

Since 1918



# PALMDALE WATER DISTRICT

2029 East Avenue Q • Palmdale, California 93550 • Telephone (661) 947-4111  
Fax (661) 947-8604

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## Board of Directors

ROBERT E. ALVARADO  
Division 1

JOE ESTES  
Division 2

MARCO HENRIQUEZ  
Division 3

KATHY MAC LAREN  
Division 4

VINCENT DINO  
Division 5

ALESHIRE & WYNDER LLP  
Attorneys

March 3, 2016

***Agenda for Regular Meeting  
of the Board of Directors of the Palmdale Water District  
to be held at the District's office at 2029 East Avenue Q, Palmdale***

***Wednesday, March 9, 2016***

***7:00 p.m.***

**NOTE:** To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

**PUBLIC COMMENT GUIDELINES:** The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Pledge of Allegiance.
- 2) Roll Call.
- 3) Adoption of Agenda.
- 4) Public comments for non-agenda items.
- 5) Presentations:
  - 5.1) None at this time.



*Providing high quality water to our current and future customers at a reasonable cost.*



- 6) Action Items - Consent Calendar (The public shall have an opportunity to comment on any action item on the Consent Calendar as the Consent Calendar is considered collectively by the Board of Directors prior to action being taken.)
  - 6.1) Approval of minutes of regular meeting held February 24, 2016.
  - 6.2) Payment of bills for March 9, 2016.
  - 6.3) Approval of job description, salary range, and recruitment for the Customer Care Supervisor position. (Human Resources Director Emery)
- 7) Action Items - Action Calendar (The public shall have an opportunity to comment on any action item as each item is considered by the Board of Directors prior to action being taken.)
  - 7.1) Status report on Cash Flow Statement and Current Cash Balances as of January, 2016. (Financial Advisor Egan)
  - 7.2) Status report on Financial Statements, Revenue, and Expense and Departmental Budget Reports for January, 2016. (Finance Manager Williams)
  - 7.3) Status report on committed contracts issued and water revenue bond projects. (Assistant General Manager Knudson)
  - 7.4) Consideration and possible action on Outreach activities. (PIO/Conservation Director McNutt)
    - a) Rebates/Cash for Grass Program
    - b) AguaPalooza Music Contest
    - c) High Desert Water Summit
    - d) Palmdale Chamber activities
    - e) Calendar of upcoming events
    - f) Board media training
    - g) Outreach Board input
  - 7.5) Consideration and possible action on authorization of the following conferences, seminars, and training sessions for Board and staff attendance within budget amounts previously approved in the 2016 Budget:
    - a) American Water College Management & Supervisory Leadership Training Program to be held March 29 – 31, 2016 in Rowland Heights.
- 8) Information Items:
  - 8.1) Reports of Directors:
    - a) Meetings/General Report.
    - b) Standing Committee/Assignment Reports (Chair):
      - 1) Palmdale Recycled Water Authority

- c) Standing Board Committee assignments. (President Alvarado)
- 8.2) Report of General Manager.
  - a) February, 2016 written report of activities through January, 2016.
- 8.3) Report of General Counsel.
- 9) Public comments on closed session agenda matters.
- 10) Break prior to closed session.
- 11) Closed session under:
  - 11.1) Conference with Legal Counsel – Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with Special Litigation Counsel regarding pending litigation to which the District is a party. The title of such litigation is as follows: *Antelope Valley Ground Water Cases*.
  - 11.2) Conference with Legal Counsel – Existing Litigation: A closed session will be held, pursuant to Government Code §54956.9 (d)(1), to confer with District General Counsel regarding pending litigation to which the District is a party. The title of such litigation is as follows: *Palmdale Water District v. Lagerlof, et al, Los Angeles County Superior Court Case No. BC 605450*.
- 12) Public report of any action taken in closed session.
- 13) Board members' requests for future agenda items.
- 14) Adjournment.



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DENNIS D. LaMOREAUX,  
General Manager

DDL/dd

- Customer Care Supervisor Job Description
- Salary Survey



## CUSTOMER CARE SUPERVISOR

FLSA Status: Exempt

### DEFINITION

Under general supervision, assigns, and reviews the work of customer care personnel who provide information, research problems, perform collections and credit arrangement activities, by telephone and in person; handles difficult, complex or sensitive customer account problems and delinquency issues; coordinates other customer service daily activities and variety of tasks relative to assigned area of responsibility.

This is the first-line supervisor level classification in the Customer Care Department. The Customer Care Supervisor provides direction to the Customer Care Department by assigning, directing and reviewing work of staff. Supervisory duties include training, writing, conducting performance appraisals, and assisting in department budget preparation. Incumbents provide coaching and guidance to representatives. Duties also include resolving escalated customer complaints and disputes and handle difficult customer delinquency and billing issues.

### SUPERVISION RECEIVED AND EXERCISED

Receive direction from the Assistant General Manager.

Exercise supervision over Customer Care Department.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provides day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports achieving the Department's and the District's mission, objectives and values.

Prioritize, assign, evaluate and supervise the work of all Customer Care Representatives. Provides coaching and guidance for performance improvement and development; directs and oversees the training of new representatives.

Plans and implements work programs and customer care activities: modifies departmental procedures and processes; creates quality assurance tools to ensure completion, quality and timeliness.

Write and conduct formal performance appraisals: participates in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.

Interacts effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality.

Maintains the daily schedule to ensure complete coverage for the District's customer base.

Assumes difficult and specialized customer relation situations, involving upset and dissatisfied customers and requiring sensitivity and sound judgment; takes action to resolve complaints where appropriate, including waiving of delinquency charges and security deposits and agreement on long term payment plans; receives and responds to correspondence and telephone calls, providing information and handling issues, request and complaints.

Attends and participates in professional group meeting; stays abreast of new trends and innovations in utility billing and customer service; directs and participates in the incorporation of new developments into program areas, as appropriate.

Assists and participates in the development and administration of the Customer Care annual budget.

Reads, understands, and ensures compliance with the PWD's Safety Policies; attends safety, meetings, as required; reports all accidents, violations, or infractions to manager.

Oversee daily processing of customer payments and receipts; ensure daily reconciliation of cash register and on-line credit card and other payment methods, ensure proper documentation for deposit transactions.

Opens, closes and locks District Administration building, sets and activates building alarm, and performs building security functions.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Customer service practices and customer oriented telephone etiquette.

District rules and regulations, meter service operations and issues related to assigned functions.

District personnel rules and policies.

Office administrative procedures and methods.

Cash, check and credit card handling techniques.

Principles and methods of business correspondence, recordkeeping and filing.

Principles and practices of sound business communications and correct English use, including spelling, grammar and punctuation.

Appropriate safety precautions, procedures, practices and regulations related to maintain a department safety program, safe working conditions, and operating equipment.

Modern office equipment, software programs, and computerized record keeping and filing methods.

General business mathematics and calculations.

Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

Principles and practices of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Supervise, assign, inspect and evaluate the work of others.

Communicate effectively, both verbally and in written formats.

Motivate and evaluate staff and provide for their training and development.

Develop and implement work standards.

Plan and organize work to meet changing priorities and deadlines.

Analyze and resolve complex customer service problems.

Exercise independent judgment and initiative.

## Customer Care Supervisor

- 4 -

Train and orient new and existing employees.

Perform general maintenance and review of customer accounts.

Analyze, interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.

Maintains and directs the daily activities such as work orders, phones, counter, reception, and any departmental duties.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Establish and prioritize action items and multitask effectively.

Prepares concise records, reports and other written materials.

Use creative thought to problem solve including the use of new and innovative technologies and techniques.

Participate in groups and committees that affect District operations, policies and procedures.

Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrate intellectual capabilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.

Assist in the development and monitoring of an assigned program budget.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in customer care, field customer care operations, credit operations, or utility billing.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work.

License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

Complete CCR II Certification within one year.

PHYSICAL DEMANDS AND WORKING CONDITIONS

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

Environmental Conditions:

On a continuous basis employees are required to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight up to 20 pounds.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customer who are often upset and dissatisfied, and the public.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

Hearing:

Hear in normal audio range with or without correction.

Approved: 3/9/2016

I have reviewed this job description with my Supervisor and agree with its contents.

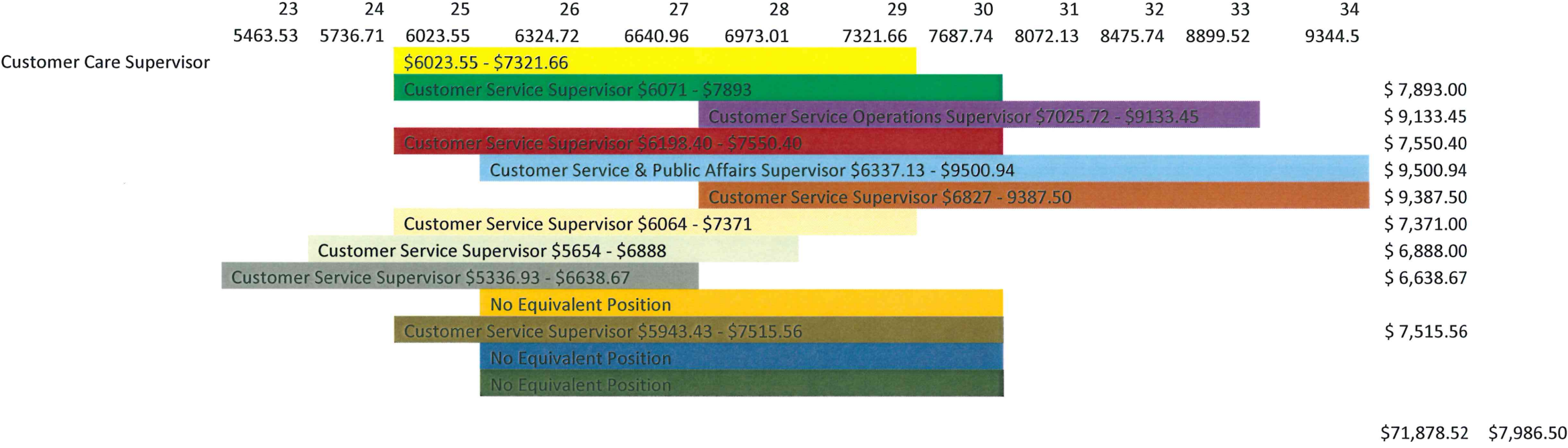
\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



**PALMDALE  
WATER DISTRICT  
BOARD MEMORANDUM**

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<b>DATE:</b>	March 3, 2016	March 9, 2016
<b>TO:</b>	BOARD OF DIRECTORS	Board Meeting
<b>FROM:</b>	Mr. Bob Egan, Financial Advisor	
<b>RE:</b>	<i>AGENDA ITEM NO. 7.1 – STATUS REPORT ON CASH FLOW STATEMENT AND CURRENT CASH BALANCES AS OF JANUARY, 2016.</i>	

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Attached is the Investment Funds Report and current cash balance as of January 31, 2016. The reports will be reviewed in detail at the Board meeting.



PALMDALE WATER DISTRICT  
INVESTMENT FUNDS REPORT  
January 31, 2016

					<u>January 2016</u>	<u>December 2015</u>
<b>CASH</b>						
1-00-0103-100	Citizens - Checking				322,221.63	653,573.17
1-00-0103-200	Citizens - Refund				-	-
1-00-0103-300	Citizens - Merchant				44,173.09	126,990.70
	<b>Bank Total</b>				<b>366,394.72</b>	<b>780,563.87</b>
1-00-0110-000	PETTY CASH				300.00	300.00
1-00-0115-000	CASH ON HAND				5,400.00	5,400.00
	<b>TOTAL CASH</b>				<b>372,094.72</b>	<b>786,263.87</b>
<b>INVESTMENTS</b>						
1-00-0135-000	Local Agency Investment Fund			Acct. Total	<b>11,776.77</b>	<b>11,765.88</b>
1-00-0120-000	UBS Money Market Account General (SS 11469)					
	UBS RMA Government Portfolio				5,199,968.63	3,512,512.26
	UBS Bank USA Dep acct				250,000.00	250,000.00
	Accrued interest				4,213.78	6,245.10
					<b>5,454,182.41</b>	<b>3,768,757.36</b>
<b>Certificates of Deposit</b>						
	<b>Issuer</b>	<b>Maturity Date</b>	<b>Rate</b>	<b>Face Value</b>		
1	Everbank	01/15/2016	0.50	240,000		240,000.00
2	Horizon Financial	01/15/2016	0.30	240,000		239,990.40
3	Hardin county	01/20/2016	0.35	240,000		239,988.00
4	Level One bank	01/21/2016	0.35	40,000		39,997.60
5	Firsy Merit	01/22/2016	0.45	240,000		239,995.20
6	Safra National	08/16/2016	0.60	240,000	239,935.20	239,829.60
7	First Bank PR	11/07/2016	0.80	240,000	239,959.20	239,820.00
8	Compass bank	02/07/2017	0.95	240,000	240,064.80	239,810.40
9	Discover Bank	05/02/2017	1.75	240,000	241,980.00	241,713.60
10	Capitol One	08/14/2017	1.20	240,000	240,266.40	239,685.60
					<b>2,200,000</b>	<b>2,200,830.40</b>
				Acct. Total	<b>6,656,388.01</b>	<b>5,969,587.76</b>
1-00-1110-000	UBS Money Market Account Capital (SS 11475)					
	UBS Bank USA Dep acct				250,000.00	250,000.00
	UBS RMA Government Portfolio				610,137.46	610,129.83
				Acct. Total	<b>860,137.46</b>	<b>860,129.83</b>
1-00-0125-000	UBS Access Account General (SS 11432)					
	UBS Bank USA Dep acct				250,000.00	250,000.00
	UBS RMA Government Portfolio				1,695,866.52	1,695,849.46
	Accrued interest				5,158.28	3,360.26
					<b>1,951,024.80</b>	<b>1,949,209.72</b>
<b>US Government Securities</b>						
	<b>Status</b>	<b>Issuer</b>	<b>Maturity Date</b>	<b>Rate</b>	<b>PAR</b>	<b>Market Value</b>
						<b>Market Value</b>
						-
		FFCB	06/02/2016	0.375	1,000,000	999,970.00
						999,840.00
						-
					<b>1,000,000</b>	<b>999,970.00</b>
						<b>999,840.00</b>
<b>Certificates of Deposit</b>						
	<b>Issuer</b>	<b>Maturity Date</b>	<b>Rate</b>	<b>Face Value</b>		
1	Goldman Sachs Bk	11/07/2016	1.00	240,000	240,410.40	240,316.80
2	CIT Bank	11/06/2017	1.60	240,000	240,218.40	240,216.00
3	BMW Bank	11/15/2018	2.00	240,000	242,668.80	240,993.60
4	American Express	04/29/2019	1.45	240,000	239,666.40	237,556.80
5	Synchrony Bank	04/14/2020	1.85	240,000	240,062.40	237,465.60
					<b>1,200,000</b>	<b>1,203,026.40</b>
				Acct. Total	<b>4,154,021.20</b>	<b>4,145,598.52</b>
				Total Managed Accounts	<b>11,682,323.44</b>	<b>10,987,081.99</b>
1-00-1121-000	UBS Rate Stabilization Fund (SS 24016) - District Restricted					
	UBS Bank USA Dep acct				250,000.00	250,000.00
	UBS RMA Government Portfolio				230,253.75	230,249.59
				Acct. Total	<b>480,253.75</b>	<b>480,249.59</b>
	<b>GRAND TOTAL CASH AND INVESTMENTS</b>				<b>12,534,671.91</b>	<b>12,253,595.45</b>
	<b>Increase (Decrease) in Funds</b>				<b>281,076.46</b>	
1-00-1130-000	2013A Bonds - Project Funds (BNY Mellon)					
	Construction Funds				<b>957,743.02</b>	<b>1,191,265.52</b>

