

Sunnyslope County Water District

A G E N D A

AUGUST 18, 2020

CLOSED SESSION: 4:30 PM

REGULAR BOARD MEETING: 5:15 PM

District Office Board Room



3570 Airline Hwy., Hollister, CA

AS AUTHORIZED BY THE STATE OF CALIFORNIA EXECUTIVE ORDER N-25-20 PUBLIC ACCESS TO DISTRICT MEETINGS CAN BE OBTAINED THROUGH THE FOLLOWING ACCESS POINTS:

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

<https://meetings.ringcentral.com/j/1497732546?pwd=Z016WXowYmUzYXlIS3U2a2RUWnhYz09>

Password: SSCWD

Or Telephone: Dial +1(623)404-9000 and when prompted enter Meeting ID: 149 773 2546

Regular Board Room attendance will NOT be available.

Any members of the public requiring special accommodations may call the District office at (831) 637-4670 a minimum of 3 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**
- B. ROLL CALL** – President James Parker, Vice-President Jerry Buzzetta, and Directors: Judi Johnson, Ann Ross, and Mike Alcorn.
- C. 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

- D. CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTIONS:**
 - 1. Conference with Legal Counsel – Anticipated Litigation, Gov. Code § 54956.9(b): – One case.
 - 2. Public Employee Discussion – Title: General Manager , Gov. Code §54957.6

Regular Session

E. PLEDGE OF ALLEGIANCE

F. REPORT IN OPEN SESSION ACTION TAKEN IN CLOSED SESSION

G. APPROVAL OF AGENDA

H. PUBLIC COMMENTS and AUDIENCE INTRODUCTIONS – The public may comment ¹ on any District business, not on the agenda, with a time limit of three minutes per speaker. No actions may be taken.

I. 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 shall be moved to Item J, and treated as a matter of new business, or moved to Item L, and discussed as a staff report. The public may address the Board ² 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 July 21, 2020.
2. Allowance of Claims for disbursements from July 14, 2020 through August 10, 2020.
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. Superintendent Monthly Status Reports: a. Maintenance, b. City Meter Reading, and c. Groundwater Level Measurement.
6. General Manager Monthly Status Report.

J. 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 ² on these items as the Board reviews each item.

1. Authorize the General Manager to Complete a Customer Services and Transparency Initiative not to Exceed \$135,000 Capital Investment and \$31,118 in Contractual Services.

K. STATUS REPORTS

1. Governance Committee – (No meeting)
2. Water / Wastewater Committee – (No meeting)
3. Finance Committee – (No meeting)
4. Policy and Procedure Committee – (No meeting)
5. Personnel Committee – (No meeting)
6. Water Resources Association of San Benito County – (August 6, 2020 meeting) Next scheduled meeting is October 1st, 2020.

L. BOARD and STAFF REPORTS

1. Directors
2. District Counsel
3. Finance Manager – Discussion of Statement of Income for FY19/20 (Oral Report)
4. General Manager – COVID 19 Update (Oral Report)

M. FUTURE AGENDA ITEMS

N. 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 – September 15, 2020 @ 5:15 p.m., District Office

AGENDA DEADLINE: 12:00 p.m. September 9th, 2020

<i>Future Scheduled Committee Meetings</i>
<u>Water Resources Agency – October 1, 2020 @ 4:00 PM</u>

¹ 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. Please step up to and speak at the podium.

² 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
July 21, 2020

A. CALL TO ORDER: The meeting was called to order at 4:30 p.m. by President Parker, 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: Vice President Jerry Buzzetta, and Director Mike Alcorn, Director Judi Johnson, President James Parker and Director Ann Ross.

C. 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 3 minutes per speaker. No public comment was made.

Staff Present for Closed Session: In Person: General Manager/Secretary Drew Lander, and
Via Teleconference: Attorney Michael Laredo.

D. CLOSED SESSION (PURSUANT TO Government Code Section 54956.9(b) and 54957.6: At 4:32 p.m., President Parker closed the meeting to the public to discuss the following:

1. **Conference with Legal Counsel** – Anticipated Litigation, Gov. Code § 54956.9(b): – One case.
2. **Labor Negotiation Discussion** – Management Negotiations Update, Gov. Code § 54957.6

President Parker reconvened the meeting to open session at 5:20 p.m.

E. PLEDGE OF ALLEGIANCE: Director Ross led Directors and staff in the Pledge of Allegiance.

F. REPORT IN OPEN SESSION ACTION TAKEN IN CLOSED SESSION: Attorney Michael Laredo reported on the first item, Anticipated Litigation, Gov. Code § 54956.9(b), stating that a status report was given to the Board, and that no action was taken. Attorney Laredo addressed the second item, Management Negotiations Update, Gov. Code § 54957.6, by reporting that direction was given, and no reportable action was taken.

G. APPROVAL OF AGENDA: Upon a motion made by Director Johnson, seconded by Director Alcorn, for which President Parker then took a roll call vote as follows: Director

Alcorn (MA), yes; Director Buzzetta (JB), yes; Director Johnson (JJ), yes; Director Ross (AR), yes; and President Parker (JP), yes; the motion carried 5-0.

H. 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 public comment was made.

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

I. CONSENT AGENDA:

1. Approval of Minutes – The Board reviewed the minutes for the Regular Meeting of June 16, 2020.
2. Allowance of Claims – The Board reviewed the Disbursement Summary (below) for the period of June 9, 2020 through July 13, 2020, totaling \$1,133,271.22, which includes \$899,180.10 for payments to vendors, \$231,367.61 for Payroll – employee and director, and \$2,723.51 for customer refunds and checks returned. The last “ACH” # (electronic payments) was ACH #1754, the last “DD” # (direct deposit-electronic employee payments) was DD #2952, and the last check written was check #28181.

Date	Number	Name	Amount
06/15/20	ACH 1733	EFTPS	-652.12
06/10/20	ACH 1734	RETURNED CHECK	-218.51
06/16/20	ACH 1735	RETURNED CHECK	-54.73
06/17/20	ACH 1736	RETURNED ACH	-170.52
06/17/20	ACH 1737	RETURNED ACH	-295.70
06/17/20	ACH 1738	RETURNED ACH	-125.60
06/17/20	ACH 1739	RETURNED ACH	-185.20
06/17/20	ACH 1740	RETURNED ACH	-402.58
06/17/20	ACH 1741	RETURNED ACH	-140.68
06/30/20	ACH 1742	EFTPS	-25,782.28
06/30/20	ACH 1743	Employment Dev. Dept. (EDD) DE88 Pmts.	-11,187.05
06/30/20	ACH 1744	CalPERS - Retirement	-1,036.00
06/30/20	ACH 1745	CalPERS - Retirement	-6,033.03
06/30/20	ACH 1746	CalPERS - Retirement	-24,530.25
06/30/20	ACH 1747	CalPERS - Retirement	-50.00
07/01/20	ACH 1749	North American Bancard	-1,294.19

Date	Number	Name	Amount
07/01/20	ACH 1750	RETURNED CHECK	-74.59
07/03/20	ACH 1751	North American Bancard	-1,313.87
07/09/20	ACH 1754	American Express	-30.73
06/15/20	DD 2925	Alcorn, Michael H.	-608.45
06/15/20	DD 2926	Buzzetta, Jerry T	-877.33
06/15/20	DD 2927	Johnson, Judi H.	-855.50
06/15/20	DD 2928	Parker, James F	-507.93
06/15/20	DD 2929	Ross, Ann C.	-320.23
06/30/20	DD 2930	Alvarez, Abel	-5,649.00
06/30/20	DD 2931	Bernal, Melissa M	-2,894.71
06/30/20	DD 2932	Boltz, William K	-7,148.67
06/30/20	DD 2933	Burbank, Jr., Dee J.	-6,336.51
06/30/20	DD 2934	Castro, Kevin G.	-6,661.31
06/30/20	DD 2935	Cervantes, Jr., Adan S.	-5,306.09
06/30/20	DD 2936	Chavez, Jr., Manuel T.	-8,420.10
06/30/20	DD 2937	Eclarin, Ernesto P.	-6,611.44
06/30/20	DD 2938	Foster, Travis J	-6,904.27
06/30/20	DD 2939	Hernandez, Bazilio	-6,380.24
06/30/20	DD 2940	Hillebrecht, Robert B.	-5,410.42
06/30/20	DD 2941	Lander, Drew A	-10,676.85
06/30/20	DD 2942	Malko, Kim A.	-3,992.22
06/30/20	DD 2943	Padilla, David	-6,519.56
06/30/20	DD 2944	Perez Bribiesca, Diego	-4,492.49
06/30/20	DD 2945	Porteur, Carol A.	-3,344.96
06/30/20	DD 2946	Quick, Troy E.	-6,776.93
06/30/20	DD 2947	Roberts, Kelly L.	-4,813.83
06/30/20	DD 2948	Rodriguez, Jose J.	-7,717.96
06/30/20	DD 2949	Vargas Garcia, Michael J	-4,985.23
06/30/20	DD 2950	Vasquez-Herrera, Luis M.	-4,610.42
06/30/20	DD 2951	Watson, Scott A.	-7,932.13
06/30/20	DD 2952	Zavala, Anabel G.	-4,454.92
06/15/20	28079	Watson, Scott A.	-64.72
06/15/20	28080	AARON & SANDRA HUGHES	-301.10
06/15/20	28081	JEFFREY & KAREN WRIGHT	-55.15
06/15/20	28082	A-1 Services	-844.00
06/15/20	28083	Ag. Commissioner San Benito Co.	-239.23
06/15/20	28084	Auto Tech Service Center, Inc.	-69.00
06/15/20	28085	B.S.K. Analytical Laboratories, Inc.	-600.00
06/15/20	28086	Badger Meter, Inc.	-132,654.75
06/15/20	28087	Brenntag Pacific, Inc.	-17,501.17
06/15/20	28088	Calgon Carbon Corporation	-48,402.00
06/15/20	28089	Central Ag Supply LLC	-271.49

Date	Number	Name	Amount
06/15/20	28090	Green Valley Farm Supply, Inc	-1,942.32
06/15/20	28091	John Smith Road Landfill	-1,424.65
06/15/20	28092	Postmaster	-240.00
06/15/20	28093	RJR Recycling	-1,500.00
06/15/20	28094	San Benito County Water District	-283.00
06/15/20	28095	Trans Union LLC	-125.08
06/15/20	28096	EBCO Pest Control	-60.00
06/15/20	28098	National Assoc. of Clean Water Agencies	-750.00
06/15/20	28099	San Benito County Water District	-323,121.96
06/16/20	28100	Postmaster	-1,386.39
06/25/20	28101	Ace Hardware (Johnson Lumber Co.)	-245.43
06/25/20	28102	B.S.K. Analytical Laboratories, Inc.	-300.00
06/25/20	28103	Brenntag Pacific, Inc.	-54,294.78
06/25/20	28104	Calcon System, Inc.	-1,297.50
06/25/20	28105	Bianchi Kasavan & Pope, LLP	-313.50
06/25/20	28106	Central Ag Supply LLC	-510.83
06/25/20	28107	De Lay & Laredo	-2,429.50
06/25/20	28108	Ferguson Enterprises, Inc.	-188.67
06/25/20	28109	First Trust Alarm Company	-698.00
06/25/20	28110	Grainger, Inc.	-78.94
06/25/20	28111	Hach Company	-1,324.79
06/25/20	28112	Inland Water Works Supply Co	-8,313.60
06/25/20	28113	Konica Minolta Premier Finance	-416.76
06/25/20	28114	Mc Master-Carr	-50.86
06/25/20	28115	Mid Valley Supply	-125.40
06/25/20	28116	Pinnacle Agriculture	-785.97
06/25/20	28117	Premier Access Insurance Co.	-3,450.23
06/25/20	28118	RJR Recycling	-2,000.00
06/25/20	28119	Tesco Controls Inc	-820.00
06/25/20	28120	USA Blue Book	-944.28
06/25/20	28121	Verizon Wireless	-271.63
06/25/20	28122	W.S. Darley & Co.	-372.17
06/25/20	28123	WECO Industries	-5,255.11
06/25/20	28124	UWUA Local 820	-850.00
06/29/20	28125	ROBERTA & GREGORY BABER	-121.72
06/29/20	28126	BARRY BRADY	-181.81
06/29/20	28127	DAWN, RALPH OR DARLENE HERRERA	-158.28
06/26/20	28128	Nationwide Retirements Solutions	-20,037.18
06/26/20	28129	Toro Petroleum Corp.	0.00
06/26/20	28130	Toro Petroleum Corp.	-1,354.73
06/29/20	28131	Postmaster	-2,196.25
06/30/20	28132	VOID - Cloud / Water Smart	0.00

Date	Number	Name	Amount
07/02/20	28133	JESUS OSEGURA	-237.34
07/02/20	28134	Ace Hardware (Johnson Lumber Co.)	-182.90
07/02/20	28135	AT&T	-641.12
07/02/20	28136	Auto Tech Service Center, Inc.	-870.00
07/02/20	28137	Badger Meter, Inc.	-1,540.88
07/02/20	28138	Bracewell Engineering, Inc.	-607.00
07/02/20	28139	Brenntag Pacific, Inc.	-8,324.46
07/02/20	28140	Brigantino Irrigation	-24.65
07/02/20	28141	Central Ag Supply LLC	-626.33
07/02/20	28142	Hach Company	-4,938.25
07/02/20	28143	Hollister Auto Parts, Inc.	-341.95
07/02/20	28144	Mission Uniform Service	-1,277.94
07/02/20	28145	O'Reilly Auto Parts	-190.43
07/02/20	28146	Palace Business Solutions	-86.55
07/02/20	28147	Petty Cash	-29.69
07/02/20	28148	Postmaster	-78.00
07/02/20	28149	Razzolink.com	-76.95
07/02/20	28150	True Value Hardware	-57.72
07/02/20	28151	USA Blue Book	-4,390.91
07/02/20	28152	Veolia Water Technologies	-58,827.60
07/08/20	28153	Iconix Waterworks (US) Inc.	-6,568.14
07/13/20	28154	Padilla, David	-169.28
07/13/20	28155	Porteur, Carol A.	-69.87
07/13/20	28156	Alvarez, Abel	-173.20
07/13/20	28157	Hernandez, Bazilio	-168.33
07/13/20	28158	Porteur, Carol A.	-54.95
07/13/20	28159	AT&T	-797.06
07/13/20	28160	Bracewell Engineering, Inc.	-272.00
07/13/20	28161	Brenntag Pacific, Inc.	-41,137.18
07/13/20	28162	Brigantino Irrigation	-43.44
07/13/20	28163	California Pipe Fabricators	-9,559.38
07/13/20	28164	CalVista Insurance Agency Inc.	-76,603.00
07/13/20	28165	Central Ag Supply LLC	-85.52
07/13/20	28166	CM Analytical, Inc.	-23,327.50
07/13/20	28167	EBCO Pest Control	-60.00
07/13/20	28168	ERA Safety Solutions LLC	-350.73
07/13/20	28169	Hach Company	-728.38
07/13/20	28170	John Smith Road Landfill	-3,837.60
07/13/20	28171	Mc Master-Carr	-395.24
07/13/20	28172	P G & E	-24,635.00
07/13/20	28173	Postal Graphics	-7.37
07/13/20	28174	Recology San Benito County	-208.63

Date	Number	Name	Amount
07/13/20	28175	RJR Recycling	-750.00
07/13/20	28176	Staples Advantage	-212.99
07/13/20	28177	Star Concrete	-124.55
07/13/20	28178	State Water Resources Control Brd-WWOPCP	-120.00
07/13/20	28179	Toro Petroleum Corp.	-1,183.61
07/13/20	28180	Trans Union LLC	-132.07
07/13/20	28181	U.S. Bank Corporate Payment Systems	-2,134.27
			\$ -1,133,271.22

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.

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

J. NEW BUSINESS:

1. **CONSIDER APPROVAL AND AUTHORIZE THE PRESIDENT TO SIGN AN AGREEMENT FOR WATER FACILITIES AND SERVICE FOR THE CERRO VERDE DEVELOPMENT:** Associate Engineer Rob Hillebrecht stated that the proposed Cerro Verde Development is a 4.3 acre infill housing development adjacent to and east of El Cerro Dr. at Sawtooth Dr. just south of Hillcrest Rd. as shown in the picture provided. It involves the creation of 19 new single family residences, widening of El Cerro Dr., extension of Sawtooth Dr. to El Cerro Dr., a new cul-de-sac, and a storm water retention pond. District staff have reviewed the Improvement Plans to ensure that they meet all District standards and requirements. This development will incrementally improve the connectivity and circulation of the District's water distribution system in this area by tying the main in Sawtooth Dr. to that in El Cerro Dr. The developer must also install several new valves on the existing water main in El Cerro which will limit the potential impact and extent of future water shutdowns for leaks or maintenance.

The Agreement which was attached to the staff report is the District’s standard agreement for water facilities and service to a new development. The District currently has the capacity and ability to serve this development with potable water. Yet the Agreement acknowledges the District’s right to terminate the Agreement if severe drought or other unforeseen circumstances significantly limit its ability to serve additional development.

Mr. Hillebrecht stated that the developer will pay for all related District costs through the Deposit explained in Section 5 of the Agreement, along with water capacity charges and meter set fees for each new unit. The capacity charge is currently \$11,700.00 and has been adjusted up in accordance with the Engineering News Record Construction Cost Index for San Francisco on July 1st. The meter set fee is currently \$405.00.

Director Johnson asked Mr. Hillebrecht to explain the process in the signing of an agreement for water services, to which Mr. Hillebrecht thoroughly explained the full process.

Director Buzzetta inquired about the warranty clause included in the contract, asking if a longer warranty period could be extended and Mr. Hillebrecht explained that the Industry Standard is a one year warranty, but he and General Manager/Secretary Lander stated they could possibly extend that time frame and would look into it.

Director Alcorn asked about the termination of the contract with regard to the “Sunset Date”, which allows either party to rescind without penalty if the developer is unable to fulfill their obligations as stipulated in the contract. General Manager/Secretary Lander stated that is covered in the “Termination” clause of the agreement.

President Parker stated that the map shows 20 lots, but the request is for creation of 19 new single family residences, and Mr. Hillebrecht explained that the 20th lot is for a detention pond.

Mr. Lander stated that President Parker pointed out a couple of typographical errors in the contract, which he stated will be corrected before the signing of the agreement.

Upon a motion made by Director Alcorn to approve and authorize the President to sign an agreement for water facilities and service for the Cerro Verde Development, seconded by Director Johnson, and for which President Parker then took a roll call vote as follows: Directors MA, yes; JB, yes; JJ, yes; AR, yes; and President JP, yes; the motion carried 5-0.

2. **AUTHORIZE THE GENERAL MANAGER TO CONTRACT WITH EXCEEDIO INC. FOR INFORMATION TECHNOLOGY (IT) SERVICES ON A MONTHLY SERVICE BASIS NOT TO EXCEED \$2,500/MO:** General Manager/Secretary Lander

stated that the District has grown significantly in the past 10 years yet the technology investment of the District has not kept up with needs for electronic security, software maintenance and hardware capital costs relating to computers and internet needs.

Exceedio Inc. is a full service IT management service with extensive expertise in the implementation and management of office security and network systems. They will be taking the lead in the implementation of corporate server modifications to enhance worker efficiency.

The services provided by Exceedio Inc. are required to prepare the backbone needed to take the additional steps toward the implementation of the planned enterprise accounting software program. This program will integrate with both the payment processing needs of the District but also provide purchase order and electronic tracking of all documents. Exceedio Inc. will be providing all staff with online security training and they will manage all workstation security credentials to provide the strongest protection against malicious internet attacks. Mr. Lander added that the company has local employees which will also provide quick service.

