



MANAGING RESOURCES FOR A BETTER FUTURE

DIRECTORS
NICK BRUNO, PRESIDENT
JEFFREY D. COULTHARD, VICE PRESIDENT
AMBER MENDOZA, TREASURER
DANNY HOFFMAN
LYNN HOFFMAN
BRIAN PARTRIDGE
TONI SCARBOROUGH

JULIA D. BERRY, GENERAL MANAGER/SECRETARY
MIKE CUTTONE, ASSISTANT TREASURER
BRIAN EHLERS, DISTRICT ENGINEER
LAUREN D. LAYNE, LEGAL COUNSEL

REGULAR MEETING OF THE BOARD OF DIRECTORS

March 9, 2020 at 11:00 A.M.
The Lodge at Riverstone
370 Lodge Road South
Madera, California 93636

AGENDA

1. CALL TO ORDER

2. ADDITIONS TO THE AGENDA

(The Board may add an item to the agenda if, upon a two-thirds vote, the Board finds that there is a need for immediate action on the matter and the need came to the attention of the District after the posting of this Agenda.)

3. PUBLIC COMMENT

Members of the public may address the Board on any matter related to the District that is not included on the Agenda. Comments are limited to five (5) minutes per person.

4. POTENTIAL CONFLICT(S) OF INTEREST

(Any Board member who has a potential conflict of interest may now identify the item and recuse himself or herself from discussing and voting on the matter.)

5. CONSENT CALENDAR – Review and Consider for Action

- a. Approval of Minutes of the Regular Board Meeting on February 10, 2020
- b. Acceptance of Monthly Financial Report for the month of January 2020
- c. Approval of payment of warrants and ratification of warrants paid since the prior meeting, if necessary

6. CORRESPONDENCE

(Members of the Board or Staff may provide comment on any timely matter related to the District that is not included on the agenda.)

PUBLIC HEARING

7. **Riverstone Elementary School Connection Fee Adoption-** Review and consider action to adopt Water, Sewer and Strom Drain Connection Fees for Riverstone Elementary School.
8. **Non-Residential Connection Fees-** Review and consider action to adopt Water and Sewer connection fees for non-residential properties.

Close Public Hearing

9. **BOARD ACTION ITEMS** - The Board may take action on any of the following items:

NEW BUSINESS

- a. **District Standard Update** - Review and consider action to adopt an updated standard for 1-inch and 2-inch Automatic Air Release and Vacuum Valve.
 - b. **District Shut Off Policy** – Review and consider action to adopt update to the District’s Utility Service Policy manual, updated to include the requirements of SB 998 regarding water shutoff notifications, and adopt the “Establishing Utility Service Document.”
 - c. **Riverstone Elementary School Manhole Exemption-** Review and consider action to remove the requirement for a metering manhole for Riverstone Elementary School.
10. **COMMITTEE REPORTS** - The Board may take action on any of the following items
 - a. **Wastewater Treatment – Ad Hoc Committee.** Report from the Ad Hoc Committee on recent discussions and recommendations to the Board of Directors.
 - b. **Water Supply and Utilization – Ad hoc Committee.** Report from the Ad Hoc Committee on recent discussions and recommendations to the Board of Directors.
11. **DISTRICT ENGINEER’S REPORT** - The Board may take action on any of the following items
 - a. Operations Monthly Report
 - b. Wastewater Treatment Facility (WWTF) Status
 - c. Other District Matters
12. **LEGAL COUNSEL REPORT** – The Board may take action on any of the following items
 - a. Legislation
 - b. Legal matters affecting the District
13. **GENERAL MANAGER’S REPORT** – The Board may take action on any of the following items
 - a. Monthly Operations

b. Other District Matters

14. ADJOURN

- Items on the Agenda may be taken in any order.
- Action may be taken on any item listed on the Agenda.
- Writings relating to open session Agenda items that are distributed to members of the Board of Directors will be available for inspection at the District office, excluding writings that are not public records or are exempt from disclosure under the California Public Records Acts.

▪ **ACCOMMODATIONS FOR PERSONS WITH DISABILITIES**

A person with a qualifying disability under the Americans With Disabilities Act of 1990 may request the District to provide a disability-related modification or accommodation in order to participate in any public meeting of the District. Such assistance includes appropriate alternative formats for the agendas and agenda packets used for any public meetings of the District. Requests for such assistance and for agendas and agenda packets shall be made in person, by telephone, or by written correspondence to the District at (559) 970-8778 or P.O. Box 27950, Fresno, California 93729, at least 48 hours before a District meeting.



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**Minutes of the Meeting of the Board of Directors
Root Creek Water District
held on
February 10, 2020**

1. Call to Order:

The board meeting for the Root Creek Water District was called to order at 11:09 a.m. at the Lodge at Riverstone by President Nick Bruno. Board members present were Nick Bruno, Jeff Coulthard, Lynn Hoffman, Amber Mendoza and Brian Partridge, Toni Scarborough and Dan Hoffman. Members absent: none. Members of the public included Julia Berry, Lauren Layne, Brian Ehlers, Al Solis, Timothy Jones, and Shay Bakman.

2. Additions to the Agenda:

There were no additions made to the agenda.

3. Public Comment:

There was no public comment.

4. Potential Conflicts of Interests:

There were no conflicts identified.

5. Consent Calendar:

A motion was made to accept and approve items 5a, 5b, 5c, with the addition of Al Solis to the list of public attendees, by Director Partridge, seconded by Director Coulthard, with Director Scarborough abstaining, and the motion carried.

6. Correspondence:

There was no correspondence.

7. BOARD ACTION ITEMS

a. Wastewater Treatment Plant Spare Parts Order:

A motion was made Director Scarborough and seconded by Director L. Hoffman to purchase spare parts for the wastewater treatment plant in an amount not to exceed \$45,000.00. The motion carried. Staff was directed to return to the board with the final purchase amount total.

b. Budget Adjustment:

A motion was made by Director Mendoza and seconded by Director Scarborough to budget for additional accounting services costs incurred in the amount of \$2,958.10. The motion carried.

8. COMMITTEE REPORTS

a. Wastewater Treatment:

No reportable items.

b. Water Supply and Utilization:

No reportable items.

9. District Engineers Report

Brian Ehlers reported that the average daily flow of wastewater at the plant is 57,994 gpd, peak flows are at 68,853 gpd. There is a total of 446 residential connections to the system. Well #4 is back online and in production. The Generac generator is now scheduled to get repairs completed.

10. Legal Counsel Report

The legislature is back in session and new legislative bills were introduced through January 2020.

11. General Manager's Report

As directed by the Board, staff executed an agreement with WNO to forgo the standby payment in exchange for advance guaranteed quantity of water delivery for the 2020-2021 Water Year. The Root Creek Groundwater Sustainability Plan was submitted on time to the state. The Madera Subbasin Coordination Agreement was signed by 6 of the 7 Groundwater Sustainability Agencies in the Madera Subbasin. Municipal Customers will receive a mail piece addressing water quality issues and actions they make take to keep the Riverstone Community "green."

Director L. Hoffman made a motion to set a public hearing for March 9, 2020 to establish connection fees for schools, retail and other commercial development not specified in the Financial Plan and Rate Study.

Staff was given general direction to draft a policy for collection of funds for delinquent customers, and a program for penalties incurred should accounts remain in default.

12. Adjournment

a. Director Scarborough made a motion to adjourn, seconded by Director L. Hoffman, and the motion carried. The meeting was adjourned at 12:00 p.m.

Julia D. Berry, District Secretary

ROOT CREEK WATER DISTRICT
Cash Account Activity For the Month
As of January 31, 2020

