



# Sunnyslope County Water District

## BOARD OF DIRECTORS

### REGULAR MEETING

District Office Board Room



3570 Airline Hwy., Hollister, CA

## NOTICE & AGENDA

FEBRUARY 16, 2021

Regular Board Meeting - 5:15PM

Closed Session - 4:30PM

**AS AUTHORIZED BY THE STATE OF CALIFORNIA EXECUTIVE ORDER N-29-20 PUBLIC ACCESS TO DISTRICT MEETINGS CAN BE OBTAINED THROUGH THE FOLLOWING ACCESS POINTS:**

Join from PC, Mac, Linux, iOS or Android:

<https://zoom.us/j/95081091878?pwd=bXE2aDlNWjBnMTMyQ0ZPSEpnRk1LUT09>

Password: SSCWD

Or Telephone: Dial + 1 (669) 900-9128 and when prompted enter Meeting ID: 950 8109 1878

Passcode: 115116

Regular Board Room attendance will NOT be available to the public.

Any members of the public requiring special accommodations may call the District office at (831) 637-4670 a minimum of 24 hrs prior to the start of the meeting.

### *Mission Statement:*

*"Our Mission is to provide safe, reliable, and high-quality water and wastewater services to our customers and all future generations in an environmentally and financially responsible manner."*

#### A. CALL TO ORDER - ROLL CALL

President Buzzetta\_\_\_\_\_, Vice-President Parker\_\_\_\_\_

Director Johnson\_\_\_\_\_, Director Ross\_\_\_\_\_, and Director Alcorn\_\_\_\_\_.

- B. PUBLIC COMMENT ON CLOSED SESSION MATTERS** – Members of the public may address the Board on the item or items listed on the Closed Session agenda, with a time limit of three minutes per speaker.

## CLOSED SESSION

**C. CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTIONS:**

**1. Conference with Legal Counsel – Pending Litigation (§ 54956.9):**

- a. *County of San Benito vs. SSCWD*, San Benito County Superior Court Case No. CU-20-00068
- b. *Williams v. City of Hollister et al.*, San Benito County Superior Court Case No. CU-20-0020378u89

**2. Public Employee Performance Review (§ 54957) – Title: General Manager**

## REGULAR SESSION

**D. PLEDGE OF ALLEGIANCE**

**E. REPORT IN OPEN SESSION ACTION TAKEN IN CLOSED SESSION**

**F. APPROVAL OF AGENDA**

- G. PUBLIC COMMENTS and AUDIENCE INTRODUCTIONS** – The public may comment<sup>1</sup> on any District business, not on the agenda, with a time limit of three minutes per speaker. No actions may be taken by the Board during the public comment period.

- H. CONSENT AGENDA** – Members of the Board and/or members of the public may pull matters from the Consent Agenda. Any matter pulled from the Consent Agenda requiring action shall be moved to New Business and treated as a matter of new business, or for matters needing clarification shall be moved to Staff Reports, and addressed by the respective staff. The public may address the Board<sup>2</sup> on these items, not to exceed 3 minutes, when the Board reviews each pulled item.

1. Approval of Minutes of the Regular Board Meeting of January 19, 2021. (Pages 1-15)
2. Allowance of Claims for disbursements from January 1, 2021 through January 31, 2021. (Pages 16-18)
3. Receive Associate Engineer Monthly Status Report. (Page 19)

4. Receive Finance Manager Monthly Status Reports: a. Narrative Report, b. Operation Summary, c. Statement of Income, d. Investment Summary, and e. Board Designated Reserves. (Pages 20-35)
5. Receive Superintendent Monthly Status Reports: a. Maintenance, b. City Meter Reading, and c. Groundwater Level Measurement. (Pages 36-43)
6. Receive General Manager Monthly Status Report. (Pages 44-45)

**I. NEW BUSINESS** – The Board will review and discuss agenda items and take action or direct staff to return to the Board for action at a following meeting. The public may address the Board<sup>2</sup> on these items as the Board reviews each item.

1. Take Appropriate Action to Update Signature Cards for the District’s Heritage Bank of Commerce Bank Accounts. (Pages 46-47)
2. Authorize the General Manager to Negotiate with San Benito Foods for Contract Operation of the City of Hollister Industrial Wastewater Treatment Ponds (IWWTP). (Pages 48-49)
3. Approve Contract Amendment to the General Manager’s Employment Contract. (Pages 50-51)
4. Approve the General Manager to Enter Into a Contract for Data Processing Print & Mail Services With InfoSend Inc. (Pages 52-64)

**J. STATUS REPORTS**

1. Governance Committee – (No meeting)
2. Water / Wastewater Committee – (Meeting held February 9, 2021: Discussion of potential operation contract with San Benito Foods to service Industrial Wastewater Ponds)
3. Finance Committee – (Meeting held February 8, 2021: Discussion of CEPPT Section 115 Trust Fund participation)
4. Policy and Procedure Committee – (No meeting)
5. Personnel Committee – (Meeting held February 2, 2021: Labor Negotiation Discussion – Gov Code § 54957.6)
6. Water Resources Association of San Benito County – (Meeting held February 4, 2021)

**K. BOARD and STAFF REPORTS**

1. Directors
2. District Counsel
3. General Manager – COVID 19 Updated (Oral Report), SGMA TAC Report (Oral Report)

**L. FUTURE AGENDA ITEMS**

**M. ADJOURNMENT**

*Upon request, Sunnyslope County Water District (SCWD) will make a reasonable effort to provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. SCWD will also make a reasonable effort to provide translation services upon request. Please submit a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service as soon as possible in advance of the meeting.*

*Next Regular Board Meeting* – March 16, 2021 @ 5:15 p.m., District Office

**AGENDA DEADLINE:** March 10, 2021 @ 12:00 p.m.

*Future Scheduled Committee Meetings*

Water Resources Agency – April 1, 2021 @ 4:00 PM

<sup>1</sup> The person speaking is requested to fill out a speaker card stating items on which they wish to comment to be properly recognized during communications from the public and address comments to the Board of Directors. A limit of three (3) minutes per speaker is requested to allow others an opportunity to comment. Board members may ask questions of the speaker, but no action may be taken and no discussion may be held on non-agenized items raised by the public. The General Manager may refer the matter to the proper personnel for review.

<sup>2</sup> The person speaking is requested to fill out a speaker card stating their name, address, and items on which they wish to comment to be properly recognized during communications from the public and address comments to the Board of Directors. Please limit your comment to three (3) minutes. Please step up to and speak at the podium.

**MINUTES**  
**Regular Meeting of the Board of Directors**  
**of the**  
**SUNNYSLOPE COUNTY WATER DISTRICT**  
**January 19, 2021**

- A. CALL TO ORDER:** The meeting was called to order at 5:15 p.m. by President Buzzetta, as authorized by the State of California Executive Order N-25-20 via teleconference, at the Sunnyslope County Water District office, 3570 Airline Highway, Hollister, California.
- B. ROLL CALL: Present in Person:** President Jerry Buzzetta, Director Mike Alcorn, Director Judi Johnson, and Vice President James Parker. **Present Via Teleconference:** Director Ann Ross.
- C. PLEDGE OF ALLEGIANCE:** Director Alcorn led Directors and staff in the Pledge of Allegiance.
- D. APPROVAL OF AGENDA:** Upon a motion made to approve the agenda by Director Johnson, seconded by Director Parker, for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.
- E. PUBLIC COMMENTS AND AUDIENCE INTRODUCTIONS:** The Board welcomed members of the public and opened the meeting to public comments regarding matters not itemized on the agenda. No comments.

**Staff Present for Open Session: In Person:** General Manager/Secretary Drew Lander, Executive Assistant/Stenographer Carol Porteur, and Associate Engineer Rob Hillebrecht. **Via Teleconference:** Attorney Heidi Quinn, Water/Wastewater Superintendent Jose Rodriguez, and Finance and Human Resource Manager Travis Foster.

**F. CONSENT AGENDA:**

1. Approval of Minutes – The Board reviewed the minutes for the Regular Meeting of December 15, 2020.
2. Allowance of Claims – The Board reviewed the Disbursement Summary (below) for the period of December 1, 2020 through December 31, 2020, totaling \$1,363,776.69 which includes \$606,124.53 for payments to vendors, \$389,423.64 for Payroll – employee, and \$5,961.54 for customer refunds and checks returned. The last “ACH” # (electronic payments) was ACH #1949, and the last check written was check #28724.

# Sunnyslope County Water District

## Disbursement Summary

January 1, 2021 through January 31, 2021

Date	Num	Name	Amount
01/15/21	01-01 PRL	Employee Payroll	-65,536.87
01/15/21	01-01 PRL	Payroll Taxes	-13,660.87
01/29/21	01-02 PRL	Employee Payroll	-65,074.17
01/29/21	01-02 PRL	Payroll Taxes	-10,543.17
01/04/21	ACH 1950	North American Bancard	-403.43
01/04/21	ACH 1951	North American Bancard	-720.56
01/04/21	ACH 1952	North American Bancard	-167.14
01/04/21	ACH 1953	North American Bancard	-1,284.05
01/04/21	ACH 1954	North American Bancard	-0.23
01/05/21	ACH 1955	American Express	-37.81
01/05/21	ACH 1956	Principal	-3,081.23
01/05/21	ACH 1957	BASIC Benefits LLC	-55.00
01/12/21	ACH 1958	BASIC Benefits LLC	-738.80
01/12/21	ACH 1959	RETURNED CHECK (Ck Ret 01-01)	-128.00
01/15/21	ACH 1960	ADP	-2,083.26
01/19/21	ACH 1961	RETURNED CHECK (Ck Ret 01-02)	-145.00
01/20/21	ACH 1962	RETURNED ACH (ACH Ret 01-01)	-161.12
01/20/21	ACH 1963	RETURNED ACH (ACH Ret 01-02)	-134.34
01/20/21	ACH 1964	RETURNED ACH (ACH Ret 01-03)	-161.66
01/20/21	ACH 1965	RETURNED ACH (ACH Ret 01-04)	-152.08
01/20/21	ACH 1966	RETURNED ACH (ACH Ret 01-05)	-160.89
01/27/21	ACH 1967	RETURNED ACH (ACH Ret 01-06)	-36.07
01/04/21	28725	CECILIA & ERNEST ECHAVARRIA	-83.75
01/04/21	28726	D & M SILVEIRA & NATHAN & RONDA HURST	-172.52
01/04/21	28727	INDEPENDENT CONSTRUCTION	-283.20
01/04/21	28728	JOSHUA & BETHANY JOHNSON	-139.92
01/04/21	28729	KB HOME	-48.39
01/04/21	28730	DEBORAH MALONE	-34.35
01/04/21	28731	JUAN CARLOS & HAYLIE NUNO	-88.40
01/04/21	28732	ROBERT J RODRIGUEZ	-315.02
01/04/21	28733	Ace Hardware (Johnson Lumber Co.)	-300.66
01/04/21	28734	AT&T	-798.04
01/04/21	28735	Brenntag Pacific, Inc.	0.00
01/04/21	28736	Brigantino Irrigation	-18.10
01/04/21	28737	BTJ Enterprises, LLC	-1,615.92
01/04/21	28738	Calgon Carbon Corporation	-48,402.00
01/04/21	28739	Central Ag Supply LLC	-3,041.42
01/04/21	28740	Downtown Automotive	-113.13
01/04/21	28741	exceedio	-3,152.85
01/04/21	28742	Hach Company	-1,162.08
01/04/21	28743	Interstate All Battery Center	-79.83
01/04/21	28744	Mc Gilloway, Ray, Brown & Kaufman	-5,880.00
01/04/21	28745	Mission Uniform Service	-1,398.62

# *Sunnyslope County Water District*

## **Disbursement Summary**

**January 1, 2021 through January 31, 2021**

<b>Date</b>	<b>Num</b>	<b>Name</b>	<b>Amount</b>
01/04/21	28746	Palace Business Solutions	-62.53
01/04/21	28747	Postal Graphics	-814.66
01/04/21	28748	Quinn Company	-1,613.29
01/04/21	28749	Razzolink.com	-76.95
01/04/21	28750	San Benito Tire Pros & Automotive	-614.87
01/04/21	28751	Shape, Inc.	-7,403.22
01/04/21	28752	Staples Advantage	-64.95
01/04/21	28753	Brenntag Pacific, Inc.	-31,459.12
01/11/21	28754	Brigantino Irrigation	-466.08
01/11/21	28755	Central Ag Supply LLC	-34.96
01/11/21	28756	John Smith Road Landfill	-4,419.38
01/11/21	28757	P G & E	-19,491.56
01/11/21	28758	Postmaster	-103.00
01/11/21	28759	Recology San Benito County	-286.86
01/11/21	28760	State Water Resources Control Brd-WWOPCP	-205.00
01/11/21	28761	Toro Petroleum Corp.	-1,641.66
01/11/21	28762	U.S. Bank Corporate Payment Systems	-879.76
01/11/21	28763	State Water Resources Control Board-DWOCP	-60.00
01/11/21	28764	City of Hollister-Finance Dept	-372,422.36
01/11/21	28765	Brenntag Pacific, Inc.	-2,105.85
01/18/21	28766	Cervantes, Jr., Adan S.	-141.68
01/18/21	28767	Castro, Kevin G.	-250.00
01/18/21	28768	Boltz, William K	-98.31
01/18/21	28769	BTJ Enterprises, LLC	-796.54
01/18/21	28770	Calcon System, Inc.	-3,632.50
01/18/21	28771	Community Printers, Inc.	-1,597.18
01/18/21	28772	EBCO Pest Control	-60.00
01/18/21	28773	Hach Company	-1,119.11
01/18/21	28774	Mc Master-Carr	-81.62
01/18/21	28775	R&B Automation, Inc.	-1,995.00
01/18/21	28776	Rafter M Welding & Fabrication	-1,130.64
01/18/21	28777	Simplot Grower Solutions	-700.47
01/18/21	28778	Trans Union LLC	-112.56
01/18/21	28779	Zoom Video Communications, Inc.	-549.90
01/25/21	28780	A-1 Services	-403.00
01/25/21	28781	ACWA/JPIA	-11,303.47
01/25/21	28782	Brenntag Pacific, Inc.	-19,869.04
01/25/21	28783	Central Ag Supply LLC	-1,012.55
01/25/21	28784	CM Analytical, Inc.	-14,183.75
01/25/21	28785	Coast Counties Glass	-55.00
01/25/21	28786	CSI HR Group	-637.50
01/25/21	28787	D & K Marquez Enterprises, Inc.	-215.90
01/25/21	28788	Edges Electrical Group, LLC	-313.56

# Sunnyslope County Water District

## Disbursement Summary

January 1, 2021 through January 31, 2021

Date	Num	Name	Amount
01/25/21	28789	Interstate Battery System of San Jose Inc	-164.27
01/25/21	28790	Konica Minolta Premier Finance	-416.76
01/25/21	28791	Mc Master-Carr	-460.90
01/25/21	28792	Ryan Herco Flow Solutions	-977.01
01/25/21	28793	San Benito County-Admin Office	-8,980.00
01/25/21	28794	Toro Petroleum Corp.	-1,334.25
01/25/21	28795	Wright Bros. Indust. Supply	-88.34
01/25/21	28796	Verizon Wireless	-230.92
01/25/21	28797	DEL CURTO BROS CONST.	-512.58
01/25/21	28798	FIDEL ANTONIO NIETO-FLORES	-15.54
01/25/21	28799	ALLISON GARCIA	-68.58
01/25/21	28800	CLAIRE & DANIEL LAUGHLIN	-181.10
01/25/21	28801	MCELVANY INC	-517.15
01/25/21	28802	CINDY MONGES	-75.62
01/25/21	28803	TRACY M RODRIGUEZ	-213.39
01/25/21	28804	PETER SCAVUZZO	-87.50
01/25/21	28805	JERRY & CINDY SHEAR	-14.84
01/25/21	28806	TRINCHERO CONSTRUCTION INC	-643.40
01/25/21	28807	TRINCHERO CONSTRUCTION INC	-643.40
01/25/21	28808	THOMAS J & KATHERINE A WATT	-16.07
01/31/21	28809	San Benito County Water District	-354,796.62
01/29/21	28810	Postmaster	-2,448.85

**\$ -1,108,966.38**

### **SUMMARY:**

Accounts Payable Paid to:

Vendors	\$ 576,495.06
Payroll - Employee	154,815.08
City of Hollister for City Billing Collected, Net of Fees	372,422.36
Customer Refunds & Returned Checks/ACH	5,233.88

**Total Disbursements**

**\$ 1,108,966.38**



<u>Date</u>	<u>Number</u>	<u>Name</u>	<u>Amount</u>
12/04/20	ACH 1909	Employee Payroll - 12-01 PRLL 1	-70,533.67
12/04/20	ACH 1910	Payroll Taxes - 12-01 PRLL 1	-19,452.08
12/04/20	12-01 PRLL2	Employee Payroll	-7,763.53
12/04/20	ACH 1911	Payroll Taxes	-2,416.86
12/18/20	12-02 PRLL	Employee Payroll	-66,507.20
12/18/20	11-21	Payroll Taxes	-13,944.77
12/30/20	12-03 PRLL	Employee Payroll	-66,404.08
12/30/20	12-03 PRLL	Payroll Taxes	-18,569.79
12/30/20	11-23	Employee Payroll	-52.91
12/30/20	11-23	Payroll Taxes	-22.79
12/02/20	ACH 1902	Nationwide Life Insurance	-215.67
12/01/20	ACH 1903	North American Bancard	-506.34
12/01/20	ACH 1904	North American Bancard	-658.83
12/03/20	ACH 1905	North American Bancard	-176.22
12/03/20	ACH 1906	North American Bancard	-1,340.01
12/03/20	ACH 1907	North American Bancard	-0.21
12/02/20	ACH 1908	RETURNED CHECK - (CK Ret 12-01)	-157.37
12/07/20	ACH 1912	American Express	-37.93
12/14/20	ACH 1913	RETURNED CHECK - (CK Ret 12-02)	-315.02
12/14/20	ACH 1914	RETURNED CHECK - (CK Ret 12-03)	-156.42
12/16/20	ACH 1915	RETURNED ACH - (ACH Ret 12-01)	-152.43
12/17/20	ACH 1916	RETURNED ACH - (ACH Ret 12-02)	-143.85
12/17/20	ACH 1917	RETURNED ACH - (ACH Ret 12-03)	-161.12
12/17/20	ACH 1918	RETURNED ACH - (ACH Ret 12-04)	-147.02
12/17/20	ACH 1919	RETURNED ACH - (ACH Ret 12-05)	-290.28
12/17/20	ACH 1920	RETURNED ACH - (ACH Ret 12-06)	-128.00
12/17/20	ACH 1921	RETURNED ACH - (ACH Ret 12-07)	-141.57
12/17/20	ACH 1922	RETURNED ACH - (ACH Ret 12-08)	-188.02
12/17/20	ACH 1923	RETURNED ACH - (ACH Ret 12-09)	-137.51
12/17/20	ACH 1924	RETURNED ACH - (ACH Ret 12-10)	-154.02
12/17/20	ACH 1925	RETURNED ACH - (ACH Ret 12-11)	-93.45
12/17/20	ACH 1926	RETURNED ACH - (ACH Ret 12-12)	-260.07
12/17/20	ACH 1927	RETURNED ACH - (ACH Ret 12-13)	-58.38
12/17/20	ACH 1928	RETURNED ACH - (ACH Ret 12-14)	-65.29
12/16/20	ACH 1929	iCloud	-15.00
12/18/20	ACH 1932	ADP	-2,083.26
12/18/20	ACH 1933	ADP	-25.00
12/23/20	ACH 1934	CalPERS - Retirement	-5,222.50
12/23/20	ACH 1935	CalPERS - Retirement	-9,529.67
12/23/20	ACH 1936	CalPERS - Retirement	-121.16
12/24/20	ACH 1937	CalPERS - Retirement	-5,279.80
12/24/20	ACH 1938	CalPERS - Retirement	-9,694.53

