

CRESCENTA VALLEY WATER DISTRICT

**2700 Foothill Boulevard
La Crescenta, California**

**Agenda for the
Regular Meeting of the Board of Directors
of the Crescenta Valley Water District
to be held on September 11, 2018 at 7:00 p.m.**

Posted: September 7, 2018 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 the Minutes of the Adjourned Regular Meeting on August 28, 2018.
2. Consideration of attendance at the ACWA Fall Conference to be held November 27-30, 2018 in San Diego, CA.

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 Lance & Kristina Luckey at 4650 Marellen.
2. **TTHM Study- Disinfection Process Upgrades, Project E-995** - Discussion and update of CVWD's TTHM study and disinfection process upgrades.

Information Items

Written Communications to District/Board of Directors

General Manager's Report

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 – Existing Litigation (Section 54956.9(d)(1))

- o PLA BKK Working Group v. 1700 Santa Fe Ltd et al, 2:18-CV-05810-MWF (CD California)

Board Members' Request for Future Agenda Items

Adjournment

**CRESCENTA VALLEY WATER DISTRICT
ADJOURNED REGULAR MEETING, BOARD OF DIRECTORS**

August 28, 2018

Pursuant to the order of the Board of Directors of the Crescenta Valley Water District, made at the Regular Meeting on August 14, 2018, an Adjourned Regular Meeting was held on August 28, 2018, at 7:00 p.m. at the District office at 2700 Foothill Blvd., La Crescenta, California, with President James D. Bodnar 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:	Dominic Nunneri
General Manager:	Nem Ochoa
Secretary-Treasurer:	Ron L. Mitchell
District Engineer:	David S. Gould
Others Present:	Mark Hass, IT Manager Christy Scott, Program Specialist Wendy Holloway, Customer Service Supervisor James Lee, Finance & Accounting Manager Dennis Maxwell, Operation & Maintenance Manager Brook Yared, Senior Engineer Richard Atwater, FMWD Director Issam Najm, PH.D., P.E.

PLEDGE OF ALLEGIANCE

President Bodnar opened the meeting by asking Director Putnam to lead the Directors and staff in reciting the Pledge of Allegiance.

ADOPTION OF AGENDA

It was moved by Director Tejada, seconded by Director Claessens and carried by a 5-0 vote that the Agenda for the Adjourned Regular Meeting of August 28, 2018 be adopted as presented.

PUBLIC COMMENTS - None

FOOTHILL MUNICIPAL WATER DISTRICT REPORT – Mr. Richard Atwater reported on the FMWD Board Meeting held on August 27, 2018. They have started negotiating with AFSCME Local 1902 for the operators. Also, they are advertising for the Chief Operator position. MWD will be meeting

in Sacramento for the design of the Tunnel project. Frank Colcord will be the new Director for the La Crescenta area in December and will be replacing Kathy Ross.

CONSENT CALENDAR

It was moved by Director Claessens, seconded by Director Tejeda and carried by a 5-0 vote to approve the Minutes of the Regular Board Meeting held on August 14, 2018.

ACTION CALENDAR

TTHM Mitigation and Chloramine Conversion, Project E-995 – Mr. Ochoa reported that at the last Board meeting, the discussion was on the TTHM's issue and staff retained the services of Dr. Issam Najm who presented his summary of his initial findings. Staff has been working the last two weeks in preparing the following actions items with the help from Dr. Najm and CV Strategies. We have been working on a brochure to send to the customers and are preparing special notifications for businesses, such as pet stores, schools, and centers that provide dialysis treatment. Dr. Najm has prepared a proposal that includes the TTHM's mitigation option decision tree that lays out a course of action, develops a nitrification monitoring and control plan, conduct staff training on chloramine chemistry and nitrification, develop chloramine boosting plan and calculator, participate in two (2) public meetings and three (3) Board meetings, permitting support with DDW, assist with startup of chloramine conversion activities, and develop 30% design of ammonia feed systems. Dr. Najm discussed the mitigation and plan schedule, the operational changes and the chloramine conversion. He also discussed the timeline and decision criteria.

Following discussion:

It was moved by Director Putnam, seconded by Director Tejeda and carried by a 5-0 vote to authorize the General Manager to enter into an agreement with Water Quality & Treatment Solutions, Inc. (WQTS) to provide technical support services for TTHM mitigation, assistance on public notification, and chloramine conversion at a cost of \$99,980 and establish a contingency amount of \$9,980 (10% of contract) to cover the cost of additional work.

Schedule of Cost Recovery for Use of District Labor/Equipment – Mr. Mitchell reported staff met with the Finance Committee to discuss updating the District's hourly cost recovery schedule for use of District labor and equipment. A four step process was undertaken to quantify the appropriate level of cost to be recovered, including the need to calculate the impacted hourly cost of personnel, determine a reasonable hourly rental cost for equipment, corroborate findings with the Construction Supervisor, and compare cost recovery levels to outside agencies for reasonableness. Although the cost recovery for most equipment rentals are proposed to decrease, overall cost recovery is projected to increase based on labor costs significantly outweighing equipment costs. The estimated additional cost recovery from applying the currently proposed schedule to FY 2017-18 constructions jobs is ~ \$59,000. Staff recommends that the Board adopts the updated schedule for cost recovery and will bring this item back to the Board each year with the updated cost.

Following discussion:

It was moved by Director Claessens, seconded by Director Tejeda and carried by a 5-0 vote to approve updated schedule of cost recovery for use of District labor/equipment for developer projects.

INFORMATION ITEMS – The Washington Post: Businesses beg for tariff relief as trade war with China rolls on.

WRITTEN COMMUNICATIONS TO DISTRICT – None.

REPORTS OF PERSONNEL

GENERAL MANAGER – Mr. Ochoa reported on several meetings that he attended. On August 23rd there was an all-hand meeting/pancake breakfast at the plant facility. The manager's prepared breakfast for the employee's and it was a good experience. Management wanted to thank employees for all their hard work. Also, we have worked 1,536 days without a lost time accident.

Mr. Mitchell reported on the Cash and Investments as of August 24, 2018, and presented the Directors Stipend Report.

ATTORNEY – No Report

REPORTS OF COMMITTEES

Engineering Committee – Mr. Gould reported that the Committee met on August 24, 2018 and discussed the TTHM's study and upgrade to the disinfection systems and the chloramine conversion.

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

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

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

Community Relations/Water Conservation Committee – Director Claessens reported that the Committee met on August 28, 2018 and discussed retaining CV Strategies to develop and implement an Outreach Plan with District customers and stakeholders.

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

Executive Committee – Director Bodnar reported that the Committee had not met; however, a meeting will be scheduled as needed.

DIRECTORS ORAL REPORTS

Director Bodnar reported he attended the AWWA Water seminar on August 22nd, and was pleased to see several CVWD staff there and encourages continued education. He attended classes on Chloramination, nitrification, main breaks and emergency preparedness.

