

CRESCENTA VALLEY WATER DISTRICT

**2700 Foothill Boulevard
La Crescenta, California**

**Agenda for the
Adjourned Regular Meeting of the Board of Directors
of the Crescenta Valley Water District
to be held on Tuesday, September 20, 2016 at 7:00 p.m.**

Posted: September 15, 2016 at 3:00 p.m.

Any written materials distributed to the Board in connection with this agenda will be made available at the same time for public inspection at the District office located at the above address.

Call to Order and Determination of Quorum

Pledge of Allegiance

Adoption of Agenda

Public Comments

At this time the public shall have an opportunity to comment on any non-agenda item relevant to the subject matter jurisdiction of the Board. This opportunity is non-transferable and speakers are limited to one three (3) minute comment.

Foothill Municipal Water District Report

1. Report on activities at Foothill Municipal Water District.

Consent Calendar

1. Consideration and approval of Minutes of the Regular Meeting on September 6, 2016.
2. Ratification of Disbursements for August 2016.

Action Calendar

The public shall have an opportunity to comment on any action item as each item is considered by the Board prior to action being taken. This opportunity is non-transferable and speakers are limited to one two (2) minute comment.

1. **Appeal of a High Water Bill** – Consideration and possible action to grant a request for relief from a high water bill by Mr. Joe Rocha at 4536 New York Ave.
2. **Strategic Planning** – Discussion regarding the Strategic Plan of the District.

Information Items

Written Communications to District

Staff Reports

- Secretary-Treasurer
- General Manager
- District Engineer
- Program Specialist
- Information Technology

Attorney Report

Reports of Committees

- **Engineering Committee**
- **Finance Committee**
- **Employee Relations Committee**
- **Policy Committee**
- **Community Relations/Water Conservation Committee**
- **Emergency Planning Committee**

Director's Oral Reports

Report on issues, meetings, or activities attended by Directors.

Closed Session

- **Conference with Legal Counsel**
 - o Existing litigation pursuant to paragraph (1) of subdivision (d) of Section 54956.9: Crescenta Valley Water District vs. City of Glendale, et al., Los Angeles Superior Court case no. BC595199.
- **Conference with Legal Counsel – Anticipated Litigation**
 - o Significant exposure to litigation pursuant to paragraph (2) of subdivision (d) of Section 54956.9 (one case).
- **Conference with Labor Negotiators (§54957.6)**
 - o District negotiators: Thomas Love and Ron Mitchell
 - o Employee organization: AFSCME

Board Members' Request for Future Agenda Items

Adjournment

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CRESCENTA VALLEY WATER DISTRICT REGULAR MEETING, BOARD OF DIRECTORS

September 6, 2016

Pursuant to the order of the Board of Directors of the Crescenta Valley Water District, made at the Regular Meeting of August 9, 2016, a Regular Meeting was held on September 6, 2016, at 7:00 p.m. at the District office at 2700 Foothill Blvd., La Crescenta, California, with President Kerry D. Erickson presiding.

At roll call, the following Directors and staff members were present:

Directors:	James D. Bodnar Michael L. Claessens Kerry D. Erickson Kenneth R. Putnam Judy L. Tejada
Attorney:	Roland Trinh
General Manager:	Thomas A. Love (Absent)
Secretary-Treasurer:	Ron L. Mitchell
District Engineer:	David S. Gould
Others Present:	Christy Scott, Program Specialist Wendy Holloway, Customer Accounts Supervisor Dennis Maxwell, Superintendent Kathy Ross, FMWD Director

PLEDGE OF ALLEGIANCE

President Erickson opened the meeting by leading the Board and staff in reciting the Pledge of Allegiance.

ADOPTION OF AGENDA

It was moved by Director Claessens, seconded by Director Bodnar and carried by a 5-0 vote that the Agenda for the Regular Meeting of September 6, 2016 be adopted as presented.

PUBLIC COMMENT – None

FOOTHILL MUNICIPAL WATER DISTRICT REPORT – Kathy Ross reported on the August FMWD meeting and said that Mike Sovich is retiring and the Board has approved to hire a full time engineer. Water sales are down by 30% from last year. On September 14th there is a Business Expo at Verdugo Hills Hospital and on September 18th another Descanso Gardens event. Also the water demands have been high this month. There are two directors that are up for re-election; however, there is no opposition so they will stay on the Board. The Flood Control is set to clean out the Devils Gate dam, but may face opposition.

CONSENT CALENDAR

It was moved by Director Tejeda, seconded by Director Claessens and carried by a 5-0 vote to approve the Minutes of the Regular Board Meeting held on August 9, 2016.

ACTION CALENDAR

Resolution No. 732 – Ms. Scott reported that ACWA’s Board of Directors voted in July 2015 to oppose Proposition 53 citing its potential to undermine local control and restrict critical infrastructure projects in the future. Proposition 53 is aimed at giving voters a say before state government incurs new debt over \$2 billion. It is believed that the measure targets a specific state project designed to improve water conveyance in the Delta. The way this measure is written it could affect projects pursued by joint powers authorities. ACWA is requesting that the water agencies have their Board of Directors adopt a resolution in opposition to Proposition 53 and forward it to ACWA, that the District may be added to the list of Proposition 53 opponents.

Following discussion:

It was moved by Director Bodnar, seconded by Director Tejeda and carried by a 5-0 vote to adopt Resolution No. 732 by the following roll call:

AYES:	Director Bodnar
AYES:	Director Claessens
AYES:	Director Erickson
AYES:	Director Putnam
AYES:	Director Tejeda

NOES:	None
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Strategic Planning – Mr. Gould reported that staff met on August 30th with a kick off meeting and has started the process for strategic planning and will meet again on October 7th. Mr. Love will provide more detail on the meeting on September 20th and at that time he will schedule a Board workshop in October. Director Putnam has requested that the information be sent in writing before the workshop.

INFORMATION ITEMS – None.

WRITTEN COMMUNICATIONS TO DISTRICT – None.

REPORTS OF PERSONNEL

SECRETARY-TREASURER – Mr. Mitchell provided the Summary of Cash and Investment report which contained the following items:

Investment Portfolio Summary – as of September 2, 2016:

Cash Accounts	\$207,344
Great Pacific Securities	
Bond Debt Service Fund Acct	\$212,987
Local Agency Investment Fund	\$2,381,273

Transfer from MTBE Reserve	\$2,000,000
Federal Farm Credit (83)	\$500,905
Federal Farm Credit (87)	\$500,005
Federal Farm Credit (101)	\$1,207,450
US Treasury (103)	\$1,287,830

MTBE Contingency Funds

Local Agency Investment Fund	\$4,000,000
Great Pacific Securities	\$ 38,778
Transfer to Water Reserve	(\$2,000,000)
Federal Farm Credit (M-48)	\$518,725
Federal Farm Credit (M-49)	\$1,258,975
US Treasury (M-53)	\$1,014,960
US Treasury (M-54) NEW	\$1,002,175
US Treasury (M-55) NEW	\$1,004,930

Fund Balances

Water	\$11,245,739.55
Wastewater	\$4,764,187.73

GENERAL MANAGER – Mr. Love’s report compared the budgeted water production for Fiscal Year 2017 and Fiscal Year 2016, and the water sales revenue. He said that purchased water expense is trending slightly higher than the budget and he will have more information with the first quarter budget variance report next month. He also reported on the General Manager schedule of objectives. On August 26, 2016, Dennis Maxwell was promoted to the Superintendent of Operations & Maintenance. This month there are five employee anniversaries: Pete Hilke – 4 years, Lynne Sovich – 12 years, Brook Yared – 9 years, Cesar Avila – 4 years, and Bryan Jones – 21 years. As of September 2nd, the District has worked 815 days without a lost time accident.

DISTRICT ENGINEER

Water Production – For the period of August 1 through August 31, 2016, water production averaged 124.9 million gallons per day, which is **13.8% more** than the daily average production of the same period in 2015. This is **10.4% less** from the daily average production of the previous five years.

Rainfall: August 2016	0.00”
Season-to-date:	13.34”

Administrative and Field Operations – Mr. Gould provided a memorandum and discussed the following:

Rainfall Update – 0.00” for August 2016. Rainfall total for 2015-16 is 13.34”.

Report on Engineering

CIP Projects – Ocean View Chlorination Project – Testing – preliminary set for end of October. Pipeline Projects – 4200 - 4300 Blocks of Pennsylvania (Mills Pumpline) – under design. Pickens Canyon Slope repair – Discuss options for pipe replacement. Wall

at Ordunio Reservoir – Construction began on August 25, 2016. Completion by September 16, 2016.

Nitrate Removal Treatment Facility at Well 2 Project – Finalizing 50% technical memorandum. Setting up meeting with Glendale on permit requirements.

Crescent Valley County Park Stormwater Recharge Facility Study – Staff reviewing draft report. Meeting with ULARA Watermaster and Stakeholders to discuss the project impacts to the Verdugo Basin. Prop 1 Grant guidelines – tentative date for submittal – November 2017.

ULARA – Administration Committee meeting held on August 25, 2016. Finalizing 2013-14 & 2014-15 Annual Water Reports. Additional information can be found on ULARA Website – <http://ularawatermaster.com>.

Water Meter Replacement Program – Staff is planning to replace the remaining water meters in Pressure Zones 6 through 11 which were not replaced in the last 4 years. A total of 850 water meters will be replaced in FY 16/17. Water meter replacements will start in late September 2016, after receiving the shipment of new meters.

Report on Administrative and Field Operations:

Well Status – Well production capacity is down - averaging 2.0 MGD for July 2016. Well 16 was back in service on July 22, 2016. Well 12 was in service on July 17, 2016.

Field Maintenance and Operations update for July 16 – August 6 – August 31, 2016.