<u>Date</u>	<u>Number</u>	<u>Name</u>	<u>Amount</u>
12/24/20	ACH 1939	CalPERS - Retirement	-194.58
12/24/20	ACH 1940	CalPERS - Retirement	-686.08
12/24/20	ACH 1941	CalPERS - Retirement	-23.08
12/24/20	ACH 1942	CalPERS - Retirement	-23.08
12/23/20	ACH 1943	RETURNED CHECK - (CK Ret 12-04)	-143.85
12/24/20	ACH 1944	RETURNED ACH - (ACH Ret 12-15)	-141.57
12/24/20	ACH 1945	RETURNED ACH - (ACH Ret 12-16)	-93.45
12/29/20	ACH 1946	CalPERS - Retirement	-5,279.81
12/29/20	ACH 1947	CalPERS - Retirement	-9,453.02
12/29/20	ACH 1948	CalPERS - Retirement	-137.32
12/30/20	ACH 1949	CalPERS - Health Insurance	-18,255.63
12/01/20	28634	Razzolink.com	-76.95
12/01/20	28635	exceedio	-760.84
12/01/20	28636	Mc Gilloway, Ray, Brown & Kaufman	-11,715.00
12/01/20	28637	State Water Resources Control Board-AFRS	-9,939.00
12/01/20	28638	Tyler Technologies, Inc.	-9,952.50
12/01/20	28639	Nationwide Retirements Solutions	-19,172.28
12/01/20	28640	Postmaster	-2,229.10
12/07/20	28641	Ace Hardware (Johnson Lumber Co.)	-315.08
12/07/20	28642	Bray Family Trust	-289.98
12/07/20	28643	Brenntag Pacific, Inc.	-22,453.68
12/07/20	28644	Brigantino Irrigation	-210.31
12/07/20	28645	Central Ag Supply LLC	0.00
12/07/20	28646	CM Analytical, Inc.	-11,704.50
12/07/20	28647	Hach Company	-1,311.22
12/07/20	28648	Palace Business Solutions	-174.78
12/07/20	28649	Premier Access Insurance Co.	-3,450.23
12/07/20	28650	Quinn Company	-1,000.00
12/07/20	28651	San Benito County Water District	-355.00
12/07/20	28652	San Benito Tire Pros & Automotive	-333.43
12/07/20	28653	Star Concrete	-422.25
12/07/20	28654	Toro Petroleum Corp.	-979.78
12/07/20	28655	Transene Company Inc (Shape Products)	-137.40
12/07/20	28656	USA Blue Book	-466.13
12/07/20	28657	Water System Optimization, Inc.	-2,500.00
12/07/20	28658	O'Reilly Auto Parts	-16.71
12/09/20	28659	San Benito County-Tax Collector	-1,134.51
12/09/20	28660	Monterey Signs, Inc.	-1,321.93
12/14/20	28661	AT&T	-644.38
12/14/20	28662	Brenntag Pacific, Inc.	-12,971.91
12/14/20	28663	Central Ag Supply LLC	-954.67
12/14/20	28664	City of Hollister-Finance Dept	-362,266.98

<u>Date</u>	<u>Number</u>	<u>Name</u>	<u>Amount</u>
12/14/20	28665	Corbin Willits Systems, Inc. (MOM's)	-4,550.00
12/14/20	28666	De Lay & Laredo	-4,287.50
12/14/20	28667	EBCO Pest Control	-60.00
12/14/20	28668	John Smith Road Landfill	-201.00
12/14/20	28669	MBS Business Systems	-1,196.48
12/14/20	28670	P G & E	-26,583.71
12/14/20	28671	Recology San Benito County	-286.86
12/14/20	28672	RJR Recycling	-4,000.00
12/14/20	28673	Trans Union LLC	-162.64
12/14/20	28674	U.S. Bank Corporate Payment Systems	-9,101.49
12/16/20	28675	San Benito County-Clerk	-15.00
12/21/20	28676	MARIA G OROPEZA	-200.00
12/21/20	28677	A-1 Services	-403.00
12/21/20	28678	Auto Tech Service Center, Inc.	-1,149.00
12/21/20	28679	Brenntag Pacific, Inc.	-10,679.87
12/21/20	28680	CM Analytical, Inc.	-10,400.00
12/21/20	28681	Edges Electrical Group, LLC	-359.59
12/21/20	28682	First Trust Alarm Company	-698.00
12/21/20	28683	Hach Company	-1,812.11
12/21/20	28684	Mark Nicholson, Inc.	-2,000.00
12/21/20	28685	Simplot Grower Solutions	-663.61
12/21/20	28686	Toro Petroleum Corp.	-1,550.91
12/28/20	28687	RODOLFO CONTRERAS	-159.73
12/28/20	28688	NATHAN & ARIEL HENSLEY	-51.24
12/28/20	28689	INDEPENDENT CONSTRUCTION	-144.98
12/28/20	28690	RENEE KUNZ	-53.70
12/28/20	28691	DEBERA LILES	-125.00
12/28/20	28692	NICODEMUS RAMIREZ & NIDIA LOPEZ	-73.08
12/28/20	28693	MANZO CONSTRUCTION INC.	-643.40
12/28/20	28694	MHG BUILDERS & CONSULTING INC	-106.29
12/28/20	28695	MHG BUILDERS & CONSULTING INC	-74.59
12/28/20	28696	MHG BUILDERS & CONSULTING INC	-84.10
12/28/20	28697	OTTO CONSTRUCTION	-763.24
12/28/20	28698	NICKOLAS JORDAN PIZANO	-140.16
12/28/20	28699	RJV INVESTMENTS	-175.22
12/28/20	28700	KASANDRA & CARL SEGERSTROM	-5.19
12/28/20	28701	JOHNNIE N WESSON	-32.93
12/28/20	28702	Atlas Copco Compressors LLC	-741.40
12/28/20	28703	Brenntag Pacific, Inc.	-8,596.12
12/28/20	28704	Brigantino Irrigation	-197.37
12/28/20	28705	CSI HR Group	-3,343.50
12/28/20	28706	Ferguson Enterprises, Inc.	-53.71

<u>Date</u>	<u>Number</u>	<u>Name</u>	<u>Amount</u>
12/28/20	28707	Hach Company	-327.15
12/28/20	28708	Hollister Auto Parts, Inc.	-122.83
12/28/20	28709	Inland Water Works Supply Co	-33,254.40
12/28/20	28710	Konica Minolta Premier Finance	-416.76
12/28/20	28711	Mid Valley Supply	-552.95
12/28/20	28712	MNS Engineers, Inc.	-1,500.00
12/28/20	28713	O'Reilly Auto Parts	-107.30
12/28/20	28714	Palace Business Solutions	-220.85
12/28/20	28715	San Benito Tire Pros & Automotive	-713.62
12/28/20	28716	True Value Hardware	-57.32
12/28/20	28717	Verizon Wireless	-230.26
12/28/20	28718	Virtual Graffiti, Inc.	-7,784.49
12/28/20	28719	exceedio	-28,234.69
12/28/20	28720	San Benito County Water District	-333,920.53
12/28/20	28721	Plangrid, Inc.	-468.00
12/28/20	28722	Nationwide Retirements Solutions	-39,506.34
12/28/20	28723	UWUA Local 820	-1,177.08
12/30/20	28724	Postmaster	-2,240.77
			<b>\$ -1,363,776.69</b>

3. Associate Engineer Monthly Status Report.
4. Finance Manager Monthly Status Reports: a. Narrative Report, b. Operation Summary, c. Statement of Income, and d. Investment Summary.
5. W/WW Superintendent Monthly Status Reports: a. Maintenance, b. City Meter Reading, and c. Groundwater Level Measurement.
6. General Manager Monthly Status Report.

Director Johnson asked to have agenda item F.2 – Allowance of Claims; F.3 - Associate Engineer Monthly Status Report; and F.5 – Superintendent Monthly Status Reports pulled and moved to Agenda Item I.4, I.5, and I.6 respectively under Board and Staff Reports.

Upon a motion made by Director Parker to approve the Consent Agenda as amended, seconded by Director Johnson, for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.

## G. NEW BUSINESS:

1. **APPROVE THE CAPITAL EXPENDITURE AND AUTHORIZE THE GENERAL MANAGER TO PURCHASE 704 REPLACEMENT WATER METERS FOR A TOTAL COST NOT TO EXCEED \$203,000 (Not a project under CEQA per Article 20, Section 15378):** General Manager Drew Lander explained that the District continues to replace water meters that are reaching the end of their service life and set new 1” water meters within new development projects. Due to extended lead times associated with COVID-19 inventories, meter manufacturers require purchase requests be placed as early as possible. This request is coming to the Board earlier than in prior years so that staff may place orders at this time with expectation to take meter delivery in June or July of 2021. This request to replace inventory of meters is consistent with prior years, and last year’s purchase quantity of meters kept pace with installation.

The purchase of the meters is anticipated in the capital budget and will be included in the FY2021-2022 budget planning if the purchase is not completed until July. Meters set for new development will be offset by meter set fees and staff anticipates 150 new meter sets this year.

Director Johnson asked if the purchase is just for meters or if antennas are included, to which General Manager/Secretary Lander stated it is just for meters and installation of the fixed antennas will come before the Board at a later date.

Director Parker asked if there would be enough shelf space for this order and if ordering in advance was the reason for the 2% decrease in cost. General Manager/Secretary Lander stated that by the time the meters are received there will be shelf space and as for the 2% decrease, that may be because new vendors are supplying the meters.

Upon a motion made by Director Johnson, to approve the capital expenditure and authorize the General Manager to purchase 704 replacement water meters for a total cost not to exceed \$203,000, seconded by Director Alcorn, and for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.

2. **DISCUSS AND RATIFY ACTIONS PROPOSED TO BE TAKEN BY THE GENERAL MANAGER – STAFF WILL BEGIN MAILING NOTIFICATION LETTERS TO ACCOUNTS AND PROPERTY OWNERS OF DELINQUENT ACCOUNTS (Not a project under CEQA per Article 20, Section 15378):** General Manager/Secretary Lander stated that the actions proposed by the General Manager in this report are authorized based on current District Water Code (DWC) approved by the Board. The staff report that was provided was to inform the board of the General

Manager's intent to act on this code and allows the Board to discuss these actions and to provide additional direction if desired.

As of December 2020, the District has experienced a continued non-payment of several water accounts due to the COVID-19 pandemic. California executive order: N-42-20 put into effect a moratorium on water shut offs. Presently the District holds \$210,238.54 in unpaid water charges. Approximately \$50,000 of this amount is accrued by accounts greater than 180 days delinquent. District Water Code (DWC) provides protections for the District to recoup these unpaid charges.

As defined in DWC 3.40.310 the District will take steps and arrangements to place liens on accounts over 180 days delinquent. Staff has been directed to prepare and mail out the letter provided with the staff report, to the account holder (if they are a tenant), and to the property owner to place them on notice of the pending lien. After legal notice is given staff will be directed to proceed with the placement of liens on all properties greater than 180 days delinquent.

As an additional step in the notification process staff will also prepare and mail out letters to all accounts with balances more than \$1,000 to remind the property owner of their responsibility under current District code and to notify them of the intent of the District to collect on those accounts if they extend over 180-day delinquent.

Failure to collect on water delivered does financially impact the District's ability to operate. Continued non-payment puts the District operation at risk.

Director Johnson asked what the dispute process would be, and General Manager/Secretary Lander stated that a letter would be written to the General Manager and if there was no resolution through this step, the dispute would then come before the Board.

Director Ross suggested including information in the letter regarding outreach with Community Action Services for assistance and General Manager/Secretary Lander stated that he has been looking into options with them.

Director Alcorn asked if the District places judgement liens and General Manager/Secretary Lander stated that placing a property lien is a form of judgement lien and allows for the District to recover their loss in the event the property owner tries to refinance or sell the property.

Upon a motion made by Director Johnson, to ratify the actions to be taken by the General Manager as explained, seconded by Director Parker, and for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.

- 3. APPROVE A CONTRACT FOR PROFESSIONAL SERVICES EXTENDING AUDIT SERVICES WITH MCGILLOWAY-RAY-BROWN-KAUFMAN ACCOUNTANTS AND CONSULTANTS (MRBK) FOR THREE YEARS NOT TO EXCEED \$76,160:** Finance & Human Resource Manager, Travis Foster explained that the District contracts independent auditing services with outside firms to perform annual review of all District financial procedures and policies. After discussion with the Finance Committee in November 2020 regarding the successful performance of the audit for FY19-20 staff recommended extension of the contractual services for an additional 3 years. The Finance Committee favorably reviewed this proposal and staff is requesting MRBK be retained for audit services until 2023 as outlined in the attached proposal.

Director Parker inquired about previous discussions regarding looking for a new firm because staff was not happy with MRBK. Finance and Human Resource Manager Foster stated that in his opinion, after working with MRBK, there may have been an issue with open dialogue between previous staff and the auditor. Mr. Foster stated that after his own interaction with the auditors MRBK, he feels very confident and comfortable continuing with their service, especially with all the new accounting software changes that are currently taking place.

Upon a motion made by Director Johnson, to approve a contract for professional services extending audit services with McGilloyay-Ray-Brown-Kaufman Accountants and Consultants (MRBK) for three years not to exceed \$76,160, seconded by Director Alcorn, and for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.

## **H. BOARD COMMITTEE and STATUS REPORTS**

1. **Governance Committee:** No meeting held.
2. **Water/Wastewater Committee:** No meeting held.
3. **Finance Committee:** No meeting held.
4. **Policy and Procedure Committee:** No meeting held.
5. **Personnel Committee:** General Manager/Secretary Lander reported that an open meeting was held on December 22, 2020 to review the standards of care for the General Manager performance review and was intended to include and provide direction to the General Manager regarding preparation prior to the full Board discussion.

A closed meeting was also held on January 15, 2021 to discuss the General Manager's performance review. General Manager/Secretary Lander reported that discussion was held, direction was given, and no action taken.

President Buzzetta stated that committee assignments were reassigned beginning January 2021, replacing Director Johnson with Director Parker for the Personnel Committee. Director Johnson was on the committee for the December meeting, so it was agreed by all that she would continue with the January meeting since it was the same topic.

**6. Water Resources Association of San Benito County (WRA):** No meeting held.

## **I. BOARD and STAFF REPORTS**

**1. Directors:** Director Johnson reported that she was a grand prize winner from the ACWA's 2020 Fall Virtual Conference & Exhibition held in December.

Director Johnson reported that the fiscal projection for the Pacheco Pass Dam has more than doubled and they fully intend on going through with the project. She stated that she was informed that the project could have a planning period of about 10 years, and they may not know the ramifications until the year 2030.

Director Johnson stated that ACWA/ JPIA had sent out refunds in May of 2020 for Districts that were attending the conference and ask Director Alcorn, who was the JPIA representative last year, if the District had received one. Director Alcorn was not aware and stated that he did not attend last year's meeting. Due to no knowledge of receiving a refund it was decided that it would be investigated by staff.

**2. District Counsel:** Attorney Heidi Quinn reported that DeLay & Laredo will be hosting an AB1234 – Ethics and Brown Act zoom training on Wednesday, January 27<sup>th</sup> from 9:30 am to 11:30 am for anyone is interested in participating.

**3. General Manager:** General Manager/Secretary Lander gave an update on the COVID-19 reporting the office remains closed. There have been a few of the staff that have been out on COVID leave due to family members testing positive and since they were exposed, staff would quarantine until they received a negative test result. Mr. Lander did report that there has not been any transmission in the office.

General Manager/Secretary Lander reported that he continues to work with the City of Hollister who is on the forefront of financial funding through FEMA. Mr. Lander stated originally Health and Human Services had put the District in Tier 1C, but due to communications Mr. Lander has had they have now moved us into Tier 1B. A list of



employees has been provided to them so when doses become available, they will contact staff that are interested.

General Manager/Secretary Lander stated that the District continues with the State order of not shutting water off for non-payment on the account.

The District has begun switching to the new billing software and things are going well with the transition.

General Manager/Secretary Lander reported that the Technical Advisory Committee (TAC) has a meeting at the end of the month, and they continue with the final groundwater report. He emphasized that San Benito County has done a good job managing the groundwater well.

General Manager/Secretary Lander reported that the newsletter has been mailed out to customers and seems to be well received.

- 4. Allowance of Claims for disbursements from December 1, 2020 through December 31, 2020:** Director Johnson pulled item F.2 to first comment on the number of returned checks that the District receives, this month alone had 20 returned items.

Director Johnson then ask Finance and Human Resource Manager to explain two checks issued to exceedio, check #28635 for \$760.84 and #28719 for \$28,234.69, and Mr. Foster explained that these were part of the capital implementation of Tyler and the server upgrade for WaterSmart and Invoice Cloud that was approved by the Board at the August 18, 2020 meeting, not to exceed \$135,000. Mr. Foster also pointed out that with his analysis of total cost to date there is approximately \$85,000 of the \$135,000 remaining. Director Johnson also inquired about check #28718, payable to Virtual Graffiti, Inc. for \$7,784.49 and Mr. Foster explained that is for the security camera improvement project. General Manager/Secretary Lander reminded the Board that the capital improvement was approved at the December 15, 2020 meeting for an amount not to exceed \$10,000. Mr. Lander added that with this installation charge, the District is still under budget.

- 5. Associate Engineer Monthly Status Report:** Director Johnson pulled item F.3 to have Associate Engineer Rob Hillebrecht explain the annual District maps update. Mr. Hillebrecht explained that the District Water and Sewer System Maps have been updated to include all the new infrastructure from new developments and projects. Copies of the revised pages are printed and distributed to all Maintenance and Operations staff along with key District sites. Director Johnson has a concern that making the maps public could pose as a potential problem if someone were trying to sabotage the water system. Discussion

was held and decided this concern should be addressed with the Policy and Procedures Committee.

Director Johnson also asked Mr. Hillebrecht to explain the annual Engineer & Salinity Management reports, to which Mr. Hillebrecht reported that staff have started compiling the information and data for the annual Ridgemark Wastewater Facility Engineer Report and Salinity Management Report. This report is due every year by Jan 31 to the Regional Water Quality Control Board. The key aspects of this report are Sunnyslope's wastewater treatment and disposal capacity and the treated effluent quality. The Salinity Report demonstrates the actions Sunnyslope is taking to reduce effluent Chloride concentrations to come within the regulatory limit. Mr. Hillebrecht stated that significant improvement has been made regarding salinity with TDS, Sodium, and Chlorine concentrations decreasing by more than 50% over the past 5 years. These reports will be available to the public on the new District website though they are generally of more interest to regulators.

- 6. W/WW Superintendent Monthly Status Reports:** Director Johnson pulled item #F.5 to have Water/Wastewater Superintendent Rodriguez explain a repaired air-vacuum relief on Sunnyslope Lane which was backed into by an unknown vehicle and hit the air-vacuum relief standpipe. Staff was able to isolate the valve and turn it off. Staff located a new shut-off valve about 5 feet further down from the valve and were able to replumb, install a new curb stop, and formed a new pad with protective cover.

Director Johnson also wanted Mr. Rodriguez to explain a repaired blow-off leak at 320 Bonnie Lane. Mr. Rodriguez explained that the blow off break was due to normal wear and tear on the pipe. On-call staff was able to isolate the problem area, so Mr. Rodriguez then dispatched a crew out with the Vactor truck and leak truck. Staff was able to complete the repair within 5 hours and get the water pressure back up in that area.

Water/Wastewater Superintendent Rodriguez complimented staff on how efficiently they worked on a holiday and minimized the down time at both locations.

Director Johnson commented on the number of fire hydrants that were flushed (78) for the month of December and was very pleased.

Upon a motion made by Director Johnson, to approve the reports given on the three items pulled from the consent agenda; seconded by Director Parker, and for which President Buzzetta (JB) then took a roll call vote as follows: Directors Alcorn, (MA), yes; Johnson (JJ), yes; Parker (JP), yes; Ross (AR), yes; and President Buzzetta (JB), yes; the motion carried 5-0.

**J. FUTURE AGENDA ITEMS:** Directors Compensation.

**K. PUBLIC COMMENT ON CLOSED SESSION MATTERS** –Members of the public may address the Board on the item or items listed on the Closed Session agenda, with a time limit of three minutes per speaker. No comments.

President Buzzetta moved the meeting to closed session at 6:38 p.m.

**L. CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTIONS:**

**1. Conference with Legal Counsel – Pending Litigation (§ 54956.9):**

- a. *County of San Benito vs. SSCWD*, San Benito County Superior Court Case No. CU-20-00068
- b. *Williams v. City of Hollister et al.*, San Benito County superior Court Case No. CU-20-0020378u9

**2. Public Employee Performance Review (§ 54956.9) – Title: General Manager**

**M. REPORT IN OPEN SESSION ACTION TAKEN IN CLOSED SESSION:**

**1. Conference with Legal Counsel – Pending Litigation (§ 54956.9):**

Attorney Heidi Quinn reported that she provided a status report regarding litigation identified in item #1 and no reportable action was taken.

**2. Public Employee Performance Review (§ 54956.9) – Title: General Manager**

Attorney Heidi Quinn reported that the second item was discussed by the Board and direction was given to have the Personel Committee meet and present a recommendation to the Board at the February meeting.