Type	Date	Num	Name	Memo	Clr	Debit	Credit	Balance	
Premier Valley - Operating Acct									
Deposit	01/03/2020			2020 Benefit Assessment	X	8,102.40		520,959.36	
Deposit	01/10/2020			Hydrant usage fees, Hydrant Usage deposit	X	3,643.80		529,061.76	
Deposit	01/17/2020			Water Hydrant Usage	X	2,058.80		532,705.56	
Deposit	01/23/2020			Deposit	X	10,947.50		534,764.36	
Transfer	01/27/2020			For MID option payments	X	100,000.00		545,711.86	
Transfer	01/27/2020			For 159 Additional 2019 Permits "rooftop fees"	X	206,700.00		645,711.86	
Transfer	01/27/2020			Funds Transfer	X	31,000.00		852,411.86	
Deposit	01/31/2020			Hydrant Meter Fees	X	1,665.65		883,411.86	
Bill Pmt -Check	01/01/2020	3463	ACWA/JPIA		X		2,770.00	885,077.51	
Bill Pmt -Check	01/01/2020	3464	Baker Manock & Jensen	012023	X		3,645.74	882,307.51	
Bill Pmt -Check	01/01/2020	3465	Cuttone & Mastro, CPA's		X		4,329.50	878,661.77	
Bill Pmt -Check	01/01/2020	3466	Julia D. Berry		X		14,523.71	874,332.27	
Bill Pmt -Check	01/01/2020	3467	Lechowicz & Tseng Municip...		X		1,690.97	859,808.56	
Bill Pmt -Check	01/01/2020	3468	Madera Irrigation District	Account 22175	X		1,500.00	858,117.59	
Bill Pmt -Check	01/01/2020	3469	Provost & Pritchard		X		48,507.84	856,617.59	
Bill Pmt -Check	01/01/2020	3470	RT Diversified, Inc.		X		86,011.08	808,109.75	
Check	01/08/2020	3477	Madera Irrigation District	Rooftop Fees for Permits pulled in December 2019	X		7,800.00	722,098.67	
Bill Pmt -Check	01/08/2020	3478	PG&E	# 2031120882-9	X		6,226.36	714,298.67	
Bill Pmt -Check	01/08/2020	3479	PG&E	# 4770989633-7	X		1,458.41	708,072.31	
Bill Pmt -Check	01/08/2020	3480	PG&E	# 8486614124-9	X		3,954.12	706,613.90	
Bill Pmt -Check	01/08/2020	3481	PG&E	# 0305337496-7	X		754.40	702,659.78	
Bill Pmt -Check	01/08/2020	3482	PG&E	# 6826243981-0	X		1,165.58	701,905.38	
Bill Pmt -Check	01/31/2020	3484	Concepts 'N Computing, Inc		X		999.99	700,739.80	
Check	01/25/2020	3492	Madera Irrigation District	Pay Request # 34			3,074.77	699,739.81	
Check	01/25/2020	3493	Nicholas Edward Bruno	Meeting & Travel Reimbursement			415.08	696,665.04	
Check	01/27/2020	3494	Madera County Flood Control	Pay Request # 34			7,031.68	696,249.96	
Bill Pmt -Check	01/27/2020	3495	Madera Irrigation District	For permits issued in 2019 but reported to us in 2020			206,700.00	7,031.68	
Bill Pmt -Check	01/27/2020	3496	Madera Irrigation District				100,000.00	689,218.28	
Check	01/27/2020	3497	Madera Irrigation District				960.67	482,518.28	
								382,518.28	
								381,557.61	
Total Premier Valley - Operating Acct							364,118.15	503,519.90	381,557.61
Premier Valley- Muni&Urban Acct									
Check	01/01/2020		Invoice Cloud		X		126.30	8,761.48	
Deposit	01/02/2020			Utilities Deposit	X	957.48		8,635.18	
Deposit	01/03/2020			Utilities Deposit	X	101.59		9,592.66	
Deposit	01/03/2020			Utilities Deposit	X	609.89		9,694.25	
Deposit	01/04/2020			Utilities Deposit	X	281.49		10,304.14	
Deposit	01/05/2020			Utilities Deposit	X	200.59		10,585.63	
Deposit	01/06/2020			Utilites Deposit	X	510.49		10,786.22	
Deposit	01/06/2020			Utilities Deposit	X	175.61		11,296.71	
Deposit	01/07/2020			Utilities Deposit	X	589.94		11,472.32	
Deposit	01/07/2020			Utilities Deposit	X	411.52		12,062.26	
Deposit	01/08/2020			Utilities Deposit	X	643.50		12,473.78	
Deposit	01/08/2020			Utilities Deposit	X	351.99		13,117.28	
Deposit	01/10/2020			Utilities Deposit	X	4,979.01		13,469.27	
Deposit	01/09/2020			Utilities Deposit	X	224.49		18,448.28	
Deposit	01/10/2020			Utilities Deposit	X	125.22		18,672.77	
Deposit	01/11/2020			Utilites Deposit	X	140.84		18,797.99	
Deposit	01/12/2020			Utilities Deposit	X	360.56		18,938.83	
Deposit	01/13/2020			Utilities Deposit	X	184.45		19,299.39	
Deposit	01/13/2020			Utilities Deposit	X	191.51		19,483.84	
Deposit	01/13/2020			Utilities Deposit	X	231.44		19,675.35	
Deposit	01/14/2020			Utilities Deposit	X	233.74		19,906.79	
Deposit	01/15/2020			Utilities Deposit	X	718.00		20,140.53	
Deposit				Utilities Deposit	X			20,858.53	

ROOT CREEK WATER DISTRICT
Cash Account Activity For the Month
As of January 31, 2020

Type	Date	Num	Name	Memo	Clr	Debit	Credit	Balance
Deposit	01/14/2020			Utilities Deposit	X	447.36		21,305.89
Deposit	01/17/2020			Utilities Deposit	X	4,242.50		25,548.39
Deposit	01/16/2020			Utilities Deposit	X	507.53		26,055.92
Deposit	01/17/2020			Utilites Deposit	X	237.41		26,293.33
Deposit	01/17/2020			Utilities Deposit	X	666.92		26,960.25
Deposit	01/18/2020			Utilities Deposit	X	271.74		27,231.99
Deposit	01/19/2020			Utilities Deposit	X	3,729.59		30,961.58
Deposit	01/20/2020			Utilities Deposit	X	570.07		31,531.65
Deposit	01/20/2020			Utilities Deposit	X	121.07		31,652.72
Deposit	01/21/2020			Utilities Deposit	X	96.62		31,749.34
Deposit	01/22/2020			Utilities Deposit	X	74.73		31,824.07
Deposit	01/23/2020			Utilities Deposit	X	30.00		31,854.07
Deposit	01/25/2020			Utilities Deposit	X	377.28		32,231.35
Transfer	01/27/2020			Funds Transfer	X		31,000.00	1,231.35
Deposit	01/31/2020			Utilities Deposit	X	1,959.80		3,191.15
Deposit	01/31/2020			Utilites Deposit	X	442.07		3,633.22
Deposit	01/31/2020			Utilities Deposit	X	1,425.82		5,059.04
Deposit	01/31/2020			Utilities Deposit	X	335.00		5,394.04
Deposit	01/01/2020			Utilities Deposit	X	119.38		5,513.42
Deposit	01/01/2020			Utilties Deposit	X	139.08		5,652.50
Deposit	01/31/2020			Interest	X	0.37		5,652.87
Check	01/31/2020		Premier Valley Bank	Bank Service Fee	X		25.00	5,627.87
Deposit	01/23/2020			Utilities Deposit	X	262.30		5,890.17
Total Premier Valley- Muni&Urban Acct						28,279.99	31,151.30	5,890.17
Premier Valley -Connection Fees								478,541.56
Deposit	01/13/2020				X	0.00		478,541.56
Transfer	01/27/2020			For 159 Additional 2019 Permits "rooftop fees"	X		206,700.00	271,841.56
Deposit	01/31/2020			Interest	X	22.62		271,864.18
Total Premier Valley -Connection Fees						22.62	206,700.00	271,864.18
Premier Valley - Ag Account								1,292,604.73
Deposit	01/03/2020			Water Recharge Fee 2020	X	52,692.70		1,345,297.43
Transfer	01/27/2020			For MID option payments	X		100,000.00	1,245,297.43
Deposit	01/31/2020			CFD Connection Fees	X	106,121.31		1,351,418.74
Deposit	01/31/2020			Deposit	X	65.24		1,351,483.98
Total Premier Valley - Ag Account						158,879.25	100,000.00	1,351,483.98
TOTAL						551,300.01	841,371.20	2,010,795.94