Director Claessens reported he attended the CVTC meeting last Thursday and said that Nem Ochoa brought the section of the 16" pipe that was damaged and explained what had happened. It was a good visual aid and a good presentation.

Director Tejada – No Report

Director Putnam – No Report

Director Erickson – No Report

ADJOURNMENT

There being no other business to come before the Board, at 7:50 p.m. it was moved by Director Claessens, seconded by Director Erickson and carried by a 5-0 vote that the meeting be adjourned to September 11, 2018, at 7:00 p.m.

APPROVED

James D. Bodnar
President

Ron L. Mitchell
Secretary-Treasurer

ACWA 2018 Fall Conference & Exhibition

PRELIMINARY AGENDA

November 27-30, 2018 • San Diego

ACWA JPIA - MONDAY, NOV. 26

- 8:30 - 10:00 AM**
 - ACWA JPIA Program Committee
- 10:15 - 11:15 AM**
 - ACWA JPIA Executive Committee
- 1:30 - 4:00 PM**
 - ACWA JPIA Board of Directors
- 4:00 - 5:00 PM**
 - ACWA JPIA Town Hall
- 5:00 - 6:00 PM**
 - ACWA JPIA Reception

TUESDAY, NOV. 27

- 8:00 AM - 9:45 AM**
 - Agriculture Committee
- 8:00 AM - 6:00 PM**
 - Registration
- 8:30 AM - Noon**
 - ACWA JPIA Seminars
- 9:00 AM - 4:00 PM**
 - Legal Affairs Committee CLE Spring Workshop
- 10:00 - 11:45 AM**
 - Groundwater Committee
 - Local Government Committee
- 11:00 AM - Noon**
 - Outreach Task Force
- Noon - 2:00 PM**
 - ACWA 101 & Luncheon
 - Committee Lunch Break
- 1:00 - 2:45 PM**
 - Energy Committee
 - Finance Committee
 - Scholarship & Awards Subcommittee
 - Water Management Committee
- 1:30 - 3:30 PM**
 - ACWA JPIA: Sexual Harassment Prevention for Board Members & Managers (AB 1825)
- 3:00 - 4:45 PM**
 - Communications Committee
 - Federal Affairs Committee
 - Membership Committee
 - Water Quality Committee
- 5:00 - 6:30 PM**
 - Welcome Reception in the Exhibit Hall

WEDNESDAY, NOV. 28

- 7:30 AM - 5 PM**
 - Registration
- 8:00 - 9:45 AM**
 - Opening Breakfast (*Ticket Required*)
- 8:30 AM - Noon & 1:30 - 5:00 PM**
 - Exhibit Hall
- 10:00 - 11:30 AM**
 - Attorneys Program
 - Energy Committee Program
 - Exhibitor Demos
 - Finance Program
 - Region Issue Forum
 - Statewide Issue Forum
 - Water Industry Trends Program
- 11:30 - 11:45 AM**
 - Networking in the Exhibit Hall
- 11:45 AM - 1:45 PM**
 - General Session Luncheon (*Ticket Required*)
- 2:00 - 3:15 PM**
 - Attorneys Program
 - Communications Committee Program
 - Energy Committee Program
 - Exhibitor Case Study
 - Region Program
 - Statewide Issue Forum
 - Water Industry Trends Program
- 3:30 - 4:45 PM**
 - Aquatic Resources Subcommittee
 - Exhibitor Case Study
 - Finance Program
 - Local Government Committee
 - Statewide Issue Forums
 - Water Industry Trends Program
- 3:30 - 5:30 PM**
 - Legal Affairs Committee
- 5:00 - 6:00 PM**
 - Prize Drawing Fiesta Night in the Exhibit Hall

THURSDAY, NOV. 29

- 7:30 AM - 4 PM**
 - Registration
- 7:45 - 9:15 AM**
 - Regions 1-5 Membership Meetings

8:00 AM - Noon

- Exhibit Hall
- 8:00 - 9:15 AM**
 - Networking Continental Breakfast, Exhibit Hall (*Ticket Required*)
- 9:30 - 11:00 AM**
 - Attorneys Program
 - Exhibitor Demos
 - Finance Program
 - Region Issue Forum
 - Statewide Issue Forum
- 9:30 - 11:45 AM**
 - Ethics Training (AB 1234) - *Limited Seating*
- 11:00 - 11:30 AM**
 - Prize Drawings in the Exhibit Hall
- 11:45 AM - 1:45 PM**
 - General Session Luncheon (*Ticket Required*)
- 2:00 - 3:15 PM**
 - Attorneys Program
 - Exhibitor Case Studies
 - Federal Issues Forum
 - Town Hall
 - Water Industry Trends Program
- 3:30 - 5 PM**
 - Regions 6-10 Membership Meetings
- 6:00 - 7:00 PM**
 - Outreach Reception
- 7:00 - 10:00 PM**
 - Dinner & Entertainment (*Ticket Required*)

FRIDAY, NOV. 30

- 8:00 - 9:30 AM**
 - Registration
- 8:30 - 10:00 AM**
 - ACWA's Hans Doe Past Presidents' Breakfast in Partnership with ACWA JPIA (*Ticket Required*)

OTHER EVENTS

TUESDAY, NOV. 27

- 7:00 AM - 4 PM**
 - ACWA Fall Conference Golf Tournament

THURSDAY, NOV. 29

- 6:45 - 8:30 AM**
 - San Joaquin Valley Agricultural Water Committee

All conference programs are subject to change.

REGISTRATION, MEALS AND HOTEL PRICING SHEET



REGISTER ONLINE

Register online by **November 9, 2018** at www.acwa.com to take advantage of the advance pricing.



REGISTER ON SOMEONE'S BEHALF

Select from a list of people affiliated with your company in your account. If the registrant is not listed, you will need to create a Portal profile for the registrant before registering.

REGISTRATION OPTIONS <i>Advantage pricing applies to ACWA public agency members, associates & affiliates. Standard pricing applies to non-members of ACWA.</i>	ADVANCE DEADLINE: 11/9/18		ONSITE	
	ADVANTAGE	STANDARD	ADVANTAGE	STANDARD
Full Conference Registration & Meals Package	\$699	N/A	N/A	N/A
Full Conference Registration Only (meals sold separately)	\$555	\$830	\$575	\$850
One-Day Conference Registration (meals sold separately) Wednesday: Registration includes Welcome Reception on Tuesday evening -OR- Thursday: Registration includes ability to purchase a ticket for Friday breakfast	\$320	\$470	\$340	\$490
Guest Conference Registration (meals sold separately) Guest registration is not available to anyone with a professional reason to attend.	\$45	\$45	\$45	\$45
MEAL FUNCTIONS	ADVANCE		ONSITE	
Wednesday Opening Breakfast - November 28	\$45		\$50	
Wednesday Luncheon - November 28	\$50		\$55	
Thursday Networking Continental Breakfast - November 29	\$35		\$40	
Thursday Luncheon - November 29	\$50		\$55	
Thursday Dinner - November 29	\$65		\$70	
Friday Breakfast - November 30	\$45		\$50	

HOTEL INFORMATION

You must be registered for the ACWA conference in order to receive hotel reservation information and conference special room rate. **Conference special rate is available August 20 - November 5**, based on availability.

