



Comprehensive District Policy Manual

BOARD OF DIRECTORS

JULY 28, 2021

District Policies

- Bylaws
- Ordinances
- Resolutions
- Administrative Policies and Procedures Manual
- Miscellaneous

Current Policies by Category

Administration

Governance

Community Affairs

Customer Service

Engineering

Finance & Accounting

Human Resources & Risk

Information Technology

Operations

Maintenance

Administration

Existing

- Administrative Policies & Documents
 - Communicable Disease Emergency Response Plan
 - COVID-19 Prevention Plan
 - Emergency Response Plan

Update/Future

- Use of District Vehicles
- Agreements/Contracts
- Electronic Signatures
- Easements

Governance

Existing

- Bylaws
- Mission Statement
- Ordinance 35: Board Compensation
- Conflict of Interest Code
- Strategic Planning
- Resolution 759-20: General Manager's Authorities
- Records Retention and Destruction of Documents
- Requests for Information

Update/Future

- Board Procedures
- Transparency
- Board Training

Community Affairs

Existing

- Community Affairs Handbook
 - Customer Communications
 - District Sponsorships
 - Legislative & Advocacy Principals
 - Recognitions

Update/Future

- Customer Programs

Customer Service

Existing

- Customer Service Handbook
 - Service Conditions
 - Application for Service
 - Security Deposit
 - Billing
 - Payments
 - Water Budget Variance
 - Liens
 - Discontinuation of Water Service for Non-Payment
 - Account Closure
 - Miscellaneous Fees and Charges
 - Lifeline Assistance Program
- Field Services Handbook
 - Water Meter Testing

Update/Future

- Meter Replacement

Finance & Accounting

Existing

- Bylaws
- Ordinance 28: Connections, Rates/Fees
- Finance & Accounting Handbook
 - Credit Card
 - Petty Cash
 - Purchasing
 - Budget
 - Asset Capitalization
 - Expense Reimbursement
 - Statement of Investment
 - Cash Reserve
 - Debt Management
 - Disposal of Surplus Property
- Financial Master Plan

Update/Future

- Updates
 - Ordinance 28
 - Asset Capitalization/Depreciation
 - Credit Card
 - Expense Reimbursement
 - Budget
 - Purchasing
- Gifts and Gratuities
- Escheat of Funds
- Credits & Adjustments
- Grant Management

Human Resources & Risk

Existing

- Ordinance 23.1.95: Injury and Illness Prevention Program
- Employee Handbook
 - Fundamental Workplace Policies
 - Employment Relationship
 - Your Benefits
 - Your Time Off Benefits
 - Your Performance
 - Grievance Procedures
 - District Employment Policies

Update/Future

- Claims against the District
- Stand-by and On-Call Service
- Cell Phone Policy
- Employee Recognition Policy
- Comprehensive Employee Policy Manual
- Telecommuting
- Safety Manual

Information Technology

Existing

- Information Technology Handbook
 - Computer & Phone Use
 - Email Use

Update/Future

- Technical Provisions
- Physical Provisions
- Disaster Recovery
- Data Management
- Change Control
- Patch Management
- Incident Response
- Risk Management

Operations

Existing

- Ordinance 31: Recycled Water
- Ordinance 33: Water Efficiency and Shortage Response
- Ordinance 34: Cross-Connection Control
- Domestic Water Master Plan
- Recycled Water Master Plan
- Capital Improvement Plan
- Urban Water Management Plan
- Emergency Response Plan
- Hazard Mitigation Plan
- Standards and Specifications

Update/Future

- Master Planning and Asset Management
- Water Resource Procurement
- Groundwater Storage
- Production Meter Testing/Replacement
- CEQA Compliance/Implementation

Maintenance

Existing

- Maintenance Handbook (WIP)

Update/Future

- Water loss
- GIS management

Next Steps



Comprehensive Policy
Manual/Guide



Gaps Analysis
(Ongoing)



Update/New Policies
(Ongoing)

Recommendation

It is recommended that the Board of Directors:

1. Review and discuss Monte Vista Water District's Administrative Policies and Procedures Handbook
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