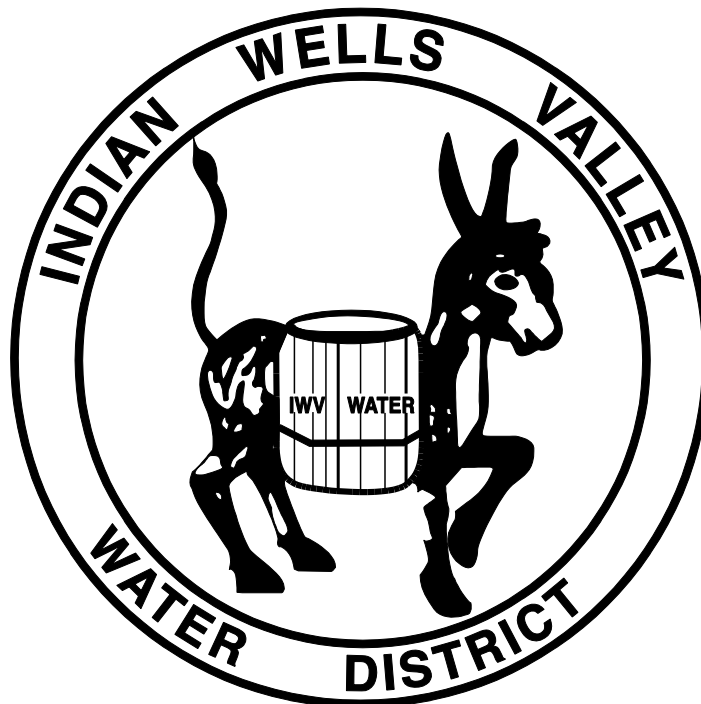


Indian Wells Valley Water District

**Special Board of Directors Meeting
Workshop**



January 13, 2011

INDIAN WELLS VALLEY WATER DISTRICT

BOARD OF DIRECTORS

Harold W. Manning, President
Peggy Breeden, Vice President
Peter Brown
Leroy Corlett
Donald J. Cortichiato

Thomas F. Mulvihill
General Manager
Krieger & Stewart, Incorporated
Engineers
McMurtrey, Hartsock & Worth
Attorneys-at-Law

2011 COMMITTEE ASSIGNMENTS

ADMINISTRATION/EXECUTIVE COMMITTEE (BREEDEN/MANNING)

Personnel, Legal Matters, General Plan, Community Relations, Board Meeting Agendas, Ordinances, Rules, Regulations, Policies, Procedures, Customer Service, Variances, Director's Manual, etc.

FINANCE COMMITTEE (BREEDEN/CORTICHIATO)

Rates, Cost-of-Service, Budget, Audits, Cost Allocation, Investments, Financial Services, Insurance, Loans/Grants, Water Sales & Service Policy Manual, Accounting, Assessment Districts, Billing, etc.

WATER MANAGEMENT (CORLETT/CORTICHIATO)

Water Management, Water Policy, Water Quality, Conservation, Urban Water Management Plan, California Urban Water Conservation Council, Title 22 Compliance, etc.

PLANT & EQUIPMENT COMMITTEE (BROWN/CORLETT)

Transmission/Distribution System, Vehicles & Equipment, Wells, Reservoirs, Real Property Management, Telemetry, etc.

ALTERNATE WATER SUPPLY COMMITTEE (BROWN/MANNING)

Alternative sources for water supply including Blending, Importation, Reuse, etc.

BOARD OF DIRECTORS
INDIAN WELLS VALLEY WATER DISTRICT

SPECIAL BOARD MEETING

WORKSHOP AGENDA

THURSDAY, JANUARY 13, 2011 – 9:30 A.M.

BOARD OF DIRECTORS' HEARING ROOM
500 W. RIDGECREST BLVD., RIDGECREST

(Pursuant to Government Code section 54957.5, any materials relating to an open session item on this agenda, distributed to the Board of Directors after the distribution of the agenda packet, will be made available for public inspection at the time of distribution at the following location: Indian Wells Valley Water District, 500 W. Ridgecrest Blvd., Ridgecrest, CA).

1. CALL TO ORDER
2. ROLL CALL
3. POSTING OF AGENDA DECLARATION
4. CONFLICT OF INTEREST DECLARATION
5. PUBLIC QUESTIONS AND COMMENTS

(THIS PORTION OF THE MEETING IS RESERVED FOR PERSONS DESIRING TO ADDRESS THE BOARD ON ANY MATTER NOT ON THE AGENDA AND OVER WHICH THE BOARD HAS JURISDICTION. HOWEVER, NO ACTION MAY BE TAKEN BY THE BOARD OF DIRECTORS ON ANY ITEM NOT APPEARING ON THE AGENDA. NON-AGENDA SPEAKERS ARE ASKED TO LIMIT THEIR PRESENTATION TO FIVE MINUTES. PUBLIC QUESTIONS AND COMMENTS ON ITEMS LISTED ON THE AGENDA WILL BE ACCEPTED AT ANY TIME THE ITEM IS BROUGHT FORTH FOR CONSIDERATION BY THE BOARD. WHEN YOU ARE RECOGNIZED BY THE CHAIRPERSON, PLEASE STATE YOUR NAME AND ADDRESS FOR THE RECORD).