HOTEL

Manchester Grand Hyatt San Diego
1 Market Place, San Diego, CA 92101

ROOM RATES

Single/Double \$199 per night*

* Subject to the following taxes & fees:

2.0% SD TMD, \$0.65 CA Tourism Assessment Fee and 10.5% Occupancy Tax

Deadline for group rate is November 5, 2018

IMPORTANT DATES

For those **registering for conference prior to August 20**, hotel information will be provided via e-mail on August 20.

For those registering for conference from **August 20 to November 5**, your confirmation e-mail will include hotel reservation information and an opportunity to receive a conference special hotel rate.

QUESTIONS?

Contact us at (888) 666-2292

Cancellation deadline: November 9, 2018 4:30 p.m. (PST)

Conference terms and conditions available at acwa.com in the event section.

CRESCENTA VALLEY WATER DISTRICT BOARD OF DIRECTORS - STAFF REPORT

Action Item No.1
September 11, 2018

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 Lance & Kristina Luckey at 4650 Marellen Place.

BACKGROUND:

Lance and Kristina Luckey are the owners of the property located at 4650 Marellen Place since 1993. Their average usage for this period is 26 units with a high of 35 units in 2017. While reading the meter for the August 15, 2018 billing period, staff discovered that 8.14 gpm was going through the meter with a total usage of 345,000 gallons. On August 20, 2018 the meter reader informed the office of the leak and he was requested to turn off the meter and place a door hanger at the property to let the owners know that the water was off. Later that evening the owners contacted the stand-by personnel and asked to have the water turned back on. The serviceman was able to help the customer isolate the leak to an irrigation line.

On August 21, 2018, Lance and Kristina Luckey came into the office and Wendy Holloway explained to them what we had found. She also provided them a download of the meter that showed the leak started on July 23, 2018 and ran until the water was shutoff on August 20th.

On August 23, 2018, Mrs. Luckey brought a letter to the office requesting an adjustment on their account. She explained that they spend a lot of time in the kitchen which faces the patio and could not see evidence of a leak or hear water running. They followed the line the service man shut off and narrowed the problem to a galvanized supply line that ran between two sprinklers under the backyard cement patio. To remedy the problem, they have capped off the irrigation line at the front of the house. Staff sent out a service request to verify the leak had been fixed and granted the \$300.00 maximum adjustment they are allowed to give.

On August 29, 2018 Mrs. Luckey brought in a letter requesting for the Board's consideration for a further adjustment which is included in this report packet.

In similar situations, the Board has directed staff to recalculate the bill in question by 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 August billing period for this account is 26. Total consumption was 345 units which means the extra 319 units would be billed at tier 2. Staff has prepared a "Recalculated Statement" which shows the billing for the period would be \$2,731.36 instead of the \$3,969.08 that was billed, or a difference of \$1,237.72. Staff has already applied a \$300.00 adjustment to the account so the additional credit would be \$937.72 if the Board were to choose this solution.

RECOMMENDATION:

Staff recommends granting the request to recalculate the excess water usage at tier 2 rates for this account to be consistent with recent Board actions and to consider either a two or three-year amortization period for Lance and Kristin Luckey if they so choose.

Prepared by:



Ron L. Mitchell
Secretary-Treasurer

Submitted by:



Nem Ochoa, P.E.
General Manager

Attachments:

g:\management\board meeting staff reports\2018\09-11-18 board memo - relief request 4650 Marellen.docx

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

ACCOUNT NUMBER	SERVICE ADDRESS
009257-000	4650 Marellen
DUE DATE	
9/20/2018	06/16/18 to 08/15/18
TOTAL CHARGES	AMOUNT ENCLOSED
\$2,731.36	\$

Lance & Kristina Luckey
4650 Marellen PL.
La Crescenta, CA 91214-3714

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

CORRECTED STATEMENT

ACCOUNT NUMBER	SERVICE ADDRESS	DUE DATE	BILLING PERIOD
009257-000	4650 Marellen	9/20/2018	06/16/18 to 08/15/18
METER NUMBER	CURRENT READ	PRIOR READ	USAGE
77929975	858	513	345

SUMMARY OF CHARGES

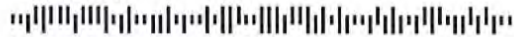
Previous Balance	\$248.97
Payment on 07/09/18	(\$248.97)
Tier 1 - 10 x \$4.83 (Basic Usage)	\$48.30
Tier 2 - 16 x \$7.61 (Average Usage)	\$121.76
Tier 3 - 0 x \$11.49 (High Usage)	\$0.00
Excess Usage at Tier 2 - 319 x \$7.61	\$2,427.59
Water Service Charge	\$50.56
Sewer Service Charge	\$45.95
Sewer Flow Charge (Winter Water Use)	\$37.20
TOTAL DUE	\$2,731.36



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



AUTOSCH 5-DIGIT 91214 4 PS5 109362RA29-A-1
846 1 AV 0.375



LANCE & KRISTINA LUCKEY
4650 MARELLEN PL
LA CRESCENTA CA 91214-3132



ACCOUNT NUMBER

009257-000

SERVICE ADDRESS

4650 MARELLEN

DUE DATE

09/20/18

BILLING PERIOD

06/16/18 to 08/15/18

TOTAL CHARGES

\$3,969.08

AMOUNT ENCLOSED

\$

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

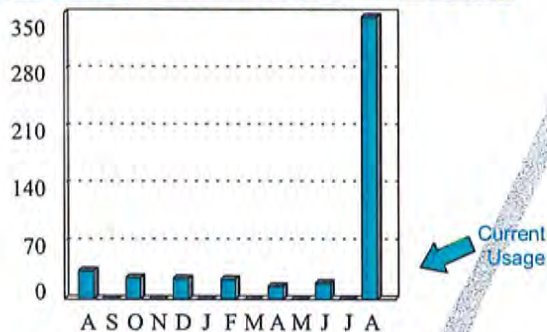


DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT
KEEP THIS PORTION FOR YOUR RECORDS

STATEMENT OF ACCOUNT

ACCOUNT NUMBER	SERVICE ADDRESS	BILL DATE	DUE DATE	BILLING PERIOD	
009257-000	4650 MARELLEN	08/15/18	09/20/18	06/16/18 to 08/15/18	
METER NUMBER	COMMENTS	PRIOR READ	CURRENT READ	USAGE (IN 1,000 GAL)	USAGE LAST YEAR
77929975		513	858	345	35

