



Helendale Community Services District
26540 Vista Road, Suite C, Helendale, CA 92342

REGULAR BOARD MEETING
Thursday, December 7, 2023, at 6:00 PM

SPECIAL NOTICE OF TELECONFERENCE ACCESSIBILITY

This meeting of the Board of Directors of the Helendale Community Services District is Open to the public both in-person at the District Office located at 26540 Vista Road, Suite C, Helendale, California, and via teleconference by clicking the following link: www.zoom.com Meeting ID 463 173 8547 Passcode: HCSD. (Dial-in instructions will be provided after registering at the link)

Pursuant to Government Code Section 54953(b), Vice-President Clark will attend the meeting via teleconference; location at 3280 West Black Jack Ridge, Prescott, AZ 86305

Call to Order - Pledge of Allegiance

- 1. Discussion and Possible Action Regarding Director Remote Participation pursuant to AB2449 (Government Code Section 54953(f))**
 - a. Notification due to Just Cause
 - b. Request due to Emergency Circumstances

2. Approval of Agenda

3. Public Participation

Anyone wishing to address any matter pertaining to District business listed on the agenda or not, may do so at this time. However, the Board of Directors may not take action on items that are not on the agenda. The public comment period may be limited to three (3) minutes per person. Any member wishing to make comments may do so by filling out the speaker's card in person or using the "raise the hand" or "chat" feature. If viewing remotely a speaker's card may be filled out at the following link: <https://www.surveymonkey.com/r/HKGNLL8> or use the features referenced above. The District requests that all speaker cards be submitted at any time prior to the close of public participation.

4. Consent Items

- a. Approval of Minutes: November 16, 2023, Regular Board Meeting
- b. Bills Paid Report

5. Reports

- a. Directors' Reports
- b. General Manager's Report

Regular Business:

- 6. Discussion and Possible Action Regarding Approval of Directors' Expense Reports**
- 7. Discussion and Possible Action Regarding Annual Election of Officers**
- 8. Discussion and Possible Action Regarding Establishment of a CERT Program in Partnership with San Bernardino County Office of Emergency Services (OES)**

9. Discussion Only Regarding Annual Report of Disconnections as Required by Senate Bill SB998

Other Business

10. Requested items for next or future agendas (Directors and Staff only)

Closed Session

11. Conference with Real Property Negotiators

(Government Code Section 54956.8)

Property: 15302 Smithson Road

District Negotiator: Kimberly Cox

Negotiating Parties: Vertical Bridge

Under Negotiation: Price and Terms of Payment

12. Conference with Legal Counsel – Anticipated Litigation

Initiation of litigation pursuant to Government Code Section 54956.9(d)(4)

One Potential Case

13. Threat to Public Services or Facilities

Government Code Section 54957(a)

Consultation with General Manager / General Counsel

14. Report of Closed Session Item

15. Adjournment

Pursuant to Government Code Section 54954.2(a), any request for a disability-related modification or accommodation, including auxiliary aids or services, that is sought in order to participate in the above agenda public meeting should be directed to the District's General Manager's office at (760) 951-0006 at least 24 hours prior to said meeting. The regular session of the Board meeting will be recorded. Recordings of the Board meetings are kept for the Clerk of the Board's convenience. These recordings are not the official minutes of the Board meetings.



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
SUBJECT: Agenda item #1
Discussion and Possible Action Regarding Director Remote Participation Pursuant to AB2449 (Government Code Section 54953(f))

NOTIFICATION OF REMOTE BOARD MEETING ATTENDANCE

Directors may not attend a meeting remotely on the basis of Just Cause or Emergency Circumstances for more than three consecutive months or more than 20% (up to four) meetings in a calendar year. A general description of the circumstances relating to the need to appear remotely at the meeting **must** be included.

JUST CAUSE

Each Director is responsible for notifying the General Manager at the earliest opportunity possible (including at the start of a regular meeting) of the need to participate remotely for Just Cause. Remote participation for Just Cause reasons shall not be utilized by any Director for more than two meetings per calendar year.

Just Cause means any of the following:

- A childcare or caregiving need of a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner that requires them to participate remotely.
- A contagious illness that prevents a member from attending in person
- A need related to a physical or mental disability not otherwise accommodated
- Travel while on official business of the legislative body or another state or local agency

A General description of the circumstances relating to the need to appear remotely at the meeting **MUST** be included.

EMERGENCY CIRCUMSTANCES

Each Director is responsible for notifying the General Manager as soon as possible (preferably before posting of the agenda but up to the start of the meeting) of the need to participate remotely due to Emergency Circumstances.

Emergency Circumstances means the following: A physical or family medical emergency that prevents a member from attending in person.

A general description of the circumstances relating to the need to appear remotely at the meeting **must** be included. The general description of the circumstances does not require the member to disclose any medical diagnosis or disability, or any personal medical information that is already exempt under existing law, such as the Confidentiality of Medical Information Act.



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
SUBJECT: Agenda item #4
Consent Items

CONSENT ITEMS

- a. Approval of Minutes: November 16, 2023, Regular Board Meeting
- b. Bills Paid Report
- c. October Financials



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
BY: Cheryl Vermette
SUBJECT: Agenda item #4a
Minutes from Board meeting 11/16/2023

You will notice that the minutes appear in a new format. Please advise if there are any additional changes you would like to see incorporated. The format was designed for greater clarity as to the board votes and set up a standardized template for ease of completion.



**Minutes of the Helendale Community Services District
REGULAR BOARD OF DIRECTORS MEETING**

Date: November 16, 2023
 Time: 6:00 PM
 Meeting called to order by: President Henry Spiller

ATTENDANCE

President Henry Spiller	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Vice President Ron Clark	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Secretary Sandy Haas	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Director Annette Roper	<input checked="" type="checkbox"/> Present	<input type="checkbox"/> Absent
Director George Cardenas	<input type="checkbox"/> Present	<input checked="" type="checkbox"/> Absent

Staff Members Present

Kimberly Cox, General Manager; Craig Carlson, Water Operations Manager; Alex Aviles, Wastewater Operations Manager; Cheryl Vermette, Parks, Recreation and Programs Supervisor; Trini Martin, Program Assistant

Consultants/Guests

Steven Kennedy, Legal Counsel

Members of the public

There were two members of the public attending in person and three members of the public attending via Zoom.

1. DISCUSSION AND POSSIBLE ACTION REGARDING DIRECTOR REMOTE PARTICIPATION PURSUANT TO AB2449 (GOVERNMENT CODE SECTION 54953(F)) OF AGENDA

- a. Notification due to Just Cause
- b. Request due to Emergency Circumstances

Discussion There was no need for this item, all Director's attended the meeting in person.

1

2. APPROVAL OF AGENDA

Discussion General Manager Cox requested to pull the closed session items from the agenda.

Motion Vice President Clark made a motion to approve the agenda as amended.

Second Secretary Haas

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain

Director George Cardenas Yes No Absent Abstain

3. PUBLIC PARTICIPATION

Christopher Porter, Field Representative for Supervisor Cooks office, reported that County is looking at a \$50 million grant for a railroad crossing.

A resident named Jack discussed concerns regarding road rage, unsafe passing on Route 66, and military planes flying too close to his home.

4. CONSENT ITEMS

- a. Approval of Minutes: November 2, 2023
- b. Bills Paid Report
- c. September Financial Report

Discussion None

Motion Vice President Clark made the motion to approve the consent items as presented.

Second Director Roper

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director George Cardenas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Abstain

5. REPORTS

a. Directors' Reports

President Spiller discussed his attendance at the soccer closing day and flag football opening day. He also attended the LAFCO hearing on the District's annexation.

b. General Manager's Report

General Manager Cox gave the administration report. There were 35 account transfers in October. She showed a map depicting the locations of the transfers. She also showed a graph with an annual comparison of monthly account transfers. Also presented was information on how customers make their payments. The majority of customers pay online or through autopay. A graph showing Thrift Store revenue was presented, showing that sales totaled \$24,165.54 in October. A chart showing monthly UIA payments was presented, the payment for the month of November was \$9,557. The District's total cash balance is \$7,098,058. The water fund has \$2,714,162; the wastewater fund has \$3,300,614; the park fund has \$625,504; and the solid waste fund has \$73,907. The District has \$1,063,253.97 in LAIF; \$2,084,253.73 in CBB Trust; \$2,102,558.51 in CA CLASS; \$227,490.95 in DCB and \$1,615,913.68 in CBB Checking.

Program Report – The District will host a free flu and Covid 19 vaccination event on November 20 at 10 am.

Wastewater Report – Blower #1 failed and upon troubleshooting the necessary repair, found a bag had been sucked into the intake causing a spike in amps, back pressure, and a loud winding noise, it is back up and running correctly. Staff pumped and

performed preventative maintenance on the Community Center septic tank via jetting on the sewer lines. The fourth quarter monitoring well samples have been collected and analyzed by Atlas Environmental. Staff completed ten manhole raises with the assistance of two water staff for traffic control. An electrician performed maintenance on the Smithson, Silver Lakes Parkway and Schooner lift stations. The District has purchased various parts needed for those stations in the event of an emergency.

REGULAR BUSINESS

6. Discussion and Possible Action Regarding Approval of Directors' Expense Reports

Discussion The agenda packet included the incorrect expense reports for this reporting period. Corrected expense reports were presented to the Board and the public for review and consideration.

Motion Director Roper made the motion to approve the Directors' Expense reports as presented.

Second Secretary Haas

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director George Cardenas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Abstain

7. Discussion and Possible Action Regarding Approval of the 2024 District Calendar

Discussion The District calendar comes to the Board annually. The calendar is used broadly by the District Board and Staff. Included in the proposed calendar are District activities, meetings, holidays, due dates for timecards and expense reports, and the annual operational anniversary. There will be no Board meetings on January 4th and July 4th. The concerts are on the second Saturday of the month from May to September. The calendar also includes market closures, youth sports season, Thrift Store closures, and special events. The District's 17th operational anniversary will be on Monday, April 1, 2024.

Motion Secretary Haas made the motion to approve the 2024 Calendar.

Second Director Roper

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director George Cardenas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Abstain

8. Discussion and Possible Action Regarding Farmers Market Operation

Discussion The Board directed Staff to close the market from January through the end of March, reopening on the last Wednesday in March just before Easter. The Board also decided that once the market reopens, we will have the market twice a month from 3 – 6 pm. If needed it can be reduced to once a month.

9. Discussion and Possible Action Regarding Adoption of Resolution 2023-27: A Resolution of the Helendale Community Services District Board of Directors Authorizing Submittal of an Individual Grant Application for SB1383 Local Assistance

Discussion The District is applying for a CalRecycle SB 1383 Local Assistance Grant. The minimum request is \$75,000. The purpose of the grant is to help the District meet requirements of SB 1383. There is no match required. The items included in the grant are: \$14,000 for a block wall enclosure for the food waste bins, \$48,000 for a tractor to move compost, \$6,000 for a compost spreader, and \$7,000 for education and outreach materials.

Motion Director Roper made the motion to approve Resolution 2023-27.

Second Secretary Haas

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director George Cardenas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Abstain

10. Discussion and Possible Action Regarding Changes to the Table of Organization for the Balance of FY 240

Discussion The table of organization is adopted every year as part of the budget process. Any changes over the approved amount must come to the Board. Management is proposing two changes that impacts the parks and water budgets. Park FTE's included: Rec Lead at Range 9, Maintenance Worker I at Range 16 and Maintenance Worker III at Range 19. The vacancy was filled at range 16 rather than range 19. The incumbent wishes to continue school and cannot work 40 hours a week. Staff is proposing to add .46 FTE at range 16 and move .25 FTE to water. This change will allow that .25 FTE to work 100% in the water department. Water can use the support provided by the .25 FTE. Park would have up to 1.46 FTE. The maximum increase would be approximately \$6,000 to the park budget, however it will most likely be less. Five months into the fiscal year, the full-time maintenance worker has only worked 392 hours out of approximately 700 possible. This will be a cost savings over the adopted budget due to the Maintenance Worker I vs.

Maintenance Worker III (approximately \$4 / hour savings). The Maintenance Worker I split between parks and water will transfer 100% to water.

Motion President Spiller made the motion to approve changes to the Table of Organization for the remainder of FY 2024.

Second Vice President Clark

Vote

President Henry Spiller	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Vice President Ron Clark	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Secretary Sandy Haas	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director Annette Roper	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Director George Cardenas	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Absent	<input type="checkbox"/> Abstain

OTHER BUSINESS

11. Requested items for next or future agendas (Directors and Staff only)
None

CLOSED SESSION

Items 12 – 15 were removed from the agenda.

