



NOTICE OF ADMINISTRATION COMMITTEE MEETING

Covering Policy, Administration and Community
Relations/Communications

NOTICE IS HEREBY GIVEN that the San Lorenzo Valley Water District has called a regular meeting of the Administration Committee to be held on Tuesday, June 8, 2021, 9:00 am, via video/teleconference.

<https://global.gotomeeting.com/join/700027325>

You can also dial in using your phone.
(For supported devices, tap a one-touch number below to join instantly.)

United States (Toll Free): 1 866 899 4679
- One-touch: <tel:+18668994679,,700027325#>

United States: +1 (571) 317-3116
- One-touch: <tel:+15713173116,,700027325#>

Access Code: 700-027-325

AGENDA

1. Convene Meeting/Roll Call
2. Oral Communications
This portion of the agenda is reserved for Oral Communications by the public for items which are not on the Agenda. Please understand that California law (The Brown Act) limits what the Board can do regarding issues raised during Oral Communication. No action or discussion may occur on issues outside of those already listed on today's agenda. Any person may address the Committee at this time, on any subject that lies within the jurisdiction of the District. Normally, presentations must not exceed three (3) minutes in length, and individuals may only speak once during Oral Communications. Any Director may request that the matter be placed on a future agenda or staff may be directed to provide a brief response.
3. New Business:
Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.
 - A. CIVICCLERK - AGENDA AND MEETING MANAGEMENT PROGRAM - PRESENTATION
Presentation by CivicClerk followed by questions and discussion by the Admin Committee.

B. DRAFT UTILITY BILLING POLICY

Discussion and possible action by the Administration Committee regarding the Draft Utility Billing Policy.

4. Old Business:

Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.

A. ONBOARDING PROGRAM FOR BOARD AND COMMITTEE MEMBERS - UPDATE

Discussion and possible action by the Administration Committee regarding an Onboarding Program for Board and Committee members.

5. Informational Material:

Here is a link <https://www.slvwd.com/node/286/minutes> to previous Admin Committee meeting minutes.

6. Adjournment

Agenda documents, including materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet, are available for public inspection and may be reviewed at the office of the District Secretary, 13060 Highway 9, Boulder Creek, CA 95006 during normal business hours. Such documents may also be available on the District website at www.slvwd.com subject to staff's ability to post the documents before the meeting.

Certification of Posting

I hereby certify that on June 4, 2021 I posted a copy of the foregoing agenda in the outside display case at the District Office, 13060 Highway 9, Boulder Creek, California, said time being at least 72 hours in advance of the regular meeting of the Admin Committee of the San Lorenzo Valley Water District in compliance with California Government Code Section 54956.

Executed at Boulder Creek, California, on June 4, 2021.

Holly B. Hossack, District Secretary
San Lorenzo Valley Water District

M E M O

TO: Administration Committee
FROM: District Manager
SUBJECT: Utility Billing Policy Changes
DATE: June 8, 2021

RECOMMENDATION:

It is recommended the Administration Committee review the draft Utility Billing Policy and give any recommendations for modifications.

BACKGROUND:

At the April 13, 2021 Administration Committee meeting, staff were directed to evaluate some significant changes to the Utility Billing Policy around eliminating turn offs for non-payment and tenant accounts. At the May 20, 2021 BOD meeting, the Board directed staff to modify the policy, incorporating the following changes:

1. Eliminate the tag and turn off procedures for non-payment.
 - a. Other collection methods will become the main form of reimbursement for past due balances. These can be in the form of placing on the property tax roll, liens against the property or a collection agency.
2. Eliminate the ability for tenants to have accounts.
 - a. There are approximately 850 of the 7,900 accounts that have an owner/tenant relationship.
 - b. Adoption of this will mean notification and migration of all tenant accounts to go back into the owners name.
3. If the above changes are implemented, we proposed changing the Rate Assistance Program (RAP) to be based on the service address to still allow the tenant the benefit if they qualify.
 - a. There will be a very small modification to the RAP to make this clear.
4. The District will still allow for long term payment arrangements and continue with the \$10 late fee.

This is a change that would be able to be facilitated relatively easy for a District of our size. There are varying policies around this subject throughout the utility industry, which is specific to the agencies individual needs. There is not a ones size fits all model for policies such as this. Staff would be proposing a model that would fit our unique agency.

San Lorenzo Valley Water District

Interim Utility Billing Policy

1. Purpose

a. These sections are to provide guidance on application for utility billing accounts, billing procedures, past due procedures, and other utility billing policies.

2. Application for Established Water Service

a. Utility billing accounts may only be held in the owner's name.

i. In any instance in which the owner of the premises does not occupy the premises as a use or is not the primary user, the owner of the premises shall, nevertheless, be primarily responsible for service to the property.

b. Owners will be required to submit a service application form provided by the District.