WATER USAGE in THOUSAND GALLONS



SUMMARY OF CHARGES

Previous Balance	\$248.97
Payment on 07/09/2018	\$(248.97)
Water Usage Charges	
Tier 1 - 10 x \$4.83 (Basic Usage 0-10 Units)	\$48.30
Tier 2 - 16 x \$7.61 (Average Usage 11-26 Units)	\$121.76
Tier 3 - 319 x \$11.49 (High Usage 27 + Units)	\$3,665.31
Water Service Charge	\$50.56
Sewer Service Charge	\$45.95
Sewer Flow Charge (Winter Water Use)	\$37.20
TOTAL DUE	\$3,969.08

Crescenta Valley Water District will be amending miscellaneous fees such as late fees, delinquent turn-off fees and establishing a New Account fee effective July 1, 2018. The complete listing of all rates and fees can be found under the Financial Information tab on the District's website located at 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

RECEIVED

AUG 30 2018

CRESCENTA VALLEY
WATER DISTRICT

August 29, 2018

Crescenta Valley Water District
2700 Foothill Blvd.
La Crescenta, CA 91214

Dear Board members,

We are writing you today to describe the water line break at our property and ask to be heard at your next board meeting on September 11th. We have been CV water customers since 1993 and have always conserved and watched our water usage. We understand water is a precious resource.

On Monday, August 20, 2018 we returned home at 5:30 pm from moving our daughter back in to college and discovered that a CV Water District meter reader had turned off our water at 9:10 am that morning. They had tagged our shut off valves for the house and yard. The tag on the yard valve stated, "This valve stopped flow". We also had a note on our front door asking us to contact the office and these comments:

Current water read: 0858
PVS: 0570

8.14 gpm flow

We called the emergency number to find out what had happened.

We looked around the property and there were no visible signs of water. We spend a lot of time in our kitchen and patio which face the backyard and never saw anything unusual. Our gardeners have been to the house three times during this time period and never noticed any water. The line feeding our irrigation system runs around the perimeter of our home and we never heard or observed any water running, even when we tested it to find the area where the leak may have occurred.

First thing Tuesday morning we came to the CV Water offices and spoke with Wendy. She gave us a print out of our water usage from July 21 through August 21, 2018. She informed us that we've had a leak since July 23. Wendy said the CV water reader's numbers were wrong and she wrote over his number for our current read with the numbers from the printout 0858.470 for a total of 345,000 gallons in that period and the bill would be around \$4,200.00.

We asked why the new meters didn't let CV Water know there was a large leak. She said they weren't automated yet and that they are manually read every 2 months. All I can say

is thank God this "leak" (the numbers being told to us is more than a leak) didn't start after your last read in June. 345,0000 gallons is equivalent to 10 swimming pools of water—and that is what we're being told is supposed to have dumped into our backyard in one month with no evidence of any standing water. She said the ground in the Crescenta Valley is porous and it could have just drained down into the earth. She said CV Water was only responsible to the meter connection and we needed to get the problem fixed and bring proof of the repair.

We investigated and followed the line your service man shut off and narrowed the problem to a galvanized supply line that ran between two sprinkler vales under our backyard cement patio. We've photographed the area and there is no standing water or evidence of a leak, let alone that 345,000 gallons of water that had streamed there in one month. We tested to see what 8.14 gpm looked like running a hose into a bucket and it just seems impossible that there was no sign of a leak with that much water running for such a long period in one location. We broke a hole in the cement expecting to find the ground saturated. While the ground was moist, it wasn't saturated. To remedy the situation we capped the irrigation line at the front of our home where the meter reader tagged it. We have photographed everything and attached a few to the report we sent to Nam Ochoa.

On August 28th we saw Wendy again and she had an updated bill in the amount of \$3,969.08.

We are waiting to hear if Mr. Ochoa will forgive the \$300.00 amount he is authorized to approve. Even with this reprieve the burden of this bill is extreme. We are asking to be seen by the board at the September 11, 2018 meeting at 7pm to request further adjustments to our account.

Thank you for your consideration and we look forward to talking to the board about our situation.

Sincerely,



Lance and Kristina Luckey
4650 Marellen Place
La Crescenta, CA 91214
(818) 248-0872

CV water account number 009257-000



Crescenta Valley Water District

2700 Foothill Boulevard, La Crescenta, California 91214
Phone (818) 248-3925 Fax (818) 248-1659

Directors

Judy L. Tejeda
James D. Bodnar
Kerry D. Erickson
Kenneth R. Putnam
Michael L. Claessens

Officers

Nemesiano Ochoa, P.E.
General Manager
Ron L. Mitchell
Secretary-Treasurer

August 29, 2018

Lance & Kristina Luckey
4650 Marellen
La Crescenta, CA 91214

RE: Account No. 029863-000

Dear Mr. & Mrs. Luckey:

The General Manager has reviewed your account and problem with excessive water consumption causing a high billing for water service for your residence. He has asked me to personally reply to your request for assistance in the form of an adjustment.

While payment for all water consumption provided through your meter is your responsibility, the District recognizes your efforts to correct the cause of the water loss and is agreeable to a one-time adjustment. This adjustment normally consists of a 50% reduction of all water in excess of normal usage for the periods involved. However, the credit is limited to an amount not to exceed \$300.00. Therefore, we have credited your account for \$300.00. Your new balance is \$3,369.08. If you would like to make payment arrangements, please contact Customer Service.

Please remember that the District has provided a one time adjustment only and future billings for water, even though they may be large, will be your responsibility.

Sincerely,

CRESCENTA VALLEY
WATER DISTRICT

Ron L. Mitchell
Secretary-Treasurer

RLM/wh



USAGE HISTORY

08/28/2018 - 12:05 PM

Current Customer: 009257-000 Established On: 5/10/1993 Route # 24

Name: LANCE & KRISTINA LUCKEY Address: 4650 MARELLEN

Meter #: 77929975 Meter Size: .75 Status: A U/M: Gallons Meter Install Date: 10/13/2014

2018		2017		2016		2015		2014	
Jan	0	Jan	0	Jan	0	Jan	0	Jan	0
Feb	24	Feb	26	Feb	17	Feb	19	Feb	35
Mar	0	Mar	0	Mar	0	Mar	0	Mar	0
Apr	16	Apr	24	Apr	14	Apr	23	Apr	24
May	0	May	0	May	0	May	0	May	0
Jun	20	Jun	31	Jun	19	Jun	32	Jun	35
Jul	0	Jul	0	Jul	0	Jul	0	Jul	0
Aug	345	Aug	35	Aug	18	Aug	27	Aug	29
Sep	0	Sep	0	Sep	0	Sep	0	Sep	0
Oct	0	Oct	26	Oct	32	Oct	16	Oct	30
Nov	0	Nov	0	Nov	0	Nov	0	Nov	0
Dec	0	Dec	25	Dec	23	Dec	20	Dec	25

3yr average = 26,000

345 - 26 = 319,000

319 ÷ 2 = 159,500

159.5 x 11.49 = 1,832.66

\$300 max
OK-Ron

9257-000

August 23, 2018

RECEIVED

AUG 28 2018

CRESCENTA VALLEY
WATER DISTRICT

Mr. Nem Ochoa
General Manager
Crescenta Valley Water District
2700 Foothill Blvd.
La Crescenta, CA 91214

Dear Mr. Ochoa,

On Monday, August 20, we returned home at 5:30 pm from a four-day trip to find out that CV Water District had turned off our water at 9:10 am that morning. They had tagged our shut off valves for the house and yard. The tag on the yard valve stated, "This valve stopped flow". We also received a tag on our front door asking us to contact the office and these comments:

Current water read: 0858
PVS: 0570

8.14 gpm flow

We called the emergency number to find out what had happened.