12. Conference with Real Property Negotiators
(Government Code Section 54956.8)
Property: 15302 Smithson Road
District Negotiator: Kimberly Cox
Negotiating Parties: Vertical Bridge
Under Negotiation: Price and Terms of Payment

13. Conference with Legal Counsel – Anticipated Litigation
Initiation of litigation pursuant to Government Code Section 54956.9 (d)(4)
One Potential Case

14. Threat to Public Services or Facilities
Government Code Section 54957 (a)
Consultant with General Manager / General Counsel

15. REPORT OF CLOSED SESSION ITEMS

16. ADJOURNMENT

President Spiller adjourned the meeting at 7:24 pm.

Henry Spiller, President

Sandy Haas, Secretary

The Board actions represent decisions of the Helendale Community Services District Board of Directors. A digital voice recording and copy of the PowerPoint presentation are available upon request at the Helendale CSD office.



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
BY: Sharon Kreinop, Senior Account Specialist
SUBJECT: Agenda item #4b
Consent Items: Bills Paid and Presented for Approval

STAFF RECOMMENDATION

Updated Report Only. Receive and File

STAFF REPORT:

Staff issued 56 checks and 13 EFT's totaling \$289,648.81

Total Cash Available:	<u>12/01/2023</u>	<u>11/13/2023</u>
Cash	\$ 7,341,328.31	\$ 7,098,058.07
Checks/EFT's Issued	\$ 289,648.81	\$ 235,160.25

INVESTMENT REPORT:

The Investment Report shows the status of the invested District funds. The interest rate is 3.67% for LAIF and 5.54% for CA Class for November 2023. Income earned November 2023 on CA Class account is \$11,526.92.



Helendale CSD

Bills Paid and Presented for Approval

Transaction Detail

Issued Date Range: 11/13/2023 - 12/01/2023

Cleared Date Range: -

Issued Date	Number	Description	Amount	Type	Module
Bank Account: 251229590 - CBB Checking					
11/14/2023	26874	MELISSA BARRETT	-418.86	Check	Utility Billing
11/14/2023	26875	JAMIE PAGE	-105.92	Check	Utility Billing
11/14/2023	26876	Core & Main	-583.42	Check	Accounts Payable
11/16/2023	26877	Family & Kids Foundation	-750.00	Check	Accounts Payable
11/16/2023	26878	Beck Oil Inc	-4,252.38	Check	Accounts Payable
11/16/2023	26879	Burrtec Waste Group, Inc	-11,491.77	Check	Accounts Payable
11/16/2023	26880	Burrtec Waste Industries Inc	-2,138.37	Check	Accounts Payable
11/16/2023	26881	Choice Builder	-1,082.90	Check	Accounts Payable
11/16/2023	26882	Forshock	-57.00	Check	Accounts Payable
11/16/2023	26883	Frontier Communications	-161.22	Check	Accounts Payable
11/16/2023	26884	Frontier Communications	-88.36	Check	Accounts Payable
11/16/2023	26885	Frontier Communications	-54.01	Check	Accounts Payable
11/16/2023	26886	Frontier Communications	-65.26	Check	Accounts Payable
11/16/2023	26887	Hank Dyer Electric	-5,828.50	Check	Accounts Payable
11/16/2023	26888	Infosend, Inc	-2,016.91	Check	Accounts Payable
11/16/2023	26889	K. C. Fabrication & Restoration	-15,053.43	Check	Accounts Payable
11/16/2023	26890	Lakeside Heating and Air Conditioning	-658.00	Check	Accounts Payable
11/16/2023	26891	Synagro West, LLC	-932.43	Check	Accounts Payable
11/16/2023	26892	Tops N Barricades	-2,661.43	Check	Accounts Payable
11/16/2023	26893	Verizon Wireless	-1,022.28	Check	Accounts Payable
11/16/2023	26894	Verizon Wireless	-106.32	Check	Accounts Payable
11/16/2023	26895	Victorville Glass Co, Inc	-1,561.05	Check	Accounts Payable
11/21/2023	26896	Alma Laura Esquivel	-250.00	Check	Accounts Payable
11/21/2023	26897	Hatatrix Incorporated	-800.00	Check	Accounts Payable
11/21/2023	26898	Pamella Greene	-200.00	Check	Accounts Payable
11/21/2023	26899	ALYSIA LOWE	-294.86	Check	Utility Billing
11/22/2023	26899	Reverse Refund Check ALYSIA LOWE	294.86	Check Reversal	Utility Billing
11/21/2023	26900	RUDOLPH BLANCO	-332.26	Check	Utility Billing
11/21/2023	26901	JESSE GUARNERI	-297.92	Check	Utility Billing
11/21/2023	26902	Cal Fire	-681.24	Check	Accounts Payable
11/21/2023	26903	Cardmember Services	-1,234.78	Check	Accounts Payable
11/21/2023	26904	County of San Bernardino, Solid Waste Mgmt. Div.	-693.98	Check	Accounts Payable
11/21/2023	26905	Geo-Monitor, Inc.	-4,172.00	Check	Accounts Payable
11/21/2023	26906	Helendale School District	-630.32	Check	Accounts Payable
11/21/2023	26907	Home Depot Credit Services	-2,525.02	Check	Accounts Payable
11/21/2023	26908	Mojave Environmental Education Consortium	-300.00	Check	Accounts Payable
11/21/2023	26909	Professional Realty	-610.00	Check	Accounts Payable
11/21/2023	26910	TASC	-1,100.72	Check	Accounts Payable
11/21/2023	26911	Core & Main	-388.98	Check	Accounts Payable
11/24/2023	26912	California State Disbursement Unit	-230.76	Check	Accounts Payable
11/24/2023	26913	State of California - Franchise Tax Board	-150.00	Check	Accounts Payable
11/30/2023	26915	Eide Bailly LLP	-15,030.97	Check	Accounts Payable
11/30/2023	26916	Citizens Business Bank	-101,312.38	Check	Accounts Payable
11/30/2023	26917	AVCOM Services Inc.	-99.00	Check	Accounts Payable
11/30/2023	26918	Burrtec Waste Group, Inc	-57,092.15	Check	Accounts Payable

Bank Transaction Report

Issued Date	Number	Description	Amount	Type	Module
11/30/2023	26919	California Park & Recreation Society	-555.00	Check	Accounts Payable
11/30/2023	26920	Frontier Communications	-92.53	Check	Accounts Payable
11/30/2023	26921	Harbor Freight Tools	-179.71	Check	Accounts Payable
11/30/2023	26922	Hartford Life	-324.35	Check	Accounts Payable
11/30/2023	26923	Lyons Floor Covering	-3,039.60	Check	Accounts Payable
11/30/2023	26924	O'Reilly Auto Parts	-202.70	Check	Accounts Payable
11/30/2023	26925	Rebecca Gonzalez	-330.00	Check	Accounts Payable
11/30/2023	26926	Ultimate Internet Access, Inc	-808.15	Check	Accounts Payable
11/30/2023	26927	Sonic Systems, Inc	-1,782.70	Check	Accounts Payable
11/30/2023	26928	Brunick, McElhane & Kennedy Professional Law Corp	-6,070.25	Check	Accounts Payable
12/01/2023	26929	Sonic Systems, Inc	-1,782.70	Check	Accounts Payable
11/20/2023	EFT0004819	SCE ACH Park Wellheads Acct 700448234519	-278.13	EFT	General Ledger
11/21/2023	EFT0004822	SCE Street Lighting Acct # 700013030275	-1,705.91	EFT	General Ledger
11/24/2023	EFT0004823	SCE ACH Sod Farm Acct 700255337588	-1,579.22	EFT	General Ledger
11/27/2023	EFT0004826	SCE ACH Well 6,7,8,9 & 2 Acct 700620711734	-241.33	EFT	General Ledger
11/29/2023	EFT0004834	SCE Community Center ACH Acct.# 700218740906	-1,837.84	EFT	General Ledger
11/20/2023	EFT0004835	CalPERS Classic Pmt PPE 10/22/23	-9,440.06	EFT	General Ledger
11/20/2023	EFT0004836	CalPERS PEPRA Pmt PPE 10/22/23	-2,239.79	EFT	General Ledger
11/27/2023	EFT0004838	CalPERS Classic Pmt PPE 11/05/23	-9,440.06	EFT	General Ledger
11/27/2023	EFT0004839	CalPERS PEPRA Pmt PPE 3/26/23	-2,239.79	EFT	General Ledger
11/27/2023	EFT0004843	CalPERS 457 Pmt PPE 11/19/23	-4,129.64	EFT	General Ledger
11/13/2023	EFT0004855	To record Tasc Flex Claim Pmt PPE 11/5/23	-770.81	EFT	General Ledger
11/28/2023	EFT0004856	To record Tasc Flex Claim Pmt PPE 11/19/23	-770.81	EFT	General Ledger
12/01/2023	EFT0004857	To record EVO Thrift Store CC Fees 23099	-585.43	EFT	General Ledger
			Bank Account 251229590 Total: (69)		-289,648.981
				Report Total: (69)	-289,648.81

Summary

Bank Account
[251229590 CBB Checking](#)

Count	Amount
69	-289,648.81
Report Total: 69	-289,648.81

Cash Account
[99 99-111000 Cash in CBB - Checking](#)

Count	Amount
69	-289,648.81
Report Total: 69	-289,648.81

Transaction Type	Count	Amount
Check	55	-254,684.85
Check Reversal	1	294.86
EFT	13	-35,258.82
Report Total:	69	-289,648.81

Master Card September 17 - October 16, 2023

Acct #	Description	Charges	Charges	Charges	Charges	Charges	Charges	Total
01-541000	Hardware & Fittings for Chlorine Tank	54.36						54.36
01-545000	Tires Unit #201	1,075.53						1,075.53
01-553000	Water Supplies	16.15						16.15
01-556300	Cold Weather Gear	159.24						159.24
02-524500	Spill Prevention Training	32.33						32.33
02-541000	WW Staff Lunch / Lunch w/Contractor	42.23	74.12					116.35
02-553000	WW Supplies	16.15						16.15
03-553000	Thrift Store Supplies	174.08	21.24	9.92	21.86	16.16		243.26
03-556800	Employee Incentive Gift Cards	818.00						818.00
05-545000	Carburetor for Push Mower	20.45						20.45
05-550003	Soccer Uniforms / Soccer Supplies / Pictures / Nets	549.72	3,328.88	18.83	874.93	89.81	26.28	5,571.64
05-553000	Park Supplies	264.48	35.52	21.23	226.26	16.15		563.64
05-553000-00-3	Community Center Supplies	64.78						64.78
05-553600	Cold Weather Gear	42.12	86.19					128.31
06-553555	Clean-up Day Supplies	64.62						64.62
10-521500	Park Lighting Bid Ad	525.00						525.00
10-522505	CSDA Dinner Mtg Refund	(40.00)						(40.00)
10-552510	Board Supplies / Business Cards / Acrylic Wall Sign	44.11	48.05	446.72	5.79	17.88		562.55
10-553000	Office Supplies	9.92	44.12	16.16	40.80	249.04		360.04
10-556800	B'day Gift Cards R. Collison & R. LaTour	25.00	25.00	25.00				75.00
Total Due								10,427.40
Due 11/12/23		Staff Key:	KC	AA	CC	CV		

DCB Visa Statement 11-1-23

Acct #	Description	Charges	Totals	Charges
06-553555-00-0	clean up day - donuts	17.50	17.50	
10-512521-00-0	board meeting snacks	15.98	15.98	
05-553404-00-0	F/M Halloween candy	167.90	167.90	
10-522510	lunch with SLA	53.72	53.72	
03-553000	thrift store supplies	20.74	20.74	
10-526650	Call-em-all units - Sr. Center Calls	90.00	90.00	
10-552700	toll road expense - Tyler User Group meeting	24.68	24.68	
05-550001	Trophies - Flag Football	655.03	655.03	
05-553400	Memorial Plaques	189.23	189.23	
Total			1,234.78	



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
BY: Eide Bailly, Financials Consultants
SUBJECT: Agenda #4c:
October Financials



Helendale CSD
Statement of Revenues and Expenses - Water
As of October 31, 2023
(Unaudited)

Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Meter Charges	\$ 137,611	\$ 541,354	\$ 1,591,123	34%	\$ 535,695
3 Water Sales	83,800	373,586	912,051	41%	396,165
4 Standby Charges	-	2,034	30,228	7%	-
5 Other Operating Revenue	5,489	67,315	83,823	80%	43,874
6 Total Operating Revenues	226,899	984,289	2,617,225	38%	975,734
7 Non-Operating Revenues					
8 Grant Revenue	-	-	-	0%	(10,000)
9 Miscellaneous Income (Expense)	-	1,645	-	0%	(16)
10 Total Non-Operating Revenues	-	1,645	-	0%	(10,016)
11 Total Revenues	226,899	985,935	2,617,225	38%	965,718
12 Expenses					
13 Salaries & Benefits					
14 Salaries	28,383	127,360	421,896	30%	132,688
15 Benefits	9,990	43,158	138,780	31%	49,552
16 Total Salaries & Benefits	38,372	170,518	560,676	30%	182,239
17 Transmission & Distribution					
18 Contractual Services	891	20,129	56,607	36%	31,701
19 Power	42,461	71,177	209,725	34%	4,769
20 Operations & Maintenance	9,062	29,502	153,000	19%	56,110
21 Rent/Lease Expense	800	3,200	11,490	28%	5,090
22 Permits & Fees	2,961	5,023	40,100	13%	6,708
23 Total T&D	56,175	129,032	470,922	27%	104,377
24 General & Administrative					
25 Utilities	406	1,282	3,928	33%	1,169
26 Office & Other Expenses	26	102	5,750	2%	529
27 Admin Allocation	52,307	209,229	627,686	33%	215,342
28 Total G&A	52,738	210,613	637,364	33%	217,040
29 Debt Service	-	149,447	346,313	43%	149,447
30 Total Expenses	147,286	659,610	2,015,275	33%	653,104
31 Net Income (Loss) Before Capital	79,613	326,325	601,950	54%	312,614
32 Sale or Lease of Water Rights	-	19,938	-	N/A	-
33 Capital Expenses	(158,014)	(161,465)	(1,792,000)	9%	(69,268)
34 Net Income (Loss) After Capital	\$ (78,401)	\$ 184,798	\$ (1,190,050)		\$ 243,346

*No assurance provided on these financial statements. These financial statements do not include a statement of cash flows. Substantially all disclosures required by accounting principles generally accepted in the United States not included.

Helendale CSD
Financial Statement Analysis
Preliminary – No Year End Audit Adjustments
For the Month Ended October 31, 2023 – 33% of Fiscal Year

Fund 01-Water Revenues and Expenses

Line 2 Meter Charges: Includes fixed monthly charge for water service. Year-to-date (YTD) meter charges is trending in line with budget.

Line 3 Water Sales: Includes water consumption charges. YTD is trending over budget since the District sells more water in the summer months.

Line 4 Standby Charges: Includes special assessment standby charges for the current & prior years and delinquent standby penalties. Most of these revenues are received in November, December, and April. YTD is trending under budget at 7%.

Line 5 Other Operating Revenue: Includes permit & inspection charges, connection fees, meter installation fees, other fees/charges, and mechanic service reimbursements. Connection and meter installation fees are budgeted conservatively due to the unexpected nature of these fees. YTD is trending over budget at 80% due to the high volume of permits and inspections, connection, meter installation and water supply fees.

Line 8 Grant Revenue: There is no grant activity planned for FY 24.

Line 9 Miscellaneous Income (Expense): Includes gain or loss on sale of assets, the Enel X Demand Response Program and other miscellaneous income. YTD activity includes \$1.6K in miscellaneous income for old credit balance write offs.

Line 14 Salaries: Includes salaries for water employees. YTD is trending below budget due to less overtime than anticipated.

Line 15 Benefits: Includes health insurance, CalPERS retirement, worker's compensation insurance, payroll taxes, and employee education and trainings. YTD is trending in line with budget.

Line 18 Contractual Services: Includes lab testing, engineering, geographic information system (GIS) support & other contract services. YTD is trending over budget at 36% due to the timing of annual software support and contractual services renewals.

Line 19 Power: Includes electricity usage for transmission & distribution. YTD is trending in line with budget.

Line 20 Operations & Maintenance: Includes operations & maintenance expenses, uniforms, vehicle maintenance and vehicle fuel. YTD can trend over/under budget due to need and the timing of services. YTD is trending under budget at 19%.

Line 21 Rent/Lease Expense: Includes rental costs for the water shop and Bureau of Land Management (BLM) tank sites. YTD is trending under budget at 28% due to the timing of rent collection for BLM tank sites normally paid in the second quarter of the FY.

Line 22 Permits & Fees: Includes all water permits, miscellaneous fees, and Watermaster fees. YTD can trend over/under budget due to the timing of permits and fee payments. YTD is trending at 13% budget.

Line 25 Utilities (G&A): Includes gas and telephone expenses. YTD is trending in line with budget.

Line 26 Office & Other Expenses: Includes mileage/travel reimbursements, office supplies, water conservation program and dues/subscriptions. These expenses are on an as-needed basis and can trend over/under budget. YTD is trending under budget at 2%.

Line 27 Admin Allocation: This is the monthly distribution of the budgeted Administration Fund (Fund 10) expenses to the enterprise funds.

Line 29 Debt Service: Includes interest & principal payments on outstanding debt. YTD can trend over/under budget due to the timing of payments. Payments occur on a quarterly basis in July, October, January, and April.

Line 33 Capital Expenses: YTD balance in capital expenses includes the following:

- \$14.5K – New Well Pipeline
- \$800 – Electrical Well 13
- \$113K – AMI Meters
- \$33K – Water Rights



Helendale CSD
Statement of Revenues and Expenses - Sewer
As of October 31, 2023
(Unaudited)

Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Sewer Charges	\$ 152,296	\$ 609,109	\$ 1,825,577	33%	\$ 532,781
3 Standby Charges	-	2,034	25,907	8%	-
4 Other Fees & Charges	2,112	26,563	28,760	92%	17,355
5 Interfund Transfer In/(Out)	3,508	14,033	42,100	33%	14,033
6 Other Income/(Expense)	-	-	-	0%	-
7 Total Revenues	157,916	651,740	1,922,344	34%	564,169
8 Expenses					
9 Salaries & Benefits					
10 Salaries	24,158	98,042	385,417	25%	101,064
11 Benefits	9,177	34,115	128,651	27%	40,959
12 Total Salaries & Benefits	33,335	132,156	514,068	26%	142,023
13 Sewer Operations					
14 Contractual Services	4,510	13,460	113,720	12%	11,965
15 Power	21,813	57,753	102,000	57%	27,033
16 Operations & Maintenance	21,567	41,236	59,800	69%	20,507
17 Permits & Fees	-	4,325	40,000	11%	3,072
18 Total Sewer Operations	47,891	116,773	315,520	37%	62,577
19 General & Administrative					
20 Utilities	293	1,378	5,505	25%	1,354
21 Office & Other Expenses	472	3,337	17,760	19%	2,980
22 Admin Allocation	51,261	205,044	615,132	33%	211,035
23 Total G&A	52,026	209,758	638,397	33%	215,369
24 Debt Service	-	-	102,123	0%	-
25 Total Expenses	133,251	458,688	1,570,108	29%	419,969
26 Net Income (Loss) Before Capital	24,665	193,051	352,236	55%	144,200
27 Capital Expenses	-	-	(845,000)	0%	(13,143)
28 Net Income (Loss) After Capital	\$ 24,665	\$ 193,051	\$ (492,764)		\$ 131,058

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Fund 02-Sewer Revenues and Expenses

Line 2 Sewer Charges: Includes the monthly charge for sewer services. YTD is trending in line with budget.

Line 3 Standby Charges: Includes special assessment standby charges for the current & prior years and delinquent standby penalties. Most of these revenues are received in November, December, and April. YTD is trending under budget at 8%.

Line 4 Other Fees & Charges: Includes permit & inspection charges, connection fees, other fees, and charges. YTD is trending over budget at 92% due to higher permits and inspection, connection, and delinquent fees than anticipated.

Line 5 Interfund Transfer In/(Out): This line includes the monthly repayment of the interfund loan from Sewer to Parks.

Line 6 Other Income/(Expense): Includes gain or loss on sale of assets and other miscellaneous income. There is no activity YTD.

Line 10 Salaries: Includes salaries for all sewer employees. YTD is trending under budget at 25% due to short staffing in August.

Line 11 Benefits: Includes employee insurance, PERS retirement, workers compensation, payroll taxes, and education & training. YTD is trending under budget at 27%.

Line 14 Contractual Services: Includes lab testing, engineering, GIS support & other contractual services. YTD is trending under budget at 12% due to timing.

Line 15 Power: Includes electricity used for Sewer. YTD is trending over budget due to increased electric use during summer months and the timing of bills paid in October.

Line 16 Operations & Maintenance: Includes compost disposal, vehicle maintenance, vehicle fuel, uniforms, small tools, and salaries for mechanics. YTD is trending over budget at 69% due to \$20K in generator repairs and \$4.6K flow meter maintenance.

Line 17 Permits and Fees: Includes all annual permits and fees paid to the state. YTD can trend over/under budget due to the timing of permits and fee payments. YTD is trending under budget at 11%.

Line 20 Utilities (G&A): Includes gas, water, and telephone expenses. YTD is trending under budget at 25%.

Line 21 Office & Other Expenses: Includes mileage/travel reimbursements, office supplies, water conservation program, and dues & subscriptions. These expenses are on an as-needed basis and can trend over/under budget. YTD is trending under budget at 19%.

Line 22 Admin Allocation: This is the monthly distribution of the budgeted Administration Fund (Fund 10) expenses to the enterprise funds.

Line 24 Debt Service: Includes interest & principal payments on outstanding debt. YTD can trend over/under budget due to the timing of payments. Payments occur bi-annually in December and June.



Helendale CSD
Statement of Revenues and Expenses - Recycling Center
As of October 31, 2023
(Unaudited)
Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Retail Sales	\$ 22,293	\$ 91,594	\$ 325,000	28%	\$ 104,183
3 Donations	-	-	-	0%	-
4 Board Discretionary Revenue	-	-	-	0%	-
5 Miscellaneous Income (Expense)	-	-	-	0%	-
6 Total Revenues	22,293	91,594	325,000	28%	104,183
7 Expenses					
8 Salaries & Benefits					
9 Salaries	13,623	60,217	209,654	29%	53,246
10 Benefits	2,339	8,481	35,312	24%	5,870
11 Total Salaries & Benefits	15,962	68,697	244,966	28%	59,116
12 Recycling Center Operations					
13 Contractual Services	606	606	2,500	24%	-
14 Operations & Maintenance	287	3,253	14,250	23%	6,052
15 Total Recycling Center Operations	893	3,859	16,750	23%	6,052
16 General & Administrative					
17 Utilities	2,502	6,081	10,400	58%	3,044
18 Office & Other Expenses	549	2,369	6,100	39%	1,736
19 Total G&A	3,051	8,450	16,500	51%	4,780
20 Total Expenses	19,906	81,006	278,216	29%	69,948
21 Net Income (Loss) Before Capital	2,387	10,587	46,784		34,235
22 Capital Expenses	-	-	-	-	-
23 Net Income (Loss) After Capital	\$ 2,387	\$ 10,587	\$ 46,784	23%	\$ 34,235

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Fund 03-Recycling Center Revenues and Expenses

Line 2 Retail Sales: Includes sales revenues from the Thrift Store. YTD is trending under budget at 28%.

Line 3 Donations: Donations are not budgeted for due to the unexpected nature of these revenues.

Line 4 Board Discretionary Revenue: This line shows the transfer of net cash from the Recycling Center (Fund 03) to the Parks & Recreation Fund (Fund 05). This transfer is done at year-end for the audit.

Line 5 Miscellaneous Income/(Expense): Includes gain or loss on sale of assets and other miscellaneous income. There was no activity YTD.

Line 9 Salaries: Salaries for all part-time recycling center employees and full-time supervisor. YTD is trending under budget at 29% due to less part-time salaries in September.

Line 10 Benefits: Includes employee insurance, workers compensation, payroll taxes, and education & training. YTD is trending under budget at 24% due to the timing of the worker's compensation bills.

Line 13 Contractual Services: Includes software support and other contract services. Services are on an as-needed basis. YTD can trend under or over budget due to the timing of services needed. YTD is at 24% of budget.

Line 14 Operations & Maintenance: Includes vehicle maintenance, vehicle fuel, operating supplies, and uniforms. YTD can trend over/under budget due to need and the timing of services. YTD is at 23% of budget.

