



Date: November 16, 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, my time was dominated by negotiation and employee benefits issues. There seemed to be a pull of one issue into the other, which is not feasible and produced a cascade of detriment.

This month I received a phone call from a customer, who wanted only to tell me about the exceptional customer service she received from Sara Cater. The customer is blind, and Sara had reached out to the customer for conservation efforts having observed a consumption pattern indicating a leak. The customer marveled at how patient and thorough Sara performed.

1. On Oct 15th , I participated in a phone call with Legal Counsel to bridge the gap that evidenced by Legal Counsel performing tasks not requested.
2. On Oct 17th, Phone call with Legal Counsel on the Conditions of Approval for entitlements being sought by a ESP developer.
3. On Oct 17th (afternoon), I met with Tesco and Adept Solutions (IT) to discuss the SCADA data historian issues and the backup of data which has not been performed for a long time. Tesco admitted they've dropped some balls from the upgrade last year.
4. On Oct 18th Phone call with Rob Smith of ESPOG regarding the development costs funding agreement. It was a cooperative and productive call.
5. On Oct 22nd Met with California Bank and Trust regarding the processing necessary to implement ACH transfers, which are intended to mitigate the discontinuance of paying the customers' credit card convenience fees.
6. On Oct 24th , met with ENGIE a service provider that offers funding for capital improvement projects financed through improvements in energy efficiency.
7. On Oct 24th (afternoon), phone call with EKI regarding their schedule of charges in their RFQ submittal.

8. On Oct 29th, Teleconference with TESCO and Inductive automation trying to solve the SCADA historian issue.
9. On Oct 29th (afternoon) met with the GMs of 8 area water agencies to discuss the feasibility of mergers and consolidation of activities.
10. Oct 31st ACWA JPIA training on alcohol and substance abuse.
11. Nov 2nd Meeting with Teamsters Local 150 and Debra Vierra to negotiate MOU renewal.
12. Nov 5th Met with TESCO at RLECWD to examine the hardware for SCADA.
13. Nov 7th Met with Mike Vasquez of EKI to discuss the draft contract for District Engineer and ways to hit the ground running.
14. Nov 8th Attended the RWA Board meeting and Bay Delta Conservation Plan (WaterFix) workshop following the Board meeting.
15. Nov 14th Met with Dan York, GM at Sac Suburban Water District regarding merger and consolidation discussions.
16. Nov 14th (afternoon) Met RWA Regional Water Reliability meeting, discussed the phases of establishing a federally recognized water bank.
17. Nov 16th (today) will meet with 8 GMs of area water agencies regarding merger/consolidation and in the afternoon will meet with negotiations ad hoc and Debra Vierra.

Other initiatives in progress are:

The conversion to new billing software and new bill forms has exposed some practices currently in use, which must be revised moving forward.