General Manager/Secretary Lander stated that managed services are estimated to cost \$2,224.05/month based on the scope of services provided by Exceedio Inc. Staff estimates that with adjustments and modifications to services rendered over the proposed contract term of 60 months the monthly fee will not exceed \$2,500. The \$2,500 would cover the devices the District currently has, but if any new devices were purchased, the cost would increase accordingly. The contract may be terminated at any time with a proposed 60 month term, and the District would incur the penalty of the set up fees which are waived at the inception of the contract, in the amount of \$7,480. Mr. Lander added that the annual cost of these services were contemplated in the contractual services of the annual budget. There was discussion on showing the cost for this service as a separate line item, and General Manager/Secretary Lander stated that future budgets will do so.

Upon a motion made by Director Johnson to authorize the General Manager to contract with Exceedio Inc. for Information Technology (IT) services on a monthly service basis not to exceed \$2,500/mo., seconded by Director Ross, and for which President Parker then took a roll call vote as follows: Directors MA, yes; JB, yes; JJ, yes; AR, yes; and President JP, yes; the motion carried 5-0.

K. 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:** President Buzzetta reported that the committee met on July 20th for a closed session meeting to discuss Management Staff Labor Negotiations.
6. **Water Resources Association of San Benito County (WRA):** President Parker reported that the meeting was canceled and tentatively the next meeting is scheduled for August 6, 2020.

L. BOARD and STAFF REPORTS

1. **Directors:** Director Buzzetta complimented Finance and Human Resource Manager, Travis Foster and Carol Porteur for completing payroll in house on such short notice when ADP advised they were unable to process the first payroll as scheduled, due to not having all components in place and ready to go.

Director Buzzetta commented on the addition of the Board Designated Reserves report included in the board packet, stating this is helpful information in understanding where the District's funds are designated.

Director Johnson stated that she is happy to see all staff in attendance of the meeting, as on occasion, a staff member is out for one reason or another.

Director Johnson complimented General Manager/Secretary Lander on the addition of an overview page added to the Water Quality Report, written in Spanish for the Spanish speaking customers, which he prepared himself.

Director Johnson also pointed out that one of the conditions of hire for Drew Lander was the completion of the Master's Program, stating that he has submitted this documentation demonstrating completion and is awaiting confirmation from the University. General Manager/Secretary Lander stated that due to COVID 19, the individual needed to complete the review is unavailable, but he will continue to pursue this paperwork.

2. **District Counsel:** No report
3. **General Manager:** General Manager/Secretary Lander gave an update on the COVID-19 situation stating that there was consideration of re-opening the office until there were

increasing cases in the community and reports of another shut down. Staff has been asked to renew their efforts to follow all local and State protocols and to wear their mask at all times unless they are at their own workstation. A renewed interest in protecting one another is occurring and hand sanitizers have been installed throughout the office. General Manager/Secretary Lander has implemented an “open-door” policy for each employee to discuss their own situation regarding the pandemic with him if there are concerns.

Customers continue to fall behind on their payments, last month there were 428 reported late accounts and this month the number has increased to 504. The increase is from the past 2 months, with a substantial loss of revenue. Finance & Human Resource Manager Foster is tracking the late fees that would have been collected and other COVID-19 related expenses, with approximately a \$44,000 loss since the inception of the pandemic.

Staff is currently working on a plan to communicate with customers to bring their accounts current or schedule a payment arrangement. Due to the mandated shut-off restrictions, customers currently are not being shut off. Staff is also working on a procedure to identify that the unpaid customer’s situation is due to the pandemic, and not just because of a lack of payment.

General Manager/Secretary Lander reported on improvements happening in the District, one being the purchase of a new jetter nozzle for the sewer jetter trailer which has improved the cleaning out of the lines in the wastewater system, and has reduced backup and odor.

The Ridgemark II Lift Station was having trouble keeping solids out of the wet well; problems with the system backing up; and not being able to get proper readings. Initially installing a grinder was considered but the cost of the equipment plus the electrical installation would have been between \$50,000 and \$70,000. The alternative was to convert the existing pump to a chopper/grinder pump, which has proven to have better performance and is more successful and for minimal additional cost.

Due to lack of staff, the weed spraying within the District had fallen behind, but now that the District is fully staffed, this project has been completed.

General Manager/Secretary Lander reported that Water/Wastewater Superintendent Rodriguez has been negotiating the chemical costs with our provider, and purchasing in bulk quantity has proven to save the District about \$2,100 just in this last month.

Water plant operators are now meeting on Wednesday mornings, and with these meetings they are communicating with each other and coming up with productive ideas.

General Manager/Secretary Lander reported that the West Hills Water Treatment Plant is currently running at 4 MGD which means producing more and selling more water. The decrease in chemicals has reduced the cost of operation, even with the increase in production.

There is still testing that needs to be done at the West Hills WTP, but the piping needs to be installed. Staff is continuing to work on getting prices from contractors.

M. FUTURE AGENDA ITEMS: Amending the General Manager’s contract.

N. ADJOURNMENT: President Parker adjourned the meeting at 6:13 p.m.

APPROVED BY THE BOARD:

James F. Parker, President

RESPECTFULLY SUBMITTED:

Drew A. Lander, Secretary

Sunnyslope County Water District

Disbursement Summary

July 14, 2020 through August 10, 2020

Date	Num	Name	Amount
07/01/20	ACH 1748	CalPERS Health Insurance	-17,858.29
07/02/20	ACH 1752	Nationwide Life Insurance	-215.67
07/03/20	ACH 1753	Pathian Administrators (VSP)	-344.91
07/15/20	ACH 1755	RETURNED ACH (ACH Ret 07-01)	-182.22
07/15/20	ACH 1756	RETURNED ACH (ACH Ret 07-02)	-143.85
07/15/20	ACH 1757	RETURNED ACH (ACH Ret 07-03)	-165.82
07/15/20	ACH 1758	RETURNED ACH (ACH Ret 07-04)	-175.22
07/17/20	ACH 1759	RETURNED ACH (ACH Ret 07-05)	-179.92
07/17/20	ACH 1760	RETURNED ACH (ACH Ret 07-06)	-291.60
07/17/20	ACH 1761	RETURNED ACH (ACH Ret 07-07)	-466.02
07/17/20	ACH 1762	RETURNED ACH (ACH Ret 07-08)	-305.39
07/17/20	ACH 1763	RETURNED ACH (ACH Ret 07-09)	-156.42
07/17/20	ACH 1764	RETURNED ACH (ACH Ret 07-10)	-249.78
07/17/20	ACH 1765	RETURNED ACH (ACH Ret 07-11)	-115.86
07/17/20	ACH 1766	RETURNED ACH (ACH Ret 07-12)	-147.02
07/17/20	ACH 1767	RETURNED ACH (ACH Ret 07-13)	-221.90
07/17/20	ACH 1768	RETURNED ACH (ACH Ret 07-14)	-226.91
07/17/20	ACH 1769	RETURNED ACH (ACH Ret 07-15)	-190.49
07/17/20	ACH 1770	RETURNED ACH (ACH Ret 07-16)	-161.12
07/17/20	ACH 1771	RETURNED ACH (ACH Ret 07-17)	-238.95
07/21/20	ACH 1772	EFTPS	-10,693.58
07/21/20	ACH 1773	Employment Dev. Dept. (EDD) DE88 Pmts.	-4,543.98
07/22/20	ACH 1774	CalPERS - Retirement	-686.08
07/22/20	ACH 1775	CalPERS - Retirement	-194.58
07/31/20	ACH 1776	ADP	-18,426.41
07/31/20	ACH 1777	ADP	-67,253.66
08/03/20	ACH 1778	Pathian Administrators (VSP)	-344.91
08/03/20	ACH 1779	North American Bancard	-1,872.53
08/03/20	ACH 1780	North American Bancard	-1,026.04
08/04/20	ACH 1781	Nationwide Life Insurance	-215.67
08/05/20	ACH 1782	American Express	-37.63
07/17/20	DD 2953	Alcorn, Michael H.	-179.70
07/17/20	DD 2954	Alvarez, Abel	-3,402.71
07/17/20	DD 2955	Bernal, Melissa M	-1,127.43
07/17/20	DD 2956	Boltz, William K	-3,345.71
07/17/20	DD 2957	Burbank, Jr., Dee J.	-2,406.86
07/17/20	DD 2958	Buzzetta, Jerry T	-277.05
07/17/20	DD 2959	Castro, Kevin G.	-2,310.61
07/17/20	DD 2960	Cervantes, Jr., Adan S.	-2,095.06
07/17/20	DD 2961	Chavez, Jr., Manuel T.	-4,744.80
07/17/20	DD 2962	Eclarin, Ernesto P.	-3,554.26
07/17/20	DD 2963	Foster, Travis J	-2,599.85
07/17/20	DD 2964	Hernandez, Bazilio	-3,162.86

Sunnyslope County Water District

Disbursement Summary

July 14, 2020 through August 10, 2020

Date	Num	Name	Amount
07/17/20	DD 2965	Hillebrecht, Robert B.	-2,156.95
07/17/20	DD 2966	Johnson, Judi H.	-179.70
07/17/20	DD 2967	Lander, Drew A	-4,108.80
07/17/20	DD 2968	Malko, Kim A.	-1,521.31
07/17/20	DD 2969	Padilla, David	-3,165.38
07/17/20	DD 2970	Parker, James F	-184.70
07/17/20	DD 2971	Perez Bribiesca, Diego	-1,822.18
07/17/20	DD 2972	Porteur, Carol A.	-1,397.25
07/17/20	DD 2973	Quick, Troy E.	-2,399.77
07/17/20	DD 2974	Roberts, Kelly L.	-1,908.13
07/17/20	DD 2975	Rodriguez, Jose J.	-2,979.19
07/17/20	DD 2976	Ross, Ann C.	-179.70
07/17/20	DD 2977	Vargas Garcia, Michael J	-2,055.05
07/17/20	DD 2978	Vasquez-Herrera, Luis M.	-1,833.70
07/17/20	DD 2979	Watson, Scott A.	-2,946.59
07/17/20	DD 2980	Zavala, Anabel G.	-1,790.45
07/20/20	28182	A-1 Services	-403.00
07/20/20	28183	B.S.K. Analytical Laboratories, Inc.	-600.00
07/20/20	28184	Bianchi Kasavan & Pope, LLP	-924.00
07/20/20	28185	Bracewell Engineering, Inc.	-353.50
07/20/20	28186	Brenntag Pacific, Inc.	-24,571.48
07/20/20	28187	Brigantino Irrigation	-4.68
07/20/20	28188	Calcon System, Inc.	-1,832.48
07/20/20	28189	Calgon Carbon Corporation	-48,402.00
07/20/20	28190	Carlson's Fire Extinguisher Sales & Serv	-1,385.01
07/20/20	28191	City of Hollister-Finance Dept	-360,516.79
07/20/20	28192	Hach Company	-176.02
07/20/20	28193	Hollister Auto Parts, Inc.	-40.25
07/20/20	28194	Independent Business Forms, Inc.	-11,216.32
07/20/20	28195	Mc Master-Carr	-447.19
07/20/20	28196	O'Reilly Auto Parts	-25.66
07/20/20	28197	Quinn Company	-1,633.72
07/20/20	28198	San Benito County Water District	-444.25
07/20/20	28199	San Benito Tire Pros & Automotive	-22.50
07/20/20	28200	Silke Communications, Inc.	-5,182.02
07/20/20	28201	Toro Petroleum Corp.	-964.94
07/20/20	28202	USA Blue Book	-1,245.73
07/20/20	28203	ACWA/JPIA	-12,285.02
07/20/20	28204	Vargas Garcia, Michael J	-367.00
07/20/20	28205	San Benito County Water District	-324,796.70
07/20/20	28206	Perez Bribiesca, Diego	-150.00
07/27/20	28207	WILLIAM BELTRAMI	-227.82
07/27/20	28208	JUAN A MOLINA & SANDRA BRYANT	-71.48

Sunnyslope County Water District

Disbursement Summary

July 14, 2020 through August 10, 2020

Date	Num	Name	Amount
07/27/20	28209	CITYLIGHTS PROPERTY GROUP INC.	-181.39
07/27/20	28210	KELLIE GUERRA	-30.54
07/27/20	28211	DEBORAH J MAGNASCO	-177.09
07/27/20	28212	BRISALVA AMADOR & JUNIO MARTINEZ	-43.25
07/27/20	28213	AT&T	-363.08
07/27/20	28214	Auto Tech Service Center, Inc.	-89.00
07/27/20	28215	Ben Caputo Printing	-4,876.65
07/27/20	28216	Central Ag Supply LLC	-798.92
07/27/20	28217	exceedio	-2,245.05
07/27/20	28218	Extreme Air, Inc.	-650.00
07/27/20	28219	Hollister Auto Parts, Inc.	-17.59
07/27/20	28220	Hollister Landscape Supply	-155.88
07/27/20	28221	Konica Minolta Premier Finance	-416.76
07/27/20	28222	Maggiora Bros. Drilling, Inc.	-30,067.00
07/27/20	28223	Mid Valley Supply	-203.94
07/27/20	28224	Palace Business Solutions	-273.10
07/27/20	28225	Pinnacle Agriculture	-825.82
07/27/20	28226	SBC Business Council, Inc.	-1,000.00
07/27/20	28227	USA Blue Book	-251.93
07/27/20	28228	Verizon Wireless	-252.15
07/31/20	28229	Postmaster	-2,203.84
07/31/20	28230	Ace Hardware (Johnson Lumber Co.)	-262.18
07/31/20	28231	Badger Meter, Inc.	-1,100.64
07/31/20	28232	Brenntag Pacific, Inc.	-16,285.28
07/31/20	28233	Brigantino Irrigation	-289.64
07/31/20	28234	Carlton's Fire Extinguisher Sales & Serv	-134.15
07/31/20	28235	De Lay & Laredo	-5,670.00
07/31/20	28236	Grainger, Inc.	-48.68
07/31/20	28237	Hach Company	-2.05
07/31/20	28238	Mc Master-Carr	-116.98
07/31/20	28239	Mission Uniform Service	-1,063.73
07/31/20	28240	MuniQuip, LLC	-1,073.31
07/31/20	28241	Petty Cash	-18.52
07/31/20	28242	Premier Access Insurance Co.	-3,450.23
07/31/20	28243	San Benito Tire Pros & Automotive	-22.50
07/31/20	28244	Shape, Inc.	-870.33
07/31/20	28245	Star Concrete	-34.96
07/31/20	28246	Toro Petroleum Corp.	-147.88
07/31/20	28247	Veolia Water Technologies	-6,370.51
07/31/20	28248	KEITH & VICTORIA WOESTE	-50.73
07/31/20	28249	Zavala, Anabel G. -Void	0.00
07/31/20	28250	Alvarez, Abel -Void	0.00
07/31/20	28251	Burbank, Jr., Dee J. - Void	0.00

Sunnyslope County Water District

Disbursement Summary

July 14, 2020 through August 10, 2020

Date	Num	Name	Amount
07/31/20	28252	Roberts, Kelly L. - Void	0.00
07/31/20	28253	Rodriguez, Jose J. - Void	0.00
08/03/20	28254	Razzolink.com	-76.95
08/03/20	28255	ltron, Inc.	-7,813.16
08/10/20	28256	GERALDINE & MAGALY DY	-48.28
08/10/20	28257	LUIS ESCAMILLA	-65.43
08/10/20	28258	PHILLIP E & JULIA E THIBODEAU	-114.63
08/10/20	28259	AT&T	-419.50
08/10/20	28260	Brenntag Pacific, Inc.	-35,496.37
08/10/20	28261	City of Hollister-Finance Dept	-360,877.27
08/10/20	28262	Inland Water Works Supply Co	-8,313.60
08/10/20	28263	J M Electric	-435.00
08/10/20	28264	Transene Company Inc (Shape Products)	-139.49
08/10/20	28265	USA Blue Book	-247.85
08/10/20	28266	exceedio	-1,598.74
08/10/20	28267	State Water Resources Control Brd-WWOPCP	-365.00
			\$ -1,483,604.29

S U M M A R Y:

Accounts Payable Paid to:

Vendors	\$ 576,967.61
Payroll - Employee and Director	180,613.49
City of Hollister for City Billing Collected, Net of Fees	721,394.06
Customer Refunds & Returned Checks/ACH	4,629.13
Checks issued as a backup for posting delay with Credit Unions- All checks voided - deposits posted on time	0.00

Total Disbursements	\$ 1,483,604.29
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Staff Report

Agenda Item: I-3

DATE: August 10, 2020 (August 18, 2020 Meeting)
 TO: Board of Directors
 FROM: Rob Hillebrecht, Associate Engineer
 SUBJECT: Associate Engineer Monthly Status Report

1. **Website** – Staff have made significant progress in migrating information from the old website to our new Streamline based site. The new site is much simpler to navigate and update along with having a more professional and modern appearance and feel.
2. **Computerized Maintenance Management System (CMMS)** – Staff have coordinated with SBCWD and NexGen to begin populating the various maintenance requirements and information for each asset identified at West Hills and Lessalt. This includes the type, importance, frequency, duration, and cost of each specific maintenance activity.
3. **Cerro Verde Development** – The Cerro Verde development near Hillcrest Rd. and El Cerro Dr. constructed the water system for the development. This included two water main tie-ins, installation of water mains and service laterals, and hot taps for service laterals off El Cerro Dr. They must yet conduct pressure and bacteriological testing before fully connecting to the District’s system.
4. **Lessalt WTP Booster Station Piping** – The new piping at the Lessalt booster station was assembled and installed by Sharp Engineering & Construction. Additional supports for this piping was also installed. Reprogramming of some SCADA controls is necessary before utilizing the new piping for its design.
5. **West of Fairview** – West of Fairview Phase 1A has installed and tested the new 12” PVC pipeline installed in the future Union Rd. The contractor is preparing to begin installing the rest of the development water system. The District has provided a detail for the design of the new Pressure Reducing Station on Union Rd. that it required of this development.
6. **ACWA Virtual Conference** – The Associate Engineer and General Manager participated in the ACWA Summer 2020 Virtual Conference. Valuable information on regional and statewide issues was provided through various sessions, breakout discussions, and vendor engagements.

Staff Report

Agenda Item: **I - 4**

DATE: August 13, 2020 (August 18, 2020 Meeting)

TO: Board of Directors

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

SUBJECT: Narrative Report to Accompany Agenda Items
b. Operation Summary, c. Statement of Income, and d. Investment Summary
e. Board Designated Reserves

b. OPERATION SUMMARY

(July, 2020):

We received twenty (20) water capacity fees and zero (0) wastewater capacity fees in July 2020 for the new fiscal year to date, compared to forty-eight (48) water capacity fees and zero (0) wastewater capacity fees received in July 2019. This is a decrease of twenty-eight (28) water capacity fees and no change in wastewater capacity from the previous year.

The number of customers signed up for any of our various Automatic Payment services is up to 2,826 customers in July 2020, which is up twelve (12) customers compared to last month and represents 45.7% of our customers. Customers on Automatic Payment services are up 294 customers compared to July 2019, a 11.6% increase. Our deposit policy continues to drive the increase in customers signing up for our in-house (free) "Auto Pay" services. Also, 478 of our customers, or 7.7%, have gone "GREEN" by signing up for our "e-bill" service, where they receive an email notice when their bill is ready, rather than receive a paper bill and envelope in the mail.

Water sales revenue of \$775,775 for July 2020, is down \$2,893 compared to last month and is up \$86,818 (or 12.6%) compared to July 2019. The water sold to customers for the first month of fiscal year 2020/21 totals 96.3 million gallons compared to 84.6 million gallons last year. This represents an increase of 11.7 million gallons sold to customers (or 11.7%) over last year. The number of customers billed also has an effect on revenue earned, and in July 2020, we billed a total of 6,467 water customers; up 290 customers over July 2019, an increase of 4.7%.

Sewer fee revenue for July 2020, is down \$327 compared to last month, and is up \$8,158 (or 5.2%) compared to July 2019.