**N. ADJOURNMENT:** President Buzzetta adjourned the meeting at 8:10 p.m.

**APPROVED BY THE BOARD:**

\_\_\_\_\_  
Jerry T. Buzzetta, President

**RESPECTFULLY SUBMITTED:**

\_\_\_\_\_  
Drew A. Lander, Secretary

# Sunnyslope County Water District

## Disbursement Summary

January 1, 2021 through January 31, 2021

Date	Num	Name	Amount
01/15/21	01-01 PRL	Employee Payroll	-65,536.87
01/15/21	01-01 PRL	Payroll Taxes	-13,660.87
01/29/21	01-02 PRL	Employee Payroll	-65,074.17
01/29/21	01-02 PRL	Payroll Taxes	-10,543.17
01/04/21	ACH 1950	North American Bancard	-403.43
01/04/21	ACH 1951	North American Bancard	-720.56
01/04/21	ACH 1952	North American Bancard	-167.14
01/04/21	ACH 1953	North American Bancard	-1,284.05
01/04/21	ACH 1954	North American Bancard	-0.23
01/05/21	ACH 1955	American Express	-37.81
01/05/21	ACH 1956	Principal	-3,081.23
01/05/21	ACH 1957	BASIC Benefits LLC	-55.00
01/12/21	ACH 1958	BASIC Benefits LLC	-738.80
01/12/21	ACH 1959	RETURNED CHECK (Ck Ret 01-01)	-128.00
01/15/21	ACH 1960	ADP	-2,083.26
01/19/21	ACH 1961	RETURNED CHECK (Ck Ret 01-02)	-145.00
01/20/21	ACH 1962	RETURNED ACH (ACH Ret 01-01)	-161.12
01/20/21	ACH 1963	RETURNED ACH (ACH Ret 01-02)	-134.34
01/20/21	ACH 1964	RETURNED ACH (ACH Ret 01-03)	-161.66
01/20/21	ACH 1965	RETURNED ACH (ACH Ret 01-04)	-152.08
01/20/21	ACH 1966	RETURNED ACH (ACH Ret 01-05)	-160.89
01/27/21	ACH 1967	RETURNED ACH (ACH Ret 01-06)	-36.07
01/04/21	28725	CECILIA & ERNEST ECHAVARRIA	-83.75
01/04/21	28726	D & M SILVEIRA & NATHAN & RONDA HURST	-172.52
01/04/21	28727	INDEPENDENT CONSTRUCTION	-283.20
01/04/21	28728	JOSHUA & BETHANY JOHNSON	-139.92
01/04/21	28729	KB HOME	-48.39
01/04/21	28730	DEBORAH MALONE	-34.35
01/04/21	28731	JUAN CARLOS & HAYLIE NUNO	-88.40
01/04/21	28732	ROBERT J RODRIGUEZ	-315.02
01/04/21	28733	Ace Hardware (Johnson Lumber Co.)	-300.66
01/04/21	28734	AT&T	-798.04
01/04/21	28735	Brenntag Pacific, Inc.	0.00
01/04/21	28736	Brigantino Irrigation	-18.10
01/04/21	28737	BTJ Enterprises, LLC	-1,615.92
01/04/21	28738	Calgon Carbon Corporation	-48,402.00
01/04/21	28739	Central Ag Supply LLC	-3,041.42
01/04/21	28740	Downtown Automotive	-113.13
01/04/21	28741	exceedio	-3,152.85
01/04/21	28742	Hach Company	-1,162.08
01/04/21	28743	Interstate All Battery Center	-79.83
01/04/21	28744	Mc Gilloway, Ray, Brown & Kaufman	-5,880.00
01/04/21	28745	Mission Uniform Service	-1,398.62

# Sunnyslope County Water District

## Disbursement Summary

January 1, 2021 through January 31, 2021

Date	Num	Name	Amount
01/04/21	28746	Palace Business Solutions	-62.53
01/04/21	28747	Postal Graphics	-814.66
01/04/21	28748	Quinn Company	-1,613.29
01/04/21	28749	Razzolink.com	-76.95
01/04/21	28750	San Benito Tire Pros & Automotive	-614.87
01/04/21	28751	Shape, Inc.	-7,403.22
01/04/21	28752	Staples Advantage	-64.95
01/04/21	28753	Brenntag Pacific, Inc.	-31,459.12
01/11/21	28754	Brigantino Irrigation	-466.08
01/11/21	28755	Central Ag Supply LLC	-34.96
01/11/21	28756	John Smith Road Landfill	-4,419.38
01/11/21	28757	P G & E	-19,491.56
01/11/21	28758	Postmaster	-103.00
01/11/21	28759	Recology San Benito County	-286.86
01/11/21	28760	State Water Resources Control Brd-WWOPCP	-205.00
01/11/21	28761	Toro Petroleum Corp.	-1,641.66
01/11/21	28762	U.S. Bank Corporate Payment Systems	-879.76
01/11/21	28763	State Water Resources Control Board-DWOCP	-60.00
01/11/21	28764	City of Hollister-Finance Dept	-372,422.36
01/11/21	28765	Brenntag Pacific, Inc.	-2,105.85
01/18/21	28766	Cervantes, Jr., Adan S.	-141.68
01/18/21	28767	Castro, Kevin G.	-250.00
01/18/21	28768	Boltz, William K	-98.31
01/18/21	28769	BTJ Enterprises, LLC	-796.54
01/18/21	28770	Calcon System, Inc.	-3,632.50
01/18/21	28771	Community Printers, Inc.	-1,597.18
01/18/21	28772	EBCO Pest Control	-60.00
01/18/21	28773	Hach Company	-1,119.11
01/18/21	28774	Mc Master-Carr	-81.62
01/18/21	28775	R&B Automation, Inc.	-1,995.00
01/18/21	28776	Rafter M Welding & Fabrication	-1,130.64
01/18/21	28777	Simplot Grower Solutions	-700.47
01/18/21	28778	Trans Union LLC	-112.56
01/18/21	28779	Zoom Video Communications, Inc.	-549.90
01/25/21	28780	A-1 Services	-403.00
01/25/21	28781	ACWA/JPIA	-11,303.47
01/25/21	28782	Brenntag Pacific, Inc.	-19,869.04
01/25/21	28783	Central Ag Supply LLC	-1,012.55
01/25/21	28784	CM Analytical, Inc.	-14,183.75
01/25/21	28785	Coast Counties Glass	-55.00
01/25/21	28786	CSI HR Group	-637.50
01/25/21	28787	D & K Marquez Enterprises, Inc.	-215.90
01/25/21	28788	Edges Electrical Group, LLC	-313.56

# Sunnyslope County Water District

## Disbursement Summary

January 1, 2021 through January 31, 2021

Date	Num	Name	Amount
01/25/21	28789	Interstate Battery System of San Jose Inc	-164.27
01/25/21	28790	Konica Minolta Premier Finance	-416.76
01/25/21	28791	Mc Master-Carr	-460.90
01/25/21	28792	Ryan Herco Flow Solutions	-977.01
01/25/21	28793	San Benito County-Admin Office	-8,980.00
01/25/21	28794	Toro Petroleum Corp.	-1,334.25
01/25/21	28795	Wright Bros. Indust. Supply	-88.34
01/25/21	28796	Verizon Wireless	-230.92
01/25/21	28797	DEL CURTO BROS CONST.	-512.58
01/25/21	28798	FIDEL ANTONIO NIETO-FLORES	-15.54
01/25/21	28799	ALLISON GARCIA	-68.58
01/25/21	28800	CLAIRE & DANIEL LAUGHLIN	-181.10
01/25/21	28801	MCELVANY INC	-517.15
01/25/21	28802	CINDY MONGES	-75.62
01/25/21	28803	TRACY M RODRIGUEZ	-213.39
01/25/21	28804	PETER SCAVUZZO	-87.50
01/25/21	28805	JERRY & CINDY SHEAR	-14.84
01/25/21	28806	TRINCHERO CONSTRUCTION INC	-643.40
01/25/21	28807	TRINCHERO CONSTRUCTION INC	-643.40
01/25/21	28808	THOMAS J & KATHERINE A WATT	-16.07
01/31/21	28809	San Benito County Water District	-354,796.62
01/29/21	28810	Postmaster	-2,448.85

**\$ -1,108,966.38**

### **SUMMARY:**

Accounts Payable Paid to:

Vendors	\$ 576,495.06
Payroll - Employee	154,815.08
City of Hollister for City Billing Collected, Net of Fees	372,422.36
Customer Refunds & Returned Checks/ACH	5,233.88

**Total Disbursements**

**\$ 1,108,966.38**

# Staff Report

Agenda Item: **H – 3**

DATE: February 3, 2021 (February 16, 2021 Meeting)

TO: Board of Directors

FROM: Associate Engineer, Rob Hillebrecht P.E.

SUBJECT: Associate Engineer Monthly Status Report

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1. **Annual District Maps Update** – Updated Water and Sewer System Maps have been printed and distributed to all the operations and maintenance staff. These maps show the locations of all District facilities such as buried pipes, fire hydrants, water services, valves, and more. The maps are regularly revised as developments are built.
2. **West of Fairview and Roberts Ranch Tie-ins** – The West of Fairview Phase 1 development and the Roberts Ranch development passed all their testing and tied in to Sunnyslope’s overall water system. Construction of the model homes has begun for Roberts Ranch and is expected to begin for West of Fairview soon.
3. **Earthquake Emergency Response Plan** – District staff have written a specific emergency response plan for a major earthquake disaster. This plan is currently being reviewed by other agencies partners such as Fire, Police, Hollister Utilities, and County Office of Emergency Services. After input from these agencies is received, staff plan to conduct drills to practice the emergency response.
4. **Well 5 Irrigation System** – Geotechnical borings were conducted at the Well 5 site on January 14<sup>th</sup> to analyze how soil characteristics might influence the design. District staff have provided lots of data to Schaaf & Wheeler for the modeling effort to determine the controlling factors and operational parameters for the Irrigation System.
5. **Annual Engineer & Salinity Management Reports** – All the annual reports were completed and submitted to the Regional Water Quality Control Board. Sunnyslope wastewater effluent continues to trend down in all salinity parameters but remains over the regulatory limit for chlorides. However, significant progress has been made as chloride levels have decreased by over 50% in the last 6 years.
6. **Urban Water Management Plan Data** – Sunnyslope, San Benito County Water District, and the City of Hollister are partnering for the required Urban Water Management Plan Update. Todd Groundwater is assisting in this effort and asked for a wide array of data from Sunnyslope. Staff have assembled and provided all the data that was requested. Importantly, projections of future development and water supply needs were developed.

# Staff Report

Agenda Item: **H – 4a**

**DATE:** February 11, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** Finance & Human Resource Manager, Travis J. Foster

**SUBJECT:** Finance Manager Monthly Status Reports: a. Narrative Report,  
b. Operation Summary, c. Statement of Income, d. Investment Summary, and  
e. Board Designated Reserves.

## **b. OPERATION SUMMARY**

(January 2021):

We received forty-seven (47) water capacity fees and zero (0) wastewater capacity fees in January 2021, compared to fifty-eight (58) water capacity fees and zero (0) wastewater capacity fees received in the previous year. Summary Table of January and YTD presented below.

Comparison of Capacity Fees Received for the Current Month & Year to Date							
Item	JAN. 2021	DEC. 2020	JAN. 2020	Increase / (Decrease) from Prior Year (PY)	YTD TOTALS Current Fiscal Year	YTD TOTALS Prior Fiscal Year	Increase / (Decrease) from Prior Year (PY)
NO. WATER CAPACITY FEE RECD	47	30	58	(11)	168	207	(39)
NO. WW CAPACITY FEE RECD	-	-	-	-	-	-	-

As our deposit policy continues to drive the increase in customers signing up for our in-house (free) “Auto Pay” services, the table below presents the changes from prior month (PM) and the changes from prior year (PY).

Summary of Changes in Customer Accounts						
Account Types	JAN. 2021	DEC. 2020	JAN. 2020		Δ from PM ++	Δ from PY *
NO. WATER ACCOUNTS	6,588	6,580	6,326		8	262
NO. SSCWD SEWER ACCTS	1,238	1,239	1,233		(1)	5
NO. AUTO PAY CUSTOMERS	2,705	2,941	2,697		(236)	8
NO. E-BILL CUST'S (Paperless)	838	513	445		325	393
Percent of Customers Gone Green	12.7%	7.8%	7.0%			

++ PM = Prior Month

+ PY = Prior Year

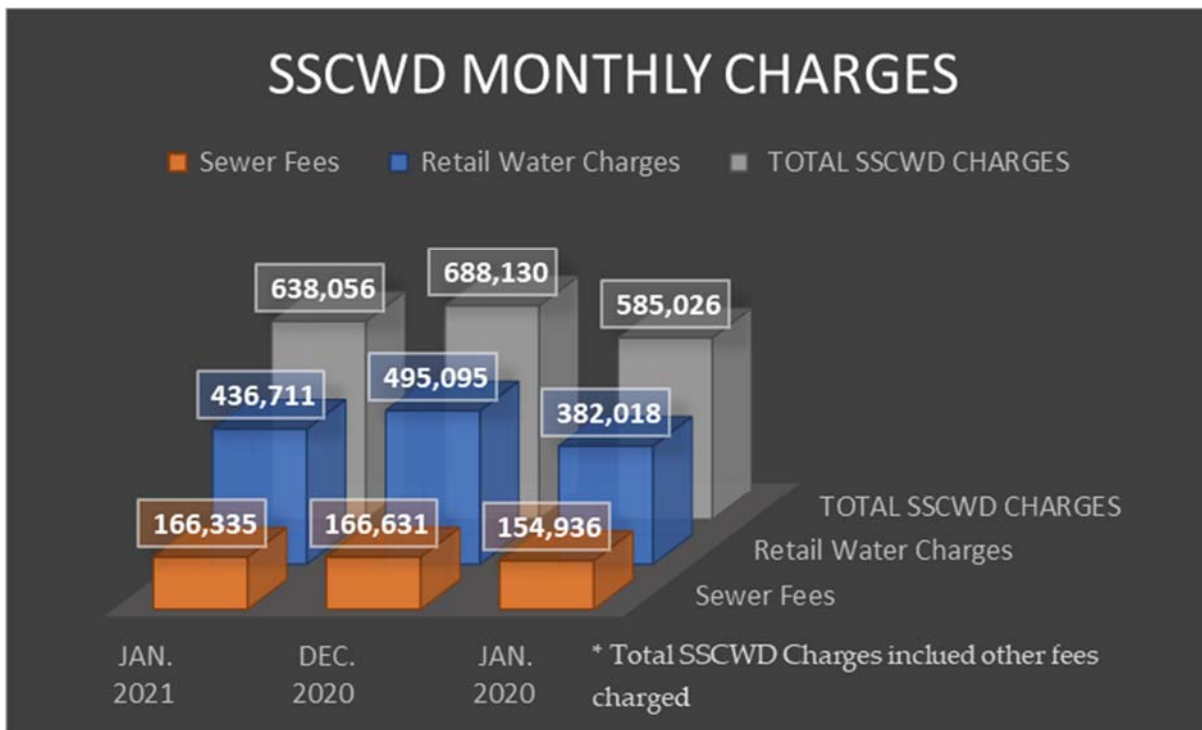


On January 19, 2021, the District began the implementation of WaterSmart and Invoice Cloud for our customers. In addition to the modern customer interface providing in depth water use data, the platform also provides some additional tools and analytics for the acceptance of payments presented below:

<b>Water Smart / Invoice Cloud Payments</b>	<b>JAN. 2021</b>
<b>Customer Portal Payments</b>	394
<b>Express Payments</b>	2
<b>Interactive Voice Response (IVR)</b>	5
<b>Mobile Express Payments</b>	2
<b>Scheduled Payment</b>	4
<b>Shopping Cart</b>	166
<b>Total</b>	<b>573</b>
<b>NO. E-BILL Invoice Cloud (Paperless)</b>	<b>838</b>

The District's Account Technicians have done a marvelous job introducing the new portal to our customers and assisting with taking payments over the phone. The 394 Customer Portal Payments represent payments taken by our technicians while introducing the system in January 2021. In the future, this category will also include customers that log into their account without assistance. Express Payments represent the number of payments taken where the customer used the pay-by-email feature (where the customer is not required to log into their account) and totaled two (2) in January. We had five (5) customers utilize the Interactive Voice Response (IVR) payment system, which is a voice response or telephone keypad system. We had two (2) customers use Mobile Express, which are payments taken by text messaging. Four (4) customers logged in to schedule payments. We had 166 Shopping Cart payments, which is how our account technicians use the portal to take customer deposits and other fees paid over the phone. Finally, our E-Bill customers increased by 325 customers from December 2020 to 838 E-Bill accounts and brings our Customers Going Green from 7.8% to 12.7%. We look forward to reporting back on these metrics as the system continues to grow.

The following chart shows the comparison of Retail Water, Sewer and Total Charges:



The table below summarizes January 2021 Monthly Charges by type compared to December 2020 and January 2020, respectively.

SSCWD Monthly Charges Comparison							
MONTHLY CHARGES	JAN. 2021	DEC. 2020	JAN. 2020	Δ from PM ++	Δ from PY *	% increase PM ++	% increase PY *
Retail Water Charges	436,711	495,095	382,018	(58,384)	54,693	-11.8%	14.3%
Sewer Fees	166,335	166,631	154,936	(296)	11,399	-0.2%	7.4%
Installation Fees	20,935	12,150	23,770	8,785	(2,835)	72.3%	-11.9%
Late Fees	-	-	6,230	-	(6,230)	N/A	-100.0%
Admin. Collection Fees, net	20	160	4,970	(140)	(4,950)	-87.5%	-99.6%
COH Billing Fees	12,720	12,657	12,012	63	708	0.5%	5.9%
Other Misc. Fees	1,335	1,437	1,090	(102)	245	-7.1%	22.5%
<b>TOTAL SSCWD CHARGES</b>	<b>638,056</b>	<b>688,130</b>	<b>585,026</b>	<b>(50,074)</b>	<b>53,030</b>	<b>-7.3%</b>	<b>9.1%</b>

++ PM = Prior Month

+ PY = Prior Year

Water sales revenue of \$436,711 for January 2021, is down \$58,384 (or -11.8%) compared to last month and is up \$54,693 (or 14.3%) compared to January 2020. Sewer fee revenue of \$166,335 for January 2021, is consistent to last month, and is up \$11,399 (or 7.4%) compared to January 2020. Total SSCWD Charges of \$638,056 are down \$50,074 from December and up \$53,030 from January 2020.

Installation fee revenue is based on the number of capacity fees collected and the size of the meter to be installed. During January 2021, we have collected \$20,935 for 47 water capacity fees, compared to \$12,150 in December 2020 and \$23,770 in January 2020, resulting in an increase of \$8,785 (or 72.3%) from last month and a decrease of \$2,835 from prior year (or -11.9%).

For the first month of fiscal year 2020/21, compared the same period last fiscal year:

- Late fee revenue of \$0 is down \$6,230 from January 2020.
- Administrative collection fees are down \$4,950 from January 2020.
- Net billing fees from the City of Hollister of \$12,720 is up \$708 from January 2020; and
- Other miscellaneous fees of \$1,335 is up \$245 from January 2020.

Water sold to customers for January 2021 totals 44.4 million gallons compared to 54 million gallons last month and 36.3 million gallons in January of 2020. This represents a decrease of 9.6 million gallons sold to customers (or -17.8%) over last month which is consistent with our winter use expectation, and an increase of 8 million gallons (or 22.2%) over January 2020.

The past due percentage of accounts receivable due from all customers for January 2021 is 13.55% compared to January 2020 of 6.3%. The past due percentage has increased from 13.4% in December 2020. The inability to charge late fees or shut off water for non-payment due to the pandemic continues to drive the increase in the past due balances

### **c. STATEMENT OF INCOME**

*(December 2020):*

#### Discussion:

For December 2020, Water operations shows Net Operating Loss of \$126,699 and Net Income of \$788,503. Wastewater operations resulted in Net Operating Income of \$48,901 and Net Income of \$27,448. When combining Water and Wastewater, net income of \$815,951 is up \$377,746 from the prior month. This increase is primarily attributable to a \$571,375 increase in Donated Assets for the recording of two Water Main projects, Santa Ranch Phase 5 and Bennett Ranch. The total in Combined Water and Wastewater Loss - Adjusted for Non-Budgeted Items is \$106,367 for the month of December. Year-to-Date (YTD) Combined Income Adjusted for Non-Budgeted Items is \$411,669, which is attributable to timing of Water Revenue Sales for higher consumption months from July to December.

December Salaries and Benefits in Water and Wastewater Operations increased \$19,471 and \$5,102, respectively which is due to 23 working days in December compared to 21 days in November. Compared with November, operating expenses increased \$8,358 in Water and \$7,242 in Wastewater, which is also attributable to the change in operating days. Water Operating Expenses are up \$203,590 compared to December 2019, which is primarily due to the timing of Water Production expenses of \$48,402 for GAC Filter Media Replacement at Lessalt, an increase of \$41,122 in Depreciation from Water Main and the Cross Town Pipeline capital additions, and the change in tracking Lessalt / West Hills Treatment Plant Labor to their respective departments in the current Fiscal Year.

**d. INVESTMENT SUMMARY***(January 31, 2021):*

Our total cash and invested funds are \$14,869,442 as of January 31, 2021, and is up \$874,052, compared to last month. The increase is attributable to \$653,200 in Capacity Fees received in January 2021. Compared to January 31, 2020, our total cash and invested funds is up \$3,490,092 or 31%. The increase in cash and invested funds from prior year is due primarily to the \$1.085 million dollar funding to CALPERS for the unfunded liability in August of 2019, which decreased the cash position in the prior year. This decrease has been offset by Capacity Fees collected since that funding. The District's invested funds at January 31<sup>st</sup> are split between the Local Agency Investment Fund (LAIF), and the Heritage Bank Money Market Account (MMA), with \$7,012,631 invested in LAIF, and \$1,062,946 invested in the MMA. The remaining balance of \$6,793,865 is on deposit with Heritage Bank in the District's checking account. Interest received year-to-date totals \$55,996, which represents seven months of interest on the MMA, and quarterly interest from LAIF that posted in July, October and December.

**e. BOARD DESIGNATED RESERVES***(January 31, 2021):*

Attachment e. of the Finance Manager's report provides a summary of the Board Designate Reserve Balances as of January 31, 2021.

