00  
BANK SERVICE CHARGES AND FEES \$214.00

TOTAL DISTRICT WARRANTS & OTHER DISBURSEMENTS **\$212,022.87**

## **GENERAL MANAGERS REPORT**

**DECEMBER 2019**

- ❖ **The sewer was cleaned and videoed at Tollgate and Estate.**
- ❖ **I met with Laura Sherman (Idyllwild Arts) regarding a Will Serve Letter for a new building project.**
- ❖ **Browning Electric checked electric circuit and adjusted the motor saver device at the Wildwood booster.**
- ❖ **I worked on initial diversion/ water report for Lilly Creek.**
- ❖ **Met with Peter Kuchinsky (ACWA-JPIA)**
- ❖ **Spoke with AMI (Radio Read Meter) vendors for a possible pilot project in the future.**
- ❖ **Had a tour of Idyllwild Arts.**

# Memo

**To:** Board of Directors

**From:** General Manager

**Date:** January 15, 2020

**Subject:** ITEM # 2 – COLLECTION POLICY FOR DELINQUENT ACCOUNTS SB 998:

Background:

Regarding SB 998, the new legislation requires the water district to have a written policy on discontinuation of residential services for nonpayment. It also may not discontinue services for non-payment unless the account is late for over 60 days and outlines several circumstances in which water services cannot be shut off for non-payment.

Recommendation:

Approve the Ordinance attached to be complied with SB 998 as presented.



ORDINANCE NO.   66  

**AN ORDINANCE OF THE BOARD OF DIRECTORS OF THE IDYLLWILD WATER DISTRICT ADOPTING A COLLECTION POLICY FOR DELINQUENT ACCOUNTS**

**WHEREAS**, Idyllwild Water District (District) is charged with the control of the water system of the District and of all things necessary or incidental to the conduct and management of the water system; and

**WHEREAS**, on September 28, 2018, Senate Bill 998 was signed by California's Governor, requiring water systems that supply water to more than 200 service connections to have a written policy on discontinuation of water service for nonpayment; and

**WHEREAS**, among its requirements, Senate Bill 998 requires the District to:

- i. Maintain a written policy with (1) a plan for deferred or reduced payments; (2) alternative payment schedules for customers; (3) a formal mechanism for a customer to contest or appeal a bill; and (4) a telephone number for a customer to discuss options for averting the discontinuation of residential water services.
- ii. Not discontinue water services until customers have been delinquent for at least sixty days.
- iii. Provide a written notice to the customers of their delinquent payment and impending discontinuation containing specific information.
- iv. Not discontinue water services for customers who meet certain medical, financial, and alternative payment conditions.
- v. Limit the reconnection fee imposed on low income customers.
- vi. Waive interest charges for low income customers once every twelve months.
- vii. Report the number of annual disconnections of water services on its website and to the State Water Resources Control Board.
- viii. Provide all notices in English, Chinese, Spanish, Tagalog, Vietnamese, Korean, and any other language spoken by at least 10% of the people residing in the service area.

**WHEREAS**, the District is subject to the requirements of Senate Bill 998 and must comply with its requirements by February 1, 2020; and

**WHEREAS**, this ordinance is necessary to ensure the District is in compliance with SB 998;  
and

**WHEREAS**, all legal prerequisites for the adoption of this ordinance have occurred.

**NOW, THEREFORE, THE BOARD OF DIRECTORS OF IDYLLWILD WATER DISTRICT DOES HEREBY ORDAIN AS FOLLOWS:**

**SECTION 1.** The Board of Directors of Idyllwild Water District hereby makes the following findings:

A. The facts set forth in the recitals in this ordinance are true and correct and incorporated by reference.

B. This ordinance is necessary to ensure compliance with Senate Bill 998 by February 1, 2020.

**SECTION 2.** The Board of Directors of Idyllwild Water District hereby approves and adopts the “Collection Policy for Delinquent Accounts,” Policy 500-004, set forth in Exhibit “A” attached hereto and incorporated by this reference.

**SECTION 3.** If any section, subsection, sentence, clause, phrase, or portion of this Ordinance is for any reason held to be invalid or unenforceable by a court of competent jurisdiction, the remaining portions of this Ordinance shall nonetheless remain in full force and effect. The Board of Directors of Idyllwild Water District hereby declare that they would have adopted each section, subsection, sentence, clause, phrase, or portion of this Ordinance, irrespective of the fact that any one or more sections, subsections, sentences, clauses, phrases, or portions of this Ordinance be declared invalid or unenforceable.