Installation fee revenue is based on the number of capacity fees collected and the size of the meter to be installed. For the first month of fiscal year 2020/21, we have collected \$8,100 for 20 water capacity fees, compared to last fiscal year of \$19,440 for 48 water capacity fees. This is a decrease of \$11,340 (or 58%) for 28 capacity fees.

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

- Late fee revenue of \$0 is down \$6,036, \$10,689 in late fees were abated in July 2020 due to COVID;
- Administrative collection fees of \$590 is down \$3,980, \$5,000 was abated due to COVID in July 2020;
- Net billing fees from the City of Hollister of \$12,342 is up \$570; and
- Other miscellaneous fees of \$800 is down \$1,322.

The past due percentage of accounts receivable due from all customers for July 2020 is 7.41% compared to July 2019 of 5.36%. The past due percentage is increasing due to the hold imposed on charging late fees due to COVID.

c. STATEMENT OF INCOME

(June, 2020 & YTD Twelve Months):

For the fiscal year-end, we have added Net-Income adjusted for Non-Budgeted Items to assist with reconciling differences to the Fiscal Year End Budget for this month's discussion. These rows are labeled in the report and appear in the bottom of the Water, Wastewater and Combined Income sections. In addition, a column showing the percentage (%) difference from the Budget has been included.

For June 2020, Water operations shows Net Operating Income of \$28,261 and Net Income of \$680,461, with Non-Operating Income from Capacity Fees of \$187,000 and the Recognition of Donated Asset Income of \$415,040 contributing to the results. Wastewater operations shows Net Operating Income of \$77,401 and Net Income of \$116,128. When adjusted for Non-Budgeted Items, Water operations and Wastewater operations show net income of \$29,852 and \$84,110, respectively.

In June of 2019, Water operations resulted in a Net Operating Loss of \$70,762 and a Net Income of \$377,053, and Wastewater operations produced Net Operating Income of \$49,049 and Net Income of \$87,959. Water Operating Income and Net Income improved from 2019 by 140% and 52%, respectively. Wastewater Operating Income and Net Income improved from the previous year by 58% and 32%, respectively.

Year-to-date (twelve-months) June 2020, Water operations shows a Net Operating Loss of \$719,867 and Net Income of \$4,303,307. Wastewater operations shows Net Operating Income of \$748,791 and Net Income of \$504,411. The Water and Wastewater combined net income in June 2020 is \$4,807,718. When adjusted for Non-Budgeted Items, the Combined Net Loss is \$494,666, which is \$387,144 (360.1%) greater than the budgeted loss of \$107,522. The variance is primarily attributable to additional depreciation from the Cross-Town Pipeline not in the FY 19-20 budget, along with added depreciation of Donated Assets recognized in FY 19-20.

When comparing to year-to-date June 2019, Water operations showed a Net Operating Loss of \$579,969 and Net Income of \$1,173,363, and Wastewater operations showed Net Operating Income of \$758,143 and Net Income of \$599,495, for a total combined Water and Wastewater net income of \$1,772,858. This represents a decrease in Water Net Operating income of \$139,898 and an increase in Water Net Income of \$3,129,944. Wastewater Net Operating Income decreased \$9,352 and Wastewater Net Income decreased \$95,084.

For the Year-to-date (twelve-months) June 2020, total combined net income increased \$3,034,860 over the prior year. The net increase is primarily due to the one-time recognition of Donated Assets from developments and Capacity Fees. The assets accepted by the District for FY 19-20 include Santana Ranch Phase 2 and Phase 4, Sunnyside Estates, Klauer 811 Santa Ana Rd. and Annotti Ranch Phases 1 & 2 with values estimated at \$210,800, \$252,985, \$933,925, \$41,585 and \$415,040, respectively. In addition, the increase in net income is also attributable to an increase of 106 water capacity fees collected over last year.

d. INVESTMENT SUMMARY

(July 30, 2020):

Our total cash and invested funds is \$12,600,556 as of July 31, 2020, and is up \$261,521, compared to last month. Compared to July 30, 2019, our total cash and invested funds is up \$2,753,185, or 30%. 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 July 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 July 30th are split between the Local Agency Investment Fund (LAIF), and the Heritage Bank Money Market Account (MMA), with \$6,986,725 invested in LAIF, and \$1,058,977 invested in the MMA. The remaining balance of \$4,554,855 is on deposit with Heritage Bank in the District's checking account. Interest received year-to-date totals \$26,121, which represents one month of interest on the MMA, and quarterly interest from LAIF that posted in July.

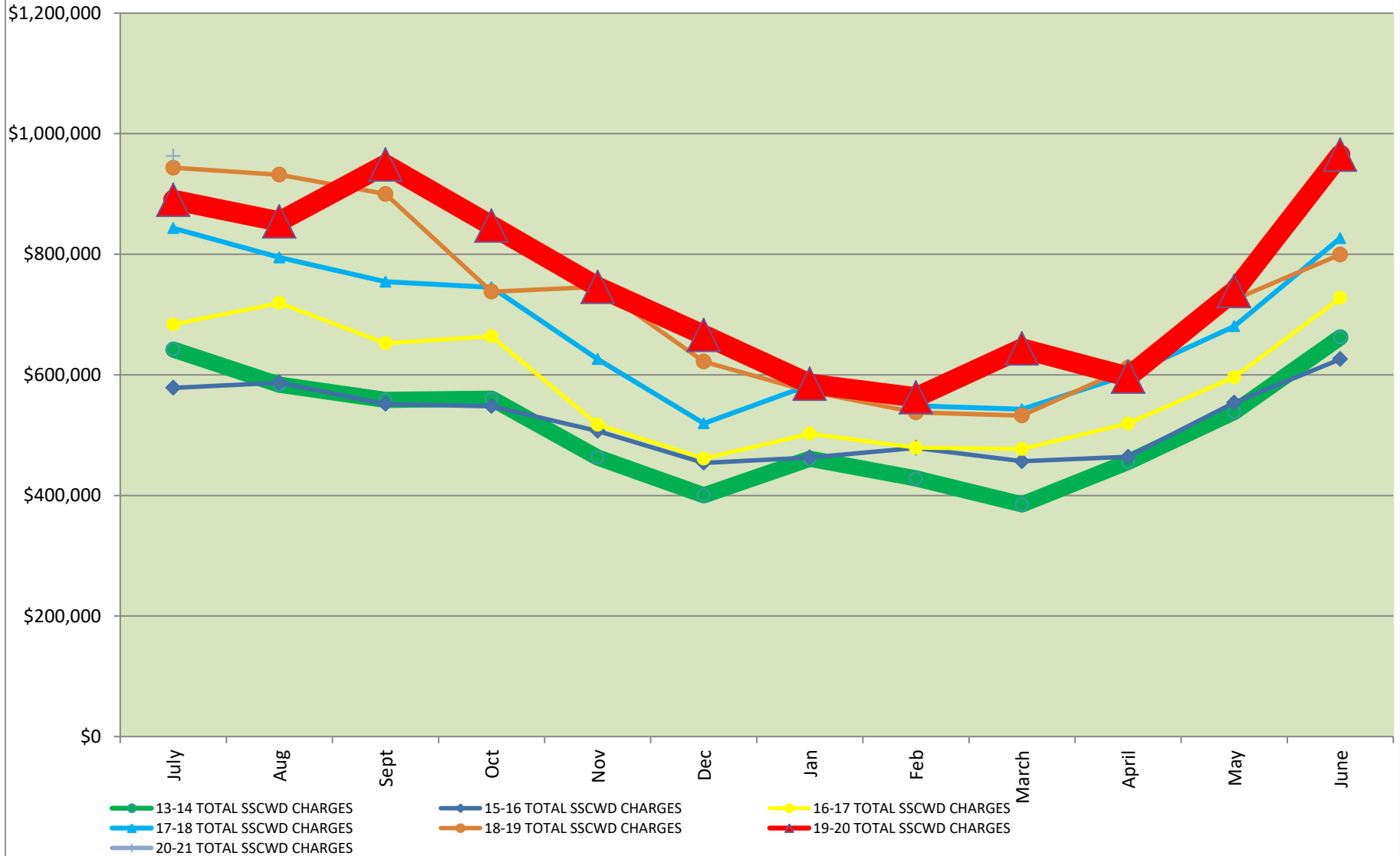
e. BOARD DESIGNATED RESERVES *(June 30, 2020 & July 31, 2020):*

Attachment e. of the Finance Manager's report provides a summary of the Board Designate Reserve Balances as of FYE June 30, 2020 and July 31, 2020.

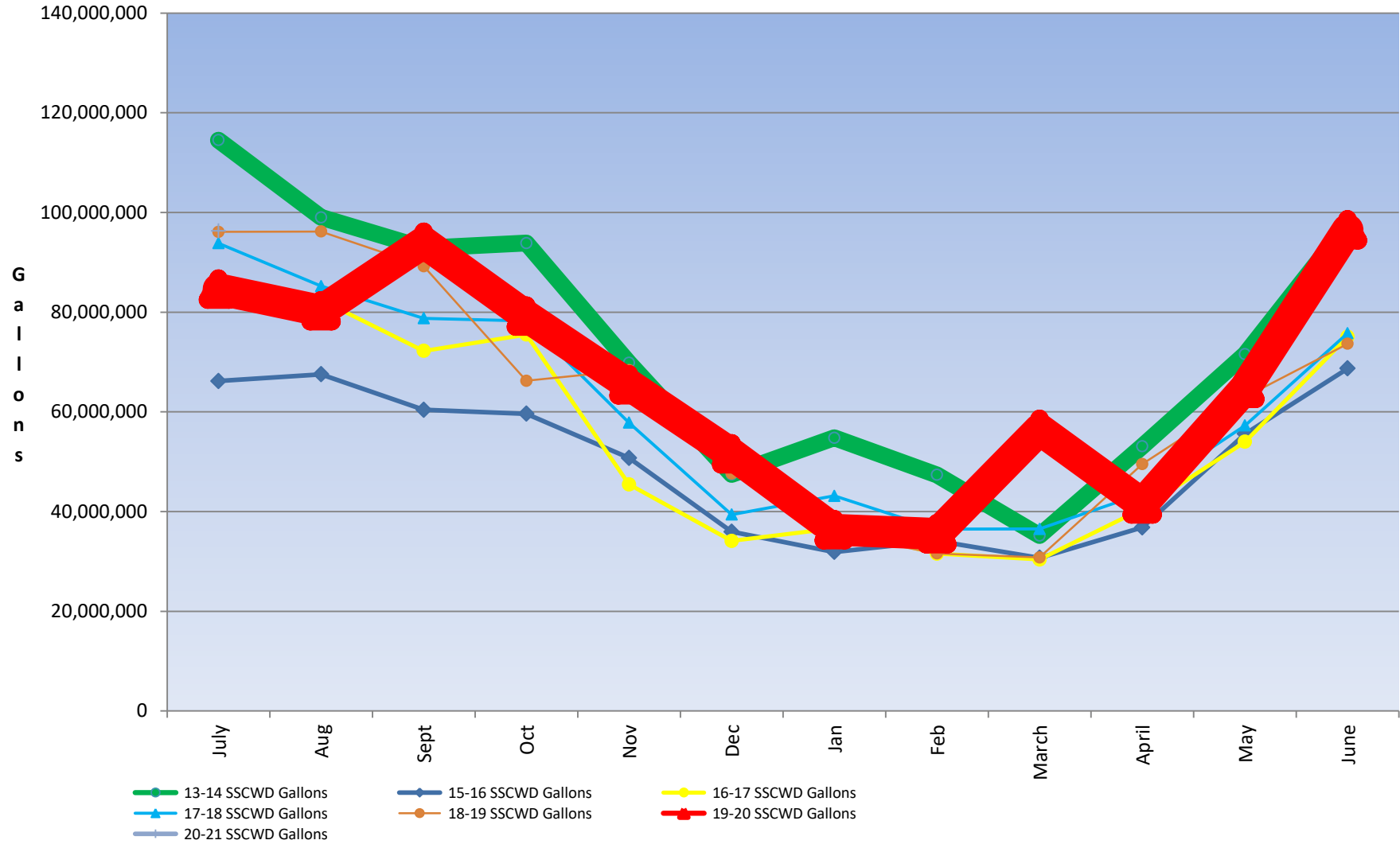
Sunnyslope County Water District
2020 / 2021
OPERATION SUMMARY (This Year)

ITEMS	JULY 2020	AUG. 2020	SEPT. 2020	OCT. 2020	NOV. 2020	DEC. 2020	JAN. 2021	FEB. 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021	TOTALS
NO. WATER CAPACITY FEE RECD	20												20
NO. WW CAPACITY FEE RECD	-												-
NO. WATER ACCOUNTS	6,467												
NO. SSCWD SEWER ACCTS	1,238												
NO. COH SEWER ACCTS	4,074												
NO. AUTO PAY CUSTOMERS	2,826												
NO. E-BILL CUST'S (Paperless)	478												
MONTHLY CHARGES													
Retail Water Charges	\$ 775,775.29												\$ 775,775.29
Sewer Fees	165,460.51												165,460.51
Installation Fees	8,100.00												8,100.00
Late Fees	-												-
Admin. Collection Fees, net	590.00												590.00
COH Billing Fees	12,342.00												12,342.00
Other Misc. Fees	800.00												800.00
TOTAL SSCWD CHARGES	\$ 963,067.80	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 963,067.80
CITY OF HOLLISTER CHARGES													
COH Sewer Fees	370,300.30												\$ 370,300.30
COH Street Sweeping	10,050.24												10,050.24
COH Senior Discount	(1,326.60)												(1,326.60)
Total COH Charges	379,023.94												379,023.94
Late Fees **	-												-
TOTAL COH CHARGES	\$ 379,023.94	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 379,023.94
ACCOUNTS RECEIVABLE - Aged													
A/R for Sunnyslope Water **	\$ 984,619.71												
A/R for City of Hollister **	400,737.12												
Outstanding Bills Owed	\$ 1,385,356.83	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Past Due	\$ 102,610.08												
% Past Due	7.41%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
WATER METERED													
Cubic Feet	12,877,300												12,877,300
SSCWD Gallons	96,322,204												96,322,204
Well Flow to COH Gallons	7,175,800												7,175,800
Surface Flow to COH Gallons	13,631,701												13,631,701
TOTAL METERED	117,129,705												117,129,705
WATER SOURCE													
Well #2 (Southside Road)	-												-
Well #5 (Ray Cir/Enterprise)	1,795,134												1,795,134
Well #7 (Enterprise Rd)	5,079,729												5,079,729
Well #8 (Ridgemark)	7,968,000												7,968,000
Well #11 (Southside Road)	13,629,000												13,629,000
Wells	28,471,863												28,471,863
Lessalt W.T.P. I (High Zone)	31,279,000												31,279,000
Lessalt W.T.P. I (Middle Zone)	18,046,000												18,046,000
West Hills W.T.P. @ Well #2)	21,206,000												21,206,000
West Hills W.T.P. @ Well #11)	21,244,000												21,244,000
City Well Flow to SSCWD Gallons	343,400												343,400
City Surface Flow to SSCWD Gallons	549,400												549,400
TOTAL PUMPED	121,139,663												121,139,663
Estimated Water Loss	4,009,958												4,009,958
Water Loss %	3.310%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	3.310%
Estimated Water Gain	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Water Gain %	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Total Net Water Loss	4,009,958												4,009,958

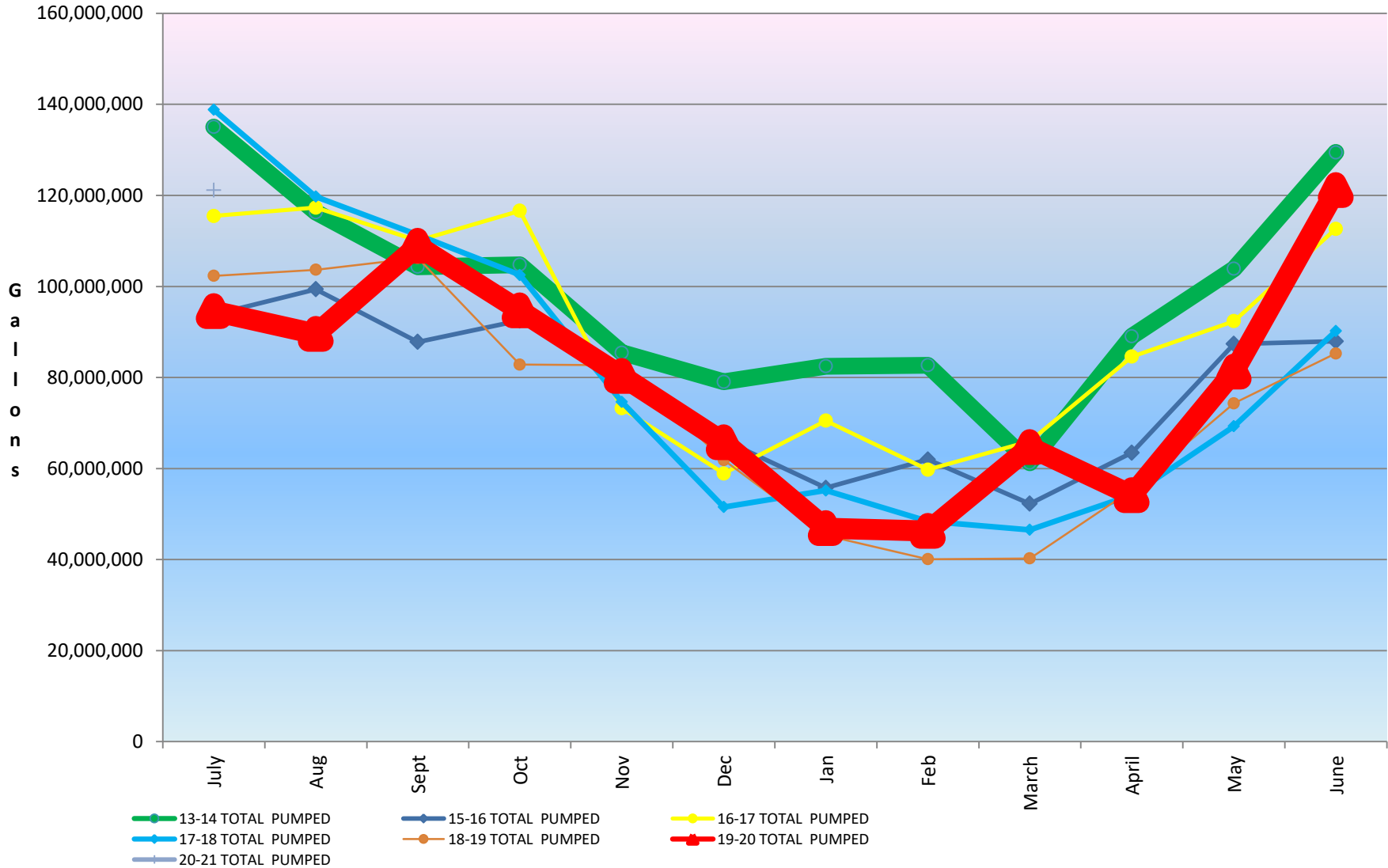
Total SSCWD Charges Chart 1



Total Water Metered to SSCWD Customers Chart 2



Total Water Pumped into SSCWD System Chart 3



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

ITEMS	JULY 2019	AUG. 2019	SEPT. 2019	OCT. 2019	NOV. 2019	DEC. 2019	JAN. 2020	FEB. 2020	MARCH 2020	APRIL 2020	MAY 2020	JUNE 2020	TOTALS
NO. WATER CAPACITY FEE RECD	48												48
NO. WW CAPACITY FEE RECD	-												-
NO. WATER ACCOUNTS	6,177												
NO. SSCWD SEWER ACCTS	1,236												
NO. COH SEWER ACCTS	3,894												
NO. AUTO PAY CUSTOMERS	2,532												
NO. E-BILL CUST'S (Paperless)	414												
MONTHLY CHARGES													
Retail Water Charges	\$ 688,956.76												\$ 688,956.76
Sewer Fees	157,302.64												157,302.64
Installation Fees	19,440.00												19,440.00
Late Fees	6,035.78												6,035.78
Admin. Collection Fees, net	4,570.00												4,570.00
COH Billing Fees	11,772.00												11,772.00
Other Misc. Fees	2,122.44												2,122.44
TOTAL SSCWD CHARGES	\$ 890,199.62	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 890,199.62
CITY OF HOLLISTER CHARGES													
COH Sewer Fees	355,606.65												\$ 355,606.65
COH Street Sweeping	9,979.44												9,979.44
COH Senior Discount	(1,266.30)												(1,266.30)
Total COH Charges	364,319.79												364,319.79
Late Fees **	2,197.37												2,197.37
TOTAL COH CHARGES	\$ 366,517.16	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 366,517.16
ACCOUNTS RECEIVABLE - Aged													
A/R for Sunnyslope Water **	\$ 859,026.24												
A/R for City of Hollister **	375,487.33												
Outstanding Bills Owed	\$ 1,234,513.57												
Past Due	\$ 66,210.33												
% Past Due	5.36%												
WATER METERED													
Cubic Feet	11,311,500												11,311,500
SSCWD Gallons	84,610,020												84,610,020
Well Flow to COH Gallons	4,175,000												4,175,000
Surface Flow to COH Gallons	2,383,587												2,383,587
TOTAL METERED	91,168,607	-	-	-	-	-	-	-	-	-	-	-	91,168,607
WATER SOURCE													
Well #2 (Southside Road)	-												-
Well #5 (Ray Cir/Enterprise)	541,499												541,499
Well #7 (Enterprise Rd)	4,301,929												4,301,929
Well #8 (Ridgemark)	581,000												581,000
Well #11 (Southside Road)	18,105,000												18,105,000
Wells	23,529,428												23,529,428
Lessalt W.T.P. I (High Zone)	35,817,000												35,817,000
Lessalt W.T.P. I (Middle Zone)	20,436,000												20,436,000
West Hills W.T.P. (@ Well #2)	-												-
West Hills W.T.P. (@ Well #11)	-												-
City Well Flow to SSCWD Gallons	8,137,300												8,137,300
City Surface Flow to SSCWD Gallons	6,638,100												6,638,100
TOTAL PUMPED	94,557,828	-	-	-	-	-	-	-	-	-	-	-	94,557,828
Estimated Water Loss	3,389,221												3,389,221
Water Loss %	3.584%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	3.584%
Estimated Water Gain	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Water Gain %	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Total Net Water Loss													3,389,221