Applications will include the following:

- i. Date of application
- ii. Address of property to be served
- iii. Date to begin service
 - 1. Escrow closing date
 - a. If one is not provided, the County record date will be used.
- iv. Applicants full name
- v. Billing address, if different than service address
- vi. Contact information: phone number and e-mail address
- vii. Physical signature, or electronic signature, acknowledging application request and adherence to District rules and regulations.

c. A non-refundable account establishment fee will be charged to any water service application. Based on current rates and charges established by the Board.

d. Surplus Water accounts allow for bulk water fill-up at the District's designated sites. Based on current rates and charges established by the Board.

i. Security deposits remain on the account, until the account is closed. There are two types of surplus accounts:

- 1. Private surplus water applicants must identify the use is for their personal property only and cannot exceed 10 units per month.
 - a. Upon two consecutive months of 10 or more units will require increased deposit to the Commercial rate.
- 2. Commercial surplus applicants are for any use in excess of 10 units per month, commercial, or construction use.

e. Completed application for service will constitute customer's willingness and intention to comply with District rules, regulations, policies, and ordinances.

3. Transfer to New Account

a. In any instance an owner closes an account with a remaining balance owed to the District and attempts to establish another water service account, the remaining balance owed will transfer to the new account.

4. Billing Procedures

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Deleted: <#>Tenant account: lease or rental agreement date¶

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Tenant accounts are offered at the convenience of the owner/tenant relationship. ¶
 In any instance in which the owner does not occupy the premise or is not the primary user, the owner will, nevertheless, be primarily responsible for service to the property. ¶
 This includes balances remaining on tenant accounts, excluding delinquent fees. ¶
 An owner has a right to notify the District, in writing, to not allow tenants to open up water service on their property. ¶
 If an owner's account is delinquent the tenant has rights to take over the account, see Delinquent Account – Discontinuation of Water Service section herein this policy. ¶
 An owner has a right to inquire with the District if the tenant account is in good standing. ¶
 An owner has a right to know the account balance if the tenant account is not in good standing. ¶
 An owner has a right to request an estimated closing bill account balance on a tenant account. ¶
 In the event a tenant account is delinquent and turned off for non-payment, the owner will be notified that the tenant account is being closed out and reverting back into the owners responsibility. The tenants water service balance will be converted to the owners account, excluding tenants delinquent fees. ¶

- a. Billing period is monthly. There are two billing cycles, sent out on the 5th or 20th of each month, or following business day if a weekend, based on location within the District.
 - i. Billing and due dates are not able to be modified.
- b. Bills are due upon receipt and are deemed past due 21 days after the bill date.
- c. Bills are made up of a Basic Fee and Consumption Fee. Based on current rates and charges established by the Board.
 - i. Basic Fee
 - 1. Water Service: Based on a calendar month and upon the billing water meter size.
 - a. All customers pay the Basic Fee whether the property is vacant or occupied or water is used or not.
 - 2. Sewer Service: Based on a calendar month.
 - a. All customers pay the Basic Fee whether the property is vacant or occupied.
 - ii. Consumption Fee: Meters are read as near as possible to a 30 day cycle. Consumption charge is based upon the amount of water that has passed through the meter. *This typically does not coincide with the actual calendar month.*
- d. Opening and Closing Bills
 - i. Opening and closing bills for less than the normal billing period will be pro-rated for both the basic and consumption charges.

5. Delinquent Account – Late Fees and Payment Plans

- a. Delinquent accounts are hereinafter identified as any account that remains unpaid, and without having an active alternative payment arrangement, by close of business 21 days after the bill date.
- b. Small Balance Accounts
 - i. Any balance on a bill of \$20 or less may be carried over, and added to, the next billing period without being assessed a late fee or incurring further collection action.
- c. Late Fee
 - i. If payment for a bill is not received by the close of business 21 days after the bill date, the District will make a reasonable, good faith effort to notify the customer of an impending late fee. If payment is not received prior to the following bills processing, a late fee will be assessed. The late fee is based on current rates and charges established by the Board.
 - 1. The means of notification will be based upon the notification preference provided by the customer (text, phone or email). Customers who have not selected a means of notification will be notified by the e-mail on file. The District assumes no responsibility for phone or email contact information that has not been kept up-to-date by the customer.
 - ii. At the request of the customer, the District will waive the late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding twelve (12) months.
- d. Alternative Payment Arrangements (payment plans)

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- i. Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted.
- ii. Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed 12 months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill(s). The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan will result in further collections processes.
- e. Customers may request this policy to be translated by writing to the District:
 - i. By mail: Attention Customer Service, 13060 Hwy 9, Boulder Creek CA 95006
 - ii. By e-mail: CustomerService@slvwd.com

6. Security Deposits

- a. Security deposits are billed for surplus water accounts.
- b. The District may apply, without notice, the amount of any deposit toward the payment of any water bill or other indebtedness owed to the District.
- c. Deposits are held on the account until the account is closed.
- d. Security deposits bear no interest.

7. Returned Check or Other Failed Payments

- a. Upon receipt of a returned payment method taken as payment of water service or other charges, the District will consider the account not paid. The District will make a reasonable, good faith effort to notify the customer by phone or email of the returned payment. The means of notification will be based upon the notification preference (text, phone, or email) selected by the customer. Customers who have not selected a means of notification will be notified by the e-mail on file.
- b. It is the customers responsibility to make payment or contact the District for further payment plans to avoid additional late fees.

8. Complaints and Disputed Bills – Appeals Process

- a. If a customer has a complaint regarding water service or disputes the water bill, they may exercise their right to appeal to the District Manager. The following procedures will be followed:
 - i. Customer's written request disputing any fees or charges must be received within five (5) days of the fee becoming due.
 - ii. The District Manager will review all written requests of the disputed amounts and either deny the request or grant the request, or a portion thereof, within fourteen (14) days.

