



March 5, 2020

**TO:** LOCSD Board of Directors

**FROM:** Matthew Fourcroy, Director

**SUBJECT: Agenda Item #4G - UAC Meeting Summary, February 19, 2020**

**President**

Charles L. Cesena

**Vice President**

Christine M. Womack

**Directors**

Matthew D. Fourcroy  
Vicki L. Milledge  
Marshall E. Ochylski

**General Manager**

Ron Munds

**District Accountant**

Robert Stilts, CPA

**Unit Chief**

Scott M. Jalbert

**Battalion Chief**

George Huang

- The meeting was called to order at 5:30 followed by the flag salute and roll call of committee members. Noted that Chairperson Cesena was absent.
- The minutes from the January 15, 2020 UAC meeting were approved.
- Jose Acosta, Utility System Manager, provided an update on utilities operations including progress on 8<sup>th</sup> Street Water Yard Building, Southbay Lower Well, and Large Meter Repair/Replacement.
- General Manager Munds presented a report on the proposed Flume rebate program. There was much interest and questions regarding the product by the committee members. The UAC recommended that the Board include the Flume device on the District's list of rebate items and offer a \$100 rebate as the incentive.
- General Manager Munds presented a report on the draft policies and procedures to address leaks and high water bills experienced by District customers. The committee and the public provided valuable input into the language of the draft policies and procedures. The committee recommended bringing the revised draft back to the committee before going to the Board. The revised draft policies and procedures will be presented at the March 18<sup>th</sup> UAC meeting.
- Public comment for items not on the agenda were heard including the upcoming sewer rate increase.
- The next scheduled meeting is on March 18, 2020.

- Attachment 01/15/20 Agenda and Approved Minutes -

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## UTILITIES ADVISORY COMMITTEE MEETING

Wednesday, January 15, 2020 at 5:30 p.m.  
Los Osos Community Services District Office  
2122 9<sup>th</sup> Street, Suite 106, Los Osos, CA

### COMMITTEE MEMBERS

Chuck Cesena, Chairperson  
Matthew Fourcroy, Vice Chairperson  
James Bishop, Member  
Jan Harper, Member  
Leonard Moothart, Member  
Eric Silva, Member

### STAFF

Ron Munds, General Manager  
Jose Acosta, Utility Systems Manager  
Laura Durban, Administrative Services Manager

## AGENDA

1. **Opening at 5:30 p.m.**  
Call to Order, Flag Salute, Roll Call
2. **Approve UAC Meeting Minutes of November 20, 2019**  
*(Recommend Committee Approval)*  
Presented By: Administrative Services Manager Durban
3. **Basin Management Committee Update**  
*(Updates Only)*  
Presented By: General Manager Munds
4. **Utility Department Report**  
Presented By: Utility Systems Manager Acosta
5. **Utilities Department Updates**  
*(Updates Only)*  
Presented By: Utility Systems Manager Acosta
6. **Leak Credit Adjustment**  
*(Discussion Only)*  
Presented By: General Manager Munds
7. **Public Comments on Items NOT on this Agenda:** At this time, the public may comment on items not on this agenda. Each commenter is limited to 3 minutes and shall address the Chairperson.
8. **Schedule Next UAC Meeting** – The next UAC Meeting will be held Wednesday, February 19, 2020 at 5:30 p.m. unless otherwise noted.
9. **Closing Comments by UAC Committee Members**
10. **Adjournment**