Sunnyslope County Water District
 STATEMENT OF INCOME
 FOR THE FISCAL YEAR ENDING JUNE 30, 2020 (This Year)
 UN-AUDITED 8/13/2020

Agenda Item: I-4c

*** WATER ***	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	YEAR-TO-DATE	FY 19/20 BUDGET	Over / (-) Under Budget
OPERATING REVENUES															
Water Sales	688,957	664,660	763,198	650,374	565,914	468,509	382,681	381,353	463,419	414,735	554,412	773,152	6,771,364	6,900,000	-1.9%
Installation Fees	19,440	8,505	2,905	12,555	2,165	16,200	23,770	3,140	10,935	4,860	5,335	6,885	116,695	40,000	191.7%
Late Fees	4,829	5,500	4,843	6,964	4,711	3,957	4,984	3,984	(90)	(283)	-	-	39,399	60,000	-34.3%
Other Revenue	14,896	14,136	14,245	15,279	14,970	15,320	14,412	14,645	11,326	10,827	10,642	10,601	161,299	179,440	-10.1%
TOTAL OPERATING REVENUES	728,122	692,801	785,191	685,172	587,760	503,986	425,847	403,122	485,590	430,139	570,389	790,638	7,088,757	7,179,440	-1.3%
OPERATING EXPENSES															
Salaries and Benefits	(241,769)	(222,316)	(230,044)	(212,783)	(208,052)	(207,774)	(188,585)	(194,290)	(212,621)	(216,689)	(217,741)	(188,318)	(2,540,982)	(2,702,003)	-6.0%
Operating Expenses	(416,924)	(410,163)	(519,739)	(363,933)	(440,972)	(296,377)	(320,479)	(392,866)	(568,313)	(501,746)	(462,071)	(574,059)	(5,267,642)	(4,959,310)	6.2%
TOTAL OPERATING EXPENSES	(658,693)	(632,479)	(749,783)	(576,716)	(649,024)	(504,151)	(509,064)	(587,156)	(780,934)	(718,435)	(679,812)	(762,377)	(7,808,624)	(7,661,313)	1.9%
NET OPERATING INCOME	69,429	60,322	35,408	108,456	(61,264)	(165)	(83,217)	(184,034)	(295,344)	(288,296)	(109,423)	28,261	(719,867)	(481,873)	49.4%
NON OPERATING INCOME & (EXPENSES)															
Capacity Fees	528,000	231,000	90,300	341,000	81,600	440,000	649,075	77,075	297,000	132,000	156,300	187,000	3,210,350	-	N/A
Donated Asset										1,439,195		415,040	1,854,235	-	N/A
Adjust LAIF Investment to Fair Value	(7,157)	-	-	-	-	-	-	-	-	-	-	-	(7,157)	-	N/A
Interest Income	-	-	-	8,044	-	-	11,070	-	-	12,313	-	-	31,427	-	N/A
Allocated from G & A (Interest & Sale of Assets)	750	682	702	19,184	669	738	15,857	12,317	596	32,347	537	48,569	132,948	-	N/A
Debt Service (Loan Expense) & Disposal of Assets	-	-	-	(155,561)	-	-	-	-	-	(44,659)	-	1,591	(198,629)	(90,000)	120.7%
TOTAL NON OPERATING INCOME & (EXPENSES)	521,593	231,682	91,002	212,667	82,269	440,738	676,002	89,392	297,596	1,571,196	156,837	652,200	5,023,174	(90,000)	N/A
NET WATER INCOME (LOSS)	591,022	292,004	126,410	321,123	21,005	440,573	592,785	(94,642)	2,252	1,282,900	47,414	680,461	4,303,307	(571,873)	N/A
NET WATER INCOME (LOSS) Adjusted for Non Budgeted Items	69,429	60,322	35,408	(47,105)	(61,264)	(165)	(83,217)	(184,034)	(295,344)	(332,955)	(109,423)	29,852	(918,496)	(571,873)	60.6%
*** WASTEWATER ***															
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	YEAR-TO-DATE	FY 19/20 BUDGET	Over / (Under) Budget
OPERATING REVENUES															
Sewer Sales	157,303	156,882	158,263	156,539	155,056	155,285	154,936	154,896	155,108	164,167	164,233	171,624	1,904,292	1,900,000	0.2%
Installation Fees	-	-	-	-	-	-	-	-	-	-	-	25	25	50	-50.0%
Late Fees	1,207	1,375	1,211	1,741	1,178	989	1,246	996	(22)	(71)	-	-	9,850	15,000	-34.3%
Other Revenue	3,607	3,520	3,554	3,808	3,672	3,704	3,609	3,650	2,814	2,610	3,547	2,647	40,742	43,860	-7.1%
TOTAL OPERATING REVENUES	162,117	161,777	163,028	162,088	159,906	159,978	159,791	159,542	157,900	166,706	167,780	174,296	1,954,909	1,958,910	-0.2%
OPERATING EXPENSES															
Salaries and Benefits	(49,801)	(45,826)	(46,940)	(44,692)	(41,789)	(43,605)	(36,612)	(39,162)	(42,704)	(43,216)	(43,886)	(34,385)	(512,618)	(548,919)	-6.6%
Operating Expenses	(51,385)	(54,115)	(61,644)	(48,239)	(64,771)	(51,741)	(49,839)	(55,924)	(78,930)	(57,512)	(56,890)	(62,510)	(693,500)	(705,140)	-1.7%
TOTAL OPERATING EXPENSES	(101,186)	(99,941)	(108,584)	(92,931)	(106,560)	(95,346)	(86,451)	(95,086)	(121,634)	(100,728)	(100,776)	(96,895)	(1,206,118)	(1,254,059)	-3.8%
NET OPERATING INCOME	60,931	61,836	54,444	69,157	53,346	64,632	73,340	64,456	36,266	65,978	67,004	77,401	748,791	704,851	6.2%
NON OPERATING INCOME & (EXPENSES)															
Capacity Fees	-	-	-	-	-	-	-	30,875	-	-	-	19,875	50,750	-	N/A
Miscellaneous Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-	N/A
Adjust LAIF Investment to Fair Value	(1,789)	-	-	-	-	-	-	-	-	-	-	-	(1,789)	-	N/A
Interest Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-	N/A
Allocated from G & A (Interest & Sale of Assets)	187	171	176	4,796	167	185	3,964	3,079	148	6,470	134	12,143	31,620	-	N/A
Debt Service (Loan Expense) & Southside Rd. Slide	(11,273)	(1,224)	(303,573)	(3,826)	(2,040)	(663)	(995)	(1,861)	(689)	(5,526)	-	6,709	(324,961)	(240,500)	35.1%
TOTAL NON OPERATING INCOME & (EXPENSES)	(12,875)	(1,053)	(303,397)	970	(1,873)	(478)	2,969	32,093	(541)	944	134	38,727	(244,380)	(240,500)	N/A
NET WASTEWATER INCOME (LOSS)	48,056	60,783	(248,953)	70,127	51,473	64,154	76,309	96,549	35,725	66,922	67,138	116,128	504,411	464,351	N/A
NET WATER INCOME (LOSS) Adjusted for Non Budgeted Items	49,658	60,612	(249,129)	65,331	51,306	63,969	72,345	62,595	35,577	60,452	67,004	84,110	423,830	464,351	-8.7%
*** COMBINED INCOME (LOSS) ***															
	639,078	352,787	(122,543)	391,250	72,478	504,727	669,094	1,907	37,977	1,349,822	114,552	796,589	4,807,718	(107,522)	N/A
*** COMBINED INCOME (LOSS) Adjusted for Non - Budgeted Items															
	119,087	120,934	(213,721)	18,226	(9,958)	63,804	(10,872)	(121,439)	(259,767)	(272,503)	(42,419)	113,962	(494,666)	(107,522)	-360.1%

Sunnyslope County Water District
 STATEMENT OF INCOME
 FOR THE FISCAL YEAR ENDING JUNE 30, 2019 (This Year)
 UN-AUDITED 8/13/2020

*** WATER ***	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	YEAR-TO-DATE	PROJECTED ACTUAL	FY 18/19 BUDGET
OPERATING REVENUES															
Water Sales	754,240	742,218	698,314	542,706	556,527	428,600	385,476	353,773	348,931	428,278	538,907	610,211	6,388,181	6,388,181	6,500,000
Installation Fees	1,285	2,430	9,315	7,290	6,075	6,075	1,215	405	1,620	5,670	5,670	8,910	55,960	55,960	64,000
Late Fees	5,074	5,782	7,933	5,593	2,884	4,405	4,783	3,828	3,333	3,248	4,237	4,293	55,393	55,393	56,000
Other Revenue	14,547	14,742	15,350	14,164	14,607	16,442	15,542	14,329	13,436	14,509	14,873	14,739	177,280	177,281	169,260
TOTAL OPERATING REVENUES	775,146	765,172	730,912	569,753	580,093	455,522	407,016	372,335	367,320	451,705	563,687	638,153	6,676,814	6,676,815	6,789,260
OPERATING EXPENSES															
Salaries and Benefits	(243,337)	(208,120)	(208,513)	(206,259)	(240,860)	(213,483)	(212,743)	(202,178)	(201,961)	(231,040)	(211,302)	(210,584)	(2,590,380)	(2,590,381)	(2,605,808)
Operating Expenses	(388,039)	(443,219)	(374,384)	(377,737)	(420,724)	(362,767)	(285,992)	(307,995)	(396,705)	(301,437)	(509,073)	(498,331)	(4,666,403)	(4,666,401)	(4,975,720)
TOTAL OPERATING EXPENSES	(631,376)	(651,339)	(582,897)	(583,996)	(661,584)	(576,250)	(498,735)	(510,173)	(598,666)	(532,477)	(720,375)	(708,915)	(7,256,783)	(7,256,782)	(7,581,528)
NET OPERATING INCOME	143,770	113,833	148,015	(14,243)	(81,491)	(120,728)	(91,719)	(137,838)	(231,346)	(80,772)	(156,688)	(70,762)	(579,969)	(579,967)	(792,268)
NON OPERATING INCOME & (EXPENSES)															
Capacity Fees	35,200	65,850	252,425	197,550	160,875	168,375	32,925	10,975	43,900	153,650	153,650	241,450	1,516,825	1,516,825	-
Donated Assets	-	-	-	-	-	-	-	-	-	-	-	166,155	166,155	166,155	-
Adjust LAIF Investment to Fair Value	12,140	-	-	-	-	-	-	-	-	-	-	7,157	19,297	19,297	-
Interest Income	-	-	-	13,455	-	27	4,521	-	-	3,719	-	5,049	26,771	26,771	-
Allocated from G & A (Interest & Sale of Assets)	560	543	491	25,674	539	673	31,206	624	647	33,130	697	28,870	123,654	123,654	-
Debt Service (Loan Expense) & Disposal of Assets	-	-	-	(50,152)	-	-	-	-	-	(48,352)	-	(866)	(99,370)	(99,370)	(97,000)
TOTAL NON OPERATING INCOME & (EXPENSES)	47,900	66,393	252,916	186,527	161,414	169,075	68,652	11,599	44,547	142,147	154,347	447,815	1,753,332	1,753,332	(97,000)
NET WATER INCOME (LOSS)	191,670	180,226	400,931	172,284	79,923	48,347	(23,067)	(126,239)	(186,799)	61,375	(2,341)	377,053	1,173,363	1,173,365	(889,268)
*** WASTEWATER ***															
OPERATING REVENUES															
Sewer Sales	163,625	162,923	162,937	162,316	161,947	161,417	161,173	160,831	161,063	155,579	156,513	156,771	1,927,095	1,927,095	1,900,000
Installation Fees	-	25	-	-	-	-	25	-	-	-	-	25	75	75	50
Late Fees	1,269	1,445	1,983	1,398	721	1,102	1,196	956	834	812	1,059	1,073	13,848	13,848	14,000
Other Revenue	3,627	3,678	3,632	3,537	3,647	3,600	3,883	3,429	3,354	3,626	3,564	3,671	43,248	43,247	41,690
TOTAL OPERATING REVENUES	168,521	168,071	168,552	167,251	166,315	166,119	166,277	165,216	165,251	160,017	161,136	161,540	1,984,266	1,984,265	1,955,740
OPERATING EXPENSES															
Salaries and Benefits	(49,740)	(41,863)	(41,805)	(41,978)	(49,129)	(43,858)	(43,376)	(40,526)	(40,674)	(49,280)	(43,255)	(52,448)	(537,932)	(537,931)	(524,385)
Operating Expenses	(52,755)	(56,410)	(59,772)	(49,639)	(62,434)	(64,063)	(50,572)	(52,989)	(69,411)	(57,098)	(53,005)	(60,043)	(688,191)	(688,193)	(709,680)
TOTAL OPERATING EXPENSES	(102,495)	(98,273)	(101,577)	(91,617)	(111,563)	(107,921)	(93,948)	(93,515)	(110,085)	(106,378)	(96,260)	(112,491)	(1,226,123)	(1,226,124)	(1,234,065)
NET OPERATING INCOME	66,026	69,798	66,975	75,634	54,752	58,198	72,329	71,701	55,166	53,639	64,876	49,049	758,143	758,141	721,675
NON OPERATING INCOME & (EXPENSES)															
Capacity Fees	-	19,825	-	-	-	-	19,825	-	-	-	-	19,825	59,475	59,475	-
Adjust LAIF Investment to Fair Value	3,035	-	-	-	-	-	-	-	-	-	-	1,789	4,824	4,824	-
Interest Income	-	-	-	-	-	-	-	-	-	124	-	155	279	279	-
Allocated from G & A (Interest & Sale of Assets)	140	136	122	6,419	135	168	7,802	156	162	8,283	174	7,217	30,914	30,914	-
Debt Service (Loan Expense) & Disposal of Assets	-	(255,962)	-	(4,125)	-	-	-	-	-	(3,977)	-	9,924	(254,140)	(254,140)	(254,200)
TOTAL NON OPERATING INCOME & (EXPENSES)	3,175	(236,001)	122	2,294	135	168	27,627	156	162	4,430	174	38,910	(158,648)	(158,648)	(254,200)
NET WASTEWATER INCOME (LOSS)	69,201	(166,203)	67,097	77,928	54,887	58,366	99,956	71,857	55,328	58,069	65,050	87,959	599,495	599,493	467,475
*** COMBINED INCOME (LOSS) ***															
*** COMBINED INCOME (LOSS) ***	260,871	14,023	468,028	250,212	134,810	106,713	76,889	(54,382)	(131,471)	119,444	62,709	465,012	1,772,858	1,772,858	(421,793)

Sunnyslope County Water District
Investment Summary
2020 / 2021 (This Year)

Agenda Item: I-4d

BANK ACCOUNT	INTEREST RATE	JULY 2020	AUGUST 2020	SEPTEMBER 2020	OCTOBER 2020	NOVEMBER 2020	DECEMBER 2020	JANUARY 2021	FEBRUARY 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021
<u>Heritage Bank of Commerce</u>													
CHECKING ACCOUNT Operating - General Fund	0.000%	\$ 4,554,854.66											
CHECKING SUBTOTAL		\$ 4,554,854.66	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONEY MARKET ACCT (MMA) Invested - General Fund	0.800%	1,058,976.90											
MMA SUBTOTAL		\$ 1,058,976.90	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<u>L. A. I. F.</u> (Local Agency Investment Fund)													
General Fund	0.920%	459,527.85											
Water Connect. Fee	0.920%	3,012,904.69											
Sewer Connect. Fee	0.920%	39,921.65											
SRF Loan Reserve	0.920%	760,000.00											
Board Designated Reserves	0.920%	2,714,370.38											
L.A.I.F. SUBTOTAL		\$ 6,986,724.57	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GRAND TOTAL		\$ 12,600,556.13	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

GENERAL FUND \$ 6,073,359.41 BOARD DESIGNATED RESERVES (GENERAL FUND) \$ 2,714,370.38
 WATER CONNECT. FEE FUNDS \$ 3,012,904.69 SEWER CONNECT. FEE FUNDS \$ 39,921.65 SRF LOAN RESERVE \$ 760,000.00 TOTAL \$ 12,600,556.13

* TOTAL INTEREST RECORDED		26,120.85											
												TOTAL \$ 26,120.85	

Sunnyslope County Water District Investment Summary 2019 / 2020 (This Year)

BANK ACCOUNT	INTEREST RATE	JULY 2019	AUGUST 2019	SEPTEMBER 2019	OCTOBER 2019	NOVEMBER 2019	DECEMBER 2019	JANUARY 2020	FEBRUARY 2020	MARCH 2020	APRIL 2020	MAY 2020	JUNE 2020
<i>Heritage Bank of Commerce</i>													
CHECKING ACCOUNT													
Operating - General Fund	0.000%	\$ 3,795,967.44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CHECKING SUBTOTAL		\$ 3,795,967.44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MONEY MARKET ACCT (MMA)													
Invested - General Fund	0.700%	1,049,596.82	-	-	-	-	-	-	-	-	-	-	-
MONEY MARKET ACCT (MMA)													
Retainage - Specialty Construction	0.150%	234,987.84	-	-	-	-	-	-	-	-	-	-	-
MMA SUBTOTAL		\$ 1,284,584.66	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<i>L. A. I. F.</i> <i>(Local Agency Investment Fund)</i>													
General Fund	2.428%	(39,436.38)	-	-	-	-	-	-	-	-	-	-	-
Water Connect. Fee	2.428%	1,228,658.42	-	-	-	-	-	-	-	-	-	-	-
Sewer Connect. Fee	2.428%	39,928.94	-	-	-	-	-	-	-	-	-	-	-
SRF Loan Reserve	2.428%	760,000.00	-	-	-	-	-	-	-	-	-	-	-
Board Designated Reserves	2.428%	2,777,668.00	-	-	-	-	-	-	-	-	-	-	-
L.A.I.F. SUBTOTAL		\$ 4,766,818.98	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GRAND TOTAL		\$ 9,847,371.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