We looked around the property and there were no visible signs of water. We spend a lot of time in our kitchen and patio which face the backyard and never saw anything unusual. Our gardeners have been to the house three times during this time period and never saw anything. The water line feeding our irrigation system runs around the perimeter of our home and we never heard or saw any water running, even when we tested it to find the area where the leak may have occurred.

First thing Tuesday morning we came to the CV Water offices and spoke with Wendy. She gave us a print out of our water usage from July 21 through August 21, 2018. She informed us that we've had a leak since July 23.

Wendy said the CV water reader's numbers were wrong and she wrote over his number for our current read with the numbers from the printout 0858.470 for a total of 345,000 gallons in that period and the bill would be around \$4,200.00. Needless to say, we are shocked. There was never any sign of water on our property and we never heard the water running. We have been CV water customers since 1993 and have always conserved and watched our water usage. We understand water is a precious resource.

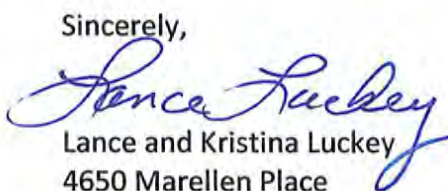
We asked why the new meters installed didn't let CV Water know there was a large leak. She said they weren't automated yet and that they are manually read every 2 months. All I can say

is thank God this "leak" (the numbers being told to us is more than a leak) didn't start after your last read in June. 345,0000 gallons is equivalent to 10 swimming pools of water—and that is what we're being told is supposed to have dumped into our backyard in one month with no evidence of any kind of leak. She said the ground in the Crescenta Valley is porous and it could have just drained down into the earth. She said CV Water was only responsible to the meter connection and we needed to get the problem fixed and bring proof of the fix.

We investigated and followed the line your service man shut off and narrowed the problem to a galvanized supply line that ran between two sprinklers under our backyard cement patio. We've photographed the area and there is no standing water or evidence of a leak, let alone that 345,000 gallons of water that had dumped there in one month. We tested to see what 8.14 gpm looked like running a hose into a bucket and it just seems impossible that there was no sign of a leak with that much water running for such a long period in one location. We broke a hole in the cement expecting to find the ground saturated. While the ground was moist it wasn't saturated. To remedy the situation we capped the irrigation line at the front of our home where the meter reader tagged it. We have photographed everything and attached a few to this report.

Wendy stated we could write to you and request relief on this bill and that the bill could be paid over several years with no interest. She also informed us that we could request to be seen at the next board meeting regarding this matter and seek more financial help.

Sincerely,



Lance and Kristina Luckey

4650 Marellen Place

La Crescenta, CA 91214

(818) 248-0872

CV water account number 009257-000





HANDYMAN
MARIO GALAN
CELL:(818) 640-2491

TO: Lance Lucky
DATE: 08/22/2018
ADDRESS: 4650 Marellen
Place, LA Crescenta CA.

Replace galvanize pipe coming from back
house & install 3/4 shut-off valve to connect
sprinkler valve, Repair broken sprinkler line
etc.

	labor	150.00
	materials	14.20
total		<u>\$164.20</u>

CVWD
hollw

Utility Billing
Service Request Form

8/28/2018 - 12:01 PM

Request Number: 000271-08-2018
Account Number: 009257-000

Last Updated By: hollw
On: 8/28/2018

Account Status: Active

Name: LANCE & KRISTINA LUCKEY
Billing Address: 4650 MARELLEN
LA CRESCENTA, CA 91214

Home Phone: 8182480872
Business Phone:
Service Address: 4650 MARELLEN

Request Date: 8/28/2018
Request Description: Check for leak, repairs have been made
Service Date: 8/28/2018

Water/Gas Meters	Route-Seq Read Dt	Serial No Cons	Register ID No Of Digits	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	24-0560	77929975			Ipearl	Ipearl.754	858
	8/15/2018	345	4				

Location: 8'Rt OF HYDRANT AT WALL

0860585.34

Comments:

No leak

Follow up needed? yes no

Serviced By:

JO

Date:

8/28/18

Time:

Water Use 4650 Marellen from 07/21/18 to 08/20/18

1200

1000

800

600

400

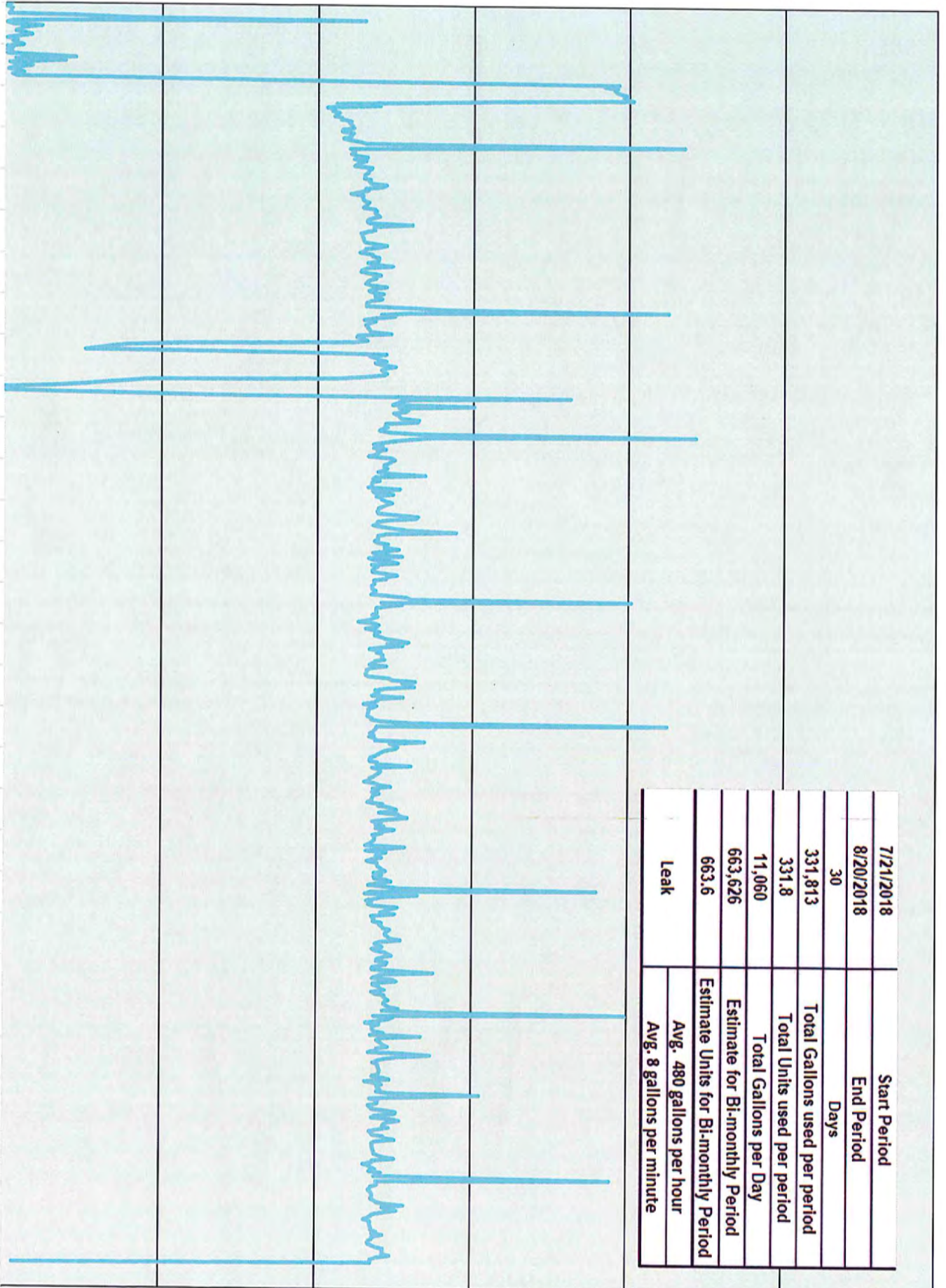
200

0

Gallons Per Hour

7/21/18
7/22/18
7/23/18
7/24/18
7/25/18
7/26/18
7/27/18
7/28/18
7/29/18
7/30/18
7/31/18
8/1/18
8/2/18
8/3/18
8/4/18
8/5/18
8/6/18
8/7/18
8/8/18
8/9/18
8/10/18
8/11/18
8/12/18
8/13/18
8/14/18
8/15/18
8/16/18
8/17/18
8/18/18
8/19/18
8/20/18
8/21/18

7/21/2018	Start Period
8/20/2018	End Period
30	Days
331,813	Total Gallons used per period
331.8	Total Units used per period
11,060	Total Gallons per Day
663,626	Estimate for Bi-monthly Period
663.6	Estimate Units for Bi-monthly Period
Leak	Avg. 480 gallons per hour
	Avg. 8 gallons per minute



CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 2

September 11, 2018

To: Honorable President and Members of the Board of Directors

From: David S. Gould, P.E. – District Engineer

Subject: TTHM Mitigation and Disinfection Process Upgrades, Project E-995

ACTION ITEM:

TTHM Mitigation and Disinfection Process Upgrades, Project E-995 - Discussion and update of CVWD's TTHM study and disinfection process upgrades.

BACKGROUND:

The District uses chlorine as a disinfectant to treat drinking water. Chlorine can create disinfection by-products during treatment, known as total Trihalomethanes or TTHMs, as it reacts with naturally occurring organic matter in untreated water from imported water supplied by FMWD/MWD from either the Colorado River (CRW) or the State Water Project (SWP). SWP water has a higher concentration of organic materials than CRW water. The District typically uses a blend of 60 percent groundwater and 40 percent imported water to meet customer demands.

CVWD has seen a steady rise in the concentration of TTHMs because CVWD is using more imported water as groundwater levels have not yet recovered from the latest drought. The typical water supply blend for CVWD is 60% groundwater and 40% imported water. The water supply blend is now closer to 30 percent groundwater and 70 percent imported water. The increase in imported water, coupled with the additional chlorine required to maintain chlorine residual in the system, has led to an increase in TTHMs in the distribution system.

Past Board Actions:

- August 14, 2018 – discussion of TTHM's and presentation from Dr. Issam Najm of WQTS on TTMs and Chloramines. Staff awarded a \$10,000 consulting services contract to WQTS for initial study and evaluation.
- August 28, 2018 – contract awarded to WQTS to lay out a course of action for chloramine conversion, public outreach, participation in public meetings, on-site staff and operator training, Department of Drinking Water (DDW) permitting support, development of necessary mitigation plans, and preparation of 30% design plans (and specifications) to achieve the disinfection process upgrades. Directed staff to solicit a design-build contract to accelerate the construction of the disinfection process upgrades. Carollo Engineers, currently a sub-consultant of WQTS.

DISCUSSION:

The following is an update of tasks completed by staff and consultants:

- August 22, 2018 – Met with Nicole Blute from Hazen and Sawyer (Hazen) to discuss evaluation of operational changes to minimize formation of TTHMs.
- August 28, 2018 – Awarded a consulting contract of \$9,971 to Hazen to perform bench testing of CVWD's source water in a lab to determine proper breakpoint chlorination and formation of TTHMs.
- August 29, 2018 – Conference call with Aqua Metrology Systems to discuss leasing on-line TTHM monitoring equipment.
- August 30, 2018 – Kick off meeting with Hazen to coordinate water sampling on Sept. 4, 2018

- September 5, 2018 – Finalized brochure and list of frequently asked questions with staff, WQTS and CV Strategies. Also, prepared letters for direct mailing to local business, pet shops and schools. Printer to mail out brochures by September 7, 2018 and should arrive at customers by September 10, 2018.
- Staff prepared website information that will be available on September 10, 2018. Also, prepared a press release to be sent to CV Weekly and Glendale Newspress by September 12, 2018
- September 6, 2018 – Staff met with WQTS, Carollo Engineering and Olsson Construction to review the scope of work design and installation of the chloramination system and a site visit.
- Operational changes over the last two weeks including reducing chlorine levels for breakpoint chlorination, reducing water age in the reservoirs and monitoring chlorine levels in the distribution system.
- TTHM sampling on August 28 and September 4 showed a small reduction in TTHM levels. Staff increased the TTHM sampling frequency to every 3 days in lieu of every week to get a better understanding of TTHM formation in the system.

The following is list of tasks planned for the next three (3) weeks by staff and consultants:

- September 11, 2018 – Office and field staff training on the use of chloramines and anticipated questions from the community
- September 15, 2018 – Public workshop at the Glenwood Plant
- September 19, 2018 – Proposal due from WQTS and Carollo Engineers for design/build of chloramination system
- September 19, 2018 – System Operations training for conversion to chloramines and preventing nitrification of reservoirs
- September 20, 2018 – attendance at AWWA –CA-NV Section - chloramines, colorimeters and sample collection workshop
- September 10 – 21, 2018 – Continue operational changes and TTHM sampling to meet the goal of 64 ug/L before October 1, 2018
- WQTS and staff working on Nitrification Monitoring & Control Plan for submittal to DDW.
- Hazen and staff reviewing results of bench testing for breakpoint chlorination for possible operational changes.