**SECTION 4.** The Board Secretary shall certify to the passage and adoption of this Ordinance and shall cause the same to be published and/or posted in accordance with applicable law.

**SECTION 5.** This Ordinance shall go into effect thirty (30) days after its adoption pursuant to the Government Code.

**PASSED, APPROVED and ADOPTED** this 15th day of January 2020.

**ADOPTED AND PASSED** this 15th day of January, 2020.

IDYLLWILD WATER DISTRICT

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DR. CHARLES SCHELLY, PRESIDENT

I, Jeannine Olsen, Board Secretary of the Idyllwild Water District, hereby certify that the foregoing Resolution was duly and regularly introduced and adopted by the Board of Directors of Idyllwild Water District at its meeting held on 15<sup>th</sup> day of January, 2020, by the following vote, to wit:

AYES:

NAYS:

ABSTAIN:

ABSENT:

In witness thereof I have hereunto et my hand and affixed the official seal of the Idyllwild Water District this 15<sup>th</sup> day of January, 2020.

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Jeannine Olsen, IWD Board Secretary

<b>Title:</b>	Collection Policy for Delinquent Accounts	
<b>Number:</b>	500-004	
<b>Approval:</b>	Board of Directors	
<b>Approval Date:</b>	Dec 19, 2019	
<b>Effective Date:</b>	Feb 1, 2020	
<b>Review Date:</b>	Upon change of statute	

**Reference:**

Senate Bill No. 998: Discontinuation of Residential Water Service  
California Government Code Sections 60370 -60375.5

**Purpose/Background:**

This policy enumerates Idyllwild Water District’s administrative actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service. This policy will be made available to the public on the District’s website. The District can be contacted by phone at (949) 292-6409 to discuss options for averting discontinuation of water service for nonpayment under the terms of this policy.

**Text of policy:**

Idyllwild Water District, as a County Water District complies with California Government Code Sections 60370 – 60375.5 in the execution of the collection of delinquent accounts. Furthermore, as an urban or community water system that supplies water to more than 200 service connections, the District is further governed, effective by law February 1, 2020, by Senate Bill No. 998.

Delinquent Account:

Delinquent accounts are hereafter identified as any account that remains unpaid (and without having made payment arrangements or established an alternative payment schedule) by close of business 25 days after issuance of the water bill. The following rules apply to the collection of delinquent accounts:

1. Small Balance Accounts:  
Any balance on a bill of \$25 or less may be carried over, and added to, the next billing period without being assessed a late fee or incurring further collection action.
  
2. Late Fee:  
If payment for a bill is not received by close of business on the 25<sup>th</sup> day after the bill is issued, a late fee will be assessed. The due date and late fee will be displayed prominently on the bill. The District will make a reasonable, good faith effort to notify the customer of an impending late fee 2 days before the due date identified on the bill. The means of notification will be based upon the notification preference (text, phone, or email) selected by the customer. Customers who have not selected a means of notification will be notified by phone. The District assumes no responsibility for phone or email contact information that has not been kept up to date by the customer.

3. Waiver of Late Fee:

At the request of the customer, the District may waive the late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding 6 months.

4. Waiver of Late Fees to the State of California

The State of California, because of a sound financial base and variations in budget approval and warrant payment procedures, will not be assessed a late fee for delinquent payment of existing accounts.

5. Alternative Payment Arrangements:

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted.

a. Certification by Primary Care Provider

Certification by a Primary Care Provider (General Practitioner, Obstetrician/Gynecologist, Pediatrician, Family Practice Physician, Primary Care Clinic, Hospital, or Outpatient Clinic) who certifies that the termination of service will be life-threatening or pose a serious threat to the health and safety of any resident of the premises where water service is provided will obligate the District to enter an amortized repayment plan.

b. Those Unable to Pay Within a Normal Billing Cycle

A Customer shall be considered financially unable to pay for residential service within the normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer signs a declaration that the household annual income is less than 200 percent of the federal poverty level. Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed 12 months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan for 60 days or more will result in the issuance of a written disconnection notice. The disconnection notice will be in the form of a door hanger delivered to the premises no less than 5 business days in advance of discontinuance of service.