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 The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for at least 60 days. The District will make a reasonable, good faith effort to contact the customer at least 10 business days before discontinuation of water service for non-payment. ¶
 The means of notification will be based upon the notification preference provided by the customer (text, phone or email). Customers who have not selected a means of notification will be notified by the e-mail on file. The District assumes no responsibility for phone or email contact information that has not been kept up-to-date by the customer.¶

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- iii. Any customer of the District who disputes the District Manager’s final decisions, may appeal by filing a “Notice to Appeal” to the Board of Directors within fifteen (15) days of the District Managers determination.
- iv. The District will place the appeal on the next available Board of Directors agenda, and notify the appellant no later than fourteen (14) days prior to the hearing.
- v. The Board of Directors’ decision will be final, and any outstanding balances will be due immediately, unless otherwise extended by the Board.

9. Collection Process

a. The District utilizes multiple forms of collection based on the account situation. Forms of collection can be a lien placed on the property, transferring the past due balance to the property tax roll, or sending balances to a collection agency.

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b. Any amounts that remain outstanding ninety (90) days after the past due bill date may be subject to the collection process.

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c. Property Tax Roll:

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i. After March 31st of each year, the Finance & Business Services department will furnish a report indicating accounts with remaining balances outstanding in excess of ninety (90) days.

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1. The District Manager will prepare and file a report with the Board of Directors that describes the affected property and the amount of the charges and delinquencies for the preceding year.

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ii. The District Manager will publish notice of the filing of the report and of the time and place for a public hearing in a newspaper of general circulation once a week for two weeks, at least fourteen (14) days prior to the public hearing.

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iii. At the public hearing, the Board of Directors will hear and consider any objections or protests to the report. At the conclusion of the public hearing, the Board of Directors may adopt or revise the charges and penalties prior to adopting the final report. The Board of Directors determination on each affected parcel will be final.

iv. After the adoption of the final report, the District Manager will submit the final report to the County on or before August 1st of each year, and the delinquent charges will become an assessment against the affected parcels and collected in the same manner as property taxes.

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d. Lien Placed on Property:

i. In the event a property tax lien is not viable, the District may place a lien on the property. The District shall notify the holder of title to land whenever delinquent and unpaid charges for water or other services which could become a lien on such property pursuant to California Water Code remain delinquent and unpaid for ninety days.

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ii. From the time of recordation of the certificate, the amount required to be paid together with penalty constitutes a lien upon all real property in the County owned by the person or acquired by him at any time before the lien expires. The lien has the force, priority and effect of a judgment lien and shall continue for

ten years from the date of the filing of the certificate unless sooner released or otherwise discharged.

e. Collection Agency:

i. In the event the property tax roll and a lien placed on the property are not viable, the District may send the customer to a collections agency. Customer will receive a final past due notice before being sent to the collection agency.

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10. Deducting Delinquencies and Other Debts from Disbursements

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a. Whenever a person has incurred any delinquency, debt, or other financial obligation to the District for any District services rendered or materials or equipment supplied, the amount of such obligation due the District may be deducted from any deposits, credits, refunds or other disbursement from the District to such person, at the discretion of the District Manager.

11. Request for Relief – Leak Adjustment

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a. Any customer of the District may submit for a leak adjustment in accordance with the District's current Leak Adjustment policy.

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12. Request for Relief – Waiver of Basic Monthly Charge Due to Natural Disasters

- a. A property owner may file a statement with the District stating that their structure cannot be occupied due to damage resulting from storm events or other natural disasters. Said statement must be filed within 120 days of the cause of occurrence.
- b. Upon making findings and determinations that the customer's structure cannot be occupied as a result of a natural disaster, the Finance & Business Services Department may determine that the customer is exempt from the basic monthly charge. Exemption will be allowed for a period of up to 3 years from the date of determination or until the customer requests continuance of service, whichever occurs first.
- c. No customer shall at any time, in any manner, obtain water from the service connection while exempt from the liability of the basic monthly charge.
- d. The District may lock or remove the meter to protect the District against fraud or abuse. Should the customer not repair or replace the damaged structure or request continuance of service within the time allowed, the service will be considered vacated.

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13. Request for Relief – Multiple User Variance

a. The owner of a parcel which is improved with two or more residential dwelling units may appeal the water meter size requirements on the grounds that: The additional unit or units is/are used or occupied fewer than forty days per year; and such use is limited to personal guests of the occupants of the main unit; and that such additional units are not let, leased or rented. An application for a variance must be filed pursuant to the appeal procedure set forth in this section. The Board of directors may grant such a variance, with conditions, including time limitations, and may also revoke such variance for good cause. The Board of Directors will set an annual review date of the first meeting in November of each year to consider expirations, new applications and applications for renewal of such meter size variances. This review date is not exclusive, and the Board may schedule additional hearings on variations as appropriate.

