



Memo

To: Board of Directors
From: Jordan Dietz, General Manager
Date: May 18, 2021
Subject: Administrative Code and Personnel Manual

Attorney Ron VanBlarcom and myself have been modifying language in the Administrative Code and Personnel Manual, based upon the discussion with the Board this year as well as observed smaller issues.

The update to the Administrative Code contains modifications to language relating to customer use of the AMS and tampering, as well as minor spelling and grammatical cleanup.

The Personnel Manual language changes are only relating to professional development. Based upon the Department of Water Resources Sanitary Survey in 2020, our District has been upgraded to a T2 District. This means that all employees currently holding a certification as a Treatment Operator 1 are now eligible to hold a Grade 2 certificate. In order to encourage growth and motivate improvement, I propose language that will provide a benefit for employees who pass a test and are eligible for a certificate.

Currently, the District provides a 2.5% merit pay increase for each certificate above their minimum requirement. The employee is therefore responsible for all costs relating to the application, testing and certification with no reimbursement options. In addition to the 2.5% increase, I am proposing that employees who complete the test and are issued a certificate be reimbursed the cost of the test only.

The final proposed adjustment to the Personnel Manual would modify language relating to Certificate Proficiency Exams. Currently, the manual states that employees are tested on knowledge each year in order to continue receiving merit pay. Due to this being a more stringent requirement than the current State regulation, I propose changing the language to once every three years.

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It is the recommendation of staff that these changes be reviewed and approved by the Board, but not adopted until all other language and policy changes have been discussed and assembled. This will save on repetitive document signatures and modification.

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Installation of Water Services. (3.1.3)

Regular water services will be installed at the location and of the size determined by the District. Service installations will be made only to property abutting on distribution mains as have been constructed in public streets, alleys or easements, or to extensions thereof as herein provided. Services installed in new subdivisions prior to the construction of streets or in advance of street improvements must be accepted by the applicant in the installed location. Customers making any material change in the size, character or extent of the equipment or operations utilizing water service, or whose change in operations results in a significant increase in the use of water, shall immediately give the District written notice of the nature of the change in operations and, if necessary, amend their water service application. The District reserves the right to determine the size of service connections and their location with respect to the boundaries of the premises to be served. The laying of the customer's pipeline to the curb stop should not be done until the location of the service connection has been approved by the Water Superintendent. Every service connection installed by the District shall be equipped with an angle meter stop or wheel valve on the inlet side of the meter. Such valve or angle meter stop is intended for the exclusive use of the District in controlling the water supply through the service connection pipe. ~~If the angle meter stop or wheel valve is damaged by the customer's use to an extent requiring replacement thereof such replacement shall be at the customer's expense.~~

The sentence contained herein is referenced in Section 3.1.11.1 "Tampering with District Property", and is unnecessary in this section.

Curb Stops. (3.1.4.4)

The customer shall provide a valve on his side of the service installation, as close to the meter location as practical, to control the flow of water to the piping on his premises. The customer shall not use the angle meter stop to ~~regularly~~ turn water on and off.

District Policy has prohibited the use of the AMS by customers, and removing "regularly" makes this a more defined statement.

Tampering with District Property. (3.1.11.1)

No one except an employee or representative of the Board shall at any time or in any manner operate the angle meter stop or valves ~~(except in case of emergency to repair or change private plumbing)~~, main cocks, gates or valves of the District's system, or interfere or tamper with meters or their connections, street mains, fire hydrants or other parts of the water system or obtain or use water therefrom in an unauthorized manner.

Language was found to be nebulous and allow for occasions of use, contrary to District desires.

Damage to Water System Facilities. (3.1.11.3)

The customer shall be liable for any damage to the service facilities when such damage is from causes originating on the premises by ~~an~~any act of the customer or any tenants, agents, employees, contractors, licensees or permittees of the customer, including the breaking or destruction of locks by the customer or others on or near a meter, and any damage to a meter that may result from hot water or steam from a boiler or heater on the customer's premises. The District shall be reimbursed by the customer for any such damage promptly on presentation of a bill.

Clarification to more clearly define the 'no tampering' policy

Adjustment of Bills for Meter Error. (3.2.9.2)

(a) Fast Meters. If a meter tested at the request of a customer is found to be more than two percent (2%) fast the excess charges for the time service was rendered to the customer requesting the test, or for a period of six months, whichever shall be the lesser, shall be refunded to the customer.