6. BOARD WORKSHOP

(This meeting is a planning session for the IWV Water District Board of Directors and the Water District Staff to discuss, consider, and prioritize present and/or future operations and projects for the year, which may also include but not be limited to matters relating to finances, management, and those items listed below. The intent of this meeting is to set forth a plan and a schedule to keep all of us on track. The goal is to have the agreed upon projects assigned to the appropriate committee with an assigned chairperson).

- A. Introduction of Facilitator
 - B. Workshop Format and Process
 - C. Board and Staff Expectations
 - D. Workshop Issues, Goals and Priorities
 - 1. Ordinance No. 93: Water Efficient Landscape Ordinance
 - a. Enforcement Procedures
 - b. Conservation Messages
 - 2. Ordinance Nos. 90 and 91: Water Efficient Landscape Ordinances for New Construction
 - a. Landscape Restrictions
 - 3. Develop Policies for Water Use Mitigation Required for New Development
 - 4. Ordinance No. 94: Water Sales & Service Policy Manual
 - 5. Board Meeting Packets
 - E. Review Status of Existing Projects and Goals
 - F. General Manager Goals
 - G. Board of Director Goals
 - H. Prioritize Projects and Goals/Develop Action Plans
 - I. Review any Outstanding Issues
 - J. Finalize Action Plans
 - K. Summarize Agreements
7. BOARD COMMENTS/FUTURE AGENDA ITEMS
8. ADJOURNMENT

Requests for disability related modifications or accommodations, including auxiliary aids or services may be made by telephoning or contacting Rose Koch at the District offices. Please attempt to make such requests known at least 24 hours before the scheduled meeting.



6.D.1.



INDIAN WELLS VALLEY WATER DISTRICT

Water Efficient Landscape Ordinance For Single-Family and/or Multi-Family Residential Commercial and/or Institutional

Ordinance No. 93
Effective: May 10, 2010

Mandatory Measures:

- No water user shall waste water. Meaning of "Waste":
 - Water runoff from landscape irrigation.
 - Washing down hard or paved surfaces except when necessary to alleviate safety or sanitary hazards.
 - Knowingly allowing water to leak.
 - Using a hose without a shut-off nozzle while washing your vehicle or recreational toys.
- Landscape shall not be irrigated on the surface, except for hand watering and/or the use of a drip irrigation system, between the hours of 8:00 AM – 8:00 PM during the months of May, June, July, August, September and October unless a special permit is issued to accommodate newly planted material.
- New plumbing fixtures must conform to requirements of law as to flow capacity.

Enforcement:

- First Offense: Written notice with educational materials.
- Second Offense: Fine up to \$50.00.
- Third Offense: Fine up to \$200.00.
- Further non-compliance may result in termination of service.
- Appeal process.



6.D.1.a.

Conservation Specialist I

Water Efficient Landscape Ordinance No. 93 Enforcement Procedure

BACKGROUND

In May 2010, the Indian Wells Valley Water District Board of Directors approved a Water Efficient Landscape Ordinance No. 93 (WELO). The purpose of this Ordinance is to preserve the Indian Wells Valley's fresh water aquifer for the long-term through mandatory water conservation and conservation education. The WELO includes the following prohibitions for all customers within the Indian Wells Valley Water District's boundaries:

- Landscape irrigation to an extent which allows water to runoff the area being irrigated, specifically onto sidewalks and streets creating an undue, continuous flow of water.
- Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when necessary to alleviate safety or sanitary hazards, and then only by use of hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device or a low-volume water broom, high-pressure cleaning machine equipped to recycle any water used. General maintenance cleaning shall be performed by other means such as by using a broom.
- Knowingly allowing water to leak through water connections, hoses, faucets, pipes, outlets or plumbing fixtures.
- Limits on washing vehicles: Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat, motor home, or trailer, whether motorized or not is prohibited, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility that recycles water.
- Landscape shall not be irrigated on the surface, except for hand watering and/or the use of a drip irrigation system, between the hours of 8:00 AM – 8:00 PM during the months of May, June, July, August, September and October unless a special permit is issued to accommodate newly planted material.

The General Manager of the District or designee may provide administrative exceptions to the landscape and irrigation plan requirements of this Ordinance on a case by case basis.

The District's Conservation Specialist I will actively enforce the WELO through investigation, documentation, identification, notification and education.