14. Available in Multiple Languages:

- a. Spanish

- i. La política del Distrito relativa a la discontinuación del servicio de agua para las cuentas morosas puede facilitarse en español, bajo solicitud por escrito a customerservice@slvwd.com.
- b. Chinese
 - i. 在给 customerservice@slvwd.com 发出书面要求后，可用中文提供本区关于拖欠账户住户将被停止供水服务的政策。
- c. Vietnamese
 - i. Bản điều lệ của District về việc ngưng cấp nước vì các tài khoản bị trễ hạn sẽ có sẵn bằng tiếng Việt, khi quý gửi email đến customerservice@slvwd.com để yêu cầu.
- d. Korean
 - i. 연체 계정에 대한 수도 서비스 중단에 관한 수도 지구청의 정책은 customerservice@slvwd.com 으로 서면 요청 시 한국어로 입수할 수 있습니다.
- e. Tagalog
 - i. Ang patakaran ng District tungkol sa pagputol ng water service para sa mga delinkwenteng account ay maaaring makuha sa Tagalog; magpadala lamang ng nakasulat na request sa customerservice@slvwd.com.

MEMO

To: Administrative Committee
From: District Manager
Prepared by: District Secretary
Subject: Onboarding Program for Board and Committee Members
Date: June 8, 2021

Recommendation

It is recommended that the Administration Committee review the following information and prepare an Onboarding Program for the District.

Background

At the January 19, 2021, meeting of the Administration Committee the Committee prepared a multi-month calendar of action items for the committee. The calendar included an Onboarding Program for Board and Committee Members.

At the May 11, 2021, meeting of the Administration Committee the Committee directed staff to prepare Onboarding Documents specific to the District. Attached are the draft documents for review. Staff is also updating the Brown Act and Public Records Request Act information and will include that information in a future packet.

New Board Member Checklist

- Make an appointment to administer the Oath of Office & meet with the District Manager
- Notify County Elections of Appointment (if appointed)
- Send a copy of the Oath of Office to County Elections
- Send the Welcome Letter with the following forms
- Send W-4 Form, EDD Withholding Form, Payroll Intake Form, DMV Authorization Form, PAYCHEX Direct Deposit Enrollment Form
- Request NetFile for Form 700 from the County
- Request SLVWD email
- Request a brief biography and photo
- Update the website with New Board Member information
- Update the phone list
- Order Business Cards
- Order Nameplate
- Prepare Name Badge

Set Up Training:

- AB1234 Ethics (Target/Vector Solutions)
- Harassment Prevention (TBD)

Receive and Forward to HR:

- W-4 Form
- EDD Withholding Allowance Certificate Form
- Payroll Intake Form
- DMV Authorization Form
- PAYCHEX Direct Deposit Enrollment Form

Send Information:

- Board Policy Manual
- Organizational Chart
- Arrange a tour of the District
- Board Best Practice
- Board Development Guidelines
- Board Member Resources
- League of CA Cities – Guide to the Brown Act
- League of CA Cities – Guide to the Public Records Act
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New Committee Member Checklist

- Send Welcome Letter
- Update the website with New Committee Member information
- Update the phone list (add)
- Order Nameplate
- Prepare Name Badge

Set Up Training:

- AB1234 Ethics (Target/Vector Solutions) – not required
- Harassment Prevention (TBD) – not required

Send Information:

- Board Policy Manual – Committee Section
- Organizational Chart
- Arrange a tour of the District
- League of CA Cities – Guide to the Brown Act
- League of CA Cities – Guide to the Public Records Act

Date

[Recipients Name]

[Address line]

[State, ZIP Code]

[Subject: New Board Member

Dear [Recipients Name],

It is with sincere pleasure that I welcome you as a Board Member on the San Lorenzo Valley Water District Board of Directors.

Our Board of Directors meets twice a month on the first and third Thursday. The next meeting will be on Thursday, January ____ and will start at 5:30 p.m. in the

_____.

Before this meeting, I would like to schedule a brief onboarding session and a meeting with our District Manager. At this meeting you will receive orientation materials along with information regarding a tour of the District facilities.

Our Board values ongoing education and development of its members and encourages regular attendance at Board meetings as well as other events, trainings and retreats that may be planned through the year.

Thank you for your willingness to serve our community.

Sincerely,

Holly Hossack

Assistant to District Manager

Date

[Recipients Name]

[Address line]

[State, ZIP Code]

[Subject: New Committee Member

Dear [Recipients Name],

It is with sincere pleasure that I welcome you as a Committee Member on the SLVWD
_____ Committee.

Our Committees meets once a month on a date and time determined by the preference of the
Committee. The next meeting will be on ____day, January ____ and will start at ____p.m. in the
location_____.

Please bring your calendar to the first meeting because we will be discussing the day and time
for the regularly scheduled meeting for this year. We will also be electing a chair (must be a
Board member) and discussing the Committee's priorities for the first 3 months.

Our Board values the vital role that the public members of committees play in shaping the Dis-
trict. Thank you for your willingness to serve our community.

Sincerely,

Holly Hossack

Assistant to District Manager



San Lorenzo Valley Water District Board Best Practices

1. Introduction

The San Lorenzo Valley Water District (District) Board of Directors (Board) and the District Manager understand the importance and value of a positive and constructive approach to the overall performance of the District. This approach is a product of the District's strategic vision and the goal of performing to the utmost, both individually and organizationally. Whether in the capacity of a Director or as an employee, our primary responsibilities are to serve the District's customers and support the community.