Line 17 Utilities (G&A): Includes electric and telephone expenses. YTD is trending over budget due to increased electric usage during summer months and the timing of bills paid in October.

Line 18 Office & Other Expenses: Includes advertising, bank charges and other miscellaneous expenses. YTD is trending over budget at 39% due to the timing of purchases.

Line 21 Net Income: Net income in the Recycling Center is moved to Parks & Recreation Fund (Fund 5) at year-end during the audit through Board Discretionary Revenue.



Helendale CSD
Statement of Revenues and Expenses - Property Rental
As of October 31, 2023
(Unaudited)
Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Property Rental Revenues	\$ 12,360	\$ 41,747	\$ 132,348	32%	\$ 38,760
3 Other Income	-	-	-	0%	-
4 Board Discretionary Revenue	-	-	-	0%	-
5 Total Revenues	12,360	41,747	132,348	32%	38,760
6 Expenses					
7 Contractual Services	-	4,840	10,000	48%	-
8 Utilities	2,209	7,540	15,815	48%	4,764
9 Operations & Maintenance	296	1,026	13,400	8%	2,741
10 Debt Service	-	-	53,089	0%	-
11 Total Expenses	2,505	13,406	92,304	15%	7,504
12 Net Income (Loss)	\$ 9,855	\$ 28,341	\$ 40,044	71%	\$ 31,256

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Fund 04-Property Rental Revenues and Expenses

Line 2 Property Rental Revenues: Includes revenue for 15302 Smithson and 15425 Wild Road properties. YTD is trending in line with budget.

Line 3 Other Income: Includes penalties and other miscellaneous Income; due to the unexpected nature of these revenues these accounts are not budgeted for.

Line 4 Board Discretionary Revenue: This line shows the transfer of net cash from the Property Rental Fund (Fund 04) to Parks & Recreation Fund (Fund 05) at year-end during the audit.

Line 7 Contractual Services: Includes contractor and handyman expenses for installation of appliances, drywall repair, roofing, or plumbing repairs. YTD is trending over budget at 48% due to the timing of truck and loader equipment rental.

Line 8 Utilities: Includes electric & gas expense for the rental properties. YTD is trending over budget at 48% due to increased electric use during summer months and the timing of bills paid in October.

Line 9 Operations & Maintenance: Includes maintenance and other costs relating to the rental properties. YTD can trend over/under budget due to need and the timing of services. YTD is at 8% of budget.

Line 10 Debt Service: Includes interest and principal payments on outstanding debt. YTD can trend over/under budget due to the timing of payments. Payments occur bi-annually in December and June.

Line 12 Net Income: Net income in the Property Rental Fund (Fund 04) is moved to the Parks & Recreation Fund (Fund 05) through Board discretionary revenue at year-end for the audit.



Helendale CSD
Statement of Revenues and Expenses - Parks & Recreation
As of October 31, 2023
(Unaudited)
Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Program Fees	\$ 6,458	\$ 27,660	\$ 34,600	80%	\$ 26,208
3 Property Taxes	1,705	6,819	21,600	32%	6,347
4 Donations & Sponsorships	2,500	7,814	-	0%	770
5 Rental Income	1,490	10,972	24,075	46%	11,767
6 Developer Impact Fees	-	8,600	3,440	250%	5,160
7 Grants	-	-	-	0%	-
8 Interfund Transfer In/(Out)	(3,508)	(14,033)	(42,100)	33%	(14,033)
9 Board Discretionary Revenue	20,503	84,479	445,766	19%	78,711
10 Miscellaneous Income (Expense)	-	1,924	-	N/A	895
11 Total Revenues	29,147	134,234	487,381	28%	115,825
12 Expenses					
13 Salaries & Benefits					
14 Salaries	7,292	27,634	84,355	33%	29,011
15 Benefits	2,050	8,700	35,105	25%	12,889
16 Total Salaries & Benefits	9,342	36,333	119,460	30%	41,900
17 Program Expense	7,251	26,230	76,565	34%	31,428
18 Contractual Services	-	4,100	22,732	18%	5,529
19 Utilities	8,604	33,490	58,690	57%	25,675
20 Operations & Maintenance	2,759	21,579	24,089	90%	10,165
21 Permits & Fees	-	-	2,333	0%	598
22 Grant Expense	-	-	-	0%	-
23 Other Expenses	128	677	1,355	50%	680
24 Total Expenses	28,085	122,409	305,224	40%	115,976
25 Net Income (Loss) Before Capital	1,062	11,825	182,157	6%	(151)
26 Capital Expenses	(89,823)	(108,118)	(640,000)	17%	(5,500)
27 Net Income (Loss) After Capital	\$ (88,761)	\$ (96,293)	\$ (457,843)	21%	\$ (5,651)

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Fund 05-Parks & Recreation Revenues and Expenses

Line 2 Program Fees: Includes recreation program fees, basketball league fees, youth soccer league fees and farmer's market revenue. YTD is trending over budget at 80% due to timing of youth soccer and flag football fees, and more farmer's market revenues received than anticipated.

Line 3 Property Taxes: Includes the transfer of property taxes for streetlight utility expenses. YTD is trending in line with budget.

Line 4 Donations & Sponsorships: Includes concert in the park sponsorships, event sponsorships and other donations/sponsorships. YTD activity includes a \$5.1K Parks & Recreation donation and \$2.7K for concert, event, and flag football sponsorships.

Line 5 Rental Income: Includes rental income from the water shop, storage for the recycling center, community center room rental, church rental, and gymnastics rental. YTD can trend over/under budget depending on needs of rentals. YTD is trending over budget at 46% due to the timing of annual field use revenue.

Line 6 Developer Impact Fees: Includes park development impact fees charged to new developments. This account is budgeted based on known development. As such, this account will go over budget if more development takes place.

Line 7 Grant Revenue: There is no grant activity planned for FY 24.

Line 8 Interfund Transfer Out/(In): This line shows the year end transfer of cash balance from the Recycling Center (Fund 03) and Property Rental (Fund 04) to the Parks & Recreation Fund (Fund 05), as well as the monthly repayment of the interfund loan from Sewer to Parks.

Line 9 Board Discretionary: Board Discretionary Revenue in September includes the following:

- Radio Tower Site Rent – \$13,299
- Solid Waste Franchise Fees - \$8,909
- Transfer Property Tax Revenue for Street Light Utilities – \$(1,705)

Line 10 Miscellaneous Income/(Expense): Includes gain or loss on sale of assets and other miscellaneous income. YTD includes payment for damage on park premises and room rental deposit reimbursements.

Line 14 Salaries: Includes full and part-time Parks and Recreation employees. YTD is trending in line with budget.

Line 15 Benefits: Includes health insurance, CalPERS retirement, worker's compensation insurance, payroll taxes, and employee education & trainings. YTD is trending under budget at 25%.

Line 17 Program Expense: Includes supplies and expenses for the youth soccer league, park, community center, Farmer's Market, and other programs. YTD is trending in line with budget.

Line 18 Contractual Services: Includes software support and other contract services. These expenses are on an as-needed basis and can trend over/under budget. YTD is trending under budget at 18%.

Line 19 Utilities: Includes gas and electric for parks and the community center, along with telephone & electricity for street lighting. YTD is trending over budget at 57% due to higher electric use and higher water and sewer costs than anticipated, as well as the timing of bills paid in October.

Line 20 Operations & Maintenance: Includes vehicle maintenance, small tools, vehicle fuel and building repair for the park and community center. YTD can trend over/under budget due to need and the timing of services. YTD is trending over budget at 90% due to the timing of the annual youth sports insurance policy renewal, a \$7.6K fire pump repair in August, and a \$3.2K FRP bathroom installation in September.

Line 21 Permits & Fees: Includes permit and inspection fees, along with San Bernardino County fees. YTD can trend over/under budget due to the timing of permits and fee payments. There is no activity YTD.

Line 22 Grant Expense: There is no grant activity planned for FY 24.

Line 23 Other Expenses: Includes uniforms, printing costs, dues & subscriptions, and bank charges. YTD is at 50% of budget due to the timing of uniform purchases.

Line 26 Capital Expenses: YTD balance in capital expenses includes the following:

- \$18.3K – Community Center Parking Lot Resurfacing
- \$89.8K – Community Center Roof Replacement



Helendale CSD
Statement of Revenues and Expenses - Solid Waste Disposal
As of October 31, 2023
(Unaudited)

Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Charges for Services	\$ 58,536	\$ 226,911	\$ 777,772	29%	\$ 199,576
3 Assessments & Fees	450	4,745	237,220	2%	1,635
4 Other Charges	2,352	9,698	25,518	38%	6,533
5 Board Discretionary Revenue	-	-	-	0%	-
6 Miscellaneous Income (Expense)	-	-	-	0%	-
7 Total Revenues	61,337	241,353	1,040,510	23%	207,745
8 Expenses					
9 Salaries & Benefits					
10 Salaries	6,149	27,941	85,565	33%	30,044
11 Benefits	2,811	11,920	31,970	37%	14,358
12 Total Salaries & Benefits	8,960	39,861	117,535	34%	44,402
13 Contractual Services	56,873	220,771	734,677	30%	149,426
14 Disposal Fees	15,502	49,345	165,000	30%	44,952
15 Operations & Maintenance	-	518	4,750	11%	1,719
16 Other Operating Expenses	177	1,394	4,340	32%	1,131
17 Admin Allocation	1,046	4,185	12,554	33%	4,307
18 Total Expenses	82,558	316,073	1,038,856	30%	245,937
19 Net Income (Loss)	\$ (21,220)	\$ (74,720)	\$ 1,654		\$ (38,192)

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Fund 06-Solid Waste Disposal Revenues and Expenses

Line 2 Charges for Services – Solid Waste: Includes regular pick up of solid waste. YTD is trending under budget at 29% due to the timing of receipt of franchise fees.

Line 3 Assessment & Fees: Includes special assessments for refuse land use fees for current & prior years. YTD can trend over/under budget due to the timing of receipts which are usually received in April and December. YTD is at 2%.

Line 4 Other Charges: Includes delinquent fees and penalties on delinquent taxes. YTD is trending over budget at 38% due to more delinquent fees, green waste hauling and recycling revenue than anticipated.

Line 5 Board Discretionary Revenue: This is the amount that would be transferred in from discretionary funds if this fund operates at a deficit for the FY.

Line 6 Miscellaneous Income/(Expense): Includes gain or loss on sale of assets and other miscellaneous income. There was no activity YTD.

Line 10 Salaries: Includes salaries for solid waste employees. YTD is trending in line with budget.

Line 11 Benefits: Includes employee insurance, CalPERS retirement, workers compensation, payroll taxes, and education & training. YTD is trending over budget at 37% due to retirement expenses not anticipated in the budget.

Line 13 Contractual Services: Includes Burrtec fees and other miscellaneous contract services. YTD can trend over/under budget due to need and the timing of services and fees. YTD is at 30% of budget.

Line 14 Disposal Fees: Includes San Bernardino County disposal fees and green waste disposal fees. YTD can trend over/under budget due to need and the timing of fees. YTD is trending under budget at 30%.

Line 15 Operations & Maintenance: Includes vehicle maintenance, vehicle fuel, operating supplies, and uniforms. YTD can trend over/under budget due to need and the timing of services. YTD is trending under budget at 11%.

Line 16 Other Operating Expenses: Includes rent for park storage, telephone, postage, event expenses, public outreach, printing, small tools, and bad debt expenses. YTD is trending in line with budget.

Line 17 Admin Allocation: This is the monthly distribution of the budgeted Administration Fund (Fund 10) expenses to the enterprise funds.