ROOT CREEK WATER DISTRICT
Statement of Revenues and Expenses by Fund-Cash Basis

January 2020

	01-District Administr...	02-Water Municipal	03-Sewer	04-Storm Drain	05-Water Agriculture	TOTAL
Ordinary Income/Expense						
Income						
410 - Agricultural Revenues						
410.02 - Agricultural Recharge Fees	0.00	0.00	0.00	0.00	42,708.82	42,708.82
410.03 - Agricultural Capital Fee	0.00	0.00	0.00	0.00	9,983.88	9,983.88
Total 410 - Agricultural Revenues	0.00	0.00	0.00	0.00	52,692.70	52,692.70
420 - Municipal Revenues						
420.02 - Municipal Water Utility Charges	0.00	15,230.07	0.00	0.00	0.00	15,230.07
420.03 - Municipal Storm Drain Charges	0.00	0.00	0.00	1,499.43	0.00	1,499.43
420.04 - Municipal Wastewater Charges	0.00	0.00	11,047.57	0.00	0.00	11,047.57
420.09 - Late Fees (Municipal)	0.00	512.24	0.00	0.00	0.00	512.24
425.02 - Municipal Water Hydrant Usage	0.00	2,465.00	0.00	0.00	0.00	2,465.00
Total 420 - Municipal Revenues	0.00	18,207.31	11,047.57	1,499.43	0.00	30,754.31
430.00 - Municipal Revenues-Builder Chrgs						
430.01 - Inspection Fees	0.00	12,331.11	0.00	0.00	0.00	12,331.11
430.02 - Rooftop Fees	0.00	474.71	0.00	0.00	0.00	474.71
430.03 - Water Connection Fees	0.00	1,185.69	0.00	0.00	0.00	1,185.69
430.04 - Wastewater Connection Fees	0.00	0.00	4,142.42	0.00	0.00	4,142.42
430.05 - Storm Drain Connection Fees	0.00	0.00	0.00	457.18	0.00	457.18
430.06 - Meter Installation Fees	0.00	9,768.00	0.00	0.00	0.00	9,768.00
Total 430.00 - Municipal Revenues-Builder Chrgs	0.00	23,759.51	4,142.42	457.18	0.00	28,359.11
480 - Other Sources Revenues						
480.01 - Assessments	8,102.40	0.00	0.00	0.00	0.00	8,102.40
480.02 - CFD Assessments	0.00	106,121.31	0.00	0.00	0.00	106,121.31
480.03a - Grant Revenues	10,106.45	0.00	0.00	0.00	0.00	10,106.45
480.03b - Grant Admin Revenue	841.05	0.00	0.00	0.00	0.00	841.05
480.03c - Grant Costs	-10,106.45	0.00	0.00	0.00	0.00	-10,106.45
480.03d - Grant Admin Costs	-1,039.50	0.00	0.00	0.00	0.00	-1,039.50
480.04 - Interest Income	0.00	88.23	0.00	0.00	0.00	88.23
Total 480 - Other Sources Revenues	7,903.95	106,209.54	0.00	0.00	0.00	114,113.49
Total Income	7,903.95	148,176.36	15,189.99	1,956.61	52,692.70	225,919.61
Gross Profit	7,903.95	148,176.36	15,189.99	1,956.61	52,692.70	225,919.61
Expense						
510 - Water Costs						
510.01 - Water Option Pymnt - MID	0.00	50,000.00	0.00	0.00	50,000.00	100,000.00
Total 510 - Water Costs	0.00	50,000.00	0.00	0.00	50,000.00	100,000.00
520.01 - MID Assessments	0.00	480.34	0.00	0.00	480.33	960.67
530.01 - MID Roof Top Fee	0.00	214,500.00	0.00	0.00	0.00	214,500.00
540 - System Maintenance						
540.01 - Chemicals	0.00	1,099.51	0.00	0.00	0.00	1,099.51
540.02 - Repairs & Maintenance	0.00	3,923.08	295.00	0.00	0.00	4,218.08
540.03 - Lab Analysis	0.00	564.00	4,747.00	0.00	0.00	5,311.00
Total 540 - System Maintenance	0.00	5,586.59	5,042.00	0.00	0.00	10,628.59
550 - System Management						
550.01 - Operator Contracted	292.74	11,913.37	21,578.34	0.00	0.00	33,784.45
550.03 - Inspection Fees	0.00	9,878.00	0.00	0.00	0.00	9,878.00
550.04 - Hauling and Discharge	0.00	0.00	707.57	0.00	0.00	707.57
Total 550 - System Management	292.74	21,791.37	22,285.91	0.00	0.00	44,370.02
570 - Groundwater Maintenance						
570.01 - Groundwater Measurements	0.00	5,591.39	0.00	0.00	5,591.38	11,182.77
570.02 - Groundwater Sustainability	0.00	2,467.50	0.00	0.00	2,467.50	4,935.00
570.03 - Groundwater-Internal Costs	0.00	265.20	0.00	0.00	265.20	530.40
Total 570 - Groundwater Maintenance	0.00	8,324.09	0.00	0.00	8,324.08	16,648.17
580 - Services						
580.01 - Power	0.00	9,604.75	3,954.12	0.00	0.00	13,558.87
580.02 - Communications	0.00	879.00	219.75	0.00	0.00	1,098.75
580.03 - Security	0.00	198.00	101.50	0.00	0.00	299.50
Total 580 - Services	0.00	10,681.75	4,275.37	0.00	0.00	14,957.12
610 - Marketing						
610.02 - Website	999.99	126.30	0.00	0.00	0.00	1,126.29
Total 610 - Marketing	999.99	126.30	0.00	0.00	0.00	1,126.29
620 - Professional Fees						
620.01 - Accounting	0.00	2,595.00	576.66	576.66	576.68	4,325.00
620.03 - Management Contracted	14,166.66	0.00	0.00	0.00	0.00	14,166.66
620.04 - Engineering	4,725.62	3,646.87	1,505.04	1,155.00	2,763.85	13,796.38
620.05 - Legal	2,101.74	1,186.50	27.50	27.50	302.50	3,645.74
620.06 - GIS Services	70.00	2,135.00	0.00	0.00	2,135.00	4,340.00
620.08 - Master Planning	0.00	2,449.40	0.00	0.00	0.00	2,449.40
620.10 - Public Finance	1,690.97	0.00	0.00	0.00	0.00	1,690.97
Total 620 - Professional Fees	22,754.99	12,012.77	2,109.20	1,759.16	5,778.03	44,414.15
630 - Consultants						
630.03 - SJR Turnout	0.00	225.70	0.00	0.00	225.69	451.39
630.07 - WWTP Preliminary Design	0.00	9,783.00	0.00	0.00	0.00	9,783.00
Total 630 - Consultants	0.00	10,008.70	0.00	0.00	225.69	10,234.39
640.01 - Membership dues	4,270.00	0.00	0.00	0.00	0.00	4,270.00
660 - General & Administrative Costs						
660.01 - Printing & Reproduction	113.97	0.00	0.00	0.00	0.00	113.97
660.03 - Conference & Meetings	580.73	0.00	0.00	0.00	0.00	580.73
660.04 - Travel	191.40	0.00	0.00	0.00	0.00	191.40
660.06 - Postage	229.50	0.00	0.00	0.00	0.00	229.50
660.07 - Bank Charges	0.00	25.00	0.00	0.00	0.00	25.00
Total 660 - General & Administrative Costs	1,115.60	25.00	0.00	0.00	0.00	1,140.60
Total Expense	29,433.32	333,536.91	33,712.48	1,759.16	64,808.13	463,250.00
Net Ordinary Income	-21,529.37	-185,360.55	-18,522.49	197.45	-12,115.43	-237,330.39
Other Income/Expense						

ROOT CREEK WATER DISTRICT
Statement of Revenues and Expenses by Fund-Cash Basis

January 2020

	01-District Administr...	02-Water Municipal	03-Sewer	04-Storm Drain	05-Water Agriculture	TOTAL
Other Expense						
900.02 - Capital Expdtures-Water Meters	0.00	27,872.00	0.00	0.00	0.00	27,872.00
Total Other Expense	0.00	27,872.00	0.00	0.00	0.00	27,872.00
Net Other Income	0.00	-27,872.00	0.00	0.00	0.00	-27,872.00
Net Income	-21,529.37	-213,232.55	-18,522.49	197.45	-12,115.43	-265,202.39

ROOT CREEK WATER DISTRICT
Statement of Revenues & Expenses Budget vs Cash Basis Actual
January 2020

	Jan 20	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
410 · Agricultural Revenues				
410.02 · Agricultural Recharge Fees	42,708.82	1,232,000.00	-1,189,291.18	3.5%
410.03 · Agricultural Capital Fee	9,983.88	288,000.00	-278,016.12	3.5%
Total 410 · Agricultural Revenues	52,692.70	1,520,000.00	-1,467,307.30	3.5%
420 · Municipal Revenues				
420.02 · Municipal Water Utility Charges	15,230.07	525,000.00	-509,769.93	2.9%
420.03 · Municipal Storm Drain Charges	1,499.43	28,500.00	-27,000.57	5.3%
420.04 · Municipal Wastewater Charges	11,047.57	216,000.00	-204,952.43	5.1%
420.09 · Late Fees (Municipal)	512.24	2,000.00	-1,487.76	25.6%
425.02 · Municipal Water Hydrant Usage	2,465.00	40,000.00	-37,535.00	6.2%
Total 420 · Municipal Revenues	30,754.31	811,500.00	-780,745.69	3.8%
430.00 · Municipal Revenues-Builder Chrgs				
430.01 · Inspection Fees	12,331.11	150,000.00	-137,668.89	8.2%
430.02 · Rooftop Fees	474.71	390,000.00	-389,525.29	0.1%
430.03 · Water Connection Fees	1,185.69	944,100.00	-942,914.31	0.1%
430.04 · Wastewater Connection Fees	4,142.42	3,403,200.00	-3,399,057.58	0.1%
430.05 · Storm Drain Connection Fees	457.18	375,600.00	-375,142.82	0.1%
430.06 · Meter Installation Fees	9,768.00	266,400.00	-256,632.00	3.7%
430.10 · Restricted Fees	0.00	-2,531,450.00	2,531,450.00	0.0%
Total 430.00 · Municipal Revenues-Builder Chrgs	28,359.11	2,997,850.00	-2,969,490.89	0.9%
480 · Other Sources Revenues				
480.01 · Assessments	8,102.40	322,408.00	-314,305.60	2.5%
480.02 · CFD Assessments	106,121.31	203,384.00	-97,262.69	52.2%
480.03a · Grant Revenues	10,106.45	500,000.00	-489,893.55	2.0%
480.03b · Grant Admin Revenue	841.05	40,000.00	-39,158.95	2.1%
480.03c · Grant Costs	-10,106.45	-500,000.00	489,893.55	2.0%
480.03d · Grant Admin Costs	-1,039.50	-40,000.00	38,960.50	2.6%
480.04 · Interest Income.	88.23	25.00	63.23	352.9%
Total 480 · Other Sources Revenues	114,113.49	525,817.00	-411,703.51	21.7%
Total Income	225,919.61	5,855,167.00	-5,629,247.39	3.9%
Gross Profit	225,919.61	5,855,167.00	-5,629,247.39	3.9%
Expense				
510 · Water Costs				
510.01 · Water Option Pymnt - MID	100,000.00	100,000.00	0.00	100.0%
Total 510 · Water Costs	100,000.00	100,000.00	0.00	100.0%
520.01 · MID Assessments	960.67	60,000.00	-59,039.33	1.6%
530.01 · MID Roof Top Fee	214,500.00	390,000.00	-175,500.00	55.0%
540 · System Maintenance				
540.01 · Chemicals	1,099.51	15,000.00	-13,900.49	7.3%
540.02 · Repairs & Maintenance	4,218.08	110,000.00	-105,781.92	3.8%
540.03 · Lab Analysis	5,311.00	35,000.00	-29,689.00	15.2%
Total 540 · System Maintenance	10,628.59	160,000.00	-149,371.41	6.6%
550 · System Management				
550.01 · Operator Contracted	33,784.45	300,000.00	-266,215.55	11.3%
550.02 · Meter Reading	0.00	7,200.00	-7,200.00	0.0%
550.03 · Inspection Fees	9,878.00	150,000.00	-140,122.00	6.6%
550.04 · Hauling and Discharge	707.57	20,000.00	-19,292.43	3.5%
Total 550 · System Management	44,370.02	477,200.00	-432,829.98	9.3%
560.01 · Permits	0.00	45,000.00	-45,000.00	0.0%
570 · Groundwater Maintenance				
570.01 · Groundwater Measurements	11,182.77	30,000.00	-18,817.23	37.3%
570.02 · Groundwater Sustainability	4,935.00	70,000.00	-65,065.00	7.1%
570.03 · Groundwater-Internal Costs	530.40	7,500.00	-6,969.60	7.1%
Total 570 · Groundwater Maintenance	16,648.17	107,500.00	-90,851.83	15.5%
580 · Services				
580.01 · Power	13,558.87	285,000.00	-271,441.13	4.8%
580.02 · Communications	1,098.75	15,000.00	-13,901.25	7.3%
580.03 · Security	299.50	5,000.00	-4,700.50	6.0%
Total 580 · Services	14,957.12	305,000.00	-290,042.88	4.9%
610 · Marketing				
610.01 · Advertisng	0.00	1,000.00	-1,000.00	0.0%
610.02 · Website	1,126.29	7,500.00	-6,373.71	15.0%
Total 610 · Marketing	1,126.29	8,500.00	-7,373.71	13.3%
620 · Professional Fees				
620.01 · Accounting	4,325.00	52,480.00	-48,155.00	8.2%
620.02 · Audit	0.00	16,000.00	-16,000.00	0.0%
620.03 · Management Contracted	14,166.66	175,000.00	-160,833.34	8.1%
620.04 · Engineering	13,796.38	250,000.00	-236,203.62	5.5%
620.05 · Legal	3,645.74	100,000.00	-96,354.26	3.6%

