



## *Memo*

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To: Board of Directors  
From: Jordan Dietz, General Manager  
Date: January 19, 2021  
Subject: Managers Report

- 1. Covid-19 Response** – For the health of our Staff, the District Office remains closed to walk in customers. We have not modified work schedules, but have provided tools for staff to monitor, isolate and clean more effectively.
- 2. Document Review with Ron Van Blarcom** – District Counsel and I have been conversing semi-regularly, and are looking at necessary updates to Administrative policies, agreements with USDA and others, and potentially forgotten items.
- 3. Urban Water Management Plan** – I have continued to attend the Department of Water Resources webinar series relating to the UWMP, and we appear to be nearing a date wherein the official guidebook will be released. Autumn DeWoody from Webb & Associates has been in regular contact, and is prepared to begin the work on this plan immediately. So far, the July deadline has not been extended.
- 4. District Hiring** – We have been accepting applications for a Customer Service Representative to add to the office. This is to facilitate a transition of office staff as we prepare for Larrie Davis to retire in July of 2021. We are currently behind on file cleanup and digitization due to the server transition that occurred in November. This new CSR will provide overall assistance as well as special project help, freeing up Jeanine to help Larrie with assessment billing as well as learning necessary items.
- 5. Project Analysis for 2021** – Working on the Sanitary Survey, talking with staff and counsel, and participating in the ACWA Conference have led to a list of things that may benefit the District. From PSA-style community to outreach to updating the website for our transparency goals, we have many avenues of improvement available. I am focusing our attention on items that save cost and increase efficiency, while also providing clarity to our ratepayers.