GENERAL FUND	\$ 5,041,115.72	BOARD DESIGNATED RESERVES (GENERAL FUND)	\$ 2,777,668.00	
WATER CONNECT. FEE FUNDS	\$ 1,228,658.42	SEWER CONNECT. FEE FUNDS	\$ 39,928.94	SRF LOAN RESERVE
				\$ 760,000.00
				TOTAL \$ 9,847,371.08

* TOTAL INTEREST RECORDED		41,434.61	-	-	-	-	-	-	-	-	-	-	-
													TOTAL \$ 41,434.61

Agenda Item: 4e

Sunnyslope County Water District

Board Designated Reserves

As of July 31, 2020

(Policy #8600)

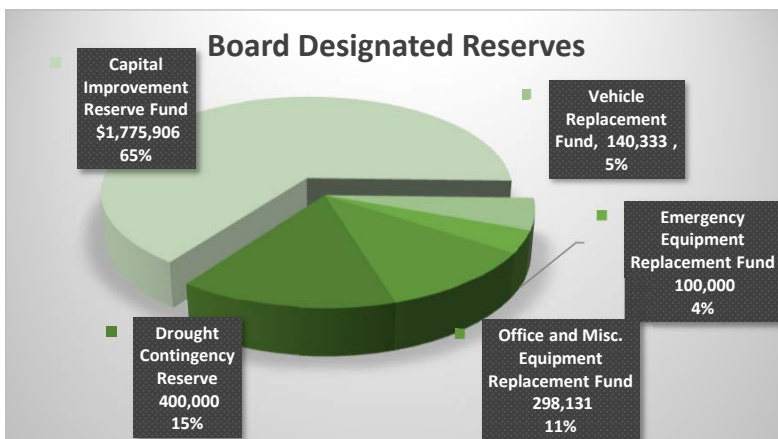
				Acct. 115.11		Acct. 115.11		
		7/31/2020	6/30/2020	Incr (Decr)	% Incr (Decr)	6/30/2019	Incr (Decr)	% Incr (Decr)
1	Capital Improvement Reserve Fund	\$ 1,775,906	\$ 1,775,906	\$ -	0.0%	\$ 1,800,000	\$ (24,094)	-1.3%
2	Vehicle Replacement Fund	140,333	137,126	3,207 ¹	2.3%	192,693	(55,567) ¹	-28.8%
3	Emergency Equipment Replacement Fund	100,000	100,000	-	0.0%	100,000	-	0.0%
4	Office and Misc. Equipment Replacement Fund	298,131	296,802	1,329 ²	0.4%	284,975	11,827 ²	4.2%
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>
TOTAL		<u>\$ 2,714,370</u>	<u>\$ 2,709,834</u>	<u>\$ 4,536</u>	<u>0.17%</u>	<u>\$ 2,777,668</u>	<u>\$ (67,834)</u>	<u>-2.44%</u>

¹ Depr. Expense FY 19 - Acct #163.05 Vehicles	\$ -		\$ 31,493
Vehicles Purchased FY 19	-		-
Depr. Expense FY 20 - Acct #163.05 Vehicles	\$ 3,207		-
Vehicles Purchased FY 20	-		-
	<u>\$ 3,207</u>		<u>\$ 31,493</u>

² Depr. Expense FY 19 - Acct #163.03 Shop / Field Equipment	\$ -		\$ 23,580
Depr. Expense FY 19 - Acct #163.04 Office Furn. / Equip.	-		6,695
Depr. Expense FY 20 - Acct #163.03 Shop / Field Equipment	\$ 1,177		-
Equipment Purchased FY 20	-		-
Depr. Expense FY 20 - Acct #163.04 Office Furn. / Equip.	152		-
	<u>\$ 1,329</u>		<u>\$ 30,275</u>
	<u>\$ 4,536</u>		<u>\$ 61,768</u>

Acct. #
115.11 LAIF - Board Design. Reserves 2,714,370

6/30/20 Balance Board Designated Reserves \$ 2,714,370



Capital Improvement Reserve Summary	
Beginning Balance	\$ 1,800,000
Well #2 Rehabilitation (Approved May 19, 2020)	
Maggiara Drilling Invoices through May 20	(12,075)
Total Well #2 Rehab	(12,075)
Lessalt Plant Modification - Sunnyslope Connection	
Iconix and California Pipe Fabricators	(12,019)
Total Lessalt Plant Modif.	(12,019)
Ending Balance	<u>\$ 1,775,906</u>

Sunnyslope County Water District

Board Designated Reserves

As of June 30, 2020

(Policy #8600)

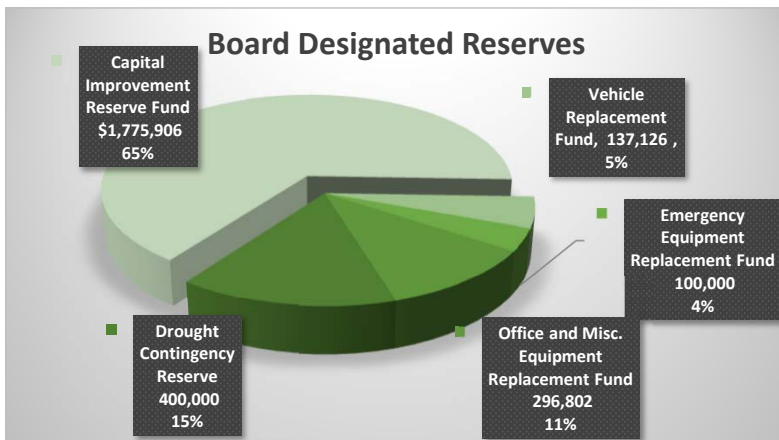
				Acct. 115.11	%			Acct. 115.11
		6/30/2020	6/30/2019	Incr (Decr)	(Decr)	6/30/2018	Incr (Decr)	% Incr (Decr)
1	Capital Improvement Reserve Fund	\$ 1,775,906	\$ 1,800,000	\$ (24,094)	-1.3%	\$ 1,800,000	\$ -	0.0%
2	Vehicle Replacement Fund	137,126	192,693	(55,567) ¹	-28.8%	161,200	31,493 ¹	19.5%
3	Emergency Equipment Replacement Fund	100,000	100,000	-	0.0%	100,000	-	0.0%
4	Office and Misc. Equipment Replacement Fund	296,802	284,975	11,827 ²	4.2%	254,700	30,275 ²	11.9%
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>
TOTAL		<u>\$ 2,709,834</u>	<u>\$ 2,777,668</u>	<u>\$ (67,834)</u>	<u>-2.44%</u>	<u>\$ 2,715,900</u>	<u>\$ 61,768</u>	<u>2.27%</u>

¹ Depr. Expense FY 19 - Acct #163.05 Vehicles Vehicles Purchased FY 19 Depr. Expense FY 20 - Acct #163.05 Vehicles Vehicles Purchased FY 20	\$ - - \$ 32,675 (88,242) \$ (55,567)	\$ 31,493 - - \$ 31,493
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² Depr. Expense FY 19 - Acct #163.03 Shop / Field Equipment Depr. Expense FY 19 - Acct #163.04 Office Furn. / Equip. Depr. Expense FY 20 - Acct #163.03 Shop / Field Equipment Equipment Purchased FY 20 Depr. Expense FY 20 - Acct #163.04 Office Furn. / Equip.	\$ - - \$ 13,396 (5,938) 4,369 \$ 11,827 \$ (43,740)	\$ 23,580 6,695 - - \$ 30,275 \$ 61,768
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Acct. #
 115.11 LAIF - Board Design. Reserves 2,709,834

6/30/20 Balance Board Designated Reserves \$ 2,709,834



Capital Improvement Reserve Summary	
Beginning Balance	\$ 1,800,000
Well #2 Rehabilitation (Approved May 19, 2020)	
Maggiara Drilling Invoices through May 20	(12,075)
Total Well #2 Rehab	(12,075)
Lessalt Plant Modification - Sunnyslope Connection	
Iconix and California Pipe Fabricators	(12,019)
Total Lessalt Plant Modif.	(12,019)
Ending Balance	<u>\$ 1,775,906</u>

Staff Report

Agenda Item: I-5a

DATE: August 13, 2020 (August 18, 2020, meeting)
 TO: Board of Directors
 FROM: Jose J. Rodriguez, Water/Wastewater Superintendent
 SUBJECT: Maintenance Monthly Staff Report - July

Narrative

- Staff has discontinued outsourcing of several laboratory functions and can now perform in-house Total Suspended Solids, (TSS), Mixed Liquor Suspended Solids (MLSS) and Mixed Liquor Volatile Suspended Solids (MLVSS) for process control from both the West Hills Facility and the wastewater treatment plant. This saves the District lab expense of \$600mo on regularly collected samples and there is additional savings on additional samples which we can now run to improve operations. Annual permitting cost of our in-house lab is approximately \$1500, or less than three months of in-house testing.
- Lessalt, Granular Activated Carbon (GAC) exchange done in July. During winter and spring seasons, exchanges can be done less frequently due to reduction of demand and better water quality. Summer and fall seasons required higher flows thru the facility which degrades the GAC units more rapidly along with other water quality factors.
- West Hills water production flows increased to 4.2 million gallons per day (MGD). Staff is doing a great job monitoring and making appropriate changes as required at the higher flows.

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

Water (5)

1. Repaired service line leak at 1691 Bella Vista Drive.
2. Poured cement pads around fire hydrants on Ridgemark Drive and Sunnyslope Lane.
3. Finished inventory.
4. Continued RCAC training on water supplies.
5. Tim from Quinn completed load bank test on office backup generator.

LESSALT Water Treatment Plant (6)

1. Granular Activated Carbon (GAC) exchange on filter #1.
2. Continued cleaning facility.
3. Continued UCMR 4 sampling.
4. JM Electrical installed new combined flow meter transmitter.
5. Rebuilt chlorine dose analyzer.

6. Pulled and cleaned caustic, permanganate, and chlorine injectors.

West Hills Water Treatment Plant (6)

1. Replaced strainer pH probe.
2. Replaced belts on sand pump #1.
3. Acid cleaned all CL17 analyzers.
4. Repaired various chemical pump parts.
5. Cleaned lamellas.
6. Increased plant flow to 4.2 million gallons.

Wastewater (3)

1. Continued hydro flushing sewer system.
2. Checked equipment at Pond 6 Lift Station, started pumping effluent water from SBR to pond 6.
3. Pulled, cleaned and inspected pumps at RMII Lift Station.

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
257	Work Orders	257	2715	2642	2826
20	Temporary Manual Read Water Meters Installed in New Construction Accounts	20	256	146	229
0	Radio Read Meters & ERTs Installed in New Construction Accounts	0	0	1	2
17	Total: Manual Read Meters Replaced with Radio Read Meters & ERT's, including Radio Meters Installed in New Construction Accounts	17 (Total = 6339)	191	246	176
29	Existing Radio Read Meters & ERTs Replaced with New Radio Read Meters & ERTs	29	304	350	370
44	Valves Exercised (Approx 2750 in SSCWD System 1/2016)	44	319	410	269
58	Fire Hydrants Flushed (Approx 811 in SSCWD System 8/2016)	58	281	757	509
30	Meters on Repair List	30	449	1147	1035
14	Emergency Calls	14	156	204	225
122	Locates on our Water/Sewer Lines	122	1037	454	427
0	Sewer Inspections	0	0	2	2
0	Shutoff Notices	0	112	182	180
0	Water Services Replaced	0 (Total = 883)	15	18	19

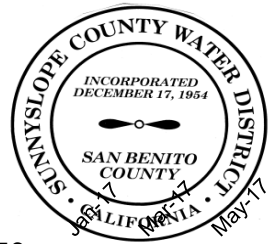


Hollister/Sunnyslope Intertie Water Balance

Report Date: August 1, 2020		to		July 15, 2020	
Current Consumption Period: June 15, 2020		Groundwater Flow to COH	Surface Flow to COH	Groundwater Flow to SSCWD	Surface Flow to SSCWD
Intertie Location		in Gallons			
Southside Road Intertie Water Total Flow		0	1,641,001		
Sunset & Memorial Water Total Flow		3,476,600	6,275,900	0	100
Sunnyslope & Memorial Water Total Flow		3,061,700	4,624,400	0	0
Hillcrest and Memorial Water Total Flow		360,400	386,500	343,400	549,300
Santa Ana & La Baig Water Total Flow		277,100	703,900		
Intertie Sub-Total Water Flow		7,175,800	13,631,701	343,400	549,400
<i>Total Combined Surface and Ground Water Intertie Flow</i>		20,807,501		892,800	
City of Hollister Well 2 Surface Water Total Flow (West Hills)			140,000		
City of Hollister Well 4 Surface Water Total Flow (West Hills)			33,959,000		
City of Hollister Well 5 Surface Water Total Flow (West Hills)			35,555,000		
Sunnyslope Well 2 Surface Water Total Flow (West Hills)					21,206,000
Sunnyslope Well 11 Surface Water Total Flow (West Hills)					21,244,000
Sunnyslope Surface Water Total Flow (LESSALT)					49,324,000
Surface Water Flow Sub-Totals			69,654,000		91,774,000
Ground Water and Surface Water Flow Totals		7,175,800	83,285,701	343,400	92,323,400
Current Period:	COH half of Surface Water Flow to Distribution (LESSALT & WH)		80,714,000		
	Net Ground/Surface Water Balance Owed to SSCWD (to COH)	6,832,400	2,022,301		
	Beginning Water Balance Owed to SSCWD (to COH)	602,658,635	-414,880,701		
	Gallons Billed to COH thru Report Date August 1, 2020	0		Informational Last Month Net Total	187,777,934
	Sub-total Ending Water Balance Owed to SSCWD (to COH)	609,491,035	-412,858,400	Net Sub Total	196,632,635
	Half of Total Gallons LESSALT Discharge to City of Hollister Wastewater Treatment Plant during the current consumption period			2,846,000	
	Exchange Factor; Half of the total gallons discharged to COH WWTP from LESSALT multiplied by a factor of 4				11,384,000.00
	Ending Water Balance Owed to SSCWD (to COH)	598,107,035	-412,858,400	Net Total	185,248,635

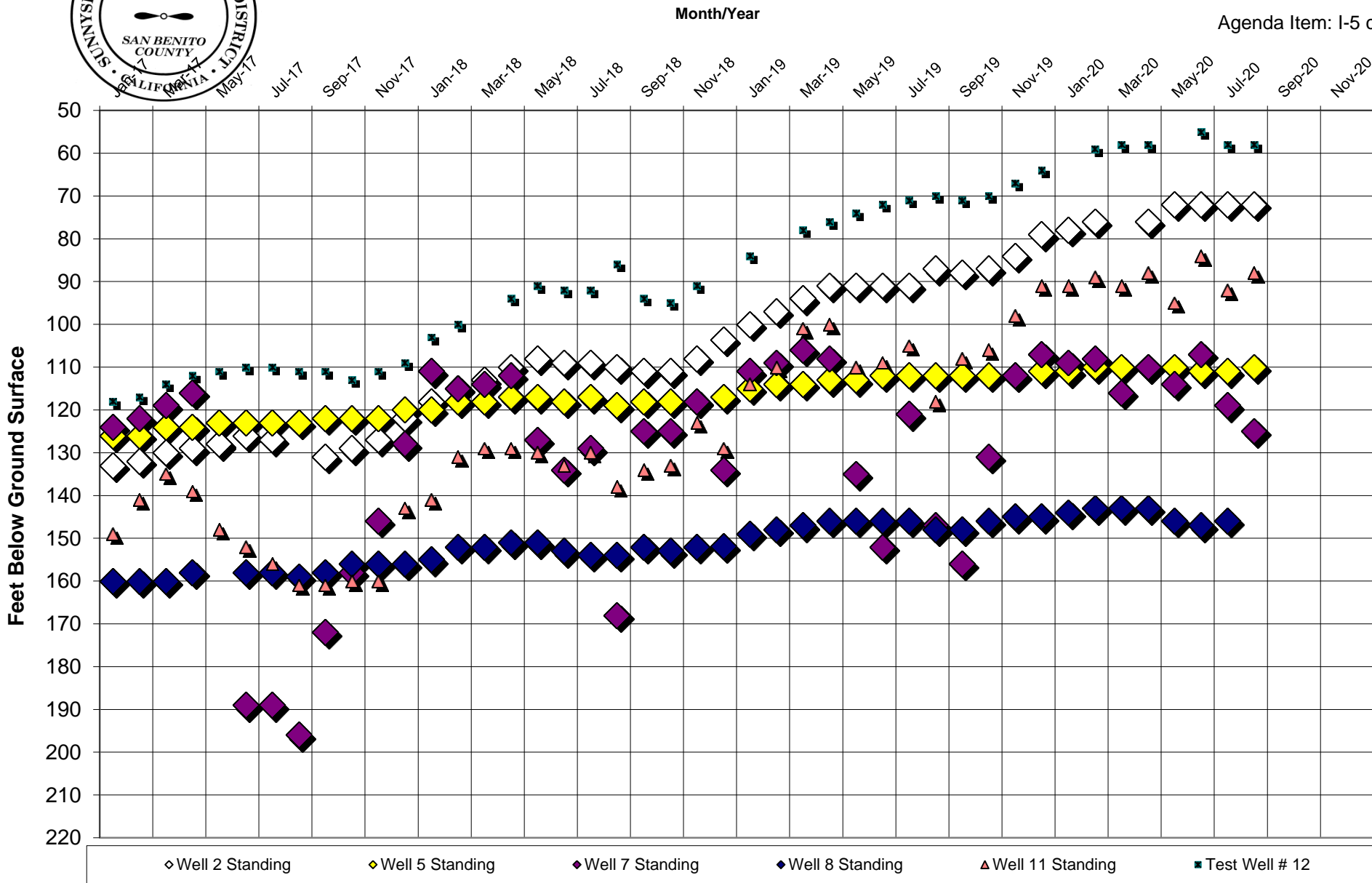
Current:	LESSALT WTP Total Flow to Distribution	49,324,000			
	Percent of LESSALT Surface Water Received	COH	26.5%	SSCWD	73.5%
Current:	COH half of LESSALT Total Flow to Distribution	24,662,000			
	Intertie Net Surface Water Total Flow to COH	13,082,301			
	Intertie Net Ground Water Total Flow to COH	6,832,400			
Current:	West Hills WTP Total Flow to Distribution	112,104,000			
	Percent of Surface Water Received	COH	62.1%	SSCWD	37.9%
Current:	COH half of West Hills WTP Total Flow to Distribution	56,052,000			
	West Hills WTP Surface Water Total Flow to COH	69,654,000			

From February 14, 2019 to Present					
YTD	LESSALT WTP Total Flow to Distribution	526,585,000			
	West Hills WTP Total Flow to Distribution	695,624,000			
	Surface WTPs Total Flow to Distribution	1,222,209,000			
	Total YTD Surface Flow to COH/SSCWD	COH	622,387,369	SSCWD	599,821,631
	Percent of Surface Water Received	COH	50.9%	SSCWD	49.1%



Depth to Standing Water Level Below Ground Surface

Agenda Item: I-5 c



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: **I - 6**

DATE: August 11, 2020 (August 18, 2020 Meeting)
TO: Board of Directors
FROM: Drew Lander, General Manager
SUBJECT: General Manager Monthly Status Report

ACTIVE TASKS

- 1. IT Improvements Underway** - Coordination with Exccedio ® has been very busy this month in preparation for a replacement corporate server. These efforts will become the backbone of the District electronic security and communications system.
- 2. TAC Meetings Resumed** - The Sustainable Groundwater Management Act TAC meeting resumed after last month's Board Meeting in July. The SBCWD reported that groundwater storage is looking good. Water supplies are sufficient for this season and even with low precipitation in 2021 we should not be critical in our allocations.
- 3. Office Update** - The District Administration office remains closed to the public for the 5th consecutive month. No COVID-19 related sicknesses have been reported among the staff. All staff have been offered opportunity to seek testing and although not all staff have sought out testing, all that have been tested have been negative.
- 4. Office Technology and Public Access** - Information Technology planning has progressed to a point where the Board will receive a presentation this month requesting capital investment and software services investment for improving both Customer services and transparency. Many hours of planning has occurred to improve Public Access through the new Website platform. The public access portal will be developed along with the new website to provide the constituents of the District with online services.
- 5. Cost Savings Measures** - Internal review of costs and services has been ongoing. This review includes how staff purchases items, documents procurement and looks at current services for best value for the District.
- 6. ACWA Virtual Conference** – The ACWA Summer 2020 Virtual Conference was attended by Director Johnson, Drew Lander and Rob Hillebrecht. The virtual conference platform was well done and professionally prepared by ACWA. However some networking experience and discussion was lost in not having direct engagement with other water professionals.
- 7. Land Slide Investigation** – Staff continues to respond to Public Records Requests and attend meetings as needed to assist in the successful and positive resolution of this matter.