**Minutes of the Utilities Advisory Committee Meeting  
January 15, 2020 at 5:30 p.m. at the District Office**

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<p><b>1. Call to Order, Flag Salute and Roll Call</b></p>	<p>Vice Chairperson Fourcroy called the meeting to order at 5:32 p.m. and led the flag salute.</p> <p><u>Roll Call:</u>            James Bishop, Committee Member – Present            Jan Harper, Committee Member – Present            Leonard Moothart, Committee Member – Present            Eric Silva, Committee Member – Absent            Matthew Fourcroy, Vice Chairperson – Present            Chuck Cesena, Chairperson – Absent</p> <p><u>Staff:</u>            Ron Munds, General Manager            Jose Acosta, Utility Systems Manager            Laura Durban, Administrative Services Manager</p>	
<p><b>2. Approve UAC Minutes of November 20, 2019</b></p>	<p>Vice Chairperson Fourcroy presented the minutes for approval.</p> <p>Public Comment – Lynette Tornatzky commented that her name was spelled incorrectly.</p> <p><b>Committee Member Harper moved to approve and accept the minutes as presented. The motion was seconded by Committee Member Bishop and the motion carried by unanimous consent.</b></p>	<p><b>Action – File approved minutes.</b></p>
<p><b>3. Basin Management Committee Meeting Update</b></p>	<p>General Manager Munds gave a report of the BMC meeting commenting on the election of officers; an update on infrastructure projects; delay on well drilling permit; 8<sup>th</sup> Street Aquifer Well; and budget discussion which can increase the District costs.</p> <p>Vice Chairperson Fourcroy inquired when the budget is being proposed and approved.</p> <p>General Manager Munds responded March 18<sup>th</sup>.</p> <p>Committee Member Harper commented on the matching grant and the BMC Budget items.</p> <p>Public Comment – Jeff Edwards commented on the members in attendance at the meeting; the timeframe for the test well conclusions to be drawn; voiced dissent to a third potential facility with Program B Nitrate Removal; ongoing discussion about Cannabis application.</p> <p>Committee Member Moothart inquired where and what is the goal of the test well.</p> <p>General Manager Munds responded that the main goal is to see if there are enough gallons per minutes, the well will be drilled, tested and then destroyed.</p>	<p><b>Action – None</b></p>
<p><b>4. Utilities Department Report</b></p>	<p>Utility System Manager Acosta provided a summary of the November 2019 activities of the Utilities Department as submitted in the agenda packet reporting total water production; the District produced 13.6 million gallons equated to an average daily demand of 455,000 gallons, 60.3 gallons per day per person, a decrease from last year; he reported on production and runtime at the well sites; water billing information, Utilities Department operations and maintenance including water sampling, service line update, monthly meter reading, meter change out program, performed follow up work from Leak Detection program, update on repair work done at 10<sup>th</sup> Street tank, completed a survey of our water facilities for SCADA recommendation, and rainfall totals.</p>	<p><b>Action – None</b></p>

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<p><b>4. Utilities Department Report (continued)</b></p>	<p>Committee Member Harper inquired when the District will see the change from the leaks that were repaired.</p> <p>USM Acosta responded that it should take approximately 4 months.</p> <p>Committee Member Moothart inquired about the drawdown level.</p> <p>Vice Chairperson Fourcroy inquired about revenue that is billed and if there is a dollar amount that is forecasted every month.</p> <p>General Manager Munds responded that the revenue for the billed cycle is dependent on usage.</p> <p>USM Acosta responded that the base estimated revenue is based on fiscal year and not divided monthly.</p> <p>Committee Member Moothart inquired if the District has seen any adjustments or differences in the recharge level on the collection system.</p> <p>Committee Member Bishop inquired about the production versus consumption data in the packet.</p> <p>USM Acosta attributed part of the consumption to the Meter Change Out program.</p> <p>GM Munds commented on the discrepancy in the time periods and that the production data is more accurate.</p> <p>Public Comment – Lynette Tornatzky thanked USM Acosta for the report.</p> <p>Linde Owen commented on production time versus run time; inquired about if the District is in Stage II or Stage III, and if Los Osos received the 17 inches needed will the District step down to Stage II.</p> <p>USM Acosta responded about production versus run time; Water Contingency Plan states we need 2 years of above 17 inches of rain, and we will take that to the Board if they want to move from Stage III to Stage II.</p> <p>Jeff Edwards thanks USM Acosta for the report; inquired about residential per capita use per state formula; rainfall totals for December.</p> <p>USM Acosta shared the State Formula and that he did not have the December rain figures at the time of compiling the report.</p>	
<p><b>5. Utilities Department Update</b></p>	<p>Utility Systems Manager Acosta reported on updates regarding Southbay Well Extension, 8<sup>th</sup> Street Water Yard Building, Lead and Copper Sampling Violation, 8<sup>th</sup> Street Well, SWRCB Sanitary Survey, 3<sup>rd</sup> Street Well and Leak Survey.</p> <p>Vice Chairperson Fourcroy inquired if engineering was completed for Southbay Well Extension; if there is a way we can keep track so that we assure the lead and copper sampling does not get missed again.</p> <p>Committee Member Moothart inquired about pumps that the District replaced and if it was electrical failure.</p> <p>Public Comment – Linde Owen inquired how long it has been since the District first applied to repair/replace the 8<sup>th</sup> Street Water yard building.</p> <p>USM Acosta responded that the District applied for the permit in October of 2018.</p>	<p><b>Action – None</b></p>

