

MONTE VISTA WATER DISTRICT

10575 Central Avenue, Montclair, California • (909) 624-0035

Teleconference: (773) 231-9226 Meeting ID 238-267-3925 Password 007304

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NOTICE AND AGENDA OF MANAGEMENT ASSESSMENT COMMITTEE MEETING

MONDAY, AUGUST 23, 2021 • 4:30 P.M.

Committee Members

President Rose

Vice President Milhiser - Chair

Consistent with the provisions set forth in the Governor's Executive Order N-08-21, this meeting will be conducted telephonically by the committee. Interested members of the public may participate in the meeting to observe and/or provide public comment by using the access information listed above.

1. CALL TO ORDER

2. PUBLIC COMMENT

3. AGENDA CHANGES/ADDITIONS

4. DISCUSSION AND/OR ACTION ITEMS

A. Committee Meeting Minutes

Meeting Date: July 6, 2021

Recommendation: Approve as presented

B. Water Meter Replacement Policy

Presenter: Juan Ventura, Customer Service Supervisor/IT Manager

Recommendation: It is recommended that the Management Assessment Committee recommend that the Board of Directors adopt Resolution 794-22 establishing a Water Meter Replacement Policy.

5. ADJOURNMENT

DECLARATION OF POSTING

In accordance with the requirements of California Government Code §54954.2, this agenda has been posted in the display case at the gated entrance to our main office at 10575 Central Avenue, Montclair, California not less than 72 hours prior to the meeting date and time above.

Written materials relating to open session agenda items, including those distributed to the majority of the Board of Directors after distribution of this agenda package, are available for public inspection during normal business hours at the District's main office, located at 10575 Central Avenue, Montclair, California.

Pursuant to the Americans with Disabilities Act, persons with a disability who require a disability-related modification or accommodation in order to participate in a meeting may request such modification or accommodation from the District Secretary at (909) 267-2160, or by email at ggarcia@mvwd.org. Notification 48 hours prior to the meeting will enable District staff to make reasonable arrangements to assure accessibility to the meeting.

**MINUTES OF THE REGULAR MEETING
OF THE MANAGEMENT ASSESSMENT COMMITTEE
OF THE MONTE VISTA WATER DISTRICT
BOARD OF DIRECTORS**

July 6, 2021

DIRECTORS PRESENT

Sandra Rose, President
G. Michael Milhiser, Vice President – Chair

DIRECTORS ABSENT

None.

STAFF PRESENT

Justin Scott-Coe, General Manager
Stephanie Reimer, Assistant General Manager/Chief Financial Officer
Juan Ventura, Customer Service Supervisor

OTHERS IN ATTENDANCE

None.

ITEM 1: CALL TO ORDER

Vice President Milhiser called the meeting to order at 4:30 p.m.

ROLL CALL

General Manager Justin Scott-Coe stated that the Management Assessment Committee of the Board of Directors of the Monte Vista Water District meeting may be conducted pursuant to Executive Order N-08-21 and sections of the Brown Act unaffected by that Order. Each director confirmed their attendance and ability to hear the proceedings. Other attendees confirmed they could hear each director. The directors and staff were reminded that any votes taken during the teleconference portion of the meeting must be taken by roll call vote. General Manager Justin Scott-Coe provided brief instructions on appropriate conduct during the meeting.

ITEM 2: PUBLIC COMMENT

None.

ITEM 3: AGENDA CHANGES/ADDITIONS

None.

ITEM 4: DISCUSSION AND/OR ACTION ITEMS

A. Meeting Minutes: June 22, 2021

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-07-01

MOVED: Approved the June 22, 2021 Management Assessment Committee minutes, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

B. Comprehensive District Policy Manual

Assistant General Manager/Chief Financial Officer Stephanie Reimer provided a verbal update on the Administrative Policies and Procedures Handbook and the proposed Comprehensive District Policy Manual.

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-07-02

MOVED: Recommended that the Management Assessment Committee recommend the Board of Directors:

- 1) Review and discuss Monte Vista Water District’s Administrative Policies and Procedures Handbook; and
- 2) Authorize staff to develop a Comprehensive District Policy Manual, incorporating all of Monte Vista Water District’s current and future policies, for consideration by the Board of Directors, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

C. Fiscal Year Ending 2022 – Temporary Modification of the Lifeline Assistance Program and COVID-19 Customer Service Assistance Outreach Program

Customer Service Supervisor Juan Ventura provided a verbal update on the proposed temporary modification of the Lifeline Assistance Program and COVID-19 Customer Service Assistance Outreach Program.