The Board has adopted a District mission and strategic goals to set the direction for operating activities, which are guided by policies and procedures including the Board Best Practices. In order for the Board to function in an effective manner, it is important that Directors understand their respective roles and relationship to other Directors and the District Manager. This also requires an understanding of the level of performance necessary to carry out the duties of a Director.

This document is intended to serve as an internal document to provide general guidelines and principles relating to the activities of the Board and the Directors.

2. Role of the Board

The primary role of the Board is to establish policies that guide the District to fulfill its mission. The policy decisions of the Board constitute the "action" of the Board. As such, each Director is strongly encouraged to support the actions of the collective Board even when there may be individual opinions.

The Board has three (3) major responsibilities:

- (1) Promoting the interests of the District's customers by establishing policies that support the mission of the District by ensuring the implementation of those policies. Policies include the governing principles, plans, programs, and other overarching actions of the organization. Policy-making is the process of visionary planning and should reflect the broadest possible principles and provide parameters within which staff can operate. Policy-making sets the overall direction for the District.

- (2) Overseeing the fiscal health of the District. The Board establishes policies that support fiscal stability and the effective use of District funds. In order to achieve this, the Biennial Budget will be reviewed each fiscal year. The Board approves a budget covering the anticipated revenues and expenditures of the District. In addition, the Board establishes and monitors cash reserves and investment policies.
- (3) Hiring a District Manager to manage the day-to-day operations of the District. The Board holds the District Manager accountable for the effective operational management of the District. It also has a responsibility to properly evaluate the District Manager on an annual basis.

General Guidelines

- The Board provides policy direction and leadership for the District.
- The Board supports decisions (from a policy perspective) which are in line with a progressive, innovative, and well-managed organization.
- The Board exercises authority only as a Board.
- The Board understands and provides leadership in regional, state, and national issues affecting the operation and management of the District. Board action is supported by the District Manager as required.
- The Board respects the role of constituents in the governance of the District, encourages their participation, and consults with key stakeholders when and where appropriate.
- Directors recognize and respect the distinctions between the policy-setting role and the day-to-day implementation of policy by staff.
- Directors represent the District in various community and water industry events.
- Directors maintain a high level of communication with the District Manager and notify the District Manager of their unavailability in a timely manner.
- Directors have equal access to information authored and received by the District.
- Directors inform the District Manager of any specific information they want to receive from outside agencies or organizations and are provided such information in a timely manner.
- Directors may request information from District staff by notifying the District Manager of such requests provided such requests do not cause significant disruption in staff work-load. The District Manager determines if it is warranted to include the requested information on the Board or Committee meeting agendas.

3. Principles and Performance Expectations of the Board

- The Board and the District Manager function as a participatory team.
- The Board values a visionary, constructive, and high-energy work environment.

- The Board values open and honest communication with transparent agendas.
- The Board works for the common good of its customers and stakeholders and not for any private or personal interest.
- Directors are expected to review agenda packets and attend Board and Committee meetings prepared to take action as needed.
- Directors are expected to review agenda packets and attend Board and Committee meetings prepared to take action as needed.
- Directors practice continued professional development.
- Directors are respectful of each other, District staff, and the community.

The Board recognizes the value of diverse representation as well as shared knowledge and continuity of experience. The District is committed to providing the Directors with appropriate resources to maximize their contributions for the benefit of the District and larger water community. Board Development Guidelines is a document that delineates the expectations to the Directors along with compensation parameters.

4. Board Compensation

Pursuant to the Board Policy Manual, the Directors are entitled to the following:

- Director's fee for attending meetings and events related to District business. The fee amount is consistent with provisions contained in California Water Code and is established by a resolution of the Board.
- Reimbursement of expenses incurred in connection with carrying out their official duties in accordance with District regulations.

5. Board Interaction and Communication

- Directors maintain informal and professional relationships among each other.
- Directors refrain from personal attacks against other Directors and District staff.
- Casual attire is appropriate at Board meetings and attire appropriate to the event when representing the District at public events.
- Directors are representatives of the District at all times, and lead by example in their interactions.
- Directors are knowledgeable of and adhere to the District's policies.
- When attending meetings or conferences, Directors act as ambassadors and representatives of the District and conform to behavior that always places the District in a positive light.
- Directors will apply the rules governing communications among Directors in compliance with the Brown Act.

- Directors function as a team and are not exclusive in their communications and interactions.

6. Role of the District Manager and Legal Counsel

Role of the District Manager

- The most vital relationship in the District is between the Board and the District Manager.
- The District Manager is the primary agent of the Board and is the individual to whom the Board delegates its authority to manage and administer the District's daily operations in accordance with policies approved by the Board. This position is important because the District requires leadership and vision that supports the Board's guidance in order to be successful. In this capacity, the District Manager has two roles: Chief Executive Officer, and principal advisor to the Board. As the most visible employee, the District Manager represents the District to its many constituents.
- The success of the strong relationship between the Board and the District Manager depends on a shared sense of purpose, open communication, honesty, and mutual support. Both parties must also understand that the relationship itself is paradoxical with inherent tensions. The District Manager is hired to carry out Board policy directives, while at the same time looks to the Board for guidance and leadership.
- One of the most important decisions a Board makes is the selection of a District Manager in whom the Board has confidence. The Board must be able to support the decisions of the District Manager and grant the authority to manage and lead the District.
- It is the District Manager's responsibility to ensure that Directors have the information needed to make Board-level decisions. The District Manager provides the same information to all Directors and will promptly alert them about problems and issues to prevent surprises. Directors expect the District Manager to provide a recommendation on items before the Board.

