

**COASTSIDE COUNTY WATER DISTRICT**

**766 MAIN STREET**

**HALF MOON BAY, CA 94019**

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

**Tuesday, September 12, 2017**

- 1) **ROLL CALL** - President Glenn Reynolds called the meeting to order at 7:00 p.m. Present at roll call: Directors Ken Coverdell, Arnie Glassberg, Chris Mickelsen and Vice-President Bob Feldman.

Also present: David Dickson, General Manager; Mary Rogren, Assistant General Manager; Joe Guistino, Superintendent of Operations, Patrick Miyaki Legal Counsel; Cathleen Brennan, Water Resources Analyst; JoAnne Whelen, Administrative Assistant/Recording Secretary and Gina Brazil, Office Manager.

- 2) **PLEDGE OF ALLEGIANCE**

- 3) **PUBLIC COMMENT**

President Reynolds provided a brief explanation regarding the Public Comment guidelines and the Board of Director's role with the District.

Mr. Miyaki further clarified the Public Comment process in additional detail.

Elizabeth Honneyman - 45 Poplar Street, Half Moon Bay - Stated that she is seeking information regarding certain District staffing and salary related matters.

- 4) **SPECIAL ORDER OF BUSINESS**

Mr. Dickson took this opportunity to introduce Mr. James Derbin, the new Superintendent of Operations for Coastsides County Water District, and summarized the recruitment process that staff had just completed.

- 5) **CONSENT CALENDAR**

- A. Approval of disbursements for the month ending August 31, 2017:  
Claims: \$591,135.44; Payroll: \$95,201.58 for a total of \$686,337.02  
➤ *August 2017 Monthly Financial Claims reviewed and approved by Director Mickelsen*
- B. Acceptance of Financial Reports
- C. Approval of Minutes of August 8, 2017 Regular & Special Board of Directors Meetings

- D. Monthly Water Service Connection Transfer Report
- E. Installed Water Connection Capacity and Water Meters Report
- F. Total CCWD Production Report
- G. CCWD Monthly Sales by Category Report – August 2017
- H. Monthly Emergency Main & Service Repairs Report and Water Line Flushing Report
- I. Monthly Rainfall Reports
- J. S.F.P.U.C. Hydrological Report for the month of July 2017
- K. Acceptance of Total Compensation Study Report prepared by Koff & Associates

An updated Investment Report was distributed to the Board. Director Mickelsen reported that he had reviewed the monthly financial claims and found all to be in order.

**ON MOTION BY Director Glassberg and seconded by Vice-President Feldman the Board voted by roll call vote to approve the Consent Calendar in its entirety:**

|                               |            |
|-------------------------------|------------|
| <b>Director Coverdell</b>     | <b>Aye</b> |
| <b>Director Mickelsen</b>     | <b>Aye</b> |
| <b>Director Glassberg</b>     | <b>Aye</b> |
| <b>Vice-President Feldman</b> | <b>Aye</b> |
| <b>President Reynolds</b>     | <b>Aye</b> |

## 6) MEETINGS ATTENDED / DIRECTOR COMMENTS

There were no reports of meetings attended or Director comments.

At this point in the meeting President Reynolds re-ordered the agenda items to proceed with agenda item 7E, District Customer Service Update, as the next order of business.

## 7) GENERAL BUSINESS

### E. District Customer Service Update

Mr. Dickson stated that a presentation had been prepared for this agenda item and as a preface, advised that District staff takes customer concerns very seriously and works hard and spends a significant amount of time interacting with customers to provide information and assistance with understanding their water bills and water usage. A handout of the presentation materials was then distributed to the Board, staff, and members of the audience.

Ms. Rogren proceeded with the presentation, introducing the recent situation with local social media posts regarding complaints of high residential water bills. She provided an overall review of the complaints and how staff handles the matters, including personally responding to customer's concerns and questions via the customer service team and the Water Resource Analyst, site visits and

investigation of leaks and abnormal usage. She noted that staff does not believe the current water bill shock is related to the rate increase effective July 1, 2017, but

has noticed that seasonal usage has recently had a substantial impact on water bills. Additionally, Ms. Rogren stressed the importance that water bills and usage should be compared for the same period year over year, as opposed to comparing from one bi-monthly period to the next and Mr. Dickson emphasized the impact of the increase in rates according to the tiers. Ms. Rogren then reviewed an employee's actual water use, which demonstrated an increase with seasonal usage. The presentation also included an analysis of the current costs of water and the District's impending installation of Smart Meters (Advanced Metering Infrastructure) and the soon to be WaterSmart Customer Web Portal, available in mid-2018, which will allow customers the ability to monitor their water usage, project bills, set alerts for leaks and many more features.

Kathy Kuza, El Granada, CA - Stated that she is very pleased that she stayed to watch the presentation, as it was very informative and beneficial in helping to understand the water bills. She complimented the District's customer service staff and the field personnel with regard to their courteous and helpful assistance regarding concerns with her recent increased water bill.