Water lateral leaks & repairs

- 2371 Mayfield
- 2928 Los Olivos
- 3325 Community
- 2812 Alabama
- 5004 El Adobe
- 5033 Glenwood
- 2938 Frances
- 3330 Stevens
- 2677 Ridgeline
- 4900 Caminito Lane
- 3217 Prospect
- 5532 Ocean View
- 3219 Montrose
- 2647 Foothill
- 3352 Los Olivos
- 2921 Franklin

Water Main Leaks – No Report

Reservoir Maintenance – No Report

Fire Hydrant Repair – No Report

Developer Job – No Report

Booster Pump Maintenance – Booster 12 at Markridge – Complete. Oak Creek Booster “B” – waiting on new motor – later October 2016.

Sewer Maintenance – 2500 Blocks of Piedmont, Manhattan, Hermosa. 2400 – 2600 Blocks of Foothill. 2300 – 2400 Blocks of Florencita. 2400 – 2600 Blocks of Mary. 2300 – 2600 Blocks of Montrose. 2500 – 2600 Blocks of Altura. 3800 – 4400 Blocks of Sunset. 3900 – 4400 Blocks of Rosemont. 3900 – 4000 Blocks of Orangedale. 2300 Block of Mira Vista. 2500 – 2600 Blocks of Mayfield.

PROGRAM SPECIALIST –

Monitoring Report Submitted to State for August 2016:

***Production Numbers**

• Total Water Production August 2016:	383 AF
• Total Water Production August 2013:	483 AF
• Percent Reduction:	21%
• Residential Gallons per Capita per Day(R-GPCD) August 2016:	110

***Compliance Reporting**

• Days of outdoor Irrigation Allowed:	3
• Number of Water Waster Complaints:	2
• Number of Follow-ups:	2
• Number of Warnings:	2
• Number of Penalties:	0

*The District is currently in Yellow Alert (3-day per week watering)

Ms. Scott reported that Senate Bill 814 has passed and was signed by Governor Brown on August 29, 2016. When Mr. Love returns there will be more information on this bill. She also reported on the upcoming events.

INFORMATION TECHNOLOGY – No Report

ATTORNEY – No Report

REPORTS OF COMMITTEES

Engineering Committee – Director Bodnar reported that the Committee will meet on September 29, 2016 at 7:30 a.m.

Finance Committee – Director Erickson reported that the Committee had not met; however a meeting will be scheduled as needed.

Employee Relations Committee – Director Tejeda reported that the Committee will meet on September 20, 2016 at 6:30 p.m.

Policy Committee – Director Claessens reported that the Committee had not met; however a meeting will be scheduled as needed.

Community Relations/Water Conservation Committee – Director Putnam reported that the Committee had not met; however a meeting will be scheduled as needed.

Emergency Planning Committee – Director Claessens reported that the Committee will meet on October 13, 2016 at 7:30 a.m.

DIRECTORS ORAL REPORTS

Director Bodnar reported he attended the Water Education Seminar by AWWA and was pleased to see CVWD staff there. There were 70 or so different classes to choose from and he attended six of the classes including some on ground water, rate setting, recycling and chloramination.

Director Tejeda reported that she attended a webinar on best practices for raising rates. She suggested that CVWD have an annual open house at the plant for the customers and have a program to education customers who come into the office to pay their bills on issues facing the District.

Director Putnam – No report

Director Claessens – No report

Director Erickson reported that Glendale is putting in a “Green Street”, as they received a grant from the State for this project.

CLOSED SESSION – No Reportable Action

ADJOURNMENT

There being no other business to come before the Board at 7:50 p.m., it was moved by Director Tejeda and seconded by Director Bodnar that the meeting be adjourned to September 20, 2016 at 7:00 p.m.

APPROVED

Kerry D. Erickson
President

Ron L. Mitchell
Secretary-Treasurer

CASH DISBURSEMENTS LIST

AUGUST 2016



<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
0	8/25	Southern California Edison Co.	Power purchased 7/5/16 to 8/4/16	28,191.85	432.55
34210	8/4	ACV Systems, LLC	Booster pump #34 control valve	2,181.82	
34211	8/4	Heba Alfi	Refund Check	30.89	
34212	8/4	Associated Soils Engineering	E-960 - Geotechnical services rendered	180.00	
34213	8/4	Ben Atwater	Refund Check	79.95	
34214	8/4	AVAYA Financial Services	Land line lease for 08/2016	380.68	126.90
34215	8/4	BC Laboratories, Inc	Water analysis	1,582.25	
34216	8/4	Capital One Commercial	Misc supplies	261.99	261.99
34217	8/4	Cargill, Inc - Salt Division	25 tons bulk salt	3,102.02	
34218	8/4	Armida N. Castro	Well site lease 7/1/2016 to 06/30/2017	75.00	
34219	8/4	CDW Government, Inc	Database software for Springbrook server	1,859.25	619.75
34220	8/4	CDW Government, Inc	OS software	2,616.30	872.10
34221	8/4	Jason Choi	Refund Check	135.07	
34222	8/4	Choice Pest Control	Monthly service 07/2016 - various sites	53.00	
34223	8/4	City of Glendale Police Dept	Alarm call out to Glenwood	82.50	27.50
34224	8/4	Esther Coronado	Well site lease 07/01/2016 to 06/30/2016	75.00	
34225	8/4	Dell Marketing L.P.	Storage support service agreement	1,981.98	660.65
34226	8/4	Dell Marketing L.P.	Lease contract for 8/17/16 to 9/19/16	415.34	138.44
34227	8/4	Hai Dong Ha	Refund Check	144.09	
34228	8/4	Dunn-Edwards Corporation	Glenwood plant remodel	102.23	34.08
34229	8/4	Eurofins Eaton Analytical Inc.	Water analysis	842.00	
34230	8/4	Fedak & Brown LLP	Services rendered for 07/2016	750.00	750.00
34231	8/4	Gregory Fey	Refund Check	31.15	
34232	8/4	First Choice	Coffee service for office	90.01	90.00
34233	8/4	Foothill Municipal Water	UWMP progress payment #4	490.36	490.36
34234	8/4	Foothill Municipal Water	CVWD/FMWD/Glendale agreement	50.00	
34235	8/4	Jensen Instrument Company	2 - Digital industrial pressure gauges	1,191.45	
34236	8/4	Just Tires, Inc.	Unit #38 -4 new tires	429.10	143.04
34237	8/4	Brianne Keith	Well site lease 07/01/2016 to 06/30/2017	75.00	

<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
34238	8/4	Hyun Ju Kim	Refund Check	57.05	
34239	8/4	Sunny Kwon	Refund Check	100.00	
34240	8/4	Sunny Kwon	Refund Check	54.49	
34241	8/4	L.A. County Dept. Public Works	E-960 Excavation permit	1,540.00	
34242	8/4	LA Dept Water and Power	Power purchased 07/2016	47.69	
34243	8/4	Logan Supply Co. Inc	Marking paint and miscellaneous hand tools	299.82	299.80
34244	8/4	Mimecast North America, Inc.	Email security for 07/2016	150.00	50.00
34245	8/4	Dennis Murray	Refund Check	60.00	
34246	8/4	Napa Auto Parts	Unit #36 - tail lights	151.21	50.40
34247	8/4	New Image Landscaping	Monthly maintenance for 07/2016	827.50	152.50
34248	8/4	Newegg, Inc.	Soundbars, hard drives, monitors and mounts	2,417.57	805.85
34249	8/4	Newegg, Inc.	Desktop licenses for workstations	1,163.54	387.85
34250	8/4	Newegg, Inc.	Memory and workstation parts	1,692.68	564.23
34251	8/4	Paper Cuts, Inc	Paper shredding for 07/2016	2.50	2.50
34252	8/4	Sonali Perera	Refund Check	98.54	
34253	8/4	Ready Refresh by Nestle	Distilled water 07/2016	39.91	
34254	8/4	Sawyer Petroleum	500 gals red diesel fuel and 600 gals clear diesel fuel	1,612.69	537.56
34255	8/4	Mrs. Jo Ann Smith	Well site lease 07/01/2016 to 06/30/2016	75.00	
34256	8/4	Spectrum Business	Data service office 07/2016	1,731.52	577.17
34257	8/4	Spectrum Business	Data service Mills plant 07/2016	2,322.66	774.21
34258	8/4	Stemar Equipment & Supply Co.	2 - Pipe layng bars	130.80	
34259	8/4	Still Mor Automotive Inc.	Unit #2 - Service brake hydraulic system	86.27	28.75
34260	8/4	Sully-Miller Contracting Co.	Cold mix	892.84	
34261	8/4	Systemated Business Products	Construction door hangers	187.51	187.50
34262	8/4	The Gas Company	Gas purchased 07/2016 Glenwood	41.81	13.94
34263	8/4	Toro's Lawnmower & Garden	Misc parts for Unit #3	92.09	69.76
34264	8/4	Trench Shoring Company	Steel plates for Community & Pennsylvania	810.00	
34265	8/4	Underground Service Alert/SC	Underground notifications for 07/2016	121.50	40.50
34266	8/4	Univar USA Inc	Liquid Bleach	2,130.95	
34267	8/4	UPS	Shipping charges	10.71	10.71
34268	8/4	Vision Service Plan Co-(CA)	Group vision for 08/2016	324.38	142.72
34269	8/4	Waste Management - Sun Valley	Disposal service for Office & Glenwood-08/2016	796.66	265.54
34270	8/4	Western Water Works	Plastic 1" pipe for stock	763.00	
34271	8/4	Debbie Woodward	Refund Check	101.87	
34272	8/5	Morgen Durose	Longevity pay for 15 years of service	112.50	37.50