6. Additional Notifications:

As a courtesy, the District will make a reasonable, good faith effort to notify the customer that the account remains past due and further collection action will be forthcoming approximately 60 days after bill issuance. The means of notification will be based upon the notification preference (text, phone, or email) selected by the customer. Customers who have not selected a means of notification will be notified by phone. The District assumes no responsibility for phone or email contact information that has not been kept up to date by the customer.

7. Written Disconnection Notice:

The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for at least 60 days. The District will make a reasonable, good faith effort to contact the customer in writing at least 7 business days before discontinuation of water service for non-payment. The written disconnection notice will be mailed to the mailing address designated on the account. If the mailing address and the address of the property to which water service is provided are different, a second notice will be mailed to the service address and addressed to "Occupant". The written disconnection notice will include:

- Customer's name and address
- Amount that is past due
- Date by which payment or payment arrangements are required to avoid discontinuation of service
- Description of the process to apply for an amortization plan
- Description of the process to dispute or appeal a bill
- District phone number and a web link to the District's written collection policy

a. Notice to Residential Tenants/Occupants in an Individually Metered Residence

The District will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off. The written notice will advise the tenant/occupant that they have the right to become customers of the District without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at that address. For the amount due on the delinquent account to be waived, the tenant/occupant must provide verification of tenancy in the form of a rental agreement or proof of rent payments.

b. Notice to Tenants/Occupants in a Multi-Unit Complex Served through a Master Meter

The District will make a reasonable, good faith effort to inform the occupants, by means of written notice hung on the door of each residence, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off. The notice will state the District is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the urban and community water system's rules and tariffs. However, the written notice will advise the tenant/occupant that they have the right to become customers of the District without being required to pay the amount due on the delinquent account, as long as they are willing to assume financial responsibility for subsequent charges for water service at the address(es) served by the master meter. If one or more of the occupants are willing and

able to assume responsibility for the subsequent charges for water service to the satisfaction of the District, or if there is a physical means, legally available to the District, of selectively terminating service to those occupants who have not met the requirements for service, the District will make service available to the occupants who have met those requirements.

If the written disconnection notice is returned through the mail as undeliverable, the District will make a reasonable, good faith effort to visit the residence and leave a notice of discontinuance for non-payment.

8. Forty-eight (48) Hour Notice of Termination:

The District will make a reasonable, good faith effort to notify the customer 48 hours in advance of disconnection of water service for non-payment. The means of notification will be based upon the notification preference (text, phone, or email) selected by the customer. Customers who have not selected a means of notification will be notified by phone. If the District is unable to make contact by text, phone, or email, a good faith effort will be made to visit the residence and leave a notice of termination of service.

9. Disconnection Deadline:

All delinquent water service charges and associated fees must be received by the District by 5:00 p.m. on the day specified in the written disconnection notice.

10. Disconnection of Water Service for Non-Payment:

The District will disconnect water service by turning off, and in some cases locking off, the meter. Before service is disconnected, the customer will be notified by a written disconnection notice at least 7 business days prior to termination and a second notice 48 hours prior to termination of service. The customer will be charged a fee to re-establish service in the billing system regardless of whether the meter has physically been turned off. The meter will be locked in the off position if payment is not received within 7 days of initial termination.

11. Re-establishment of Service:

In order to resume or continue service that has been disconnected for non-payment, the customer must pay a re-establishment fee. The District will endeavor to reconnect service as soon as practicable but, at a minimum, will restore service before the end of the next regular working day following payment of any past due amount and delinquent fees attributable to the termination of service. Water service that is turned on by any person other than District personnel or without District authorization may be subject to fines or additional charges or fees. Any damages that occur as a result of unauthorized restoration of service are the responsibility of the customer. Service shall not be restored to the premises until all charges which are delinquent, including fees, if any, have been paid in full. An owner whose deposit has been discontinued for nonpayment of bills or whose deposit shall have been applied in whole or in part of the payment of any bills, will be required to reestablish credit by a cash deposit. A Customer who has a delinquency on any premises may not receive new water service on another premises until all delinquencies, including fees, are paid in full. Additionally, when a service has been turned off for nonpayment, all charges may be transferred to another account held in the sole name of the same owner. This account will become delinquent if payment is not made within 15 days from the date of delinquency transfer, and will be subject to turnoff without further notice.