**C. Strawflower Village Pipeline Replacement Project - Approval of Change Orders**

Mr. Dickson reviewed the nature of this project and some of the unanticipated conditions which resulted in change orders. He advised that District staff has reviewed the charges in detail, verified that they are reasonable and justified.

**ON MOTION BY President Reynolds and seconded by Director Glassberg, the Board voted by roll call vote to approve change orders 1 through 13 to the contract with Andreini Brothers, Inc. for the Strawflower Village Pipeline Replacement Project, for a total amount of \$38,833:**

|                        |     |
|------------------------|-----|
| Director Coverdell     | Aye |
| Director Mickelsen     | Aye |
| Director Glassberg     | Aye |
| Vice-President Feldman | Aye |
| President Reynolds     | Aye |

**D. Strawflower Village Pipeline Replacement Project - Notice of Completion**

**ON MOTION BY Director Coverdell and seconded by Director Mickelsen, the Board voted by roll call vote to accept the Strawflower Village Pipeline Replacement Project as complete, authorize the Notice of Completion to be filed with the County of San Mateo, and authorize the release of the retention funds when the Notice of Completion has been recorded and returned to the District:**

|                        |     |
|------------------------|-----|
| Director Coverdell     | Aye |
| Director Mickelsen     | Aye |
| Director Glassberg     | Aye |
| Vice-President Feldman | Aye |
| President Reynolds     | Aye |

**B. Approval of changes to Class Specifications for the Office Specialist I and II positions (including renaming the positions to “Customer Service” Specialist I/II); Approval of reclassification of “Customer Service Technician” position included in the FY 2017/2018 budget to “Customer Service Specialist II”**

Ms. Rogren explained that during the compensation survey performed by Koff & Associates, in the process of identifying comparable positions, Koff found that other agencies included “Customer Service” in the job title for comparable positions. To recognize the key importance of Customer Service in the role, staff is recommending retitling the current Office Specialist positions to Customer Service Specialist (I/II).

Ms. Rogren additionally noted that staff would like approval to reclassify the current vacant Customer Service Technician position (included in the FY 2017/18 budget) to Customer Service Specialist II.

**ON MOTION BY President Reynolds and seconded by Director Glassberg, the Board voted by roll call vote to approve changes to the Class Specification for the Office Specialist I and II positions, including renaming the positions to “Customer Service” Specialist and approve reclassifying the open Customer Service Technician position (included in the FY 2017/18 budget) to Customer Service Specialist II:**

|                        |     |
|------------------------|-----|
| Director Coverdell     | Aye |
| Director Mickelsen     | Aye |
| Director Glassberg     | Aye |
| Vice-President Feldman | Aye |
| President Reynolds     | Aye |

**A. AMI (Advanced Metering Infrastructure) and Meter Installation Services: Authorization to waive competitive bidding requirements and enter into a contract for Installation Services with Professional Meters Inc. (PMI)**

Since this topic was discussed significantly as part of agenda item 7E, District Customer Service Update, Ms. Rogren did not provide a formal presentation but addressed comments and questions from the Board.

**ON MOTION BY Director Feldman and seconded by Director Mickelsen, the Board voted by roll call vote to determine that waiving the competitive bidding requirements of Resolution 2016-09 for AMI and Meter Installation Services is in the best interests of the District, and authorize the General Manager to enter into an agreement with Professional Meters, Inc. (PMI)**

**in an amount not to exceed \$375,000: and enter into a contract for Installation Services with Professional Meters Inc. (PMI):**

|                               |            |
|-------------------------------|------------|
| <b>Director Coverdell</b>     | <b>Aye</b> |
| <b>Director Mickelsen</b>     | <b>Aye</b> |
| <b>Director Glassberg</b>     | <b>Aye</b> |
| <b>Vice-President Feldman</b> | <b>Aye</b> |
| <b>President Reynolds</b>     | <b>Aye</b> |

**8) MONTHLY INFORMATIONAL REPORTS**

- A.** Superintendent of Operations Report – Mr. Guistino reviewed the operations highlights, including the status of the El Granada Tank 3 Rehabilitation and Coating Project, and the La Nebbia Winery bypass.

In recognition of Superintendent of Operations Joe Guistino’s impending retirement, President Reynolds and the Board members expressed their appreciation to Mr. Guistino for his twelve years of service to the District.

- B.** Water Resource Report – Ms. Brennan shared the Certificate of Appreciation which was presented to the District in recognition of the EPA’s WaterSense Program for 2016 for the District’s promotion of the purchase and installation of high-efficiency EPA WaterSense labeled toilets, faucets and urinals.

**9) DIRECTOR AGENDA ITEMS – REQUESTS FOR FUTURE BOARD MEETINGS**

There were no requests for future Board meeting agenda items expressed.

- 10) ADJOURNMENT** – The meeting was adjourned at 8:37 p.m.

Respectfully submitted,



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David R. Dickson, General Manager  
Secretary to the District

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Glenn Reynolds, President  
Board of Directors