



Date: December 3, 2020
To: LOCSD Board of Directors
From: Ron Munds, General Manager
Subject: Agenda Item #4D General Manager Activity for November 2020

GENERAL ACTIVITIES

- COVID-19 Response.** With the County moving to the Purple Tier, the office will remain closed to the public. We are reinforcing the importance of the employee safety protocols we established early in the pandemic. We also are continuing to provide as much flexibility as we can to serve our customers and community. Staff continues to provide service to the community through phone and email contact. As always, I'm available by phone or email to answers any questions the community or Board members have; 805-528-9379 or rmunds@lososocsd.org.

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- Fee Schedule Update.** Staff is working on updating all the fees charged for our various services we offer with most related to water. The last fee update was in 2003. We are doing an in-house cost of service study to support any recommended fee increase or decrease. The results of the study will come to the Board in early 2021.

- Staff Accolade.** Ehan Good, our newest Water Resource Operator, recently passed two separate state certification tests becoming a Water Distribution Operator 2 and a Water Treatment Operator 2. Because of the COVID-19 pandemic, the offering of the certification tests were limited and scheduled a week apart in Sacramento. A big thanks to Ehan for making the extra effort and raising the bar of professionalism within our Water Resources team.

- Basin Management Committee Update.** The General Manager has continued to meet with BMC staff members to develop a Strategic Implementation Plan for the BMC which includes the 2021 budget and work plan. At this point, the work plan will include a Funding and Organizational Study which will be a big step towards making future decisions on water availability and potential supplies.

- Late Fee Update.** To keep the Board up to date on the impacts of waiving late and other fees below is a table that shows amount of fees that have been waived since March.

FEES WAIVED TO DATE										
	Cycle 2	Cycle 1	Cycle 2	Cycle 1	Cycle 2	Cycle 1	Cycle 2	Cycle 1	Cycle 2	
Past Due Date	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	1-Nov	Totals
# of Late Fee Accts	72	109	129	74	105	112	163	98	166	
Late Fee	\$1,461.90	\$2,979.21	\$1,862.52	\$2,459.24	\$2,063.98	\$3,071.19	\$3,767.56	\$2,324.45	\$3,319.21	\$23,309.26
Door Hanger Fee			\$550.00	\$810.00	\$140.00	\$360.00	\$420.00	\$210.00	\$420.00	\$2,910.00
Lock Out Fee			\$4,125.00	\$6,075.00	\$1,050.00	\$2,700.00	\$3,150.00	\$1,575.00	\$3,150.00	\$21,825.00
TOTALS	\$1,461.90	\$2,979.21	\$6,537.52	\$9,344.24	\$3,253.98	\$6,131.19	\$7,337.56	\$6,131.19	\$6,889.21	\$48,044.26
					\$20,322.87					\$37,045.60
										-\$5,643.66 Actual Issued

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Staff reinstated the assessment of late fees during October since it appears most customers are paying in a timely manner. Staff will continue to work with customers experiencing difficulties in paying their bills and will provide relief on case by case basis and continue to offer payment plans when warranted.