The WELO includes provisions concerning notices and penalties. The following section addresses these issues more thoroughly.

PROCESS

Water Waste is Reported to or Personally Observed by Conservation Specialist I

- Water Waste Report phoned in to the District
- Water Waste Report submitted via District website
- District employee witnesses water waste

Water Waste is Investigated, Documented and Identified by Conservation Specialist I

- Upon receiving a Water Waste Report, the Conservation Specialist I will record the report on the Notification Log in Microsoft Excel including:
 - Date
 - Time
 - Address
 - Source of Report
 - Conservation Specialist
 - District Employee
 - Anonymous Tip
 - Other
 - Alleged Violation(s)
- The Conservation Specialist I will go to the location to investigate the violation
 - If no clear violation is occurring, the Conservation Specialist I will note “No Violation Identified” under Miscellaneous Comments
 - If a clear violation is occurring but the customer has a Special Permit, the Conservation Specialist I will note “Yes” under the Waiver section on the Notification Log
 - If a clear violation is occurring, the Conservation Specialist I will thoroughly document the situation as follows:
 - Take a picture and/or video of the violation recording the date and time
 - Complete the Notification Log in Microsoft Excel including:
 - Modifying the Violation(s) section
 - Checking the Verified box
 - Miscellaneous Comments

First Violation Water Waste WARNING NOTICE is Issued

- Complete the orange NOTICE door hanger
 - Address
 - Date
 - Time
 - Check the specific violation(s)
 - Circle or write in the step(s) needed to be taken to comply with Ordinance No. 93
- Hang the orange NOTICE door hanger and the educational materials on the door
 - If personal contact is made while hanging the NOTICE:
 - Explain who you are (show Employee ID badge)
 - Give a brief explanation of the WELO’s purpose
 - Explain the violation(s) that generated a NOTICE
 - Explain this is just a courtesy NOTICE without fines or penalties
 - Educate how to avoid a future NOTICE
 - If applicable, distribute a hose nozzle, moisture meter or shower head

- Listen to their explanation
 - If applicable, explain the Administrative Exceptions and/or the Appeal Process as outlined in Ordinance No. 93
 - Prevent a confrontational exchange
 - If the violation occurs at a business, only speak to the manager or owner
- Upon returning to the office:
 - Input the information from the Notification Log in SpringBrook:
 - UB Module
 - Maintenance
 - Look up customer by Lot (address)
 - Select Comment/Bill Tab
 - Create new record and assign it ALERT status
 - Include all pertinent data including miscellaneous comments
 - Download and save the pictures and/or videos
 - Make personal contact with customers who received a NOTICE to ensure the NOTICE was received and that the customer understands the steps that need to be taken to comply with the Ordinance to avoid further violations
 - If the violation occurs at a business, contact the manager
 - Attempt to contact by telephone and/or send a follow up letter
 - Explain who you are
 - Give a brief explanation of the WELO's purpose
 - State that a NOTICE was issued
 - Explain the violation(s) that generated a NOTICE
 - Explain this is just a courtesy NOTICE without fines or penalties
 - Explain how to avoid a future NOTICE
 - Listen to their explanation
 - If applicable, explain the Administrative Exceptions and/or the Appeal Process per the WELO
 - Prevent a confrontational exchange
 - Thoroughly Document in SpringBrook all communications with customer
- **Continue to follow up in writing or by telephone until personal contact is made**

Follow up on First Violation Water Waste WARNING NOTICE

- After personal contact has been made, follow up within a reasonable amount of time to ensure customer has corrected the violation
 - Inspect the premises around the same time of the day the first violation occurred
 - If the violation has been corrected, make a note in SpringBrook that the issue has been **RESOLVED** and send a "thank you" note to the customer acknowledging the violation has been corrected
 - If the first violation has been corrected but a new and different possible violation is occurring, repeat the **First Violation Water Waste WARNING NOTICE** steps above
 - If the violation has not been corrected, proceed with issuing a **SECOND NOTICE**

SECOND Violation Water Waste NOTICE is Issued

- If a clear second occurrence of a previously NOTICED violation is occurring, the Conservation Specialist I will thoroughly document the situation as follows:

- Take a picture or video of the violation
- Complete the Notification Log in Microsoft Excel including:
 - Date
 - Time
 - Address
 - Specific Violation(s)
 - Note this is the second violation
 - Note the amount of the assessed fine
 - Use the Penalty Calculator so fines are assessed consistently and fairly
 - Fines will be added to the next monthly water bill
 - Miscellaneous Comments
- Complete the orange SECOND NOTICE door hanger
 - Address
 - Date
 - Time
 - Check the specific violation(s)
 - Date the FIRST NOTICE was issued
 - Assess a fine not to exceed \$50
 - Fines should be assessed consistently and fairly
 - Fines will be added to the next monthly water bill
 - Circle or write in the step(s) needed to be taken to comply with Ordinance No. 93
- Hang the orange SECOND NOTICE door hanger on the door
 - If personal contact is made while hanging the SECOND NOTICE:
 - Explain who you are (show Employee ID badge)
 - Explain the violation(s) that generated a SECOND NOTICE
 - Explain this SECOND NOTICE includes a fine and give the amount
 - Explain how to avoid a THIRD/FINAL NOTICE
 - Listen to their explanation
 - If applicable, explain the Administrative Exceptions and/or the Appeal Process per the WELO
 - Prevent a confrontational exchange
 - If the violation occurs at a business, only speak to the manager or owner
- Upon returning to the office:
 - Input the information from the Notification Log in SpringBrook:
 - UB Module
 - Maintenance
 - Look up customer by Lot (address)
 - Select Comment/Bill Tab
 - Create new record and assign it ALERT status
 - Include all pertinent data including miscellaneous comments
 - Give IWVWD Customer Service Representatives a list of all fines assessed during the shift so Customer Service can include the fine on the next regular invoice. The list should include:
 - Date
 - Address
 - Amount of fine
 - Download and save the pictures and/or videos

- Make personal contact with customers who received a SECOND NOTICE to ensure the SECOND NOTICE was received and that the customer understands the steps that need to be taken to comply with the Ordinance to avoid further violations
 - If the violation occurs at a business, contact the manager
 - Attempt to contact by telephone and/or send a follow up letter
 - Explain who you are
 - State that a SECOND NOTICE was issued
 - Explain the violation(s) that generated a SECOND NOTICE
 - Explain this SECOND NOTICE includes a fine and give the amount
 - Explain how to avoid a THIRD/FINAL NOTICE
 - Listen to their explanation
 - If applicable, explain the Administrative Exceptions and/or the Appeal Process per the WELO
 - Prevent a confrontational exchange
 - Thoroughly Document in SpringBrook all communications with customer
 - Continue to follow up in writing or by telephone until personal contact is made

Follow up on SECOND Water Waste violation NOTICE

- After personal contact has been made, follow up to ensure customer has corrected the second violation within a reasonable amount of time
 - Inspect the premises around the same time of the day the first and second violations occurred
 - If the violation has been corrected, make a note in SpringBrook that the issue has been **RESOLVED** and send a “thank you” note to the customer acknowledging the violation has been corrected
 - If the second violation has been corrected but a new and different possible violation is occurring, repeat the **FIRST NOTICE for Water Waste violation** steps above
 - If the violation has not been corrected, proceed with issuing a **THIRD NOTICE**

THIRD Water Waste violation NOTICE is Identified by Conservation Specialist I

- If a clear third occurrence of a previously NOTICED violation is occurring, the Conservation Specialist I will thoroughly document the situation as follows:
 - Take a picture or video of the violation
 - Complete the Notification Log in Microsoft Excel including:
 - Date
 - Time
 - Address
 - Specific Violation(s)
 - Note this is the third violation
 - Note the amount of the assessed fine
 - Miscellaneous Comments
- Complete the orange THIRD NOTICE door hanger
 - Address
 - Date
 - Time
 - Check the specific violation(s)

- Dates the FIRST NOTICE and SECOND NOTICE were issued
- Assess a fine not to exceed \$200
 - Use the Penalty Calculator so fines are assessed consistently and fairly
 - Fines will be added to the next monthly water bill
- Date of termination of water service (30 calendar days from date of THIRD NOTICE)
- Circle or write in the step(s) needed to be taken to comply with Ordinance No. 93
- Hang the orange THIRD NOTICE door hanger on the door
 - If personal contact is made while hanging the THIRD NOTICE:
 - Explain who you are (show Employee ID badge)
 - Explain the violation(s) that generated a THIRD NOTICE
 - Explain this THIRD NOTICE includes a fine and give the amount
 - Explain if non-compliance Ordinance No. 93 continues, water service will be terminated within 30 calendar days.
 - Explain how to avoid termination of water service
 - Listen to their explanation
 - If applicable, explain the Administrative Exceptions and/or the Appeal Process
 - Prevent a confrontational exchange
 - If the violation occurs at a business, only speak to the manager or owner
- Upon returning to the office:
 - Input the information from the Notification Log in SpringBrook:
 - UB Module
 - Maintenance
 - Look up customer by Lot (address)
 - Select Comment/Bill Tab
 - Create new record and assign it ALERT status
 - Include all pertinent data including miscellaneous comments
 - Give IWVWD Customer Service Representatives a list of all fines assessed during the shift so Customer Service can include the fine on the next regular invoice. The list should include:
 - Date
 - Address
 - Amount of fine
 - Download and save the pictures and/or videos
 - Make personal contact with customers who received a THIRD NOTICE to ensure the THIRD NOTICE was received and that the customer understands the steps that need to be taken to comply with the Ordinance to avoid further violations
 - If the violation occurs at a business, contact the manager
 - Attempt to contact by telephone and/or send a follow up letter
 - Explain who you are (show Employee ID badge)
 - Explain the violation(s) that generated a THIRD NOTICE
 - Explain this THIRD NOTICE includes a fine and give the amount
 - Explain if non-compliance Ordinance No. 93 continues, water service will be terminated on the specific date noted on the THIRD NOTICE (but must occur within 30 calendar days of the violation)
 - Explain how to avoid termination of water service
 - Listen to their explanation
 - Explain the Administrative Exceptions and/or the Appeal Process