**PALMDALE WATER DISTRICT**  
**2016 Cash Flow Report** (Based on Jan. 19, 2016 Approved Budget)

2016 Cash Flow Report    (Based on Jan. 19, 2016 Approved Budget)														Budget 2017 Carryover Information
	January	February	March	April	May	June	July	August	September	October	November	December	YTD	
Total Cash Beginning Balance (BUDGET)	12,253,595	11,996,708	12,070,140	9,443,313	11,240,278	11,923,901	11,779,269	10,981,346	11,574,708	9,220,541	9,395,698	9,267,781		
Total Cash Beginning Balance	12,253,595	12,534,672	12,484,121	9,805,801	11,652,765	12,386,389	12,241,756	11,893,834	12,337,195	10,033,029	10,258,186	10,180,268		
Budgeted Water Receipts	1,541,128	1,523,788	1,575,809	1,590,982	1,790,396	1,946,460	2,165,382	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,675,500	
Water    Receipts	1,836,145	1,523,788	1,575,809	1,590,982	1,790,396	1,946,460	2,165,382	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,970,517	
DWR Refund (Operational Related)													-	
Other													-	
Total Operating Revenue (BUDGET)													-	
Total Operating Revenue (ACTUAL)	1,836,145	1,523,788	1,575,809	1,590,982	1,790,396	1,946,460	2,165,382	2,202,231	2,030,994	1,946,460	1,688,521	1,673,349	21,970,517	
Total Operating Expenses excl GAC (BUDGET)	(1,237,486)	(1,217,967)	(1,591,629)	(1,550,533)	(1,568,100)	(1,439,060)	(1,770,025)	(1,614,651)	(1,795,266)	(1,449,785)	(1,434,170)	(1,550,028)	(18,218,700)	
GAC (BUDGET)	(362,730)		(190,000)			(190,000)			(190,000)		(190,000)		(1,122,730)	
Operating Expenses excl GAC (ACTUAL)	(1,356,117)	(1,217,967)	(1,591,629)	(1,550,533)	(1,568,100)	(1,439,060)	(1,770,025)	(1,614,651)	(1,795,266)	(1,449,785)	(1,434,170)	(1,550,028)	(18,337,332)	
GAC	(62,730)	(183,200)	(190,000)			(190,000)			(190,000)		(190,000)		(1,005,929)	
Prepaid Insurance (paid)/refunded													-	
Total Operating Expense (ACTUAL)	(1,418,847)	(1,401,167)	(1,781,629)	(1,550,533)	(1,568,100)	(1,629,060)	(1,770,025)	(1,614,651)	(1,985,266)	(1,449,785)	(1,624,170)	(1,550,028)	(19,343,261)	
Non-Operating Revenue Expenses:														
Assessments, net (BUDGET)	664,439	253,955	14,289	2,027,090	739,781	11,042	75,342	127,302	-	-	129,251	2,452,512	6,495,000	
Actual/Projected Assessments, net	684,181	313,172	14,289	2,027,090	739,781	11,042	75,342	127,302	-	-	129,251	2,452,512	6,573,960	
RDA Pass-through (Successor Agency)													-	
Interest	3,168	2,915	2,915	2,915	2,915	2,915	2,915	2,915	2,915	2,915	2,915	2,935	35,253	
Market Adjustment	7,983												7,983	
Grant Re-imbursement						308,000						177,000	485,000	
Capital Improvement Fees						25,000						25,000	50,000	
DWR Refund (Capital Related)			50,000			50,000			50,000			50,000	200,000	
Other	3,415	8,330	8,330	8,330	8,330	8,330	8,330	8,330	8,330	8,330	8,330	8,370	95,085	
Total Non-Operating Revenues (BUDGET)													-	
Total Non-Operating Revenues (ACTUAL)	698,746	324,417	75,534	2,038,335	751,026	405,287	86,587	138,547	61,245	11,245	140,496	2,715,817	7,447,280	
Non-Operating Expenses:														
Budgeted Capital Expenditures	(514,999)	(306,567)	(287,878)	(40,796)	(48,676)	(26,296)	(91,743)	(91,743)	(91,743)	(91,743)	(91,744)	(918,263)	(2,602,191)	
Actual/Projected Capital Expenditures	(93,505)	(306,567)	(709,372)	(40,796)	(48,676)	(26,296)	(91,743)	(91,743)	(91,743)	(91,743)	(91,744)		(1,683,928)	
Uncommitted Capital Expenditures													-	
WRB Capital Expenditures												(918,263)	(918,263)	
SWP Capitalized	(717,495)	(170,390)	(196,069)	(170,390)	(170,390)	(170,390)	(717,492)	(170,390)	(201,804)	(170,388)	(170,388)	(170,388)	(3,195,974)	
Butte County Water Transfer						(650,000)						(650,000)	(1,300,000)	
Bond Payments - Interest			(1,084,847)						(1,076,522)				(2,161,369)	
Principal			(537,114)						(1,020,439)				(1,557,553)	
Capital leases - Go West (2012 Lease)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(17,296)	(207,553)	
Capital leases - GE Capital (Printer Lease)	(6,672)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(3,336)	(43,369)	
Total Non-Operating Expenses (ACTUAL)	(834,969)	(497,589)	(2,548,034)	(231,818)	(239,698)	(867,318)	(829,867)	(282,765)	(2,411,140)	(282,763)	(282,764)	(1,759,283)	(11,068,009)	
Total Cash Ending Balance (BUDGET)	11,996,708	12,070,140	9,443,313	11,240,278	11,923,901	11,779,269	10,981,346	11,574,708	9,220,541	9,395,698	9,267,781	10,300,285		
Total Cash Ending Balance (ACTUAL)	12,534,672	12,484,121	9,805,801	11,652,765	12,386,389	12,241,756	11,893,834	12,337,195	10,033,029	10,258,186	10,180,268	11,260,123		
											Budget	10,300,285		
											Difference	959,837		
Indicates actual expenditures/revenues:														
Indicates anticipated expenditures/revenues:														

**PALMDALE  
WATER DISTRICT  
BOARD MEMORANDUM**

**DATE:** March 3, 2016 **March 9, 2016**  
**TO:** BOARD OF DIRECTORS **Board Meeting**  
**FROM:** Mr. Michael Williams, Finance Manager  
**VIA:** Mr. Dennis LaMoreaux, General Manager  
**RE:** ***AGENDA ITEM NO. 7.2 – STATUS REPORT ON FINANCIAL  
STATEMENTS, REVENUE, AND EXPENSE AND DEPARTMENTAL  
BUDGET REPORTS FOR JANUARY, 2016.***

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Information on this item will be presented at the Board meeting.

**P A L M D A L E   W A T E R   D I S T R I C T**  
**B O A R D   M E M O R A N D U M**

**DATE:** March 3, 2016 **March 9, 2016**  
**TO:** BOARD OF DIRECTORS **Board Meeting**  
**FROM:** Mr. Matthew R. Knudson, Assistant General Manager  
**VIA:** Mr. Dennis D. LaMoreaux, General Manager  
**RE:** ***AGENDA ITEM NO. 7.3 – STATUS REPORT ON COMMITTED CONTRACTS ISSUED  
AND WATER REVENUE BOND PROJECTS***

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Attached are the monthly spreadsheets to update the Board on actual and projected expenses related to the 2016 Capital Projects, Water Quality Fee funded projects, and Series 2013A Water Revenue Bond funded projects.

**Committed Contract:** These expenses are for projects that are contractually committed to by the District and are accounted for in the approved 2016 Budget. The amounts highlighted are actual payments issued and the future payments are estimated based on the remaining contractual commitment.

**Water Quality Fee Funded Projects:** These expenses are related to the Granular Activated Carbon (GAC) replacements at the Water Treatment Plant and Underground Booster Station in order to comply with water quality regulations. These expenses are funded through the \$0.13/CCF charged on all water delivered to our customers.

**Budgeted – Not Committed:** These projected expenses are related to capital projects/equipment that are planned and budgeted for, but not yet contractually committed. Each of these projects will be brought to the Board for consideration and approval prior to contractually committing funds.

**Water Revenue Bond – Series 2013A:** This spreadsheet summarizes and provides the payout detail on the various projects that are funded from the Water Revenue Bond (WRB) proceeds issued in 2013. There was \$8,500,000 available for various infrastructure replacement and water supply projects, with \$9,430,009 contractually committed for the projects listed on the attached spreadsheet. The \$930,009 over the available funds from the WRB will be funded from the 2016 and 2017 Operating Budget.

**Supporting Documents:**

- 2016 Capital Project Expenses Spreadsheet
- Water Revenue Bond – Series 2013A Summary and Payout Detail

Palmdale Water District  
2016 Capital Project Expenses  
March 3, 2016

Committed Contracts (Actual / Projected Expenses)																			
Project Title	Project Type	Contract	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total	2017 Total
Upper Amargosa Recharge Project - WRB Fund Carry-over	Water Supply and Groundwater Management	1,250,000	City of Palmdale / AVEK / WW40	-	-			25,000		22,629					300,000			347,629	582,380
PRGRRP - Financial Model	Water Supply Project / Planning	29,000	PFM, Inc.	-	-			29,000										29,000	
2015 Urban Water Management Plan	Planning / Regulatory	64,380	Kennedy/Jenks Consultants	-	4,186	10,456	9,089	12,000	12,000	16,649								60,194	
Water System Master Plan Update	Water System Infrastructure Planning	196,043	MHW	141,860	-	20,904		15,000	18,279									54,183	
Hydrologic and Energy Database	Water Supply and Demand Management	67,000	DCSE	65,970	-			1,030										1,030	
Security Improvements Project	Asset Management - Equipment Replacement	288,255	Siemens	205,283	-	36,716		46,456										83,172	
Security Improvements Project - Eng.	Asset Management - Equipment Replacement	58,730	Exante360	31,938	-			4,482										4,482	
Dredging & Lake Outlet Repairs	Asset Management - Equipment Replacement	40,599	Parker / Layne	-	-		40,599											40,599	
Well No. 15 - Rehabilitation	Asset Management - Equipment Replacement	151,907	Layne	-	-	17,621	134,286											151,907	
Well No. 30 - Rehabilitation	Asset Management - Equipment Replacement	74,222	Layne	-	-		74,222											74,222	
Well No. 22 - Rehabilitation	Asset Management - Equipment Replacement	36,000	Layne					36,000										36,000	
Water Main Replacement - Tierra Subida Ave. (Paving)	Asset Management - Infrastructure Replacement	46,253	RBC	-	-		46,253											46,253	
Emergency Repairs on Well 18/19 Tank	Asset Management - Infrastructure Repairs	57,850	Superior Tank Solutions	-	57,850													-	
Drainage Improvements @ WTP	Asset Management - Site Improvements	50,000	TBD	-	-				50,000									50,000	
Office Space for Electronic Tech.	Work Flow and Communication Improvements	25,862	Yourway Const, / Circulating Air	-	-			25,862										25,862	
Valve Exercising Truck	Equipment Replacement	119,219	Wondries / CTEC	-	-			119,219										119,219	
New Vehicle	Equipment Replacement	30,000	Wondries	-	-			30,000										30,000	
Fleet Lighting Improvements	Safety	30,000	PWD	1,500	-			1,500	2,500	6,000								10,000	
ARC Flash	Safety	137,500	Carollo	-	-	6,020		26,296	26,296	26,296	26,296	26,296						137,500	
AC Pipe Disposal	Safety / Regulatory Compliance	26,875	Alliance	-	26,875													-	
Lobby Design	Customer Service Improvement / Feasibility Design	56,600	ITZEN	49,344	-	4,650		2,606										7,256	
Subtotal		1,557,295		495,895	88,911	96,367	304,449	374,451	109,075	71,574	26,296	26,296	-	-	300,000	-	-	1,308,508	582,380

Water Quality Fee Funded Projects																		
Project Title	Project Type	Contract	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total
GAC Replacement - WTP	Water Quality Improvement / Regulatory	655,135	Calgon Carbon	\$ 573,109				\$ 275,135					\$ 190,000			\$ 190,000		\$ 655,135
GAC Replacement - WTP AC1230CX Reactivated	Water Quality Improvement / Regulatory	183,200	Evoqua	\$ 298,286			\$ 183,200											\$ 183,200
GAC Replacement - Underground Booster	Water Quality Improvement / Regulatory	62,730	Evoqua			\$ 62,730												\$ 62,730
Subtotal		901,065		\$ 871,395	\$-	\$ 62,730	\$ 183,200	\$ 275,135	\$ -	\$ -	\$ -	\$ -	\$ 190,000	\$ -	\$ -	\$ 190,000	\$ -	\$ 901,065

Budgeted - Not Committed (Projected Expenses)																		
Project Title	Project Type	Estimate	Vendor/Contractor/Consultant	Jan - Nov, 2015	Dec, 2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2016 Total
Meter Replacement Program	Asset Management - Equipment Replacement	600,000	TBD									200,000	200,000	200,000				600,000
Water Main and Service Line Replacement Projects	Asset Management - Infrastructure Replacement	300,000	TBD						75,000	25,000		75,000	25,000		75,000	25,000		300,000
Water System Master Plan - CEQA	Planning / Regulatory	75,000	TBD								10,000	25,000	25,000	15,000				75,000
Well No. 25 - Rehabilitation	Asset Management - Equipment Replacement	50,000	TBD												50,000			50,000
Well No. 26 - Rehabilitation	Asset Management - Equipment Replacement	50,000	TBD													50,000		50,000
WTP Security - Feasibility and Phase 1	Asset Management - Equipment Replacement	25,000	TBD							10,000	15,000							25,000
Recharge and Recovery Project Pilot	Water Supply Project / Planning	300,000	TBD											100,000	100,000	10,000		210,000
Generator/Engine Emissions - 25th and 45th Booster Sta.	Regulatory	20,000	TBD								10,000	10,000						20,000
Conference Room Projectors - Installation	Asset Management - Equipment Replacement	10,000	TBD							10,000								10,000
Entry Way Building @ WTP	Safety	10,000	TBD										10,000					10,000
Hi-Speed Document Scanners (4)	New Equipment	50,000	TBD								25,000	25,000						50,000
Subtotal		3,292,130			-	-	-	-	75,000	45,000	60,000	335,000	260,000	315,000	225,000	85,000	-	1,400,000

