



Date: January 25, 2021

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: Holiday observances and associated staffing levels impacted the District resources for the reporting period. The continued practice of encouraging eligible employees to work remotely compounds holidays staffing effect even further.

1. On Jan 6th (morning), I met with Daupler software representative to explore the benefits of automated customer outreach software. I have received many such outreach efforts by similar software companies. The most significant impediment precluding such service of being a value to the District is the incomplete, out-of-date, or inaccurate data we have for customer contact information. The disproportionately large percentage of retail properties with high turnover rates further exacerbates the usefulness of such software.
2. On Jan 6th (afternoon), I participated in Water Forum II, Water Caucus meeting. The meeting was extremely slow as the mediator engaged by the RWA Executive Director spent in inordinate amount of time on Zoom meeting basics.
3. On Jan 11th, I participated in a special session of the RLECWD Executive Committee. Normally, I do not list Executive Committee meetings, which have posted agendas and minutes, in this report. However, I list it here because it was a special session deliberately scheduled in response to the third-Monday disruption in routine the District navigates every January (and February).
4. On Jan 11th (afternoon) the scheduled meeting of the Sacramento Regional Water Utilities Collaboration group was cancelled due to one of the participating agencies experiencing significant challenges in staffing and performance caused by COVID staffing shortage.
5. On Jan 12th, I participated in the “optional” pre-bid meeting for the annual pipe replacement RFP. Normally, I don’t create a redundancy where the Contract District Engineer’s report covers the same meeting. This entry, however, is to balance the absence of detail in the Engineer’s written report. There was only one interested respondent in attendance of the pre-bid meeting. This may be (hopefully) because the meeting was optional in recognition of COVID and hopefully does not convey a lack of interested respondents.

6. On Jan 13th, the Operations Superintendent and I participated in a meeting with Tesco and Adept Solutions on steps needed to configure the new Supervisory Control and Data Acquisition (SCADA) workstation. The instigator for the meeting was Tesco, and the meeting tone reflected that Tesco is aware of the District annoyance with the Tesco billing practices and level of service.

Additional items of interest:

As the District addresses the appropriate sequence of items impacting a rate restructuring (i.e. first things first), including cost of service associated with Unfunded Accrued Liability (UAL) and scalable hardware/software for consumption data, the District's natural progression will shift toward finalizing the rate study and beginning customer outreach. An illustrative example of such outreach will include providing side-by-side comparisons of current rate structure bills to bills under the proposed new rate structure. This effort foreseeably will lead to the need to show our large Commercial Industrial Institutional (CII, terminology used in existing SB 606 and AB 1668 water efficiency mandates) how small investments in automated consumption data and associated tech-based irrigation controllers with help mitigate the higher bills and effectively feature a rapid return on investment (ROI).

I have been monitoring the sunset attributes to the federal and state COVID supplemental sick leave laws. Both the feds and the state laws expired on December 31, 2020. I reached out to the Legislative Advocate at SGA for insights on plans to extend. Unfortunately, the RWA/SGA Executive Director curtailed any response from the Legislative Advocate citing, "such matters are not withing the strategic plan of SGA". Such an interpretation by the Executive Director is difficult to comprehend given that virtually all SGA member agencies have employees that are impacted by the cessation of COVID supplemental sick leave. Further, all SGA member agencies would presumably be concerned about the consequences of a COVID outbreak influenced by employees leaning toward coming to work due to an insufficient amount of paid time off for the employee.