**Sunnyslope County Water District**

2020 / 2021

OPERATION SUMMARY (This Year)

ITEMS	JULY 2020	AUG. 2020	SEPT. 2020	OCT. 2020	NOV. 2020	DEC. 2020	JAN. 2021	TOTALS
NO. WATER CAPACITY FEE RECD	20	18	22	7	24	30	47	168
NO. WW CAPACITY FEE RECD	-	-	-	-	-	-	-	-
NO. WATER ACCOUNTS	6,467	6,481	6,501	6,517	6,539	6,580	6,588	
NO. SSCWD SEWER ACCTS	1,238	1,236	1,237	1,236	1,240	1,239	1,238	
NO. COH SEWER ACCTS	4,074	4,080	4,112	4,134	4,156	4,200	4,221	
NO. AUTO PAY CUSTOMERS	2,826	2,844	2,850	2,876	2,910	2,941	2,705	
NO. E-BILL CUST'S (Paperless)	478	485	484	497	500	513	-	
<b>WaterSmart / Invoice Cloud Payments</b>								
Customer Portal							394	
Express Payments							2	
IVR							5	
Mobile Express Payments							2	
Scheduled Payment							4	
Shopping Cart							166	
<b>Total</b>							<b>573</b>	
NO. E-BILL Invoice Cloud (Paperless)							838	
<b>MONTHLY CHARGES</b>								
Retail Water Charges	\$ 775,775.29	\$ 857,815.88	\$ 716,737.28	661,016.53	657,443.72	\$ 495,095.19	\$ 436,711.35	\$ 4,600,595.24
Sewer Fees	165,460.51	166,607.09	165,218.43	165,314.20	167,157.77	166,630.76	166,334.67	1,162,723.43
Installation Fees	8,100.00	7,290.00	8,910.00	2,835.00	11,365.00	12,150.00	20,935.00	71,585.00
Late Fees	-	-	-	-	-	-	-	-
Admin. Collection Fees, net	590.00	(40.00)	90.00	60.00	50.00	160.00	20.00	930.00
COH Billing Fees	12,342.00	12,354.00	12,438.00	12,513.00	12,585.00	12,657.00	12,720.00	87,609.00
Other Misc. Fees	800.00	1,222.80	944.13	1,270.00	1,140.00	1,437.40	1,335.00	8,149.33
<b>TOTAL SSCWD CHARGES</b>	<b>\$ 963,067.80</b>	<b>\$ 1,045,249.77</b>	<b>\$ 904,337.84</b>	<b>\$ 843,008.73</b>	<b>\$ 849,741.49</b>	<b>\$ 688,130.35</b>	<b>\$ 638,056.02</b>	<b>\$ 5,931,592.00</b>
<b>CITY OF HOLLISTER CHARGES</b>								
COH Sewer Fees	370,300.30	370,936.59	372,723.96	374,670.26	376,999.71	379,346.85	381,658.65	\$ 2,626,636.32
COH Street Sweeping	10,050.24	10,046.16	10,066.00	10,066.00	10,084.96	10,078.88	10,079.60	70,471.84
COH Senior Discount	(1,326.60)	(1,346.70)	(1,386.90)	(1,377.52)	(1,357.42)	(1,346.70)	(1,366.80)	(9,508.64)
<b>Total COH Charges</b>	<b>379,023.94</b>	<b>379,636.05</b>	<b>381,403.06</b>	<b>383,358.74</b>	<b>385,727.25</b>	<b>388,079.03</b>	<b>390,371.45</b>	<b>2,687,599.52</b>
Late Fees **	-	-	-	-	-	-	-	-
<b>TOTAL COH CHARGES</b>	<b>\$ 379,023.94</b>	<b>\$ 379,636.05</b>	<b>\$ 381,403.06</b>	<b>\$ 383,358.74</b>	<b>\$ 385,727.25</b>	<b>\$ 388,079.03</b>	<b>\$ 390,371.45</b>	<b>\$ 2,687,599.52</b>
<b>ACCOUNTS RECEIVABLE - Aged</b>								
A/R for Sunnyslope Water **	\$ 984,619.71	\$ 1,055,071.44	\$ 938,523.95	\$ 880,387.53	\$ 885,094.32	\$ 732,864.00	\$ 662,587.13	
A/R for City of Hollister **	400,737.12	407,000.53	414,089.95	416,549.82	427,531.75	427,962.91	435,822.82	
<b>Outstanding Bills Owed</b>	<b>\$ 1,385,356.83</b>	<b>\$ 1,462,071.97</b>	<b>\$ 1,352,613.90</b>	<b>\$ 1,296,937.35</b>	<b>\$ 1,312,626.07</b>	<b>\$ 1,160,826.91</b>	<b>\$ 1,098,409.95</b>	
Past Due	\$ 102,610.08	\$ 106,279.41	\$ 129,429.45	\$ 131,871.32	\$ 142,112.24	\$ 155,515.03	\$ 148,859.86	
<b>% Past Due</b>	<b>7.41%</b>	<b>7.27%</b>	<b>9.57%</b>	<b>10.17%</b>	<b>10.83%</b>	<b>13.40%</b>	<b>13.55%</b>	

# Sunnyslope County Water District

2020 / 2021

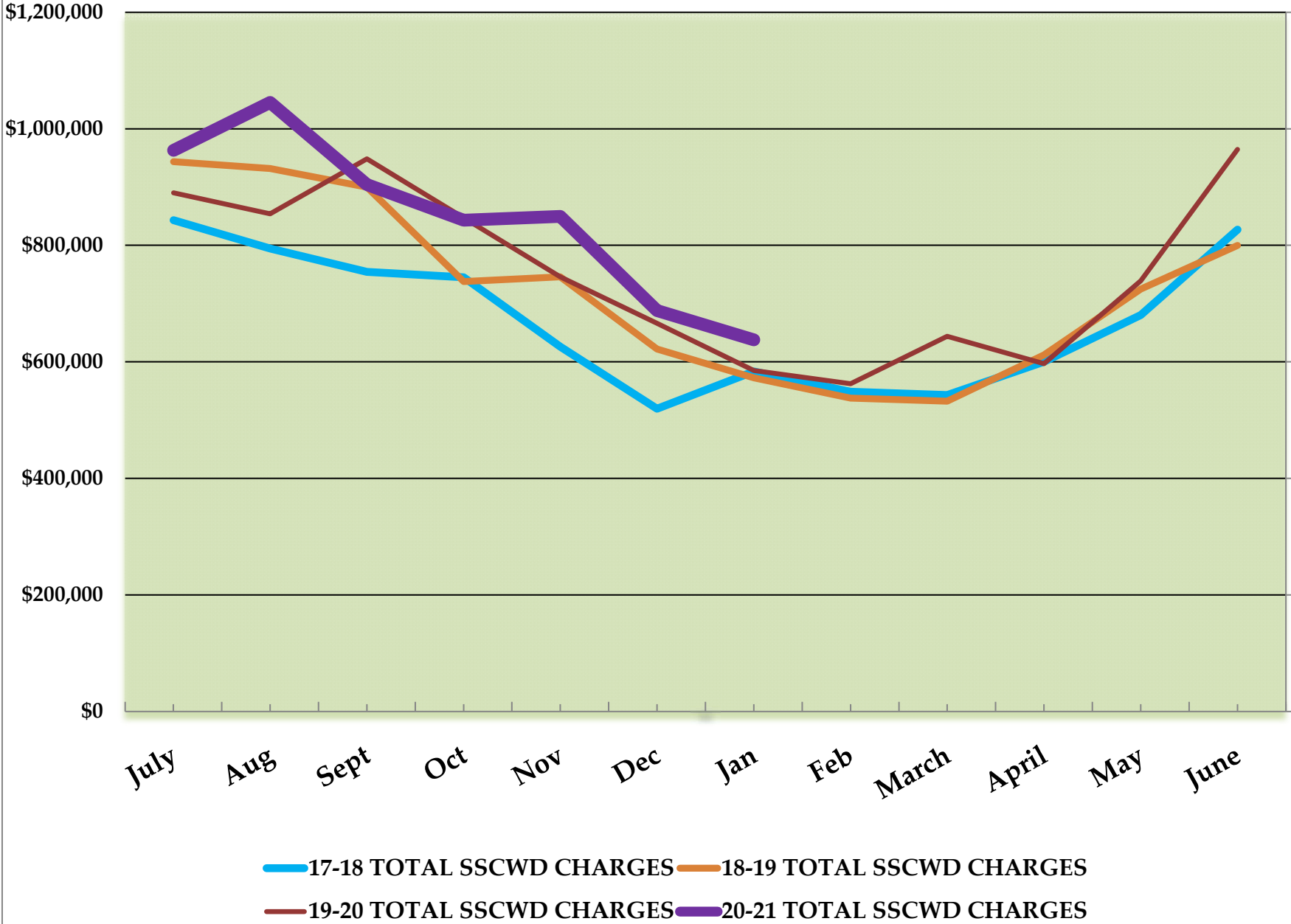
## OPERATION SUMMARY (This Year)

ITEMS	JULY 2020	AUG. 2020	SEPT. 2020	OCT. 2020	NOV. 2020	DEC. 2020	JAN. 2021	TOTALS
<b><u>WATER METERED</u></b>								
Cubic Feet	12,877,300	15,080,000	11,830,300	10,688,700	10,624,000	7,223,600	5,935,000	74,258,900
SSCWD Gallons	96,322,204	112,798,400	88,490,644	79,951,476	79,467,520	54,032,528	44,393,800	555,456,572
Well Flow to COH Gallons	7,175,800	8,344,900	6,093,400	10,967,500	9,415,100	4,290,900	2,834,600	49,122,200
Surface Flow to COH Gallons	13,631,701	16,782,127	16,193,640	8,394,805	9,744,589	7,419,646	5,611,541	77,778,049
<b>TOTAL METERED</b>	<b>117,129,705</b>	<b>137,925,427</b>	<b>110,777,684</b>	<b>99,313,781</b>	<b>98,627,209</b>	<b>65,743,074</b>	<b>52,839,941</b>	<b>682,356,821</b>
<b><u>WATER SOURCE</u></b>								
Well #2 (Southside Road)	-	-	-	4,356,000	3,309,000	1,168,000	1,173,000	10,006,000
Well #5 (Ray Cir/Enterprise)	1,795,134	5,029,002	3,308,269	7,938,403	4,692,185	1,640,357	1,246,643	25,649,993
Well #7 (Enterprise Rd)	5,079,729	6,184,298	3,257,530	7,844,228	5,163,825	1,856,022	1,214,524	30,600,156
Well #8 (Ridgemark)	7,968,000	14,471,000	11,478,000	18,943,000	15,318,000	6,672,000	3,973,000	78,823,000
Well #11 (Southside Road)	13,629,000	14,204,000	7,455,000	16,810,000	12,949,000	4,304,000	3,344,000	72,695,000
<b>Wells</b>	<b>28,471,863</b>	<b>39,888,300</b>	<b>25,498,799</b>	<b>55,891,631</b>	<b>41,432,010</b>	<b>15,640,379</b>	<b>10,951,167</b>	<b>217,774,149</b>
Lessalt W.T.P. I (High Zone)	31,279,000	22,009,000	22,259,000	7,894,000	18,247,000	22,262,000	22,328,000	146,278,000
Lessalt W.T.P. I (Middle Zone)	18,046,000	13,187,000	12,644,000	4,630,000	9,048,060	10,469,000	10,618,000	78,642,060
West Hills W.T.P (@ Well #2)	21,206,000	30,249,000	27,545,000	15,364,000	16,157,000	10,888,000	12,984,000	134,393,000
West Hills W.T.P (@ Well #11)	21,244,000	30,303,000	27,485,000	16,027,400	16,715,600	11,174,000	649,000	123,598,000
City Well Flow to SSCWD Gallons	343,400	431,000	274,000	754,300	554,800	216,500	183,400	2,757,400
City Surface Flow to SSCWD Gallons	549,400	1,180,700	549,000	532,900	525,000	358,600	434,300	4,129,900
<b>TOTAL PUMPED</b>	<b>121,139,663</b>	<b>137,248,000</b>	<b>116,254,799</b>	<b>101,094,231</b>	<b>102,679,470</b>	<b>71,008,479</b>	<b>58,147,867</b>	<b>707,572,509</b>
Estimated Water Loss	4,009,958	-	5,477,115	1,780,450	4,052,261	5,265,405	5,307,926	25,893,115
Water Loss %	3.310%	0.000%	4.711%	1.761%	3.947%	7.415%	9.128%	3.659%
Estimated Water Gain	-	677,427	-	-	-	-	-	677,427
Water Gain %	0.000%	0.491%	0.000%	0.000%	0.000%	0.000%	0.000%	0.099%
<b>Total Net Water Loss</b>								<b>25,215,688</b>

**Sunnyslope County Water District**  
2019 / 2020 OPERATION SUMMARY (Last Year)

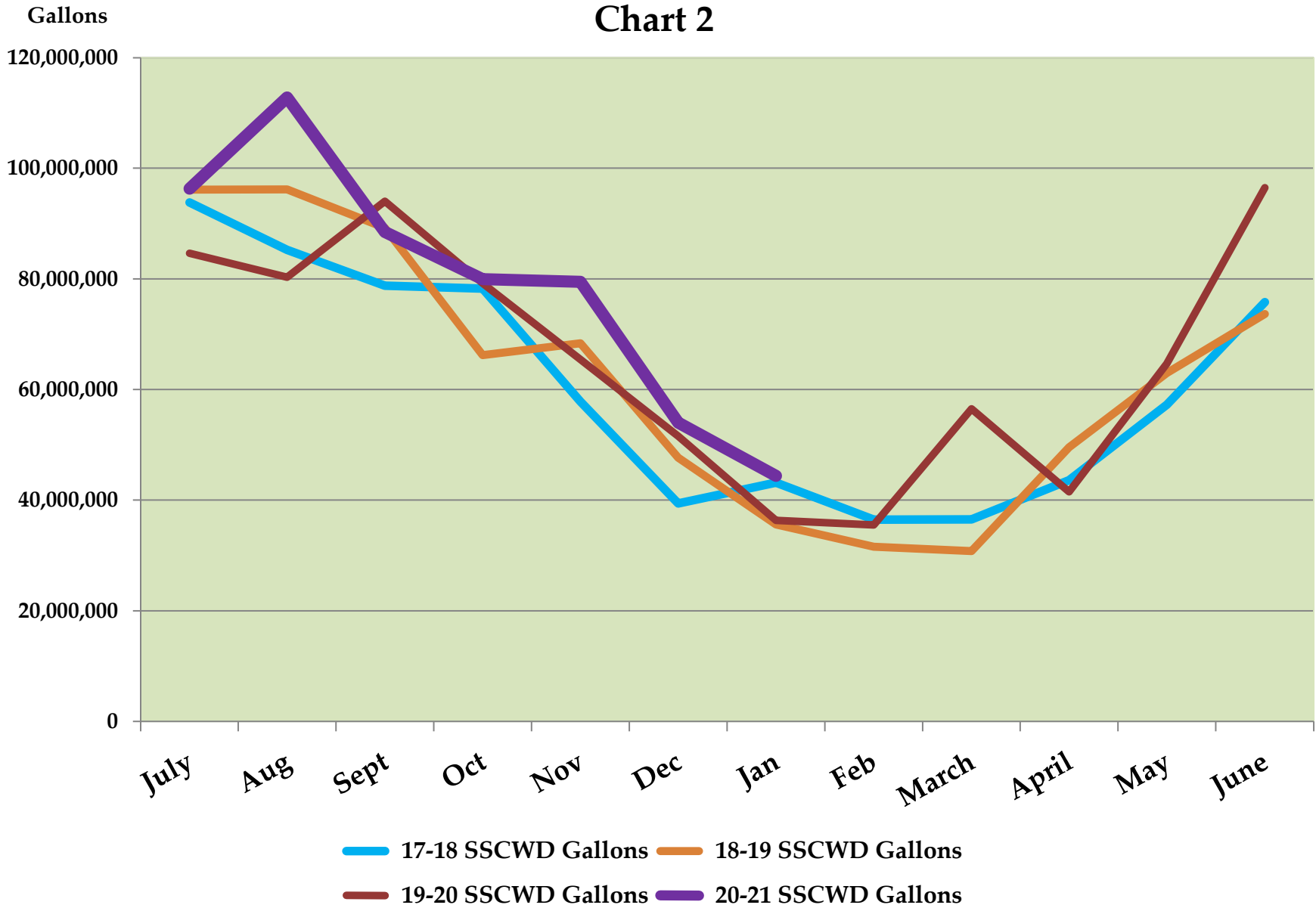
ITEMS	JULY 2019	AUG. 2019	SEPT. 2019	OCT. 2019	NOV. 2019	DEC. 2019	JAN. 2020	TOTALS
NO. WATER CAPACITY FEE RECD	48	21	6	31	3	40	58	207
NO. WW CAPACITY FEE RECD	-	-	-	-	-	-	-	-
NO. WATER ACCOUNTS	6,177	6,173	6,216	6,251	6,249	6,299	6,326	
NO. SSCWD SEWER ACCTS	1,236	1,229	1,231	1,234	1,231	1,238	1,233	
NO. COH SEWER ACCTS	3,894	3,908	3,918	3,934	3,943	3,976	3,987	
NO. AUTO PAY CUSTOMERS	2,532	2,554	2,583	2,614	2,640	2,680	2,697	
NO. E-BILL CUST'S (Paperless)	414	415	418	419	419	443	445	
<b>MONTHLY CHARGES</b>								
Retail Water Charges	\$ 688,956.76	\$ 664,349.80	\$ 763,824.51	\$ 650,433.88	\$ 564,057.50	\$ 470,813.87	\$ 382,018.49	\$ 4,184,454.81
Sewer Fees	157,302.64	156,881.63	158,263.24	156,538.89	155,056.98	155,284.36	154,935.68	1,094,263.42
Installation Fees	19,440.00	8,505.00	2,905.00	12,555.00	2,165.00	16,200.00	23,770.00	85,540.00
Late Fees	6,035.78	6,874.90	5,767.63	8,705.27	5,888.26	4,946.50	6,229.55	44,447.89
Admin. Collection Fees, net	4,570.00	4,620.00	4,380.00	5,670.00	4,770.00	4,220.00	4,970.00	33,200.00
COH Billing Fees	11,772.00	11,808.00	11,832.00	11,886.00	11,928.00	12,036.00	12,012.00	83,274.00
Other Misc. Fees	2,122.44	1,150.00	1,558.06	1,530.97	1,910.00	2,720.26	1,090.00	12,081.73
<b>TOTAL SSCWD CHARGES</b>	\$ 890,199.62	\$ 854,189.33	\$ 948,530.44	\$ 847,320.01	\$ 745,775.74	\$ 666,220.99	\$ 585,025.72	\$ 5,537,261.85
<b>CITY OF HOLLISTER CHARGES</b>								
COH Sewer Fees	355,606.65	356,261.47	357,638.25	358,335.93	359,570.77	361,910.42	363,332.26	\$ 2,512,655.75
COH Street Sweeping	9,979.44	10,002.72	10,009.04	10,016.00	10,011.60	10,016.88	10,018.00	70,053.68
COH Senior Discount	(1,266.30)	(1,286.40)	(1,286.40)	(1,306.50)	(1,306.50)	(1,306.50)	(1,306.50)	(9,065.10)
Total COH Charges	364,319.79	364,977.79	366,360.89	367,045.43	368,275.87	370,620.80	372,043.76	2,573,644.33
Late Fees **	2,197.37	2,381.54	2,295.90	3,001.71	2,645.67	2,246.47	2,562.13	17,330.79
<b>TOTAL COH CHARGES</b>	\$ 366,517.16	\$ 367,359.33	\$ 368,656.79	\$ 370,047.14	\$ 370,921.54	\$ 372,867.27	\$ 374,605.89	\$ 2,590,975.12
<b>ACCOUNTS RECEIVABLE - Aged</b>								
A/R for Sunnyslope Water **	\$ 859,026.24	\$ 850,372.33	\$ 946,025.25	\$ 846,206.64	\$ 746,581.49	\$ 640,479.97	\$ 549,845.07	
A/R for City of Hollister **	375,487.33	376,943.14	381,328.24	381,641.56	382,968.97	383,681.47	380,403.26	
Outstanding Bills Owed	\$ 1,234,513.57	\$ 1,227,315.47	\$ 1,327,353.49	\$ 1,227,848.20	\$ 1,129,550.46	\$ 1,024,161.44	\$ 930,248.33	
Past Due	\$ 66,210.33	\$ 78,640.60	\$ 74,898.49	\$ 82,273.00	\$ 80,337.22	\$ 65,347.93	\$ 58,629.83	
% Past Due	5.36%	6.41%	5.64%	6.70%	7.11%	6.38%	6.30%	
<b>WATER METERED</b>								
Cubic Feet	11,311,500	10,732,100	12,570,200	10,586,100	8,744,700	6,891,400	4,856,500	65,692,500
SSCWD Gallons	84,610,020	80,276,108	94,025,096	79,184,028	65,410,356	51,547,672	36,326,620	491,379,900
Well Flow to COH Gallons	4,175,000	3,944,400	5,017,200	3,907,900	4,694,400	3,273,400	5,832,700	30,845,000
Surface Flow to COH Gallons	2,383,587	2,023,805	3,296,235	6,799,685	7,605,915	7,707,484	4,095,140	33,911,851
<b>TOTAL METERED</b>	91,168,607	86,244,313	102,338,531	89,891,613	77,710,671	62,528,556	46,254,460	556,136,751
<b>WATER SOURCE</b>								
Well #2 (Southside Road)	-	-	99,000	1,358,000	911,000	905,000	1,938,000	5,211,000
Well #5 (Ray Cir/Enterprise)	541,499	1,001,356	1,473,160	915,059	702,094	517,201	8,288,434	13,438,803
Well #7 (Enterprise Rd)	4,301,929	4,453,091	7,279,333	1,246,088	2,022,759	984,809	2,039,192	22,327,201
Well #8 (Ridgemark)	581,000	520,000	661,000	625,000	517,000	608,000	1,873,000	5,385,000
Well #11 (Southside Road)	18,105,000	17,214,000	17,732,000	4,414,000	5,384,000	2,502,000	7,938,000	73,289,000
Wells	23,529,428	23,188,447	27,244,493	8,558,147	9,536,853	5,517,010	22,076,626	119,651,004
Lessalt W.T.P. I (High Zone)	35,817,000	34,171,000	40,229,000	32,184,000	27,999,000	21,962,000	11,668,000	204,030,000
Lessalt W.T.P. I (Middle Zone)	20,436,000	17,471,000	23,105,000	23,455,000	19,230,000	15,100,000	7,991,000	126,788,000
West Hills W.T.P (@ Well #2)	-	-	1,510,000	12,421,000	10,892,000	9,695,000	2,286,000	36,804,000
West Hills W.T.P (@ Well #11)	-	-	1,430,000	13,087,000	11,043,000	10,935,000	2,389,000	38,884,000
City Well Flow to SSCWD Gallons	8,137,300	8,446,900	9,797,000	3,809,800	1,089,100	565,300	290,600	32,136,000
City Surface Flow to SSCWD Gallons	6,638,100	6,272,600	5,583,900	1,216,900	545,500	1,946,800	199,600	22,403,400
<b>TOTAL PUMPED</b>	94,557,828	89,549,947	108,899,393	94,731,847	80,335,453	65,721,110	46,900,826	580,696,404
Estimated Water Loss	3,389,221	3,305,634	6,660,862	4,840,234	2,624,782	3,192,554	646,366	24,559,653
Water Loss %	3.584%	3.691%	6.025%	5.109%	3.267%	4.858%	1.378%	4.229%
Estimated Water Gain	-	-	-	-	-	-	-	-
Water Gain %	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
<b>Total Net Water Loss</b>	3,389,221	3,305,634	6,660,862	4,840,234	2,624,782	3,192,554	646,366	24,559,653