# Water Revenue Bond - Series 2013A

Updated: March 3, 2016

Project	Work Order	Description	Allocated Based on Bond	Contractual Commitment	Payout to Date	Grant Funds/Operating Budget	Uncommitted Bond \$
Spec. 1204	603-12	Ave. Q - Q-3, Division and Sumac	\$ 725,000	\$ 765,085	\$ 765,085	\$ -	\$ (40,085)
Spec. 1201	606-11	20th, Puerta, Sweetbriar, and 22nd St. E.	\$ 1,450,000	\$ 1,487,261	\$ 1,487,261	\$ -	\$ (37,261)
Spec. 1205	605-12	Frontier, 31st St. E., etc. between Ave. Q and Q-4	\$ 1,200,000	\$ 1,291,539	\$ 1,291,539	\$ 485,000	\$ (91,539)
Spec. 1207	607-12	10th St. E. between Ave. P and Palmdale Blvd.	\$ 1,400,000	\$ 1,327,806	\$ 1,327,806	\$ -	\$ 72,194
LRDSR	501-04	Littlerock Sediment Removal (EIR/EIS/Permits)	\$ 975,000	\$ 645,443	\$ 515,884	\$ -	\$ 329,557
LCGRRP	400-12	Littlerock Recharge and Recovery (Feasibility)	\$ 1,500,000	\$ 769,891	\$ 769,891	\$ -	\$ 730,109
UAR	TBD	Upper Amargosa Recharge (Project Capacity)	\$ 1,250,000	\$ 1,250,000	\$ 93,380	\$ 445,009	\$ -
Spec. 0905	601-09	15th St. E. between Ave. P and Ave. Q (Material)	\$ -	\$ 362,984	\$ 362,984	\$ -	\$ (362,984)
PRGRRP	501-04	Palmdale Regional Recharge and Recovery (Permits)	\$ -	\$ 1,530,000	\$ 1,037,401		\$ (1,530,000)
<b>Totals:</b>			\$ 8,500,000	\$ 9,430,009	\$ 7,651,232	\$ 930,009	\$ (930,009)

Requisition No.	Payee	Date Approved	Invoice No.	Project	Payment Amount
2	Issuance Costs	Jul 8, 2013	N/A	WRB	\$ 24,815.84
3	BV Construction - Progress Payment #1	Jul 9, 2013	1	Spec. 1204	\$ 98,552.53
4	JT Eng. - Design Progress Payment	Jul 17, 2013	5187	Spec. 1207	\$ 9,108.00
5	BV Construction - Progress Payment #2	Aug 5, 2013	2	Spec. 1204	\$ 145,175.44
6	BV Construction - Progress Payment #3-4	Sep 4, 2013	3 and 4	Spec. 1204	\$ 167,790.43
7	Aspen - EIR/EIS Progress Payment	Sep 30, 2013	1116.002-01	LRDSR	\$ 18,499.60
8	BV Construction - Progress Payment #5	Sep 30, 2013	5	Spec. 1204	\$ 46,862.08
9	BV Construction - Progress Payment #6	Oct 24, 2013	6	Spec. 1204	\$ 51,052.05
10	Aspen - EIR/EIS Progress Payment	Oct 24, 2013	1116.002-02	LRDSR	\$ 8,410.32
11	BV Construction - Progress Payment #7	Nov 7, 2013	7	Spec. 1204	\$ 87,960.50
12	BV Construction - Progress Payment #8	Dec 4, 2013	8	Spec. 1204	\$ 70,650.08
13	Aspen - EIR/EIS Progress Payment	Dec 4, 2013	1116.002-03	LRDSR	\$ 11,054.97
14	Kennedy/Jenks - Progress Payment	Jan 2, 2014	78236	LCGRRP	\$ 24,066.25
14	BV Construction - Progress Payment #1	Jan 2, 2014	1	Spec. 1201	\$ 29,925.00
14	BV Construction - Progress Payment #9	Jan 2, 2014	9	Spec. 1204	\$ 58,787.84
14	Aspen - EIR/EIS Progress Payment	Jan 2, 2014	1116.002-04	LRDSR	\$ 36,178.95
14	JT Eng. - Design Progress Payment	Jan 2, 2014	5200	Spec. 1207	\$ 9,518.00
15	BV Construction - Progress Payment #2 & #3	Jan 21, 2014	2 & 3	Spec. 1201	\$ 114,095.00
16	Aspen - EIR/EIS Progress Payment	Feb 24, 2014	1116.002-05	LRDSR	\$ 4,917.47
16	BV Construction - Progress Payment #4 & #5	Feb 24, 2014	4 & 5	Spec. 1201	\$ 131,743.15
17	BV Construction - Retention Payment	Mar 3, 2014	10	Spec. 1204	\$ 38,254.26
17	Kennedy/Jenks - Progress Payment	Mar 3, 2014	79010 & 80391	LCGRRP	\$ 113,652.66
18	BV Construction - Progress Payment #6	Mar 31, 2014	6	Spec. 1201	\$ 126,834.50
18	Aspen - EIR/EIS Progress Payment	Mar 31, 2014	1116.002-06 and 07	LRDSR	\$ 17,080.04
19	Kennedy/Jenks - Progress Payment	Apr 16, 2014	78236	LCGRRP	\$ 28,228.60
19	BV Construction - Progress Payment #7	Apr 16, 2014	7	Spec. 1201	\$ 252,741.80
20	BV Construction - Progress Payment #8	May 15, 2014	8	Spec. 1201	\$ 69,825.00
20	Aspen - EIR/EIS Progress Payment	May 15, 2014	1116.002-08	LRDSR	\$ 33,388.96
20	Kennedy/Jenks - Progress Payment	May 15, 2014	82422 & 80900	LCGRRP	\$ 135,858.74
21	BV Construction - Progress Payment #9	Jun 4, 2014	9	Spec. 1201	\$ 67,260.00
21	Aspen - EIR/EIS Progress Payment	Jun 4, 2014	1116.002-09	LRDSR	\$ 31,845.93
22	BV Construction - Progress Payment #10	Jun 30, 2014	10	Spec. 1201	\$ 139,498.00
23	Kennedy/Jenks - Progress Payment	Jun 30, 2014	83735	LCGRRP	\$ 30,172.21
23	Aspen - EIR/EIS Progress Payment	Jun 30, 2014	1116.002-10	LRDSR	\$ 10,672.32
24	BV Construction - Progress Payment #11	Jul 21, 2014	11	Spec. 1201	\$ 141,217.50
24	Kennedy/Jenks - Progress Payment	Jul 21, 2014	84147	LCGRRP	\$ 26,431.83
24	Aspen - EIR/EIS Progress Payment	Jul 21, 2014	1116.002-11	LRDSR	\$ 6,274.20

25	BV Construction - Progress Payment #12	Aug 19, 2014	12	Spec. 1201	\$ 84,386.60
25	Aspen - EIR/EIS Progress Payment	Aug 19, 2014	1116.002-12	LRDSR	\$ 11,115.51
26	BV Construction - Progress Payment #13	Sept 10, 2014	13	Spec. 1201	\$ 47,654.85
26	Aspen - EIR/EIS Progress Payment	Sept 10, 2014	1116.002-13	LRDSR	\$ 37,715.30
27	BV Construction - Progress Payment #14	Sept 29, 2014	14	Spec. 1201	\$ 122,741.90
27	PWD - Reimbursement	Sept 29, 2014	N/A	Spec. 0905	\$ 260,611.31
28	Cedro Construction - Progress Payment #1	Oct 14, 2014	1	Spec. 1207	\$ 310,752.41
28	City of Palmdale - Recharge Project	Oct 14, 2014	PWD-2014	UAR	\$ 38,402.47
29	Aspen - EIR/EIS Progress Payment	Oct 23, 2014	1116.002-14	LRDSR	\$ 56,223.72
29	Kennedy/Jenks - Progress Payment	Oct 23, 2014	87036	LCGRRP	\$ 80,732.32
30	BV Construction - Progress Payment #15	Nov 12, 2014	15	Spec. 1201	\$ 84,974.65
30	Aspen - Bio and Cultural Report	Nov 12, 2014	3277.001-01	Spec. 1205	\$ 10,608.08
30	Cedro Construction - Progress Payment #2	Nov 12, 2014	2	Spec. 1207	\$ 195,802.84
31	ANM Construction - Paving	Nov 17, 2014	011115-1	Spec. 0905	\$ 102,373.00
32	Aspen - Bio and Cultural Report	Nov 26, 2014	3277.001-02	Spec. 1205	\$ 1,147.81
32	Aspen - EIR/EIS Progress Payment	Nov 26, 2014	1116.002-15	LRDSR	\$ 76,161.79
33	Kennedy/Jenks - Progress Payment	Dec 29, 2014	88741	LCGRRP	\$ 71,831.14
33	BV Construction - Progress Payment #16 (Retention)	Dec 29, 2014	16 - Retention	Spec. 1201	\$ 74,363.05
33	Aspen - EIR/EIS Progress Payment	Dec 29, 2014	1116.002-16	LRDSR	\$ 6,136.99
34	Cedro Construction - Progress Payment #3	Jan 7, 2015	3	Spec. 1207	\$ 294,189.21
35	BV Construction - Progress Payment #1	Jan 26, 2015	1	Spec. 1205	\$ 152,445.08
35	Aspen - EIR/EIS Progress Payment	Jan 26, 2015	1116.002-17	LRDSR	\$ 13,105.63
36	Kennedy/Jenks - Progress Payment	Feb 2, 2015	89538	LCGRRP	\$ 78,066.17
37	BV Construction - Progress Payments #2 and #3	Feb 19, 2015	2 and 3	Spec. 1205	\$ 195,962.20
37	Aspen - EIR/EIS Progress Payment	Feb 19, 2015	1116.002-18	LRDSR	\$ 8,814.60
38	BV Construction - Progress Payment #4	Mar 9, 2015	4	Spec. 1205	\$ 123,500.00
38	Cedro Construction - Progress Payment #4	Mar 9, 2015	4	Spec. 1207	\$ 70,371.25
39	BV Construction - Progress Payment #5	Mar 31, 2015	5	Spec. 1205	\$ 144,210.00
39	Aspen - EIR/EIS Progress Payment	Mar 31, 2015	1116.002-19	LRDSR	\$ 12,057.52
39	Kennedy/Jenks - Progress Payment	Mar 31, 2015	90983	LCGRRP	\$ 134,407.47
40	Cedro Construction - Progress Payment #5	Apr 13, 2015	5	Spec. 1207	\$ 116,680.99
41	BV Construction - Progress Payment #6	Apr 27, 2015	6	Spec. 1205	\$ 125,003.43
41	Aspen - EIR/EIS Progress Payment	Apr 27, 2015	1116.002-20	LRDSR	\$ 7,540.62
42	Cedro Construction - Progress Payment #6	May 19, 2015	6	Spec. 1207	\$ 103,592.13
43	BV Construction - Progress Payment #7	Jun 8, 2015	7	Spec. 1205	\$ 72,296.90
43	Aspen - Native American Monitoring	Jun 8, 2015	3277.001-03	Spec. 1205	\$ 7,702.52
43	Aspen - EIR/EIS Progress Payment	Jun 8, 2015	1116.002-21	LRDSR	\$ 44,109.14
44	Aspen - EIR/EIS Progress Payment	Jun 23, 2015	1116.002-22	LRDSR	\$ 34,285.59
44	Cedro Construction - Progress Payment #7	Jun 23, 2015	7	Spec. 1207	\$ 60,299.73
45	BV Construction - Progress Payment #8	Jul 15, 2015	8	Spec. 1205	\$ 111,492.00
45	Kennedy/Jenks - Progress Payment	Jul 15, 2015	93555	LCGRRP	\$ 46,443.99
45	Kennedy/Jenks - Progress Payment	Jul 15, 2015	93556	PRGRRP	\$ 251,714.21
46	Aspen - EIR/EIS Progress Payment	Jul 21, 2015	1116.002-23	LRDSR	\$ 16,484.80
46	Aspen - Native American Monitoring	Jul 21, 2015	3277.001-04	Spec. 1205	\$ 4,152.75
46	City of Palmdale - Recharge Project	Jul 21, 2015	PWD-2015	UAR	\$ 54,977.18
47	BV Construction - Progress Payment #9	Aug 11, 2015	9	Spec. 1205	\$ 107,542.76
47	Kennedy/Jenks - Progress Payment	Aug 11, 2015	94435	PRGRRP	\$ 238,422.35
48	Aspen - EIR/EIS Progress Payment	Sept 14, 2015	1116.002-24	LRDSR	\$ 9,024.21
48	Cedro Construction - Final Payment/Retention	Sept 14, 2015	Final Retention	Spec. 1207	\$ 157,491.76
49	Aspen - EIR/EIS Progress Payment	Sept 28, 2015	1116.002-25	LRDSR	\$ 1,034.50
49	Kennedy/Jenks - Progress Payment	Sept 28, 2015	95632	PRGRRP	\$ 190,705.91
50	Aspen - Native American Monitoring	Oct. 12, 2015	3277.001-05	Spec. 1205	\$ 5,581.50
50	BV Construction - Progress Payment #10	Oct. 12, 2015	10	Spec. 1205	\$ 92,241.20
51	Aspen - Native American Monitoring	Nov. 4, 2015	3277.001-06	Spec. 1205	\$ 4,707.50

51	Kennedy/Jenks - Progress Payment	Nov. 4, 2015	96460	PRGRRP	\$ 129,704.49
52	Aspen - Native American Monitoring	Dec. 28, 2015	96461	Spec. 1205	\$ 3,013.50
52	Kennedy/Jenks - Progress Payment	Dec. 28, 2015	97775	PRGRRP	\$ 159,241.36
53	Kennedy/Jenks - Progress Payment	Jan. 21, 2016	98545	PRGRRP	\$ 67,612.54
53	Aspen - EIR/EIS Progress Payment	Jan. 21, 2016	1116.002-25 & 27	LRDSR	\$ 3,751.40
54	BV Construction - Progress Payment #11	Feb. 3, 2016	11	Spec. 1205	\$ 67,200.17
55	BV Construction - Retention Payment	Feb. 23, 2016	Retention	Spec. 1205	\$ 62,731.78
55	Kennedy/Jenks - Progress Payment	Feb. 23, 2016	99318	PRGRRP	\$ 58,537.45



# Outreach

# C4G

- ◆ Ready to Launch Updated Program
- ◆ Application will be made available in English and Spanish
- ◆ First Come First Serve Basis
- ◆ Ceiling capped at \$3,000 per household
- ◆ Part of same pot of money as all other rebates


# Outreach Projects

- ◊ Aguapalooza
- ◊ 2<sup>nd</sup> Water Summit
- ◊ PWD Treatment Plant Tours
- ◊ Presentations to Community Organizations
- ◊ Engage Schools in Water Information
- ◊ Marketing District
- ◊ Involve Directors

# Outreach Activities

- ◇ March 2, 2016 - Read Across America – Tamrisk Elementary School 10am-2pm
- ◇ March 2, 2016 – GAVAR Presentation
- ◇ March 4, 2016 – Kiwanis Club Meeting – Presentation 12pm
- ◇ March 5, 2016 – Public Health Booth w/ Mental Health America of LA – Jackie Robinson Park 9am – 1pm
- ◇ March 10, 2016 – Palmdale Women's Club Presentation and lunch
- ◇ March 16, 2016 PWD Water Treatment Plant Tour – Westside Christian Academy 9am – 12pm
- ◇ March 17, 2016 – AV Real Estate Group Presentation
- ◇ March 24, 2016 – Award Ceremony for Video Contest – Brookings Institute, Ventura 6pm – 8pm
- ◇ April 2, 2016 – Sharon Runner Community Water Meeting – Lancaster Municipal Facility 8am – 12pm





# Where are we With our water?

PWD Water Board Director Marco Henriquez  
PIO/Water Conservation Director Mike McNutt



# How Precious is Our Water?

- ◆ 71% of the earth is water
- ◆ 96.5% is salt water
- ◆ 3.5% of ALL water is freshwater
- ◆ Of this 3.5%, 68% is locked up in glaciers and ice (melting into ocean due to climate change)
- ◆ Of this 3.5%, 30% is underground
- ◆ Which means we have about 2% of the entire freshwater availability to get us through
- ◆ Lastly, of this 2%, 10% of a available freshwater on earth is found in the Great Lakes



What we do to our water...