- Prevent a confrontational exchange
 - Thoroughly Document in SpringBrook all communications with customer
- Continue to follow up in writing or by telephone until personal contact is made or until water service has been terminated

FINAL Water Waste violation NOTICE

- Immediately after distributing the customer a THIRD NOTICE, **NOTIFY** Customer Service Supervisor, Chief Financial Officer and General Manager the NOTICE had been delivered and provide the Date of Termination written on the THIRD NOTICE
- With the General Manager’s approval, the Customer Service Supervisor shall include this customer in the 48-Hour Notice of Termination schedule
 - All charges related to notification and actual termination of water service apply

SPECIAL PERMIT ISSUANCE

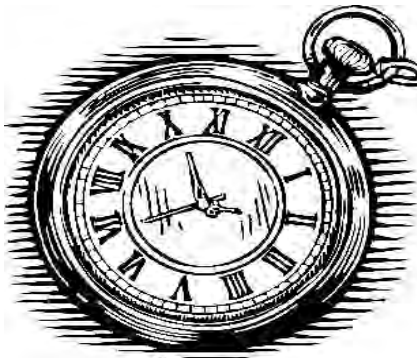
- Special Permits can be issued by the Conservation Specialist I
 - The General Manager and/or Water Management can also issue special permits, waivers or give administrative extensions
- The Conservation Specialist I will receive a request for a special permit in person or over the telephone
- Based on the information provided by the Applicant, the Conservation Specialist I may issue a special permit
 - Permit is recorded on the Permit Listing Sheet and includes:
 - Date
 - Name
 - Address
 - Reason for Special Permit
 - Expiration Date

GENERAL GUIDELINES

- Know and follow the provisions included in Water Efficient Landscape Ordinance No. 93
- Understand the water issues within the Indian Wells Valley
- Be prepared to share conservation tips and tricks by distributing educational materials and water-wise gadgets
- Use common sense and good judgment
- Treat all customers with respect and dignity
- Avoid confrontational exchanges
- Thoroughly document in SpringBrook all communications with customer



6.D.1.b.



DID YOU KNOW ...?

It's time to reset your automatic irrigation timer.

WHY?

Warm season grasses and most trees are genetically developed to go dormant throughout frost season and only need watering about once per month. So, conserve water **AND** benefit your wallet – reset your irrigation timers today!

This message is brought to you by **GUS** from the Indian Wells Valley Water District
Find more great tips at:
Irrigationtutorials.com



**DID YOU KNOW ...?
DURING COLD WEATHER MONTHS,
TREES ONLY NEED IRRIGATION
ABOUT ONCE PER MONTH.**

WHY?

**Trees are designed to go dormant
during the coldest part of the year.
So, reset those timers and mark your calendar!
Remember, water conservation makes sense –
DOLLAR\$ AND CENT\$!**



This message is brought to you by **GUS**
from the

Indian Wells Valley Water District

Find more great tips at:
Irrigationtutorials.com



DID YOU KNOW ...?

Merely extending watering times will usually NOT fix dry or brown spots in living turf ... without over watering everything else.

WHY?

Because dry spots are likely due to uneven spray distribution. "Walk" your sprinkler system once every 4 to 6 weeks throughout the growing season to spot and fix any blocked or broken sprinkler heads before they become a problem. "Tuned-up" irrigation systems are more WATER EFFICIENT and will benefit your wallet!



This message is brought to you by **GUS** from the

Indian Wells Valley Water District

Find more great tips at:
Irrigationtutorials.com



DID YOU KNOW ...?

Winterizing your irrigation system each year helps prevent costly damage.

WHY?

During cold weather months in the IWV, temperature swings leave outdoor irrigation pipes and valves vulnerable to cracking or splitting. Try wrapping them in burlap, rubber or heavy plastic to help prevent damage during the coldest months.



This message is brought to you by **GUS**
from the

Indian Wells Valley Water District

Find more great tips at:

Irrigationtutorials.com



DID YOU KNOW ...?

Watering grass longer than 5 minutes at any one time is actually very inefficient.

WHY?