Board Interaction with the District Manager

- The District Manager devises and proposes periodic performance goals for approval by the Board as a part of the formal performance review process.
- The Board provides the District Manager with constructive feedback during his/her annual performance evaluation.
- Directors are encouraged to contact the District Manager about any subject related to the operations of the District. Similarly, the District Manager may discuss any District related issue with any Director.

- The Board’s questions or concerns regarding overall District operations, specific division issues, or problems with District staff are directed to the District Manager.
- The District Manager implements the Board's policy directions concerning District matters.
- The District Manager informs the Board when he/she will not be available for work-related duties.

Board Interaction with District Staff

- Directors do not direct staff to take a particular action. Requests are made through the District Manager.
- Directors may contact members of the District’s executive team with questions related to pertinent District activities. When a Director makes direct contact with staff, the District Manager is advised by staff of the communication. The District Manager is responsible for ensuring that requests initiated by Directors are handled promptly and accurately.
- Critical information about District operations is provided to all Directors in written (electronic) format by an appropriate staff person with the knowledge of the District Manager.
- Directors make every effort to contact staff prior to a board meeting regarding questions related to agenda items so that staff can provide the most accurate and prepared response. The Board and staff operate by the “No Surprise Rule” regarding information sharing.

District Legal Counsel

- The District’s Legal Counsel is selected by the Board and operates as an extension of and in collaboration with the Board, the District Manager, and District staff.
- The Legal Counsel’s primary point of contact is the District Manager.
- From time to time, an individual Director may contact District Counsel directly; however, such contact should be infrequent and limited to no more than a half hour in any month.
- The Legal Counsel regularly consults with the Board and the District Manager on items of legal concern relating to District operations.
- The District’s Legal Counsel may be consulted prior to board agendas being posted publicly.
- When specialized legal expertise is needed, the District’s Legal Counsel may recommend the services of an expert legal counsel and oversee the work when necessary.
- The Legal Counsel is proactive in informing and protecting the District and the Board in the performance of its duties and compliance with its legal obligations.
- The Legal Counsel meets with District Manager and Board President periodically to review the performance of the Legal Counsel, establish goals, and review its contract.

7. Selection and Role of the President and Vice

President of the Board

- The President of the Board is selected by a majority vote of the Board at the last public Board meeting of each calendar year, unless otherwise modified. The newly elected President's term begins when elected at that Board meeting.
- The President remains as one member of the Board and has no rights or authority different from any other Director. The President votes with the Directors.
- Each President's individual style is unique. Diversity is encouraged.
- The President chairs the meeting of the Board; calls the meeting to order, presides over the meeting, including the conduct of Directors and those in attendance, entertains and repeats all motions properly before the Board, puts motions to a vote, and announces the result.
- The President acts as the ceremonial head or representative of the District at various civic functions.
- The President is the designated spokesperson for the Board to the general public. The President may elect to appoint another Director to serve in this capacity.
- The President makes recommendations to the Board to establish or disband committees, or appoint committee members, all subject to Board approval.
- To the extent possible, the President advises the Board of any informal communication or correspondence sent or received regarding District business.
- The President regularly communicates with the District Manager and keeps other Directors fully informed on matters of District business.
- The President provides guidance to the Board fairly and impartially.
- The President personally addresses any issues between Directors. Directors and the District Manager will inform the President on any issue or concern brought to their attention.

Vice President of the Board

- The Vice President of the Board is selected by a majority vote of the Board at the last public Board meeting of each calendar year, unless otherwise modified. The newly elected Vice President's term begins when elected at that Board meeting.
- The Vice President remains as one member of the Board and has no rights or authority different from any other Director.
- In the event the position of the President is vacated prior to the expiration of the term, the Vice President becomes the President for the remaining term, unless otherwise directed by the Board.

- The Vice President serves in the capacity of the President of the Board in the absence of the President.

8. Public Interaction

- All customer concerns and inquiries are referred to the General Manager or an appropriate staff member.
- The Board is informed of significant, politically sensitive, urgent and/or repetitive communication inquiries. Staff researches the request as soon as possible and provides the District Manager with the appropriate follow-up and response. The District Manager will review the communication prior to dissemination to the Board.
- Information on an issue that may expose the District to liability is shared with District Counsel and the Board promptly at a properly-noticed closed session meeting.

9. Board Meetings

General

- All noticed meetings are conducted using Robert's Rules of Order.
- The District Manager is responsible for setting the agenda. Any Director may request that an item be placed on the agenda through notification to the District Manager and the President. If a member of the public requests that a matter be placed on the agenda, the District Manager and the President will determine if the item is placed on the agenda or referred to staff or an appropriate committee.
- The District Manager meets with the President to review the agenda and prepare for the upcoming meeting.
- Oral communications are allowed for items not on the agenda, provided that a final decision of the Board on a matter is subject to the agenda requirements set forth in the Brown Act.
- Directors give due respect to all public comments; however they will not respond in a manner that suggests a decision has been made. The President will refer matters that need a decision to the District Manager for follow-up. Directors may ask clarifying questions so that staff are able to provide an appropriate and relevant response. Occasionally, a prompt response may be offered when an obvious answer or resolution is available. Directors will refrain from debating or making decisions in response to public comments.
- The President is responsible for maintaining an orderly progression of business before the Board, and to regulate the amount and type of input from the public, from Directors and staff.
- Each Director may speak on an item prior to the vote being taken.
- The Board works diligently to achieve unanimity on all action items. At the request of a

Director, and the discretion of the President, prior to a vote where unanimity may not be achieved, the item may be referred back to a committee to consider a resolution to the issue.