### Total SSCWD Charges Chart 1

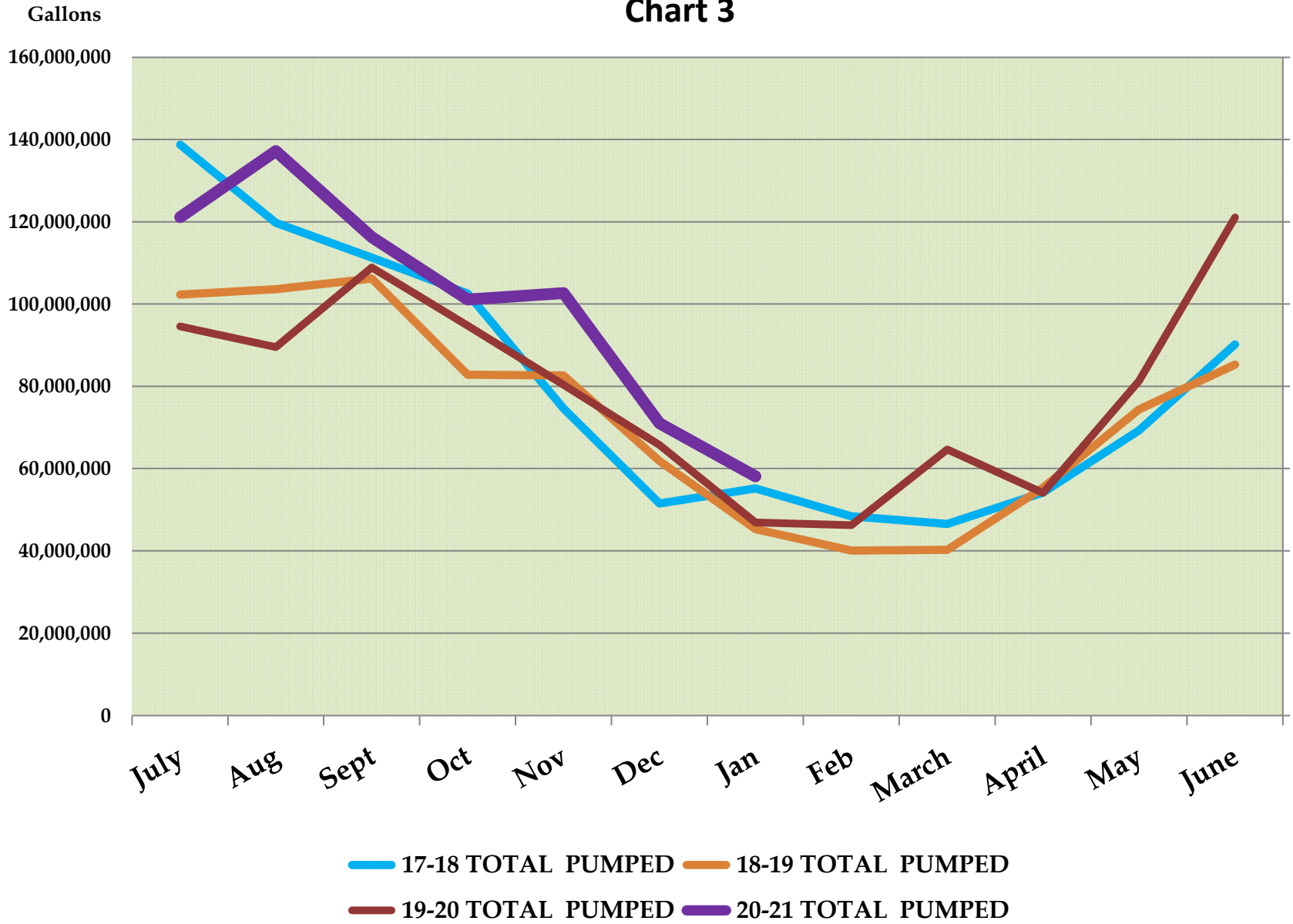




## Total Water Metered to SSCWD Customers Chart 2



### Total Water Pumped into SSCWD System Chart 3



# Sunnyslope County Water District

STATEMENT OF INCOME  
FOR THE FISCAL YEAR ENDING JUNE 30, 2021 (This Year)  
UN-AUDITED 2/11/2021

Agenda Item: **H-4c**

*** WATER ***	Nov-20	Dec-20	Variance Over / (Under) Prior Month	Nov-19	Dec-19	Variance Over / (Under) Prior Year	YEAR- TO-DATE	PROJECTED ACTUAL	FY 20/21 BUDGET
<b>OPERATING REVENUES</b>									
Water Sales	657,640	502,511	(155,129)	565,914	468,509	34,002	4,164,041	6,628,082	6,600,000
Contracted Services	220,953	220,953	-	195,650	195,650	25,303	1,325,718	2,651,436	2,651,436
Installation Fees	11,365	12,150	785	2,165	16,200	(4,050)	50,650	101,300	80,000
Late Fees	-	-	-	4,711	3,957	(3,957)	-	-	52,000
Other Revenue	10,793	10,921	128	14,970	15,320	(4,399)	64,630	178,747	183,280
<b>TOTAL OPERATING REVENUES</b>	<b>900,751</b>	<b>746,534</b>	<b>(154,217)</b>	<b>783,410</b>	<b>699,636</b>	<b>46,898</b>	<b>5,605,039</b>	<b>9,559,565</b>	<b>9,566,716</b>
<b>OPERATING EXPENSES</b>									
Salaries and Benefits	(158,146)	(177,616)	19,471	(208,052)	(207,774)	(30,158)	(1,040,005)	(2,080,010)	(2,758,280)
Operating Expenses	(687,259)	(695,617)	8,358	(636,622)	(492,027)	203,590	(4,395,682)	(8,791,364)	(7,992,405)
<b>TOTAL OPERATING EXPENSES</b>	<b>(845,405)</b>	<b>(873,233)</b>	<b>27,828</b>	<b>(844,674)</b>	<b>(699,801)</b>	<b>173,432</b>	<b>(5,435,687)</b>	<b>(10,871,374)</b>	<b>(10,750,685)</b>
<b>NET OPERATING INCOME</b>	<b>55,346</b>	<b>(126,699)</b>	<b>(182,045)</b>	<b>(61,264)</b>	<b>(165)</b>	<b>(126,534)</b>	<b>169,352</b>	<b>(1,311,809)</b>	<b>(1,183,969)</b>
<b>NON OPERATING INCOME &amp; (EXPENSES)</b>									
Capacity Fees	351,000	351,000	-	81,600	440,000	(89,000)	1,485,900	1,485,900	-
Donated Asset		571,375	571,375			571,375	571,375	1,142,750	-
Miscellaneous Income (Farm Labor Camp)			-			-	-	-	-
Adjust LAIF Investment to Fair Value	-	-	-	-	-	-	(34,956)	(34,956)	-
Interest Income	-	-	-	-	-	-	17,114	17,114	-
Allocated from G & A (Interest & Sale of Assets)	(1,049)	(46)	1,003	669	738	(784)	6,153	6,153	-
Debt Service (Loan Expense) & Disposal of Assets	(7,128)	(7,128)	-	-	-	(7,128)	(22,464)	(82,000)	(82,000)
<b>TOTAL NON OPERATING INCOME &amp; (EXPENSES)</b>	<b>342,823</b>	<b>915,201</b>	<b>572,378</b>	<b>82,269</b>	<b>440,738</b>	<b>474,463</b>	<b>2,023,122</b>	<b>2,534,961</b>	<b>(82,000)</b>
<b>NET WATER INCOME (LOSS)</b>	<b>\$ 398,170</b>	<b>\$ 788,503</b>	<b>\$ 390,333</b>	<b>\$ 21,005</b>	<b>\$ 440,573</b>	<b>\$ 347,930</b>	<b>\$ 2,192,473</b>	<b>\$ 1,223,152</b>	<b>\$ (1,265,969)</b>
<b>NET WATER INCOME (LOSS) Adjusted for Non Budgeted Items</b>									
	<b>\$ 48,219</b>	<b>\$ (133,826)</b>	<b>\$ (182,045)</b>	<b>\$ (61,264)</b>	<b>\$ (165)</b>	<b>\$ (133,661)</b>	<b>\$ 146,888</b>	<b>\$ (1,393,809)</b>	<b>\$ (1,265,969)</b>

# Sunnyslope County Water District

STATEMENT OF INCOME  
FOR THE FISCAL YEAR ENDING JUNE 30, 2021 (This Year)  
UN-AUDITED 2/11/2021

*** WASTEWATER ***	Nov-20	Dec-20	Variance Over / (Under) Prior Month	Nov-19	Dec-19	Variance Over / (Under) Prior Year	YEAR- TO-DATE	PROJECTED ACTUAL	FY 20/21 BUDGET
<b>OPERATING REVENUES</b>									
Sewer Sales	167,158	166,631	(527)	155,056	155,285	11,346	1,001,299	1,922,598	1,900,000
Installation Fees	-	-	-	-	-	-	-	-	50
Late Fees	-	-	-	1,178	989	(989)	-	-	13,000
Other Revenue	2,697	2,730	33	3,672	3,704	(974)	15,967	31,934	44,820
<b>TOTAL OPERATING REVENUES</b>	<b>169,855</b>	<b>169,360</b>	<b>(494)</b>	<b>159,906</b>	<b>159,978</b>	<b>9,382</b>	<b>1,017,266</b>	<b>1,954,532</b>	<b>1,957,870</b>
<b>OPERATING EXPENSES</b>									
Salaries and Benefits	(42,298)	(47,400)	5,102	(41,789)	(43,605)	3,795	(269,237)	(538,473)	(549,848)
Operating Expenses	(65,817)	(73,059)	7,242	(64,771)	(51,741)	21,318	(375,063)	(750,127)	(698,150)
<b>TOTAL OPERATING EXPENSES</b>	<b>(108,115)</b>	<b>(120,459)</b>	<b>12,344</b>	<b>(106,560)</b>	<b>(95,346)</b>	<b>25,113</b>	<b>(644,300)</b>	<b>(1,288,600)</b>	<b>(1,247,998)</b>
<b>NET OPERATING INCOME</b>	<b>61,740</b>	<b>48,901</b>	<b>(12,838)</b>	<b>53,346</b>	<b>64,632</b>	<b>15,731</b>	<b>372,966</b>	<b>665,932</b>	<b>709,872</b>
<b>NON OPERATING INCOME &amp; (EXPENSES)</b>									
Capacity Fees	-	-	-	-	-	-	-	-	-
Miscellaneous Income	-	-	-	-	-	-	-	-	-
Adjust LAIF Investment to Fair Value	-	-	-	-	-	-	(8,739)	-	-
Interest Income	-	-	-	-	-	-	73	73	-
Allocated from G & A (Interest & Sale of Assets)	(262)	(12)	251	167	185	(197)	1,268	1,268	-
Debt Service (Loan Expense) & Southside Rd. Slide	(21,442)	(21,442)	-	(2,040)	(663)	(20,779)	(108,184)	(255,800)	(255,800)
<b>TOTAL NON OPERATING INCOME &amp; (EXPENSES)</b>	<b>(21,704)</b>	<b>(21,453)</b>	<b>251</b>	<b>(1,873)</b>	<b>(478)</b>	<b>(20,975)</b>	<b>(115,582)</b>	<b>(254,459)</b>	<b>(255,800)</b>
<b>NET WASTEWATER INCOME (LOSS)</b>	<b>\$ 40,035</b>	<b>\$ 27,448</b>	<b>(12,587)</b>	<b>51,473</b>	<b>64,154</b>	<b>(36,706)</b>	<b>257,384</b>	<b>411,473</b>	<b>454,072</b>
<b>NET WASTEWATER INCOME (LOSS) Adjusted for Non Budgeted Items</b>	<b>\$ 40,298</b>	<b>\$ 27,459</b>	<b>\$ (12,838)</b>	<b>\$ 51,306</b>	<b>\$ 63,969</b>	<b>\$ (36,510)</b>	<b>\$ 264,782</b>	<b>\$ 410,132</b>	<b>\$ 454,072</b>

*** WATER & WASTEWATER ***	Nov-20	Dec-20	Variance Over / (Under) Prior Year	Nov-19	Dec-19	Variance Over / (Under) Prior	YEAR- TO-DATE	PROJECTED ACTUAL	FY 20/21 BUDGET
<b>*** COMBINED INCOME (LOSS) WATER &amp; WASTEWATER***</b>	<b>438,205</b>	<b>815,951</b>	<b>377,746</b>	<b>72,478</b>	<b>504,727</b>	<b>311,224</b>	<b>2,449,857</b>	<b>1,634,625</b>	<b>(811,897)</b>
<b>*** COMBINED INCOME (LOSS) WATER &amp; WASTEWATER Adjusted for Non - Budgeted Items</b>	<b>\$ 88,516</b>	<b>\$ (106,367)</b>	<b>\$ (194,883)</b>	<b>\$ (9,958)</b>	<b>\$ 63,804</b>	<b>\$ (170,171)</b>	<b>\$ 411,669</b>	<b>\$ (983,677)</b>	<b>\$ (811,897)</b>

# Sunnyslope County Water District

Agenda Item: **H-4d**

## Investment Summary 2020 / 2021 (ThisYear)

BANK ACCOUNT	INTEREST RATE	JULY 2020	AUGUST 2020	SEPTEMBER 2020	OCTOBER 2020	NOVEMBER 2020	DECEMBER 2020	JANUARY 2021
<b><u>Heritage Bank of Commerce</u></b>								
CHECKING ACCOUNT Operating - General Fund	0.000%	\$ 4,554,854.66	\$ 4,353,266.01	\$ 4,611,624.18	\$ 5,053,825.42	\$ 5,507,639.05	\$ 5,931,474.38	\$ 6,793,864.59
<b>CHECKING SUBTOTAL</b>		<b>\$ 4,554,854.66</b>	<b>\$ 4,353,266.01</b>	<b>\$ 4,611,624.18</b>	<b>\$ 5,053,825.42</b>	<b>\$ 5,507,639.05</b>	<b>\$ 5,931,474.38</b>	<b>\$ 6,793,864.59</b>
MONEY MARKET ACCT (MMA) Invested - General Fund	0.700%	1,058,976.90	1,059,696.66	1,060,393.67	1,061,047.53	1,061,723.61	1,062,355.01	1,062,946.01
<b>MMA SUBTOTAL</b>		<b>\$ 1,058,976.90</b>	<b>\$ 1,059,696.66</b>	<b>\$ 1,060,393.67</b>	<b>\$ 1,061,047.53</b>	<b>\$ 1,061,723.61</b>	<b>\$ 1,062,355.01</b>	<b>\$ 1,062,946.01</b>
<b><u>L. A. I. F.</u></b> <b>(Local Agency Investment Fund)</b>								
	As of: Jan. 2021							
General Fund	4.580%	452,087.51	334,952.14	210,938.42	225,831.14	(30,981.92)	(185,042.79)	(732,775.75)
Water Connect. Fee	4.580%	3,012,904.69	3,124,782.03	3,283,459.37	3,273,609.07	3,525,886.41	3,778,163.75	4,338,614.85
Sewer Connect. Fee	4.580%	39,921.65	39,921.65	-	-	-	-	-
SRF Loan Reserve	4.580%	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00
Board Designated Reserves	4.580%	2,721,810.72	2,727,068.75	2,732,326.78	2,742,120.53	2,746,656.25	2,648,439.78	2,646,792.00
<b>L.A.I.F. SUBTOTAL</b>		<b>\$ 6,986,724.57</b>	<b>\$ 6,986,724.57</b>	<b>\$ 6,986,724.57</b>	<b>\$ 7,001,560.74</b>	<b>\$ 7,001,560.74</b>	<b>\$ 7,001,560.74</b>	<b>\$ 7,012,631.10</b>
<b>GRAND TOTAL</b>		<b>\$ 12,600,556.13</b>	<b>\$ 12,399,687.24</b>	<b>\$ 12,658,742.42</b>	<b>\$ 13,116,433.69</b>	<b>\$ 13,570,923.40</b>	<b>\$ 13,995,390.13</b>	<b>\$ 14,869,441.70</b>
<b>GENERAL FUND</b>		<b>\$ 6,065,919.07</b>	<b>\$ 5,747,914.81</b>	<b>\$ 5,882,956.27</b>	<b>\$ 6,340,704.09</b>	<b>\$ 6,538,380.74</b>	<b>\$ 6,808,786.60</b>	<b>\$ 7,124,034.85</b>
<b>BOARD DESIGNATED RESERVES</b>		<b>\$ 2,721,810.72</b>	<b>\$ 2,727,068.75</b>	<b>\$ 2,732,326.78</b>	<b>\$ 2,742,120.53</b>	<b>\$ 2,746,656.25</b>	<b>\$ 2,648,439.78</b>	<b>\$ 2,646,792.00</b>
<b>WATER CONN. FEE FUNDS</b>		<b>\$ 3,012,904.69</b>	<b>\$ 3,124,782.03</b>	<b>\$ 3,283,459.37</b>	<b>\$ 3,273,609.07</b>	<b>\$ 3,525,886.41</b>	<b>\$ 3,778,163.75</b>	<b>\$ 4,338,614.85</b>
<b>S. C. FEE FUNDS</b>		<b>\$ 39,921.65</b>	<b>\$ 39,921.65</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>SRF Loan Reserves</b>		<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>
<b>* TOTAL INTEREST RECORDED</b>		<b>\$ 55,996.47</b>	<b>\$ 26,120.85</b>	<b>\$ 719.76</b>	<b>\$ 697.01</b>	<b>\$ 15,490.03</b>	<b>\$ 676.06</b>	<b>\$ 631.40</b>
		<b>\$ 26,120.85</b>	<b>\$ 719.76</b>	<b>\$ 697.01</b>	<b>\$ 15,490.03</b>	<b>\$ 676.06</b>	<b>\$ 631.40</b>	<b>\$ 11,661.36</b>