Spray sprinkler heads deliver too much water to be absorbed immediately, regardless of soil type or amendments. **SO ... for the best absorption, try scheduling spray sprinkler cycles at least 30 minutes apart and keep them under 5 minutes.**



This message is brought to you by **GUS**
from the

Indian Wells Valley Water District

Find more great tips at:
Irrigationtutorials.com





6.D.2.



INDIAN WELLS VALLEY WATER DISTRICT

Water Efficient Landscape Requirements For New Single Family Residential Construction

Ordinance No. 90
Effective: April 9, 2010

Homebuilders, developers, and/or landscape contractors should provide the residential customer an irrigation design and landscape design that would, if installed, comply with the Indian Wells Valley Water District Ordinance No. 90. A list of front yard requirements and rear yard recommendations are listed below.

Front Yard Requirements:

- No living turf and only the plants on the Approved Plant List allowed.
- Must be a low volume irrigation system.
- Must be designed to eliminate any runoff from the area being irrigated, especially onto sidewalks and streets.
- Recordation of a covenant of landscape restrictions on each single family dwelling as a notice to subsequent owners of the property. There is no charge to the developer/owner if notary and recordation of covenant is completed by the Indian Wells Valley Water District.



INDIAN WELLS VALLEY WATER DISTRICT

Water Efficient Landscape Requirements For New Multi-Family, Commercial and/or Institutional Construction

Ordinance No. 91
Effective: April 9, 2010

Landscape Requirements:

- Living turf and/or any plants not on the Approved Plant List are limited up to 50% of the landscape area.
- Plants from the Approved Plant List shall be used within the remaining landscape area.
- Must be a low volume irrigation system.
- Irrigation and landscape plan shall be submitted to the City Planning Department, including low volume irrigation systems and low water use plants. The plan must provide adequate water supply such that all of the water needed can be delivered every other day within the water window of 8:00 PM – 8:00 AM during the months of May, June, July, August, September, and October.
- Must be designed to eliminate any runoff from the area being irrigated, especially onto sidewalks and streets.
- Recordation of a covenant of landscape restrictions on each multi-family dwelling, commercial and/or institutional property as a notice to subsequent owners of the property. There is no charge to the developer/owner if notary and recordation of covenant is completed by the Indian Wells Valley Water District.

This bulletin is only a summary of Ordinance No. 91: Water Efficient Landscape Requirements for New Multi-Family, Commercial and/or Institutional Construction. For a copy of the full Ordinance, visit the District's website at www.iwvwd.com or Office at 500 W. Ridgecrest Blvd., Ridgecrest.



6.D.4.

If a meter is not registering water usage, through no fault of the customer, the non-working meter will be repaired or replaced by the District by the next scheduled meter reading date, or the customer will be billed the minimum rate only until such time as repairs are made except in circumstances where prompt repair or replacement may be impossible, including circumstances such as natural disasters.

If a meter cannot be read due to a customer-caused obstruction or any other customer-caused situation that prevents the reading of a meter and said obstruction/situation cannot be easily remedied by the District, the customer will be notified to correct the obstruction/situation in a timely manner, and the usage will then be estimated for billing purposes until the meter can be properly read by District personnel. At the District's sole discretion, the customer may be billed for expenses incurred by the District to remedy the obstruction/situation, including time and materials plus an overhead and administrative charge of 15%.

Meter boxes will be scheduled for cleanout or meters will be replaced, as circumstances dictate, in a prompt manner.

To increase the operating efficiency of the District and provide better service to customers, the 3/4-inch meter is the standard size meter for the District's smallest sized water service. All new single family residential services will use the 3/4-inch meter.

The following rates and charges are listed for a monthly billing schedule. All residential, commercial, public, industrial, and agricultural meter connections will be charged the monthly Ready-to-Serve charge plus metered monthly quantity rates and a zone charge if applicable.

MONTHLY READY-TO-SERVE CHARGES (BASIC CHARGE)

The Monthly Ready-to-Serve Charge ("Basic Charge") is generally intended to cover the fixed expenses of the District, excluding interest expense.

Meter Size	Effective 03/01/2010	Effective 02/01/2011	Effective 02/01/2012	Effective 02/01/2013
5/8" x 3/4"	\$16.35	\$17.49	\$18.71	\$20.02
3/4"	\$24.52	\$26.24	\$28.08	\$30.05
1"	\$40.87	\$43.73	\$46.79	\$50.07
1-1/2"	\$81.75	\$87.47	\$93.59	\$100.14
2"	\$130.81	\$139.97	\$149.77	\$160.25
3"	\$261.60	\$279.91	\$299.50	\$320.47
4"	\$408.76	\$437.37	\$467.99	\$500.75
6"	\$817.51	\$874.74	\$935.97	\$1,001.49
8"	\$1,308.02	\$1,399.58	\$1,497.55	\$1,602.38
10"	\$1,880.20	\$2,011.81	\$2,152.64	\$2,303.32

ZONE CHARGE

The Zone Charge is intended to recover from customers all the variable direct costs of power to supply water to the higher zones. Other variable direct costs could be charged to these customers when there is a reasonable way to identify and quantify them.