Helendale CSD
Statement of Revenues and Expenses - Administration
As of October 31, 2023
(Unaudited)

Preliminary Results - Subject to Change

	October 2023	YTD Actual	Budget	33% of Budget	PYTD
1 Operating Revenues					
2 Tower Rent	\$ 13,299	\$ 54,361	\$ 182,220	30%	\$ 50,680
3 Property Taxes	-	2,110	111,400	2%	-
4 Solid Waste Billing & Fees	15,757	61,531	187,010	33%	56,590
5 Fees & Charges	3,001	12,233	26,500	46%	9,431
6 Investment income	42,009	78,749	80,000	98%	20,352
7 Other Income	-	-	200	0%	-
8 Board Discretionary Revenue	(22,207)	(91,298)	(393,207)	23%	(85,058)
9 Total Revenues	51,859	117,686	194,123	61%	51,995
10 Expenses					
11 Salaries & Benefits					
12 Salaries	50,828	225,049	654,410	34%	196,731
13 Benefits	12,670	113,820	277,317	41%	112,721
14 Directors' Fees	3,684	16,699	70,000	24%	26,533
15 Total Salaries & Benefits	67,182	355,568	1,001,727	35%	337,715
16 Contractual Services	6,453	117,042	248,527	47%	106,658
17 Insurance	23,518	47,286	103,834	46%	45,300
18 Utilities	4,133	11,037	21,240	52%	7,345
19 Operations & Maintenance	-	762	3,900	20%	1,123
20 Permits & Fees	160	10,985	14,600	75%	10,602
21 Office & Other Expenses	13,327	29,064	55,668	52%	35,410
22 Election Expense	-	-	-	0%	-
23 Administrative Allocation	(104,614)	(418,457)	(1,255,372)	33%	(430,684)
24 Total Expenses	10,158	153,286	194,123	79%	113,470
25 Net Income (Loss) Before Capital	41,701	(35,600)	-		(61,475)
26 Capital Expenses	-	-	-	0%	-
27 Net Income (Loss) After Capital	\$ 41,701	\$ (35,600)	\$ -		\$ (61,475)

*No assurance provided on these financial statements. These financial statements do not include a statement of cash flows. Substantially all disclosures required by accounting principles generally accepted in the United States not included.

Fund 10-Administrative Revenues and Expenses

Line 2 Tower Rent: Includes radio tower site rental fees. YTD is trending in line with budget.

Line 3 Property Taxes: Includes current & prior property tax and penalties. YTD can trend over/under budget due to the timing of property tax collections, with a majority being received in December and April. YTD is under budget at 2%.

Line 4 Solid Waste Billing & Fees: Includes franchise fees and billing for solid waste. YTD is trending in line with budget.

Line 5 Fees & Charges: Includes credit card processing fees and other miscellaneous fees. YTD is trending over budget at 46% due to the large volume of credit card processing fees.

Line 6 Investment Income: Includes investment income and unrealized gain or loss on investments. YTD is trending over budget at 98% due to investment in California Cooperative Liquid Assets Security System (CA CLASS) account yielding higher interest returns.

Line 7 Other Income: Other Income includes recycling revenues and other miscellaneous income. There is no activity YTD.

Line 8 Board Discretionary Income: Includes the transfer of the following for Parks and Recreation Fund (Fund 05):

- Radio Tower Site Rent – \$13,299
- Solid Waste Franchise Fees – \$8,909

Line 12 Salaries: Includes full time, part time & overtime for administrative employees. YTD is trending in line with budget.

Line 13 Benefits: Includes employee insurance, CalPERS retirement, workers compensation, payroll taxes, employee benefit & morale and education & training. YTD is trending over budget at 41% due to the timing of payment of CalPERS Unfunded Accrued Liability.

Line 14 Directors' Fees: Includes directors fees as well as directors training, seminars, and mileage expense. YTD is trending under budget at 24%.

Line 16 Contractual Services: Includes software support, legal services, and auditing & accounting services. YTD is trending over budget at 47% due to the timing of annual software support renewals and quarterly Insite transaction fees, and legal and accounting services for FY 23 audit.

Line 17 Insurance: Includes both general liability and vehicle insurance expenses. YTD is trending over budget at 46% due to the timing of insurance bills paid.

Line 18 Utilities: Includes telephone and electricity expenses. YTD is trending over budget at 52% due to increased consumption during summer months and the timing of bills paid in October.

Line 19 Operations & Maintenance: Includes vehicle maintenance, vehicle fuel, mileage & travel reimbursement, uniforms, and equipment maintenance. YTD can trend over/under budget due to need and the timing of services. YTD is trending under budget at 20%.

Line 20 Permits & Fees: Includes the annual LAFCO fees, the GFOA application fee for the budget award, and San Bernardino County fees. YTD is trending over budget at 75% due to the timing of annual LAFCO fees.

Line 21 Office & Other Expense: Includes board meeting supplies, public relations, community promotion, bank charges, office supplies, postage, and dues & subscription. YTD is over budget at 52% due to the timing of annual membership renewals.

Line 23 Admin Allocation: This is the monthly distribution of the budgeted Administration Fund (Fund 10) expenses to the enterprise funds.



Helendale Community Services District

DATE: October 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
SUBJECT: Agenda item #6
Discussion and Possible Action Regarding Approval of Directors' Expense Reports

STAFF RECOMMENDATION

None.

STAFF REPORT

This matter is at the discretion of the Board. Included herein for the Board's consideration are expense reports submitted since the last Board meeting.

FISCAL IMPACT: NA
POSSIBLE MOTION: At the discretion of the Board.
ATTACHMENTS: Expense Reports

**BOARD COMPENSATION REPORT
ROLLING 12-MONTHS**

Name	Title	Type	12 2022	1 2023	2 2023	3 2023	4 2023	5 2023	6 2023	7 2023	8 2023	9 2023	10 2023	11 2023	12 2023	TOTAL
Spiller	President	Compensated	7	8	9	8	9	10	8	10	10	10	9	9		107
		Non-Comp											3	5	1	
Clark	Vice Pres	Compensated	4	4	3	5	4	6	4	4	3	5	3	4		49
		Non-Comp														
Haas	Secretary	Compensated	10	9	8	8	7	9	4	7	9	6	6	5		88
		Non-Comp														
Roper	Director	Compensated	4	2	2	2	3	3	2	2	2	2				24
		Non-Comp									2	5	3			
Cardenas	Director	Compensated	2	2	1	1	3	2	2	1	2	2	0			18
		Non-Comp									4	5	7	3		

HELENDALE COMMUNITY SERVICES DISTRICT BOARD MEMBER EXPENSE VOUCHER

Name _____

Pay Period Ending _____

Date	Expense Description/Explanation	Miles	Meals	Lodging	Other Expense	Reimburse Y/N	Phone Call Y/N	Expense Category
10/3	Event Meet with Kimberly Coe		\$	\$	\$		N	C
10/5	Event Review Agenda		\$	\$	\$		N	A
	Event Reg Board Mtg		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
	Description of Public Benefit		\$	\$	\$			
		Total Miles	Total Meals	Total Lodging	Total Other Expense	Total # of Compensable Meetings	Meeting Total	Total
			\$	\$	\$		\$	\$

Signature _____

Date 11/13/23

- Expense Categories
- A: Public Meeting governed by Brown Act
 - B: Public Event *
 - C: Representation at Public Meeting/Event *
 - D: Representation at 501C3 Board *
 - E: Conference/seminar/Training Program related to District *
 - F: Ad Hoc committee of the Board
 - G: Meeting w/GM or Designee regarding District Operations
 - H: Meeting w/auditors, attorney or consultant retained by District
 - I: Meeting of Local, State or Federal body w/jurisdiction affecting HCSD
 - J: Meeting w/organization with interests in matters involving functions or
 - K: Meeting pre-approved by the Board of Directors
 - * Written or verbal report required to be presented at the next Board meeting

Mileage 65.5 ¢

HELENDALE COMMUNITY SERVICES DISTRICT BOARD MEMBER EXPENSE VOUCHER

Name: Bon Clark Pay Period Ending: 12/3/23

Date	Event	Description/Explanation	Miles	Meals	Lodging	Other Expense	Reimburse Y/N	Phone Call Y/N	Expense Category
10/31	Event	Meet with Kimberly Cox		\$	\$	\$			C
11/2	Event	Bevish MTE Adgunda		\$	\$	\$			A
11/3	Event	MTE with Kimberly Cox		\$	\$	\$			C
11/16	Event	Bevish Adgunda		\$	\$	\$			A
11/21	Event	Park Committee		\$	\$	\$			F
			Total Miles	Total Meals	Total Lodging	Total Other Expense	Total # of Compensable Meetings	Meeting Total	Total
				\$	\$	\$		\$	\$

Signature: Bon Clark Date: 11/30/23

- Expense Categories
- A: Public Meeting governed by Brown Act
 - B: Public Event *
 - C: Representation at Public Meeting/Event *
 - D: Representation at 501C3 Board *
 - E: Conference/seminar/Training Program related to District *
 - F: Ad Hoc committee of the Board
 - G: Meeting w/GM or Designee regarding District Operations
 - H: Meeting w/auditors, attorney or consultant retained by District
 - I: Meeting of Local, State or Federal body w/jurisdiction affecting HCSD
 - J: Meeting w/organization with interests in matters involving functions or
 - K: Meeting pre-approved by the Board of Directors
- * Written or verbal report required to be presented at the next Board meeting
- Mileage 65.5 ¢

HELENDALE COMMUNITY SERVICES DISTRICT BOARD MEMBER EXPENSE VOUCHER

Pay Period Ending **11/19/23**

Name **Sandy Haas**

Date	Expense Description/Explanation	Miles	Meals	Lodging	Other Expense	Reimburse Y/N	Phone Call Y/N	Expense Category
11/1/23	meeting with GM Agenda items and other business	\$	\$	\$	\$	Yes	Please Selk	
11/2/23	Regular Board Meeting	\$	\$	\$	\$	Yes	Please Selk	
11/8/23	Tri Comm Luncheon discussed BNSF project	\$	\$ 23.84	\$	\$	Yes	Please Selk	
11/13/23	meeting with GM agenda and other business items	\$	\$	\$	\$	Yes	Please Selk	
11/16/23	Regular Board Mtg	\$	\$	\$	\$	Yes	Please Selk	
		Total Miles	Total Meals	Total Lodging	Total Other Expense	Total # of Compensable Meetings	Meeting Total	Total
		\$ 0.00	\$ 23.84	\$ 0	\$ 0	5	\$ 750	\$ 773.84

 Signature _____ Date 11-16-23

Expense Categories	
A: Public Meeting governed by Brown Act	
B: Public Event *	
C: Representation at Public Meeting/Event *	
D: Representation at 501 C3 Board *	
E: Conference/seminar/Training Program related to District *	
F: Ad Hoc committee of the Board	
G: Meeting w/GM or Designee regarding District Operations	
H: Meeting w/auditors, attorney or consultant retained by District	
I: Meeting of Local, State or Federal body w/jurisdiction affecting HCSD	
J: Meeting w/organization with interests in matters involving functions or	
K: Meeting pre-approved by the Board of Directors	
* Written or verbal report required to be presented at the next Board meeting	
Mileage 65.5 ¢	

REC'D NOV 16 2023

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Los Domingos
(760) 256-1381

Ticket No: 43
Ticket UID: 20231108E8F7-181
Small Room->3

Employee: Brittney
Dine In
Date: 11/8/2023
Time: 12:31:30 PM

L-25 Crispy Chicken Wrap	\$10.95
-- Sweet Potato Fries	\$0.00
L-13 Soup & Salad	\$8.95

Subtotal: \$19.90
Tax: \$1.74
Total: \$21.64

Suggested Tip
10% (Tip: \$2.16, Total: \$23.80)
15% (Tip: \$3.25, Total: \$24.89)
20% (Tip: \$4.33, Total: \$25.97)



Thank you come again!
Please leave us a review on Yelp, Google or Facebook

REC'D DEC 04 2023

HELENDALE COMMUNITY SERVICES DISTRICT BOARD MEMBER EXPENSE VOUCHER
 HENRY SPILLER
 Pay Period Endng 12/3/23

Date	Expense Description/Explanation	Miles	Meals	Lodging	Other Expense	Reimburse Y/N	Phone Call Y/N	Expense Category
11/2/23	Board Meeting		\$	\$	\$	Y		A
	Public meeting governed by the Brown Act							
11/1/23	Farmer Market		\$	\$	\$	Y		B
	Rep @ public event							
11/8/23	Farmer Market		\$	\$	\$	Y		B
	Rep @ public event							
11/9/23	Meeting with EM related to district ops					N		G
	Meeting with EM re. district ops.							
11/11/23	Public Event		\$	\$	\$	Y		B
	Soccer final event sponsored by the district							
		Total Miles	\$	\$	\$	Total # of Compensable Meetings	\$	Total
						4		\$ 600-

[Signature]
 Signature

Expense Categories	Date
G: Meeting w/GM or Designee regarding District Operations	
H: Meeting w/auditors, attorney or consultant retained by District	
I: Meeting of Local, State or Federal body w/jurisdiction affecting HCSD	
J: Meeting w/organization with interests in matters involving functions or	
K: Meeting pre-approved by the Board of Directors	
* Written or verbal report required to be presented at the next Board meeting	