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-07-03

MOVED: Recommended that the Management Assessment Committee recommend the Board of Directors:

- 1) Approve a temporary modification to the Lifeline Assistance Program for Fiscal Year Ending 2022; and
- 2) Approve the COVID-19 Customer Assistance Outreach Program, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

D. Performance Evaluation Process for General Manager and Assistant General Manager/Chief Financial Officer

General Manager Justin Scott-Coe reviewed with the Management Assessment Committee the recent performance evaluation process for the general manager and assistant general manager/chief financial officer and discussed improvements for next year’s evaluation process. The verbal report was received and filed.

ITEM 5: ADJOURNMENT

Upon motion by President Rose, seconded by Vice President Milhiser, and unanimously carried:

M21-07-04

MOVED: Approved to adjourn the meeting, as by roll call vote:

President Rose	aye
Vice President Milhiser	aye

There being no further business, Vice President Milhiser adjourned the meeting at 5:01 p.m.

Respectfully submitted,

Justin M. Scott-Coe
General Manager/Secretary

DRAFT



August 23, 2021

Honorable Management Assessment Committee
Monte Vista Water District

SUBJECT: Water Meter Replacement Policy

STAFF RECOMMENDATION:

It is recommended that the Management Assessment Committee recommend that the Board of Directors adopt Resolution 794-22 establishing a Water Meter Replacement Policy.

PRIOR BOARD ACTION:

None.

FINANCIAL IMPACT:

There is no direct impact on the Fiscal Year Ending 2022 Budget as a result of this item.

CONSISTENCY WITH STRATEGIC PLAN GOALS/INITIATIVES:

Strategic Goal 3: Maintain and upgrade the District's infrastructure and facilities.

Initiative 3.4: Develop and implement a Meter Testing and Replacement Program.

BACKGROUND

On October 09, 2015, Governor Brown signed into law Senate Bill (SB) 555 which added section 10608.34 to the Water Code. SB 555 directs the State Water Resources Control Board to adopt a state-wide standardized water loss audit for urban retail water suppliers and requires urban retail water suppliers to meet performance standards for the volume of water losses.



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Sandra S. Rose
PRESIDENT

G. Michael Milhiser
VICE PRESIDENT

Manny Martinez
DIRECTOR / BOARD AUDITOR

Philip L. Erwin
DIRECTOR

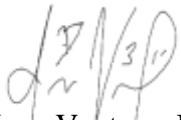
Tony Lopez
DIRECTOR

DISCUSSION

The Monte Vista Water District (District) currently has a business practice of replacing water meters as they break or due to register malfunction. We currently have close to 8,000 meters that have been in the ground for over 15 years; that represents about 63% of our active meter inventory. Over time and/or amount of usage, the meters wear down and therefore result in reduction of accuracy.

The Water Meter Replacement Policy (Policy) establishes policies and procedures for maintaining the integrity of its water metering devices, through the regularly scheduled replacement of water meters. The Policy has been developed with recommendations derived from the American Water Works Association M6 Manual (Water Meters – Selection, Installation, Testing, and Maintenance). These best practices provide for greater efficiencies in metering and mitigating revenue loss due to metering inaccuracies.

Respectfully submitted,



Juan Ventura, Jr.
Customer Service & IT Manager



Stephanie A. Reimer
Assistant General Manager
/ Chief Financial Officer



Justin M. Scott-Coe
General Manager

Attachments

RESOLUTION 794-22
RESOLUTION OF THE BOARD OF DIRECTORS
OF THE MONTE VISTA WATER DISTRICT,
COUNTY OF SAN BERNARDINO, STATE OF CALIFORNIA,
WATER METER REPLACEMENT POLICY

WHEREAS, in 2015 the California Legislature passed, and the Governor signed into law, Senate Bill 555 which added Section 10608.34 to the Water Code regarding water conservation and water loss auditing; and

WHEREAS, the State Water Resource Control Board established an annual water loss audit requiring urban retail water suppliers to meet performance standards for the volume of water losses; and

WHEREAS, in the apparent losses section of aforementioned audit, one of the performance indicators relates to meter replacement; and

WHEREAS, the American Water Works Association has developed a manual that provides recommended practices for maintenance and replacement of water meters; and

WHEREAS, the Board of Directors expresses similar sentiment in its desire to not only protect the customer against meter inaccuracies but also the inequities and revenue loss that results from under-registration of meters; and

WHEREAS, the Monte Vista Water District Strategic Plan Initiative 3.4 states that the Monte Vista Water District will develop and implement a meter testing and replacement program.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of Monte Vista Water District have acknowledged and reviewed the Water Meter Testing Policy, attached hereto as Exhibit A, and the policy is hereby approved and adopted.