The Zone Charge is assessed as a multiple of the customer's zone against their usage. Each zone represents a difference of approximately 100 feet in elevation. The zones are designated A (lowest), B, C, D, and E (highest). Zone Charges are applied to customers in zones B, C, D, and E.

The zone charges are, per 100 cubic feet:

	<u>03/01/2010</u>	<u>02/01/2011</u>	<u>02/01/2012</u>	<u>02/01/2013</u>
B-Zone	\$0.104	\$0.107	\$0.110	\$0.114
C-Zone	\$0.208	\$0.214	\$0.220	\$0.227
D-Zone	\$0.312	\$0.321	\$0.331	\$0.341
E-Zone	\$0.416	\$0.428	\$0.441	\$0.454

METERED MONTHLY QUANTITY RATES BASED UPON METER SIZE

SINGLE FAMILY RESIDENCE RATES

All Meter Sizes					
Rate per Hundred Cubic Feet (HCF)					
	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 5	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	5.01 - 12	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	12.01 - 24	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	24.01 - 31	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	31.01 - 38	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	38.01 - 45	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	45.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

NON-SINGLE FAMILY RESIDENCE RATES
Rate per Hundred Cubic Feet (HCF)

5/8" X 3/4" Meter
Rate per Hundred Cubic Feet (HCF)

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 5	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	5.01 - 10	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	10.01 - 15	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	15.01 - 20	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	20.01 - 25	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	25.01 - 30	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	30.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73

+ zone charge

3/4" Meter
Rate per HCF

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 8	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	8.01 - 15	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	15.01 - 23	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	23.01 - 30	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	30.01 - 38	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	38.01 - 45	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	45.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73

+ zone charge

1" Meter
Rate per HCF

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 13	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	13.01 - 25	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	25.01 - 38	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	38.01 - 50	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	50.01 - 63	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	63.01 - 75	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	75.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

1-1/2" Meter
Rate per HCF

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 25	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	25.01 - 50	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	50.01 - 75	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	75.01 - 100	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	100.01 - 125	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	125.01 - 150	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	150.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

2" Meter
Rate per HCF

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 40	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	40.01 - 80	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	80.01 - 120	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	120.01 - 160	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	160.01 - 200	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	200.01 - 240	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	240.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

3" Meter
Rate per HCF

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 80	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	80.01 - 160	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	160.01 - 240	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	240.01 - 320	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	320.01 - 400	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	400.01 - 480	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	480.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

**4" Meter
Rate per HCF**

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 125	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	125.01 - 250	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	250.01 - 375	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	375.01 - 500	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	500.01 - 625	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	625.01 - 750	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	750.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73

+ zone charge

**6" Meter
Rate per HCF**

	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 250	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	250.01 - 500	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	500.01 - 750	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	750.01 - 1000	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	1000.01 - 1250	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	1250.01 - 1500	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	1500.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73

+ zone charge

		8" Meter Rate per HCF			
	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 400	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	400.01 - 800	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	800.01 - 1200	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	1200.01 - 1600	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	1600.01 - 2000	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	2000.01 - 2400	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	2400.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			

		10" Meter Rate per HCF			
	<u>Hundred Cubic Feet (HCF)</u>	<u>Effective 03/01/2010</u>	<u>Effective 02/01/2011</u>	<u>Effective 02/01/2012</u>	<u>Effective 02/01/2013</u>
Tier 1	0 - 575	\$0.71	\$0.71	\$0.76	\$0.81
Tier 2	575.01 - 1150	\$0.92	\$1.00	\$1.07	\$1.14
Tier 3	1150.01 - 1725	\$1.16	\$1.25	\$1.34	\$1.43
Tier 4	1725.01 - 2300	\$1.43	\$1.75	\$1.87	\$2.00
Tier 5	2300.01 - 2875	\$1.81	\$2.25	\$2.41	\$2.58
Tier 6	2875.01 - 3450	\$2.04	\$2.75	\$2.94	\$3.14
Tier 7	3450.01 and Over	\$2.47	\$4.13	\$4.42	\$4.73
		+ zone charge			



6.D.5.

BOARD OF DIRECTORS
INDIAN WELLS VALLEY WATER DISTRICT

AGENDA ITEM: **Board Meeting Packets**

Background:

At the Regular Board Meeting on January 11, 2010, the Board was presented with a Board Package Analysis proposal and cost sheet to go to an electronic Board Package rather than the paper Board package. The Annual Net Savings was estimated at \$3,177.23. The current average cost per year for 14 sets of the Board Package is \$4,857.86. The Board voted unanimously to implement the Electronic Board Package proposal.