<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
34273	8/5	Barbara Prather	Refund Check	500.00	
34274	8/5	Toro's Lawnmower & Garden	Service to the chop saw	17.50	
34275	8/9	All American Landscape Co.	Monthly maintenance for 08/2016	217.50	72.50
34276	8/9	American Water Works Assoc.	Membership renewal 10/1/2016 to 9/30/2017	1,440.00	480.00
34277	8/9	Ameripride Uniform Services, Inc	Uniform rentals for 07/2016	514.31	171.44
34278	8/9	ARC	Monthly MPS billing for 07/2016	634.85	211.60
34279	8/9	AT&T	Land line voice for 07/2016	1,270.58	385.95
34280	8/9	Backflow Apparatus & Valve Co.	Backflow repair kit	58.15	
34281	8/9	BC Laboratories, Inc	Water analysis	306.00	
34282	8/9	Bonnors Equipment Rentals	Propane and miscellaneous rentals 07/2016	26.37	26.36
34283	8/9	CalPERS	Employee contribution 07/2016	20,895.89	12,531.62
34284	8/9	Cash-Petty Cash	Petty cash reimbursement	308.72	56.21
34285	8/9	City of Glendale Police Dept	Security alarm call (2)	165.00	55.00
34286	8/9	City of Glendale Water & Power	Power purchased for 07/2016	39,240.38	116.12
34287	8/9	Civiltec Engineering Inc	E-733-CS -Services through 07/01/2016	215.00	
34289	8/9	County of Los Angeles	LAFCO charges FY 2016/17	4,547.93	
34290	8/9	Dell Marketing L.P.	Power Edge replacement server	4,103.89	1,367.96
34291	8/9	Dell Marketing L.P.	Storage admin training	3,727.52	1,242.51
34292	8/9	Dell Marketing L.P.	E-939 Enclosure with server nodes & 3 yrs support	24,993.74	
34293	8/9	Dell Marketing L.P.	C-959 Array and storage area network	20,776.37	
34294	8/9	Dell Marketing L.P.	Lease contract for 7/17/16 to 9/19/16	1,455.42	485.14
34295	8/9	Do-it Center	Misc hardware for 07/2016	189.63	53.81
34296	8/9	Dominguez General Engineering, Inc	E-960 & E-961 pipeline replacement progress payment #1	504,925.00	
34297	8/9	Eurofins Eaton Analytical Inc.	Water analysis	176.00	
34298	8/9	Flagtime, U.S.A.	New USA and California flags	77.50	77.50
34299	8/9	Foothill Car Wash, Lube & Oil	Unit #38 oil change	35.89	11.96
34300	8/9	Grainger	Spare fan motor for Encinal Resv MCC room	76.72	
34301	8/9	Gsolutionz Professional Services	Land line lease	164.19	54.73
34302	8/9	HD Supply Waterworks Ltd	E-960 - 12" x 6" standard reducing tee	846.36	
34303	8/9	Home Depot Credit Services	Misc hardware for 07/2016	219.73	102.29
34304	8/9	Just Tires, Inc.	Warranty work & inspection Unit #8; Unit #6 - new brakes	29.22	588.03
34305	8/9	L.A. County Dept. Public Works	Excavation permits	3,444.00	
34306	8/9	Lagerlof, Senecal, Gosney & Kr	Legal services for 07/2016	6,044.00	1,250.00
34307	8/9	O'Reilly Auto Parts	Misc parts and supplies for 07/2016	86.30	58.40
34308	8/9	Office Depot - Credit Plan	Misc supplies for 07/2016	61.30	97.23

<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
34309	8/9	Paveco Construction Inc	List 2015-16-16 - various paving locations	10,124.67	
34310	8/9	Pump Check	Efficiency, vibration testing and thermal imaging for 18 boosters & wells	12,040.00	
34311	8/9	Raftelis Financial Consultants, Inc	M-958 services for 06/01/2016 to 06/31/16	2,320.00	2,320.00
34312	8/9	Ramco	Crushed misc base for 07/2016	2,646.39	
34313	8/9	Rassac Air Systems	Office remodel and Glenwood	1,709.02	569.68
34314	8/9	Steven Engineering Inc.	Miscellaneous electrical tools and supplies	223.24	223.21
34315	8/9	Sully-Miller Contracting Co.	Cold mix	884.78	
34316	8/9	Trench Shoring Company	E-960 Steel plates Glenwood & Honolulu	612.50	
34317	8/9	Tri-Xecutex Corp	Maintenance on smoke alarm, backup batteries plant	420.00	140.00
34318	8/9	Univar USA Inc	Liquid Bleach for Glenwood	1,373.82	
34319	8/9	West Coast Pipe	100' of 6" weld bell steel pipe	1,907.50	
34320	8/9	City of Glendale Water & Power	M-933 Relocate support structure for power pole Ordunio	6,620.00	
34321	8/11	Pete Hilke	Reimbursement for AWWA CA-NV Section seminar	108.75	36.25
34322	8/11	Cory Whitman	Reimbursement for safety equipment	44.13	14.71
34323	8/11	Brook Yared	Reimbursement for AWWA CA-NV Section seminar	108.75	36.25
34324	8/15	David Gould	Health Reimbursement	287.14	191.43
34325	8/15	Ron Mitchell	Health Reimbursement	121.21	80.81
34326	8/29	ACV Systems, LLC	Maintenance and repair for boosters 33 & 34	1,317.75	
34327	8/29	Aflac	Employee paid insurance 08/2016	1,337.53	
34328	8/29	Airgas USA, LLC	Monthly cylinder rental - 07/2016	878.30	202.54
34329	8/29	Associated Soils Engineering	E-960 geotechnical services 08/2016	1,620.00	
34330	8/29	AT&T	PRI Usage 08/2016	2,182.11	727.37
34331	8/29	AT&T Mobility	Cell phone service 07/08/16 to 08/07/16	1,059.24	353.08
34332	8/29	BC Laboratories, Inc	Water analysis	568.70	
34333	8/29	California Water Environment	Membership renewal Jake Whitaker	129.00	43.00
34334	8/29	CalPERS	Fees for GASB-68 for period June 30,2016	975.00	325.00
34335	8/29	Capital One Commercial	Misc supplies 08/2016	132.60	132.59
34336	8/29	Ramona Cass	Refund Check	30.93	
34337	8/29	City of Glendale	Cost for assistance with water main break on Park Place	530.35	
34338	8/29	City of Glendale Water & Power	Power purchased for 08/2016	55.51	
34339	8/29	Coastline Equipment Co.	Unit #19 - repair tilting mechanism & install ride seat air valve	1,204.25	401.42
34340	8/29	Dataprose LLC	Printing & Postage for Control 1-4 - 07/2016	1,674.34	1,674.34
34341	8/29	Amanda Donald	Refund Check	22.34	
34342	8/29	Marvin Elliot	Refund Check	540.72	

<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
34343	8/29	Sara Estrada	Refund Check	100.00	
34344	8/29	Foothill Municipal Water	Water delivery 07/2016	290,157.71	
34345	8/29	Gemini Group, LLC	Graphic design for water quality reports	3,720.00	
34346	8/29	Grainger	Eye wash station for vactor truck Unit #31	674.55	334.09
34347	8/29	Great America Leasing Corp.	Kyocera copiers lease	217.46	217.46
34348	8/29	Daniel Harker	Refund Check	100.00	
34349	8/29	Harrington Ind Plastics LLC	E-733CS - Materials for cl2 station	1,218.26	
34350	8/29	HD Supply Waterworks Ltd	Water maintenance supplies	186.55	
34351	8/29	Wendy Holloway	Reimbursements for hotel & mileage for Accela conference	639.15	213.05
34352	8/29	Industrial Metal Supply Co	Magnetic bulletin board for plant	45.85	45.84
34353	8/29	John Robinson Consulting, Inc.	M-958 Grant Assistance 7/1/16 to 7/31/16	1,200.00	1,200.00
34354	8/29	Joseph G. Pollard Co., Inc	Dechlor mat 3' x 4'	151.55	
34355	8/29	LA Dept Water and Power	Power purchased 08/2016	47.19	
34356	8/29	Hyeon Jeong Lee	Refund Check	18.59	
34357	8/29	Lincoln Financial Group	Dental & Disability insurance for 08/2016	3,231.43	2,154.27
34358	8/29	Mail Finance	Postage machine lease 9/8/16 to 12/7/16	368.60	368.60
34359	8/29	New Image Landscaping	Monthly maintenance for 08/2016	827.50	152.50
34360	8/29	New Resources Group, Inc.	Water conservation give away items	3,472.00	
34361	8/29	New Resources Group, Inc.	Water conservation give away items	398.33	
34362	8/29	Northern Safety Co., Inc	First aid kits	113.29	37.76
34363	8/29	Christina Olmedo	Mileage reimbursement for AWWA training	33.21	11.07
34364	8/29	Orchard Supply Hardware	Misc hardware 07/2016	807.06	270.81
34365	8/29	Paveco Construction Inc	E-733CS AC pavement and sidewalk replacement	528.88	
34366	8/29	Milton Peraza	Refund Check	87.17	
34367	8/29	Brian Rasmussen	Refund Check	211.44	
34368	8/29	Rassac Air Systems	Repairs to A/C at Glenwood	316.23	105.41
34369	8/29	Susan Rolontz	Refund Check	34.84	
34370	8/29	Shell	Gas purchased 07/2016	1,163.90	387.97
34371	8/29	Simpler Systems	Monthly maintenance for 08/2016	375.00	125.00
34372	8/29	Dave Spain	Reimbursement for work jeans	51.02	17.00
34373	8/29	Spectrum Business	Closing statement Mills house cable	20.21	6.73
34374	8/29	Star Brite Bldg. Maintenance Inc	Janitorial service for 08/2016	618.75	206.25
34375	8/29	Sully-Miller Contracting Co.	Cold mix	23.14	
34376	8/29	Systemated Business Products	Door hangers for office	114.73	114.72
34377	8/29	Univar USA Inc	1,000 gallons of bleach for Glenwood	2,542.61	