Staff Report

Agenda Item: **J - 1**

DATE: MEETING DATE, 2020 Meeting

TO: Board of Directors

FROM: Drew Lander, General Manager

SUBJECT: Authorize the General Manager to Complete a Customer Services and Transparency Initiative not to Exceed \$135,000 Capital Investment and \$31,118 in Contractual Services.

BACKGROUND:

Over the past several months staff has diligently researched and pursued technological solutions to improve employee efficiency and effectiveness, safety and electronic document security. The District has grown significantly in the past 10 years and it is evident that customer service needs have been increasing to a point where greater than 50% of the customer service staff work hours are consumed by repetitive tasks which could be better spent improving other aspects of customer service and document security.

Most recently the COVID-19 pandemic revealed that the internal technological capability of the office was lacking, and measures had to be implemented to ensure the health and safety of the staff who needed to remain in the office. Remote working options were not technologically feasible for the office staff.

The following discussion outlines the combination of hardware and software improvements which will provide the District with the ability to continue to provide high quality customer service and remain scalable to a growing customer base without sacrificing these services. Together these changes will improve both public opinion of the District and financial transparency throughout the District.

DISCUSSION:

Presently the District has been transitioning all water meters to radio read technology with ITron© and Badger equipment. With continued future investment the District will be able to supply all constituents in the District with daily water use data. This will allow members of the public to access many tools to be in control of their water consumption and costs. Staff will continue with replacing meters and with developing an expenditure plan for installing all equipment needed to read water meters remotely.

WaterSmart® and Invoice Cloud have presented an integrated solution that has been vetted to improved online bill pay, electronic bill delivery and allows the public to monitor and receive alerts associated with their water use. This service will be the hub which receives the ITron data and combines it with the billing data stored in our financial software solution. The computer interface is extremely pleasing to use and navigate and also integrates well into the new website

platform under development. These services will streamline our payment intake and our access to run reports based on usage. WaterSmart® and Invoice Cloud together will simplify customer access and interface for staff to bill and take payments. Staff proposes to use these services as a Software as a Service (SaaS).

Currently our finance software solution is MOMs©. Although this has provided reliable service for many years there are several tasks that are difficult to accomplish with this aging software. WaterSmart® and Invoice Cloud will solve the need for custom report building and data analytics but as the District grows there is an increasing need to better present our budgeting and tracking of income and expenditures. The use of Quickbooks® and MOMs© is reaching a point where manual entry of data is becoming onerous. After several months of investigation into alternative Enterprise software solutions staff presents Tyler Technologies financial software as a preferred platform for supporting the future district financial reporting needs. The City of Hollister is currently a user of Tyler Incode 10® software and after several conversations with City staff it is apparent that transitioning to this software will also help strengthen the financial communication between the City and the District. Tyler Incode 10® would replace both the MOMs software and Quickbooks and will provide many additional services such as the ability to capture costs through a robust purchase order system. Incode 10® is equipped with the Financial Management suite (including inventory control) and the Customer Relationship Management Suite (including Accounts Receivable, Utility CIS System - providing billing and customer information management for municipal and independent utility authorities, and Mobile Service Orders). A capital cost for the installation of an onsite server is required along with set up expenditure and annual fee renewals. The expense of the infrastructure for a computer server will be shared by both the corporate server upgrades and the SCADA server replacement.

FISCAL IMPACT:

Capital Cost (Server, Software purchase and Set up) - \$135,000
(Expenditure to come from Office and Misc. Replacement Fund balance = \$298,131)

Annual recurring maintenance service fees:

Tyler Technologies:	\$12,165
WaterSmart®:	\$13,553
Invoice Cloud:	\$ 5,400
<hr/>	
Subtotal	\$31,118

Less replaced software services:

MOMs	\$ 8,500
Sage	\$ 1,200
<hr/>	
Subtotal	\$ 9,700

Total budget adjustment requested - \$21,418
(General Administrative Contract Services \$50,000 + \$21,418 = \$71,418)

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.

RECOMMENDATION:

Staff recommends the Board authorize the General Manager (GM) to proceed with the implementation of Tyler Technologies, WaterSmart® and Invoice Cloud and authorizes the GM to utilize funds from the Office and Misc. Replacement Fund not to exceed \$135,000 and also to contract for these services annually in an amount not to exceed \$31,118.

**Tyler Technologies Incode
Financial Software Suite**



Expandable software with modules
SSCWD needs when you need them

- Budget
- Accounts Payable
- Accounts Receivable
- Animal Licenses
- Cash Receipts
- Fixed Assets
- General Ledger
- Grant Management
- Miscellaneous Billing
- Project Accounting
- Purchasing & Requisition
- Smart Meters
- Utility Billing
- ...and much more

Budget

Account	2016 Budget	2016 Activity	2017 Budget	2017 Activity	2018 Budget
100-0000-85200 Police Equipment	\$92,000.00	\$89,596.00	\$0.00	\$44,885.75	\$51,000.00
100-0000-85500 Technical Equipment	\$39,200.00	\$37,566.50	\$0.00	\$16,579.45	\$30,000.00
100-0000-85540 Computer	\$0.00	\$65,488.96	\$66,990.00	\$27,000.51	\$42,500.00
100-0040-81050 Fire Response Equipment	\$0.00	\$23,808.87	\$44,454.97	\$40,215.10	\$44,456.00
100-0040-84130 Administration Office Supplies	\$0.00	\$3,265.00	\$0.00	\$2,825.71	\$4,000.00
100-0040-84140 Copier	\$0.00	\$3,256.00	\$0.00	\$2,000.00	\$4,000.00
100-0040-84160 Copier	\$0.00	\$3,265.00	\$0.00	\$2,000.00	\$4,000.00
100-0040-84250 Dump Truck 10 Ton	\$0.00	\$56,986.00	\$0.00	\$0.00	\$8,000.00
100-0040-84720 Copier	\$0.00	\$152.00	\$0.00	\$250.00	\$500.00
100-0040-84730 Copier	\$0.00	\$0.00	\$0.00	\$500.00	\$500.00
Total					\$40,672,757.16

Accounts Payable

ABC Vendor - ABC
 Address: 5415 130th Street, Lubbock, TX 79415-1185
 Phone: (800) 224-2852
 Website: www.abc-hospital.com

Invoice History (26)
 Invoice Number: INV0003880
 Invoice Date: 12/15/2018
 Amount: 1,354.50

Monthly Vendor Payments
 Bar chart showing payments from Jan to Dec for 2017 and 2018.

Yearly Vendor Payments
 Bar chart showing total payments for 2017 and 2018.

Fixed Assets

3409 - Ford F-250 Crew Cab

Asset ID: 3409
 Description: Ford F-250 Crew Cab

Department: 100-270 Park, Forest & Stream
 Class: Equip and Vehicles
 Category: Equipment
 Location: Parks & Recreation

Valuation:
 Original Cost: \$45,215.00
 Improvements: \$3,500.00
 Partial Disposals: \$0.00
 Adjusted Cost: \$48,715.00
 Accumulated Depreciation: \$12,031.56

**Tyler Incode: Future Focused—
Through the Years**

1981

Account Activity / Balance Display - Summary (Date: 08/17/2020)
 YTD Debits: 1,081,455.71
 YTD Credits: 39,201,064.27
 Current Balance: -30,672,827.26
 Prior years: Balance end Yr: 3,225.30
 Balance 1 Yr Pr: 7,000.00
 Balance 2 Yr Pr: -9,222,230.35

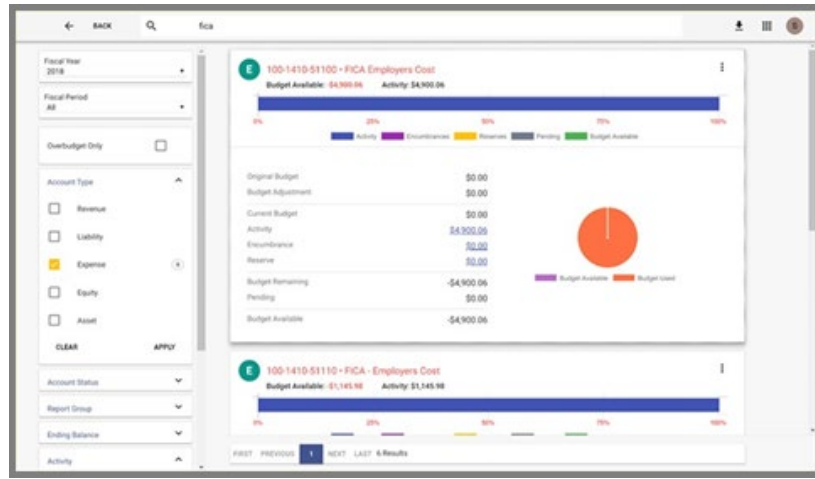
1990

Budget and Actuals Comparison Table:
 Budget: 2010, 100-0000-85200
 Actuals: 2010, 100-0000-85200
 Fiscal Year: 2010
 Budget: 92,000.00 | Actuals: 89,596.00

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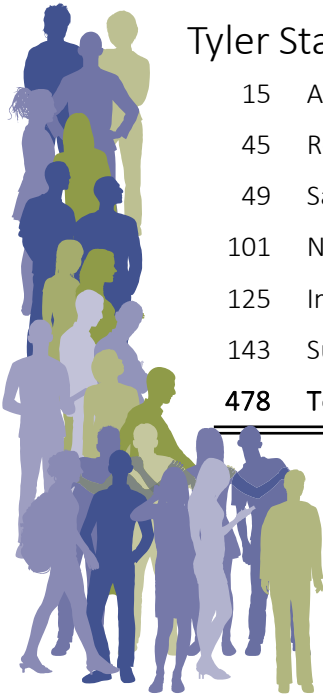
98.7% Client
Retention
Rate



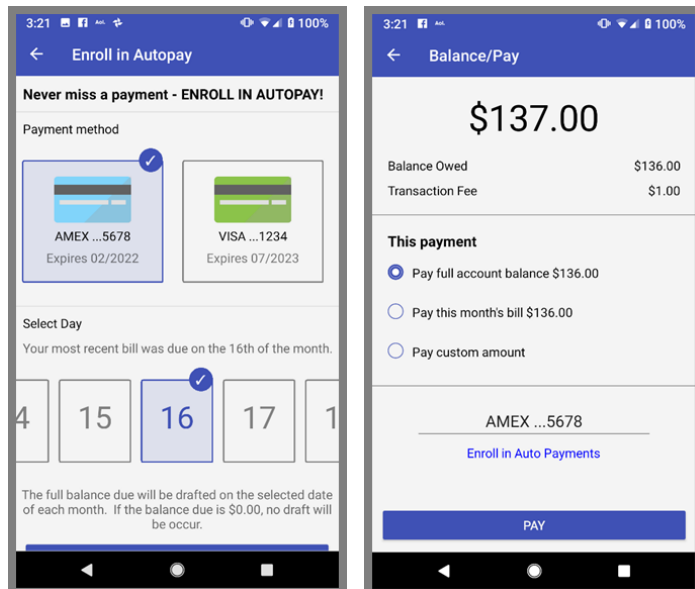
Tyler Staff Devoted to Incode

- 15 Administration
- 45 Research & Development
- 49 Sales & Marketing
- 101 Network/Hardware
- 125 Implementation
- 143 Support/Development
- 478 Total**

Tyler Technologies has more than 6,000 employees with 478 of those solely devoted to the Incode products and services. Employees within the Tyler family share a common enthusiasm for serving organizations, like SSCWD, in the public sector. Tyler’s training and support staff for Incode products and services includes experienced developers, installers, consultants, industry professionals, and certified network technicians. Their commitment to excellence, quality training, and support is second-to-none. In addition Tyler reinvests \$10M annually in Incode’s Research & Development.

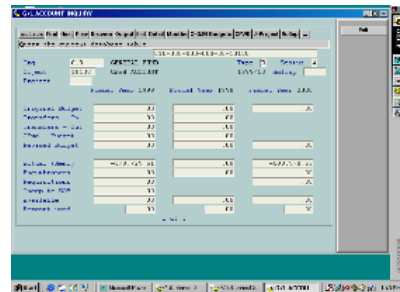


Online Payments

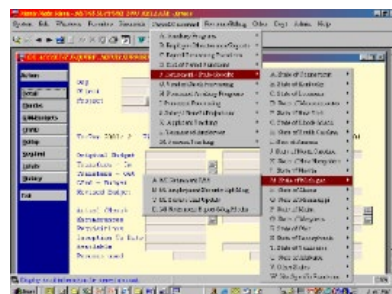


Tyler Incode: Future Focused—Through the Years

1998

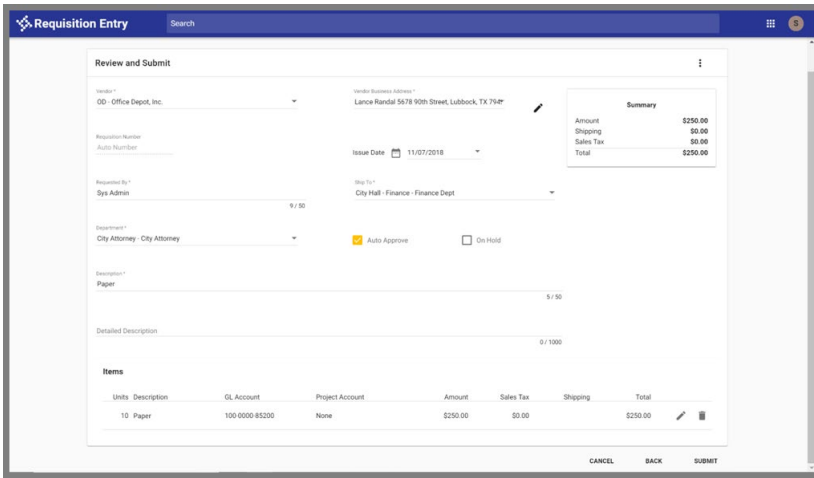


2002



continued on next page

Purchasing



August 18, 2020



Unrivaled Support



Self-help provides an extensive online (within software, or Support portal).



For less critical issues SSCWD staff can email Tyler support professionals and receive a response generally within a workday.



Live chat from within the software connects a user to a support professional.



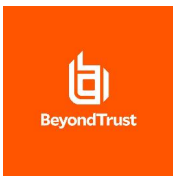
Live phone support available during all working hours. Also, if there happens to be a queue, leave a number, don't lose your place in the queue, and a support professional calls you back.



A library of over 1,000 Incode-specific videos (most hover in the 3-minute range in terms of length). Available 24/7.



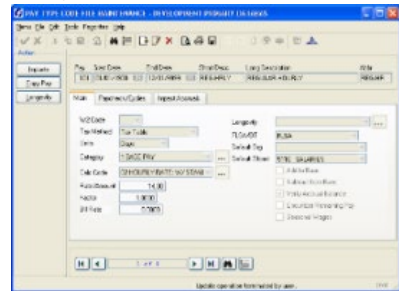
50,000+ users. Tyler Community is by far the largest platform in the public sector software industry. Users can find answers via this social media platform that is used strictly for business to each other, Tyler employees, managers, etc.



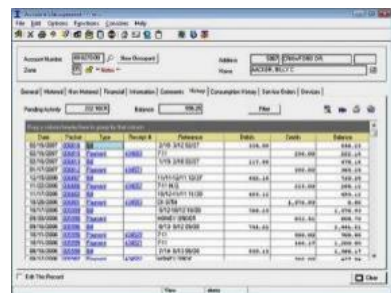
With permission from the client user, Tyler jumps on BeyondTrust to securely connect to their client's screen and guide an end-user through.

Tyler Incode: Future Focused—Through the Years

2007



2011



continued on next page

Available...

on any device (phones, tablets, laptops, etc.)

anywhere (connected to internet)

by anyone (you set permissions)



any time (24/7)



Tyler Evergreen



Through Tyler Evergreen they offer perpetual upgrades as they happen with no additional license fees. SSCWD no longer must incur the expense and inconvenience every time some vendor makes the decision to release something "new." Tyler has their clients covered.

Take for example the screens you've seen in the boxed region of each of these pages. In 1981 (p.1) Incode was a "green" screen application written in the cutting-edge programming language of the day. Through the years Tyler continued to invest and modify Incode. Someone who started with Incode in 1981 and maintained their maintenance would be enjoying the following:

Our 2020 Dashboard (the dashboard screen from Incode Financials displayed below). The dashboard is based off a user needs, so a CFO could potentially have a different screen than the Office Manager. But the screen brings what is most important to that user to their home screen. In addition, on the left of the screen are "smartcards". These allow a user to be kept up-to-date in real-time on what is most important to them. And...and....the smartcard is learning from an end-user's behaviors so as they show the software what they need, that need is displayed first.

Tyler: Future Focused. Tyler covers its clients' needs.