# What we do to our water...



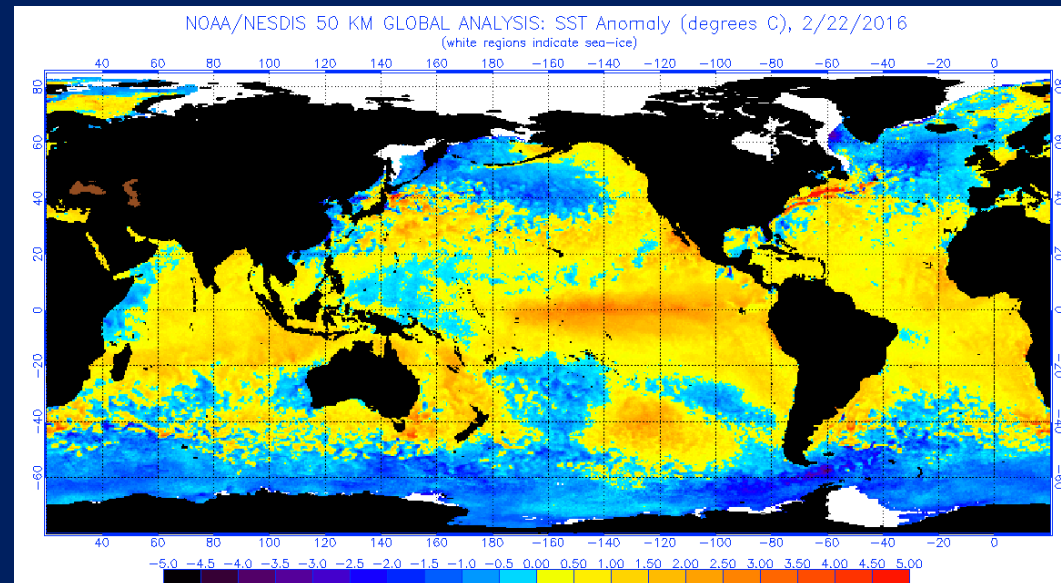


# What we do to our water...



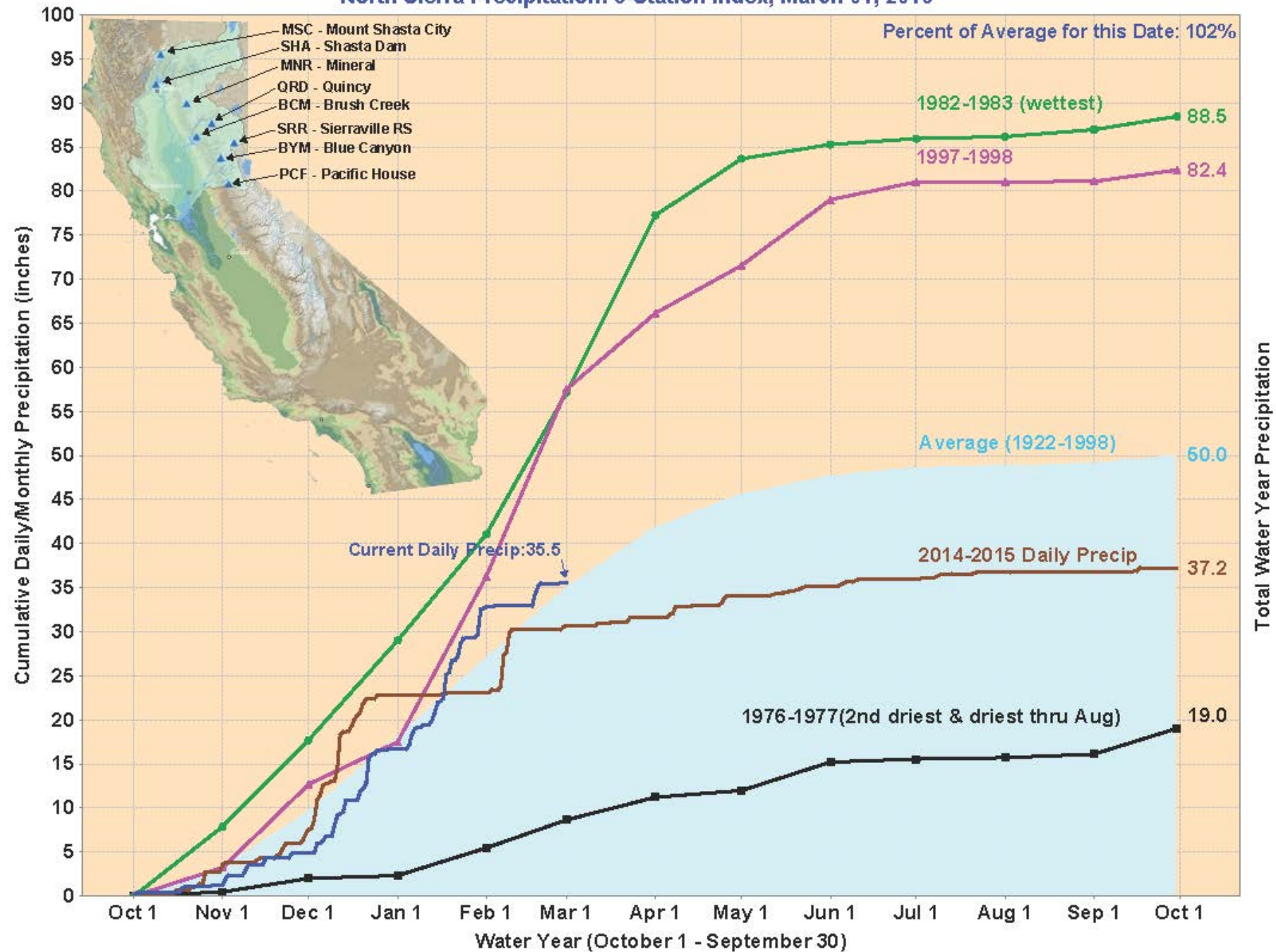
# El Niño

- ◆ El Niño remains strong, with continued warmth in the surface waters of the east-central tropical Pacific and wind and rainfall disruptions across the entire basin. Most indicators are starting to show weakening, however. El Niño is likely to become neutral by late spring or early summer 2016, with a possible shift to La Niña in the fall.





# North Sierra Precipitation: 8-Station Index, March 01, 2016

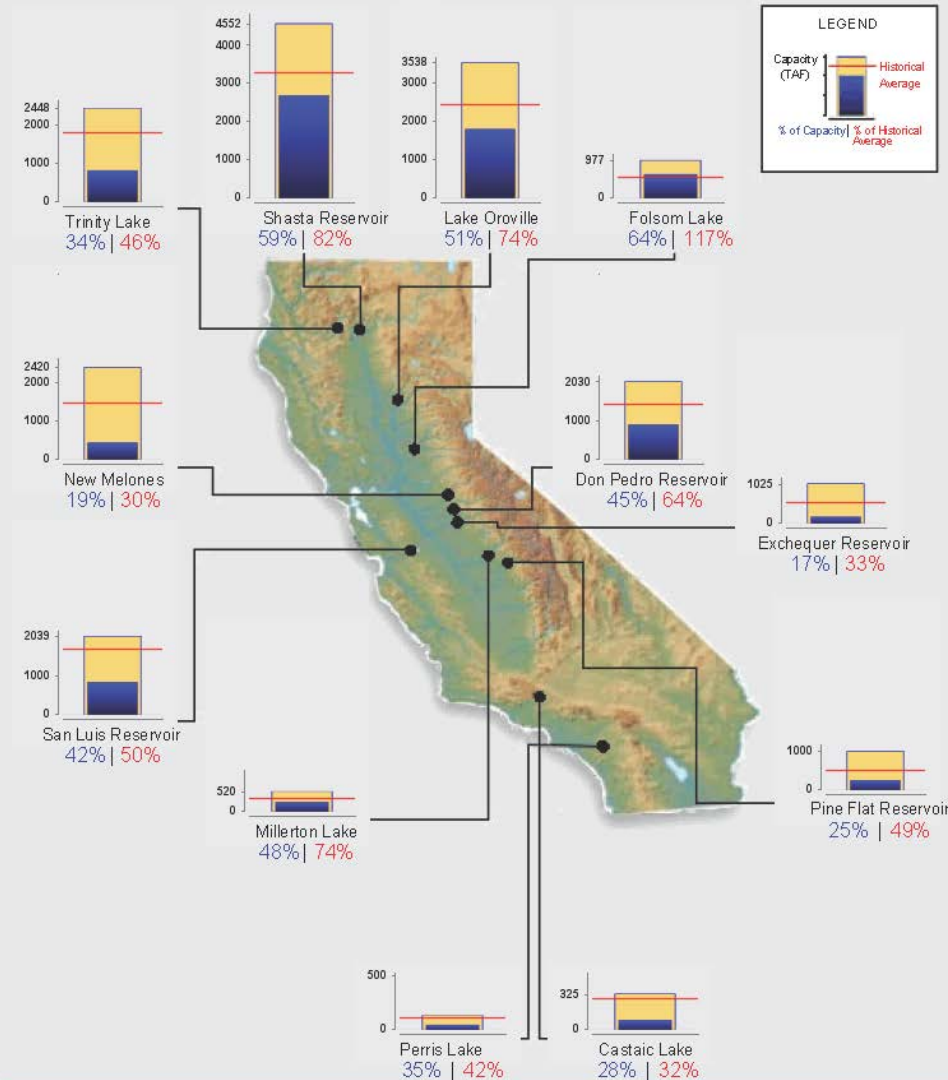




# Reservoir Conditions

Ending At Midnight - February 23, 2016

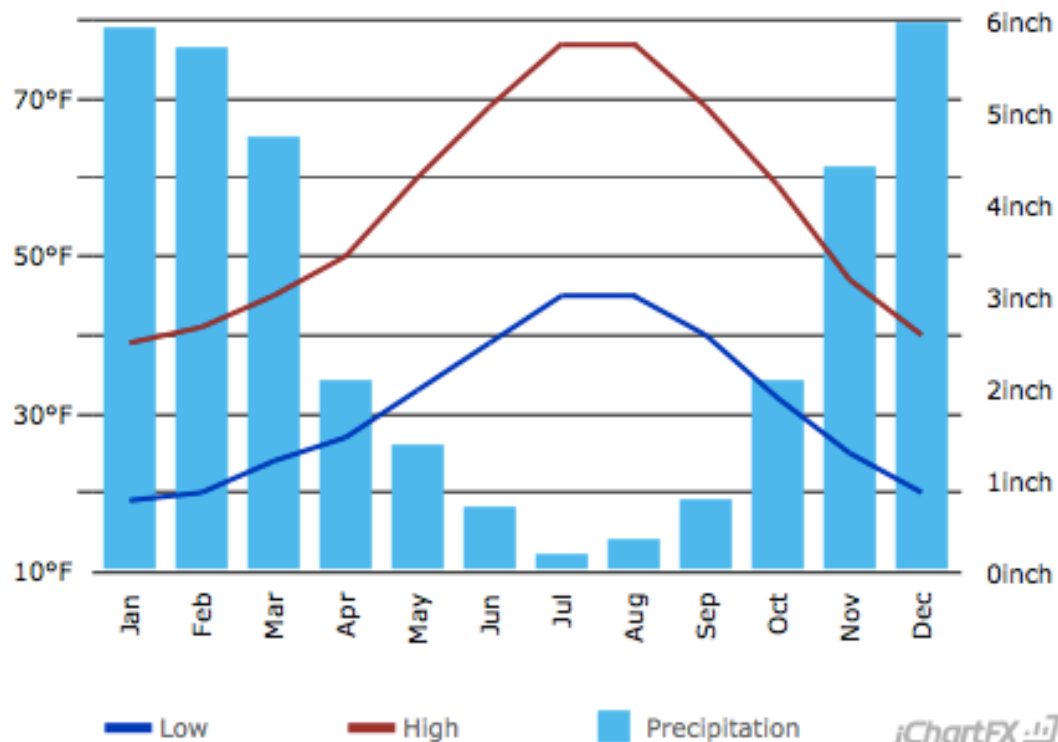
## CURRENT RESERVOIR CONDITIONS



Graph Updated 02/24/2016 04:15 PM

# Sierra Snowpack Shrinking

## Precipitation vs. Temperature



## Snowpack

### Statewide Summary of Snow Water Content

Current Regional Snowpack from Automated Snow Sensors

% of April 1 Average / % of Normal for This Date



NORTH	
Data as of March 1, 2016	
Number of Stations Reporting	28
Average snow water equivalent (inches)	23.1
Percent of April 1 Average (%)	80
Percent of normal for this date (%)	89

CENTRAL	
Data as of March 1, 2016	
Number of Stations Reporting	40
Average snow water equivalent (inches)	21.7
Percent of April 1 Average (%)	75
Percent of normal for this date (%)	89

SOUTH	
Data as of March 1, 2016	
Number of Stations Reporting	29
Average snow water equivalent (inches)	17.0
Percent of April 1 Average (%)	64
Percent of normal for this date (%)	75

STATE	
Data as of March 1, 2016	
Number of Stations Reporting	97
Average snow water equivalent (inches)	20.7
Percent of April 1 Average (%)	73
Percent of normal for this date (%)	83

Statewide Average: 73% / 83%

Data as of March 1, 2016

Updated 03/01/2016 04:15 PM

# U.S. Drought Monitor California

**February 23, 2016**

(Released Thursday, Feb. 25, 2016)

Valid 7 a.m. EST

*Drought Conditions (Percent Area)*

	None	D0-D4	D1-D4	D2-D4	D3-D4	D4
<b>Current</b>	0.43	99.57	94.38	81.82	60.86	38.48
<b>Last Week</b> <i>2/16/2016</i>	0.29	99.71	94.69	81.82	61.40	38.48
<b>3 Months Ago</b> <i>11/24/2015</i>	0.14	99.86	97.33	92.26	70.55	44.84
<b>Start of Calendar Year</b> <i>12/29/2015</i>	0.00	100.00	97.33	87.55	69.07	44.84
<b>Start of Water Year</b> <i>9/29/2015</i>	0.14	99.86	97.33	92.36	71.08	46.00
<b>One Year Ago</b> <i>2/24/2015</i>	0.16	99.84	98.10	93.44	67.46	39.92