<u>Check#</u>	<u>Check Date</u>	<u>Payable To</u>	<u>Description</u>	<u>Water Amount</u>	<u>Wastewater Amount</u>
34378	8/29	University of Southern Califor	Backflow membership renewal for Cory Whitman	295.46	98.49
34379	8/29	Vision Service Plan Co-(CA)	Group vision for 09/2016	324.38	142.72
34380	8/29	Wells Fargo Card Services	Gould:Tri-State seminar (reg. & hotel) for 4 employees; AWWA Fall Conf (reg); Water Education Seminar (reg. for 4 employees); tool chest for shop; board meeting dinner	1,327.79	442.60
34381	8/29	Wells Fargo Card Services	Hass: Monthly recurring charges; warning signs for gates; transmitter for gates at Glenwood	687.35	229.11
34382	8/29	Wells Fargo Card Services	Love: Board meeting dinner	37.82	12.61
34383	8/29	Wells Fargo Card Services	Mitchell: CUEMA Summit (reg); windshield for Unit #48; items for National Night Out	735.48	221.66
34384	8/29	Wells Fargo Card Services	Scott: Refreshments for National Night Out; conservation ad	1,434.33	
34385	8/29	Wells Fargo Card Services	Bodnar: Registration for ACWA Region 8 event	37.50	12.50
34386	8/29	Wells Fargo Card Services	Tejeda: Registration for ACWA Region 8 event	37.50	12.50
34387	8/29	Western Water Works	Water maintenance supplies	193.37	
Totals for Water & Wastewater				\$ 1,085,056.25	\$ 43,755.11
Total Disbursements for August 2016					\$ 1,128,811.36

Payroll Report for August 2016

Directors	\$ 720.00
Office Regular Payroll	\$ 131,377.00
Office OT	\$ 1,007.00
Plant Regular Payroll	\$ 94,926.00
Plant OT and Standby	\$ 12,076.00
Employer Payroll Taxes	\$ 16,572.00
Payroll Service Charges	\$ 367.00
Total Payroll	\$ 257,045.00

CRESCENTA VALLEY WATER DISTRICT BOARD OF DIRECTORS - STAFF REPORT

Item No. 1

September 20, 2016

To: Honorable President and Members of the Board of Directors
From: Ron L. Mitchell – Secretary-Treasurer
Subject: **Appeal of a High Water Bill**

ACTION ITEM:

1. **Appeal of a High Water Bill** – Consideration and possible action to grant a request for relief from a high water bill by Mr. Joe Rocha at 4536 New York Ave.

BACKGROUND:

Mr. Joe Rocha owns the property located at 4536 New York Ave. and rents the home to Glenn Farrington. While reading for the March 31, 2016 billing, staff discovered that Mr. Farrington (tenant who is the account holder) had unusually high consumption (172 units) and sent it back out for re-read check for leaks. The results showed that there were no leaks detected. Staff spoke directly to him on April 14th and he insists that there are no leaks and that the owner (Mrs. Rocha) had left water running on the property. Staff performed a download of his meter information the next day which showed huge consumption for the 5-day period from March 22-27. This information was provided to Mr. Farrington on April 18th and he said that he had a plumber check out the property to make certain there was no leak. It was noted by our Customer Service Representative that the front grass was “very green”.

On April 22nd, Mr. Rocha (owner of property) came to the office with a letter from Mr. Farrington and a copy of the consumption download that was performed by staff (copy enclosed) and the bill in the amount of \$1,955.75. Staff informed him that the property had previously had a one-time leak adjustment of \$280.17 granted in 2013 and that we are not be allowed to provide another adjustment. Mr. Rocha was informed that any additional relief would have to be granted by the Board of Directors.

On May 16, 2016 staff spoke with Mr. Farrington about payment of the outstanding bill and he said that he is still working with Mr. Rocha to resolve the matter. He was reminded that he is the responsible party on the account and we could not get involved in a tenant/landlord dispute. He made a payment for the amount of his historic billing for the period.

On July 20, 2016 Mr. Farrington again made a payment of \$100 and said that he is in a legal battle with Mr. Rocha over this matter. He was again reminded that he is the responsible party on this account. Mr. Farrington has been paying his current billing amounts up to date while this matter is being resolved.

On September 7th Mr. Rocha again came to the office and asked about getting relief from the large billing and was informed that there had already been a one-time adjustment made on the account and that to get any additional relief he would have to appeal to the Board. On September 14th he brought a letter and copies of repair bills (enclosed) asking to be placed on the agenda.

In other situations, the Board has directed staff to recalculate the bill in question charging only tier 2 rates for all usage over the average consumption for that period. If staff uses that same methodology the average consumption for the March 2016 billing period for this account is 23 units and would not go into tiers 3-4. Total consumption was 172 units which mean that the extra 149 units would be billed at tier 2. Staff has prepared a “re-calculated billing” that shows the billing for the period would be \$1,123.78 instead of the \$1,955.75 which was billed or a difference of \$831.97.

RECOMMENDATION:

Staff has already provided the maximum adjustment for this account and is ready to grant any additional credit that the Board directs and offer an amortization plan if Mr. Rocha or Mr. Farrington if they desire.

Prepared by:

Ron L. Mitchell
Secretary-Treasurer

Submitted by:

Thomas A. Love
General Manager

Attachments:

g:\management\board meeting staff reports\2016\09-20-16 board memo - relief request 4536 New York..docx

RECEIVED

SEP 14 2016

September 13, 2016
Dear Board of Directors,

CRESCENTA VALLEY
WATER DISTRICT

I am contacting you with the hope that you might be able to help me. My name is Joel Rocha and I own the rental property on 4536 New York Ave, La Crescenta, Ca 91214. During the days of March 21st through March 26th of this year, there was an apparent water leak on the property causing an extremely high water bill. I was informed of the leak on April 21st and went to inspect the property that weekend, April 23rd. Because I wanted to be water conscious, I had recently installed a sprinkler irrigation system and I arrived thinking that might have been the cause of the leak. However, upon inspection I found no problems with the system that would help me to ascertain the cause of the leak. At that time, the only thing I could conclude was that my tenant must have left a watering hose on by accident.

In June, while I was with my grounds crew doing work in my tenant's backyard, I noticed right after the sprinklers went off, one of the connecting valves started a very small leak. I repaired it at the time. But still did not believe it was big enough to cause the high bill back in March. However, my tenant still firmly believed the fault was not his.

In July, once again after doing some grounds work. I noticed another valve leak. This one was bigger and needed a full repair (see receipt 7/06/2016). In August when I saw the same thing happen with another valve, I realized if all three of these had malfunctioned back in March, there was a distinct possibility they could have caused the water leak that led to the high billing. I immediately repaired the broken valve (see receipt 8/16/2016). At this time I spoke with my tenant regarding my concern that the past leak could have been caused by valve faults in the irrigation system. I then spoke with the Crescenta Valley Water District to discuss what I now believe to be the problem. Also, not wanting to take chances with the older model watering timer, I had it removed and installed a new digital timer (see receipt 9/13/2016).

I am a very responsible person. Once I realized where the fault lay I took immediate steps to fix it. I am self-employed and work very hard to take care of my family. These past few years have been tough on us financially, many times barely making it from month to month, but we have made the best of it. The bill for the leak during those days in March came to \$1,955.75. The previous bill was \$70.29. My best guestimate is that the leak caused a little over \$1,800 in billing. Needless to say this isn't something that's affordable to us. After speaking with Wendy Holloway, a Customer Accounts Supervisor at the Crescenta Valley Water District, she suggested that I contact you directly. Please understand that I've taken every step to insure this never happens again and I sincerely hope you'll take that under consideration and help me by giving some, if not all relief to the outstanding water bill.

Sincerely,

Joe Rocha

CC. MICHELE BROOKE ESQ

Joe Rocha 9-13-16

OLD TO: J & R DYNAMIC DEMOLITION SHIP TO:
1012673 3344 MARY ST
LA CRESCENTA CA 91214
(818)572-5264

SPECIAL INSTRUCTIONS: _____

=====

Q# : _____ BUYER: _____ PH# : _____ VIA: W/C
OB NAME: STOCK EIP# : _____ BY: LONDON B QUOTE# : _____

=====

QTY	SUG	QTY	QTY	ITEM	DESCRIPTION	LIST	NET	EXTENSION	LIN
ORDER	SHIP	SHIP	B/O						#
5	:	:	5	:	:12001497 L/P COUPLING FOR 1/4 TUBING				1
						.19	.114	.57	
4	:	:	4	:	:04429007 3/4 PVC COUPLING SS NESTING				2
						.97	.243	.97	
1	:	:	1	:	:44008620 PGV-075-ASV 3/4 THD A/S VLV				3
						29.00	15.950	15.95	
2	:	:	2	:	:04436007 3/4 PVC MALE ADAPTOR TXS				4
						1.07	.268	.54	
					IN-BOUND FREIGHT SURCHARGE			.48	

Brass and galvanized irrigation components on this order are not intended for potable use. Items for potable applications available upon special request.

CASH REFUNDS
Any Credit for Material Returned will be Applied
Against Future Purchases or Account Balance

PAYMENTS: TYPE REFERENCE AMOUNT
CASH 20.17

SUB TOTAL 18.51
TAX 1.66
FREIGHT
LABOR
HANDLING
TOTAL \$20.17

FIRM _____
BY _____

#CARTONS : TOTAL LBS. : TRACKING NUMBER

: 1.634 : : DEL BY

9/13/2016 16:51:43 DATE

OLD TO: J & R DYNAMIC DEMOLITION SHIP TO:
1012673 3344 MARY ST
LA CRESCENTA CA 91214
(818)572-5264

SPECIAL INSTRUCTIONS:

=====

D#: BUYER: PH#: VIA:W/C
DB NAME: STOCK EIP#: BY: LANDON B QUOTE#:

=====

QTY ORDER	SUG SHIP	QTY SHIP	QTY B/O	ITEM DESCRIPTION	LIST	NET	EXTENSION	LIN #
1-	:	1-	:	:44008630 PGV-101-ASV THD 1IN A/S VLV				2
	:	:	:	DEFECTIVE	33.00	18.150	18.15-	
	:	:	:	RETURN# 480676 TO VENDOR		3569		3
1	:	1	:	:08008602 1/2 PT P-70 PURPLE PRIMER	11.05	6.299	6.30	4
1	:	1	:	:08007212 1/2 PT 721 BLUE PVC CEMENT W/B	13.30	7.581	7.58	5
1	:	1	:	:44008630 PGV-101-ASV THD 1IN A/S VLV	33.00	14.490	14.49	6
2	:	2	:	:04429007 3/4 PVC COUPLING SS NESTING	.97	.243	.49	7
3	:	3	:	:04406007 3/4 PVC 90 ELL SS	1.85	.463	1.39	8
IN-BOUND FREIGHT SURCHARGE							.48	

Brass and galvanized irrigation components on this order are not intended for potable use. Items for potable applications available upon special request.