12. Re-establishment of Service After Business Hours:

Service restored after 5:00 pm Monday through Friday, weekends, or holidays will be charged an after-hours re-establishment fee. Service will not be restored after regular business hours unless the customer has been informed of the after-hours re-establishment fee and has signed an agreement acknowledging the fee and agreeing to contact the District's billing department no later than noon the following business day to pay the subject fee. The after-hours re-establishment fee is in addition to the regular re-establishment fee and the late fee for a past due account. District staff responding to service calls are not permitted to collect payment but will instruct the customer to contact the billing department before noon the following business day. Services that are off and locked cannot be re-established after hours.

Sometimes water service is discontinued because the service is a new account and the District has not received a request to establish service. If service is being restored after regular business hours because the customer has yet to establish service, the customer must agree to contact the billing department to establish service the next business day and the after-hours re-establishment will be waived. If service is discontinued for any reason not identified above, the service should be restored as quickly as possible and the customer advised to contact the billing department to resolve the issue. No after-hours re-establishment fee will be charged in this instance.

13. Re-connection for Residential Customer Demonstrating Household Income Below 200% of the Federal Poverty Line:

The District will set the reconnection fee at the lesser of \$50 (or \$150 during non-operational hours) or the actual cost to reconnect for a residential customer who demonstrates to the District that he or she has household income below two-hundred percent of the federal poverty line. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

The District will waive interest charges on delinquent bills once every 12 months for a residential customer who demonstrates to the District that he or she has household income below two-hundred percent of the federal poverty line.

The District will deem a residential customer to have a household income below 200% of the federal poverty line if any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty line.

14. Notification of Disposition of Returned Check:

Upon receipt of a returned check taken as payment of water service or other charges, the District will consider the account not paid. The District will make a reasonable, good faith effort to notify the customer by phone or email of the returned check. A 48-hour notice of termination of service due to a returned check will be generated. The means of notification will be based upon the notification preference (text, phone, or email) selected by the customer. Customers who have not selected a means of notification will be notified by phone. If the District is unable to make contact by text, phone, or email, a good faith effort will be made to visit the residence and leave a notice of termination of service.



Water service will be disconnected if the amount of the returned check and the returned check charge are not paid on or before the date specified in the notice of termination. All amounts paid to redeem a returned check and to pay the returned check charge must be in cash, credit card or certified funds.

15. Returned Checks for Previously Disconnected Service:

In the event a customer tenders a non-negotiable check as payment to restore water service previously disconnected for non-payment and the District restores service, the District may promptly disconnect service without providing further notice. No 48-hour notice of termination will be given in the case of a non-negotiable check tendered for payment of water charges that were subject to discontinuance.

Any customer issuing a non-negotiable check as payment to restore service turned off for non-payment will be required to pay cash, credit card or certified funds to restore future service disconnections for a period of 12 months from the date of the returned payment.

16. Disputed Bills:

If a customer questions a water bill, the customer may contact the District by phone or in writing for clarification. If the customer disputes the bill, the customer may submit a written appeal to the District's CFO or the CFO's designee within fifteen (15) calendar days of receipt, explaining the dispute. The CFO will respond within twenty (20) calendar days. If, within ten (10) calendar days of receipt of that response, or within passage of twenty (20) calendar days with no response, the dispute is not resolved to the customer's satisfaction, the customer may submit a written appeal to the General Manager. The General Manager, or a person designated by the General Manager, will respond, in most cases within twenty (20) days. The decision at the General Manager level will be considered final. When customers exercise their right to appeal, the District will not disconnect water service for non-payment while the appeal, including but not limited to any investigation and hearing of it, is pending.

17. Collection:

Unpaid rates, charges and penalties herein provided may be collected by lien, by suit or by any other method available under law. Defendant shall pay costs of suit including attorney's fees in any judgment rendered in favor of the District.

18. Board Discretion.

Nothing in this policy shall be construed to prevent a majority of the Board from approving another payment plan mutually agreed upon between the District and customer on a case by case basis in the sole discretion of the Board provided such plan does not violate Senate Bill 998.

# Memo

**To:** Board of Directors

**From:** General Manager

**Date:** January 15, 2020

**Subject:** ITEM # 3 –FORGIVENESS POLICY:

Background:

Regarding SB 998, the new legislation requires the water district to have a written policy on discontinuation of residential services for nonpayment. It also may not discontinue services for non-payment unless the account is late for over 60 days, and outlines several circumstances in which water services cannot be shut off for non-payment. IWD created Collection Policy which will be apart from water regulation. However the policy we have does not allow for a lot of forgiveness. Amy has written a memo that has given background, current explanation of the forgiveness plan. There have been several high bills with no explanation.