RECOMMENDATION:

Staff will continue keeping the Board informed on operational changes and chloramination conversions as shown in the TTHMs Mitigation Option Decision Tree.

Prepared by:



David S. Gould, P.E.
District Engineer

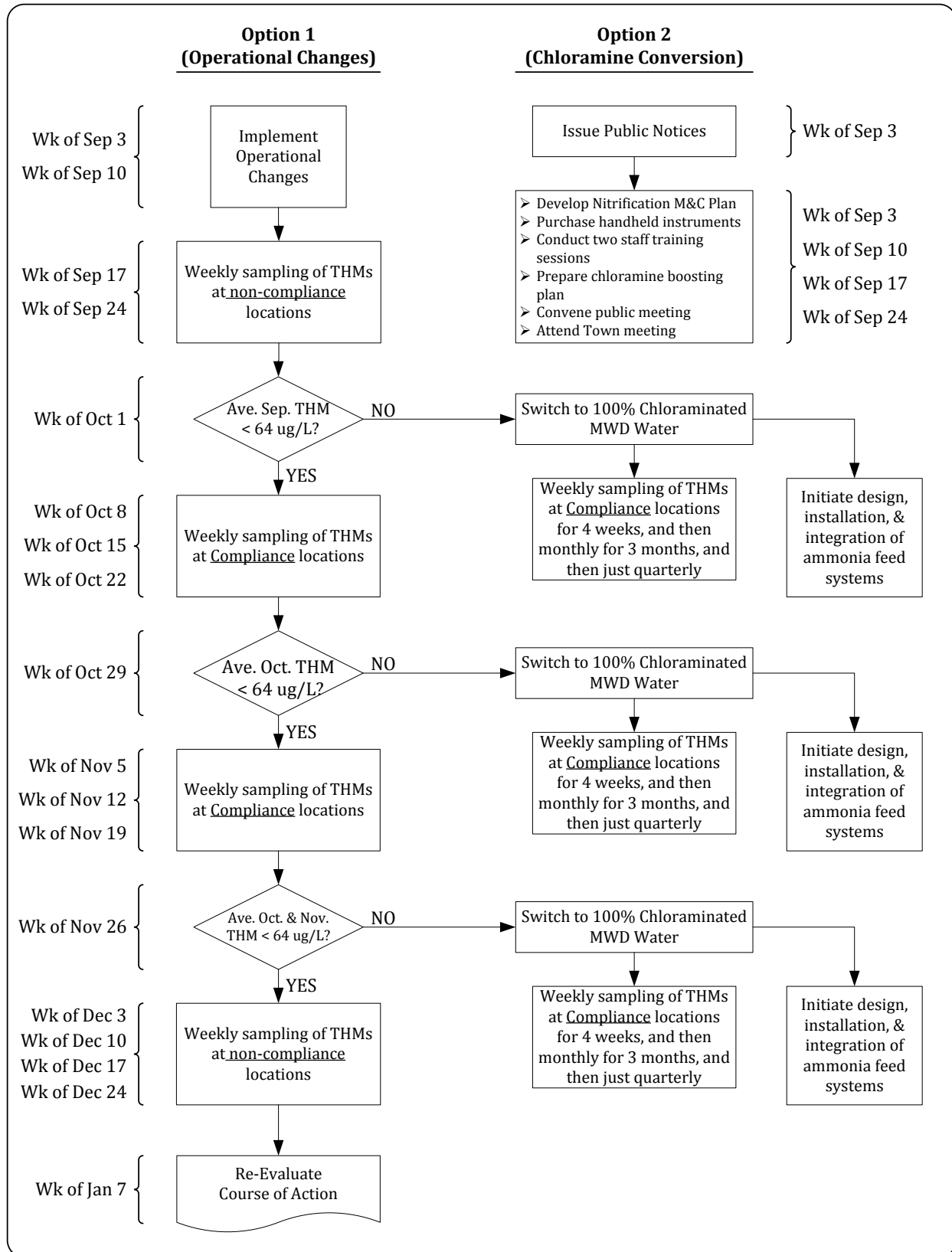
Submitted by:



Nem Ochoa
General Manager

Attachments:

1. TTHMs Mitigation Option Decision Tree

**Figure 3 – Mitigation Option Decision Tree & Associated Schedule**

CRESCENTA VALLEY WATER DISTRICT

General Manager Report

GM Report

September 11, 2018

To: Honorable President and Members of the Board of Directors

From: Nem Ochoa, General Manager

Subject: **General Manager Report**

General Managers Report Topics:

- GM Activities

The following are some highlights in this month's report:

- Water Production
- Hydrology Report
- Engineering Projects
- Operational Activities
- Water Tax Status

STAFFING

4 employees have work anniversaries in September. David Inman – 2 years, Peter Hilke – 6 years, Brook Yared – 11 years, Bryan Jones – 23 years

As of September 7th the District has gone 1,550 Days without a lost time accident.

GENERAL MANAGER ACTIVITIES

Meetings:

Management staff meetings	- September 4 th , September 10 th
JPIA Risk Manager meeting	- September 5 th
City of Glendale meeting	- September 10 th

Submitted by:



Nem Ochoa
General Manager

Engineering and Operations

September 11, 2018
Staff Report

To: Honorable President and Members of the Board of Directors
From: David S. Gould, P.E. – District Engineer
Subject: Engineering & Operations – August 2018

1. **Water Production Report**

- August 1 – 31 - Water production – 37%/63% split – 133.0 MG for the time period
- Average use – 4.8% greater than 2017 and 4.3% less than 5-yr average

2. **Rainfall Update**

- 0.00” for August 2018
- Rainfall Total for Rainfall Year 2017/18 – 11.02”

3. **Report on Engineering**

- **CIP Projects**

- Pipeline Project - 2700, 3000 & 3100 Blocks of Brookhill
 - Paving – Complete
 - Easement/Channel Crossing – Investigating moving services to different pressure zone and eliminating channel crossing
- Encinal B – Booster Pump
 - Installation – Week of September 10, 2018
- Oak Creek #1 & #2 Reservoir Rehabilitation
 - Oak Creek #2 - November 2018

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

- Construction – crews working on final punch list
- APTwater beginning testing protocol for DDW approval
- DDW approval – November 2018

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

- No Report

- **ULARA**

- No Report

- **Grant Program**

- No Report

- **Water Meter Replacement Program**

- On hold until October 2018

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

- **Wells - Status**

- Well production capacity – Well 8 out of service due to motor failure
- Well capacity reduced to 1.30 MGD

5. **Developer Jobs**

- 1490 Waltonia – 12 units - installed by contractor
- 2340 Montrose – 16 units – installed by CVWD

6. **Street Projects**

- New Foothill Blvd Medians – Los Angeles County
 - Complete installation of 4 new water meters
 - Construction to start shortly