#CARTONS : TOTAL LBS. : TRACKING NUMBER

: 2.939 : : DEL BY

9/13/2016 16:52:07 : DATE

FILLED BY
: DATE
DEL BY
DATE



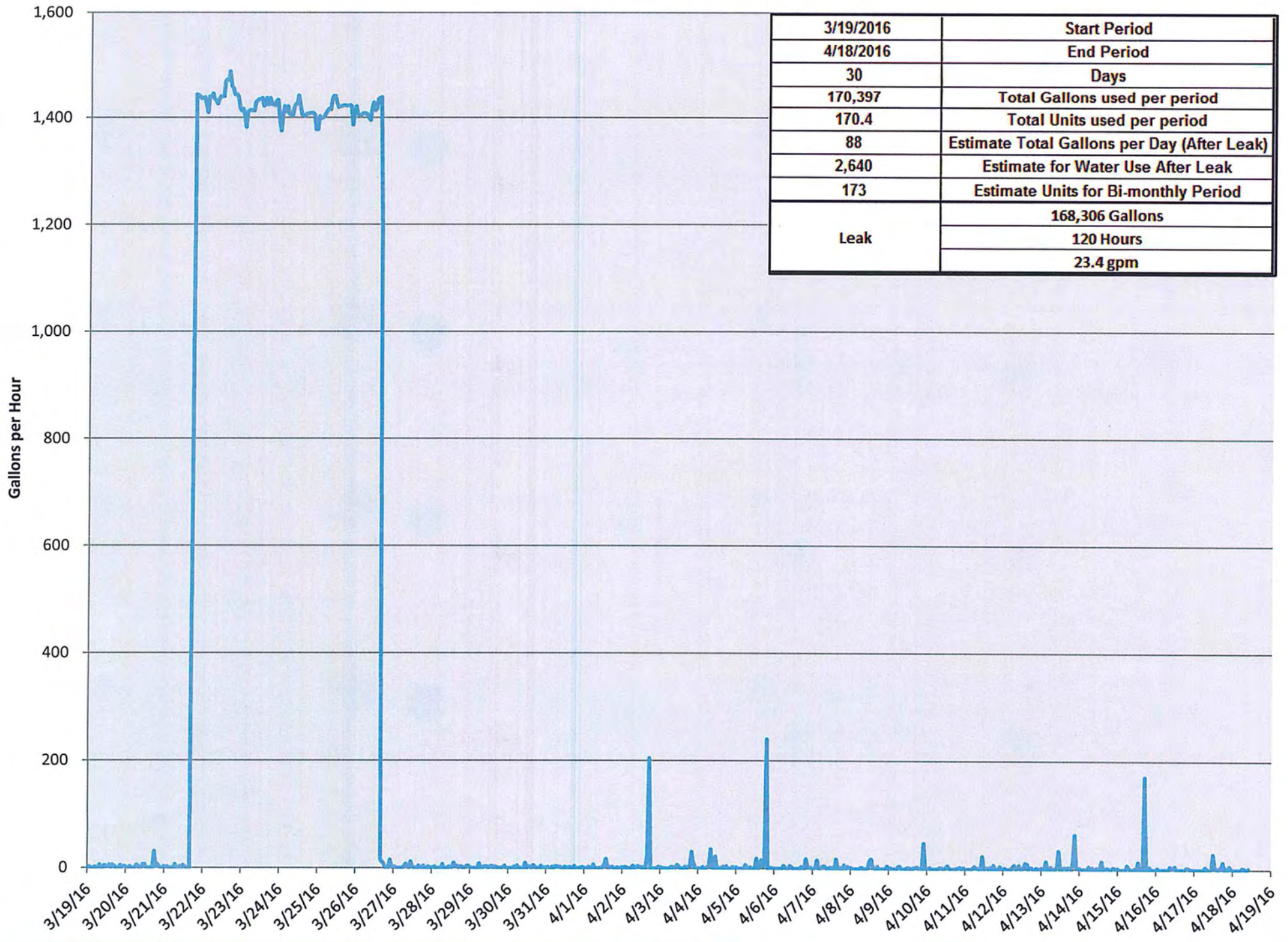
GENERAL OFFICE:
3441 EAST HARBOUR DR.
PHOENIX, AZ 85034
PHONE (602) 437-9530
WWW.EWING1.COM

*** CASH * SALE *** 031 EWING, GLENDALE ORDER NUMBER 4171506-A- 1
ORDER CONFIRMED * 4552 COLORADO BLVD. PAGE 1-
LOS ANGELES 900391104 ORDERED 9/13/2016 4:41PM
PHN (818) 551-9550 FAX (818) 551-9565 REQUESTED 9/13/2016
SOLD TO: J & R DYNAMIC DEMOLITION SHIP TO: _____
1012673 3344 MARY ST _____
LA CRESCENTA CA 91214 _____
(818) 572-5264 _____
SPECIAL INSTRUCTIONS: _____

PO#:		BUYR:		PH:		VIA:W/C			
JOB: S		EIP#:		BY: DANNY P		QUOTE#:			
QTY	SUG	QTY	QTY	ITEM	DESCRIPTION	LIST	NET	EXTENSION	LIN
ORDER	SHIP	SHIP	B/O						#
1 :	1 :	:	:	:26000901	RED HAZARD WATER BASED PAINT	6.25	5.000	5.00	1
6 :	6 :	:	:	:12001513	L/S PROD 2GPH PC EMITTER RED	.39	.234	1.40	2
5 :	5 :	:	:	:12001498	L/P TEE FOR 1/4 TUBING	.24	.144	.72	3
1 :	1 :	:	:	:34000180	RD600-EX-R IRRITROL OUTDOOR	236.00	103.000	103.00	4
					IN-BOUND FREIGHT SURCHARGE			.48	

CASH REFUNDS CC
Any Credit for Material Returned will be Applied
Against Future Purchases or Account Balance
SUB TOTAL 110.60
TAX 9.95
FREIGHT
LABOR
HANDLING
TOTAL 120.55
FIRM _____
BY _____
#CARTONS : TOTAL LBS. : TRACKING NUMBER :
DATE :
DEL BY :
DATE :
9/13/2016 16:48:58 CUSTOMER COPY

4536 New York - Water Use from 3/19/16 to 4/18/16



**CRESCENTA VALLEY
WATER DISTRICT**
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

ACCOUNT NUMBER	SERVICE ADDRESS
27991-000	4536 New York Ave
DUE DATE	BILLING PERIOD
	02/01/16 to 3/31/16
TOTAL CHARGES	AMOUNT ENCLOSED
\$1,123.78	\$

Glenn Farrington
4536 New York Ave.
La Crescenta, CA 91214-1848

CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD.
LA CRESCENTA CA 91214-3590

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

KEEP THIS PORTION FOR YOUR RECORDS

ACCOUNT NUMBER	SERVICE ADDRESS	DUE DATE	BILLING PERIOD
27991-000	4536 New York Ave		02/01/16 to 3/31/16
METER NUMBER	CURRENT READ	PRIOR READ	USAGE
76152860	479	307	172

SUMMARY OF CHARGES

Previous Balance	\$70.29
Payment	(\$70.29)
Tier 1 - 10 x \$4.61 (Basic Usage)	\$46.10
Tier 2 - 13 x \$5.96 (Average Usage)	\$77.48
Tier 3 - 0 x 8.50 (High Usage)	\$0.00
Tier 4 - 0 x 8.75 (Excessive Usage)	\$0.00
Excess Water Used -149 x \$5.96	\$888.04
Fixed Service Charge	\$38.64
Glendale Tax	\$73.52
Adjustments	\$0.00
TOTAL DUE	\$1,123.78

RECALCULATED BILLING STATEMENT



**CRESCENTA VALLEY
WATER DISTRICT**
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT NUMBER

027991-000

SERVICE ADDRESS

4536 NEW YORK

DUE DATE

05/05/16

BILLING PERIOD

02/01/16 to 03/31/16

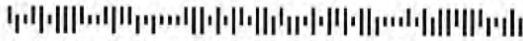
TOTAL CHARGES

\$1,955.75

AMOUNT ENCLOSED

\$

AUTOSCH 5-DIGIT 91214 7 PS5 95876RA07-A-1
1552 1 AV 0.388



GLENN FARRINGTON
4536 NEW YORK AVE
LA CRESCENTA CA 91214-1848

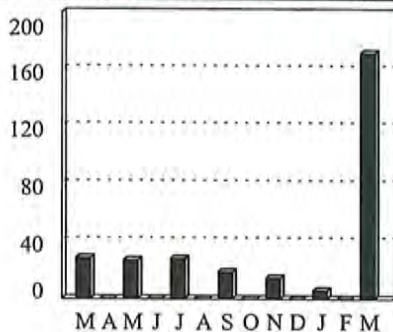
CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590



DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT
KEEP THIS PORTION FOR YOUR RECORDS

STATEMENT OF ACCOUNT

ACCOUNT NUMBER	SERVICE ADDRESS	BILL DATE	DUE DATE	BILLING PERIOD	
027991-000	4536 NEW YORK	03/31/16	05/05/16	02/01/16 to 03/31/16	
METER NUMBER	COMMENTS	PRIOR READ	CURRENT READ	USAGE (IN 1,000 GAL)	USAGE LAST YEAR
76152860		307	479	172	29

WATER USAGE in THOUSAND GALLONS**SUMMARY OF CHARGES**

Previous Balance	\$70.29
Payment on 03/23/2016	\$(70.29)
Water Charges	
Tier 1 - 10 x \$4.61 (Basic Usage 0-10 Units)	\$46.10
Tier 2 - 15 x \$5.96 (Average Usage 11-25 Units)	\$89.40
Tier 3 - 12 x \$8.50 (High Usage 26-37 Units)	\$102.00
Tier 4 - 135 x \$11.39 (Excessive Usage 38 +)	\$1,537.65
Fixed Service Charge	\$38.64
Sewer Charge	\$0.00
Glendale Utility Tax	\$126.96
Adjustments	\$15.00
TOTAL DUE	\$1,955.75

Due to the severity of the drought and mandatory water reductions from the State, the District is currently in Orange Alert. Outdoor watering is permitted only on Tuesday and Saturday before 9:00 a.m. and after 5:00 p.m. Hosing down any hardscape areas is prohibited. No watering or irrigating on days when the wind is blowing hard enough to cause overspray or during and 48 hours after a rain event. Residents can report waste of water on the District's website www.cvwd.com.



