



Report!

Board of Directors Summary for **September 24, 2003**

Report! is prepared by the Community Involvement Department for all interested individuals. This brief summary of selected items from Eastern Municipal Water District Board of Directors' meetings is distributed after each meeting. Please circulate it to others having an interest. For more information, call 909/928-3777, ext. 4226; or FAX: 909/928-6171.

WORK SESSION

General Manager Tony Pack announced:

- In the **Administrative and Ops and Engineering Committee Meetings**, the following items were discussed:
 - History of federal funding and EMWD's **Grants and Loans Program**
 - The **Engineering Management Project Tracking System**, which has been useful in providing an overview of projects in each senator's district
 - The importance of having the District **participate in Washington, D.C.**, and how it helps the legislators understand the relevance of our projects and needs for grant funding
 - Due to growth and an increase in the number of meters in our service area, we added a new meter reading team in June. Total read at the end of August was over 99,000. **Staff recommends replacing old large meters with radio read**, an automated system that quickly reads large groups of meters. While it is not feasible to retrofit current meters, it would be beneficial in new large tracts and old large meters. Staff proposes adding \$100 to developers' costs to make the new meters radio ready.
 - Over the past three years, the amount of septage has increased as well as treatment costs. Much of the septage is received from outside EMWD's service area. **Staff recommends limiting septage receiving** to our service area and our area of influence **and increasing the fee from \$.030/gallon to \$.045/gallon** effective January '04. If approved, this would result in a 33 percent reduction.
 - A professional auctioneer will **sell surplus equipment** from EMWD and Elsinore Valley Municipal Water District at EMWD's headquarters on **September 27**.
- We have now **met with all of our state and federal legislators** and left each with a listing of our capital improvement projects in their districts. While grant funding is difficult to obtain now, we are hopeful that in upcoming years things will change.
- **Six National Malcolm Baldrige examiners will visit the District** October 8 –10 for the California Awards for Performance and Excellence (CAPE) award.
- The **Diabetes walk** is this Saturday, **September 27** in Riverside at 8 a.m.
- **Flu shots** will be available to employees, their families, and Board members on Oct. 8.

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The Board recognized the General Manager and staff for their excellence in representing the District to our legislators through presentations and informational materials.

Assistant General Manager of Engineering Charlie Bachmann reported that:

- EMWD and Rancho California Water District (RCWD) plan to have ad hoc meetings regarding water supplies to Spanish Hills, a development located outside RCWD's territory and within EMWD's sphere of influence.
- The Wastewater Capital Improvement Plan calls for improvements and/or expansion of each of the treatment plants, eventually moving toward tertiary treatment at each plant, which will allow for greater operational flexibility.

MWD Update:

Randy Record, EMWD Director and Director of the Metropolitan Water District (MWD) reported that MWD became the first California agency to endorse the Quantification Settlement Agreement (QSA), an agreement that enables the state to reduce its use of Colorado River water and address issues associated with the Salton Sea. Imperial Irrigation District, Coachella, and San Diego County Water Authority boards have scheduled meetings to consider the deal.

BOARD MEETING

Recognition:

Jim Wyatt, Director of Field Engineering, received recognition for his 40 years of service at the District. Starting as a student worker, he has held numerous positions. In 1975 he was one of the first in California to become a Registered Construction Inspector. He has earned a certificate as a Professional Engineering Technician, has attended classes at Mt. San Jacinto College and Riverside City College, as well as training offered by the district. He is a member of the Inland Counties Water Association, represents the District on the California/Nevada Section of the American Water Works Association, and next year will chair the Four Agency Technical Committee. At EMWD, he has served on the Security Trust Board for 15 years and is currently President. Last year he assisted Padre Dam Municipal Water District in settling a construction claim before trial, which they won. He has also served as an expert witness on construction claims in Superior Courts in Riverside, San Bernardino, and San Diego Counties. Jim enjoys fishing, deer hunting, gun collecting, and golf; but most of all he likes spending time with his wife, Beverly, and their family. Jim and Beverly have two sons, a daughter, and six grandchildren. **EMWD's Board members** presented Wyatt with a plaque; **Mayor of Canyon Lake Jack Wamsley** offered his congratulatory remarks; and **Habib Matlaugh**, recognized Wyatt on behalf of the cities of Perris, San Jacinto.