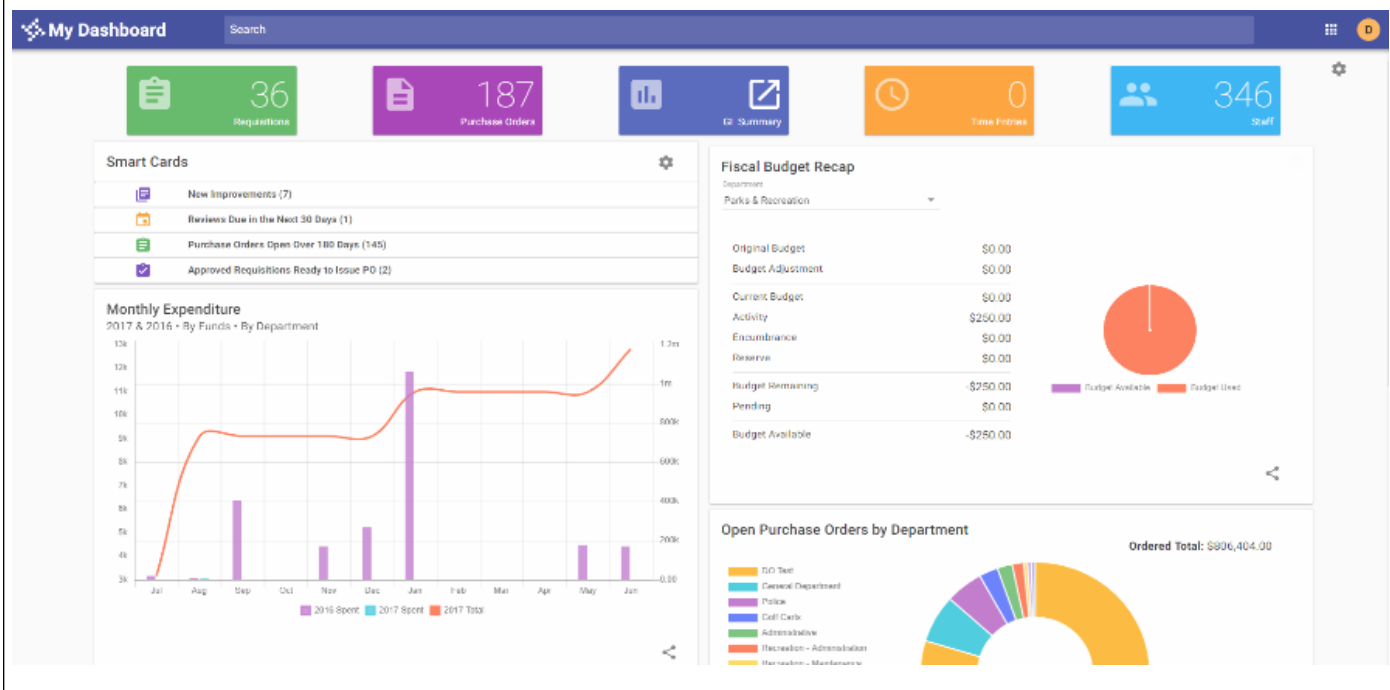
Sunnyslope County Water District

Tyler Incode: Future Focused— Through the Years

2015



2020





Deploy Customer Communications & Self Service

PREPARED FOR SUNNYSLOPE COUNTY WATER DISTRICT STAFF, APRIL 28th 2020

Andrew Cruikshank – RSM West

andrew@watersmart.com

415-716-9747

Partner Story

Rincon Del Diablo, California



Digitizing manual staff processes

Problem: Rincon Del Diablo staff had to alert customers of unplanned service outage on a late Friday afternoon

Solution: Used targeting messaging and polygon tool to alert customers and direct them to the portal to receive updates on the situation

Outcome: WaterSmart helped Rincon alert customers on and off site, while eliminating incoming customer calls

“Being able to effectively and efficiently notify our customers of planned and unplanned water outages - is invaluable.”



Clint Baze
Director of Engineering & Operations



OF AFFECTED ACCOUNTS:
508

NUMBER OF CALLS:
0 Customer calls

DELIVERY RATE:
Up to 84 percent delivery

Customer expectations are changing



**instant
information**



**self-service
functions**



**personalized
communication**



**actionable
insights**



**intelligent
automation**

Sunnyslope CWD Operating Systems

- 6,100 customer connections read & billed monthly
 - Customer Information System – Mam CIS
 - Payments Processor – puwc.org
-



Deploy customer communications



Improve Payments Performance



Increase online self-service



Leverage meter data in a unified dashboard

Integrating with your systems

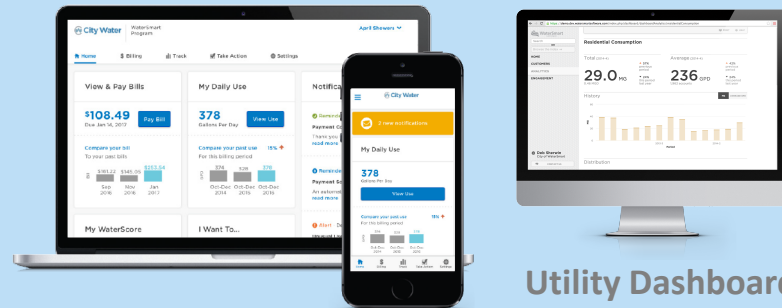
EXTERNAL DATA
Surveys, Property,
Climate



UTILITY DATA



Customer Portal



Hosted on Amazon
Web Services

Utility Dashboard

CUSTOMERS



Platform demo:

Group Messenger

Effortless Reporting

WaterSmart Reputation

Founded in 2009, the WaterSmart platform surfaces actionable data insights for water utility staff and provides self-service solutions for end-use customers effectively reducing costs, improving operational efficiencies, and increasing customer satisfaction.

Our award winning software is designed, developed, and delivered in the United States

UTILITIES



150+ Utilities | 34 states
4M+ Accounts
12.5M End-use customers

PARTNERS

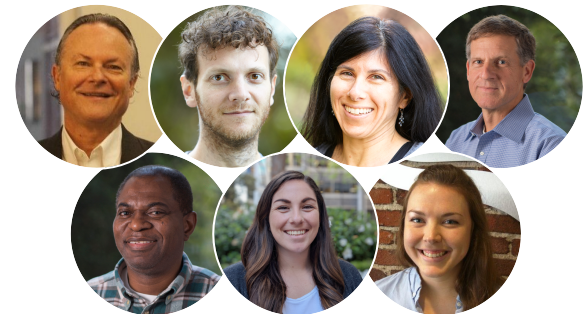


Metering
Companies



TEAM

WaterSmart dedicates itself to execution, delivering on 100% of our implementations



90-Day Time to Value

- Data survey completion

Weeks 1-2

- Kick-off meeting

Weeks 2-6

- Historical billing & consumption data load
- Establish ongoing data file scripting & transfer protocol

Weeks 6-10

- Approve platform configuration
- Comprehensive quality assurance

Weeks 10-12

- Staff training

Weekly check-in calls



LIVE!

Open Questions?



Andrew Cruikshank – RSM West

andrew@watersmart.com

415-716-9747



Partner Story

Orange Water & Sewer Authority, NC

Empowering Customers with Data & Payments

Problem: OWASA undertook a costly AMI implementation, but needed a powerful public-facing component to build support and excitement.

Solution: OWASA chose to deploy an integrated platform with monthly consumption data and payment solutions and named it Agua Vista.

Outcome: After only a few months in operation, the results have been excellent with positive customer feedback and over 35% customer registration.

“I am so pleased with our progress. I consistently hear good feedback from folks that access and use Agua Vista!”



MARY TIGER
SUSTAINABILITY MANAGER



ACCOUNTS:
21,000

PAYMENT PARTNER:
Invoice Cloud

PORTAL REGISTRATION RATE:
35% in first 3 months
44% after 6 full months

WaterSmart & Invoice Cloud Regional Proposal for Sunnyslope County Water District

MAY 22ND 2020

CUSTOMER SELF SERVICE PORTAL WITH EMBEDDED PAYMENTS

DELIVERED BY:

ANDREW CRUIKSHANK - WATERSMART

CAMDEN CROWELL – INVOICE CLOUD

COVER LETTER

Drew Lander
General Manager
Sunnyslope County Water District
3570 Airline Highway
Hollister, CA 95023

Dear Drew,

Thank you for the opportunity to work with Sunnyslope County Water District. As a result of our learnings from the last few meetings, Camden and I have constructed this proposal to align with your strategic initiatives:

- Increase customer satisfaction and increase e-payments by providing customers with next-gen payment options, allowing them to pay the way they want to pay (web, mobile, SMS text, e-mail reminder, calendar reminder, IVR, etc.) and save payment information.
- Deploy topical and targeted communications to maximize customer self-service and engagement.
- Implement an e-billing and online payment solution that will expand your payment options for Payers, significantly increase the number of customers paying electronically.
- Decrease manual labor to staff for customer support, billing, and print mail generation.

WaterSmart and Invoice Cloud will provide implementation support, review best practices, support outreach efforts, gather feedback and answer any questions for SunnySlope CWD. Our combined partnership will provide Sunnyslope CWD with a world class Software as a Service Customer Self Service Portal with Invoice Cloud Embedded Payments.

We have over 20+ utility partners with an embedded payment solutions, and all value increases in electronic payments, customer self-service, and paperless billing. You will be equipped with our deep bench of technical expertise and support throughout the lifetime of our partnership. We have provided references for you to learn and reach out to if desired.

We look forward to working with you on this project and are hopeful for a lasting partnership with Sunnyslope CWD.

Sincerely,

Andrew J. Cruikshank
WaterSmart Software

Camden Crowell
Invoice Cloud

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WATERSMART PRICING PROPOSAL

INVOICE CLOUD PRICING PROPOSAL

CONTRACT INSTRUCTIONS & NEXT STEPS

WATERSMART & INVOICE CLOUD REFERENCES

City of Billings, Montana --

Billings has nearly 40,000 accounts and launched to their customers in March 2020. With Neptune AMI and embedded Invoice Cloud payments, Billings selected WaterSmart to enhance digital customer engagement and leverage their AMI data to deliver closed-loop leak alerting.

Christina Fox
Accounting Supervisor
foxc@billingsmt.gov
(406) 657-8306

Orange Water and Sewer Authority, North Carolina --

OWASA employs the WaterSmart platform - Customer Portal and Utility Dashboard - as the backbone of their new Agua Vista customer engagement program. Through WaterSmart, OWASA is integrating their monthly consumption and billing data with the data from their AMI metering system and their Invoice Cloud customer online payments system. Invoice Cloud is integrated with WaterSmart through an embedded environment inside the Customer Portal. After only a few months in operation, the results have been excellent with positive customer feedback and over 33% customer registration to WaterSmart.

Addison McDonough
Business Systems Analyst
Amcdonough@owasa.org
(919) 537- 4324

Valley of the Moon Water District, California --

Valley of the Moon Water District, which serves 7,000 customers, has been working with WaterSmart since 2018. Leveraging the data from AMI meters, the goal of the program is to increase self-service, decrease the number of calls to the utility and to provide customers with access to hourly data, leak alerts, predictive high bill notifications and related functionalities. The embedded payment solution provides a seamless experience enabling customers to pay their bills easily, via autopay or one-time payments.

Amanda Hudson
Accounting Specialist
ahudson@vomwd.org
707-996-1037

WATERSMART IMPLEMENTATION SCHEDULE

The standard initialization phase of the program lasts for three months. If the SunnySlope CWD can provide the data and input necessary to launch the program early, WaterSmart can significantly reduce the three-month implementation window. WaterSmart has completed this phase in some utilities in as little as three weeks and is happy to provide pointers and best practices from other utility partners.

Weeks 1-2	<p><u>Kickoff Meeting</u></p> <p>The WaterSmart Customer Success Manager and the SunnySlope CWD Project Manager introduce key team members, identify high level goals, review the onboarding timeline, and plan for an initial kickoff meeting with members of SunnySlope CWD staff who are involved with the program.</p>
Weeks 2-6	<p><u>Data Acquisition, Configuration Process, and Letter Review</u></p> <p>WaterSmart has detailed specifications for the data WaterSmart needs to execute the program, and how to securely transfer that data to WaterSmart on an ongoing basis. WaterSmart’s Project Manager also works with SunnySlope CWD Project Manager to configure relevant settings for the Portal and optional Welcome Letter.</p>
Weeks 8-12	<p><u>Welcome Letter and Sites Live</u></p> <p>WaterSmart sends the optional Welcome Letter, which includes the first Survey (Customer Profile). During this time, the Utility Dashboard is pushed to live so that SunnySlope CWD staff can start to explore. The Portal is pushed to live after the Survey is closed.</p>
Week 12	<p><u>Train Your Team</u></p> <p>The WaterSmart Customer Success Manager conducts a training session or sessions for SunnySlope CWD staff. Additional training will be provided as necessary.</p>

WATERSMART ONGOING SUPPORT -

WaterSmart & Invoice Cloud provides a number of tools to facilitate both end-user support as well as assist the SunnySlope CWD staff looking to understand and maximize their experience:

- 1) The WaterSmart Support Site, which is accessible by all SunnySlope CWD staff, includes responses to Frequently Asked Questions as well as common troubleshooting topics, how-to videos and other customer support-oriented content.
- 2) The Customer Detail Page helps customer service representatives respond to Customer inquiries by providing all relevant customer property and water use information, a complete history of notes and email interactions including water reports, a quick link to their portal and step-by-step process support for common questions around high bills.
- 3) A Live Chat feature that allows SunnySlope CWD staff to ask questions about data, get help with challenging customer questions, provide product feedback and more. Users can typically expect to receive a response within the hour. Chat is available between the hours of 7 a.m. and 6 p.m. PT Monday thru Friday, excluding federal holidays.
- 4) Quarterly Product Webinars provide the latest WaterSmart news including product releases, practical implementation case studies, a forum to interact with other WaterSmart customers and sneak previews of upcoming products and functionality.
- 5) Dedicated Customer Success Manager (CS Manager): The CS Manager will support the SunnySlope CWD program, answer questions, provide updates, support complex tasks, provide new feature updates and additional training as needed. The CS Manager is available by telephone and email to answer specific programmatic and technical questions. CS Manager support will be capped at 1 hour per week for SunnySlope CWD.
- 6) Quarterly check-in meetings – Meetings will track performance relative to SunnySlope CWD objectives and adjust as necessary, provide implementation support, review best practices, support outreach efforts, gather feedback and answer any questions.
- 7) Portal and Customer Welcome Letter content configuration- The CS Manager can help the District create personalized messaging for the Customer Portal and outbound Engagement vehicles, including Group Messenger templates and Customer Welcome Letters, if requested.

WATERSMART & INVOICE CLOUD PARTNER STORIES –



The Laguna Madre Water District (LMWD) is located in the Rio Grande Valley along the coast of southern Texas. As a municipal water district, Laguna Madre serves approximately 11,000 customers across four different communities: South Padre Island, Port Isabel, Laguna Heights, and Laguna Vista. Laguna Madre, not unlike many other water utilities, faces the troublesome challenge of effectively targeting communication within their widespread customer base.



**Laguna Madre
Water District**

LOCATION
Port Isabel, TX

POPULATION
10,935

MESSAGES SENT
3,000

ACCOUNTS SERVED
BY WATERSMART
6,700

WATERSMART & INVOICE CLOUD PARTNER STORIES –

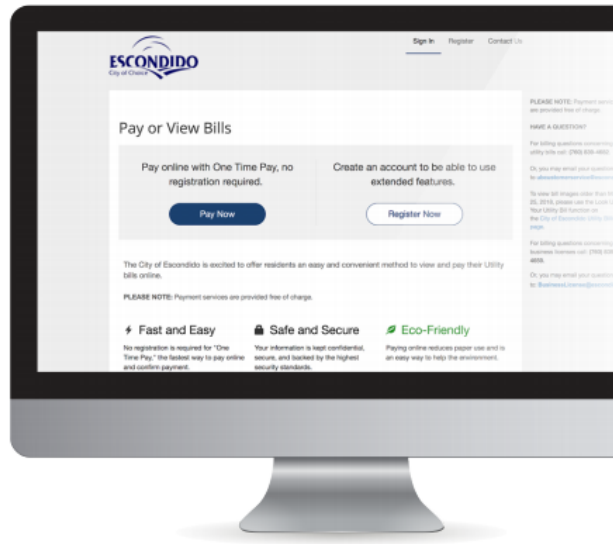
At a Glance

The city of Escondido is in Southern California, just 30 miles northeast of San Diego. Its Utility Billing office, which is a division of the Finance Department, processes payments for Escondido's utilities customers. In 2018, they implemented Invoice Cloud as their online bill presentation and payment provider for utility bill collections.

The Challenge

In order to meet its PCI compliance requirements, the city elected to move its online payment processing to a 3rd party vendor. Unfortunately, the system was ineffective, and caused many challenges for the city and its citizens.

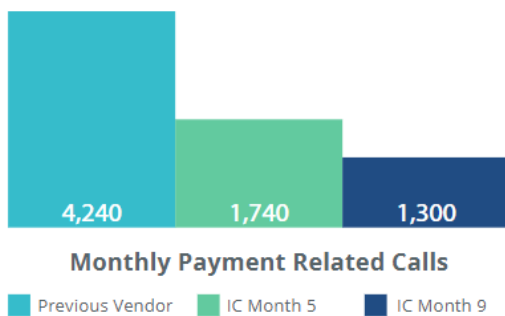
- Difficult user experience spiked call-center volume from customers needing help to complete basic tasks such as registration
- A lack of convenient payment and reporting functions caused a significant increase in manual workload for CSRs
- System friction and customer complaints created added stress for staff
- Collections were slowed due to not having a real-time integration
- No paperless billing program to reduce expenses for the city



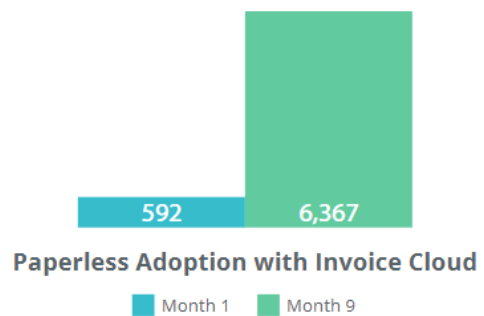
By the Numbers – After 9 Months Live:



Inbound calls reduced by 69%!



\$23,000 saved in 9 months!





TERMS AND CONDITIONS

This agreement is made between WaterSmart Software, Inc. (“WaterSmart”), a Delaware Public Benefit Corporation, and Sunnyslope County Water District, California (“Utility”). In addition, for the protection of Utility and WaterSmart, certain customary legal terms are set forth below and on the “Software-as-a-Service Provisions” attached. This document and its incorporated attachments are together referred to as the “Agreement”.

1. The term of the Agreement begins when signed by Utility and shall end 60 months from such date if not extended as provided for herein.
2. Payment by Utility under this Agreement for the initial term specified above is outlined in the Order Form. WaterSmart shall invoice Utility upon signing of the Agreement and be compensated as set forth in the Order Form, and Utility shall pay invoices within 30 days of receipt.
3. Each party has the right to terminate this Agreement if the other party has materially breached the Agreement and such breach remains uncured for a period of thirty days after written notice of such breach is sent to the breaching party.
4. WaterSmart is an independent contractor, and shall not be considered an officer, agent, or employee of Utility.
5. WaterSmart shall perform its services in a timely and professional manner consistent with standards generally and reasonably expected of software-as-a-service vendors serving water utilities in the United States. WaterSmart and its pertinent contractors have and shall maintain any applicable licenses or authorizations necessary to provide their services to Utility.
6. The Software-as-a-Service Provisions attached are incorporated by reference and include terms covering intellectual property rights, confidentiality, cooperation of the parties, limitation of liability, and certain other terms. Also included are terms applicable to bill payment, leak alert and group messenger services if such services are elected by Utility.
7. WaterSmart shall hold harmless, defend and indemnify Utility and its officers, directors, employees and volunteers from and against all claims, damages, losses and expenses including reasonable attorney fees arising out of WaterSmart’s services, to the extent caused by any negligent act or omission of WaterSmart, any of its subcontractors, and anyone employed by any of them, except if caused by the active negligence, sole negligence, or willful misconduct of Utility. WaterSmart’s defense and indemnity shall be provided to the extent insurance proceeds are available from the insurance coverages required below; WaterSmart’s defense and indemnity liability is limited to such coverages. The foregoing general defense and

indemnity provisions shall not apply to contexts excluded by other express terms of this Agreement.

8. If Utility elects to make available to its end users optional bill payment services offered by or supported by WaterSmart, which may or may not be integrated within WaterSmart’s electronic interfaces, Utility acknowledges that such services are provided directly to Utility by a third party independent contractor. Such services shall not be supported by WaterSmart until Utility enters into a mutually acceptable commercial agreement directly with such third party which shall govern Utility’s rights and obligations with respect to such services. The indemnity provisions above shall not apply to bill payment services, and any indemnity for such services shall be provided by the referenced third party provider.
9. Unless otherwise specified, WaterSmart shall maintain the following policies of insurance in full force and effect during the term of the Agreement in the amounts shown below.