If you have questions regarding this bill or dispute the amount charged, the District's Rules and Regulations (Article 8.05G) permit you to submit a complaint or request an investigation. This process must be commenced by you delivering the complaint or request to the District in writing at least five (5) calendar days of receipt of this bill.

CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BOULEVARD
LA CRESCENTA, CALIFORNIA 91214

FOR MORE INFORMATION
VISIT OUR WEB SITE AT
www.cvwd.com

BILLING INQUIRIES: (818) 248-3925
OFFICE HOURS MON-FRI 8:00 AM - 4:30 pm
24 HR. EMERGENCY #: (818) 249-2185

Thursday, April 21, 2016
To Joel and Maria Rocha
Regarding rental Residence:
4536 New York Ave, La Crescenta Ca 91214

Joel,

Attached are the copies of the related pages you requested from the packet I received from La Crescenta Valley Water. It clearly illustrates and lists the days of the water flow. From March 21st at 5:02pm to March 26th at 3:02pm. The very days and times Maria was at our home watering.

As you'll also see on the following days, April 2nd, 5th and 15th when Maria also came over to water, the water flow hit's 35 - 35.5. The only times the water flow ever gets to that level is when she is watering.

Of the five days in question, during the first 24hr period, March 21st at 5:02pm to March 22nd at 5:02pm, the lowest water flow was 30.10 to the highest 42.35. The average for the first 24hrs was 34.65. These numbers are important. It proves that the water flow is comparable to the times when the grounds are being watered. Meaning...whatever is turned on during times of being watered was left on.

The evidence is extremely clear. On March 21st, while Maria was here, something on the property was left on. More than likely in the backyard, since it has been left overgrown with weeds, we don't spend much time back there and would not have noticed anything out of the ordinary. On March 26th during the very time Maria was here watering, whatever had been left on, was turned off.

It might be very possible Maria wasn't even aware of the problem and it was remedied when she returned on the 26th to water. Whatever the reason, the cause is clear and we are not in any way responsible for what happened.

Our last water bill was \$70.29. The jump to \$1,955.75 happened because of the 5 days in question, which was clearly of no fault of our own. I will stop by La Crescenta Valley Water and will make a payment based on our last one. The rest is up to you and however you plan to remedy it with La Crescenta Valley Water. Hopefully while you are negotiating that, our water will not be turned off. It is imperative that you take care of this situation so that doesn't occur.

Glenn Farrington



Malinda Farrington



CC. Jeffrey Cowan Esq.



USAGE HISTORY

09/15/2016 - 10:53 AM

Current Customer: 027991-000 **Established On:** 12/16/2010 **Route #** 03

Name: GLENN FARRINGTON **Address:** 4536 NEW YORK

Meter #: 76152860 **Meter Size:** .75 **Status:** A **U/M:** Gallons **Meter Install Date:** 1/6/2014

2016		2015		2014		2013		2012	
Jan	6	Jan	26	Jan	24	Jan	7	Jan	5
Feb	0	Feb	0	Feb	0	Feb	0	Feb	0
Mar	172	Mar	29	Mar	34	Mar	6	Mar	6
Apr	0	Apr	0	Apr	0	Apr	0	Apr	0
May	8	May	27	May	40	May	9	May	5
Jun	0	Jun	0	Jun	0	Jun	0	Jun	0
Jul	20	Jul	28	Jul	28	Jul	30	Jul	12
Aug	0	Aug	0	Aug	0	Aug	0	Aug	0
Sep	0	Sep	19	Sep	23	Sep	66	Sep	10
Oct	0	Oct	0	Oct	0	Oct	0	Oct	0
Nov	0	Nov	15	Nov	22	Nov	30	Nov	6
Dec	0	Dec	0	Dec	0	Dec	0	Dec	0

CVWD
hollw

Utility Billing
Service Request Form

9/15/2016 - 10:39 AM

Request Number: 000147-04-2016
Account Number: 027991-000

Last Updated By: telld
On: 6/3/2016

Account Status: Active

Name: GLENN FARRINGTON
Billing Address: 4536 NEW YORK
LA CRESCENTA, CA 91214

Home Phone: 3108492245
Business Phone:
Service Address: 4536 NEW YORK

Request Date: 4/15/2016

Request Description: DL & Check for leak - This bill is high customer INSISTS there is no leak but we have done two leak checks - please DL this meter ASAP

Service Date: 4/15/2016

Service Description: 04/18 - Cesar - DL - made contact w Glenn who insists no leak, he hired plumber, front grass is very GREEN, they had a leak or something was left on for 5 days, see DL - Glen thinks owner left hose on. Read:0481684

Water/Gas Meters	Route-Seq Read Dt	Serial No Cons	Register ID No Of Digits	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	03-0615	76152860			Ipearl	Ipearl.754	507
	7/31/2016	20	4				

Location: Rt EDGE OF DOOR

Comments:

Follow up needed? yes no Serviced By: _____ Date: _____ Time: _____

Utility Billing

Adjustments & Fees Proof List



User: hollw
 Printed: 01/08/2014 - 3:05 PM
 Batch: 004.01.2014

Account Number Reference Number	Tran Type	Tran Date Customer Name	Currency	Check#	Code	Receipt No	Attn	Amount	SVC PEN	WTR MIS	SWR FMWD	TAX
006020-000 110195-0	Adjustment	01/08/2014 JOSE PALMEIRI	N/A		ADJ		***	-50.49	0.00 0.00	-31.98 0.00	0.00 -15.20	-3.31
020436-000 460325-0	Adjustment	01/08/2014 W MALLEN	N/A		ADJ		***	-151.91	0.00 0.00	-97.76 0.00	0.00 -54.15	0.00
024226-000 80075-10	Adjustment	01/08/2014 ROGER HOOKS	N/A		ADJ		***	-300.00	0.00 0.00	-300.00 0.00	0.00 0.00	0.00
027991-000 30645-2	Adjustment	01/08/2014 GLENN FARRINGTON	N/A		ADJ		***	-280.17	0.00 0.00	-206.74 0.00	0.00 -55.10	-18.33
Report Totals:								-782.57	0.00	-636.48	0.00 -124.45	-21.64

Transaction Type

Billings this batch 0.00
 Adjustments this batch -782.57
 Payments this batch 0.00
 Cash Deposits this batch 0.00

Currency

Cash 0.00
 Check 0.00
 Other -782.57

CVWD

leddp

Utility Billing
Service Request Form

4/7/2016 - 12:43 PM



Request Number: 000053-04-2016

Account Number: 027991-000

Last Updated By: leddp

On: 4/7/2016

Account Status: Active

Name: GLENN FARRINGTON

Home Phone: 3108492245

Billing Address: 4536 NEW YORK
LA CRESCENTA. CA 91214

Business Phone:

Service Address: 4536 NEW YORK

Request Date: 4/7/2016

Request Description: Check for leak, 3-31-16 billing is high. Please do a second leak check

Service Date: 4/7/2016

Water/Gas Meters	Route-Seq Read Dt	Serial No Cons	Register ID No Of Digits	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	03-0615 3/31/2016	76152860 172	 4		Ipearl	Ipearl.754	479

Location: Rt EDGE OF DOOR

0480851
-

Comments:

N/L

Follow up needed? yes no

Serviced By:

Date:

4/7/16

Time:

CVWD
hollw

Utility Billing
Service Request Form

9/15/2016 - 10:39 AM

Request Number: 000053-04-2016
Account Number: 027991-000

Last Updated By: telld
On: 6/3/2016

Account Status: Active

Name: GLENN FARRINGTON
Billing Address: 4536 NEW YORK
LA CRESCENTA, CA 91214

Home Phone: 3108492245
Business Phone:
Service Address: 4536 NEW YORK

Request Date: 4/7/2016

Request Description: Check for leak, 3-31-16 billing is high. Please do a second leak check

Service Date: 4/7/2016

Service Description: rr 4/7/16 no leak rd 0480851

Water/Gas Meters	Route-Seq Read Dt	Serial No Cons	Register ID No Of Digits	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	03-0615 7/31/2016	76152860 20	 4		Ipearl	Ipearl.754	507

Location: Rt EDGE OF DOOR

Comments:

Follow up needed? yes no Serviced By: _____ Date: _____ Time: _____

Entry Date	Close Date	Account No	Comment
04/06/2016	04/06/2016	025557-000	rr 4/6/16 no b/o rd 1697010
04/06/2016	04/06/2016	025755-000	rr 4/5/16 no b/o rd 0004155
04/06/2016	04/06/2016	025785-000	rr 4/5/16 no leak rd 0057326
04/06/2016	04/06/2016	025808-000	rr 4/5/16 no b/o rd 1247660
04/06/2016	04/06/2016	027231-000	3/31/16 billed at '0' rd 818
04/06/2016	04/06/2016	027588-000	rr 4/6/16 0.8 gpm rd 070620, letter sent
04/06/2016	04/06/2016	027991-000	rr 4/6/16 no leak rd 0480489
04/06/2016	04/06/2016	028244-000	rr 4/6/16 no b/o rd 0247754
04/06/2016	04/06/2016	028634-000	rr 4/5/16 no b/o rd 0901660
04/06/2016	04/06/2016	028894-000	rr 4/6/16 no b/o rd 3360610
04/06/2016	04/06/2016	029116-000	rr 4/6/16 no b/o rd 0350375
04/06/2016	04/06/2016	029191-000	rr 4/6/16 2061670 per SD
04/06/2016	04/06/2016	029326-000	rr 4/6/16 no leaks rd 0253824
04/06/2016	04/06/2016	029766-000	rr 4/5/16 no leak rd 2515060
04/06/2016	04/06/2016	030135-000	rr 4/5/16 no b/o rd 0353147, remodeling, dry yard
04/06/2016	04/06/2016	030893-000	rr 4/6/16 no b/o rd 0043361, seems vacant
04/06/2016	04/06/2016	030951-000	rr 4/5/16 no leaks rd 2541630
04/06/2016	04/06/2016	030953-000	rr 4/6/16 no b/o rd 1754570
04/06/2016	04/06/2016	031035-000	rr 4/6/16 .3 gpm rd 0566938
			04/13 - will contact a plumber
04/06/2016	04/06/2016	031181-000	rr 4/6/16 no b/o rd 41828100
04/06/2016	04/06/2016	031182-000	rr 4/6/16 no water a hose bib rd 00843020. Off at gate valve
04/06/2016	04/06/2016	031286-000	rr 4/5/16 1882490
04/06/2016	04/06/2016	031428-000	rr 4/6/16 no b/o rd 2028530
04/06/2016	04/12/2016	027495-000	04/06 - paid \$21.00 - will pay balance at end of the month
04/06/2016	05/11/2016	011615-000	4/6/16: Mrs called, will pay on the 23rd of the April

Records Printed:

72

Utility Billing

Comments by Status



User: hollw
 Printed: 09/15/2016 - 10:48 AM
 Comment Status: Closed
 Entry Dates: From: 04/26/2016 To: 04/26/2016

Entry Date	Close Date	Account No	Comment
04/26/2016	04/26/2016	010404-000	rr 4/25/16 no leak rd 0090362
04/26/2016	04/26/2016	010407-000	rr 4/25/16 no leak rd 0167769
04/26/2016	04/26/2016	010483-000	rr 4/25/16 no leak rd 1831470
04/26/2016	04/26/2016	010494-000	rr 4/25/16 no b/o rd 0513102
04/26/2016	04/26/2016	010659-000	rr 4/25/16 no b/o rd 2889090
04/26/2016	04/26/2016	010739-000	rr 4/25/16 no leaks rd 0385354
04/26/2016	04/26/2016	010777-000	rr 4/25/16 no b/o rd 0707028
04/26/2016	04/26/2016	010814-000	rr 4/25/16 no leak rd 8177520
04/26/2016	04/26/2016	010833-000	rr 4/25/16 0.3 gpm rd 1779470, letter sent
04/26/2016	04/26/2016	010963-000	rr 4/25/16 no b/o rd 0421992
04/26/2016	04/26/2016	010992-000	rr 4/25/16 no b/o rd 0326060
04/26/2016	04/26/2016	010997-000	rr 4/25/16 no b/o rd 4150120
04/26/2016	04/26/2016	010999-000	rr 4/25/16 no b/o rd 2495840
04/26/2016	04/26/2016	011020-000	rr 4/25/16 no b/o rd 0533590
04/26/2016	04/26/2016	011043-000	rr 4/25/16 no b/o rd 1979230
04/26/2016	04/26/2016	011165-000	rr 4/25/16 no b/o rd 3832800
04/26/2016	04/26/2016	011176-000	rr 4/25/16 no leaks rd 0163307
04/26/2016	04/26/2016	011243-000	4/15/16 billed at '0' rd 1147061, misread previously
04/26/2016	04/26/2016	011334-000	rr 4/25/16 no b/o rd 0220438
04/26/2016	04/26/2016	011343-000	rr 4/25/16 no b/o rd 0420210
04/26/2016	04/26/2016	011414-000	rr 4/25/16 no leaks rd 1556250
04/26/2016	04/26/2016	011460-000	rr 4/25/16 no b/o rd 2831480
04/26/2016	04/26/2016	011518-000	rr 4/25/16 no leaks rd 1353310
04/26/2016	04/26/2016	025960-000	rr 4/25/16 no b/o rd 0840769
04/26/2016	04/26/2016	027991-000	04/22 - owner Joel came in with the DL info and a letter that Glenn gave him. He left letter (in file) I explained to him that water appeared to be left on starting Tues and turned off the following saturday. Told him no leak adjustment is available and the only thing he could do was appeal to the board and set up an amort 5/16/16 Glen called still waiting for landlord. will make a payment of something though
04/26/2016	04/26/2016	028335-000	rr 4/25/16 no b/o rd 0934553
04/26/2016	04/26/2016	028642-000	4/15/16 billed at '0' rd 0884362, misread previously
04/26/2016	04/26/2016	028830-000	04/26 - mail returned - address had already been updated to PO Box - emailed statement and mailed bill 4/26
04/26/2016	04/26/2016	029414-000	04/26 - His bill due 5/5 was returned to us by post office. I did not forward the bill since it was for wrong amount and final billing was sent with the correct amount due
04/26/2016	04/26/2016	029580-000	rr 4/25/16 0.03 gpm rd 0325670, letter sent
04/26/2016	04/26/2016	030082-000	rr 4/25/16 rd 5047450,
04/26/2016	04/26/2016	030322-000	rr 4/25/16 no leak rd 0174712
04/26/2016	04/26/2016	030587-000	rr 4/25/16 no leak rd 0277020
04/26/2016	04/26/2016	030644-000	rr 4/25/16 1.4 gpm rd 149629, no leak sprinklers were on, new landscaping
04/26/2016	04/26/2016	030990-000	04/26 - mail returned by post office saying no such street. Changed city and zip from La Crescenta, CA 91214 to Glendale, CA 91020
04/26/2016	04/26/2016	031277-000	rr 4/26/16 no leaks rd 1909810
04/26/2016	05/11/2016	017907-000	04/26 - Will pay bill May 3rd

Utility Billing

Comments by Status



User: hollw
Printed: 09/15/2016 - 10:48 AM
Comment Status: Closed
Entry Dates: From: 07/20/2016 To: 07/20/2016

Entry Date	Close Date	Account No	Comment
07/20/2016	07/20/2016	030279-000	07/20 - Will be here before noon to pay
07/20/2016	07/28/2016	025295-000	7/20/16: WW. WED no water day, overspray, run off, over watering, Steve NB sent PC 7/28: email from customer that it isn't him, checked with Steve, it's actually 3125 Montrose. CJS emailed this customer.
07/20/2016	07/29/2016	024697-000	07/20 - s/w Dana - she will get in touch with Ralph and try to get this paid.
07/20/2016	09/07/2016	027991-000	07/20 - had to go to a legal battle with owner of prop to pay for high bill. he is in San Diego and Joel is in Mexico so he should get it finished up in two weeks when they get back and get it paid. He will pay \$100.00 toward hias last bill online CVWD now. 08/29 - Going to submit another payment and still in legal battle - told him we need resolution ASAP or we will need to set up payment arrangement while he works it out w Joel
07/20/2016	09/14/2016	025823-000	07-20 - We overread meter - cust paid \$150.00 and will make up balance with read for new cycle - 09/13 - will pay by Friday

Records Printed: 5

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Item No. 2
September 19, 2016

To: Honorable President and Members of the Board of Directors
From: Thomas A. Love, General Manager
Subject: **Discussion on Strategic Planning Process and Schedule**

ACTION ITEM:

1. **Strategic Planning Status Report** – Discussion of the strategic planning process.

BACKGROUND:

In 2005 the Board and staff initiated a strategic planning process resulting in a “2005-2010 Strategic Plan”. In 2011 the Board and staff again initiated a strategic planning process which resulted in a facilitated public workshop with the Board to define the District's issues relative to preparing the FY 2011/12 budget.

On October 20th, 2015 the Board and General Manager identified development of an updated strategic plan as an objective to be completed in 2016.

The Board discussed the strategic planning process on June 7, 2016 and provided direction to initiate the strategic planning process through a series of management staff workshops and focused Board workshops to be facilitated by Legal Counsel.

On August 9, 2016 staff presented an outline of the strategic planning process and schedule with the following strategic planning process elements:

1. Situational Analysis - Current state of the District.
2. Direction – Future state of the District.
3. Alignment – Board, staff and stakeholder support.
4. Execution – Implementation of the strategic plan.
5. Evaluation – Monitor and evaluate and make necessary adjustments.

The Board discussed the proposed scheduled completion by end of the current calendar year recognizing the process may require additional time to complete.

DISCUSSION:

The General Manager has initiated the strategic planning process and conducted the first workshop with the staff leadership team on August 30th. The staff leadership team is comprised of all managers and supervisors. The second leadership team workshop is scheduled on October 7th. The objective of the second workshop is to complete the Situational Analysis and outline the District's Direction for discussion and consideration by the Board. The date and location of the first Board workshop will be discussed at the September 19th Board meeting.