## Intensity:

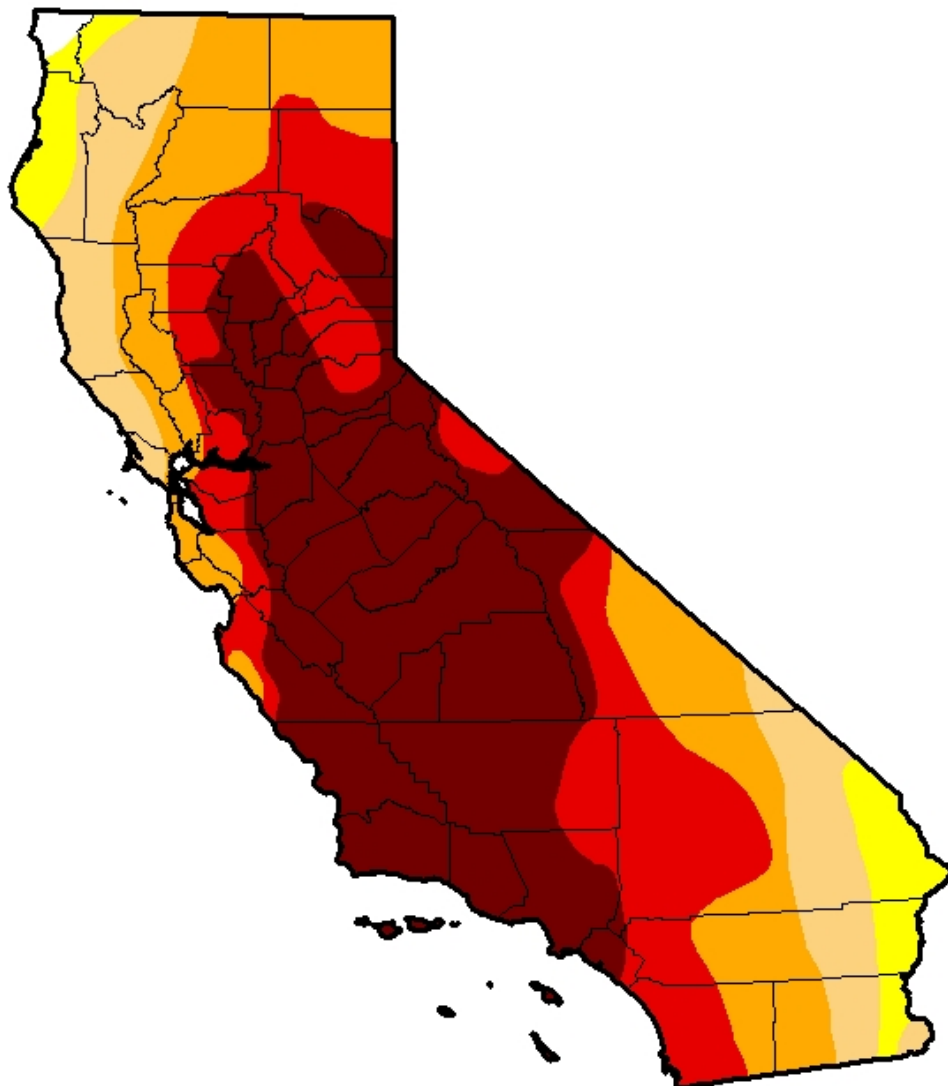


*The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. See accompanying text summary for forecast statements.*

## Author:

Eric Luebehusen

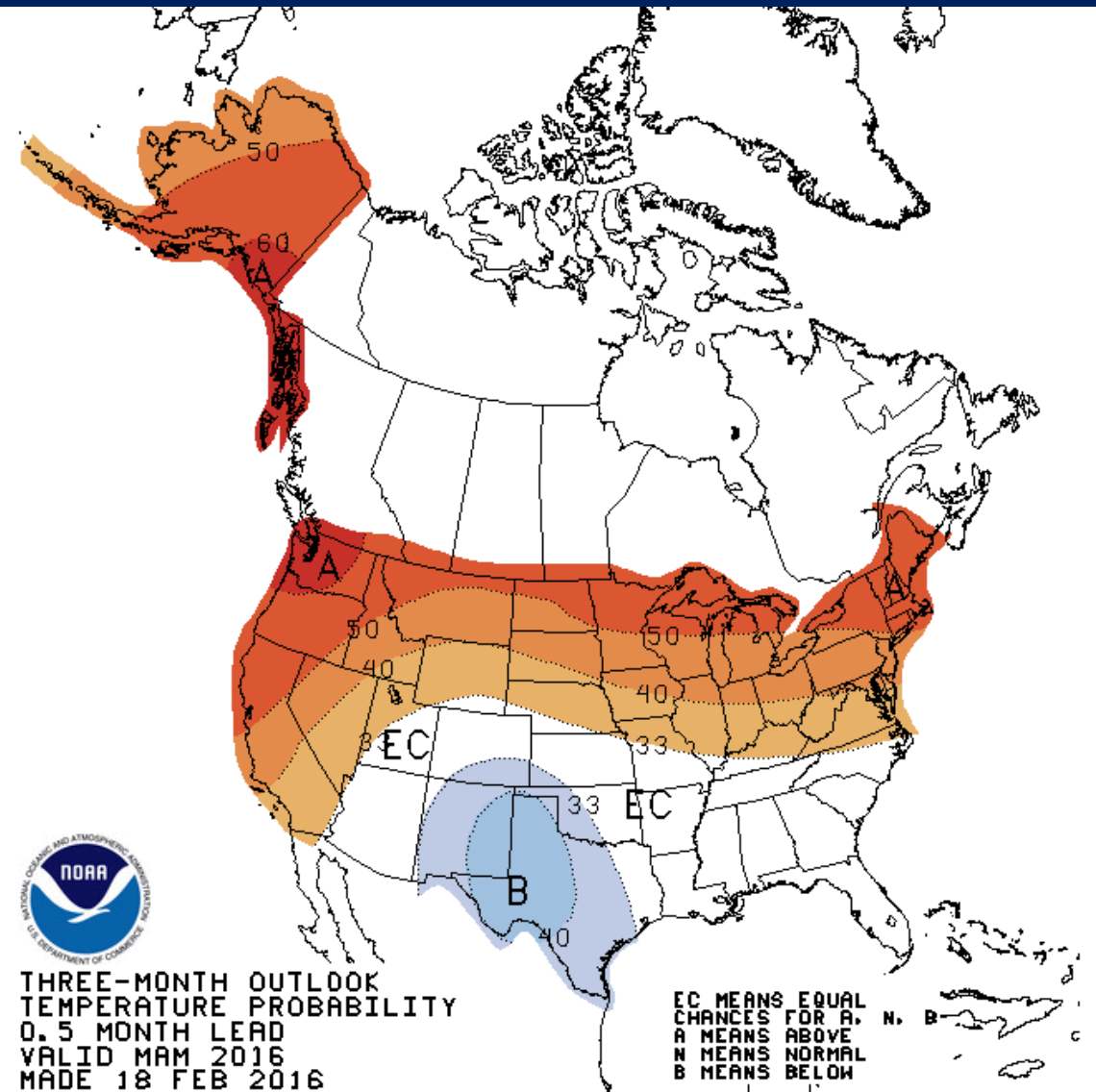
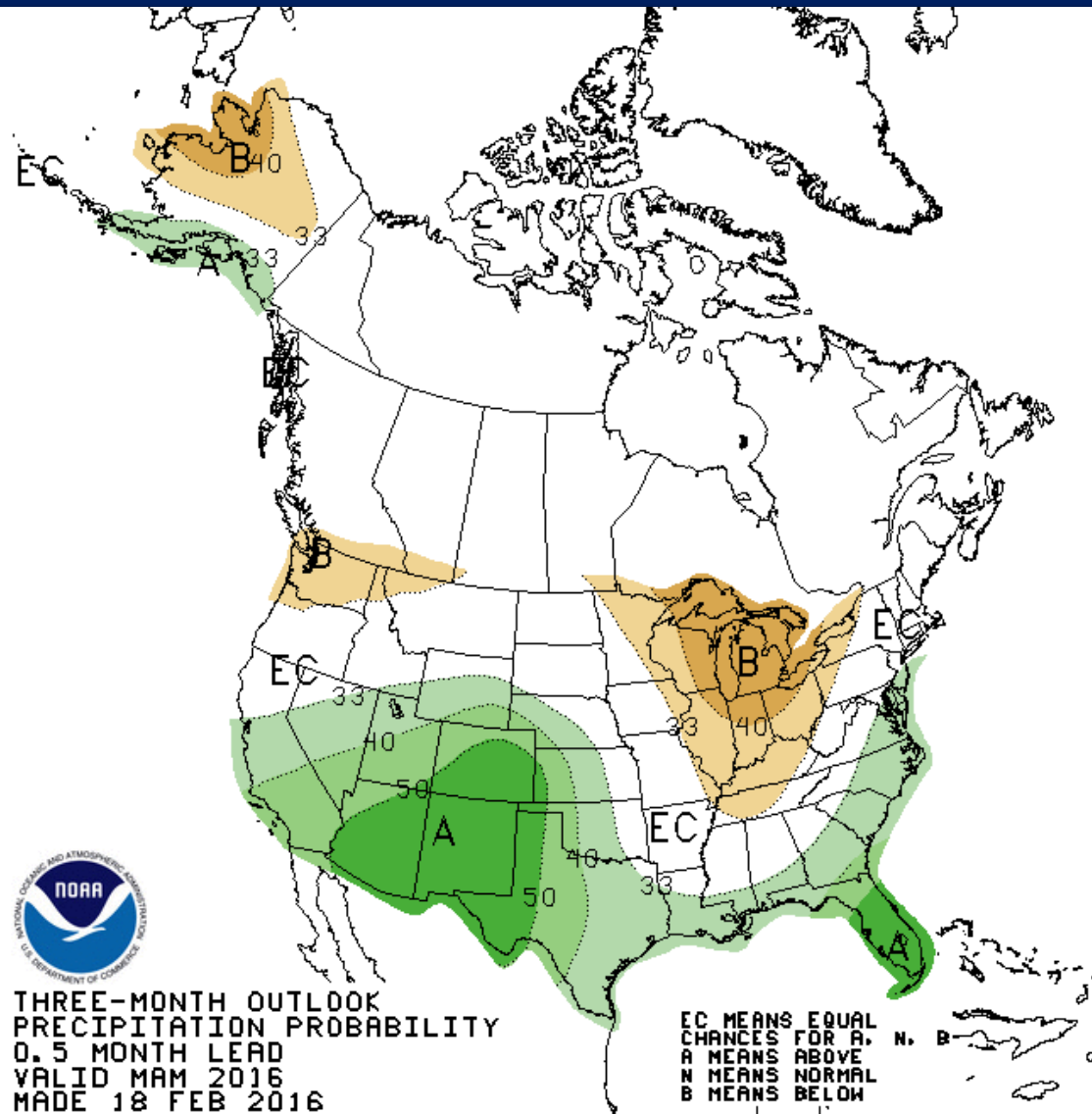
U.S. Department of Agriculture



<http://droughtmonitor.unl.edu/>



# Short-Term Outlook



# What Does This Mean?

- ◆ 40% chance of above normal rainfall
- ◆ 40% chance of above normal temperatures
- ◆ El Niño over by late spring
- ◆ February was the hottest on record for California
- ◆ Even with strong storms, snow is melting quickly
- ◆ Average statewide snow level is at 83%-85%
- ◆ Drought will continue
- ◆ Watering restriction and the State's emergency water conservation restrictions will remain



# Our current & future challenges



- ◇ Aging Infrastructure
- ◇ Population Growth
- ◇ Increased Demand
- ◇ Climate Change
- ◇ Acute Weather events
- ◇ Prolonged droughts
- ◇ Water competition
- ◇ Natural Disasters

# What we are doing?

- ◆ Diversifying Our Water Portfolio
- ◆ Adjudication Settlement
- ◆ Palmdale Regional Groundwater Recharge Project (Recycled water usage)
- ◆ Water Conservation Initiatives
- ◆ Education/Awareness
- ◆ 50% Less Water Reliance on State Water Supply
- ◆ Closed Basin – All Water Stays Here
- ◆ Embrace Change



# Questions?





**AMERICAN WATER COLLEGE**  
**MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM**  
**March 29 - 31, 2016**  
**Rowland Heights**

NAME: \_\_\_\_\_

ADVANCE REGISTRATION DEADLINE: \_\_\_\_\_

MEALS:     \_\_\_YES         SPOUSE:     \_\_\_YES         SPOUSES' TOUR:     \_\_\_YES  
             \_\_\_NO                 \_\_\_NO                 \_\_\_NO

**DEPARTMENTAL TRAVEL BUDGET:**

REGISTRATION: \_\_\_\_\_ TRAVEL: \_\_\_\_\_

TOTAL REMAINING BALANCE: \_\_\_\_\_

**PROPOSED EXPENSES:**   Registration:         \_\_\_\_\_  
                                  Transportation: \_\_\_\_\_  
                                  Meals:\*                 \_\_\_\_\_  
                                  Miscellaneous:         \_\_\_\_\_  
                                  TOTAL:                 \_\_\_\_\_

\*DIRECTORS: Expenses are outlined in Section 4.06.1 of the District's Rules and Regulations.

\*FOR STAFF: Meal limitations are outlined on pages 30 and 31 of the District's Employee Manual.

Please review these limitations.

**HOTEL ACCOMMODATIONS:**   \_\_\_YES   \_\_\_NO   REGISTRATION DEADLINE: \_\_\_\_\_

ARRIVAL DATE/TIME: \_\_\_\_\_ DEPARTURE DATE/TIME: \_\_\_\_\_

TYPE OF ACCOMMODATIONS:         \_\_\_\_\_         SINGLE (1 PERSON)  
  \_\_\_\_\_         DOUBLE (2 PEOPLE)  
  \_\_\_\_\_         (2 PEOPLE/2 BEDS)

**AIRLINE RESERVATIONS:**         \_\_\_YES         \_\_\_NO

DEPART FROM \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_\_ AM/PM  
  (airport)                                 (date)                                 (time)

RETURN FROM \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_\_ AM/PM  
  (airport)                                 (date)                                 (time)

SUPERVISOR APPROVAL: \_\_\_\_\_ DATE: \_\_\_\_\_



## MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

March 29-31, 2016 • Hosted by the Rowland Water District

20

Contact Hours Approved  
License Renewal

The management institute is for anyone in a leadership position. This affordable three-day course will teach you how to put effective management and supervisory skills to work for you and your organization. You'll learn to make better leadership decisions, communicate more effectively, avoid costly mistakes and get the results you want. Plan on attending yourself or sending other managers and supervisors (or prospective managers and supervisors) who would benefit from this superior skills program.



### The three-day course includes:

*\*\*Classes meet each day from 8:00 a.m. to 4:00 p.m.*



**Section 1 THE ART OF LEADERSHIP.** Provides participants with knowledge of contemporary leadership principles, essential skills and general functions of management and the role of the manager.



**Section 2 THE LEADER'S ROLE IN PERFORMANCE MANAGEMENT.** Provides models of communication and giving and receiving feedback. Offers opportunities to practice clarifying expectations, establishing standards, rewarding outstanding performance, and correcting unacceptable output while overcoming resistance.



**Section 3 THE LEADERSHIP OF CHANGE.** Designed to help managers fully understand the nature and necessity of change, its impact on people, and how to meet the challenge it presents. Participants learn strategies that help speed up the process and minimize the productivity decline. Emphasis is placed on coaching and leading a team through a complex change situation.



**Section 4 MANAGING CONFLICT.** This workshop emphasizes skills needed in purposely and appropriately managing conflict, understanding and benefiting from emotions, converting mind-body integration principles into powerful tools, recognizing and expanding perceptions, operating from purpose and developing powerful conflict resolution communication methods.



**Section 5 COLLABORATION AND TEAMS.** Effectively working with others is essential to maintaining a good work environment and efficient operations. How we communicate can either promote an effective team or cause barriers and conflict. This segment will provide training in tools proven to enhance communication skills. It will show participants how to communicate effectively with different personalities, diffuse emotional issues, and communicate in ways that build confidence and promote cooperation. The strengths and weaknesses of four communication styles will be examined. Practical exercises will be used to help participants learn to communicate more effectively in either a management or staff role.





## MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM



March 29-31, 2016 • Hosted by the Rowland Water District



### Fees, Registration Form, and Location

**FEE:** The fee for the three-day course is **\$499.00**, which includes all instruction, workbook, and handout materials.

**CERTIFICATION:** A formal certificate will be prepared for participants who successfully complete the required course objective. This certificate is prepared and presented by Public Utilities and Waterworks Management Institute.

*This Management/Leadership certificate is primarily for those needing university certification to meet training requirements for various professional affiliations. However, any participant desiring to receive an optional university certificate presented by Utah State University may do so by paying an additional \$50 fee.*

### REGISTRATION FORM

Management & Supervisory Leadership Training Program  
March 29-31, 2016 (Rowland Heights, CA)

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Business Phone : \_\_\_\_\_

Email: \_\_\_\_\_

#### COST:

- ☐ Student - **\$499.00**
- ☐ CUEMA member - **\$449.00**
- ☐ Optional university certification - **\$50.00**

#### Mail check to:

EDUCATION & TRAINING SERVICES  
PUBLIC UTILITIES & WATERWORKS MANAGEMENT INSTITUTE  
P.O. BOX 495 SALT LAKE CITY, UTAH 84110  
ATTN: ACCOUNTS RECEIVABLE

Please make check payable to: EDUCATION & TRAINING SERVICES

CUEMA members receive  
a 10% discount, become  
a member today!

#### LOCATION:

Rowland Water District  
Boardroom 3021 Fullerton Rd,  
Rowland Heights, CA 91748

*Hotel recommendations  
available upon request\*\*\**

To check availability and for further  
information, please contact

Chuck Christensen  
(208) 957-5350 or [chuck@puwwmi.org](mailto:chuck@puwwmi.org)

To reserve your seat, complete the  
registration form to the left and  
send it along with your payment  
information to Education &  
Training Services at Public Utilities.

**PWD 2016 STANDING COMMITTEES AND APPOINTMENTS**

**March 2, 2016**

**FACILITIES:**

**DINO (Chair), HENRIQUEZ**

**(MEETS QUARTERLY OR AS NEEDED BY STAFF)**

- 1) District Owned Land and Buildings
- 2) Water Treatment Plant
- 3) Land Sales and Leases
- 4) Rolling Stock, Radios, Control Systems, and Misc. Equipment
- 5) Palmdale Ditch and Littlerock Dam

**FINANCE:**

**HENRIQUEZ (Chair), ALVARADO**

**(MEETS MONTHLY)**

- 1) Water Rates
- 2) Budget, Auditing, and Accounting Procedures
- 3) Investments
- 4) Capital Improvement Fee, Assessment Parity Charge, etc.

**PERSONNEL:**

**MAC LAREN (Chair), DINO**

**(MEETS QUARTERLY OR AS NEEDED BY STAFF)**

- 1) Organizational Structure
- 2) Salary, Benefits and Retirement
- 3) Personnel Policies
- 4) ACWA JPIA

**OUTREACH:**

**ALL DIRECTORS – MONTHLY BOARD REPORT BY PIO McNUTT**

**WATER SUPPLY  
& RELIABILITY:**

**ALL DIRECTORS – MONTHLY BOARD REPORT BY GM LaMOREAUX**

**PALMDALE WATER DISTRICT DIRECTOR APPOINTMENTS**

- |   |                                       |
|---|---------------------------------------|
| ▪ Antelope Valley State Water Contractors Association | Alvarado, Mac Laren, Henriquez (Alt.) |
| ▪ Palmdale Recycled Water Authority                   | Mac Laren, Alvarado, Dino (Alt.)      |
| ▪ Plant 42 Environmental Restoration Advisory Board   | Mac Laren, Henriquez (Alt.)           |
| Staff Appointments                                    | AGM Knudson, GM LaMoreaux (Alt.)      |
| ▪ Association of California Water Agencies & JPIA     | Henriquez, Dino (Alt.)                |

**BOARD LIAISONS**

The Board President shall act as and/or appoint Liaisons to various functions and organizations to represent PWD.

- |                                  |                               |
|----------------------------------|-------------------------------|
| ▪ AVEK                           | Dino                          |
| ▪ Fin & Feather Club             | Henriquez                     |
| ▪ Watermaster Advisory Committee | AGM Knudson, Mac Laren (Alt.) |

**PALMDALE WATER DISTRICT AD HOC COMMITTEES**

The Board President shall appoint Ad Hoc Committees from time to time and reconstitute such committees as the need arises.

**BOARD OFFICERS**

Robert Alvarado, President; Vincent Dino, Vice President; Marco Henriquez, Treasurer; Joe Estes, Secretary; Kathy Mac Laren, Director

(GENERAL MANAGER TO SERVE ON ALL COMMITTEES AT THE REQUEST OF THE CHAIR)

# **PALMDALE WATER DISTRICT BOARD MEMORANDUM**

**DATE:** March 2, 2016

**March 9, 2016**

**TO:** BOARD OF DIRECTORS

**Board Meeting**

**FROM:** Mr. Dennis D. LaMoreaux, General Manager

**RE:** *AGENDA ITEM NO. 8.2 – February, 2016 General Manager Report*

---

The following is the February report to the Board. It is organized to follow the District's six strategic initiatives adopted for 2016 and is intended to provide a general update on the month's activities. A summary of the initiatives is as follows:



## ***Water Resource Reliability***

2015 Urban Water Management Plan, drought response  
Palmdale Regional Groundwater Recharge & Recovery Project  
Littlerock Reservoir Sediment Removal Project  
Recycled water allocation and use



## ***Organizational Excellence***

Maintain formal management/supervisor training and development program  
Maintain competitive compensation and benefits package  
Employee wellness program; Succession planning  
Board/staff events to develop innovative ideas and awards



## ***Systems Efficiency***

Water system Master Plan update and related EIR  
Reinvestment in aging infrastructure  
Investment, implementation, and training plan for new technology  
Computerized maintenance management software (CMMS)



## ***Financial Health and Stability*** (Interim icon)

Pursue Federal and State funding opportunities  
Sustainable and balanced rate structure  
Maintain adequate reserve levels  
Maintain high level bond rating





### ***Regional Leadership***

Create a regional best practices Antelope Valley partnership  
Enhance community partnerships and expand school programs in water education  
Emphasize the importance and long history of the District as a community asset  
Continue to evaluate District internship needs



### ***Customer Care and Advocacy***

Customer Care accessibility through automation  
Evaluate, develop, and market additional payment options  
Improve customer account management tools  
Enhance customer experience through assessment of infrastructure, processes, and policies to maximize customer the care experience

This report also includes charts that show the effects of the District's efforts in several areas. They are now organized within each strategic initiative and include status in complying with the State Water Resources Control Board's (SWRCB) conservation mandate, 20 x 2020 status, the District's total per capita water use trends, 2016 water production and customer use graph, the water loss trends for both 12 and 24 month running averages, mainline leaks, customer payment patterns, and the effect of changing office hours.



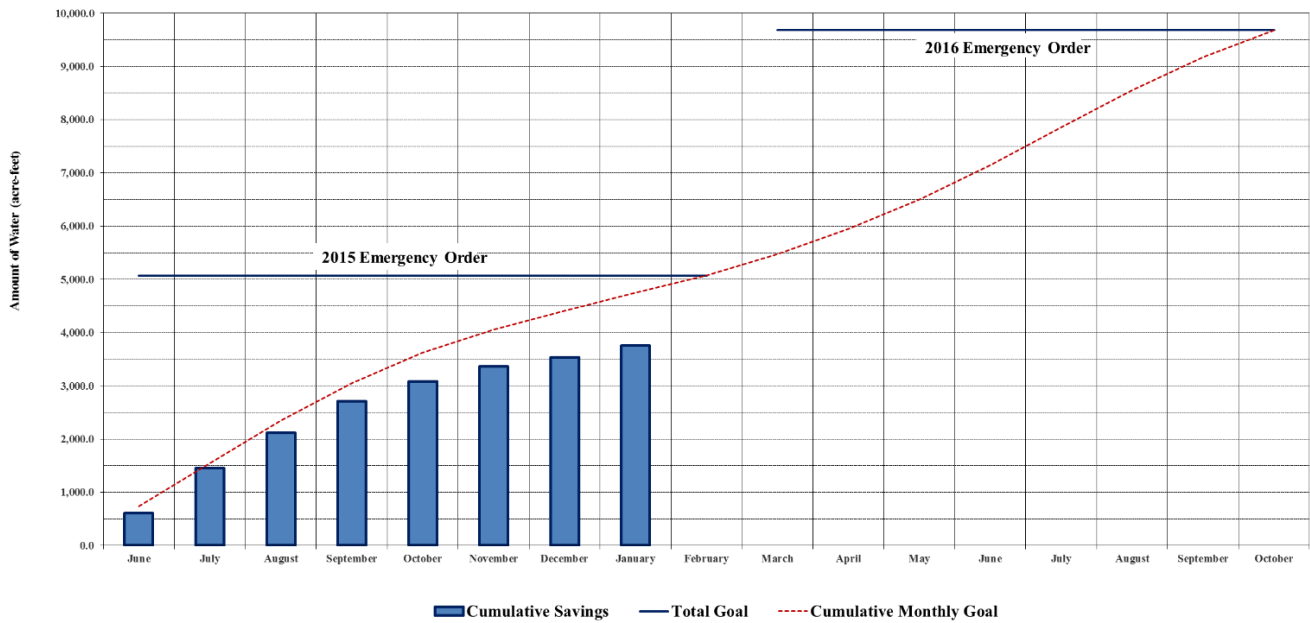
### ***Water Resource Reliability***

This initiative includes conservation efforts, water supply projects, and water planning. Recent highlights are as follows:

#### **2015 SWRCB Emergency Drought Order**

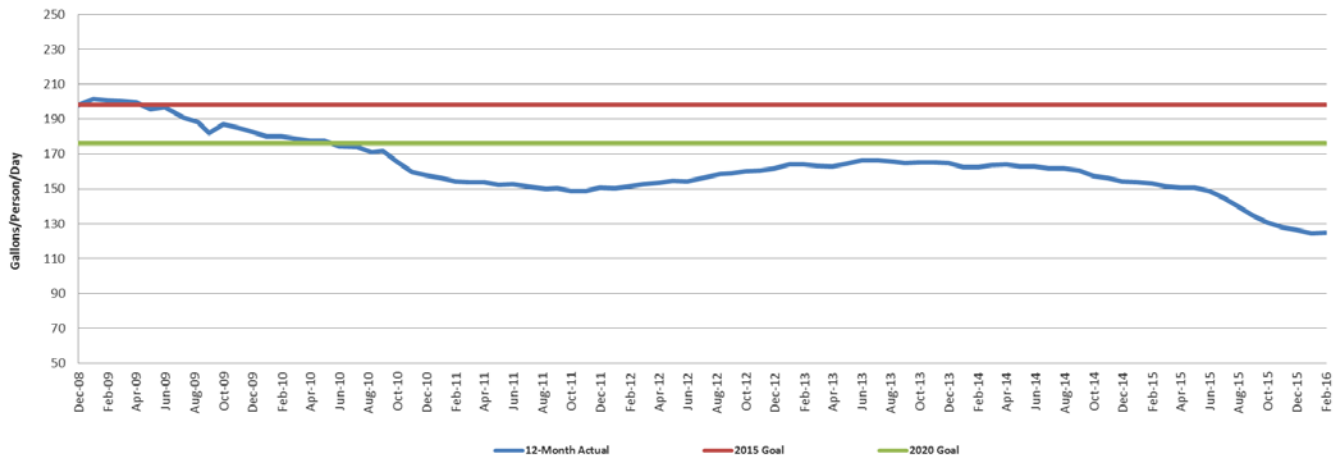
- The District customers' cumulative water saving from June to the end of January as compared to 2013 is 25.3% versus the SWRCB goal of 32%. This is shown on the chart titled "PWD SWRCB Emergency Order Water Production Status", puts the District into the 5% to 15% below goal range, and will likely result in a written warning from the SWRCB. The written warnings suggest and /or recommend actions that the District has already taken. Tentative information for the first few weeks of February show a similar water saving percentage. Though the District's water savings are less than the assigned goal, the residential per capita numbers remain far below neighboring districts and the South Lahontan Region - pointing to an unrealistic goal set by the SWRCB.

**PWD SWRCB Emergency Order Water Production Reduction Status (2015-2016)**



The District's long-term conservation efforts can easily be seen in the chart titled "PWD 12-Month Running Average Total Per Capita Water Use." **The District's customers have actually cut their water use by nearly 44% from the baseline number of 220.** The "Historic R-GPCD Comparison" shows that the District's customers have reached an historic low of 61 GPCD in January, 2016. This is significant as the District's water rate structure allows 66 GPCD for Tier 1 (indoor) allocation.

**PWD 12-Month Running Average Total Per Capita Water Use**



**Historic R-GPCD Comparison\***

Emergency Order Period	2007		2013		2015/16	
	Gallons	% Change	Gallons	% Change	Gallons	% Change
June	239.8	-	177.9	(25.8)	126.3	(47.3)
July	267.6	-	191.5	(28.4)	121.8	(54.5)
August	261.1	-	190.9	(26.9)	133.0	(49.0)
September	198.9	-	172.0	(13.6)	120.1	(39.6)
October	157.7	-	135.1	(14.3)	104.4	(33.8)
November	130.2	-	102.0	(21.6)	79.8	(38.7)
December	88.2	-	81.1	(8.1)	67.0	(24.0)
January	103.8	-	77.9	(24.9)	61.0	(41.2)
February	106.1	-	80.2	(24.4)		
March	144.5	-	107.2	(25.8)		
April	169.3	-	126.1	(25.5)		
May	204.4	-	147.8	(27.7)		
June	239.8	-	177.9	(25.8)		
July	267.6	-	191.5	(28.4)		
August	261.1	-	190.9	(26.9)		
September	198.9	-	172.0	(13.6)		
October	157.7	-	135.1	(14.3)		
Averages**	180.9		141.0	(20.5)	101.7	(41.0)

Notes: \* All R-GPCD Calculated using 2015 Emergency Order Method  
% Change is calculated from 2007

\*\* Months to date only

20% by 2020 12-Month Average Total GPCD Baseline = 220  
2015 12-Month Average Total GPCD Goal = 198  
2020 12-Month Average Total GPCD Goal = 176  
Current 12-Month Average Total GPCD = 124 or 43.6% Reduction

Last fall, additional staff time was allowed to enforce the water use restrictions to help the overall reduction amount. To date, there have been over 1,300 fines issued and there are 174 appeals of fines from this effort. The Board approved the transfer of water waste fines to the District's rebate program as part of the 2016 Budget.

The SWRCB approved a new Emergency Order to cover the period from March 1, 2016 to October 31, 2016 on February 2, 2016. The Order is an improvement in that it allows adjustments to the prior conservation goals for climate, growth, and drought-resilient water supplies. Under the Order, the District's goal will be changed to 28% from 32%. This is a more realistic goal for the District due to our long term water conservation efforts and would put us back in the 1% to 5% range off the goal for January, 2016.