ROOT CREEK WATER DISTRICT
Statement of Revenues & Expenses Budget vs Cash Basis Actual
January 2020

	Jan 20	Budget	\$ Over Budget	% of Budget
620.06 · GIS Services	4,340.00	20,000.00	-15,660.00	21.7%
620.08 · Master Planning	2,449.40	10,000.00	-7,550.60	24.5%
620.09 · Special Counsel	0.00	100,000.00	-100,000.00	0.0%
620.10 · Public Finance	1,690.97	28,000.00	-26,309.03	6.0%
Total 620 · Professional Fees	44,414.15	751,480.00	-707,065.85	5.9%
630 · Consultants				
630.01 · Grant Preparation	0.00	20,000.00	-20,000.00	0.0%
630.02 · Special Studies Reports	0.00	10,000.00	-10,000.00	0.0%
630.03 · SJR Turnout	451.39	25,000.00	-24,548.61	1.8%
630.04 · GSP	0.00	200,000.00	-200,000.00	0.0%
630.05 · MS4 Program	0.00	15,000.00	-15,000.00	0.0%
630.07 · WWTP Preliminary Design	9,783.00	50,000.00	-40,217.00	19.6%
630 · Consultants - Other	0.00	0.00	0.00	0.0%
Total 630 · Consultants	10,234.39	320,000.00	-309,765.61	3.2%
640.01 · Membership dues	4,270.00	6,000.00	-1,730.00	71.2%
650.01 · Insurance	0.00	6,500.00	-6,500.00	0.0%
660 · General & Administrative Costs				
660.01 · Printing & Reproduction	113.97	500.00	-386.03	22.8%
660.03 · Conference & Meetings	580.73	20,000.00	-19,419.27	2.9%
660.04 · Travel	191.40	5,000.00	-4,808.60	3.8%
660.06 · Postage	229.50	1,250.00	-1,020.50	18.4%
660.07 · Bank Charges	25.00	500.00	-475.00	5.0%
660.08 · Email Hosting & Storage	0.00	1,000.00	-1,000.00	0.0%
Total 660 · General & Administrative Costs	1,140.60	28,250.00	-27,109.40	4.0%
Total Expense	463,250.00	2,765,430.00	-2,302,180.00	16.8%
Net Ordinary Income	-237,330.39	3,089,737.00	-3,327,067.39	-7.7%
Other Income/Expense				
Other Expense				
900.01 · Capital Expenditures - Equip.	0.00	100,000.00	-100,000.00	0.0%
900.02 · Capital Expdtures-Water Meters	27,872.00	266,400.00	-238,528.00	10.5%
900.03 · Capital Exptures - Improvements	0.00	30,000.00	-30,000.00	0.0%
960.00 · Debt Payments				
960.1 · Debt Principal	0.00	245,206.00	-245,206.00	0.0%
960.2 · Interest Expense	0.00	152,000.00	-152,000.00	0.0%
Total 960.00 · Debt Payments	0.00	397,206.00	-397,206.00	0.0%
Total Other Expense	27,872.00	793,606.00	-765,734.00	3.5%
Net Other Income	-27,872.00	-793,606.00	765,734.00	3.5%
Net Income	-265,202.39	2,296,131.00	-2,561,333.39	-11.5%

ROOT CREEK WATER DISTRICT
A/R Aging Summary
As of January 31, 2020

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Aleco Corporation	0.00	0.00	0.00	0.00	1,151.62	1,151.62
Alfred & Pearl J Lion	0.00	0.00	12,648.30	0.00	4,744.72	17,393.02
Arun Earpula	0.00	0.00	900.00	0.00	0.00	900.00
Bonadelle Neighborhoods	0.00	79,455.00	0.00	0.00	0.00	79,455.00
Browning Contractors Inc.	0.00	171.40	0.00	0.00	0.00	171.40
Coulthard Ents	0.00	0.00	-14,445.81	0.00	0.00	-14,445.81
Coulthard Family Ranches LP	0.00	0.00	0.00	0.00	1,236.98	1,236.98
Coulthard Ent LP & Coulthard Jeffrey	0.00	0.00	-4,212.91	0.00	0.00	-4,212.91
Daniel A & Jacqueline Lion	0.00	0.00	0.00	0.00	2,789.87	2,789.87
E & G Farming LLC	0.00	0.00	0.01	0.00	7,039.98	7,039.99
Giffen Michael Ranch Inc.	0.00	0.00	0.30	0.00	0.00	0.30
Golden Valley Unified School District	13,200.00	0.00	0.00	0.00	0.00	13,200.00
Groveland Dev Corp.	0.00	0.00	-97,013.05	0.00	54,829.05	-42,184.00
Jeff D & Rosemarie Coulthard	0.00	0.00	0.00	0.00	43.82	43.82
Jeff D Coulthard-1	0.00	0.00	-12,373.72	0.00	0.00	-12,373.72
Jeffrey A. Lion	0.00	0.00	0.00	0.00	2,723.97	2,723.97
Jeffrey D. Coulthard	0.00	0.00	0.00	0.00	1,280.48	1,280.48
Lennar Homes	0.00	2,188.00	0.00	0.00	0.00	2,188.00
Lion Alfred Jr. Family Joint Trust	0.00	0.00	0.00	0.00	10,752.78	10,752.78
Lodge Root Creek No 1 LP	0.00	0.00	0.00	0.00	51.34	51.34
Lodge/Root Creek #1 LP	0.00	0.00	0.00	0.00	150.81	150.81
Madera Management Business Trust	0.00	0.00	0.00	0.00	16,307.74	16,307.74
Main Ranch Partners	0.00	0.00	71,715.46	0.00	0.00	71,715.46
Melissa Ann Howard	0.00	0.00	0.00	0.00	9,589.32	9,589.32
Moses Jaghlassian / Seta Trs	0.00	0.00	52,516.16	0.00	50,093.48	102,609.64
Philp Enns	0.00	0.00	461.58	0.00	0.00	461.58
Pitman Family Trust	0.00	0.00	0.00	0.00	1,365.14	1,365.14
Riverstone Community Assn	0.00	0.00	0.00	0.00	42.55	42.55
Riverstone Development LLC	0.00	15,843.00	-5,841.75	79,215.00	4,945,919.04	5,035,135.29
Riverstone Farms	0.00	0.00	-72,563.99	0.00	-35,742.83	-108,306.82
San Joaquin River Ranch LLC	0.00	0.00	23,418.41	0.00	105,113.65	128,532.06
Triple R Partnership	0.00	0.00	29,238.74	0.00	0.00	29,238.74
Utility Billing Customer	12.81	4,224.67	0.00	0.00	0.00	4,237.48
W A Allen	0.00	0.00	0.00	0.00	63.50	63.50
Wathen Castanos Homes	0.00	11.80	0.00	0.00	0.00	11.80
Western Pacific Housing, Inc.	0.00	0.00	0.00	0.00	12,528.00	12,528.00
TOTAL	13,212.81	101,893.87	-15,552.27	79,215.00	5,192,075.01	5,370,844.42



Root Creek Water District
 P.O. Box 27950
 Fresno, CA 93729

**NOTICE TO PROPERTY OWNERS
 OF PUBLIC HEARING
 MARCH 9, 2020 at 11 AM
 on
 SCHOOL CONNECTION FEES**

Overview

The Root Creek Water District (“the District”) sustainably manages groundwater resources to provide available water supply for Agricultural and Municipal customers within the District. The District provides water, storm drain and sewer services to municipal customers.