## Sunnyslope County Water District

### Investment Summary 2019 / 2020 (Last Year)

BANK ACCOUNT	INTEREST RATE	JULY 2019	AUGUST 2019	SEPTEMBER 2019	OCTOBER 2019	NOVEMBER 2019	DECEMBER 2019	JANUARY 2020
<b><i>Heritage Bank of Commerce</i></b>								
CHECKING ACCOUNT Operating - General Fund	0.000%	\$ 3,795,967.44	\$ 3,701,592.07	\$ 3,380,714.13	\$ 3,589,977.57	\$ 4,020,493.70	\$ 4,318,486.01	\$ 3,696,330.38
<b>CHECKING SUBTOTAL</b>		<b>\$ 3,795,967.44</b>	<b>\$ 3,701,592.07</b>	<b>\$ 3,380,714.13</b>	<b>\$ 3,589,977.57</b>	<b>\$ 4,020,493.70</b>	<b>\$ 4,318,486.01</b>	<b>\$ 3,696,330.38</b>
MONEY MARKET ACCT (MMA) Invested - General Fund	0.950%	1,049,596.82	1,050,416.68	1,051,264.54	1,052,113.08	1,052,907.50	1,053,784.80	1,054,635.38
MONEY MARKET ACCT (MMA) Retainage - Specialty Construction	0.200%	234,987.84	252,661.04	255,314.79	260,893.99	260,935.45	260,981.21	-
<b>MMA SUBTOTAL</b>		<b>\$ 1,284,584.66</b>	<b>\$ 1,303,077.72</b>	<b>\$ 1,306,579.33</b>	<b>\$ 1,313,007.07</b>	<b>\$ 1,313,842.95</b>	<b>\$ 1,314,766.01</b>	<b>\$ 1,054,635.38</b>
<b><i>L. A. I. F.</i></b> <b><i>(Local Agency Investment Fund)</i></b>								
General Fund	1.967%	(39,436.38)	328,286.28	376,637.88	157,445.56	174,568.22	(166,709.12)	602,304.49
Water Connect. Fee	1.967%	1,228,658.42	1,360,935.76	1,352,513.10	1,602,834.00	1,585,711.34	1,926,988.68	2,488,411.45
Sewer Connect. Fee	1.967%	39,928.94	39,928.94	-	-	-	-	-
SRF Loan Reserve	1.967%	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00	760,000.00
Board Designated Reserves	1.967%	2,777,668.00	2,777,668.00	2,777,668.00	2,777,668.00	2,777,668.00	2,777,668.00	2,777,668.00
<b>L.A.I.F. SUBTOTAL</b>		<b>\$ 4,766,818.98</b>	<b>\$ 5,266,818.98</b>	<b>\$ 5,266,818.98</b>	<b>\$ 5,297,947.56</b>	<b>\$ 5,297,947.56</b>	<b>\$ 5,297,947.56</b>	<b>\$ 6,628,383.94</b>
<b>GRAND TOTAL</b>		<b>\$ 9,847,371.08</b>	<b>\$ 10,271,488.77</b>	<b>\$ 9,954,112.44</b>	<b>\$ 10,200,932.20</b>	<b>\$ 10,632,284.21</b>	<b>\$ 10,931,199.58</b>	<b>\$ 11,379,349.70</b>

GENERAL FUND	<b>\$ 5,041,115.72</b>	<b>\$ 5,332,956.07</b>	<b>\$ 5,063,931.34</b>	<b>\$ 5,060,430.20</b>	<b>\$ 5,508,904.87</b>	<b>\$ 5,466,542.90</b>	<b>\$ 5,353,270.25</b>
BOARD DESIGNATED RESERVES	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>	<b>\$ 2,777,668.00</b>
WATER CONN. FEE FUNDS	<b>\$ 1,228,658.42</b>	<b>\$ 1,360,935.76</b>	<b>\$ 1,352,513.10</b>	<b>\$ 1,602,834.00</b>	<b>\$ 1,585,711.34</b>	<b>\$ 1,926,988.68</b>	<b>\$ 2,488,411.45</b>
S. C. FEE FUNDS	<b>\$ 39,928.94</b>	<b>\$ 39,928.94</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
SRF Loan Reserves	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>	<b>\$ 760,000.00</b>

* TOTAL INTEREST RECORDED	41,434.61	853.06	877.63	32,023.02	835.88	923.06	31,286.96
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Agenda Item: **H-4e**

**Sunnyslope County Water District**

**Board Designated Reserves**

**As of January 31, 2021**

(Policy #8600)

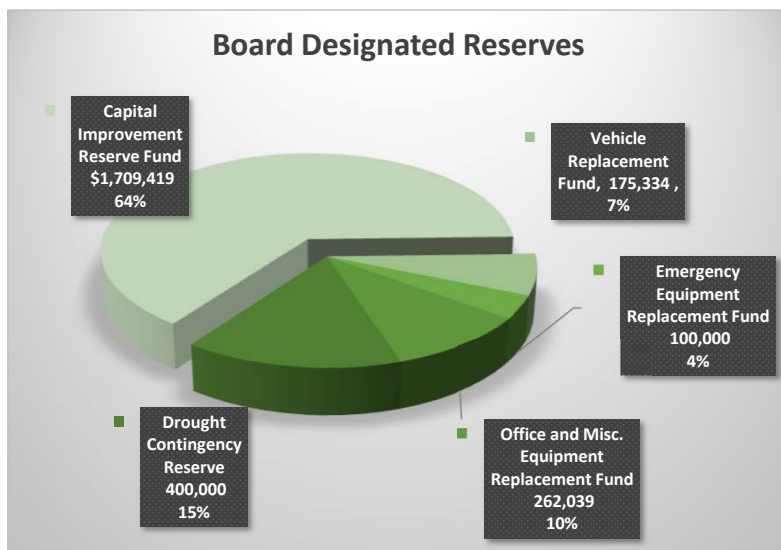
			<b>Acct. 115.11</b>			<b>Acct. 115.11</b>		
	<u>1/31/2021</u>	<u>6/30/2020</u>	<u>Incr (Decr)</u>	<u>% Incr (Decr)</u>	<u>6/30/2019</u>	<u>Incr (Decr)</u>	<u>% Incr (Decr)</u>	
1	Capital Improvement Reserve Fund	\$ 1,709,419	\$ 1,775,906	\$ (66,487)	-3.7%	\$ 1,800,000	\$ (24,094)	-1.3%
2	Vehicle Replacement Fund	175,334	148,634	26,701 <sup>1</sup>	18.0%	192,693	(44,059) <sup>1</sup>	-22.9%
3	Emergency Equipment Replacement Fund	100,000	100,000	-	0.0%	100,000	-	0.0%
4	Office and Misc. Equipment Replacement Fund	262,039	292,735	(30,696) <sup>2</sup>	-10.5%	284,975	7,760 <sup>2</sup>	2.7%
5	Drought Contingency Reserve	<u>400,000</u>	<u>400,000</u>	<u>-</u>	<u>0.0%</u>	<u>400,000</u>	<u>-</u>	<u>0.0%</u>
	<b>TOTAL</b>	<b><u>\$ 2,646,792</u></b>	<b><u>\$ 2,717,275</u></b>	<b><u>\$ (70,483)</u></b>	<b><u>-2.59%</u></b>	<b><u>\$ 2,777,668</u></b>	<b><u>\$ (60,393)</u></b>	<b><u>-2.17%</u></b>

<sup>1</sup> Depr. Expense FY 20 - Acct #163.05 Vehicles	\$ -	\$ 33,889
Vehicles Purchased FY 20	-	(77,948)
Depr. Expense FY 21 - Acct #163.05 Vehicles	\$ 26,701	-
Vehicles Purchased FY 21	-	-
	<b><u>\$ 26,701</u></b>	<b><u>\$ (44,059)</u></b>

<sup>2</sup> Depr. Expense FY 20 - Acct #163.03 Shop / Field Equipment	\$ -	\$ 13,946
Equipment Purchased FY 20	-	(10,555)
Depr. Expense FY 20 - Acct #163.04 Office Furn. / Equip.	-	4,369
Depr. Expense FY 21 - Acct #163.03 Shop / Field Equipment	\$ 8,650	-
Depr. Expense FY 21 - Acct #163.04 Office Furn. / Equip.	1,961	-
Server Room Improvement - (Approved 8/18/20)	\$ (26,002)	-
Tyler System Upgrade - (Approved 8/18/20)	\$ (15,305)	-
	<b><u>\$ (30,696)</u></b>	<b><u>\$ 7,760</u></b>
	<b><u>\$ (3,995)</u></b>	<b><u>\$ (36,299)</u></b>

Acct. #		
115.11	LAIF - Board Design. Reserves	<u>2,646,792</u>
<b>1/31/21</b>	<b>Balance Board Designated Reserves</b>	<b><u>\$ 2,646,792</u></b>

<b>Capital Improvement Reserve Summary</b>	
Beginning Balance	\$ 1,800,000
<i>Well #2 Rehabilitation (Approved May 19, 2020) - Not to Exceed \$80,680</i>	
Maggiora Drilling Invoices through Dec 20	(59,641)
<b>Total Well #2 Rehab</b>	<b>(59,641)</b>
<b>Project Closed December and under budget by: \$ (21,039)</b>	
<i>Lessalt Plant Modification - Sunnyslope Connection (Approved Aug. 18, 2020) Not to Exceed \$25,000</i>	
Iconix and California Pipe Fabricators	(12,019)
Sharp Engineering	(10,017)
<b>Total Lessalt Plant Modif.</b>	<b>(22,036)</b>
<i>Security Camera Improvement (Approved Dec. 15, 2020) Not to Exceed \$10,000</i>	
Electrical Work	(1,120)
Camera's	(7,784)
	<b>(8,904)</b>
<b>Ending Balance</b>	<b><u>\$ 1,709,419</u></b>



# Staff Report

Agenda Item: H – 5a

**DATE:** February 8, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** Water/Wastewater Superintendent, Jose J. Rodriguez

**SUBJECT:** Superintendent Monthly Status Report: a. Maintenance, b. City Meter Reading, and c. Groundwater Level Measurement.

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## Narrative

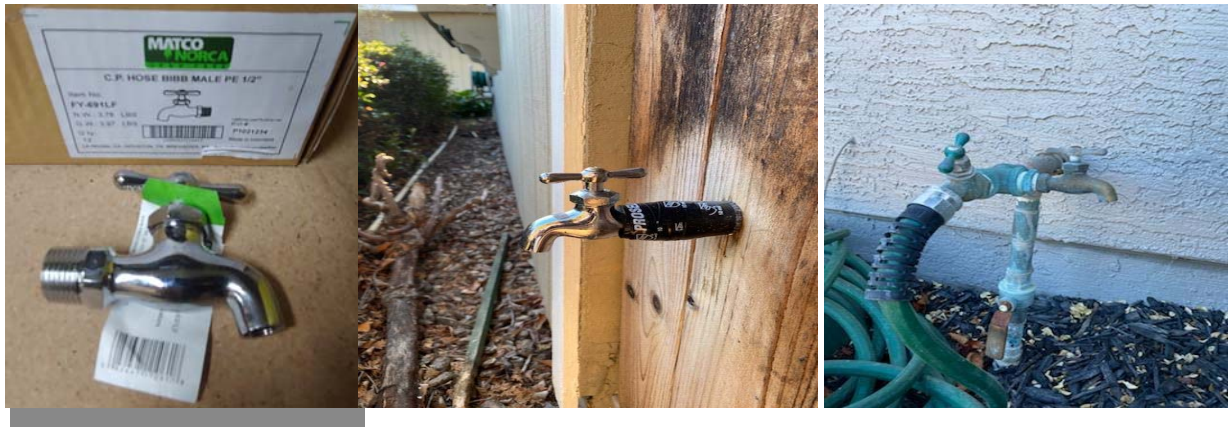
1. All 3 water reports completed by January 10, 2021 with no violation.
2. Wastewater Quarterly and Annual completed and submitted to the State by January 31, 2021. The Ridgemark WWTP has consistently treated wastewater effluent for Biochemical Oxygen Demand (BOD), Total Suspended Solids (TSS), Ammonia, Nitrites and Nitrates as specified by the WDR permit from the RWQCB. Ridgemark WWTP treatment process and effluent water quality are meeting all permit requirements including the above mentioned along with TDS and Sodium with the exception of Chlorides. The treatment process is not designed to remove Total Dissolved Solids (TDS), Sodium, or Chlorides so the main strategy for salinity control is by reducing influent salinity through reducing water softener use.
3. Wastewater Air Actuator valve failure caused biological treatment to be higher than usual. Facility is still in compliance for the 30-day average. Valve was sent out for repair, then returned and installed. Facility effluent limits are back in permit range.
4. Heavy machinery equipment and company fleet have continued to be maintained for proper working operation, including routine oil changes and inspections for safety defects. Both crane utility trucks were inspected and reinforced for additional security while lifting heavy equipment. Daily and Monthly vehicle inspection routines will be further developed to ensure proper inspection prior to operation.



In addition to the daily, weekly & monthly work schedule, our maintenance personnel also performed these additional special work projects.

## Water (3)

1. Over time sample taps erode due to sampling techniques using sodium hypochlorite. Inspected and/or replaced sample taps at all locations throughout the district.
2. Pulled and cleaned all well chlorine injectors. As chlorine dehydrates it hardens and becomes solid which could prevent pumps from pulling liquid chlorine from holding tank, up thru the injectors and into the distribution system.
3. Staff completed internet security training provided by Exceedio.
4. Hydrants and valve exercise program have continued thru January 2021.



<b>Project Location</b>	<b>: Sunnyslope District</b>
<b>Project</b>	<b>: Replace sample taps</b>
<b>Department</b>	<b>: Water/Wastewater Utilities Maintenance</b>
<b>Description</b>	<b>: Over time sample taps erode due to sampling techniques using sodium hypochlorite.</b>
<b>Equipment used</b>	<b>: General hand tools</b>

## LESSALT Water Treatment Plant (4)

1. Sonic tested all three Continuous Micro Filtration Units and isolated modules. Sonic testing is done periodically to verify that the integrity of the membrane (microfiltration) system still maintains adequate levels of pathogen removal as designed. Pathogens will pass through the membrane and contaminate the product if the membrane integrity is compromised. Therefore, an effective on-line integrity monitoring method for Micro Filtration systems is essential to guarantee the regulatory requirements for pathogen removal.

2. Replaced solenoid on spent water drain valve. Solenoid is a mechanical mechanism that automatically opens and closes to allow water to discharge when indicated to do so by the process control.
3. Acid cleaned all CL17 analyzers. The acid cleans any dry chlorine build up in and around unit. This must be done periodically for analyzers accuracy.
4. Joe from Primex trouble shot some relay issues and made changes to SCADA screen.



<b>Project Location</b>	: Lessalt WTP
<b>Project</b>	: Sonic test all three Continuous Micro Filtration Units and isolated modules.
<b>Department</b>	: Lessalt Water Treatment Facility
<b>Description</b>	: Sonic testing is done periodically to verify that the integrity of the membrane (microfiltration) system still maintains adequate levels of pathogen removal as designed. Required by the State Water Resources Control Board.

## West Hills Water Treatment Plant (6)

1. Replaced tubing on peristaltic sample pump #2. Peristaltic pumps are continuously used to inject chlorine for disinfection
2. Replaced settled water turbidity probe. Turbidity is a measurement of the amount of light that is scattered by material in the water when a light is shined through the water sample.
3. Replaced Powder Activated Carbon Total Suspended Solids probe. The probe is used to measure the concentration of activated carbon needed to properly treat organic chemicals, taste, and odors in raw water.
4. Replaced PH probe in influent channel and clear well influent. PH probes are used to monitor PH neutralization system and control chemical addition.

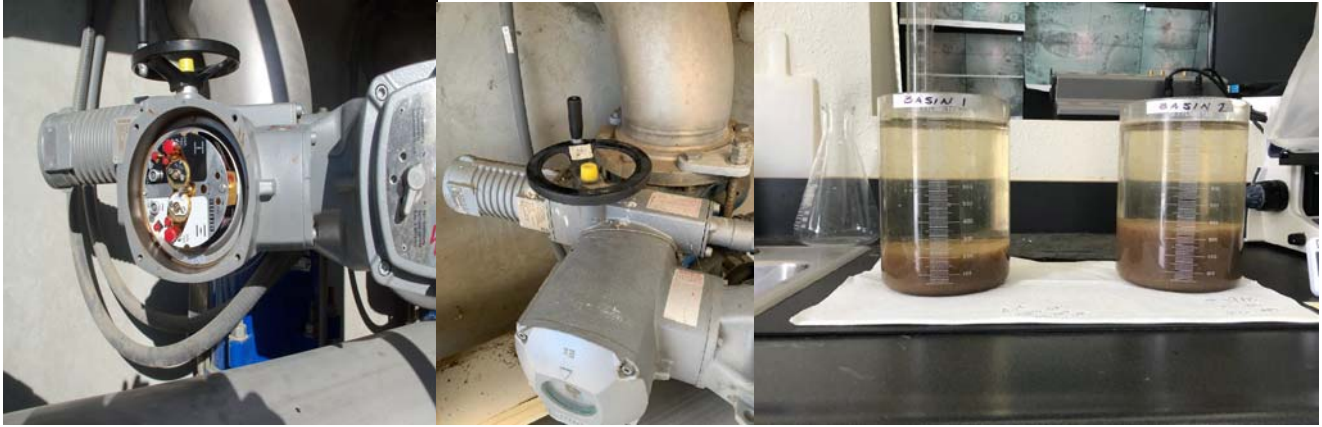
5. Removed Powder Activated Carbon from drying bed #2.
6. Started utilizing and learning plant CMMS (Computerized Maintenance Management System) program.



<b>Project Location</b>	<b>: West Hills</b>
<b>Project</b>	<b>: Replaced tubing on peristaltic sample pump #2</b>
<b>Department</b>	<b>: Westhills Water Treatment Facility</b>
<b>Description</b>	<b>: Peristaltic pumps are continuously used to inject chlorine for disinfection. Continued use of pump wears down tubing integrity causing tubing to rupture.</b>
<b>Equipment used</b>	<b>: Shelf item used and additional tubing ordered. General hand tools used for project.</b>

## Wastewater (3)

1. Installed new air actuator on basin #1 air on valve at SBR. Air actuator is an automated valve that opens and closes when programmable logic is triggered for system to do so.
2. Completed hydro flushing sewer system. Hydro flushing is done to maintain sewer system clear of debris and grease.
3. Pressure washed and pumped out all lift stations with Greenline Services. This is done semiannually to maintain proper lift station integrity and prevent grease build up along with odor control.



