



Date: August 19, 2019

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: The human resources / personnel component of my responsibilities demanded substantive time on the Distribution Operator I position. Last month's new hire submitted his letter of resignation. I facilitated an exit interview, which established pay as the primary reason for departure. I contacted the next highest rated applicant on the eligibility list and began the onboarding process all over again. Other significant demands for my attention included needed actions for allowing the Board to consider authorizing the draw from Opus Bank for Cr+6 mitigation project(s) and reviewing rates, rate structures, and fixed charge percentages among area water agencies in support of an item on the August 5th Executive Committee agenda.

1. On July 17th Kim Bassett and I attended the SB-998 implementation workgroup meeting in Folsom. Many area water agencies are sharing their documents and methods for implementing requirements of SB-998. The deadline for compliance is less than 6-months from now.
2. On July 22nd, we convened another session of the Employee Retention Advisory Committee. One of the focus items discussed was flexible schedules, e.g. 9/80s and 4-10s.
3. On July 24th I met with Charles Duncan of West Yost Engineers to discuss the status of the RiverArc project and similar efforts.
4. On Aug 6th. I met (via webcast) with Govinvest to discuss the need and fit for pension unfunded liability software.
5. On Aug 7th Deborah Denning and I met with Umpqua (via webcast) on the status of transitioning from Cal Bank and Trust to Umpqua.
6. On Aug 8th, I attended the ACWA Groundwater Committee meeting in Sacramento. I participated in the morning session via webcast, and I participated live in the afternoon session. The afternoon session included updates of the state's economic feasibility determination for re-adopting the Hexavalent Chromium MCL. Committee members expressed they "would not be surprised if the Oct/Nov stakeholders' workshops were postponed again. The process is complicated by the attention being paid to the PFOA contaminant issue. In short, the state Division of Drinking Water is aware of the impact of

7. Other initiatives in progress are:

We switched from the Bluefin credit/debit card processing service to Stripe. This eliminated the false fraud algorithm issue where the convenience fee shows up as a charge from Arkansas a few milliseconds after a charge in California. The transition, which entailed a new credit/debit card reader with microchip capability was disruptive for a staff our size. The transition also involved porting the banking information from one service provider to the other.