Recommendation:

Approve revised policy (renamed "Reduction of Billings / Forgiveness Policy")



# POLICY AND PROCEDURE

## IDYLLWILD WATER DISTRICT

APPROVAL DATE 4/17/2019	MANUAL	POLICY NO. 2019.002
APPROVED BY: Board of Directors	POLICY TITLE <b>Water Leak Forgiveness Policy</b>	EFFECTIVE DATE 5/1/2019
		Page 1

### Purpose:

This applies to an unusually high water bill caused by an determined event on the customer's property such as leaks, broken water lines or other events that cause unusually high usage.

### Policy:

The reduction in such billing may be made at the discretion of IWD according to the purpose statement. In order to qualify for a reduction in the billed amount, the customer must satisfy the following conditions:

- Take corrective action as quickly as reasonably possible after becoming aware of the problem.
- Present proof of repairs such as contractor's receipt for repair or invoice for parts purchased to repair water leak.
- Provide written request to Idyllwild Water District for relief as described below along with evidence of corrective action, i.e. plumber's bill.
- The event must not be caused by a reoccurring problem.
- If relief is granted and approved, the customer's adjusted billing is calculated as follows:
- A \$25.00 fee will be charged for water service turn off during regular business hours (Monday –Friday 8 am to 5 pm and a \$50.00 fee for a water turn off after hours.
  1. Base Rate will not be reduced.
  2. The cost for the first 2000 c.f. will not be reduced.
  3. The cost of the excess of 2000 c.f. will be discounted by 25%.
  4. Such relief will only be granted once every five years for a property address or the billing account number.
  5. In order to be considered for the one time forgiveness the property owner or tenant, must apply for such reduction within thirty days of the billing date.



# POLICY AND PROCEDURE

## IDYLLWILD WATER DISTRICT

APPROVAL DATE 1/15/2020	MANUAL	POLICY NO. 2020.001
APPROVED BY: IWD Board of Directors	POLICY TITLE: Reduction of Billings/ Forgiveness Policy	EFFECTIVE DATE 2/1/2020
		PAGE 1

### PURPOSE:

This applies to unusually high, unforeseen usage outside of the control of the customer resulting in a bill that is difficult or impossible for the customer to pay.

### POLICY:

The reduction in such billing is in the sole discretion of Idyllwild Water District (IWD), by decision of the General Manager for an amount under \$5,000, and by a vote of a majority of its Board of Directors for an amount of \$5,000 or above, according to the purpose statement. In order to qualify for consideration for a reduction in the billed amount (partial forgiveness), the customer must satisfy the following conditions:

- Take any necessary corrective action as quickly as reasonably possible after becoming aware of the problem and provide proof including but not limited to proof of repairs;
- Fill out and sign an IWD Water Leak Forgiveness Request form;
- Receive approval from a majority of the Board of Directors for any amount of \$5,000 or above, and the General Manager for any amount under \$5,000 after consideration of the following factors:

In considering whether to grant partial forgiveness, IWD may consider any and all relevant factors, including but not limited to the customer's ability to pay, whether the customer (or someone authorized by the customer to be on the customer's property) was at fault for the high water use or water loss, whether the loss was due to criminal activity and the extent to which the customer is cooperating with law enforcement, whether there has been an on-going problem not corrected by the customer, whether the issue was promptly brought to IWD's attention within 15 days of receiving the subject bill, whether the customer had a properly maintained shut-off valve and check valve on the customer's side of the water meter during the period of water loss, whether the customer is cooperating with IWD's investigation of the water loss problem, whether there have been prior similar requests, IWD's financial condition, and the steps taken by the customer to correct the problem.

If relief is approved and granted, the customer's adjusted bill is calculated as follows:

- Sewer Base Fees will not be reduced.
- Water Base Fees will not be reduced.