REC'D DEC 04 2023

HELENDALE COMMUNITY SERVICES DISTRICT BOARD MEMBER EXPENSE VOUCHER

Name: HENRY SPILLER
 Pay Period Ending: 12/3/23

Date	Event	Description/Explanation	Miles	Meals	Lodging	Other Expense	Reimburse Y/N	Phone Call Y/N	Expense Category
11/12/23	Event	Public Event		\$	\$	\$	Y		B
11/13/23	Description of Public Benefit	Flag Football opening ceremony sponsored by the district							
11/13/23	Event	Meeting with GM		\$	\$	\$	Y		G
11/13/23	Description of Public Benefit	Meeting with GM related to district ops.							
11/14/23	Event	Park Meeting		\$	\$	\$	Y		A
11/14/23	Description of Public Benefit	Public meeting governed by the Brown Act							
11/15/23	Event	Meeting with organizations with interests in district ops.		\$	\$	\$	Y		J
11/15/23	Description of Public Benefit	LAFCO commission meeting							
11/16/23	Event	Board Meeting		\$	\$	\$	Y		A
11/16/23	Description of Public Benefit	Public meeting governed by the Brown Act							
			Total Miles	Total Meals	Total Lodging	Total Other Expense	Total # of Compensable Meetings	Meeting Total	Total
				\$	\$	\$	5	\$	\$ 750-

Henry Spiller
 Signature

Date

- Expense Categories
- A: Public Meeting governed by Brown Act
 - B: Public Event *
 - C: Representation at Public Meeting/Event *
 - D: Representation at 501C3 Board *
 - E: Conference/seminar/Training Program related to District *
 - F: Ad Hoc committee of the Board
 - G: Meeting w/GM or Designee regarding District Operations
 - H: Meeting w/auditors, attorney or consultant retained by District
 - I: Meeting of Local, State or Federal body w/jurisdiction affecting HCSD
 - J: Meeting w/organization with interests in matters involving functions or
 - K: Meeting pre-approved by the Board of Directors
 - * Written or verbal report required to be presented at the next Board meeting



Helendale Community Services District

Date: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
SUBJECT: Agenda item #7
Discussion and Possible Action Regarding Annual Election of Officers

STAFF RECOMMENDATION:

This matter is at the discretion of the Board.

STAFF REPORT:

The annual Election of Officers occurs in within December each year. The Board process for the annual selection of officers is outlined in Resolution 2018-05: *A Resolution of the Board of Directors of the Helendale Community Services District Establishing Policies for Its Relations Among Directors and With Staff.*

Election of officers is an administrative function carried out by the Board of Directors. The Board is to select the presiding officer and the two additional officers each year. The Board currently has three officers: President, Vice-President and Secretary.

The current Board officers are:

President – Henry Spiller
Vice-President – Ron Clark
Secretary – Sandy Haas

FISCAL IMPACT: None

POSSIBLE MOTION: This matter is at the Board’s discretion

ATTACHMENTS: Resolution 2018-05: A Resolution of the Board of Directors of the Helendale Community Services District Establishing Policies for Its Relations Among Directors and With Staff



RESOLUTION NO. 2018-05

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE HELENDALE COMMUNITY SERVICES DISTRICT ESTABLISHING POLICIES FOR ITS RELATIONS AMONG DIRECTORS AND WITH STAFF

WHEREAS, the Board of Directors of the Helendale Community Services District finds as follows:

A. The Helendale Community Services District ("the District") is a community services district organized and operating pursuant to California Government Code Section 61000 et seq.

B. The District is governed by an elected Board of Directors ("Board") whose meetings are subject to the requirements of the Ralph M. Brown Act, California Government Code Section 54950 et seq. ("the Brown Act"), pursuant to California Government Code Section 61044.

C. The Board adopted Ordinance No. 2015-01 on November 5, 2015, establishing revised guidelines for the conduct of its public meetings and activities and imposing requirements upon itself which allow greater access to its meetings than prescribed by the Brown Act.

D. The purpose of this Resolution is to supplement Ordinance No. 2015-01 and to ensure that the Board's deliberations are conducted honorably and that its activities are performed in a manner that reflects a dedication to the highest standards of integrity so as to continue to earn the trust and confidence of the public served by the District.

THEREFORE, THE BOARD OF DIRECTORS of the Helendale Community Services District does hereby adopt and ordain as follows:

Section 1. **RELATIONS BETWEEN DIRECTORS.**

1.1. **Duties.** The Board shall govern the District. The Board shall establish policies for the operation of the District. The Board shall provide for the implementation of those policies which is the responsibility of the District's General Manager. All members of the Board shall exercise their independent judgment on behalf of the entire District, including the residents, property owners, and the public as a whole to further the purposes and intent of the District.

1.2. **Officers.**

1.2.1. Within 45 days after each general district or unopposed election, the Board shall meet and elect the officers of the Board. In a year in which there is no general

election the Board shall hold an election at the first meeting in December.

1.2.2 The officers of the Board are the President, Vice-President and Secretary. The President shall preside over meetings of the Board and the Vice-President shall serve in the President's absence or inability to serve.

1.2.3 No other special duties, actions, tasks, or privileges are bestowed to the above positions. The President and Vice President (or any member of the Board) will not take unilateral actions binding the rest of the Board, without prior approval or authorization of the Board - including the issuance of letters, reports, documents or contracts, implied or otherwise, to outside parties. No Board Officer (or Member) shall appear as the Board Representative at any private or public functions.

1.2.4 The Board may create additional offices and elect members to those offices, provided no members of the Board shall hold more than one office.

1.3. **Parliamentary Procedure.**

1.3.1. A majority of the total membership of the Board shall constitute a quorum for the transaction of District business. Except as otherwise specifically provided by law, a majority of the total membership of the Board is required for the Board to take action. The Board shall act only by ordinance, resolution, or motion. The minutes of the Board shall record the yes and no votes taken by the members of the Board for the passage of all ordinances, resolutions, or motions. The Board shall keep a record of all its actions, including financial transactions.

1.3.2. Meetings of the Board shall be subject to the Brown Act and Ordinance No. 2015-01 (as may be amended from time to time). Robert's Rules of Order shall provide general guidance for the conduct of the Board's business, except where otherwise provided by law, ordinance, resolution, or motion of the District, or otherwise inconsistent with the intent of the Board. The Board President (or committee chair) will rule on all matters of procedure, with the advice of Legal Counsel.

1.4. **Personal Conduct.** The business of the District is a team effort. All Board members commit to working together in a collaborative manner, assisting each other in conducting the affairs of the District. Directors commit to conducting themselves with courtesy to each other, to staff, and to members of the audience present at Board meetings. Directors shall defer to the President concerning the conduct of Board meetings, but shall be free to question and discuss items on the agenda. In turn, the Board President shall not exercise the privileges of the office in such a manner as to unfairly advance his or her own agenda / personal opinions or unduly prejudice the positions of other Board members. When responding to requests and concerns from the public and other District customers, Board members commit to be courteous, responding to individuals in a positive manner and routing their questions through appropriate channels and to responsible management personnel. Board members commit to develop a working relationship with the District's General Manager wherein current issues, concerns, and District projects can be discussed comfortably and openly. Board members should function as a part of the whole. All issues must be brought to the attention of the entire Board, rather than to individual members selectively; unilateral actions by a Board Officer or any Director, binding the entire Board, must be avoided and shall be subject to possible Board discipline. Board members are responsible for monitoring the District's progress in attaining its goals and objectives, while pursuing its mission.

1.5. **Communication of Views and Positions.** The Board is committed to providing excellence in legislative leadership necessary to furnish the highest quality of government services to the public and to the District's customers. In order to achieve this goal, cooperative interaction between and among Board members is encouraged. As such, the following rules shall be observed:

1.5.1. The dignity, style, values, and opinions of each Board member shall be respected. Responsiveness and attentive listening in communication is encouraged.

1.5.2. The needs of the public and the District's customers should be the priority of the Board.

1.5.3. Board members commit themselves to emphasizing the positive, avoiding double talk, hidden agendas and negative forms of interaction.

1.5.4. Board members commit themselves to focusing on issues and not personalities. The presentation of the opinions of others should be encouraged. Cliques and voting blocks based on personalities rather than issues will be avoided.

1.5.5 Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions in a constructive and forthright manner. However, once the Board has taken action, individual Board members commit to support said action and not create barriers to the implementation thereof or pursue defeated issues independently.

1.5.6 The Presiding Director will not undermine the Board Agenda; further, he/she will not make opening statements on an agenda item in an attempt to shape or frame the debate. The Director initiating the Agenda item will be allowed to speak first and make a motion, to be seconded and opened for discussion. All Board discussion will proceed with no time frame attached. All Board comments will start to the immediate right of the Director forming the motion and will proceed orderly, Director to Director, until comment ceases, at which time a call will be made to cast votes.

1.6. **Board Discipline.** In the exercise of its discretion, the Board, by affirmative vote of four (4) of its members, may censure any of its members for a period of time deemed appropriate by said supermajority of the Board. Unless otherwise prohibited by law, the maximum penalty that may be imposed upon the censured member by said supermajority of the Board during the period of such censure shall be the following:

1.6.1. The suspension of all spending of District funds by the censured Board member and of all reimbursement from District funds of any costs incurred by the censured Board member, unless otherwise allowed by the Board.

1.6.2. The removal of the censured Board member from service as an officer of the Board, and/or on all committees and other assignments on behalf of the District and/or the Board, unless subsequently authorized by the Board.

1.6.3 The withholding of all compensation by the District to the censured Board member except as otherwise allowed for attending meetings of the Board and other meetings subsequently authorized by the Board.

Section 2. **RELATIONS WITH STAFF.**

2.1 **General Manager.**

2.1.1. The Board shall appoint a General Manager for the District. The General Manager shall serve at the pleasure of the Board. The Board shall set the compensation for the General Manager. The Board may require that the General Manager be bonded. The District shall pay the cost of the bonds.

2.1.2. The General Manager shall be responsible for all of the following:

- a. The implementation of the policies established by the Board for the operation of the District;
- b. The appointment, supervision, discipline, and dismissal of the District's employees, consistent with the employee relations system established by the Board;
- c. The supervision of the District's facilities and services; and
- d. The supervision of the District's finances.

2.1.3 The General Manager is the Board's primary link to operational achievement and conduct of the District, so that all authority and accountability of staff, as far as the Board is concerned, is considered the authority and accountability of the General Manager.

2.1.4 No individual Board Member, including any Officer, shall dictate policies to the General Manager, interfere with or disrupt his/her work (or the work of any District staff or contract employee). Board Member visit/discussion hours or appointment schedules designated by the General Manager shall be strictly adhered to.

2.2. **Treasurer.** The Board shall appoint a District Treasurer for the District. The Board may appoint the same person to be the General Manager and the District Treasurer. The District Treasurer, shall serve at the pleasure of the Board. The Board shall set the compensation of the District Treasurer. The Board shall require the District Treasurer, to be bonded. The District shall pay the cost of the bonds.

Section 3. **ANNUAL REVIEW.**

Each year the Board shall review this Resolution to determine its effectiveness and the necessity for its continued operation. The District's General Manager shall report to the Board on the operation of this Resolution, and make any recommendations deemed appropriate, including proposals to amend the Resolution. Upon conclusion of its review, the Board may take any action it deems appropriate concerning this Resolution. Nothing herein shall preclude the Board from taking action on the Resolution at times other than upon conclusion of the annual review.

Section 4. **SEVERABILITY.**

If any provision of this Resolution, or the application thereof to any person or circumstances, is held invalid, such invalidity shall not affect other provisions or applications of this Resolution, which can be given effect without the invalid provision or application, and to this end the provisions of this Resolution are declared to be severable.

Section 5. **EFFECTIVE DATE.**

The provisions of this Resolution shall supersede and rescind Resolution No. 2011-07 adopted by the District's Board of Directors on July 21, 2016, and shall take effect immediately upon adoption.

Approved and Adopted this 15th day of February, 2018.

AYES: 5

NOES: 0

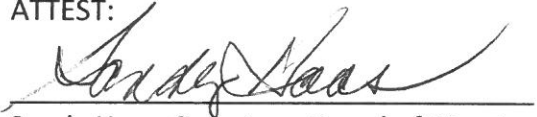
ABSTAIN: 0

ABSENT: 0



Ron Clark, President, Board of Directors

ATTEST:



Sandy Haas, Secretary, Board of Directors



Helendale Community Services District

DATE: December 7, 2023
TO: Board of Directors
FROM: Kimberly Cox, General Manager
SUBJECT: Agenda item #8
Discussion and Possible Action Regarding Establishment of a CERT Program in Partnership with San Bernardino County Office of Emergency Services (OES)

STAFF RECOMMENDATION:

Staff seeks direction from the Board regarding this potential program.