Schedule:

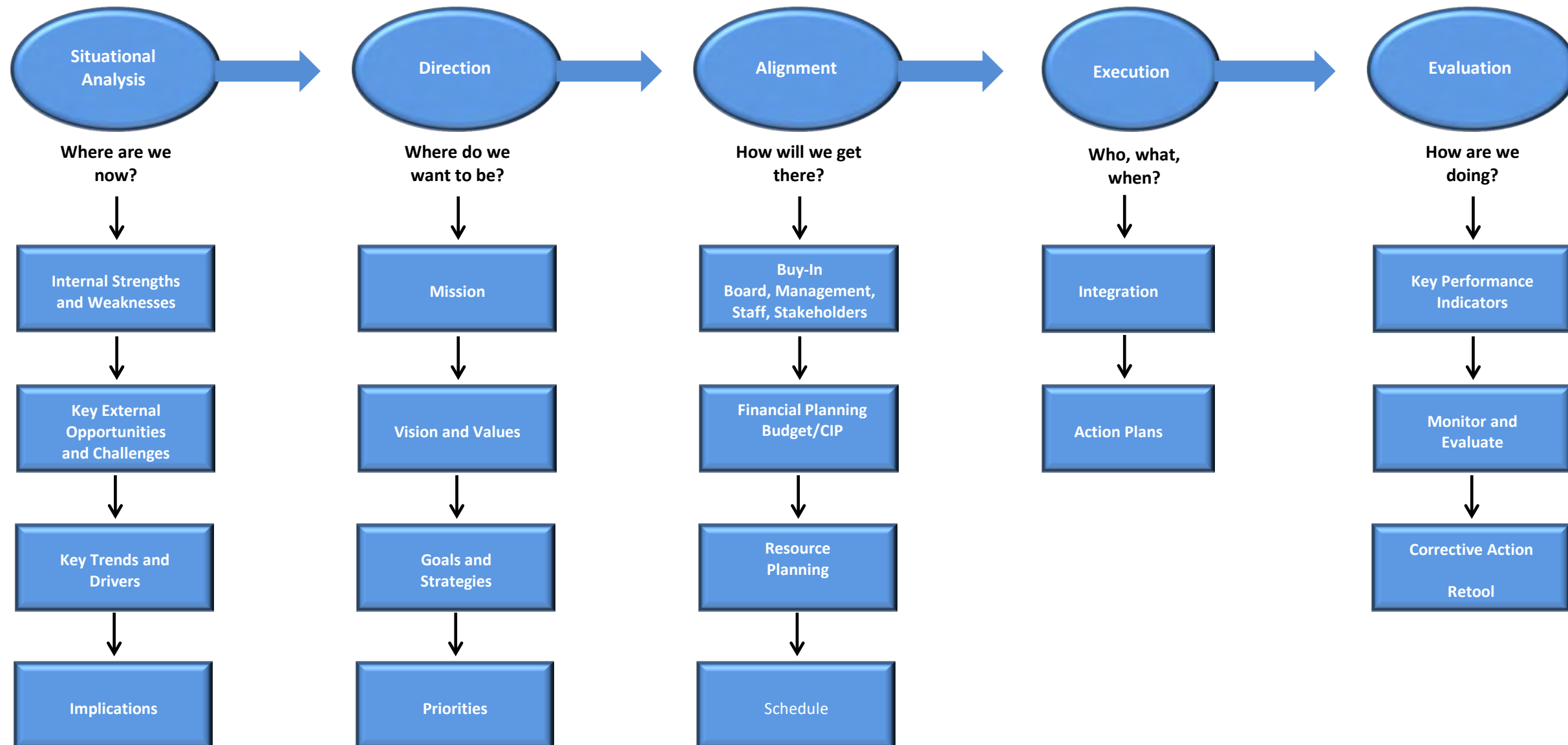
The attached preliminary strategic planning schedule includes 3 staff workshops and 3 Board workshops. The duration of the staff workshops will range from 2 to 6 hours. The expected durations of the Board workshops are indicated on the schedule. Staff recommends that the first two Board workshops be scheduled off-site. Specific dates will be determined by the Board.

Prepared & Submitted by:

A handwritten signature in blue ink, appearing to read "Thomas A. Love", with a long horizontal flourish extending to the right.

Thomas A. Love, P.E.
General Manager

CVWD Strategic Planning Process



Possible Focus Areas:

Water Quality	Organizational Effectiveness
Water Supply	Finance
Infrastructure	Regulatory
System Reliability	Customer Service/Satisfaction
Workforce Planning	Environmental Stewardship
Technology	Stakeholder Support

Crescenta Valley Water District

Strategic Planning Schedule

Task	Status	Person Responsible	Start Date	End Date	Participants	Comments
Strategic Planning Process Outline		TL	7/29/2016	8/5/2016		
Board review - Strategic Planning Process		TL/TB		8/9/2016	Board/Management	
Kick-off Workshop		TL	8/10/16	8/30/16	Leadership Staff	Strategic Plan overview, schedule. Discuss mission/vision/values. Develop Work Plan.
Management Workshop - Situational Analysis		TL		10/7/16	Leadership Staff	SWOT Analysis, Key Trends/Drivers, Implications
Summary Memorandum		TL	10/7/16	10/12/16		Summary of situational analysis. Primer for Board workshop on Direction.
Board Workshop - Direction		TB/TL		October (TBD)	Board/Management	2-4 Hrs. Review SWOT workshop. Review mission, vision, values.
Management Workshop - Planning		TL	10/7/16	10/26/16	Leadership Staff	Priorities, Goals and Strategies
Board Workshop - Planning		TB/TL		November (TBD)	Board/Management	2 Hrs. Priorities, Goals and Strategies
Alignment		TL	10/26/16	11/30/16	Leadership Staff	Identify and Engage Stakeholders
Implementation Plan		TL	November	11/30/16	Leadership Staff	What/Who/When
Board Workshop - Final Draft Strategic Plan		TL		12/13/16	Board/Management	

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

September 20, 2016
Staff Report

To: Honorable President and Members of the Board of Directors
From: David S. Gould, P.E. – District Engineer
Subject: District Engineer – Staff Report

1. Water Production Report

- September 1 – 18 – Water production – 43%/ 57% split – 72.4 MG for the time period.
Average use – 15.4% more than 2015 and 8.0% less than 5-yr average

2. Rainfall Update

- 0.13" for September 2016
- Rainfall total for Rainfall Year 2015/16 – 13.47"

3. Report on Engineering

- **CIP Projects**

- o Ocean View Chloramination Project
 - Met with FMWD about coordination of project
 - Testing – Preliminary set for end of October
- o Pipeline Projects
 - 4200 - 4300 Blocks of Pennsylvania (Mills Pumphouse) – under design
- o Pickens Canyon Pipeline Replacement and Slope Repair
 - Met with Consultants to discuss options for pipe replacement
- o Paschall Booster Station Upgrades
 - Staff working on Request for Proposal
- o Seismic Sensors & Valve Actuators at Dunsmore & Pickens Reservoir
 - Received Quotes from AES Automation
 - Construction to start in December 2016
- o Wall at Ordunio Reservoir
 - Completion by September 30, 2016

- **Nitrate Removal Treatment Facility at Well 2 Project**

- Finalizing 50% technical memorandum
- Setting up meeting with Glendale on permit requirements

- **Crescenta Valley County Park Stormwater Recharge Facility Study**

- Staff reviewing draft report
- Task Force Meeting – Tentatively set for October 14, 2016

- **ULARA**

- Administrative Committee meeting on November 3, 2016

- **Water Meter Replacement Program**

- Field crews to start on Pressure Zone 11 in the Briggs Terrace on September 30, 2016
- Pressure Zone 11 - 178 total water meter services; 58 - ¾" meters and 16 1" meters to replace.

4. **Report on Administrative and Field Operations**

• **Wells - Status**

- Well production capacity down - averaging 1.75 MGD for September 2016.
- Well 12 out of service due to bacteriological problems and replacing piping. Well 12 should be back in service by September 23, 2016

5. **Field Maintenance & Operations –September 1 – September 16, 2016**

▪ **Water Lateral Leaks & Repairs**

5840 Irving 5843 Irving 3319 Alabama 4747 Sunset
2921 Franklin 5532 Ocean View

▪ **Fire Hydrant Repair**

- No Report

▪ **Developer Job**

- No Report

▪ **Water Main Leaks**

- No Report

▪ **Booster Pump Maintenance**

- Oak Creek Booster “B” - Waiting on New Motor – Late October 2016

▪ **Reservoir Maintenance**

- No Report

▪ **Sewer Maintenance**

2200 Block of Del Mar	4100 Block of Rincon	4000 - 4100 Blocks of Ocean View	2300 Block of Mira Vista
4400 - 5100 Blocks of Ocean View	4200 Block of Luna Lane	4400 Block of Saranne Lane	4000 Block of Young Dr.

CRESCENTA VALLEY WATER DISTRICT

WATER PRODUCTION REPORT

September 1 - September 18, 2016

Well Production:	23,402,647	Gals		
GWP Production:	7,126,033	Gals		
Gravity Production:	736,000	Gals	% GW	43%
Purchased Water:				
FMWD:	41,160,500	Gals		
City of Glendale:	0	Gals	% Import	57%
TOTAL:	72,425,180	Gals		
	222.25	ac-ft		

Glenwood Nitrate Water

Reclamation Plant:*

0

*Included in Well Production

WATER DEMAND COMPARISON

	Average Daily Usage (gals)	Current Period Change
September 1, 2016 - September 18, 2016	4,023,621	
September 1, 2015 - September 18, 2015	3,487,186	15.4%
5-yr Average - September 2011 - 2015	4,374,231	-8.0%

RAINFALL: September 1 - September 18, 2016

0.13"

Season-To-Date:

13.47"

2016/17 Fiscal Year Water Production			Groundwater Production Water Rights		GWP (Well 16) Water Production		Purchased Water Production Tier 2 Allocation	
Month	Actual Total Water Production (ac-ft)	Projected Total Water Production (ac-ft)	Month	Month	Month	Well Production (ac-ft)	Month	Imported Water Production (ac-ft)
July	379	315	October	146	January	0	January	109
August	383	345	November	149	February	0	February	100
September	375	325	December	139	March	30	March	78
October		315	January	140	April	50	April	84
November		290	February	158	May	47	May	134
December		250	March	142	June	42	June	153
January		260	April	150	July	13	July	218
February		285	May	127	August	39	August	211
March		330	June	142	September	36	September	215
April		325	July	148	October		October	
May		325	August	133	November		November	
June		335	September	124	December		December	
Total to Date	1,137	985	Total to Date	1,698	Total to Date	258	Total to Date	1,303
Projected	3,852	3,700	Water Rights	3,294			Tier 2	2,154
% of Projected	30.7%	26.6%	% of Rights	52%			% of Allocation	60%
Remaining	2,563	2,715	Remaining	1,596			Remaining	851

NOTE:

1) Blue Numbers = Estimated Water Production

Monthly Rainfall - 1970/71 - 2015/16 (Oct.- Sept.)