## POLICY AND PROCEDURE IDYLLWILD WATER DISTRICT

- IWD, in its sole discretion, may use one of the following for the Usage Cost calculation:
  - The cost for the first 2000 c.f. will not be reduced, and the cost of the amount over the first 2000 will be discounted by 25%; or
  - The Usage Cost will be determined by average usage for the billing cycle in question;
    - If the customer has not resided on the subject property for at least 24 consecutive months, the usage will be determined by average usage for the previous three months;
    - If the customer has not resided on the property for at least three months, the customer can elect to temporarily pay base fees only and suspend the Usage Cost until three billing cycles have passed and an average usage can be determined; or
  - The adjustment shall be calculated by reducing the commodity rate in the highest tier to the commodity rate in the next highest tier used in calculating the usage portion of the customer's bill; or
  - Another Usage Cost calculation or payment plan recommended by the General Manager and approved by a majority of the Board may be used.
  - Generally, the adjusted Usage Cost will not be less than the average of the customer's water service billings during the previous 12 months, unless the General Manager recommends and a majority of the Board approves an exception for unusual circumstances. Billings used in calculating the previous 12 months' average will include only those months in which measurable usage occurred.
- Such relief may only be granted no more often than one billing cycle every five years per customer, per property.

**RESOLUTION NO. 770**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
IDYLLWILD WATER DISTRICT AMENDING POLICY REGARDING  
THE REDUCTION OF BILLINGS/FORGIVENESS POLICY**

**WHEREAS**, Idyllwild Water District (the District) is charged with the control of its water system and of all things necessary or incidental to the conduct and management of the water system, and has the mission of providing potable water to its customers at the lowest cost possible;

**WHEREAS**, the District is dependent on precipitation for its water supply; therefore, it is important that the District's customers not waste water, and that they be accountable for the water delivered through their water meters; and

**WHEREAS**, the predominant cause of water waste is broken pipes caused by cold winter temperatures and the high water pressures that prevail in mountainous regions; and

**WHEREAS**, because of these unique causes, the Board of Directors of the District has adopted regulations governing the use of water, which regulations require the installation, by each District customer, of a shut-off and check valve. Such regulations also require each customer to assume the responsibility of having such devices maintained in good operating condition; and

**WHEREAS**, occasionally, a customer receives a water bill in an amount far in excess of normal due to a loss of water that is clearly not the result of negligence on the part of the customer but due to unusual circumstances. It is the purpose of this resolution to set forth terms and conditions by which the General Manager or the Board of Directors may authorize a partial reduction in the amount of such bill.

**WHEREAS**, the District desires to update its policy on Forgiveness Adjustments for High Water Usage.

**WHEREAS**, the District desires to maintain the sole discretion to decide whether to forgive part of a customer's bill in unusual circumstances, after considering relevant factors listed in the attached Policy, including but not limited to the customer's ability to pay, whether the customer (or someone authorized by the customer to be on the customer's property) was at fault for the high water use or water loss, whether it was promptly brought to the District's attention, whether the customer had and maintained a shut-off and check valve, and steps taken by the customer to correct the problem.

**NOW, THEREFORE, THE BOARD OF DIRECTORS OF IDYLLWILD WATER DISTRICT  
DOES HEREBY RESOLVE AS FOLLOWS:**

**SECTION 1.** The above recitals are true and correct and incorporated herein by this reference.

**SECTION 2.** The Board of Directors of Idyllwild Water District approves and adopts the "Reduction of Billings/Forgiveness Policy," set forth in Exhibit "A" attached hereto and incorporated by this reference.

**SECTION 3.** Resolutions 451 and 763 are hereby repealed and replaced and superseded by this Resolution.

**SECTION 4.** The Board Secretary shall certify to the passage and adoption of this Resolution and enter it into the book of original resolutions.

**ADOPTED AND PASSED this 15th day of January, 2020.**

IDYLLWILD WATER DISTRICT

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DR. CHARLES SCHELLY, PRESIDENT

I, Jeannine Olsen, Board Secretary of the Idyllwild Water District, hereby certify that the foregoing Resolution was duly and regularly introduced and adopted by the Board of Directors of Idyllwild Water District at its meeting held on 15<sup>th</sup> day of January, 2020, by the following vote, to wit:

AYES:

NAYS:

ABSTAIN:

ABSENT:

In witness thereof I have hereunto et my hand and affixed the official seal of the Idyllwild Water District this 15<sup>th</sup> day of January, 2020.

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Jeannine Olsen, IWD Board Secretary

# Memo

To: Board of Directors

From: General Manager

Date: January 15, 2020

Subject: ITEM # 4 FIELD STAFF VACANCY:

Background:

There is a vacancy in Field Operations (Sewer Maintenance Technician II) in Wastewater pay rate (\$19.84 - \$31.87) . G.M. wishes to post the opening, hold interviews, and hire the most qualified applicant.

Recommendation:

Authorize G.M. to fill this vacancy.