A Rate Study and Financial Plan (“the Plan”) was approved in 2017 by a Proposition 218 election and later adopted by the District’s Board of Directors, which established connections fees for providing water, wastewater and storm drain services. The Plan recommends that water uses for certain land uses which are highly variable be evaluated further. Schools are identified as land use which shall be evaluated on a case-by-case basis.

Costs found in Table 1. are estimated costs to provide services to Riverstone Elementary School.

Table 1. Riverstone Elementary School Connection Fees		
Purpose	Unit	Fee
Water Service Connection	Acre Foot/Acre	\$488,516.03
Wastewater Service Connection	Equivalent Dwelling Unit (edu)	\$400,364.81
Storm Drain Connection	Runoff Coefficient	\$109,789.35

Public Participation

Any member of the public may request data indicating the estimated cost required to provide the service for which the fee or service charge is levied and the revenue sources anticipated to provide the service. Members of the public may comment on the proposed rates in writing or in person at the public hearing, so long as they are received prior to the conclusion of the public hearing.

Written requests/correspondence may be submitted by mail to the Root Creek WD District Secretary, P.O. Box 27950 Fresno, CA 93729. Information may also be found at: <http://rootcreekwd.com/about-us/municipal-rates/>.

Notice of a Public Hearing on Rates, Fees and Assessments

Pursuant to California Government Code Section 66016, the Root Creek Water District Board of Directors will hold a Public Hearing on the proposed District rates, fees and assessments on March 9, 2020 beginning at 11:00 a.m. at the Lodge at Riverstone located at 370 Lodge Road South, Madera, CA 93636.



Root Creek Water District
 P.O. Box 27950
 Fresno, CA 93729

**NOTICE TO PROPERTY OWNERS
 OF PUBLIC HEARING
 MARCH 9, 2020 at 11 AM**

**on
 NON-RESIDENTIAL CONNECTION FEES**

Overview

The Root Creek Water District (“the District”) sustainably manages groundwater resources to provide available water supply for Agricultural and Municipal customers within the District. The District provides water, storm drain and sewer services to municipal customers. A Rate Study and Financial Plan (“the Plan”) was approved in 2016 by a Proposition 218 election and later adopted by the District’s Board of Directors, which established connections fees for providing water, wastewater and storm drain services. The Plan recommends that water uses for certain land uses which are highly variable be evaluated further. Non residential is identified as land use which shall be evaluated on a case-by-case basis and includes highway commercial, parks/civic/utilities.

Non-residential Wastewater

Non-residential customer classes have various flow and loading characteristics. Offices, for example, are typically both low flow (no washing machines or showers) and low pollutant loading (minimal food preparation). The formula used to scale the non-residential connection fees is provided below:

$$WW \text{ equivalent} = 69.4\% \times \left(\frac{\text{flow gpd}}{186 \text{ gpd}} \right) + 13.6\% \times \left(\frac{\text{BOD mg/L}}{200 \text{ mg/L}} \right) + 17.0\% \times \left(\frac{\text{TSS mg/L}}{200 \text{ mg/L}} \right)$$

For high strength wastewater customers such as restaurants, butcher shops, food processors, and industrial customers, Root Creek Water District adopts the following procedure for collecting the connection fees, referred to as the Commercial Sewer Fee Program. Under the program, RCWD would calculate the sewer connection fee based on the formula described above. However, at permit issuance, the high strength customer would only pay a sewer connection fee based on general commercial flow and pollutant loading. The difference between the RCWD calculated fee based on high strength and the general commercial fee would be paid over a ten-year period as a surcharge on the customer’s monthly sewer bill.

**Table 5-6: Proposed Non-residential Wastewater Connection Fees
 Root Creek Water District
 Financial Master Plan 2016**

Allocation	69.4%	13.6%	17.0%			
Customer Type	GPD per 1,000 sq ft	BOD mg/l	TSS mg/l	Equivalent	Sewer Connection Fee	
Residential [1]	186	200	200	1.00	\$11,344	\$/equivalent dwelling unit
Office	100	130	130	0.57	\$6,489	\$/1,000 sq ft
Retail Store	40	200	200	0.46	\$5,164	\$/1,000 sq ft

[1] Gallons per dwelling unit

Table 5-7 provides the wastewater connection fee for restaurants participating in the Commercial Sewer Fee Program. If the Commercial Sewer Fee Program did not exist, restaurants would pay an upfront connection fee of \$12,807 per 1,000 square feet. By participating in the Commercial Sewer Fee Program, restaurants would pay an upfront wastewater connection fee of \$5,164 based on general commercial flow and pollutant loading characteristics. Over the next year, the District would monitor the flows and loads of the restaurant and determine if the initial high strength estimate was accurate. If so, the Root Creek Water District – Rate Study and Financial Plan Page 25 restaurant would pay \$7,643 per 1,000 square feet in high strength surcharges billed on the customer’s monthly sewer bill over a ten-year period.

**Table 5-7: Commercial Sewer Fee Program Example
 Root Creek Water District
 Financial Master Plan 2015**

Description	Customer Type	GPD per 1,000 sq ft	BOD mg/l	TSS mg/l	Factor	Sewer Connection Fee	
Total Fee	Restaurant	175	400	240	1.13	\$12,807	\$/1,000 sq ft
General Commercial Fee paid with permits	Restaurant	40	200	200	0.46	\$5,164	\$/1,000 sq ft
High Strength Fee paid as rate surcharge	Restaurant					\$7,643	\$/1,000 sq ft
						120	payment periods
						\$63.69	High strength surcharge (\$/month)

Non-Residential Water Connection Fee

Commercial development water use estimated at 2.6 af/ac and unit cost is \$11,118/ac

For the 11,000 sq ft buildings assume that need 2 acres for building and parking

The resultant calculation - \$11,118 \$/ac X 2 acres X 2.6 af/ac = \$57,814 for 2 acres

For the 40,000 sq ft office assume need 4 acres

The resultant calculation - \$11,118 \$/ac X 4 acres X 2.6 af/ac = \$115,627 for 4 acres

Recommended Connection Fee = **\$28,907/ac**

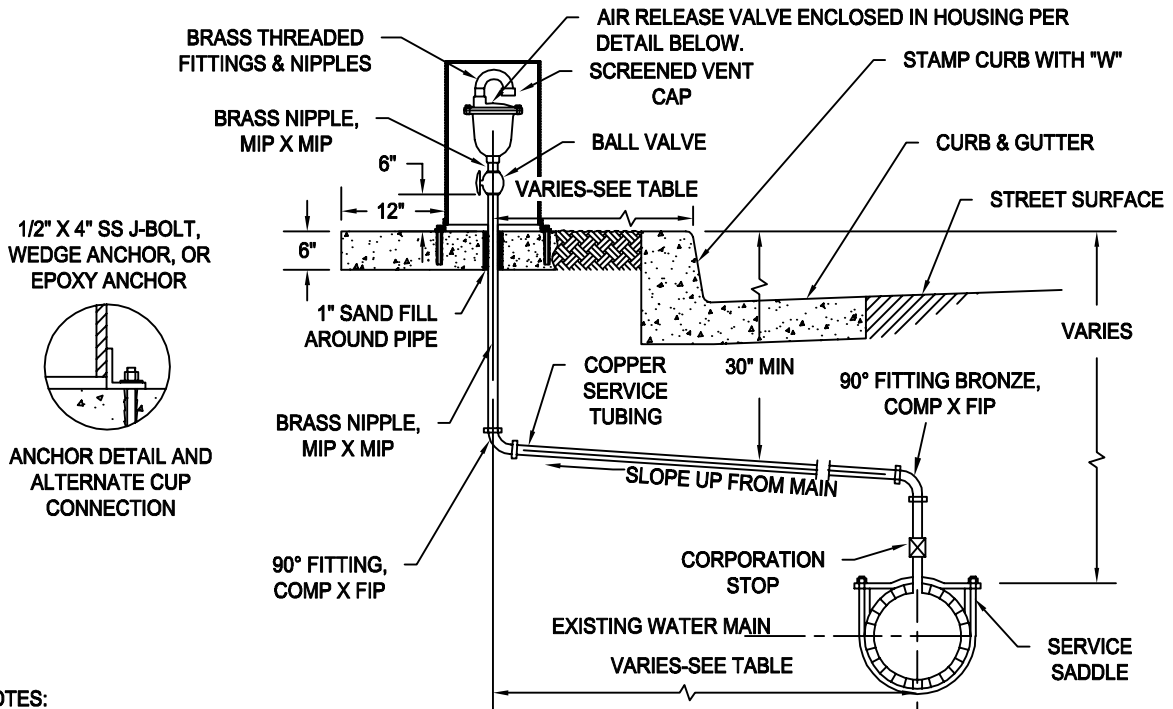
Public Participation

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NOTES:

1. ENCLOSURE SHALL BE ATTACHED TO A CONCRETE SLAB MEASURING 12" ON ALL SIDES AND 6" THICK. IF COMBINED WITH OTHER SERVICES OR APPURTENANCES IN A SINGLE PAD THE PAD SHALL INCLUDE DEEP SCORE JOINTS BETWEEN EACH ASSEMBLY. EXPOSED EDGES SHALL RECEIVE 1/4" RADIUS AND SURFACE SHALL RECEIVE A SWEAT FINISH.
2. COPPER TUBING SHALL INCLUDE HDPE COATING OR POLYBAG.
3. 1" & 2" SADDLES - PVC C900 McDONALD 3855 & PVC C905 McDONALD 3845B.
4. 1" & 2" CORP STOPS - McDONALD NL BALL STYLE CORP STOPS - 73128B OR FORD BALLCORP CORP STOP - FB400-X-NI STYLE.
5. 1" & 2" 90 DEGREE BENDS - McDONALD NL SERVICE FITTING - 74779Q OR FORD PACK JOINT ELL COUPLING - L14-XX-NL STYLE.
6. 1" OR 2" TYPE "K" SOFT DRAWN COPPER TUBING WITH PLASTIC COATING, STREAMLINE OR APPROVED EQUAL, RUNS LONGER THAN 20' SHALL BE UNCOATED AND INSTALLED IN HDPE POLYBAG, ALL EXPOSED COPPER SHALL BE TAPE WRAPPED.
7. 1" OR 2" BRASS NIPPLE, MIP X MIP, LEAD FREE.
8. 1" OR 2" FNW BRASS BODY BALL VALVE, MODEL X410C, FIP X FIP.
9. ARV - VAL-MATIC 1" MODEL 201C.2 & 2" MODEL 202C.2 .
10. AIR VENT CAPS - CHRISTY 1" MODEL VC1, 2" MODEL VC2 .
11. COVER PIPELINE PRODUCTS 1" MODEL VROOT1630E, 2" MODEL V-ROOT-2430E
12. ALL NUTS, BOLTS, & WASHERS SHALL BE 304 OR 316 STAINLESS STEEL.
13. ALL WATER SYSTEM MATERIALS THAT COME INTO CONTACT WITH POTABLE WATER SHALL BE ANSI/NSF STANDARD-61 CERTIFIED OR EQUIVALENT AND SHALL BE LEAD FREE.
14. ARV VALUES SHOULD BE LOCATED WHERE POSSIBLE AT THE HIGH POINT OF THE TRACT ENTRANCE DOWN STREAM OF THE VALVE FROM THE MAIN PIPELINE, AND ± 50' CLEAR OF INTERSECTIONS WHERE POSSIBLE.

ARV. ENCLOSURE SIZES:

1" WATER ARV ENCLOSURE 16" DIAMETER X 30" HEIGHT		
2" WATER ARV ENCLOSURE 24" DIAMETER X 30" HEIGHT		
LOCATIONS:	1" WATER ARV	2" WATER ARV
EDGE OF PAVEMENT - TO CENTER OF ARV SHALL BE (PROVIDES 24" FROM EP TO BOLLARDS.) FG SHALL BE 2" ABOVE EP GRADE.	56" *	60" *
C&G OR AC DIKE AREA WITH NO SIDEWALKS - FACE OF CURB TO CENTER OR ARV SHALL BE	32" *	36" *
C&G AND SEPARATED SIDEWALK - BACK OF SIDEWALK TO CENTER OF ARV SHALL BE	32"	36"
C&G AND MONOLITHIC SIDEWALK - BACK OF SIDEWALK TO CENTER OF ARV SHALL BE	32"	36"
	* NOTE: OR AS DIRECTED BY OWNER/RCWD	
NOTES:		
1. THE SPECIFIED ARV DIMENSIONS WILL CAUSE 12" CLEAR SPACE BEHIND SIDEWALK, 12" ARV SLAB, AND FACE OF ARV ENCLOSURE. (FACE OF ARV ENCLOSURE WILL BE 2' BEHIND BACK OF SIDEWALK)		



**ROOT CREEK WATER DISTRICT
STANDARD DETAIL**

PREPARED BY: STEPHEN GRISEZ
Stephen Grisez
NICK BRUNO, RCWD PRESIDENT

**1 IN & 2 IN AUTOMATIC AIR RELEASE
AND VACUUM VALVE - ARV**

SCALE: NOT TO SCALE
DATE ADOPTED: 3-9-2020

W-26
SHEET 26 OF 39

ATTACHMENT E

UTILITY SERVICE POLICY MANUAL

ATTACHMENT E

**Root Creek Water District
System No. CA2010016**

UTILITY SERVICE POLICY MANUAL

**RT Diversified, Inc.
Post Office Box 8271
Fresno, California 93747**

March 9, 2020

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

SECTION 1: CONCEPT OF UTILITY SERVICE

The Riverstone/Root Creek Water District system (the “System”) is a community water system that serves the Riverstone Development (the “Development”). The Development is located in Madera County, near the intersection of California State Highway 41 and Avenue 12. The first section of the Development consists of 858 primarily residential service connections with an anticipated population of 2,831. The Development and System are located within Root Creek Water District (the “District”), an independent special district consisting of approximately 9,500 acres of primarily agricultural lands. For System operations, the District is utilizing the services of a contract operator, RT Diversified Inc. (the “Operator”). Along with operating the water System assets, the Operator shall also be responsible for customer service, including but not limited to billing, inquiries response, continuity of service, demand management and conservations efforts. For the purposes of this Policy Manual, the term “Utility” shall mean the System providing service to the Development, referring collectively to the Operator managing the services at the direction of the District, as determined and granted through approved Resolutions, mutually executed Agreements, and/or requirements of Federal, State and Local ordinances and mandates.

The Operator’s corporate office will be the central call station for the Utility’s customer service. However, all calls shall first be routed through the Root Creek Water District telephone number and ported to Operator’s office for answering. This office will handle the scheduling of customer service calls and dispatching of field technicians and will be open to take calls during normal business hours, recognized as Monday through Friday, from 8:00 a.m. to 5:00 p.m. After-hour emergencies will be handled by an answering service at the same phone number as during business hours and will be available 24 hours a day, 7 days a week. The answering service will allow for non-emergency messages to be left over voicemail or if the situation is an emergency, the customer can select the option to be transferred directly to the on-call technician. Customers will also have the ability to go online and review their usage data, pay their account balances, and/or make non-emergency complaints.

Root Creek Water District (District)
Mailing Address: Post Office Box 28548, Fresno, California 93729
Phone: (559) 326-2222

RT Diversified Inc. (Operator)
Corporate Office: 5105 East Belmont Avenue, Fresno, California 93727
Field Office: 10772 Road 40, Madera, California 93636
Mailing Address: Post Office Box 8271, Fresno, California 93747
Phone: (559) 255-2305; Fax (559) 255-3291

The following Policy Manual has been adopted by the District Board and describes the procedures pertinent to the management of the water system and its users. This Policy Manual in combination with the Operations Plan will act as the guidelines for Utility management of the System.

**UTILITY SERVICE POLICY MANUAL
ROOT CREEK WATER DISTRICT**

SECTION 2: ESTABLISHING UTILITY SERVICE

Application for Service: Applications for Utility services shall be in writing on a form approved by the District. All bills and notices shall be sent to the owner of each parcel of real property (the “Property Owner”) with an application for water service. The applicant requesting Utility service must initially be the Property Owner. A valid driver’s license (or other acceptable form of identification) and a legal document showing proof of ownership of the location where Utility services are to be provided (the “Premises”) are required to establish Utility service. The Property Owner is the only person who can dictate where the bill is sent. If a Property Owner wants the bill sent to a different address than what is on file or if they want to have a duplicate bill rendered to multiple mailing addresses, then they would need to request that. No other person can request a change of mailing address.

Tenants are not allowed to solely initiate Utility services and must jointly apply with the Property Owner, except in the case of a Property Owner who is delinquent on payment, pursuant to the District’s Water Discontinuation Policy. Service may be furnished on the account of a Tenant; however, the Property Owner/Landlord must also be a signatory to the application. Two or more parties who join in one application for service shall be jointly and severally liable for the payment of the bills. If an approved Agent of the Property Owner, whose mailing address is different than that of the Premises, jointly applies for service as a representative of the Property Owner, the Property Owner must provide express written consent for third-party notification and to the validity of the agency relationship. A non-refundable application fee of \$0.00 shall be collected from each applicant for Utility services for each service location.

Establishment of Credit: Each applicant for service is required to establish credit, which will be deemed established upon qualifying under any one of the following:

4. It is determined that the applicant is creditworthy by meeting certain criteria.
5. Applicant arranges a guarantor satisfactory to the utility for the payment of applicant’s bill for service.
6. Applicant has been a customer of the Utility and during the last twelve (12) consecutive months of that prior service has paid all bills for service without having been disconnected for non-payment thereof.
 - a. If the applicant is a tenant of a rented property who has the right to become an applicant in their own right pursuant to the District’s Water Discontinuation Policy (see Utility Service Policy Manual), proof of prompt payment of rent or other credit obligations acceptable to the District is a satisfactory equivalent for this prior service qualification.

**UTILITY SERVICE POLICY MANUAL
ROOT CREEK WATER DISTRICT**

BILLING AND PAYMENTS

Billing Procedures: Bills for service will be rendered to each customer on a bi-monthly basis. Meters will be read at regular intervals for the preparations of periodic bills and as required for the preparation of opening bills, closing bills, and special bills. Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined.

The opening bill for service will not be less than the established monthly minimum. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the next regular billing period(s).

Bills will show the reading of the meter at the end of the billing period for which the bill is rendered, the meter constant (if any), the number and kinds of units delivered, the date of the current meter reading, the date the bill is due and the date that any late fee can be applied.

