



Date: December 14, 2018

Subject: **General Manager Report**

Staff Contact: Timothy R. Shaw, General Manager

For the given month, I participated in the following reoccurring meetings and special events: For this reporting period, there were a number of interesting developments, some of which I'm not at liberty to disclose due to confidentiality and/or privacy considerations, but I would like you to know that we're navigating the challenges and we will emerge intact.

This morning I received an email from Renita indicating that the billing software upgrade process is complete! For the past couple of months, the District has been mirroring software to identify any glitches. Mirroring entails running both the old and the new software side by side. The mirroring process is complete, so were commencing a new era wherein the old software, which has been serving the District for almost 20-years, is now retired. I publicly thank Renita, Kim, Sara and Pat for their efforts to complete the transition process.

1. On November 16th (morning), I met with the GMs of eight area water agencies to discuss the feasibility and appetite for all forms of collaboration, e.g. letters of agreement, JPAs, consolidation and mergers. Having not been involved with prior efforts, it was remarkable to see some underlying emotions between some of the agencies.
2. On November 16th (afternoon), Debra Vierra and I met with the MOU Renewal ad hoc committee to receive direction on future sessions with Teamster Local 150.
3. On November 27th, Debra Vierra and I met with Teamster Local 150 to continue our negotiations for renewing the MOU..
4. On December 7th Brent Dills and I met with Ryan Ojakian, the newly hired Legislative and Regulatory Affairs Manager for RWA. Ryan has been visiting each of the 21 RWA member agencies to get a sense of our collective and individual areas of interests.
5. On December 7th (afternoon), I met with the District Engineer to prepare for the Planning Meeting later that day. While I was trying to meet with the District Engineer, I was continually interrupted by a customer who has tried repeatedly to assert that District water pipe leak is ponding on the customer's property. The interruptions continued up to and through the Planning Committee. We believe, with substantial evidence in support, that the source of water is an adjacent property's failed septic system. We recorded video of the

failed septic system and submitted the video to the State Water Resources Control Board, Regional Water Quality Control Board, Sacramento County Environmental Health and Supervisor Sue Frost's office.

6. On December 10th, I coordinated a meeting with Pat Goyet and Sacramento Environmental Health to observe (on-site inspection) the failed septic system creating a pool of water on the property of our customer.
7. On December 12th, I met with Dan Eisenberg of Suez to discuss their advanced technology for water tank inspections and their maintenance subscription program.
8. On December 14th (today) will meet (on line) with Wageworks to complete the enrollment process for our employee Flexible Spending Accounts (FSAs) to provide pre-tax funding of employee out of pocket medical costs.

Other initiatives in progress are:

The practices and policy improvement exposed through the billing software upgrade will continue. We can now focus on discontinuing the practice of paying the customer's credit card convenience fees.