# Memo

To: Board of Directors

From: General Manager

Date: January 15, 2020

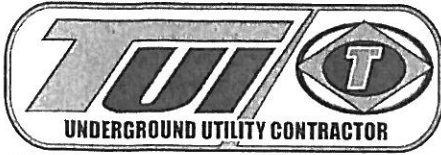
Subject: ITEM # 5 –FINAL REVIEW FOR ADDITIONAL COST FOR REPAIRS FOR THE SEWER BREAKAGE:

Background:

Upon G.M.'s recommendation, the contractor installed a wye in the main during it's repair. An additional \$750 was charged.

Recommendation:

Authorize G.M to approve payment of \$20,210.



# Invoice

PO BOX 760  
 San Jacinto, CA 92581-0760  
 Office: 951/654-9605 Fax: 951/654-6358  
 License #859932  
 \*\*Est. 2005\*\*

Date	Invoice #
1/7/2020	#19-1950-1

Bill To
Idyllwild Water District P O. Box 397 Idyllwild, Ca 92549-0397

P.O. No.	Due Date	Project
#19-1950	1/31/2020	#19-1950/Fix 8" Sewer Main

Description	Qty	Rate	Amount
Fix 8" VCP Sewer Main Prevailing Wage			
Mobilization/ Lump sum	1	1,500.00	1,500.00
Fix Break Apprx. 10' / lump sum	1	14,800.00	14,800.00
Haul Off Contaminated Material To IWD Yard/ lump sum	1	3,160.00	3,160.00
Alternate: Install Service "Y" / lump sum	1	750.00	750.00

We appreciate your prompt payment.  <b>Mailing Address: PO Box 760 San Jacinto, CA. 92581 * * * * *</b> <b>Physical Address: 1133 N. Ramona Blvd. San Jacinto, CA. 92582</b>	<b>Total</b>	\$20,210.00
	<b>Payments/Credits</b>	\$0.00
	<b>Balance Due</b>	\$20,210.00



PO BOX 760  
 San Jacinto, CA 92581-0760  
 OFFICE: 951/654-9605 FAX: 951/654-6358  
 License #859932  
 \*\*Est. 2005\*\*

# Estimate

Date	Estimate #
12/3/2019	#19-1950

Name / Address
Idyllwild Water District P O Box 397 Idyllwild, Ca 92549-0397

Prices good for 20 days from date of Estimate	Project		
	#19-1950/Fix 8" Sewer Main		
Description	Qty	Cost	Total
Fix 8" VCP Sewer Main Prevailing Wage			
Mobilization/ Lump sum	1	1,500.00	1,500.00
Fix Break Apprx 10' lump sum	1	14,800.00	14,800.00
Haul Off Contaminated Material To IWD Yard/ lump sum	1	3,160.00	3,160.00
Alternate Install Service "Y" / lump sum \$750			
*** If Vac Trucks Needed It Will Be Charged As T&M All Contaminated Soil Will Be Hauled To Idyllwild Dry Yard Any Over Time, Due to SCE Will Be Charged As T&M.			
*Job start by Taylor Underground, Inc, as offered by Developer/ Contractor, constitutes complete approval of this proposal and/ or contract agreement.		<b>Total</b>	\$19,460.00
<i>All material is guaranteed to be as specified and the work to be performed in accordance with the drawings and specifications submitted for above work and completed in substantial workmanlike for the total above. Any alteration or deviation from the above specifications involving extra costs, will be executed only upon written orders, and will become and extra charge over and above Estimate/ Contract. All agreements contingent upon strikes, accidents or delays beyond our control.</i>			
All excess spots, including asphalt & concrete, to remain on site. Not responsible for damages to unmarked utilities. All plans, traffic plans, permits & inspection fees by others. Conduit for fire service by others. Bid non prevailing wage, during normal business hours, Mon-Fri 7am-4pm If night work, ground water or undiggable rock is encountered, T&M rates will apply.			
Accepted By <u>Matt H. [Signature]</u>		Date <u>12-12-2019</u>	

# Memo

To: Board of Directors

From: General Manager

Date: January 15, 2020

Subject: ITEM # 6 WATER AND SEWER CAPACITY:

Background:

A longtime request to analyze water and sewer capacities at IWD. G.M. encourages discussion, including possibly contracting an outside engineering firm perform a study.

Recommendation:

Authorize G.M. to put out R.F.B. on this matter.