Payment Procedures: Bills for service are due and payable upon presentation and payment made at a commercial office of the Utility, mailed to the authorized post office box, placed in locked drop boxes in the subdivision, to a customer service representative of the Utility authorized to make collections over the telephone, or via an online billing portal. The customer may make payment in the following forms:

1. By personal check; however, the utility may charge \$25.00 for any bad check or electronic fund transfer not honored and may require subsequent payments be made by Money Order or Cashier's Check.
2. At the option of the customer, a credit card, debit card, or ACH/electronic check payment may be made. These payments will be accepted through the use of a third-party vendor, and a non-refundable transaction fee shall apply. For credit card, debit card, and ACH/electronic check payments made through the provided internet portal and/or with a customer service representative, the convenience/transaction fee shall initially be \$2.95 per transaction, or as necessary to fully cover the payment amount plus any transaction charge incurred by the Utility. All transaction fees are paid by the customer directly to the vendor and not the Utility.

SECTION 3: WATER SHUT OFF POLICY – DISCONTINUATION FOR FAILURE TO PAY

It is the goal of the District to treat all its customers fairly and provide fair treatment that includes the ability to contest a bill, seek alternate payment schedules, and demonstrate medical need and severe economic hardship in compliance with California law and Senate Bill 998 signed by the Governor on September 28, 2018, and titled the Water Shutoff Protection Act (Health & Safety Code §§116900, *et seq.*). These provisions do not apply to the termination of a service connection by District due to an unauthorized action of a customer (see Section 5).

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

Delinquency: Rendered bills will be considered past due if not paid within nineteen (19) days from the date of mailing. A late fee of ten percent (10%) will be applied if the bill is not paid on or before the due date. The delinquent balance including additional charges shall be assessed an interest penalty at the rate of one and one-half percent (1.5%) per month. The late fee and interest penalties will be included with the next billing. Utility accounts remaining unpaid after the due date shall be subject to disconnection from water services after sixty (60) days.

Notice: The Utility will provide written notice to customer by mailing a 10-Day Discontinuance of Service Notice at least fifteen (15) days prior to shut off. When a bill for water service has become past due and a 10-Day Discontinuance of Service Notice has been issued, service may be discontinued if the bill is not paid within the time required by such notice, and customer has not demonstrated hardship as defined below. The notice will be in English, but made available upon request in Spanish, Chinese, Tagalog, Vietnamese, Korean, or other language spoken by at least ten percent (10%) of residential customers in the District's service area.

If the customer is a landlord and does not reside on the Premises, the Utility will also provide notice of the delinquency to the occupant of the Premises and inform the occupant of their right to become a customer in their own right at least ten (10) days prior to shut off. The occupant must, however, complete the Utility's application for service and meet all the terms and conditions thereof, subject to the Utility's reasonable discretion. If accepted as a customer, the Utility will waive the delinquent charges for the single-family Premises occupied by the tenant/occupant, if the new customer proves to the Utility's satisfaction that he or she was not the record owner of the Premises at the time of the delinquency.

A good faith attempt will be made by the Utility to personally contact an adult person on the Premises during the delinquency period, including visiting the Premises and leaving a copy of the Utility's Shutoff Policy in a prominent location. A notice of imminent discontinuance of service shall be posted in a conspicuous location at the service address at least 48 hours prior to shut off. Service will be shut off if the account holder has made no response to noticing.

Disputed Bills; Appeal Procedure: Any customer who disputes a charge or requests a review of their bill within ten (10) days of receiving a contested bill shall be given an opportunity for review from a manager. Service will not be discontinued during a customer's review period. The review shall include consideration of whether a residential customer shall be permitted to make installment payments on any unpaid balance of the delinquent account over a reasonable period of time, not to exceed twelve (12) months. Such service shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the Utility, provided the customer also keeps current their account for water service as charges accrue in each subsequent billing period. If a customer fails to comply with an installment payment agreement by either failing to pay the current charges or the installment payment charges for sixty (60) days, the Utility will post in a conspicuous place on the Property, and mail a 5-day Discontinuance of Service notice before discontinuing such service. Such notice shall not entitle the customer to further investigation by the Utility.

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

Hardship Exception: Residential service will not be discontinued if the customer has established to the Utility's satisfaction that the customer has a hardship preventing them from being able to pay delinquent fees on time (a "Hardship"). To demonstrate Hardship, the customer must do all of the following:

1. Provide a primary care provider's certification that discontinuing water service at the Premises will be life threatening to, or pose a serious threat to health and safety of the customer/occupant;
2. Demonstrate that the customer is financially unable to pay within the Utility's normal billing cycle because either a) any resident of the Premises currently receives CalWorks, CalFresh, MediCal State or Federal Social Security Income, or California SNAP benefits; or b) the customer's household income is less than 200% of the poverty level; and
3. Demonstrate willingness to enter into an amortization agreement, alternative payment schedule, or a plan for temporary deferred or reduced payment approved by the Utility.

If the customer has demonstrated Hardship, the Utility will enter into an alternative payment arrangement with the customer allowing repayment within twelve (12) months. Such alternative arrangement must meet all the requirements of the "Disputed Bills" section above and can be terminated for customer's failure to pay either the current water charges or the alternative arrangement charges for sixty (60) , and with five (5) days' notice to the customer prior to shut off.

Fees After Shutoff: If service is interrupted due to delinquency or vacancy, a service interruption fee per Section 5 shall be added to the account. In addition to service interruption, if the customer's services are interrupted due to delinquency and the utility shut off valve or water meter is found to be damaged or inoperable, whether or not from the willful or accidental act of the customer, the component shall be replaced or repaired and the cost of furnishing parts and installation labor will be added to the account and placed on the following bill. All past due amounts must be paid in cashier's check, money order, and credit/debit card (no personal checks) before services are restored.

The Utility may charge the reconnection fee of no more than \$50.00 for reconnection fees during normal operating hours and \$150.00 for reconnections outside normal operating hours. This fee is subject to increases based on the Consumer Price Index starting January 1, 2021.

If service has been discontinued for non-payment for a period greater than thirty (30) days, the Utility may attempt to collect delinquent accounts by the following methods:

1. The Utility may impose a lien on the property and recover the charges and fees by filing a recovery action in small claims court.

**UTILITY SERVICE POLICY MANUAL
ROOT CREEK WATER DISTRICT**

2. The delinquent balances may also be processed through a collection agency where all costs of collection shall be charged against the delinquent customer account, in addition to any other late fees, penalties and interest.

Reporting: The Utility will post its water shutoff policy and a list of its annual shut offs on its website. This information will also be available online at the State Water Resources Control Board website. See https://www.waterboards.ca.gov/water_issues/programs/conservation_portal/assistance/ for more information.

SECTION 4: DISCONTINUANCE AND RESTORATION OF SERVICE FOR ALL OTHER REASONS

Discontinuance of Service by Customer Request: A customer may request to have service discontinued; however, at least two (2) days' advance notice to the Utility is required. Charges for service may be required to be paid until the requested date of discontinuance. When such notice is not given, the customer will be required to pay for service until two (2) days after the Utility has knowledge that the customer has vacated the Premises or otherwise has discontinued water service. If a tenant requests to have service discontinued, the Property Owner must also provide consent before service will be discontinued.

Discontinuance of Service for Noncompliance with Rules: The Utility may discontinue service to any customer for violation of any District rules or the following circumstances:

1. Waste of Water: Where negligent or wasteful use of water exists on a customer's Premises, the Utility may discontinue the service if such practices are not remedied within five (5) days after it has given the customer notice to such effect. Where safety of water supply is endangered and the customer is not present, service may be discontinued immediately without notice.
2. Dangerous Connection: If an unsafe or hazardous condition is found to exist on the customer's Premises, or if the use of water thereon by customer equipment is found to be detrimental or damaging to the Utility or its customers, the service may be shut off without notice. The Utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.
3. Unauthorized Use: When the Utility has discovered that a customer has fraudulently obtained service or is using it for an unauthorized use, the service to that customer may be discontinued without notice. The Utility will not restore the service until that customer has complied with all adopted rules and reasonable requirements of the Utility and the Utility has been reimbursed for the full amount of the service rendered and all other costs the Utility incurred because of said use.

Restoration of Service: Where service has been discontinued for violation of the circumstances described above or for nonpayment of bills, the Utility may charge \$25.00 for the reconnection

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

of service during regular working hours or \$50.00 for reconnection of service at other than regular working hours. The Utility will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made. When a customer has requested the reconnection be made at other than regular working hours, the Utility will reasonably endeavor to make the reconnection if feasible. For customers that request service disconnection, service reconnection shall only be performed during regular business hours. A service discontinued in error by the Utility, will be restored without charge for the restoration to the customer within twenty-four (24) hours.

SECTION 5: SERVICE INTERRUPTIONS

Emergency Interruptions: The Utility will make all reasonable efforts to prevent interruptions to service and when such interruptions occur will endeavor to re-establish service with the shortest possible delay consistent with the safety to its customers and the general public.

Scheduled Interruptions: Whenever the Utility finds it necessary to schedule an interruption to its service, it will, where feasible, notify all customers to be affected by the interruption, stating the approximate time and anticipated duration of the interruption. Scheduled interruptions will be made at such hours as will provide the least inconvenience to the customers consistent with reasonable utility operations.

Where an interruption of service affects the service to any public fire protection device for longer than a 24-hour period, the Utility will notify the public agency responsible for fire protection of the interruption.

Records of Service Interruptions: The Utility shall keep a complete record of all interruptions, both emergency and scheduled, when more than twenty-five (25) service connections are interrupted. These records are to be kept with the Utility's records and shall include the date and times of interruption and restoration, the number of service connections affected, the cause of the interruption, and the action taken to restore service.