- Once an agenda item has been voted on, the disposition is considered as the “action” of The Board and is subsequently supported by individual Directors.
- Directors on the minority side where a less than unanimous vote is cast cannot bring back an item for consideration for one year. A majority of the Board may bring a matter back for reconsideration at any time.

Consent Agenda

- The District utilizes a Consent Agenda to approve routine business matters and previously approved budgetary items.
- If a Director has a question on a Consent Agenda item they are encouraged to contact a staff member for clarification prior to the official meeting, rather than having it pulled for separate discussion during the meeting.
- Written staff reports are prepared for all Consent Agenda items, and staff is prepared to provide a verbal report on any item when necessary.

Closed Session

- All Closed Session discussions and materials are considered legal and confidential information and as such, are not shared outside the Closed Session Conference unless specific action is taken, and then must be reported out of Closed Session. Closed Session staff reports are returned to the General Manager immediately following the meeting. Electronic copies of the reports will not be provided.
- Closed Session meetings may be held at times other than the regular meetings of the Board so long as the meeting is posted pursuant to the Brown Act.
- A Director is expected to refer a request for information regarding a Closed Session item to the General Manager who, in concert with Legal Counsel, will prepare an appropriate response.

10. Role and Responsibility of Standing and Special Committees

- Board committees are given the authority to obtain more information, investigate, and provide a report or recommendation to the Board. The committee format allows the Board to conduct its business more efficiently. Committees serve in an advisory capacity to the Board.
- A standing committee may be formed, renamed, or have functions changed or terminated with approval of the Board.
- An ad-hoc committee may be formed with approval of the Board and its term expires

upon reaching an assigned sunset date or completion of the project or issue for which the ad hoc committee was formed.

- A standing committee consists of two Directors and no more than three public members. A committee chair is appointed from the Board members of the standing committee. Standing committee meetings are open to the public and subject to provisions of the Brown Act.
- Other Directors may attend the meetings of the standing committees; however, the Brown Act prohibits their participation in the meeting because this constitutes a quorum of the Board and discouraged.
- Upon request of the committee members, the District Manager, or the President, a committee meeting may be scheduled to address an issue requiring attention.
- Staff assists members of standing committees by preparing agendas, staff reports, distributing materials, and performing other support functions as required. Committee members may request staff assistance through the District Manager.
- Copies of committee agendas are made available to the entire Board.
- The committee chair is responsible for providing a report of items discussed and/or recommendations to the entire Board at the next available Board meeting.
- If committee members are in disagreement on a recommendation, the issue is brought to the full Board for consideration.

San Lorenzo Valley Water District

Board Development Guidelines

Purpose

To attract a diverse pool of individuals to serve on the Board of Directors and provide them with appropriate resources to maximize their contributions for the benefit of the District and larger water community.

Expectations to Directors

Anticipated level of commitment, engagement, effort, and energy

Required

- Attend Board meetings (twice monthly) and Special Board meetings as scheduled
- Attend Board Committee meetings (typically monthly) as assigned
- Attend other agency/committee meetings (such as Santa Margarita Groundwater Agency) as assigned
- Participate in water related education and training opportunities

Desired

- Get involved in CSDA committees
- Attend community events on behalf of the District

Minimum anticipated annual time commitment: 24 Board meetings-evenings (2 - 3 hours each, not counting preparation), 6-9 Special meetings-daytime or evenings (1-2 hour each), 1 or 2 Committee meeting-daytime or evenings (1 - 2 hours), other events and training (1-4 hours each)

Attributes and Qualities of Directors

- Deliberate
- Insightful
- Flexible/Adaptive
- Empathetic
- Analytical
- Dedicated
- Respectful
- Community minded
- Concensus builder

Compensation Considerations

- In alignment with District
- Driven by the expectations to the Directors
 - Sense of responsibility/accountability
 - Prioritization of time
- Support succession planning and reduce barriers to entry
- Display fairmindedness and impartiality to fellow Board members, staff, and community



**California Special
Districts Association**
Districts Stronger Together

Board Member/Trustee Resources

AFTER TAKING OFFICE

MUST HAVE

Frequency: every two years

ETHICS AB1234 (LIVE OR WEBINAR)

The basic thrust of AB 1234 is to require covered officials ...to take two hours of training in ethics principles and laws every two years.