STAFF REPORT

Disaster relief is an important consideration and something one hopes will never be utilized. In the event of a disaster, it is important to be prepared. Through a CERT (Citizen Emergency Response Team) program, members of the Helendale community can volunteer to participate in disaster response training and partner with County Office of Emergency Services. Previously the community had a CERT that was supported by the Silver Lakes Association, however, that effort ceased several years ago. In a recent conversation with County Office of Emergency Services, they are interested in restarting that program in partnership with the Helendale CSD. Given our existence as a local government in the community, they felt this would be the correct community-based organization to provide support for the County's emergency efforts. In a conversation with the Silver Lakes Association General Manager, they are no longer interested in leading the disaster response group for the community. HCSO covers the entirety of Helendale and seems a fitting connection for County.

The CERT program would essentially be funded by County with support provided by the Helendale CSD parks staff. We would provide community outreach regarding the program and provide a facility in which to meet. The CERT training provides critical self-help empowerment for the trained community members in emergency response protocols in the event there is a local catastrophe. Emergencies requiring the CERT could include natural disasters such as an earthquake, flooding; an emergency such as an explosion or toxic gas cloud and the like. One of the critical functions of a CERT is the initial triage of the community's residents until emergency services can arrive. In the event of a major natural disaster, such response could be several hours to days away.

Partnering with County OES who will provide training and on-going technical support for the program is a critical element in the success of maintaining a trained CERT group within Helendale. Beyond the initial CERT training, there are several volunteer programs that the Helendale CERT could participate in, including continual training. If the Board concurs with pursuing this program,

Staff will work with County OES on any documentation needed to launch a CERT program for Helendale and bring back the results of those discussions to the Board. If any contractual elements are required by County, those will be discussed with the Board for additional approval as necessary. Staff will continue to gauge community interest in participating in a volunteer program for emergency response.

FISCAL IMPACT: Staff costs for participation and use of the facility are the only known impacts at this time.

POSSIBLE MOTION: Motion to approve the concept of the formation of a local CERT program pending working out details with County OES.

ATTACHMENTS: None



Helendale Community Services District

DATE: December 7, 2023
 TO: Board of Directors
 FROM: Kimberly Cox, General Manager
 SUBJECT: Agenda item #9
 Discussion Only Regarding the Annual Report of Disconnections per SB998

STAFF RECOMMENDATION:

Receive and File.

STAFF REPORT:

The requirements of SB998 state that on an annual basis, the number of disconnections must be presented in an open meeting and discussed with the governing body.

The new policy and procedures were adopted on 2/20/2020 and in March 2020, prior to implementation, COVID and the related emergency regulations including the disconnection prohibition outlined in Executive Order N-42-20 (March 2020) superseded the SB998 implementation. In January 2022, when the disconnection prohibition was lifted, and the District has fully implemented SB998 60-day disconnection provisions.

Below is a spreadsheet outlining the number of late customers per month for the past two years, as well as the number of accounts locked off due to non-payment for bills that were greater than 60-days past due. In general, what Staff has observed is the number of late payments and disconnects were less in 2022 compared to 2019 (pre COVID) and in 2023 the number of late fees and disconnections increased over 2022.

	2022		2023	
	Late	Disconnections	Late	Disconnections
Jan	349	35	412	38
Feb	404	40	415	19
Mar	394	30	408	18
Apr	330	23	337	23
May	363	21	419	26
Jun	416	18	389	35
Jul	382	29	392	18
Aug	427	20	476	27
Sep	363	25	413	27
Oct	380	27	433	3
Nov	417	22	525	25
Dec	456	28		

Background: In January 2020, Staff and Counsel presented a draft policy responsive to the requirements of SB998. After extensive effort the draft policy was completed and presented at a public meeting and the public hearing was held on 2/20/20. It was the District's goal to make the policy compliant with the law yet understandable. District's Legal Counsel reviewed the policy prior to adoption to ensure it complied with SB998.

In addition, SB998 required modification to other policies and procedures to ensure consistency with the new legislation. These policies were brought to the Board during several subsequent meetings. In addition, Management worked with Staff on internal administrative procedures to ensure practice aligned with the requirements of SB998 and that there are no conflicts between procedures and the new law.

SB998 known as the Water Shutoff Protection Act is intended among other things to allow customer's ample time to pay their water bill prior to disconnection by mandating a 60-day timeframe prior to disconnection. SB998 is codified into the Health and Safety Code sections 116900-116926.

The Policy was translated into five languages along with certain verbiage on the bill form. The disconnection notification period was expanded from a 48-hour notification to a seven business-day notification. There are also expanded requirements for posting notification at a residence. Further, SB998 requires for low-income households that the reconnection fee cannot exceed \$50, after-hours reconnection fee cannot exceed \$150 and interest is to be waived once per year. There are additional considerations related to tenants that were also incorporated into the policy. The District is now required to contact a tenant in writing in the event of a pending water disconnection and allow the opportunity for a tenant in certain circumstances to become a customer of the District with or without the owner's approval. Prior to this legislation, the property could elect not to have the water put in the tenant's name.

Under certain circumstances the law requires that the District enter into payment arrangements with customers who meet certain criteria. In 2021 there were five payment arrangements; in 2022 there were seven payment arrangements and in 2023 the District has two payment arrangements. The criteria includes a physicians determination, income qualification and willingness to comply with the terms and conditions of a payment arrangement.

In addition to the required considerations under SB998, the Board elected to provide additional considerations for all customers:

- Up to a two-week extension to any customer for any reason once per year
- One-time disconnection fee waiver
- One-time late fee waiver

FISCAL IMPACT: NA

POSSIBLE MOTION: NA

ATTACHMENTS: HCSD Policy on Discontinuation of Residential Water Service for Non-Payment

**HELENDALE COMMUNITY SERVICES DISTRICT
POLICY ON DISCONTINUATION OF
RESIDENTIAL WATER SERVICE FOR NON-PAYMENT**

Notwithstanding any other policy or rule of the Helendale Community Services District, this Policy on Discontinuation of Residential Water Service for Non-Payment shall apply to the District's discontinuation of residential water service for non-payment under the provisions set forth herein. It is the intent of this policy to comply with Government Code Sections 60370-60375.5 and Health and Safety Code ("HSC") Sections 116900-116926. In the event of any conflict between this Policy and applicable law, applicable law shall govern.

I. **Application of Policy; Contact Telephone Number; Translations:** This policy shall apply only to residential water service for non-payment and the District's existing policies and procedures shall continue to apply to all other service accounts. The CSD can be reached at 760-951-0006 for assistance concerning the payment of water bills and the potential establishment of the alternatives set forth in this policy to avoid discontinuation of service. Translations of this Policy shall be available in English and in the languages listed in Section 1632 of the Civil Code at the District offices, on the District website, and shall be made available as otherwise required.

II. **Discontinuation of Residential Water Service for Non-Payment:**

A. Billing:

1. Rendering and Payment of Bills: Bills for water service will be rendered to each customer on a monthly basis. Bills for service are due and payable upon presentation. Bills are late as of the tenth (10th) day of each month with late fees posting to the account on the first normal business day of each month. Residential bills become overdue and subject to discontinuation of service if not paid within sixty (60) days from the date of the bill. Payment may be made at the Helendale Community Services District office, on-line, pay by phone, auto debit or auto credit transaction or through the night-drop box located at the office. It is the customer's responsibility to assure that payments are received at the office in a timely manner. Partial payments are not authorized unless prior approval has been received from the CSD.
2. Monthly Bills: On or near the first of each month a new bill will be sent to the customer. This bill will include the current amounts due, enumerate any past due amounts and list the date by which past due payment must be received to avoid discontinuation of service.

B. Overdue Bills:

1. Disconnection for nonpayment: The District shall not disconnect/shut-off/discontinue water service for nonpayment until the account has been delinquent for at least sixty (60) days. No less than seven (7) business days before

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

discontinuation of residential water service for nonpayment, the District shall contract the customer named on the account by telephone or written notice.

2. Customer Contact: If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the District shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place, a notice of imminent discontinuation of service for nonpayment along with a copy of the District's Policy for Discontinuation of Residential Water Service for Nonpayment.
3. Reconnection of Service: Customers whose water service has been disconnected may contact the District by telephone or in person regarding reconnection of water service. Restoration of water service will be subject to payment of all delinquent charges on the account plus any additional fees or charges, (including but not limited to disconnection, reconnection, past due, late fees, service fees and deposit), resulting from the disconnection and reconnection process plus any deposits that may be required by the District.
4. Notices:
 - a. The District may not terminate residential service on account of non-payment of a delinquent account unless the District first gives notice of the delinquency and impending termination at least ten (10) days prior to the proposed termination, by means of a notice mailed, postage prepaid, to the customer to whom the service is billed not earlier than nineteen (19) days from the date of mailing the District's bill for services, and the ten (10) day period shall not commence until five (5) days after the mailing of the notice. [Government Code Section 60373(a)]
 - b. No less than seven (7) business days before disconnection of residential water service for nonpayment, the District shall contact the customer named on the account by telephone or written notice of any delinquency and impending disconnection of water service. When the District contacts the customers by telephone the District shall offer to provide, inwriting to the customer, the policy on discontinuation of residential service for nonpayment. The District shall offer to discuss options to avert discontinuation of residential service for nonpayment, including but not limited to, alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal. [HSC Section 116908(a)(1)(A) and (B)]
 - c. When the District contacts the customer named on the account by written notice pursuant to subdivisions (a) and (b) above, the written notice of payment delinquency and impending discontinuation shall be mailed to the customer of the residence to which the residential service is provided. If the customer's

address is not the address of the property to which residential service is provided, the notice also shall be sent to the address of the property to which residential service is provided, addressed to "Occupant". A post office box will be considered the customer's address. The notice shall include, but is not limited to, all of the following information in a clear and legible format [Government Code Section 60373(c) and HSC Section 116908(a)(1)(C)]:

- (1) The name and address of the customer whose account is delinquent
 - (2) The amount of the delinquency
 - (3) The date by which payment or arrangements for payment is required in order to avoid termination
 - (4) A description of the process to apply for an extension of time to pay delinquent charges
 - (5) A description of the procedure to petition for bill review and appeal
 - (6) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges
 - (7) A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the unpaid charges, consistent with the written policies set forth herein.
 - (8) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, State, or Federal sources, if applicable.
 - (9) The telephone number of a representative of the District who can provide additional information or institute arrangement for payment.
- d. The District shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least forty-eight (48) hours prior to any termination of service except that whenever telephone or personal contact cannot be accomplished, the District shall give, by mail or by posting in a conspicuous location at the premises, a notice of termination. [Government Code Section 60373(b)]
- e. If the District is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the District shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment. [HSC Section 116908(a)(2)]
- f. All written notices that are provided pursuant to HSC Section 116908 shall be provided in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by ten percent (10%) or more of the customers in the District's service area.