<b>Project Location</b>	<b>: Ridgemark Wastewater Treatment Facility</b>
<b>Project</b>	<b>: Influent Air Actuator Valve</b>
<b>Department</b>	<b>: Water/Wastewater Utilities Maintenance</b>
<b>Description</b>	<b>: Air Actuator valve is used to add air to wastewater for biological treatment.</b>
<b>Equipment used</b>	<b>: Maintenance team used general hand tools.</b>



Completed This Month	Job Descriptions	Completed YTD 2020 – 2021 July 1 to June 30	Completed 2019 – 2020 July 1 to June 30	Completed 2018 – 2019 July 1 to June 30	Completed 2017 – 2018 July 1 to June 30
173	Work Orders	1504	2715	2642	2826
24	Temporary Manual Read Water Meters Installed in New Construction Accounts	148	256	146	229
1	Radio Read Meters & ERTs Installed in New Construction Accounts	1	0	1	2
11	Total: Manual Read Meters Replaced with Radio Read Meters & ERT's, including Radio Meters Installed in New Construction Accounts	134 (Total = 6457)	191	246	176
14	Existing Radio Read Meters & ERTs Replaced with New Radio Read Meters & ERTs	154	304	350	370
95	Valves Exercised (Approx. 2750 in SSCWD System 1/2016)	335	319	410	269
113	Fire Hydrants Flushed (Approx. 811 in SSCWD System 8/2016)	498	281	757	509
14	Meters on Repair List	156	449	1147	1035
12	Emergency Calls	95	156	204	225
120	Locates on our Water/Sewer Lines	941	1037	454	427
0	Sewer Inspections	0	0	2	2
0	Shutoff Notices	0	112	182	180
0	Water Services Replaced	8 (Total = 891)	15	18	19

(8/2016 Update Valve and Fire Hydrant Count, Includes Santana Ranch pH 1, Villages, Tyler Knoll, Walnut Park, Creekside)



## Hollister/Sunnyslope Intertie Water Balance

Agenda Item: **H-5b**

Report Date: February 1, 2021 Current Consumption Period: December 15, 2021		to		January 13, 2021	
Intertie Location	Groundwater Flow to COH	Surface Flow to COH	Groundwater Flow to SSCWD	Surface Flow to SSCWD	to
	i n G a l l o n s				
Southside Road Intertie Water Total Flow	0	237,141			
Sunset & Memorial Water Total Flow	1,998,600	3,180,900	0		0
Sunnyslope & Memorial Water Total Flow	472,300	776,400	47,500		104,200
Hillcrest and Memorial Water Total Flow	132,000	328,400	135,900		330,100
Santa Ana & La Baig Water Total Flow	231,700	1,088,700			
<b>Intertie Sub-Total Water Flow</b>	<b>2,834,600</b>	<b>5,611,541</b>	<b>183,400</b>		<b>434,300</b>
<i>Total Combined Surface and Ground Water Intertie Flow</i>	<b>8,446,141</b>		<b>617,700</b>		
City of Hollister Well 2 Surface Water Total Flow (West Hills)		16,289,000			
City of Hollister Well 4 Surface Water Total Flow (West Hills)		139,000			
City of Hollister Well 5 Surface Water Total Flow (West Hills)		25,490,000			
Sunnyslope Well 2 Surface Water Total Flow (West Hills)					12,984,000
Sunnyslope Well 11 Surface Water Total Flow (West Hills)					649,000
Sunnyslope Surface Water Total Flow (LESSALT)					32,947,000
<b>Surface Water Flow Sub-Totals</b>		<b>41,918,000</b>			<b>46,580,000</b>
<b>Ground Water and Surface Water Flow Totals</b>	<b>2,834,600</b>	<b>47,529,541</b>	<b>183,400</b>		<b>47,014,300</b>
Current Period:	<i>COH half of Surface Water Flow to Distribution (LESSALT &amp; WH)</i>		<b>44,249,000</b>		
	<i>Net Ground/Surface Water Balance Owed to SSCWD (to COH)</i>		<b>2,651,200</b>	<b>2,846,241</b>	
	<i>Beginning Water Balance Owed to SSCWD (to COH)</i>		604,064,235	-400,880,293	
	<i>Gallons Billed to COH thru Report Date January 1, 2021</i>		0		Informational Last Month Net Total 203,183,942
	<b>Sub-total Ending Water Balance Owed to SSCWD (to COH)</b>		<b>606,715,435</b>	<b>-398,034,052</b>	<b>Net Sub Total 208,681,383</b>
<i>Half of Total Gallons LESSALT Discharge to City of Hollister Wastewater Treatment Plant during the current consumption period</i>			1,378,000		
<i>Exchange Factor; Half of the total gallons discharged to COH WWTP from LESSALT multiplied by a factor of 4</i>					5,512,000.00
<b>Ending Water Balance Owed to SSCWD (to COH)</b>		<b>601,203,435</b>	<b>-398,034,052</b>	<b>Net Total</b>	<b>203,169,383</b>

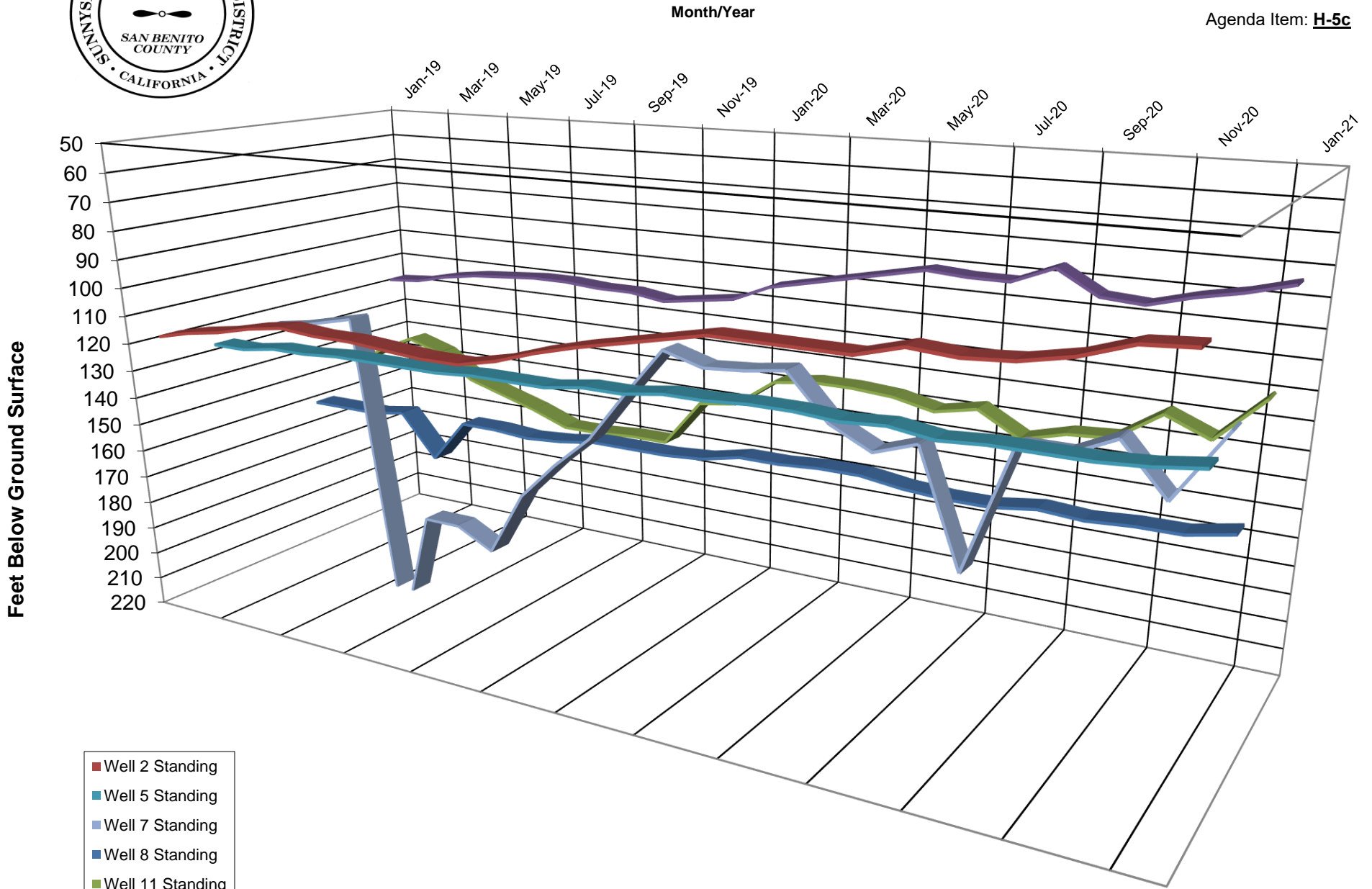
Current:	<i>LESSALT WTP Total Flow to Distribution</i>	32,947,000			
	<b>Percent of LESSALT Surface Water Received</b>	<b>COH</b>	<b>15.7%</b>	<b>SSCWD</b>	<b>84.3%</b>
Current:	<i>COH half of LESSALT Total Flow to Distribution</i>	16,473,500			
	<i>Intertie Net Surface Water Total Flow to COH</i>	5,177,241			
	<i>Intertie Net Ground Water Total Flow to COH</i>	2,651,200			
Current:	<i>West Hills WTP Total Flow to Distribution</i>	55,551,000			
	<b>Percent of Surface Water Received</b>	<b>COH</b>	<b>75.5%</b>	<b>SSCWD</b>	<b>24.5%</b>
Current:	<i>COH half of West Hills WTP Total Flow to Distribution</i>	27,775,500			
	<i>West Hills WTP Surface Water Total Flow to COH</i>	41,918,000			

From February 14, 2019 to Present					
YTD	<i>LESSALT WTP Total Flow to Distribution</i>	403,613,000			
	<i>West Hills WTP Total Flow to Distribution</i>	762,498,000			
	<i>Surface WTPs Total Flow to Distribution</i>	1,166,111,000			
	<b>Total YTD Surface Flow to COH/SSCWD</b>	<b>COH</b>	<b>541,041,900</b>	<b>SSCWD</b>	<b>625,069,100</b>
	<b>Percent of Surface Water Received</b>	<b>COH</b>	<b>46.4%</b>	<b>SSCWD</b>	<b>53.6%</b>



### Depth to Standing Water Level Below Ground Surface

Agenda Item: **H-5c**



- Well 2 Standing
- Well 5 Standing
- Well 7 Standing
- Well 8 Standing
- Well 11 Standing
- Test Well # 12

Ground Elevation in Feet Above Sea Level  
 Well 2 = 325      Well 5 = 438  
 Well 7 = 361      Well 8 = 481

Well 11 = 330  
 Test Well 12 = 308

# Staff Report

Agenda Item: **H – 6**

**DATE:** February 11, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** General Manager, Drew Lander P.E.

**SUBJECT:** General Manager Monthly Status Report

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## ACTIVE TASKS:

- 1. Tyler Technologies Implementation** – This implementation is very time intensive for the Finance Manager and General Manager because of many procedural and policy decisions that need to be communicated to the team of individuals assisting in the conversion. An additional resource may be helpful to assist with transition so that the conversion can be completed this fiscal year. Tyler specialists have recommended the assistance of a third-party contractor who is very good at data conversions in the Manufacturing Operations Management Software system.
- 2. ITron®** – Representatives from the radio transmitter supplier who support the radio read technology currently used to read the District water meters have presented a cost analysis for installation of radio antennas within the District. When installed the program will allow meter reading to be fully automated. This is the final goal in providing self-serve data to our customers. Originally presented at the August 2020 Board meeting as part of the Customer Service and Transparency initiative, the final project analysis is expected to come to the Board in March for approval. Some antennas will need to be installed on streetlamps not owned by the District. This will require support from the City and County.
- 3. Office Technology and Public Access** – A contract with InfoSend will be finalized this month if supported by the Board and coordination with Tyler Inc. will begin. This cost saving improvement will be the final piece to providing a fully scalable program in the office to manage future growth of the District. Together with Watersmart®, InvoiceCloud, Tyler Incode10, ITron® automated meter reading and InfoSend mail services, the office will be able to grow and scale to any size up or down without losing service capacity.



4. **District Website** – The new District website continues to see steady traffic. January visitation exceeded 10,500 visits. The month of February has already seen 6000 visits in the first half of the month. Continuing to develop this resource will be very beneficial to the District.
5. **Interagency Coordination** – This month I have participated in the Hollister Urban Area Water Management Plan update. The Associate Engineer completed review of the California Department of Water Resources - Landscape Area Measurement Report and comments were returned to the County. On February 10<sup>th</sup> the Associate Engineer and I participated in the Multi-Jurisdictional Hazards Mitigation Plan update provided by Hagerty Consulting. I continue to review and participate in the Storm Water Resource Plan.
6. **Permit Compliance** – Several annual permit related reports were due at the end of January. These reports were completed, reviewed and submitted on time.

# Staff Report

Agenda Item: I-1

**DATE:** February 10, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** Finance & Human Resource Manager, Travis J. Foster

**SUBJECT:** Take Appropriate Action to Update Signature Cards for the District's Heritage Bank of Commerce Bank Accounts.

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## **BACKGROUND:**

When I started as the new Finance Manager on April 1st, 2020, the Board had taken action to update the District's bank signature card as needed at the April 21<sup>st</sup>, 2020 Board Meeting. I have been recently notified by Heritage Bank of Commerce due to staff turnover at the bank, bank staff is unable to locate the signature cards. As a result, we need to repeat the process of adding Travis Foster, Finance and Human Resource Manager and to sign the signature cards.

The following actions are requested:

**Update Signers List** – Approve adding the Finance Manager, Travis Foster, as authorized signer on the District's signature card for all Heritage Bank of Commerce accounts.

**Approve Resolution** - The Board is requested to review and approve the attached "Resolution of Lodge, Association, or Other Similar Organization". The resolution indicates the updated authorized signers list to be:

- A. Drew A. Lander (Both Powers "A" & "B" Granted),
- B. Travis J. Foster (Both Powers "A" & "B" Granted),
- C. Michael H. Alcorn (Powers "A" Granted),
- D. Judi H. Johnson (Powers "A" Granted),
- E. Ann C. Ross (Powers "A" Granted),
- F. James F. Parker (Powers "A" Granted), and
- G. Jerry Buzzetta (Powers "A" Granted).

## **FISCAL IMPACT:**

Updated signature cards help ensure authorized access to all District bank accounts.

## **ENVIRONMENTAL IMPACT:**

The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

**RECOMMENDED ACTION:**

Staff recommends approval of the updated signer's list and that the Board adopt the Resolution of Association for the bank accounts with Heritage Bank of Commerce.

S:\ADMIN & MANAGERS\Board of Directors\Staff Reports - 2021\02- Feb 16\I-1 NEW BUSINESS, Update Bank Signature Card.docx

# Staff Report

Agenda Item: I-2

**DATE:** February 10, 2021 (February 16, 2020 Meeting)

**TO:** Board of Directors

**FROM:** General Manager, Drew Lander

**SUBJECT:** Authorize the General Manager to Negotiate with San Benito Foods for Contract Operation of the City of Hollister Industrial Wastewater Treatment Ponds (IWWTP)

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## **BACKGROUND:**

San Benito Foods (SB Foods) has inquired with the District to know if SSCWD would be interested in contract operating the City of Hollister IWWTP for the foreseeable future. SB Foods is finalizing a contract with the City of Hollister which will give them operational oversight of the wastewater ponds at the end of South Street during the canning season. They will be responsible for permitting and permit compliance with the State Regional Water Quality Control Board (SRWQCB).

SSCWD has exceptional staff who have the appropriate State licensing and capability to operate the IWWTP. SSCWD also currently has 3 staff members who have worked at the IWWTP for many years and are well trained on the operational needs at the plant. Staff will have a very short learning curve to be proficient with operating the plant. Operation of the plant may require additional staff so that we may service the equipment seasonally and still keep up with current responsibilities, however it is proposed that an initial 5-year contract agreement be pursued between SB Foods and SSCWD allowing the District to increase staff through the additional revenue stream created by operating the ponds.

The General Manager requests support of the Board to negotiate a contract with SB Foods which will be mutually beneficial. Goals for negotiation will be to establish a billing structure so that the District may perform all required duties of operation without any additional costs being born by customers of the District. This contract will be similar in nature to the operation contracts that are in place between the District and San Benito County Water District to operate the water treatment plants. District Counsel will be included in the contract preparation and the Water/Wastewater Committee will be consulted during negotiations. When a recommendation to proceed is reached through the Water/Wastewater Committee the contract will be brought to the full Board for review and approval.

The Water/Wastewater Committee convened on February 9, 2021 to discuss this development and favorably reviewed the recommendation presented in this staff report.

**FINANCIAL IMPACT:**

The Fiscal Impacts are unknown until a contract agreement has been reached, however only a contract for services which is fully funded by SB Foods will be acceptable to the financial wellbeing of the District. Assistance from District Council is expected to be within the monthly retainer expense for the District.

**ENVIRONMENTAL IMPACT:**

The proposed action is categorically exempt from the California Environmental Quality Act in accordance with Section 15301(b).

**RECOMMENDATION:**

Staff recommends that the Board approve a motion to authorize the Water/Wastewater Committee to review contract proposals negotiated by and between General Manager and SB Foods and when a recommendation for approval has been reached by the Committee the full contract shall be returned to the Board for review and approval.

# Staff Report

Agenda Item: I - 3

**DATE:** February 10, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** District Counsel, Heidi Quinn - De Lay & Laredo

**SUBJECT:** Approve Contract Amendment to the General Manager's Employment Contract

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## **BACKGROUND:**

In response to Board Member inquiries into risk management and defined compensation regarding the General Manager's (GM) use of the District assigned vehicle, the Board appointed President Buzzetta to negotiate solutions with the GM to clarify the use of the District vehicle, and adjust the life insurance benefit.

The Personnel Committee negotiated with the GM on February 2, 2021 to review actual expenses incurred by the District in the GM's daily use of the vehicle over the past year. After review of the actual operation of the vehicle, the Committee found that the use of the vehicle was not excessive; actual fuel expenses were approximately \$200 per month. The General Manager has only used the vehicle to carry out duties for the District. The Personnel Committee also discussed increasing the GM life insurance to conform to the value provided to all managers.

The Personnel Committee proposed an amendment to address Board Member concerns which would clarify that the District vehicle is provided for exclusive District use within San Benito County and for scheduled meetings, training, or conference attendance without geographical limitation. The amendment also shall provide reimbursement to the GM for use of his personal vehicle at a fixed amount calculated at the average annual mileage driven to and from the district office times the 2020 IRS standard mileage value of 57.5 cents per mile. The amendment would also increase the life insurance benefit to match other District Class 1 employees.

## **FINANCIAL IMPACT:**

The actual cost of the General Manager's use of the vehicle includes fuel costs, maintenance, depreciation of the vehicle, and insurance totaling \$9,521.00

The General Manager's value of his use of the vehicle to and from the District office is calculated using the 2020 IRS standard mileage of 57.5 cents per mile times mileage driven totaling \$11,960.00.

The life insurance benefit premium increase from Class 2 to Class 1 is \$22.8 annually.

**ENVIRONMENTAL IMPACT:**

The proposed action is not a project as defined by Article 20, Section 15378 of the State CEQA Guidelines and therefore CEQA is not applicable.

**RECOMMENDATION:**

The Personnel Committee recommends that the President be authorized to sign a mutually agreed upon amendment to the General Manager's current contract regarding use of the District vehicle, reimbursement, and adjustment to the life insurance benefit.

# Staff Report

Agenda Item: I - 4

**DATE:** February 10, 2021 (February 16, 2021 Meeting)

**TO:** Board of Directors

**FROM:** General Manager, Drew Lander

**SUBJECT:** Approve the General Manager to Enter Into a Contract for Data Processing Print & Mail Services With InfoSend Inc.

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## **BACKGROUND:**

The District currently processes approximately 6,000 printed bills monthly. Cost analysis of the printing, handling, and mailing of bills using inhouse labor was calculated using actual expenses. The District billing costs are calculated to be \$5,763.77 per month. To reduce these costs local printing houses were contacted and estimates for printing and mailing services at our current volumes were solicited. Several local agencies who have also outsourced billing operations provided references for InfoSend, Inc. InfoSend provides full-service printing and mailing of bills, allowing for direct mailing from the InfoSend mailing center without handling of any bills inhouse.

The goal is to reduce the number of paper bills mailed out through incentivizing the use of paperless billing. As the District continues to grow, and as paperless billing fluctuates, the InfoSend platform can expand or retract based on our need without any loss of service.

Costs with InfoSend are fixed per/unit due to their massive billing volumes. This helps stabilize the costs for smaller billing runs, while eliminating the need to maintain in house paper reserves, envelopes, equipment, or handling. InfoSend can provide the lowest cost per unit. This service is anticipated to begin with the Tyler Technology financial software implementation.

Additional benefits of using InfoSend include the elimination of future staff overtime required at times due to inhouse machinery failures and the end to service contracts associated with our folding machine and the high volumes of copier use to print bills. Staff time will be better utilized to address customer concerns and on other office related needs.

## **FINANCIAL IMPACT:**

These services are contracted monthly. There is one time set up costs to begin service estimated not to exceed \$3,500.00 and then printing and mailing services follow the pricing summary. The financial impact is estimated to be a reduction in District billing expenses annually by \$25,000.



**ENVIRONMENTAL IMPACT:**

The proposed action is not a project as defined by Article 20, Section 15378 of the State CEQA Guidelines and therefore CEQA is not applicable.

**RECOMMENDATION:**

It is recommended that the Board make a motion directing the GM to pursue a contract with InfoSend Inc. to provide contract Data Processing Print & Mail Services for future bill handling and mailing.

**Assumptions:**

Use January Mailed Bill count of 6,057 Bills

Current In-House Cost				Proposed Info Send Cost				Savings Analysis		
<i>Paper and Envelope Cost:</i>				<i>Paper and Envelope Cost:</i>				<i>Paper and Envelope Cost:</i>		
<b>Item</b>	<b>Total Cost</b>	<b>Quantity</b>	<b>Per Unit</b>	<b>Item</b>	<b>Total Cost</b>	<b>Quantity</b>	<b>Per Unit</b>	<b>Savings / (Additional Cost) per Unit</b>	<b>Savings / (Additional Cost) Total - Using January</b>	
Bills	3,692.52	88,000.00	0.042	Bills (.025 + .063 + .015)			0.103	-0.061		
#10 Envelope	3,719.90	80,000.00	0.046	#10 Envelope			0.017	0.029		
#9 Envelope	3,803.90	80,000.00	0.048	#9 Envelope			0.015	0.033		
<b>Total per mail piece (no postage)</b>			<b>0.136</b>	<b>Total per mail piece (no postage)</b>			<b>0.135</b>	<b>0.001</b>		
January Billing - 6,057 mailed	823.80			January Billing - 6,057 mailed	817.70					6.11
<i>Postage</i>				<i>Postage</i>				<i>Postage</i>		
January Billing - 6,057 mailed	3,179.97		0.389	January Billing - 6,057 mailed	2,338.00		0.386			841.97
<b>Total per mail piece with postage</b>			<b>0.525</b>	<b>Total per mail piece with postage</b>			<b>0.521</b>	<b>0.004</b>		
<i>Labor</i>				<i>Labor</i>				<i>Labor</i>		
Staff time estimated - 4 days	1,760.00		0.29	Staff time estimated - 1 day	440.00		0.07			1,320.00
<b>Total Cost</b>	<b>5,763.77</b>		<b>0.95</b>	<b>Total Cost</b>	<b>3,595.70</b>		<b>0.59</b>	<b>Total Savings</b>	<b>0.358</b>	<b>2,168.08</b>

An *Innovative* Outsourcing Partner

InfoSend is appreciative for the opportunity to present this proposal for:

### **Data Processing Print & Mail**

### **Sunnyslope County Water District, CA**

*"We have been very pleased with the exceptional service provided by InfoSend. It has been a little over a year since we outsourced our billing with them. The ease of uploading the bills and the time we save have been game changing for us. We can track the print job and you were even able to track a bill down to the last post office scan! Most of all, everyone we interact with has been so awesome. The InfoSend team is always responsive, helpful, and professional and we appreciate that so much. We have now added bill inserts to our invoices and being new to this process, I have made some mistakes. The team has worked with me to make the corrections and complete the request. It always gets done on time and courteously. I can't say enough how truly amazing the InfoSend team is. We would highly recommend InfoSend to anyone looking for bill printing services. Our experience has been wonderful."*

- Addie Poulos, Administrative Assistant  
**Foresthill Public Utility District, CA**

**September 30, 2020**

**Prepared for:**

Drew Lander  
General Manager

**Provided By:**

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**InfoSend, Inc.**

Anaheim, CA | Downers Grove, IL | Carrollton, TX | Fort Meyers, FL

[www.infosend.com](http://www.infosend.com)

This proposal is valid for 90 days.