- Pennsylvania Paving Project – City of Glendale
 - 210 Freeway to Markridge Road
 - Construction to begin in October 2018

7. **Field Maintenance & Operations – August 11, 2018 – September 7, 2018**

- **Water Lateral Leaks & Repairs**

3021 Los Olivos	3122 Community	2415 Los Amigos
5811 Edmund	3540 Encinal	2539 Mayfield
2717 Community	4939 Briggs Ave.	

- **Water Main Leaks**

- No Report

- **Valve Replacement**

- No Report

- **Fire Hydrant Repair**

- No Report

- **Booster Pump Maintenance**

- No Report

- **Reservoir Maintenance**

- No Report

- **Sewer Maintenance – August 11, 2018 – September 7, 2018**

- Night-time work to clean and inspect the Sewer Interceptor line through the City of Glendale until September 28, 2018

CRESCENTA VALLEY WATER DISTRICT

WATER PRODUCTION REPORT

August 1 - August 31, 2018

Well Production:	39,535,005	Gals		
GWP Production:	7,311,000	Gals		
Gravity Production:	1,769,800	Gals	% GW	37%
Purchased Water:				
FMWD:	84,436,500	Gals		
City of Glendale:	0	Gals	% Import	63%
TOTAL:	133,052,305	Gals		
	408.32	ac-ft		
Glenwood Nitrate Water				
Reclamation Plant:*	3,047,000		*Included in Well Production	

WATER DEMAND COMPARISON

Time Period	Average Daily Usage (gals)	Current Period Change
August 1, 2018 - August 31, 2018	4,300,958	
August 1, 2017 - August 31, 2017	4,105,819	4.8%
5-yr Average - August 2013 - 2017	4,496,200	-4.3%

RAINFALL: August 1 - August 31, 2018

0.00"

Season-To-Date:

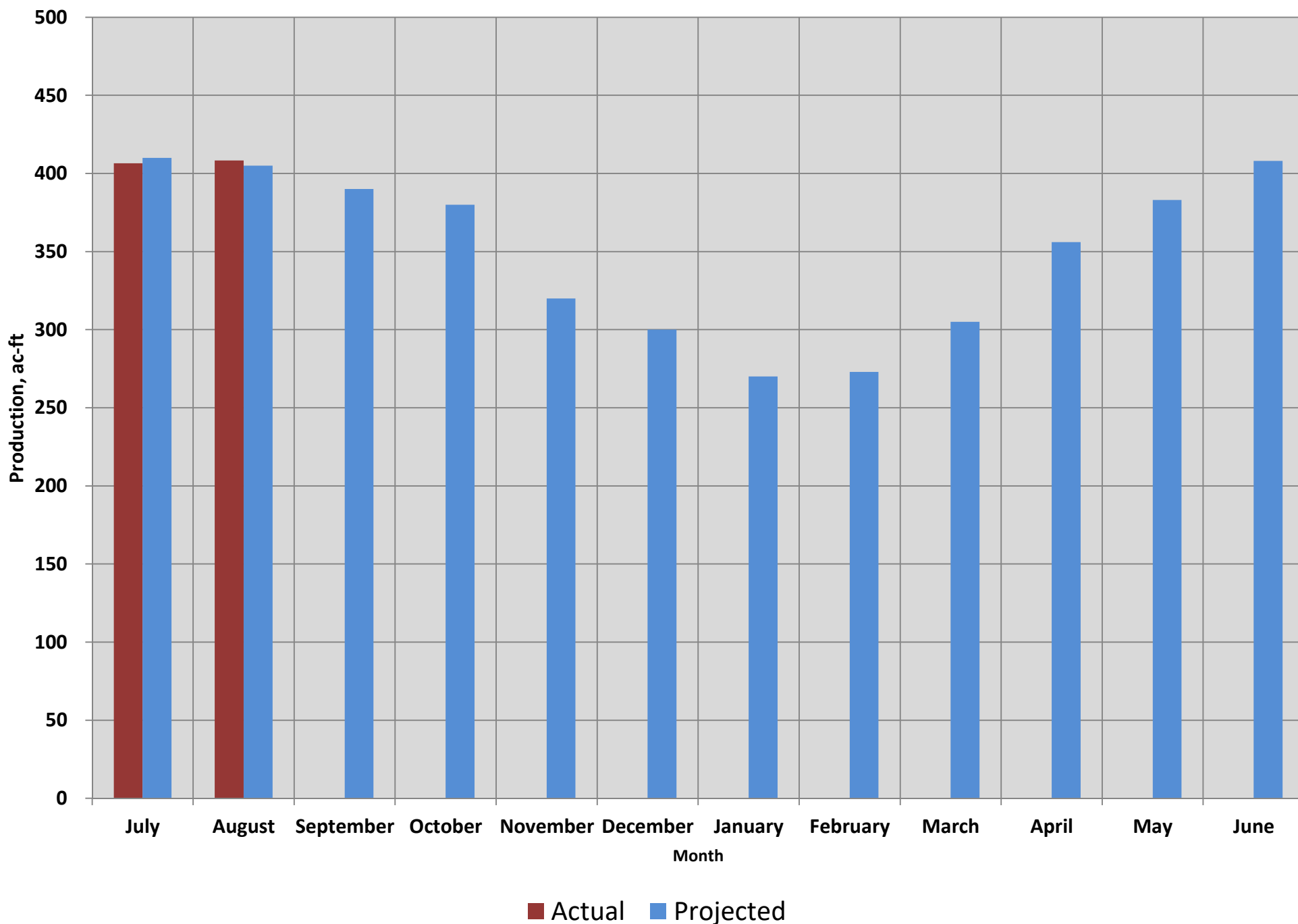
11.02"

2018/19 Fiscal Year Water Production			WY 17/18 - Groundwater Production Water Rights		GWP (Well 16) Water Production - 2018		Purchased Water Production Tier 2 Allocation - 2018	
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	407	410	October	129	January	28	January	137
August	408	405	November	111	February	24	February	163
September		390	December	129	March	27	March	113
October		380	January	132	April	25	April	162
November		320	February	102	May	25	May	165
December		300	March	107	June	23	June	189
January		270	April	116	July	23	July	256
February		273	May	116	August	22	August	259
March		305	June	122	September		September	
April		356	July	127	October		October	
May		383	August	127	November		November	
June		408	September		December		December	
Total to Date	815	815	Total to Date	1,319	Total to Date	198	Total to Date	1,445
Projected	4,605	4,200	Water Rights	3,294			Tier 2	2,154
% of Projected	19.4%	19.4%	% of Rights	40%			% of Allocation	67%
Remaining	3,385	3,385	Remaining	1,975			Remaining	709

NOTE:

1) Blue Numbers = Estimated Water Production

Monthly Water Production: Projected Vs. Actual, FY 18/19



Monthly Rainfall - 1970/71 - 2017/18 (Oct.- Aug.)