APPROVED AND ADOPTED this 8th day of September 2021.

Sandra S. Rose
President of the Board of Directors
MONTE VISTA WATER DISTRICT

ATTEST:

Justin M. Scott-Coe
Secretary to the Board of Directors
MONTE VISTA WATER DISTRICT

Field Services Handbook

Subject: Water Meter Replacement

1. Purpose

- 1.1. The Monte Vista Water District's (District) Water Meter Replacement Policy (Policy) establishes policies and procedures for how the District replaces its active meters. This Policy has been developed with recommendations derived from the American Water Works Association (AWWA) M6 Manual (Water Meters – Selection, Installation, Testing, and Maintenance). The purpose of a water meter replacement policy is to provide an outline of the procedures and ways in which the District maintains the integrity of its water metering devices, through the replacement of water meters. To the extent that this Policy conflicts with any other District rules, regulations, or policies, this Policy shall control.

2. General Policy and Authorization

- 2.1. Governing Authority. The District, as an agency of the state, formed as a special district pursuant to the County Water District Act (Water Code § 30000 et seq.), is governed in the execution of the collection of delinquent accounts by California Government Code Sections 60370–60375.5. As an urban or community water system that supplies water to more than 200 service connections, the District is also governed, effective February 1, 2020, by Sections 116900–116926 of the California Health & Safety Code, which is known as the Water Shutoff Protection Act.
- 2.2. General Manager Authority. By adoption of this Policy, the Board of Directors is authorizing the general manager or their designee to exercise certain duties and responsibilities under this Policy that are essential for the operation of the District.

3. Water Meters

- 3.1. All water meter replacements and water meter choice and type are the discretion of the District as it complies with all standards and District ordinances. Water meter repairs and replacements will be documented and recorded through the use of the work order system for reference.

4. Water Meter Replacement Program

4.1. Definition of Size Categories

- 4.1.1. Small Meters. The size of meters included in this category are either ¾-inch or 1-inch.

4.1.2. Medium Meters. The size of meters included in this category are either 1-1/2-inch or 2-inch.

4.1.3. Large Meters. The size of meters included in this category range from 3-inch to 10-inch.

4.1.4. Hydrant Meters. This category refers to meters that are used for construction purposes and are connected to a fire hydrant as opposed to a standard water service line. Normally meters in this category are 3-inch or greater in size.

4.1.5. Production and Wholesale Meters. This category refers to meters that are used to measure either the production of water from District wells or water that is sold to neighboring water agencies.

4.2. Replacement Interval

4.2.1. Small & Medium Meters:

4.2.1.1. Meters shall be replaced as these meters reach a fifteen (15) to twenty (20) year period of physical use.

4.2.1.2. Any water meter will be replaced as seen fit to ensure accuracy and reliability of its mechanical design, or any other associated devices.

4.2.1.3. Any water meter may upon request of the account holder be tested and if found inaccurate replaced by the District. (See Water Meter Testing Policy.)

4.2.2. Large Meters:

4.2.2.1. Meters shall be replaced when the results of a meter calibration proves to be less than the acceptable standard, as per the AWWA standards.

4.2.2.2. Any water meter will be replaced as seen fit to ensure accuracy and reliability of its mechanical design, or any other associated devices.

4.2.2.3. Any water meter may upon request of the account holder be tested and if found inaccurate replaced by the District. (see water meter testing policy)

4.2.3. Hydrant, Production & Wholesale Meters:

4.2.3.1. Any damage or issues compromising the integrity of these meters that cannot be satisfied by the repair shall be replaced.

4.2.3.2. Any water meter may be replaced as seen fit by the District.

5. Meter Replacement Records

- 5.1. A complete record of all meter replacements shall be recorded by field staff.
- 5.2. Such record shall include: the identifying number of the old and new meter; the type and size of the meter; the date of meter replacement; and the readings of the old and new meter.

6. Policy Review and Implementation

- 6.1. Staff will review the replacement protocols and procedures on a biennial basis to ensure that current industry testing standards are implemented, compliance with regulations is adhered to, and that the ever-changing dynamics of the District's distribution system are considered.

APPROVED:

Justin M. Scott-Coe, General Manager

Date: _____