(b) Slow Meters. If a meter tested at the request of a customer is found to be more than twenty-five percent (25%) slow in the case of domestic services, or more than five percent (5%) slow for other than domestic services, the District may bill the customer for the amount of the undercharge based upon corrected meter readings for the period, not exceeding six months, that the meter was in use.

(Res. 200, March 11, 1982.)

Non-Registering Meters.

If a meter is found to be not registering, the charges for service shall be at the minimum monthly rate or based on the estimated consumption, whichever is greater. Such estimates shall be made from previous consumption for a comparable period or by such other method as is determined by the District and its decision shall be final.

(Res. 200, March 11, 1982.)

CVWD Administrative Code Proposed Language Modifications

Spelling & Grammatical Changes

- 1.2.3 – “extend water service from a main to a **premises**,”
- 3.1.2.3 – “Where there is no regular charge, the District”
- 3.1.6 – “District harmless for any damages arising out of low- or high-pressure conditions or interruptions in service.”
- 3.1.8.3 – “prior to the time that the forty-eight-hour notice is to be given”
- 3.1.8.4 – “Such forty-eight-hour notice shall include the items of information in section 3.1.8.3”
- 3.1.8.9 – “Water service may be discontinued if necessary, to protect the District against fraud or abuse”
- 3.1.8.12 – “Discontinuance of Service to Multi-Unit Structures and **Mobile Home Parks**.”
“residential structure or **mobile home** park...”
- 3.1.12.4 – “where circulation lines are necessary, they shall be designed”
- 3.3.3.1 – “1,300 cubic feet per month as the basic allocation for each single-family residential customer.”
- 3.3.4.1 – “(3) A single-family residential household exceeding six (6) residents.”
- 5.3.1 – “Interests in real property, other than a **principle principal** residence located within”

Professional Development Through Certification & Education

All regular full-time employees are encouraged to further their education, thereby improving job skills and knowledge. The District has therefore adopted an education policy encouraging employees to take advantage of worthwhile courses at schools, colleges, or through correspondence resulting in certification.

All new employees involved in a water treatment process as part of their job responsibilities shall attain and maintain the minimum grade of water treatment certification required by the State Health Department for the treatment processes currently used by the District. A Water Distribution Operator II and Water Treatment Operator I Certificate must be obtained in a time period determined by the General Manager. This certification is mandatory for water treatment process employees to qualify for consideration for salary increases and continued employment.

Other employees are encouraged to enroll in classes to aid in obtaining advanced certification in categories related to the employee's job classification.

The General Manager or his designated representative must give written approval of any educational program or certification program which the employee proposes to attend. An employee is responsible for any costs incurred in completing an educational program or certification program. However, a salary adjustment **and reimbursement for the cost of the test** will be made upon successful completion of approved programs as an added incentive for employees to attain the knowledge and experience provided by the certification process.

For non-supervisory employees, a 2.5% merit pay increase, equivalent to one pay range, will be given for obtaining each of the following certificates:

Water Treatment - Grades I and II

Water Distribution - Grades I, II and III

For supervisory employees, a 2.5% merit pay increase will be given for obtaining each of the following certificates in addition to the ones listed above:

Water Treatment - Grades III, IV and V

Water Distribution - Grades IV and V

The merit increase will be effective as of the test date of the individual certification examination. After obtaining one or more of the above certificates, it is the employee's

CVWD Personnel Manual Proposed Language Modifications

responsibility to maintain the certificate levels, including maintaining the skills and knowledge represented by those certificate levels. If the employee fails to maintain a certificate, the employee will forfeit any or all merit pay increases and benefits pertaining to that certificate until such time as the employee takes the necessary steps to reinstate the certificate.

To ensure that the employee has adequately maintained the skills and knowledge represented by the certificate(s), the employee will be required to take and pass a Certificate Proficiency Exam, which will be administered by the District ~~annually every~~ **three (3) years**. If the employee fails the Certificate Proficiency Exam, the employee will be allowed to take the Exam again within two weeks of failing the first Exam. If the employee fails the Exam the second time, the employee will forfeit any or all merit pay increases pertaining to the certificate(s), effective as of the date the employee failed the second Exam. The employee will ~~be allowed to take the Certificate Proficiency Exam at the next annual testing time~~ then need to arrange a follow-up exam with the General Manager before merit increases can be reinstated. No retroactive compensation will be available for employees who must re-take this exam.

A minimum of a 2.5% merit pay increase, equivalent to one pay range, will be given for completion of each approved educational program. The merit increase will be effective as of the completion date of the educational program.