## Pricing Summary

We are appreciative of this opportunity to provide pricing on InfoSend's outsourced print and mail solution. Comprehensive pricing as well as optional add-on services has been provided later in this proposal. For your convenience, a summary breakdown is as follows:

Letter Size Statement Pricing Summary			
Single Mail Piece Summary	<b>Data Processing Fee:</b> processing of your unique data, PDF creation, CASS address validation, presorting	Per page	\$0.025
	<b>Print Fee:</b> two color duplex printing, folding, and mail insertion.	Per page	\$0.063
	<b>Paper Stock:</b> InfoSend Standard blank white 8.5" x 11" perforated paper.	Per sheet	\$0.015
	<b>Outgoing Envelope:</b> InfoSend Standard blank #10 Double Window Outgoing Envelope.	Each	\$0.017
	<b>Return Envelope:</b> InfoSend Standard blank #9 Single Window Remit Envelope.	Each	\$0.015
	<b>Total per mail piece without postage</b>	Each	<b>\$0.0.135</b>
	<b>Estimated Postage:</b> Current lowest discounted First-Class postage rate for qualified mail pieces including the full service intelligent mail USPS discount. Not all mail pieces will qualify for this lowest discount, but all postage will be invoiced at exact pass-through rates. Subject to USPS mandated changes.	Each	\$0.386
	<b>Total per mail piece with estimated postage</b>	Each	<b>\$0.521</b>

InfoSend's letter size processing solution includes cost saving services such as "householding" (multiple accounts mailing to same name and address mailed in single envelope) and remit envelope suppression (omitting return envelope for AutoPay, zero and credit balances). These should be taken into account when conducting any cost analyses. **See page 9 for detailed pricing**, set up fees, and optional services.

## Industry Experience

InfoSend is a market leader for utilities and government agencies. We have never lost a client because of service issues or delays in mail delivery. We currently have approximately 450 municipal utility, water district, and government agency clients that either use the turnkey Data Processing Print & Mail solution, the Online BillPay solution, or both solutions. InfoSend does its absolute best to ensure that each client is completely satisfied with our customer service, mail turnaround, and quality of work. We are currently servicing over 500 clients total and will be happy to provide you with additional references upon your request.

<b>Arvin Community Services District</b>	661.390.4339
309 Campus Drive	Raul Barraza, General Manager
Arvin, CA 93203	rbarraza@arvincsd.com
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2018</li> <li>• <b>Billing System:</b> MOMs</li> <li>• <b>Volume:</b> Approximately 5,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail, Print Image Archive</li> </ul>	

<b>City of Gilroy, CA</b>	408.846.0292
610 Foster City Blvd.	Patricia Pretell, Supervising Accounting Technician
Foster City, CA 94404	patricia.pretell@cityofgilroy.org
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2006</li> <li>• <b>Billing System:</b> SunGard Pentamation</li> <li>• <b>Volume:</b> Approximately 14,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail, Online BillPay, Electronic Bill Presentment and Payment</li> </ul>	

<b>City of Los Banos, CA</b>	209-827-7000
520 J Street	Sonya Williams, Finance Director
Los Banos, CA 93635	Sonya.williams@losbanos.org
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2015</li> <li>• <b>Billing System:</b> Springbrook 6.05/Accela</li> <li>• <b>Volume:</b> 11,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail</li> </ul>	

<b>City of Watsonville, CA</b>	831.768.3483
275 Main St, #400	Silvia Diaz, Financial Analyst
Watsonville, CA 95076	Silvia.diaz@cityofwatsonville.org
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2009</li> <li>• <b>Billing System:</b> Harris</li> <li>• <b>Volume:</b> 13,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail, Online BillPay, QuickPay</li> </ul>	

<b>City of Morgan Hill, CA</b>	408.779.7221 ext. 446
17555 Peak Ave.	Lisa Cvitanich, Finance - Accounting Assistant
Morgan Hill, CA 95037	lisa.cvitanich@morganhill.ca.gov
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2008</li> <li>• <b>Billing System:</b> Tyler InCode</li> <li>• <b>Volume:</b> 12,000 statements, monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail, QuickPay, Electronic Bill Presentment and Payment</li> </ul>	

<b>City of Cotati, CA</b>	707.665.3631
201 West Sierra Avenue	Angela Schoenthal, Accounting Assistant
Cotati, CA 94931	aschoenthal@ci.cotati.ca.us
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2000</li> <li>• <b>Billing System:</b> Tyler InCode</li> <li>• <b>Volume:</b> 5,000 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail</li> </ul>	

<b>Montecito Water District, CA</b>	805.969.2271
538 San Ysidro Road	Daryl Smith, Business Manager
Montecito, CA 93108	dsmith@montecitowater.com
<ul style="list-style-type: none"> <li>• <b>Contracted Since:</b> 2017</li> <li>• <b>Billing System:</b> Tyler - InCode</li> <li>• <b>Volume:</b> Approximately 3,800 Mail Pieces Monthly</li> <li>• <b>InfoSend Products Used:</b> Data Processing Print and Mail</li> </ul>	

## InfoSend - A Complete Customer Engagement Provider

- **Billing & Payments**
- **Unparalleled Client Support**
- **Multi-Channel Customer Engagement: Web, Mobile, Print, Bank BillPay**



### InfoSend's Mission

InfoSend's goal is to provide the best possible Customer Engagement solution in an accurate, reliable, and timely manner - with an unparalleled client support culture that emphasizes personal touch.

### Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of 185 million critical documents annually for industries throughout the United States. Utilizing the most current technology, InfoSend's Customer Engagement platform offers a single source provider to reach customers with effective and timely interactions.

InfoSend's Customer Communications Management (CCM) platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in California, Texas, and Illinois for Data Processing, Printing, and Mailing (DPPM). InfoSend's hosted Electronic Presentment and Payment (EBPP) applications drive the customer remittance process with web, IVR and SMS payment solutions. The cloud-based, Software as a Service (SaaS) approach allows InfoSend to refine offerings without client-side installed software or maintenance, as well as providing for flexible integrations to existing systems or vendors.

Integrity is at the core of InfoSend, with a stated goal to retain and provide complete satisfaction for each client. InfoSend has over 130 employees across multiple states, and the company culture has led to high employee retention, affording clients familiarity and quality service. From our internal operations, to how we support our valuable clients, InfoSend's client-focused service has led to an industry leading client retention and satisfaction rate.

## Overview of InfoSend Products and Services

InfoSend is a client-focused, single-source provider of comprehensive Customer Engagement and Billing solutions.

### CCM: Customer Communications Management with a Single Platform

- **Multi-Channel Distribution:** one data processing platform manages the import and handling of data files. This core system can then output the information to all delivery channels.
- **Secure:** upload data via our secure website, FTP with optional PGP encryption, or SFTP into a PCI, HIPAA and SOC audited environment.
- **Innovative Document Designs:** document redesign consulting – we create your new document look and feel and then our document composition creates bill images for both printed and paperless bills.
- **Customizable Messaging and Business Rules:** create and schedule document messages by customer type or account number, with paper suppression and distribution workflow completely customizable to meet client need.
- **Online Proofing, Job and Mail Tracking:** web-based system to track and view samples of print or eBills before they are sent, and monitor the job batch through distribution to the customer.
- **Detailed Reporting:** a variety of standard reports can be accessed via web portal or emailed to you, including a detailed breakdown comparison of inputs and outputs.
- **Archiving and Secure Third-Party API Access:** documents can be stored within an InfoSend archive, and may be accessed by clients via an InfoSend portal. InfoSend also has an API available, allowing any vendor the client authorizes to pull customer documents for display.

### DPPM: Data Processing, Print, and Mail Service

- **Cloud Based Data Processing:** data processing of raw data and print files is done within an InfoSend data center.
- **High Speed Digital Printing:** print statements, invoices, letters, postcards, notices, or other various documents using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and full color printing are all supported.
- **USPS Compliance and Automation:** USPS compliant postal presorting is used to drive postage to the lowest available rates, leveraging the Full-Service Intelligent Mail Barcode (IMB) workflow.
- **Dynamic Customer Messaging:** automated and ad hoc targeted customer messaging capabilities, with dedicated Direct Communications department for production and distribution of marketing, informational inserts, postcard and special mailings.
- **Fast Service Level Agreements (SLA):** quick turn-around of document folding, inserting, presorting, and delivery to the USPS, with next business day job completion.

### EBPP: Electronic Billing, Payment and Presentment

- **Multi-Channel Payment Collection:** InfoSend's payment platform provides customer convenience to pay by web, telephone, SMS, CSR, in-person EMV and bank payments.
- **One-Time and Automatic Payments:** allow customers to quickly make a one-time payment, as well as sign up to have their payment account auto debited with each billing cycle.
- **Paperless Bill Notification and Presentment:** notify customers via email when a new bill is available, and securely deliver exact replica of printed document to customers inbox or show online via the secure portal.
- **Mobile-Ready Customer Engagement:** all products are mobile compatible out of the box, with no app store downloads required of customers. Powered by InfoSend's CCM platform, customer specific messaging and payment reminders are delivered electronically.
- **Interactive Voice Response (IVR):** accept customer payments via automated phone service with InfoSend-hosted phone number, enabling client phone systems to redirect customers with ease.
- **SMS Text-to-Pay:** enrolled customers may opt in to receive text notifications of new bills, and reply to have the registered payment method drafted for the amount due, speeding up the time to payment.
- **Bank Payments (MasterCard RPPS):** InfoSend can collect customer payments made via Online Banking and include them within the remittance file alongside other payment channels, saving the headache of processing these as paper checks.
- **Consolidated Lockbox Reconciliation:** daily report of all payment channels provided in an easy to understand and reconcile format.



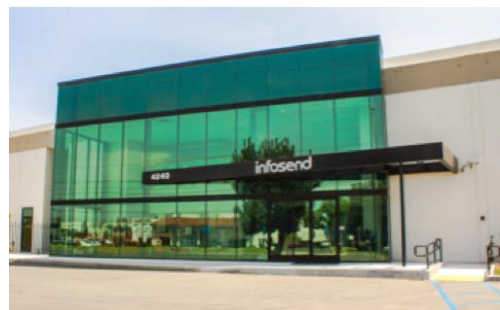
## Facilities

InfoSend is located strategically across the nation, ensuring both disaster mitigation and regional access to the USPS.

### **Corporate Headquarters & Western US Production Facility**

4240 E. La Palma Ave  
Anaheim CA 92807

InfoSend owns and operates its 80,000 sq. ft. headquarters and Western US production facility. This facility sits on a 4.3-acre lot and is one of the premier bill processing centers in California. This facility acts as the primary data center, provides disaster recovery to the other facilities, and has a 600KW backup generator that can power the entire facility in the event of a grid failure. InfoSend's Anaheim facility is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site. This property also has a separate 25,000 sq. ft. building constructed on campus for additional office and warehouse space.



### **Midwest & Northeastern US Production Facility**

1406 Centre Circle  
Downers Grove, IL 60515

InfoSend's 25,000 sq. ft. Midwest production and disaster recovery facility is located just West of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast. The Midwest facility also serves as an out-of-state disaster recovery facility for InfoSend's California and Texas facilities. InfoSend Midwest is also a USPS DMU with USPS representatives on-site. As with the Anaheim facility this property is owned by InfoSend's principals.



### **Texas & Southeastern US Production Facility**

1624 W Crosby Road #128  
Carrollton, TX 75006

InfoSend's 21,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Southeast. This facility also provides out-of-state disaster recovery for InfoSend's other locations.



### **Florida & Southeastern US Production Facility**

13891 Jetport Loop  
Fort Myers FL 33912

InfoSend's 13,000 sq. ft. Southeastern production facility is located South of Tampa, FL. This facility is used to process documents for clients located in Florida, the Southeast and up the Eastern Seaboard.



## InfoSend's Data Processing, Print & Mail Solutions Detail

### Data Processing

- Deep experience handling input data streams from a countless variety of systems, across many industries.
- Customizable document composition with variable and ad hoc messaging options.
- Multi-channel distribution of documents: USPS, eBilling, Online Hosted Archive, API, FTP, Bank Networks and more.
- Online job tracking, customer service, sample approval, and production service level agreement (SLA) detail.

### Print and Mail

- Print in black, grayscale, black plus one or more spot colors, and full variable color.
- Industry-leading Quality Control (QC) process, leveraging the latest technologies to ensure error-free manufacturing.
- Full USPS compliance, postage savings, and reporting, including return mail solutions.
- Dedicated support for production and distribution of marketing, informational inserts, postcard and special mailings.
- Partnered solutions: tracked delivery via FedEx, Online Banking, and more!

## InfoSend Reliable Production and Materials

- **Standardized Environment:** InfoSend's standardization in production and materials provides reliability and cost effectiveness for clients with a diverse array of needs across countless industries.
- **Effective Paper Stock:** standard 24 lb. blank paper utilized to strike the right balance between cost and reliability.
- **Customized Perforation:** multiple perforation locations are supported to ensure lockbox compatibility.
- **High Speed Digital Printing:** printing using laser or inkjet technology: black, grayscale, black plus one or more spot colors, and **full color** printing are all supported.
- **Effective Envelope Stock:** standard outgoing #10 and return #9 envelopes predominantly manufactured and stocked by InfoSend, include strategically placed windows to allow client logos to be visible for the customer prior to opening, as well as tinting to ensure data privacy.
- **Computerized Mailpiece Inserting:** documents at InfoSend are tagged and tracked through the production environment, including mailpiece integrity software that ensures accurate insertion of printed page into the envelope prior to delivery to the USPS.
- **USPS Compliance and Automation:** all documents are presorted prior to induction to the mail stream to ensure the lowest possible postage rate. InfoSend's Anaheim and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU), meaning USPS personnel are onsite authorizing mail to head straight to regional sort centers and bypass the local office.



## InfoSend Data Processing, Print and Mail Pricing

Document Production Summary	
<b>All Document Types</b> One 8.5" x 11" page, up to two color duplex (2/2), including InfoSend standard envelopes.  Pricing reflects and estimated volume of 6,400 documents a month, with an approximate 2 billing runs per month.	<b>\$0.135 per document</b>

The below provides the components of the summary price given above. Green highlighted cells below represent standard components of the print and mail package priced directly above. All pricing is based on "Client Volume Assumptions" listed and excludes applicable sales tax.

Setup and Data Processing	
Setup Fee - Express PDF Input Files	\$995.00
Setup Fee – Data Only Input Files	\$2,495.00
Document Re-Design Fee	Included in the above
<b>Data Processing Fee (per document)</b>	<b>\$0.025</b>

Printing and Mailing Service	
<b>USPS Postage</b>	<b>Pass-through</b> A postage deposit will be required prior to starting service.
<b>All Document Types Print Fee per Page with 2/2 Ink</b>	<b>\$0.063</b>
Print Color Options (colors per side)	\$0.068 for 3/1, 3/2 or 3/3 printing \$0.073 for 4/0 or 4/1 printing \$0.078 for 4/4 printing
Inline Insert Print Fee (Paper stock pricing in Materials Section below)	\$0.073 Black printing \$0.083 Color printing
Batch Fee (per mailing batch under 200 mail pieces)	\$10.00
Excess Pages Handwork Surcharge (per mail piece)	\$0.35
Address Updates	\$0.35 NCOA, or \$0.35 ACS

Materials	
<b>Standard Paper Stock (per sheet)</b>	<b>\$0.015</b>
<b>Standard Outgoing #10 Envelope</b>	<b>\$0.017</b>
<b>Standard Return #9 Envelope</b>	<b>\$0.015</b>
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.17

Insert Services	
Insert Printing – InfoSend Produced	Quoted based on specification
Machine Inserting Fee, Drop Shipped or InfoSend produced inserts (does not apply to Inline Inserts from previous section).	\$0.01 per insert, \$0.01 additional if folding is needed
Electronic Inserts	\$0.01

Optional Services	
Envelope Messaging (Snipes)	Quoted based on specification
Print Image Archiving (Per Document Image) <u>with included outbound USPS mail tracking</u> . Inbound remit tracking available for <b>\$100/month</b> .	\$0.01 - For 12 Months of Retention \$0.017 - For 24 Months of Retention \$0.024 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	\$100.00
Returned Mail Handling	\$0.35 per reported returned mail piece
Professional Services Rate (per hour)	\$175

## Fee Explanations

Finished mail pieces are delivered to the USPS **within one (1) business day**. If samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 3:00PM local time at the production facility designated for your account. If samples are required then they must be approved by 5:30PM local time for the file to be mailed by the next business day.

### Setup and Data Processing

- **Setup Fee - Express PDF Input:** requires a final composed PDF is uploaded to InfoSend for processing. Clients maintain control of document look and feel, but InfoSend designs a program to parse the necessary data from the PDF.
- **Setup Fee - Data Only Input:** requires the client provide a flat data extract, InfoSend creates, hosts and maintains an application to generate documents. Existing document design is copied.
- **Document Re-Design Fee:** using the “Data Only Input” method, InfoSend’s Client Services Team assists in redesigning the format of printed documents to improve communications or to take advantage of new printing capabilities.
- **Data Processing Fee:** per document image that is processed by the InfoSend system for output.

### Printing and Mailing Service

- **Postage:** clients are invoiced for the exact postage used. Leveraging InfoSend's USPS compliance and expertise, clients are provided the lowest possible USPS automated rates when client batches qualify.
- **Print Fee:** price includes baseline number of colors printed on the front and back of the document. All variable and static images are dynamically imaged onto white form with a perforation.
- **Optional Color Upgrades:** Different options are available at different prices. Numbers fewer than 4 equal individual colors, 4 equals full color. The number 1 means black or grey. All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. **4 equals CMYK (full color).**
- **Inline Insert Print Fee:** price for inserts printed on demand as additional pages. Allows for more dynamic customer messaging without the extra pre-production lead time and overhead.
- **Batch Fee:** assessed to cover InfoSend costs when batches transferred to InfoSend fall below threshold.
- **Excess Pages Handwork Surcharge:** surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into a #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.
- **Address Updates – NCOALink or ACS:** per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.

### Materials

- **Paper Stock:** white paper stock with or without perforation. Paper is 8.5x11” and 24lb. Price includes all inventory costs. A larger 8.5x14” format is available at a higher material cost and higher printing cost.
- **Outgoing #10 Envelope:** #10 InfoSend Standard Double Window Outgoing Envelope. Includes security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. Sourced with sustainably logged paper (SFI).
- **Return #9 Envelope:** #9 InfoSend Standard Single Window Return Envelope. Includes the same security tint and SFI paper as the #10.
- **Outgoing Flat Envelope:** single window envelope, only used for multiple page statements that do not fit in the #10 envelope.

### Insert Services

- **InfoSend Produced Inserts:** utilizing InfoSend printing and/or design services, inserts can be produced by InfoSend. Price quoted on request.
- **Machine Inserting Fee, Drop Shipped or InfoSend Produced Inserts:** InfoSend often produces inserts on behalf of clients, however clients can print and fold inserts and ship them to InfoSend to be included with InfoSend produced mail. A machine inserting fee applies per insert included in an envelope package. There is an additional folding fee for drop-shipped inserts requiring folding. Setup fees may apply for programming selective inserting.
- **Electronic Inserts:** fee per digital image of a physically produced insert included in the PDF copy of a document. Ensures that client representatives and client customers can get the same information in the electronic bill as would go out physically.

### Optional Services

- **Envelope Messaging (Snipes):** custom messages and images can be printed onto the standard InfoSend #10 double window envelope as a more cost-effective alternative to pre-manufactured custom envelopes. The price depends on the artwork – number of colors and whether it prints on one or both sides of the envelope, as well as order quantity. Price is quoted upon request.
- **Print Image Archiving:** fee per document to process, index, and store a document as a PDF for a set number of months. PDFs are securely accessed using an InfoSend website application. Third party applications can also access the PDFs via a lightweight API with no cost. Setup fees may apply depending on configuration needs.
- **Print Image Archive API Monthly Support Fee:** a flat monthly support fee to provide API access to documents in the InfoSend Print Image Archive. InfoSend will work with the designated third parties that a Client chooses, and provide support and open access to API calls on a monthly basis.
- **Returned Mail Handling:** InfoSend will provide electronic reporting of mail that is returned by USPS, saving clients the hassle of receiving and opening returned mail to update records. All records which are not delivered will be securely destroyed and recycled after reporting.
- **Professional Services Fee:** per hour and performed only upon request for customizations made to processing program or document format after go-live. Work is only started after receiving client approval of a formal quote.