Commercial General Liability Insurance (policy as broad as the standard ISO form)	\$2,000,000 per occurrence / \$4,000,000 aggregate per policy
Professional Liability (errors and omissions)	\$3,000,000 per claim
Automobile Liability Insurance including hired, and non-owned vehicles	\$2,000,000 per accident
Workers’ Compensation	As required by statute

10. All insurance coverages of WaterSmart are primary insurance as to Utility.
11. Upon request by Utility, a certificate of insurance shall be promptly provided by WaterSmart confirming the coverages above.
12. WaterSmart shall comply, and upon request shall certify its compliance with, any conflict of interest avoidance requirements of Utility.
13. Upon or before external launch of WaterSmart’s services, Utility and WaterSmart shall cooperate to mutually approve a press release announcing the parties’ relationship. Each party may disseminate and display such press release and/or its contents, and may reference its relationship with the other party by name and display of the other’s logo, online and offline and in subsequent communications with third parties.
14. Utility may extend or expand the agreement beyond the initial term provided for above by signing a mutually acceptable Order Form prior to the expiration of the initial term.
15. This Agreement may be executed in counterparts. It states the complete agreement of the parties concerning its subject matter, and it may be extended or amended only in a writing signed by both parties.

IT IS SO AGREED.

WATERSMART SOFTWARE, INC
20 California Street, Suite 200
San Francisco, CA 94111

Sunnyslope County Water District
3750 Airline Highway
Hollister, CA 95023

By: _____

By: _____

Name: _____

Name & Title: _____

Date: _____

Effective Date: _____

SAAS PROVISIONS

BACKGROUND: WATERSMART's customer engagement and data analytics services are to be provided primarily by utilization of WATERSMART's proprietary software hosted on WATERSMART's computer systems and accessed by authorized users over the Internet. This is a shared cost software utilization model which enables customers to achieve substantial cost savings versus commissioning custom development of software or licensing software for installation and maintenance on customers' computer systems. Companies like WATERSMART are commonly referred to as "SaaS" or "software-as-a-service" providers. Certain supplemental provisions which are customary within the SaaS sector and essential to enabling WATERSMART's SaaS service model and providing substantial cost savings for Utility, are set forth below and incorporated by reference in the Agreement. Also included below are additional terms applicable to bill payment, leak alert and group messenger services if such services are elected by Utility.

A. WATERSMART's reservation of intellectual property rights WATERSMART has created, acquired or otherwise currently has rights in, and may, in connection with the performance of this Agreement or otherwise develop, create, employ, provide, modify, acquire or otherwise obtain rights in various inventions, concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates, software, applications, documentation, user interfaces, screen and print designs, source code, object code, databases, algorithms, development framework repositories, system designs, processing techniques, tools, utilities, routines and other property or materials, including without limitation any and all subject matter protected or which may be protected under patent, copyright, mask work, trademark, trade secret, or other laws relating to intellectual property, whether existing now or in the future, whether statutory or common law, in any jurisdiction in the world ("WATERSMART IP"). Utility acknowledges that WATERSMART owns and shall own all intellectual property rights in and to deliverables hereunder, the WATERSMART IP and derivative works of WATERSMART IP (whether independently or jointly conceived), regardless of whether or not incorporated in any print or electronic Water Reports, Customer Portal, Utility Dashboard, or other software or deliverable provided to Utility by WATERSMART, and that Utility shall acquire no right or interest in the same.

Utility agrees to assign, and hereby does assign, any right, title and interest in any suggestions, enhancement requests, or other feedback provided by Utility relating to services offered by WATERSMART. If and to the extent any such assignment is ineffective, Utility hereby grants to WATERSMART a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into its services any such suggestions, enhancement requests, or other feedback provided by Utility.

Subject to the foregoing, authorized employees and customers of Utility may during the term of the Agreement access and use the WATERSMART SaaS services, print and electronic Water Reports, Customer Portal, Utility Dashboard, Extended Messaging Services, other deliverables provided to Utility by WATERSMART, and applicable bill presentment services, each as so specified by the Scope of Work, for purposes of Utility's customer engagement program, customer billing, and for Utility's internal purposes, so long as Utility is current with respect to its financial and other obligations under the Agreement. Such authorization is limited to Utility's service territory and is non-exclusive, non-transferable, and non-sublicenseable. If Utility enters into an agreement with a third party contractor of WATERSMART related to bill payment services, the intellectual property provisions of such agreement shall apply with respect to intellectual property owned or controlled by such third party. Any rights not expressly granted herein are reserved by WATERSMART and its licensors.

B. Utility's cooperation in providing necessary inputs Deliverables to be provided by WATERSMART via its proprietary software require certain data from Utility. Utility shall provide WATERSMART with those data, records, reports, approvals and other inputs identified for Utility to provide in the Scope of Work or otherwise requested by WATERSMART. Utility shall ensure that such inputs are accurate and within Utility's legal rights to share with WATERSMART subject to the confidentiality and other applicable provisions of the Agreement. Time is of the essence, and Utility shall provide its inputs within the timeframes specified for Utility by the Scope of Work. If bill payment services are included in the Scope of Work, Utility shall cooperate with WATERSMART and its applicable third party partner(s) in timely providing the data, records, reports, approvals and other inputs requested for such services. WATERSMART shall not be responsible for delays outside WATERSMART's control, and deadlines for WATERSMART's performance

shall be adjusted, if necessary, to accommodate delays by Utility.

C. Confidentiality and WATERSMART's use of aggregated data All data, documents and other information received or accessed by one party ("Receiver") from the other party or its end users (collectively, "Discloser") for performance of this Agreement, including without limitation personally identifiable information and financial information, are deemed confidential. Such information shall not be used or disclosed by the Receiver without the prior written consent of the Discloser or owner (which may include without limitation consent by end users to share any information with additional users they authorize), except to the Receiver's employees and contractors on a need-to-know basis for performance of this Agreement with appropriate confidentiality protections. For this purpose, protected confidential information shall not include (i) information that, at the time of disclosure, is publicly available or generally known or available to third parties, or information that later becomes publicly available or generally known or available to third parties through no act or omission by the Receiver; (ii) information that the Receiver can demonstrate was in its possession prior to receipt from the Discloser; (iii) information received by the Receiver from a third party who, to the Receiver's knowledge and reasonable belief, did not acquire such information on a confidential basis from the Discloser; (iv) information the Receiver can demonstrate was independently developed by it or a third party; or (v) information that the Receiver is legally required or compelled by a court to disclose.

The foregoing confidentiality obligations are subject to the following clarification of the parties' rights and obligations with respect to aggregated and anonymous data. Utility hereby gives its permission to WATERSMART to use and disclose on an anonymous and/or aggregated basis (excluding any personally identifiable information) any data pertaining to Utility end customers and their water consumption, including without limitation derivative data and data combined with the data of other utilities, for purposes of project evaluation and any research, product development, marketing, or other legitimate business purposes. This Section C shall survive any termination or expiration of the Agreement. Each party shall post and comply with its applicable privacy policy.

D. Software corrections and third party acts; limitation of liability for SaaS services In the

event that WATERSMART's services fail to meet specifications or other requirements specified by the Scope of Work, Utility shall promptly notify WATERSMART and WATERSMART shall promptly correct any defect or substitute services, software, or products to achieve the functionality and benefits originally specified. If WATERSMART promptly makes such correction or substitution, WATERSMART shall have no further liability with respect to said defect(s), notwithstanding any other provision of the Agreement. All warranties not expressly stated in the Agreement are disclaimed. Utility understands that Utility's use of WATERSMART's services provided online may be interrupted by circumstances beyond WATERSMART's control involving third parties, including without limitation computer, telecommunications, network, Internet service provider or hosting facility failures or delays involving hardware, software, networks, or power systems not within WATERSMART's possession or direct control, and network intrusions or denial of service attacks (collectively, "Third Party Acts"). WATERSMART shall not be responsible or otherwise liable for any Third Party Acts, including, without limitation, any delays, failures, or security breaches and damages resulting from or due to any Third Party Acts, provided that WATERSMART has exercised due care. However, in the case of any Third Party Act which will delay or prevent WATERSMART from providing online services to Utility, WATERSMART will promptly notify Utility and assist in mitigating any impact. Neither party will be liable to the other, under any non-indemnity claim relating to this Agreement, for any indirect, incidental, exemplary, special, reliance or consequential damages, including loss of profits or loss of data, even if advised of the possibility of these damages. Under no circumstances or event shall WATERSMART's total cumulative liability for losses or damages of any kind arising under or relating to this Agreement and under any theory (contract, tort, defense and indemnity, or otherwise), exceed (i) the fees received by WATERSMART for the services that give rise to the liability in the twelve months preceding the accrual of such liability, or (ii) available insurance proceeds from WATERSMART's carriers, whichever is higher. The foregoing limited remedy and limitation of liability provisions shall apply notwithstanding any conflicting provisions or any failure of essential purpose with respect to a limited remedy or limitation of liability, and shall survive any termination or expiration of the Agreement. Utility acknowledges that pricing for WATERSMART's services would be

substantially higher without the aforementioned limitations.

E. Technology and services infrastructure vendors WATERSMART as a SaaS provider utilizes the secure cloud hosting platform of a third party industry leader in cloud computing with state-of-the-art security to host the data of all WATERSMART customers. WATERSMART utilizes a reputable third party vendor to perform printing and mailing services when included within the scope of WATERSMART's work. For bill payment services, including credit card, debit card, and ACH payments and authentication, WATERSMART works with leading edge, reputable third party vendors specializing in such functions. Since the referenced cloud hosting platform, printing and mailing vendors, bill payment services providers, and certain other vendors performing similar or related functions, are integral components of WATERSMART's technology and services infrastructure used across its pertinent customer base and are not specific to Utility and services under this Agreement, Utility acknowledges that such utilization or collaboration is not considered subcontracting of WATERSMART's services under this Agreement.

If Utility elects to make bill payment services available to its end customers, the pertinent end users and Utility assume all risks associated with such services, and no indemnity provisions in favor of Utility shall apply to such services, except in the event of WATERSMART's willful misconduct. In the absence of willful misconduct by WATERSMART, Utility's sole remedies related to bill payment services shall be from the independent third party provider of such services in accordance with any contract between Utility and such provider. If Utility enters into an agreement with any third party contractor of WATERSMART for any other services ancillary or related to the services provided by WATERSMART during the term of this Agreement, Utility shall first seek and exhaust all remedies from such third party contractor prior to seeking any remedy from WATERSMART with respect to such services.

With respect to all bill payment services, as well as any services provided by independent third party contractors not in contract with WATERSMART, including without limitation any such services which at Utility's request or direction are integrated by WATERSMART into its electronic interfaces for Utility, WATERSMART shall not be responsible for services provided by such third parties. In furtherance of the foregoing, Utility shall hold harmless, defend and indemnify WATERSMART and its officers, directors,

employees, contractors, representatives and volunteers from and against all claims, damages, losses and expenses, including without limitation any statutory damages, penalties, and attorney's fees, arising out of or relating to such third party services, except in the event of WATERSMART's willful misconduct.

F. Compliance With Laws WaterSmart shall comply with all federal, state and local laws, regulations, regulatory rulings, and ordinances as may be applicable to the performance of its services under this Agreement. Utility shall comply with all federal, state and local laws, regulations, regulatory rulings, and ordinances related to this Agreement, and shall have sole responsibility for securing any necessary regulatory approvals, if any, for this Agreement and/or the services hereunder.

Utility shall be responsible for obtaining from its end customers any consents and providing any notices, if any are legally required, for the services to be provided by WaterSmart hereunder, as well as any bill payment or other third party services elected by Utility.

G. Extended Messaging Services If Utility elects to utilize WATERSMART's leak alert or group messenger services, certain supplemental legal terms shall apply. These supplemental terms ("Extended Messaging Terms") are set forth below and shall prevail in the event of any conflict or inconsistency. For avoidance of doubt, the Extended Messaging Terms apply to all WATERSMART services involving automated phone calls (conventional and mobile), pre-recorded messages, text messages, and other such bulk communications (including emails outside of WATERSMART's core customer engagement offerings) (collectively, "Extended Messaging Services").

1. Utility shall be solely responsible for the content of any messages or communications to end customers which Utility initiates or authorizes in connection with the Extended Messaging Services, as well as Utility's selection of any vehicle (i.e., conventional phone, mobile phone, text, email) for such messages or communications. WATERSMART shall have no responsibility or liability of any kind with respect to messages or communications initiated or authorized by Utility or its representatives. In furtherance of the foregoing, Utility shall hold harmless, defend and indemnify WATERSMART and its officers, directors, employees, contractors, representatives and volunteers from and against all claims,

damages, losses and expenses including without limitation any statutory damages, penalties, and attorney's fees, arising out of or relating to the Extended Messaging Services or any breach by Utility of the Agreement including without limitation these Extended Messaging Terms, except in the event of WATERSMART's willful misconduct. For avoidance of doubt, if the Agreement has other indemnity provisions in favor of Utility such provisions shall not apply to the Extended Messaging Services, except in the event of WATERSMART's willful misconduct.

2. If Utility elects to make available to its end customers Extended Messaging Services offered by WATERSMART to alert end users of potential leaks or high water usage, the pertinent end users and Utility assume all risks associated with such alerts, and no indemnity provisions in favor of Utility shall apply to such risks (including without limitation any liability claims for failure to alert or inaccurate alerts), except in the event of WATERSMART's willful misconduct.
3. With respect to Extended Messaging Services, WATERSMART's role is limited to delivering via its technology platform Utility's communications through vehicles selected by Utility; accordingly, compliance with applicable laws (which may vary by state and locale) is strictly Utility's responsibility with respect to Extended Messaging Services notwithstanding any provision to the contrary.
4. Utility is encouraged to consult legal counsel of its own with respect to this Agreement and in reference to Federal Communications Commission Declaratory Ruling FCC 16-88 (released August 4, 2016), any Extended Messaging Services, and compliance with applicable federal, state and local laws, regulations and regulatory rulings, and ordinances. Utility shall not rely on WATERSMART or WATERSMART's representatives for legal advice or guidance concerning the content or appropriate vehicles (ie., conventional phone, mobile phone, text, email) for communications with Utility end customers.
5. In order to provide the Extended Messaging Services at efficient cost and with optimal levels of security and reliability, WATERSMART may utilize one or more third party communications technology and communications services providers. Since such providers are utilized across WATERSMART's pertinent customer base and are not specific to Utility and service choices by Utility under

the Agreement, Utility acknowledges that such utilization is not considered subcontracting of WATERSMART's services under the Agreement

WATERSMART PRICING PROPOSAL -



20 California Street
 Suite 200
 San Francisco, CA 94111
 US

Customer Name Sunnyslope County Water District
 Contact Name Drew Lander
 Billing Address 3570 Airline Highway
 Hollister, CA 95023
 US
 Email drew@sscwd.org

Quote Number 00000626
 Created Date 5/21/2020
 Expiration Date 7/31/2020
Contract Effective Date: Utility's signature date below.
 Contract End Date 60 months from the Contract Effective Date
 Payment Terms Annually in Advance

Billing Contact: _____
 Email: _____
 Phone: _____

Prepared By Andrew Cruikshank
 Email acruikshank@watersmart.com

Product	Quantity	Sales Price	Total Price
Remote Training	1.00	\$0.00	\$0.00
Customer Letters	6,100.00	\$0.90	\$5,490.00
WaterSmart Platform Set Up Fee	1.00	\$6,000.00	\$6,000.00
WaterSmart Platform	6,100.00	\$1.73	\$10,553.00
WaterSmart Platform Renewal Year 2	6,100.00	\$1.73	\$10,553.00
WaterSmart Platform Renewal Year 3	6,100.00	\$1.73	\$10,553.00
WaterSmart Platform Renewal Year 4	6,100.00	\$1.73	\$10,553.00
WaterSmart Platform Renewal Year 5	6,100.00	\$1.73	\$10,553.00
Single Sign On	1.00	\$3,000.00	\$3,000.00
Single Sign On Renewal Year 2	1.00	\$3,000.00	\$3,000.00
Single Sign On Renewal Year 3	1.00	\$3,000.00	\$3,000.00
Single Sign On Renewal Year 4	1.00	\$3,000.00	\$3,000.00
Single Sign On Renewal Year 5	1.00	\$3,000.00	\$3,000.00

Totals	
Software Recurring	\$10,553.00
Service Recurring	\$3,000.00
Services One Time Fee	\$11,490.00
Order Total	\$25,043.00

Renewals	
Year 2 Renewal	\$13,553.00
Year 3 Renewal	\$13,553.00
Year 4 Renewal	\$13,553.00
Year 5 Renewal	\$13,553.00

Comments

This legally binding Order Form is governed by the Agreement attached hereto made between WaterSmart Software, Inc. ("WaterSmart") and Sunnyslope County Water District ("Utility") which are hereby incorporated into this Order Form by reference. A Sunnyslope County Water District signature below constitutes acceptance of the terms of that Agreement. In the event of a conflict between the Agreement and this Order Form, the Order Form shall control.



20 California Street
 Suite 200
 San Francisco, CA 94111
 US

Signatures

WaterSmart Software

Sunnyslope County Water District

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Signature: _____

Signature: _____

Program At a Glance

Program Overview

Program Length 12 month first term, plus 4 additional 12 month terms

Total Meters 6,100

Meter Data

AMR / Manual Read Yes

AMI No

Electronic Bill Presentment & Payments

Bill Display Bill PDF

Paperless Billing No

Payment Website Integration Embedded Payment Pages

Customer Letter

Customer Letter Yes

Dashboard and Portal

Utility Analytics Dashboard Profiles for all accounts

Customer Portal Access for all accounts

Alerts and Notifications

Print Leak Alerts No

Water Reports

Water Reports No

Additional Services

On-site Training No

INVOICE CLOUD PRICING PROPOSAL –

<u>Administrative Fees Paid by Biller</u>	
Description	Fee
Integration, Deployment and Training (Free)	
Integration, deployment, and training	\$0.00
Account Access Paid by Biller	
Monthly Access Fee for Branded Customer and Biller Portals -- includes UNLIMITED administrative users:	\$100.00
HelpDesk Support & Marketing (Free)	
Access to IC Help Desk and client services team and marketing support	\$0.00
Paperless Fee Paid by Biller	
Only charged when an e-bill is sent to an account that is enrolled in paperless billing and a paper bill is suppressed, saving the City on print & mail costs	\$0.40
Point of Sale Card Reader Leasing Fee (optional)	
First card reader provided free of charge	\$30.00 per reader*
Other Merchant Services Fees Paid by Biller (re-bill of customer)	
Credit Card Chargeback Fee	\$15.00
ACH Reject Fee	\$15.00
Online Bank Direct™ Paid by Biller (optional)	
Per Transaction Fee	\$0.25

<u>Service Fees Charged to the Payer Utility</u>	
Description	Fee
Electronic Payments – fee per transaction, Invoice Cloud retains service fee and deposits payment amount to City's bank account	
Credit/Debit cards (Visa, Mastercard, Discover & American Express)	\$3.95
ACH/EFT (e-checks)	\$.95 (no max payment cap)
Pay by Phone IVR	
IVR Surcharge – Added to service fee when a payer completes a payment through the IVR system	\$0.95

CONTRACT INSTRUCTIONS & NEXT STEPS -

WATERSMART SOFTWARE CONTRACT INSTRUCTIONS –

- **SCHEDULE LEGAL REVIEW OF WATERSMART <> SUNNYSLOPE CWD T&C'S W/ SAAS PROVISIONS**
- **REVIEW & SIGN WATERSMART W/ EMBEDDED PAYMENTS PRICE PROPOSAL**

INVOICE CLOUD CONTRACT INSTRUCTIONS –

- **PROVIDE THE FOLLOWING ITEMS:**
 - **BANK LETTER OR VOIDED CHECK**
 - **W-9**
 - **WHO WILL SIGN**
 - **YEAR DISTRICT WAS STARTED**

REGARDS,

ANDREW CRUIKSHANK – WATERSMART
CAMDEN CROWELL – INVOICE CLOUD