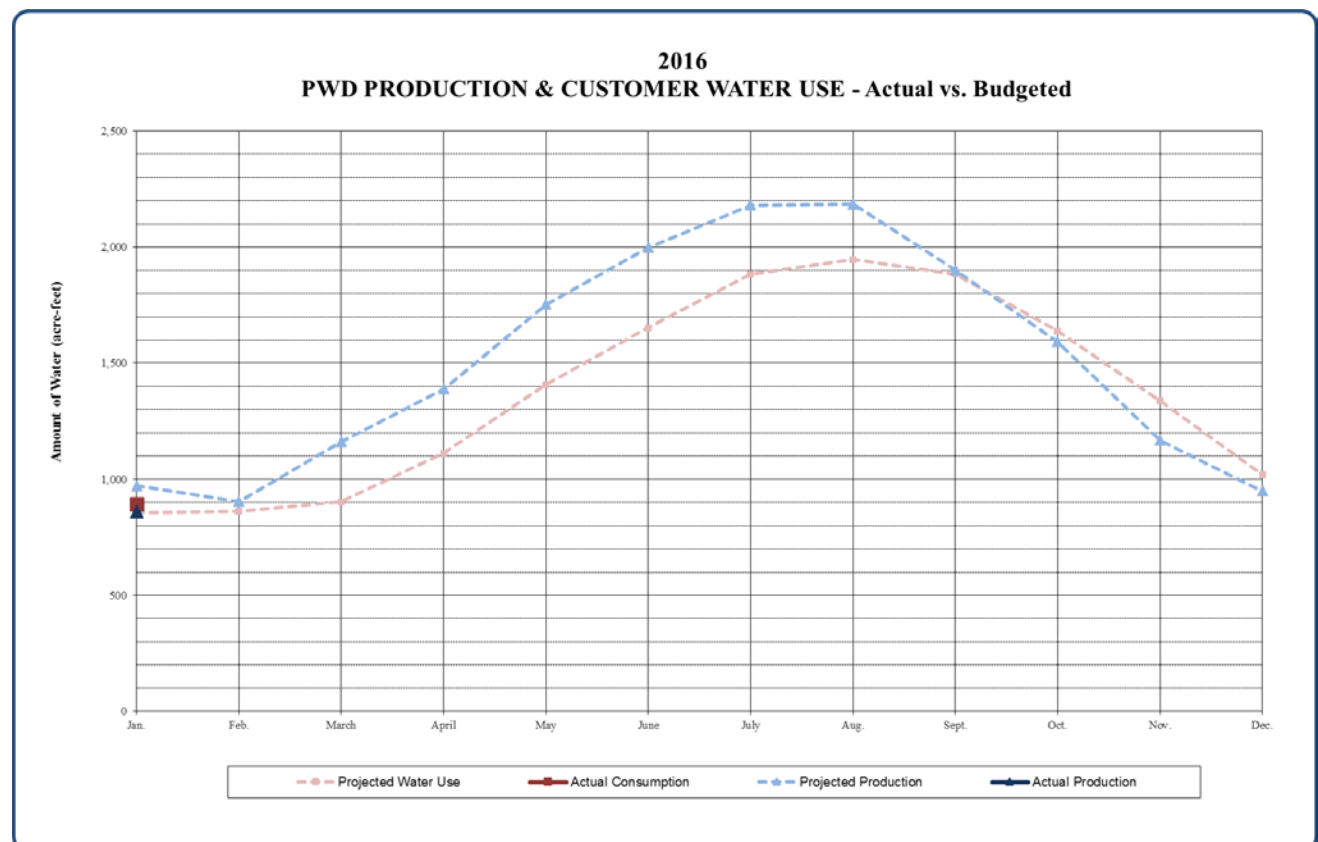
Water conservation measure violations will all be starting at the first step under the new Order. New efforts will be made to educate our customers about the water conservation measures starting in March, 2016. There will also be frequent efforts throughout the spring and early summer to continue the education effort with the goal of

meeting the SWRCB reduction requirement. The education will emphasize reducing outdoor water usage while also reassuring customers whose water use is within Tier 1, indoor allocation, that they are doing their part to meet the State requirement. The following table shows the Board of Directors' personal efforts and leadership:

<b>2015 Emergency Drought Order Period Water Usage Status of PWD Directors</b>					
Division	Director	Tier 1 Comparison			% Change from 2013
		Average Tier 1 (Units/Mo.)	Emer. Order Average (Units/Mo.)	Aver. Within Tier 1?	
1	Alvarado	10	4.2	Yes	-54.2
2	Estes	22	3.2	Yes	-47.3
3	Henriquez	10	5.2	Yes	-13.0
4	Mac Laren	10	9.4	Yes	88.9
5	Dino	10	4.7	Yes	-79.0

### 2016 Water Supply Information

- Water and Energy Resources staff has prepared a plan and projections for 2016 that incorporate the anticipated water usage. The first graph shows January amounts and monthly projections for both production and consumption based on the prior five years of actual monthly information:



- The staff has also planned water resources for 2016 based on the current State Water Project allocation of 15% as follows:

(This will be distributed at the Board meeting)

State Water Contractor Design & Construction Workshop – February 2, 2016

- This workshop was held for State Water Contractors to get a better idea of the potential construction schedule, cost, and method for building the Delta tunnels to by-pass the Delta channels.  
Keys points are:
  - Environmental Compliance scheduled for completion in June, 2016
  - There will be gravity flow through the tunnels to Clifton Court
  - The cost estimate is \$15.7 Billion including a 35% contingency
- The potential method of construction was illustrated by examples of other completed and successful tunneling projects. These included:
  - Istanbul for transportation
  - London for sanitary sewer
  - Miami for transportation
  - New York for transportation
  - Washington, D.C. for sanitary sewer
  - San Francisco for raw water
  - Portland, Oregon for sanitary sewer
- A copy of the presentations will be left in the Director office for reference.

Other Items

- The Littlerock Reservoir Sediment Removal Project Draft Environmental Impact Report/Environmental Impact Statement (EIR/EIS) is nearly approved by the United States Forest Service (USFS) to releasing for public review. The USFS forwarded comments that have been addressed by staff and Aspen Environmental. A presentation will be made to the Board when it is released.
- The public review of the Draft California Environmental Quality Act (CEQA) EIR for the Palmdale Regional Groundwater Recharge and Recovery Project is complete and the comments received are being reviewed and addressed. Also, the Blue-Ribbon panel had another meeting to discuss the project and will meet again soon.

- Kennedy/Jenks and staff are currently preparing the 2015 Urban Water Management Plan. The deadline for submitting the report is currently June 30, 2016



### ***Organizational Excellence***

This initiative includes efforts to restructure staff duties and activities to more efficiently provide service to our customers. Recent highlights are as follows:

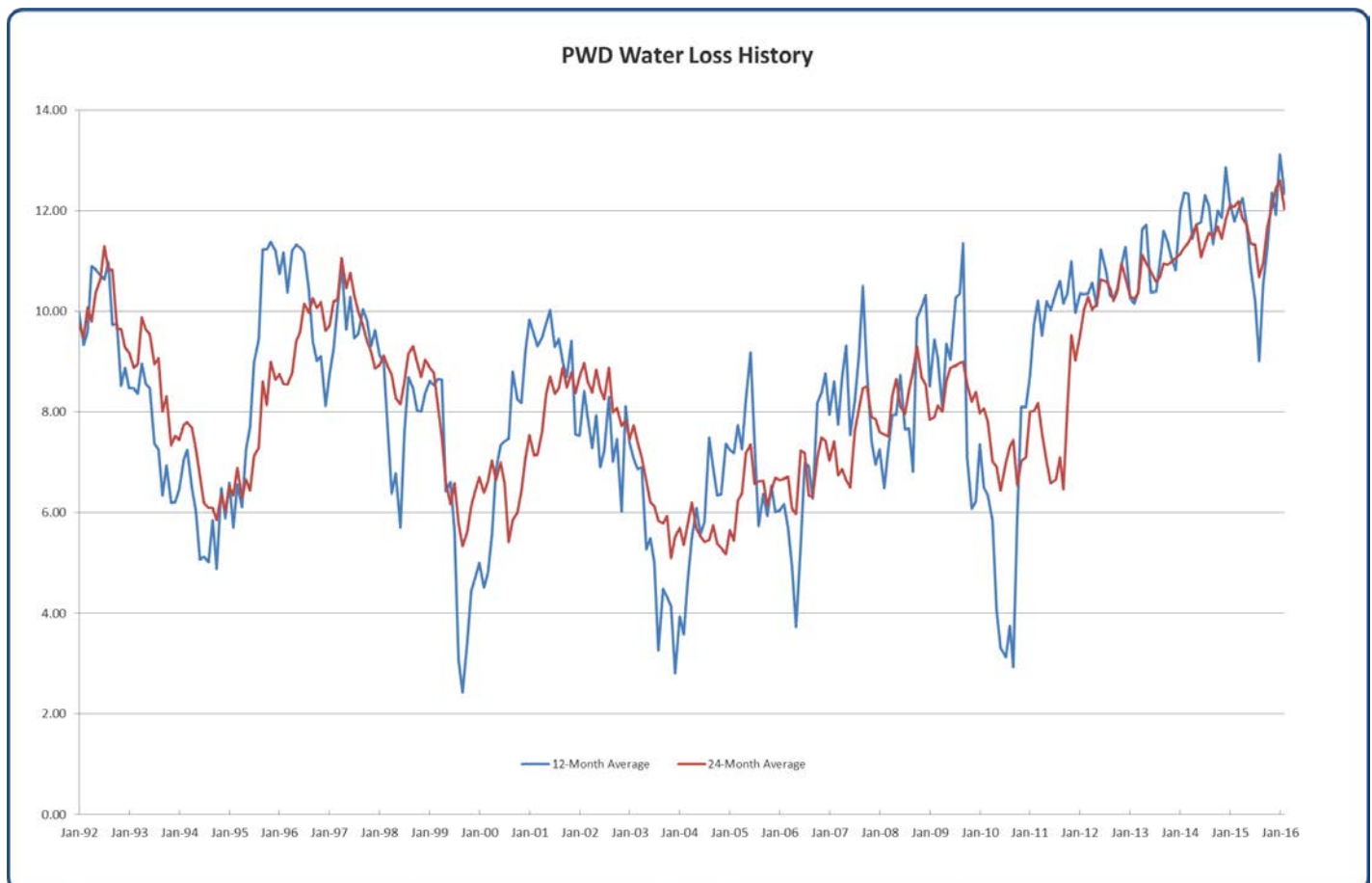
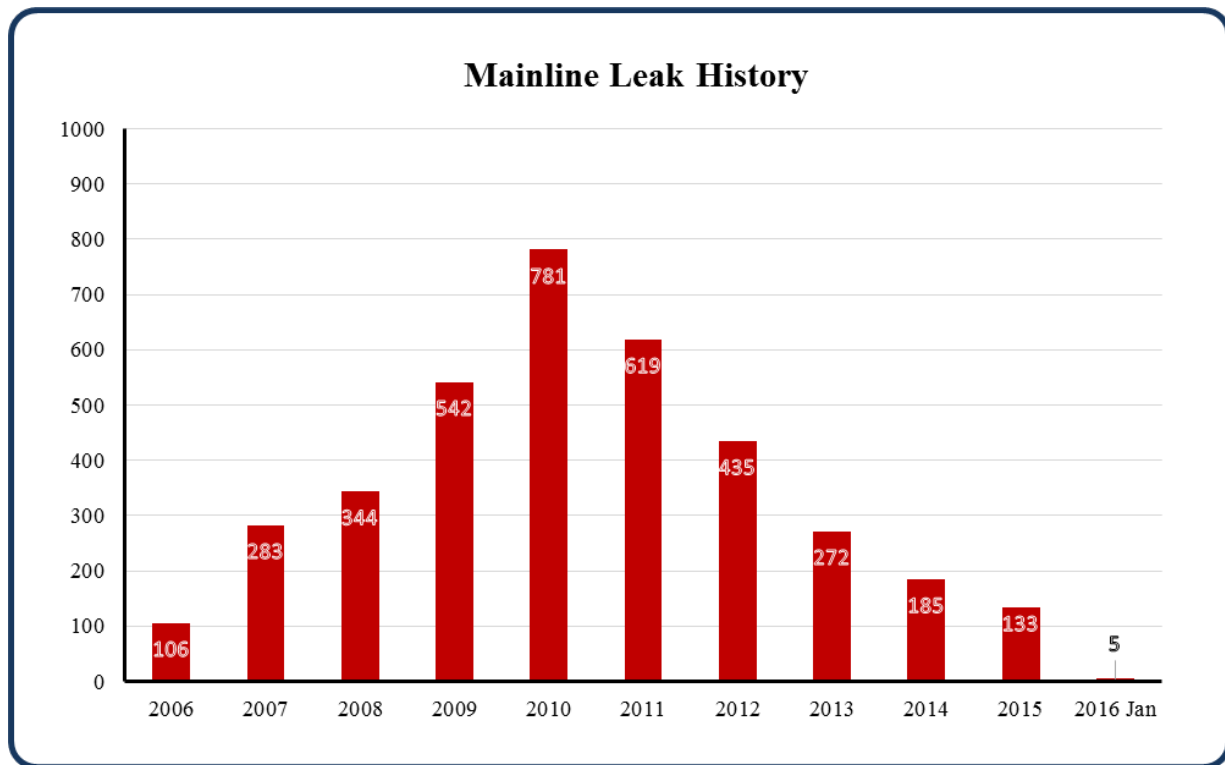
- The transition to electronic time keeping is nearing completion and is planned to be fully used starting in the second quarter of 2016.
- Regular small group meetings with management were started and will continue on a regular basis to follow-up on the 2015 Cultural Survey.
- The 2016 Strategic Plan Update was approved by the Board at the January 13, 2016 meeting.



### ***Systems Efficiency***

This initiative largely focuses on the state of the District's infrastructure. Recent highlights are as follows:

- Installation of the long awaited security upgrades for the headquarters and maintenance areas is nearing completion.
- The water main replacement for a section of Tierra Subida Avenue has been completed by District crews. The final paving is being done by the District's leak patch contractor and is expected to be completed soon. The effects of the District's efforts in replacing failing water mains can be seen in the reduced number of mainline leaks. This is illustrated in the chart titled "Mainline Leak History." The total for 2015 is slightly above, 133 vs. 106, the numbers for 2006. This is a vast improvement from 2010's number of 781 mainline leaks. 2016 is off to a good start with 5 mainline leaks for January.
- The effect of both water main and water meter replacement is shown on the chart titled "PWD Water Loss History." The percentage of unaccounted water or water loss is stabilized.





### ***Financial Health and Stability***

- The 2016 Budget was approved by the Board of Directors.
- Engineering staff has successfully applied for planning grant funding for the Palmdale Regional Groundwater Recharge and Recovery Project and for the Phase II pipeline for the Palmdale Recycled Water Authority.
- An initial meeting with the District's auditor has been held and the audit is scheduled for March.



### ***Regional Leadership***

This initiative includes efforts to involve the community, be involved in regional activities, and be a resource for other agencies in the area. Recent highlights are as follows:

- The Palmdale Recycled Water Authority (PRWA) met in February. Topics of action included compensation for the public Board member and the 2016 Budget.
- Meetings were also held with the Antelope Valley State Water Contractors Association and with staff of other agencies.
- The California Aqueduct remains shutdown for major deliveries due to a leak near Taft. However, deliveries are being made to the District and Palmdale Lake is filling.
- Two public meetings have been held to begin forming the Antelope Valley Watermaster Board. The Public Water Suppliers have also held two meetings and have recommended a director and an alternate for the Public Water Supplier seat.