Notice of Service Interruption: Notices to a customer for Service Interruptions will normally be in writing and, depending on the type of and/or severity of the interruption, will either be delivered or mailed to the Customer's address on file in their application. In emergencies will promptly notify the customer affected and make such notification orally, either in person or by telephone.

SECTION 6: CUSTOMER SERVICE STANDARDS

Customers should receive service that is consistently reliable, as the services the Utility provides are essential to daily life. Customer service representatives will be available during normal business hours to field inquiries regarding customer accounts, service problems and general complaints. Utility representatives will be helpful, courteous and patient when attempting to troubleshoot customer concerns. The representatives are also trained to ask questions and gather

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

information that can be effectively passed on to on site field technicians in order to facilitate fast and efficient problem solving. To provide strong customer service, the Utility will handle customers in accordance with the following set of standards:

1. Telephone Performance Standards: To ensure that customer inquiries have timely responses during normal business hours, the Utility shall set a goal of answering all customer service inquiries within thirty (30) seconds of the customer making contact. This will be accomplished by utilizing multiple customer service representatives trained specifically on Utility troubleshooting and frequently asked questions pertinent to the utility industry.
2. Work-Order Standards: To ensure that all scheduled work is performed in a timely and efficient manner, when scheduling appointments, the Utility will provide the customer with a four (4)-hour established period during which the Utility representative will be at the customer's premises. Beyond emergency repair responses, the types of jobs resulting from customer requests that will receive priority are meter turn-ons, disconnects and reconnects.
3. Customer Response Standards: To ensure that customer complaints are effectively addressed within a reasonable time period, the Utility shall adhere to certain time periods of complaint acknowledgement and response. Upon receipt of a complaint not addressed immediately, in writing or by telephone, the Utility shall contact the customer within three (3) business days to acknowledge receipt of the complaint. Further, the Utility shall provide a substantive response to the customer in no less than ten (10) business days.

Customer Complaint Records: For a period of no less than three (3) years, the Utility shall keep a record of each complaint, categorized by the date received and nature of the complaints, showing the name, address and account number of the customer making the complaint, the date of acknowledgement, the response to the complaint and date responded, and the result of the response. Complaints with reference to rates or charges, which require no further action by the Utility and/or those determined to be out of the direct control of the Utility, do not need to be recorded.

SECTION 7: WATER CONSERVATION

The purpose of water conservation is to ensure that water resources available to the Utility are put to a reasonable beneficial use and that the benefits of the Utility's water supply continues to serve its customers in all circumstances and conditions. The Utility best promotes conservation through appropriate metered pricing rates, continuous customer education, and effective waste and leak reporting.

Water Waste Investigation and Reporting Procedures: The purpose of these procedures is to establish mechanisms that facilitate employee- and customer-identified violations. The Utility shall track and record reports of violations, actions taken to curtail waste and the results of such

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

actions. These procedures will coincide with State Regulations, the Utility's Water Shortage Contingency Plan and the current drought conditions of the area, as such, these procedures are intended to provide a general framework and may be amended at any time to meet new legislative requirements or government mandates. These procedures pertain to incidences where the Utility is in receipt of a report of an alleged water waste violation – either from a customer or as observed by a Utility employee. These procedures assume that the Utility is going to investigate and verify a water waste observation or complaint, and then engage the customer in corrective action before enforcing penalties. As a minimum precaution, the Utility shall require all customers to voluntarily comply with a seasonal watering schedule established and posted by the Utility. The following incidences shall be seen as using water in a wasteful manner:

1. When the Utility has notified the customer of broken plumbing or sprinklers and the customer has failed to respond within a five (5) business day period;
2. When there are visible signs of excessive water use such as flooding and unnecessary runoff; and
3. When a customer is watering or irrigating a lawn or landscape area outside of the seasonal watering schedule.

Investigation and Verification Process of Water Waste Violation: Upon observance of possible water waste, the Utility employee engaged in an investigation will create a report on the alleged violation by completing an Investigation Report Form, which at a minimum will include the date and time of observation, staff member name or third-party reporting alleged violation, customer name and address, type of water use violation, and a photographic evidence.

Customer Present: If the customer is present at the time of investigation, the responding technician may ask the customer to discontinue the source of water waste and discuss ways the Utility can work together with the customer to mitigate any possible future waste. Aside from remedying any current violations, the primary goals following the investigation is to educate the customer on the efficient use of water, verify that the customer knows and understands what activities can be perceived as using water in a wasteful manner, and provide further information on water saving tips, rebates and programs available. If the customer has other concerns or suspects a leak, a water audit can be offered by the customer scheduling an appointment. The customer may also request automatic irrigation sprinkler timer resetting to the appropriate seasonal watering schedule, or request more information on water-saving devices. To complete the report, the responding technician will record the contact information of the individual present, note if water waste was confirmed and write what action the customer committed to taking, if any.

Customer Not Present: If the customer is not present at the time of the investigation, the responding technician will document the findings, note if water waste is visibly evident and shut the water off in cases of emergency. The technician should check the water meter to determine if there is use and/or an indication of a possible leak. After the inspection, the responding technician shall provide the Premises with a completed door tag that notes whether the apparent

UTILITY SERVICE POLICY MANUAL ROOT CREEK WATER DISTRICT

violation of water waste was confirmed, if water service was shut off, and what action the customer needs to take.

Leak Detection: The Utility shall contact customers that are in the top percentages of highest water users and those expected of having leaks of greater than one hundred (100) gallons per hour. A detected leak is defined as the lowest gallons per hour detected when not more than a 15-minute break in flow occurs for a 24-hour period. The Utility shall attempt to contact these customers on a monthly basis via telephone and if they cannot be reached, a Leak Notice may be sent to the Premises.

Monthly Investigation Report Summary: Investigation Report Forms will be submitted to the administrative office for completion and entry into the Customer Information Management System. In completing the report, the Utility shall note previous month water usage compared to current month water usage, and note the amount of confirmed violations the customer has been given in the following 12-month period. The month's actions shall be compiled and results documented in a Monthly Summary Report, which at a minimum must include the number of water waste complaints and observations, the current month total potable water production (from wells), the current month total potable water usage (from meters) and Residential Gallons-Per-Capita-Day.

While water conservation efforts shall be implemented continuous throughout the year, enforcement will not result in a monetary fine unless a water shortage crisis exists or if a regulator requires mandatory reductions or rationing. If water supplies are projected to be insufficient to meet normal customer demand or mandatory rationing is declared by a governing agency, the Utility may need to act to approve formal provisions for mandatory rationing and usage restrictions.

ESTABLISHING UTILITY SERVICE

Application for Service: Applications for Utility services shall be in writing on a form approved by the District. All bills and notices shall be sent to the owner of each parcel of real property (the “Property Owner”) with an application for water service. The applicant requesting Utility service must initially be the Property Owner. A valid driver’s license (or other acceptable form of identification) and a legal document showing proof of ownership of the location where Utility services are to be provided (the “Premises”) are required to establish Utility service. The Property Owner is the only person who can dictate where the bill is sent. If a Property Owner wants the bill sent to a different address than what is on file or if they want to have a duplicate bill rendered to multiple mailing addresses, then they would need to request that. No other person can request a change of mailing address.

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2. Applicant arranges a guarantor satisfactory to the utility for the payment of applicant’s bill for service.
3. Applicant has been a customer of the utility and during the last twelve (12) consecutive months of that prior service has paid all bills for service without having been disconnected for non-payment thereof.
 - a. If the applicant is a tenant of a rented property who has the right to become an applicant in their own right pursuant to the District’s Water Discontinuation Policy (see Utility Service Policy Manual), proof of prompt payment of rent or other credit obligations acceptable to the District is a satisfactory equivalent for this prior service qualification.



MANAGING RESOURCES FOR A BETTER FUTURE

February 2020 Operational Report

Water Meter Connections:	Jan	Feb	Billed	Jan	Feb	Sum
Residential	446	465	Residential	207	255	462
Model Homes	18	18	Builder	2	15	17
Commercial	3	3	Models	0	4	4
Irrigation	32	33	Commercial	0	3	3
Agriculture	5	5	Landscape Irr.	32	0	32
Well Sites	6	6	Total	241	277	518
Total	510	530				

System Operating Pressure: (psi)

	Jan	Feb
High:	64	64
Low:	49	48
Avg:	56	55

Well Production: (Gallons)	Gallons		kWh		Gallons per kWh	
	Jan	Feb	Jan	Feb	Jan	Feb
Well # 1	2,394,000	3,437,000	7,387	10,399	324	331
Well # 2	2,135,000	2,254,000	7,585	8,627	281	261
Well # 4	1,000	0	1,306	918	1	0
Total	4,530,000	5,691,000	16,278	19,944		

Water Deliveries:	Jan	Feb
Municipal	2,514,926	2,997,931
Landscape Irrigation	153,815	324,016
Commercial	52,762	92,856
Agriculture	0	0
Construction	189,169	437,056
Other*		
Total	2,910,672	3,851,859

Waste Water: (Gallons)	Gallons		kWh		Gallons per kWh	
	Jan	Feb	Jan	Feb	Jan	Feb
Volume treated	1,739,820	1,740,781	44,362	46,876	39	37
Average daily volume	57,994	60,027				

Waste Water:	Jan	Feb
Peak Day Flow: (Gallons)	68,853	70,095