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<p><b>6. Leak Credit Adjustment</b></p>	<p>General Manager Munds presented the report as submitted in the Agenda Packet commenting that he is not looking for a recommendation to the Board at this time, just a discussion amongst the Committee and attending public.</p> <p>Vice Chairperson Fourcroy commented that the water did go through the meter, that the mystery is where the water went on the property after it passed through the meter, explaining that it is not a failure on the District's part.</p> <p>USM Acosta commented on what the procedure is for when the District receives a high read and the follow up procedure to recheck to verify the number.</p> <p>GM Munds commented on a survey that the District had created a few years ago about what other districts were doing for leak credits; how the City of SLO handled it over the 26 years he worked in that department; trying to get a policy in place for what we can and won't do to avoid having these cases go to the Board.</p> <p>Vice Chairperson Fourcroy requested that GM Munds email the survey to the Committee Members and any members of the public that would be interested in reading it.</p> <p>Committee Member Bishop commented that he likes the policy we already have and inquired why else would the District expand.</p> <p>GM Munds commented that leaks happen more often than most people think, a leaky toilet can cause a high usage; adopt a better methodology like doing a 50/50 split or bill the user at Tier 1, and how often would the District allow a leak credit.</p> <p>Committee Member Harper inquired what is identified as a high bill and commented that is where the District should start.</p> <p>Committee Member Moothart commented that these decisions should be taken out of the Boards hands; on having a root cause analysis for how the leak happened.</p> <p>Committee Member Harper commented that the District should have clear guidelines and if a customer wants to appeal a decision that it come to the UAC and not the Board.</p> <p>Public Comment – Linde Owen inquired how often are there leaks that are paid and the customer does not complain because they know something happened; commented on having a flyer with the water bill that shows examples of leaks and how much water can be used for a simple leak.</p> <p>Jeff Edwards commented that if the water goes through the meter the customer should pay for it; a leak credit should be simple, if it goes through the meter they should pay for it, offer to let them pay it over time; during Stage III the District is not supposed to give out water adjustments.</p> <p>Lynette Tornatzky commented on the articles; voiced support that these appeals should not go to the Board; voiced support in having a list of things/leaks that cause excess water use.</p> <p>GM Munds commented that the District would look at the High Consumption reports and that the District does go out and investigate; the amount of high reports that ask for a leak credit is a small percentage.</p> <p>Committee Member Harper commented that a plumbers' report and should be required if a customer says they do not know where the water went.</p>	<p><b>Action – Bring Leak Credit Adjustment discussion back to a future UAC meeting.</b></p> <p><b>For GM Munds to email the leak survey of other districts to UAC and any interested members of the public.</b></p>

AGENDA ITEM	DISCUSSION	FOLLOW-UP
<b>6. Leak Credit Adjustment (continued)</b>	<p>Committee Member Bishop commented that there should be a limit on the frequency and stipulations for a leak credit.</p> <p>GM Munds commented that was why a high bill credit is something to consider, they would get 1 adjustment every 2 or 3 years.</p> <p>Linde Owen commented that more than a door hanger should be considered as a contact for a high reading.</p> <p>Lynette Tornatzky commented on having a contact information request on the water bill.</p> <p>GM Munds commented that the District wants to make the process better; inquired if the UAC would like to come back with ideas at the next meeting.</p> <p>Committee Member Harper commented that she would stay with the policy the District already has; commented on updating the rules for leaks and then create language for issues not to go to the Board.</p> <p>Linde Owen commented that the UAC should make the decision for water issues; on the method of billing.</p> <p>Committee Member Moothart commented on having enough guidelines for staff to make it consistent.</p> <p>GM Munds commented that he wants the policy to be fair for the community and wants to make it right for the Board as well; will work on more information and bring it back to the next meeting.</p>	
<b>7. Public Comments on Items NOT on this Agenda</b>	<p>Linde Owen commented on the Flume and including it in the conservation rebate program.</p> <p>Committee Member Bishop inquired about the Recycled Water Fill Station.</p>	
<b>8. Schedule Next UAC Meeting</b>	<p>The next meeting of the Utilities Advisory Committee is scheduled to be held on Wednesday, February 19, 2020 at 5:30 p.m., unless otherwise noticed.</p>	
<b>9. Closing Comments by UAC Committee Members</b>	<p>None</p>	
<b>10. Adjournment</b>	<p>The meeting adjourned at 7:15 p.m.</p>	