"Basically the requirement applies to those elected or appointed officials who are compensated for their service or reimbursed for their expenses. The specific trigger for this requirement is whether the agency either compensates or reimburses expenses for members of any of its Brown Act covered bodies; if it does, then all elected and appointed "local agency officials" (as defined) must receive this training. "Local agency official" means any member of a legislative body or any elected local agency official who receives compensation or expense reimbursement." Those Beginning Service After January 1, 2006. Those who enter office after January 1, 2006 must receive the training within a year of starting their service. They must then receive the training every two years after that." - ILG

HARASSMENT PREVENTION (LIVE OR WEBINAR) 2 HOURS

Additional Resource:

Understanding the Basics of Public Service Ethics Laws (download)

BEST PRACTICES

Subject Areas for Board Members: Finance, Brown Act, CA Public Records Act, Liability

Frequency: at least once, ideally during first year in office - repeat as need with changes and updates to the law

INTRODUCTION TO SPECIAL DISTRICT FINANCES FOR BOARD MEMBERS (WEBINAR)

As a board member / trustee, your responsibilities include providing fiscal oversight of the special district's finances. This course will help you fulfill these responsibilities by providing you with the knowledge and tools you need to gain a better understanding of the flow of a special district's day-to-day transactions, accounting systems, and financial statements.

BROWN ACT COMPLIANCE (MOST OFTEN AVAILABLE AS WEBINAR)

This webinar will provide education for public officials and employees at all levels about the legal requirements and procedures to ensure public business is conducted in full compliance with California's transparency laws. Attendees will learn the Brown Act's requirements concerning agendas, meeting procedures, public participation and permissible closed session exceptions. Attendees will also learn about potential pitfalls that may lead to inadvertent violations as a result of the use of email, text messaging and social media as well as emerging issues and legislative updates.

CA PUBLIC RECORDS ACT (MOST OFTEN AVAILABLE AS A WEBINAR)

If you are involved with a special district, you need to understand the scope and application of the California Public Records Act (CPRA) to your agency's records, including best practices for records retention as well as responding to public records requests. We will cover the key aspects of the CPRA, including when an applicable exemption may give an agency the right to not disclose a particular record or portion of a record. There will also be updates on recent developments in the interpretation and application of the CPRA.

UNDERSTANDING BOARD MEMBER & DISTRICT LIABILITY ISSUES (WEBINAR)

Having a complete understanding of the potential liability issues in your district can prevent problems in the future and even assist with efficiency and communication protocols. This webinar is a discussion of the legal role of the Board in the management and operation of a public agency and the role of individual Board members acting within the course and scope of their official duties.

ON-DEMAND WEBINARS

Select from these offerings based on the needs of your district as well as your own professional development. New On-Demand Webinars are added throughout the year so be sure to check back frequently.

- Accessing Legislative & Outreach Information
- CA's Broad Conflict of Interest Law and How to Avoid It
- Completing Your Statement of Economic Interest - Form 700
- Election Law Compliance: The Rising Tide of CVRA Claims
- Exercising Legislative Authority
- Fraud Environment - Tips for Detection and Controls Survey
- General Manager Evaluations
- Getting Oriented: Resources for New Board Members
- Intro to Special District Finance for Board Members
- Public Engagement and Budgeting
- Understanding Board & District Liability Issues 2020
- Who Does What? Best Practices in Board/Staff Relations

Additional Resources:

- Update your CSDA Community Profile and Notifications
- Special District New Board Member Handbook (download)
- Parliamentary Procedure Quick Reference for Special Districts (download)
- California Public Records Act Compliance Manual for Special Districts (download)
- Brown Act Compliance Manual (purchase, CSDA Bookstore)
- Understanding Special District Board Member Compensation
- Special District Laws Reference Guide

MISSION CRITICAL

Frequency: First-time track should ideally be completed within your first year in office. Returning track as you are able in order to keep current and dive deeper into governance issues.

SPECIAL DISTRICT LEADERSHIP ACADEMY CONFERENCE

A 2.5-day conference held twice a year that focuses exclusively on the role of the board and an effective governance team.

Attendees will learn:

- Working as a team: The roles of the board and staff in your district.
- Attributes and characteristics of highly effective boards.
- How culture, norms, values, and operating styles influence the district.
- Specific jobs that the board must perform.
- How individual values, skills, and knowledge help to shape how effective boards operate.
- The importance of moving from “I” to “we” as the governance team.
- The board’s role in setting direction for the district.
- The board’s role in finance and fiscal accountability.
- And much more!

Additional Resources:

- ILG Good Governance Checklist (download)
- Take Action: Engaging with Your Community and Legislators (download)
- SDLF District Transparency Certificate of Excellence Checklist (download)
- SDLF High Performing District Checklist (download)
- Special District Reserve Guidelines, Second Edition (download)
- Special District Revenues Guide (download)
- CDIAAC Local Agency Investment Guidelines (download)

Optional Resources:

- Boards that Make a Difference (3rd Ed.) John Carver © 2015
- Reinventing Your Board (Revised Ed.) John Carver and Miriam Carver © 2006
- The Policy Governance Model and the Role of the Board Member (Revised Ed.) John Carver and Miriam Carver © 2009
- Recognition: Earn your SDLF Certificate in Special District Governance by completing the Special District Leadership Academy Conference (first-time track) plus ten additional hours of continuing education from CSDA (or any other state-wide association specializing in local government) within two years.

ONGOING

CSDA ANNUAL CONFERENCE & EXHIBITOR SHOWCASE (ONCE PER YEAR, LATE SUMMER/EARLY FALL)

Enables attendees to stay current on the latest in legal, HR, governance, leadership and other issues impacting all special districts.