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

5. **Restrictions:** No termination of service may be affected without compliance with Section II.B.4 above, and any service wrongfully terminated shall be restored without charge for the restoration of service [Government Code Section 60373(e)]. The District shall not, by reason of delinquency in payment for any water services, cause cessation of those services on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the District are not open to the public (Government Code Section 60374).
 6. **Late Charge:** A Late Charge, as specified in the District's fees and charges, shall be assessed and added to the outstanding balance on the customer's account if the amount owing on that account is not paid before the due date specified on the bill.
 7. **Turn-Off Deadline:** Payment for water service charges must be received by the District no later than 5:30 p.m. on the date specified on prior billing notice(s) of impending termination. Postmarks are not acceptable.
 8. **Notification of Returned Check or Failed Automatic Debit Transaction (ACH):** Upon receipt of a returned check or failed ACH transaction rendered for water service or other charges, the District will consider the account not paid. The District will attempt to notify the customer via phone and/or posted notice at the residence. Water service will be disconnected if the amount of the returned check and returned check charge are not paid by the due date specified on the notice, which due date shall not be sooner than the date specified in the Notice of Impending Termination. To redeem a returned check and to pay a returned check charge, all amounts owing must be paid by credit/debit card, cashier's check or money order.
 9. **Returned Check Tendered as Payment for Water Service Disconnected for Nonpayment:**
 - a. If the check tendered and accepted as payment which resulted in restoring service to an account that had been disconnected for nonpayment is returned as non-negotiable, the District may disconnect said water service upon at least three (3) days' written notice. The customer's account may only be reinstated by receipt of outstanding charges in the form of a credit/debit card, cashier's check or money order. Once the customer's account has been reinstated, the account will be flagged for a one-year period indicating the fact that a non-negotiable check was issued by the customer. A deposit may be required to reinstate service.
 - b. If at any time henceforth, the customer's account is again disconnected for nonpayment, the customer will be required to pay by credit/debit card, money order or cashier's check to have said water service restored.
- C. **Conditions Prohibiting Discontinuation:** The District shall not discontinue residential water service if all the following conditions are met:

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

1. Health Conditions – The customer or tenant of the customer submits certification of a primary care provider that discontinuation of water service would (i) be life threatening, or (ii) pose a serious threat to the health and safety of a resident;
 2. Financial Inability – The customer demonstrates he or she is financially unable to pay for water service within the District's normal billing cycle. The customer is deemed "financially unable to pay" if any member of the customer's household is: (i) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the customer declares the household's annual income is less than 200% of the federal poverty level; and
 3. Alternative Payment Arrangements –The customer is willing to enter into an amortization agreement, alternative payment schedule or a plan for deferred or reduced payment, consistent with the provisions of Section III, below.
- D. Process for Determination of Conditions Prohibiting Discontinuation of Service: The burden of proving compliance with the conditions described in Subdivision (C), above, is on the customer. In order to allow the District sufficient time to process any request for assistance by a customer, the customer is encouraged to provide the District with the necessary documentation demonstrating the medical issues under Subdivision (C)(1), financial inability under Subdivision (C)(2) and willingness to enter into any alternative payment arrangement under Subdivision (C)(3) as far in advance of any proposed date for discontinuation of service as possible. Upon receipt of such documentation, the District's General Manager, or his or her designee, shall review that documentation and respond to the customer within seven (7) days to either request additional information, including information relating to the feasibility of the available alternative arrangements, or to notify the customer of the alternative payment arrangement, and terms thereof, under Section III, below, in which the District will allow the customer to participate. If the District has requested additional information, the customer shall provide that requested information within five (5) days of receipt of the District's request. Within five (5) days of its receipt of that additional information, the District shall either notify the customer that the customer does not meet the conditions under Subdivision (C), above, or notify the customer of the alternative payment arrangement, and terms thereof, under Section III, below, in which the District will allow the customer to participate.
- E. Upon request by a water customer, the District will perform the following:
1. Reconnection Fees: Any reconnection fees during the District's normal operating hours cannot exceed \$50, and reconnection fees during non-operational hours cannot exceed \$150. Those fees cannot exceed the actual cost of reconnection if that cost is less than the statutory caps. Those caps may be adjusted annually for changes in the CPI beginning January 1, 2021.

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

2. Interest Waiver: The District shall waive interest charges (late fees) on delinquent bills once every 12 months.
- F. **Landlord-Tenant Scenario**: The following procedures apply to individually metered detached single-family dwellings, multi-unit residential structures and mobile home parks where the property owner or manager is the customer of record.
1. Required Notice:
 - a. At least 10 days prior if the property is a multi-unit residential structure or mobile home park, or 7 days prior if the property is a detached single-family dwelling, to the possible discontinuation of water service, the District must make a good faith effort to inform the tenants/occupants at the property by written notice that the water service will be discontinued.
 - b. The written notice must also inform the tenants/occupants that they have the right to become customers to whom the service will be billed (see Subdivision 2, below), without having to pay any of the delinquent amounts. Delinquent charges will remain the responsibility of the property owner.
 2. Tenants/Occupants Becoming Customers:
 - a. The District is not required to make service available to the tenants/occupants unless each tenant/occupant agrees to the terms and conditions for service and meets the District's requirements and rules.
 - b. However, if (i) one or more of the tenants/occupants assumes responsibility for subsequent charges to the account to the District's satisfaction, or (ii) there is a physical means to selectively discontinue service to those tenants/occupants who have not met the District's requirements, then the District may make service available only to those tenants/occupants who have met the requirements.
 - c. If prior service for a particular length of time is a condition to establish credit with the District, then residence at the property and proof of prompt payment of rent for that length of time, to the District's satisfaction, is a satisfactory equivalent.
 - d. If a tenant/occupant becomes a customer of the District and the tenant's/occupant's rent payments include charges for residential water service where those charges are not separately stated, the tenant/occupant may deduct from future rent payments all reasonable charges paid to the District during the prior payment period.
- III. Alternative Payment Arrangements**: For any customer who meets the three conditions under Section II(C), above, in accordance with the process set forth in Section II(D), above,

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

the District shall offer the customer one of the following alternative payment arrangements, to be selected by the District in its discretion: (i) amortization of the unpaid balance under Subdivision (A), below; (ii) alternative payment schedule under Subdivision (B), below; (iii) partial or full reduction of unpaid balance under Subdivision (C), below; or (iv) temporary deferral of payment under Subdivision (D), below. The General Manager, or his or her designee, shall, in the exercise of reasonable discretion, select the most appropriate alternative payment arrangement after reviewing the information and documentation provided by the customer and taking into consideration the customer's financial situation and District's payment needs. A customer is allowed one active payment arrangement at a time.

A. **Amortization:** Any customer who is unable to pay for water service within the District's normal payment period and meets the three conditions under Section II(C), above, as the District shall confirm, may, if the District has selected this alternative, enter into an amortization plan with the District on the following terms:

1. **Term:** The customer shall pay the unpaid balance, with the administrative fee as specified in Subdivision (2), below, over a period not to exceed twelve (12) months, as determined by the District's General Manager or his or her designee. The unpaid balance, together with the applicable administrative fee, shall be divided by the number of months in the amortization period and that amount shall be added each month to the customer's ongoing monthly bills for water service.

2. **Administrative Fee:** For any approved amortization plan, the customer will be charged an administrative fee, in the amount established by the District from time to time, representing the cost to the District of initiating and administering the plan.

3. **Compliance with Plan:** The customer must comply with the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. If the customer fails to comply with the terms of the amortization plan for sixty (60) days, or fails to pay the customer's current service charges for sixty (60) days, the District may discontinue water service to the customer's property at least five (5) business days after the District posts at the customer's residence a final notice of its intent to discontinue service.

B. **Alternative Payment Schedule:** Any customer who is unable to pay for water service within the District's normal payment period and meets the three conditions under Section II(C), above, as the District shall confirm, may, if the District has selected this alternative, enter into an alternative payment schedule for the unpaid balance in accordance with the following:

1. **Repayment Period:** The customer shall pay the unpaid balance, with the administrative fee as specified in Subdivision (2), below, over a period not to exceed twelve (12) months, as determined by the District's General Manager or his or her designee.

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

2. Administrative Fee: For any approved alternative payment schedule, the customer will be charged an administrative fee, in the amount established by the District from time to time, representing the cost to the District of initiating and administering the schedule.
 3. Schedule: After consulting with the customer and considering the customer's financial limitations, the District's General Manager or his or her designee shall develop an alternative payment schedule to be agreed upon with the customer. That alternative schedule may provide for periodic lump sum payments that do not coincide with the District's established payment date, may provide for payments to be made more frequently than monthly, or may provide that payments be made less frequently than monthly, provided that in all cases, the unpaid balance and administrative fee shall be paid in full within twelve (12) months of establishment of the payment schedule. The agreed upon schedule shall be set forth in writing and be provided to the customer.
 4. Compliance with Plan: The customer must comply with the agreed upon payment schedule and remain current as charges accrue in each subsequent billing period. The customer may not request a longer payment schedule for any subsequent unpaid charges while paying delinquent charges pursuant to a previously agreed upon schedule. If the customer fails to comply with the terms of the agreed upon schedule for sixty (60) days or more, or fails to pay the customer's current service charges for sixty (60) days or more, the District may discontinue water service to the customer's property at least five (5) business days after the District posts at the customer's residence a final notice of its intent to discontinue service.
- C. Additional Payment Options: Any customer within the District's normal payment period may be eligible for one or more of the following:
1. Deferred Payment to avoid disconnection: A payment extension of up to two weeks is available to customers one time per year. Applicable penalties will apply during the extension period. Failure to comply with payment extension will result in discontinuation of service upon a forty-eight (48) hour courtesy phone notification.
 2. Reduced Fees: A one-time disconnection fee waiver and a one-time late fee waiver are available to any customer upon request. These waivers are available one-time over the life of the account.

IV. **Appeals**: The procedure to be used to appeal the amount set forth in any bill for residential water service is as follows:

- A. Time for Appeal: Within ten (10) days of receipt of the bill for water service, but no later than the last business day of the month, the customer has a right to initiate a complaint or request an investigation regarding any bill or charge rendered by the

District. Such protest shall be made in writing and be delivered to the District's office. While the customer's appeal and any resulting investigation is pending, the District cannot discontinue water service to the customer.

- B. Appeal Hearing: Following receipt of a complaint or a request for an investigation, a hearing date shall be set before the General Manager, or his or her designee (the "Hearing Officer"). After evaluation of the evidence provided by the customer and the information on file with the District concerning the water charges in question, the Hearing Officer shall render a decision as to the accuracy of the water charges and shall provide the appealing customer with a brief written summary of the decision.
1. If water charges are determined to be incorrect, a corrected invoice will be provided and payment of the revised charges will be due within ten (10) days of the invoice date for revised charges. If the revised charges remain unpaid for more than sixty (60) days after the corrected invoice is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) day period; provided that the District shall provide the customer with the Overdue Notice in accordance with Section II(B), above. Water service will only be restored upon full payment of all outstanding water charges, penalties, and any and all applicable reconnection charges.
 2. a. If the water charges in question are determined to be correct, the water charges are due and payable at the time the Hearing Officer's decision is rendered. At the time the Hearing Officer's decision is rendered, the customer will be advised of the right to further appeal before the District's Board of Directors. Any such appeal must be filed in writing within seven (7) days after the Hearing Officer's decision is rendered and will be heard as soon as possible at the next regularly-agendized meeting of the District's Board of Directors, or at a special meeting of the District's Board of Directors as agreed upon by customer and District.

b. If the customer does not timely appeal to the District's Board of Directors, the water charges in question shall be immediately due and payable. In the event the charges are not paid in full within sixty (60) days after the original billing date, then the District shall proceed with the Notice of Impending Termination in accordance with Section II(B), above, and may proceed in potentially discontinuing service to the customer's property.
 3. When an appeal hearing before the Board of Directors is requested, such request shall be made in writing and delivered to the District at its office. The customer will be required to personally appear before the Board and present evidence and reasons as to why the water charges in question are not accurate. The Board shall evaluate the evidence presented by the customer, as well as the information on file with the District concerning the water charges in question, and render a decision as to the accuracy of said charges.

Policy on Discontinuation of Residential Water Service for Non-Payment (Cont'd)

- a. If the Board finds the water charges in question are incorrect, the customer will be invoiced for the revised charges. If the revised charges remain unpaid for more than sixty (60) days after the corrected invoice is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) day period; provided that the District shall provide the customer with the Notice of Impending Termination in accordance with Section II(B), above. Water service will be restored only after outstanding water charges and any and all applicable reconnection charges are paid in full.
- b. If the water charges in question are determined to be correct, the water charges are due and payable at the time the decision of the Board is rendered. In the event the charges are not paid in full within sixty (60) days after the original billing date, then the District shall proceed with the Notice of Impending Termination in accordance with Section II(B), above, and may proceed in potentially discontinuing service to the customer's property.
- c. Any overcharges will be reflected as a credit on the next regular bill to the customer, or refunded directly to the customer, at the sole discretion of the Board.
- d. Water service to any customer shall not be discontinued at any time during which the customer's appeal to the District or its Board of Directors is pending.
- e. The Board's decision is final and binding.

- V. **Restoration of Service:** In order to resume or continue service that has been discontinued by the District due to non-payment, the customer may be required to pay a security deposit and will be required to pay a Reconnection Fee established by the District, subject to the limitation set forth in Section II(D), above. The District will endeavor to make such reconnection as soon as practicable as a convenience to the customer. The District shall make the reconnection no later than the end of the next regular working day following the customer's request and payment of any applicable Reconnection Fee.
- VI. **Unauthorized Action:** This policy does not apply to the termination of a service connection by the District due to an unauthorized action of a customer.