Policy or Current Practice:

The Electronic Board Package is posted to the IWVWD website and emailed to the Board of Directors, Management, and other pertinent staff members. A paper copy of the agenda is posted and copies are made available to the public at the Board Meetings. If the Board Meeting includes a Closed Session, the file is scanned into a confidential encrypted PDF format and is emailed to the Directors, General Manager, and Legal Consultant.

Options:

1. Continue with the current practice. Those Board Members without computers will download their Board Package from the IWVWD website. Staff will deliver Closed Session documents, or Board Members could pick them up.
 2. Return to the paper version of the Board Package and have staff deliver.
 3. Continue to post Board Package to Website and deliver Board Packages to the Board Members.
-

Fiscal Impact:

1. None, or if to deliver Closed Session documents, Fiscal Impact will be staff time and maintenance costs.
 2. Approximately \$5,000.00 per year.
 3. Approximately \$5,000.00 plus additional costs for Administrative Assistant labor to scan documents and post to IWVWD website per year.
-



6.F.

January 13, 2011

TO: Board of Directors
FROM: Tom Mulvihill
Re: General Manager & Staff Goals

HIGH PRIORITY GOALS for 2011

All dates are as of the end of the month noted.

CAPITAL IMPROVEMENTS

Water Supply Improvement Program

CEQA process & authorization to proceed, December 2011

Approval by Navy of Combined Production Capacity Alternative and Joint Facility Improvements

Construct D-zone tank by March, 2011

Acquire site for new A Zone tank and rights of way for pipelines by December, 2011

FINANCE

Review and possible revision of Construction Meter Practices to require lock-on devices by December, 2011

Accounting and Customer Accounts software upgrade and training by September, 2011

ENGINEERING

Award Well, Booster, & Pump master service agreement by February, 2011

GIS System and Software Integration Master Plan

Find and award consultant by June 2011

Needs Assessment and Software Integration Plan with project budget and timeline for implementation, September 2011

Implementation Phase, late 2011- 2015

Hardware acquisition

GIS mapping including software and training

Engineering including software and training

Maintenance (facilities, vehicles, & equipment) including software and training

OPERATIONS

Arsenic Treatment Plants permitted and operating successfully by March, 2011

Cal Trans Well 17 discharge encroachment permit by June , 2011

Rehabilitate and Improve Water Production and Distribution Facilities on Butterworth Property

Replace Wells No. 1 and 2 by February 2011

Improve water distribution in south field by February 2011

Provide reserve production capacity by February, 2012

FUTURE SOURCES OF SUPPLY

Aquifer Storage and Recovery Pilot Project

Approve memorandum of understanding March, 2011

Grant acquisition
Select Test Site July 2011
Permitting & CEQA
Drill Test Hole April, 2012

Aquifer Test in Far South West Area by July, 2011

Develop Stine Property by December, 2012

Agreement with grower June, 2011
CEQA, Nov 2011
Biological permitting December, 2012
Completion of improvements December, 2013

Maintain active contact with appropriate agencies: Ongoing

KCWA, AVEK, LADWP, MWD, and others, immediate and ongoing

REGULATORY

Urban Water Management Plan by July, 2011

Establish population estimates for baseline years
Identify Demand Management Measures to Comply with SB X7 (20 X 2020 mandates)

PERSONNEL AND HUMAN RESOURCES

Assistant Operations Superintendent to obtain D-4 Certification by February, 2011

Pumping plant staff T3 Certification by August 2011

Exam, May 2011

Field Service Rep II D2 Certification by December 2011

LOWER PRIORITY GOALS for 2011

ENGINEERING

Update District Specifications

Update District Website

RFP February, 2011

Award Contract May2011

CAPITAL IMPROVEMENTS

Complete Mainline Replacement Projects-- dates to be proposed to P&E Committee: Ongoing

FINANCIAL

Implement cost accounting for major CIPs by August, 2011

Construction projects, mainline replacement

FUTURE SOURCES OF SUPPLY

Brackish Water Resources Study

Secure grant or partner matching funds

EXTERNAL RELATIONSHIPS

Continue participation in Rotary, ongoing

Monthly meeting with City Administrator, ongoing

Monthly Chamber Meetings with Board President, ongoing

Meet at least quarterly with Lori Acton or Jon Mc Quiston or more frequently as needed, ongoing

FOR FURTHER DISCUSSION

With City of Ridgecrest Develop revised uniform landscape requirements for new construction.

Develop policies for water use mitigation required for new development



The Mission
of the
Indian Wells Valley Water District
is to deliver the
highest quality water at the
best possible price
while continuing to serve as
respectful stewards of the environment.

The Vision
of the
Indian Wells Valley Water District
is to provide for
self-sustaining water resources
now and for
generations to come.

Board of Directors