Customer Service Manager Chris Thomsen received a proclamation declaring October 6-10 as **Customer Service Week**. EMWD has 17 full time Customer Service Representatives (CSRs) and 3 part-time CSRs. Last year, we had over 93,000 customer accounts; this year we have over 99,000. Our customer base continues to grow by approximately 600 new accounts per month.

Last year, billing handled about 3,400 calls per week; this year it's up to 4,000 calls per week. Six Field Reps handle 400 disconnects and 300 reconnections a week, in addition to 370 turn on/off's a week (customers moving from one home to another).

Thomsen commended **Penny McElvain** and **Lilia Padilla**, the two CSRs who have

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received the most customer compliments for their excellent customer service. She introduced **Sally Heredia**, who has worked in billing for 12 years, the longest working employee in the department. **Cindy Crompton**, New Business Development was introduced as the front line employee where all new development occurs regarding setting up developer and commercial accounts. **Micki Collins** and **Penny Taylor**, both Customer Service Supervisors were recognized for their hard work in leading the team and assisting Chris in the daily duties.

The Board...

...held a public hearing to adopt all items pertaining to **CFD No. 2003-12 (Temecula Creek)**, including **Resolution Nos. 3798-3803** and **Ordinance No. 101**.

...approved and authorized a three-year agreement with **US Filter/RJ Environmental** for the purchase of preventative maintenance and acid washing services for the District's chlorine and odor scrubbers.

...approved and authorized **declaration of surplus equipment** and execution of an agreement with a professional auctioneer.

...approved and authorized setting of time and place of hearing to consider the adoption of a "Resolution of Necessity" to acquire, by eminent domain proceedings, real property for the **Temecula Valley Recycled Water Pipeline Project**.

...approved and authorized preliminary change order No. 1 to **Spec. No. 896W, Elsworth Street 30" Water Transmission Pipeline, Phase I**.

...adopted **Resolution No. 3813**, approving a Joint Community Facilities Agreement with the City of Murrieta, Lennar Homes California Inc., and Mapleton Commons, LLC for Community Facilities District No. 2003-4 of the City of Murrieta.

...annexed **Parcel No. 17-03-2 to ID No. (Empire Homes – Tract 30689-1)** and adopted **Resolution No. 3814**

...annexed **Parcel No. U-8-03-9 to ID No. U-8 (McMillin Morgan Hill, LLC-Tract Nos. 29554-1 thru 29554-5; 30347 & 30885)** and adopted **Resolution No. 3815**

...annexed **Parcel Nos. U-19-03-2 and U-20-03-2 to ID Nos. U-19 and U-20 (Osborne Development Corp. – Tract 28858)** and adopted **Resolution Nos. 3816 and 3817**

...annexed **Parcel Nos. U-25-03-2 and U-26-03-2 to ID Nos. U-25 and U-26 (Pulte Homes – Tract 29570)** and adopted **Resolution Nos. 3818 and 3819**

...annexed **Parcel Nos. U-25-03-3 and U-26-03-3 to ID Nos. U-25 and U-26 (Pulte Homes – Tract 29570-1)** and adopted **Resolution Nos. 3820 and 3821**

...annexed **Parcel Nos. U-25-03-4 and U-26-03-4 to ID Nos. U-25 and U-26 (Ashby USA, LLC – Tract 29661; -1; -2; -3; & -4)** and adopted **Resolution Nos. 3822 and 3823**

...annexed **Parcel No. U-29-03-4 to ID No. U-29 (HDL Management, LLC – Tract 27888)**

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and adopted **Resolution No. 3824**

...annexed **EMWD's 73rd Fringe Area to EMWD and MWD (Maudelene Dutton Trust)**
and adopted **Resolution No. 3825**

...annexed **EMWD's 74th Fringe Area to EMWD and MWD (Superior Ready Mix)** and
adopted **Resolution No. 3826**

...annexed the **76th Fringe Area to EMWD, RCWD, and MWD (Murrieta Mini Storage)**
and adopted **Resolution No. 3827 – 3829**

...approved and authorized **CEQA certification of the Elsworth Street 30-inch water transmission pipeline** – initial study and mitigated negative declaration and mitigation monitoring program