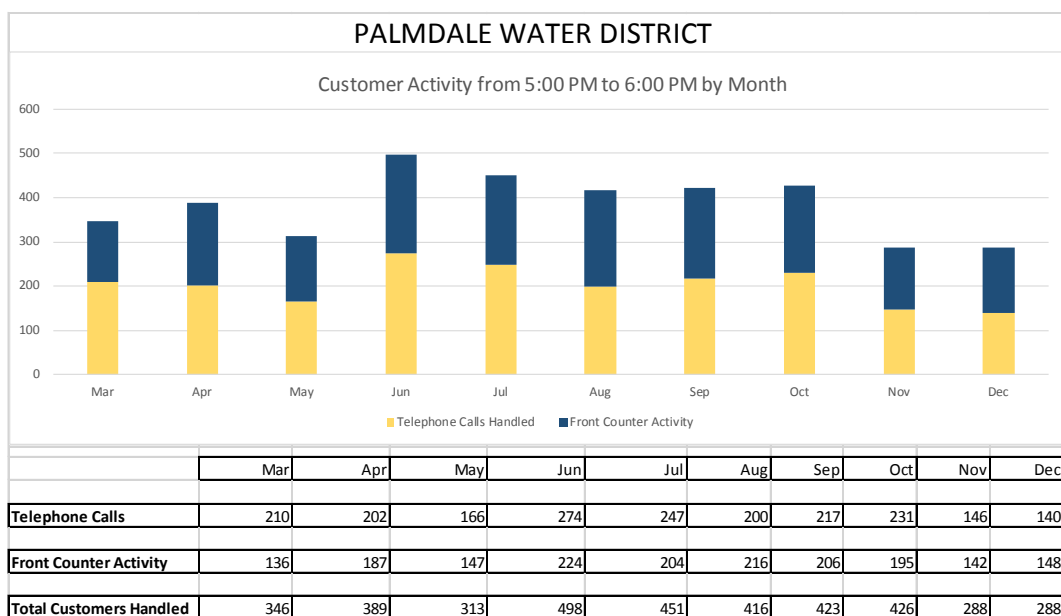
### ***Customer Care and Advocacy***

This initiative includes efforts to better serve our customers. Recent highlights are as follows:

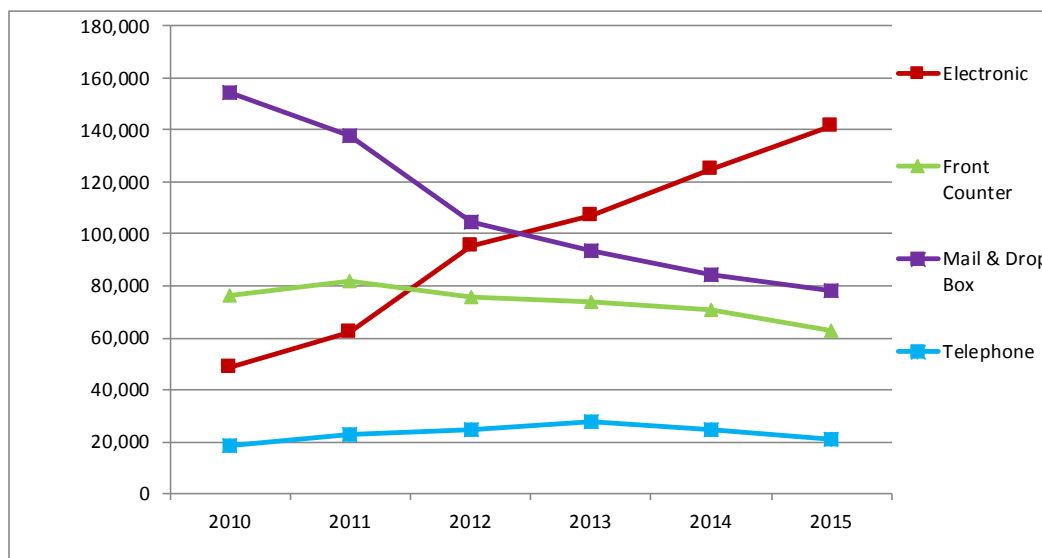
- The lobby kiosk is continuing to give customers another choice for making a payment at the District office. Despite some minor problems, it has continued to take increasing amounts of customer payments.
- The ability for customers to make payments at 7-Eleven is being setup for the customer's ability to make cash payments at those stores.



- The Customer Care Department is continuing to define its role and find ways to better help customers. An advanced training in customer care was recently held. It is a portion of the requirements needed for staff to advance to Customer Care II positions.
- The work area for the Customer Care staff was rearranged over the Presidents' Day weekend. The counter area is scheduled to be improved this weekend.
- The summary of effects of the office hour change and payment method trends of customers presented at the February 10, 2016 meeting follow for your information.



### Payment Transaction By Types Jan-Dec



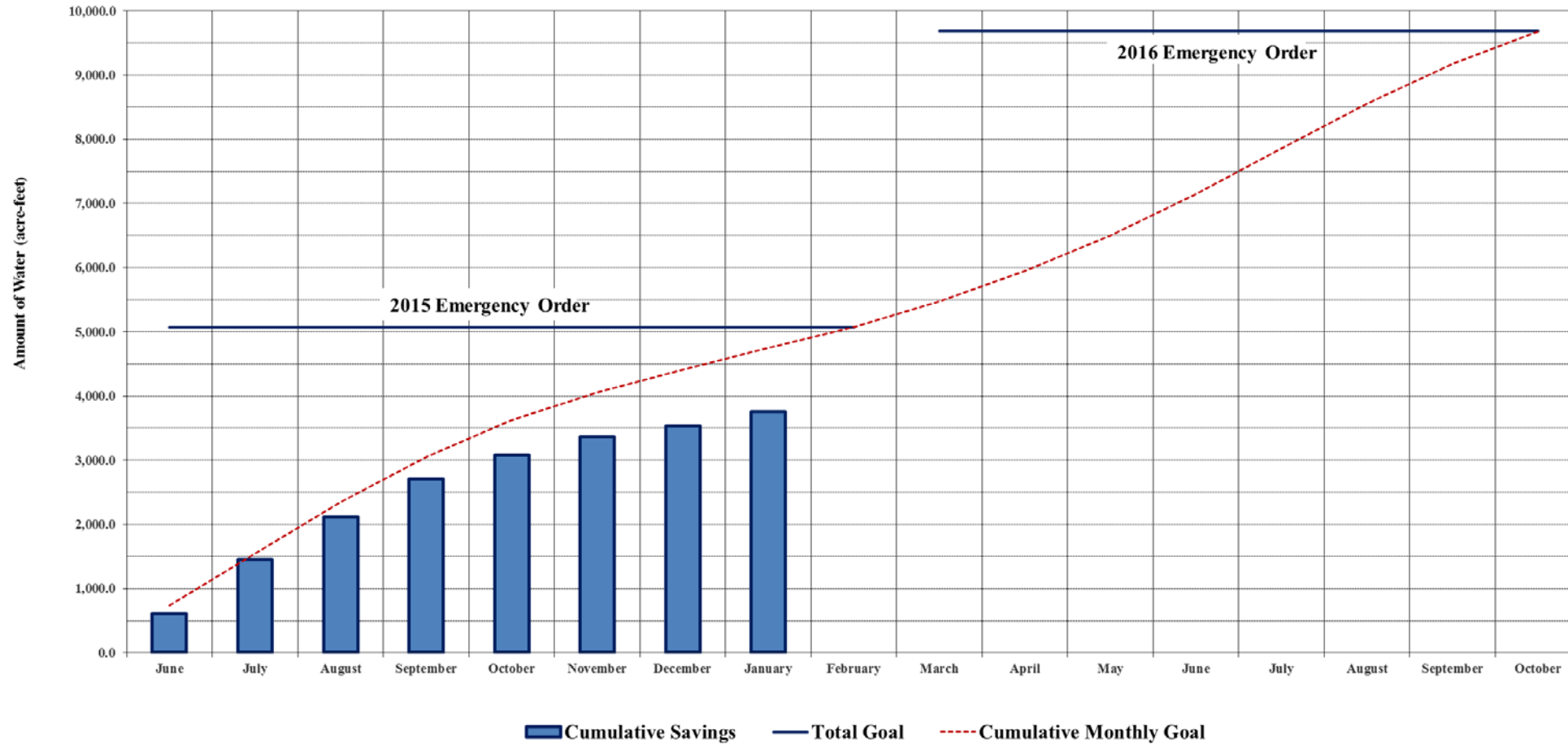
# Palmdale Water District

## February GM Report Highlights

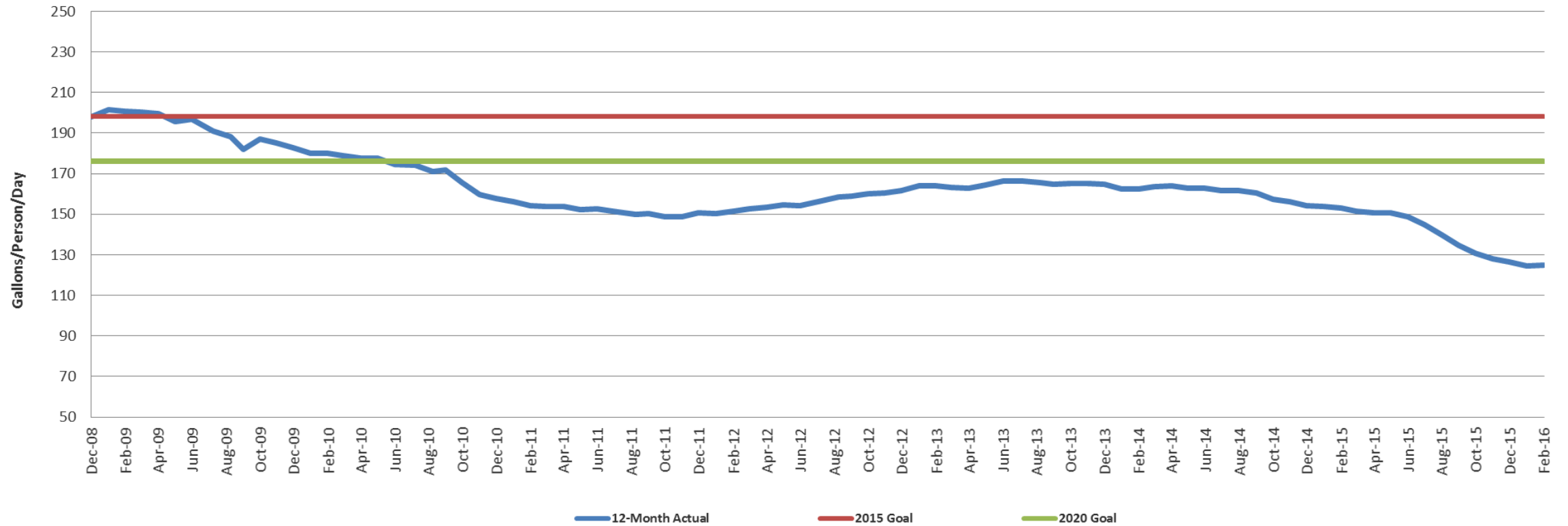


March 2, 2016

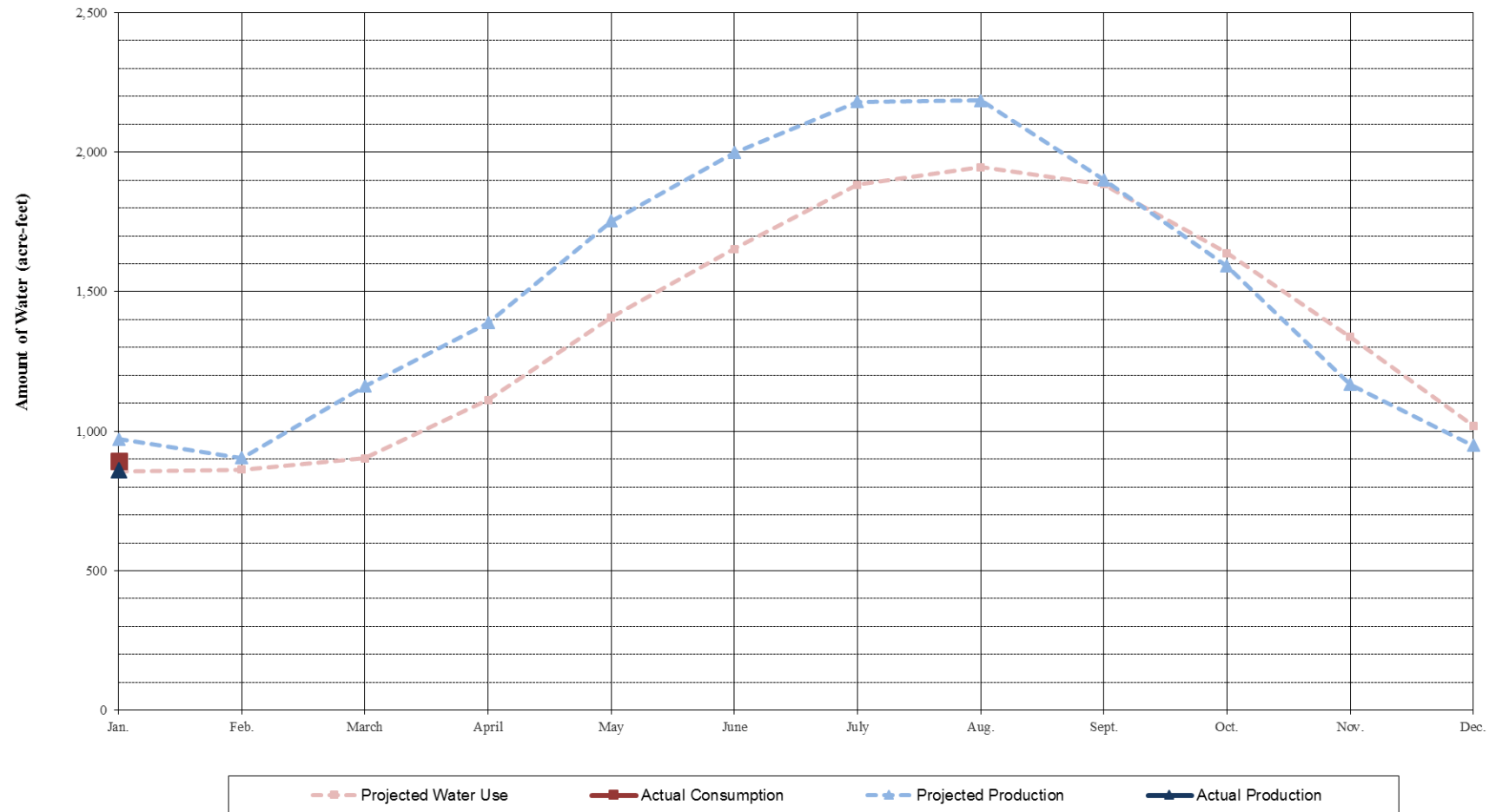
## PWD SWRCB Emergency Order Water Production Reduction Status (2015-2016)



## PWD 12-Month Running Average Total Per Capita Water Use



## 2016 PWD PRODUCTION & CUSTOMER WATER USE - Actual vs. Budgeted



## Mainline Leak History

