



LAS VIRGENES MUNICIPAL WATER DISTRICT
4232 Las Virgenes Road, Calabasas, CA 91302

AGENDA
REGULAR MEETING

Members of the public wishing to address the Board of Directors are advised that a statement of Public Comment Protocols is available from the Clerk of the Board. Prior to speaking, each speaker is asked to review these protocols and **MUST** complete a speakers' card and hand it to the Clerk of the Board. Speakers will be recognized in the order cards are received.

The **Public Comments** agenda item is presented to allow the public to address the Board on matters not on the agenda. The public may present comments on any agenda item at the time the item is called upon for discussion.

Materials prepared by the District in connection with subject matter on the agenda are available for public inspection at 4232 Las Virgenes Road, Calabasas, CA 91302. Materials prepared by the District and distributed to the Board during this meeting are available for public inspection at the meeting or as soon thereafter as possible. Materials presented to the Board by the public will be maintained as part of the records of these proceedings and are available upon written request to the Clerk of the Board.

5:00 PM

August 28, 2012

PLEDGE OF ALLEGIANCE

1. CALL TO ORDER AND ROLL CALL

A The meeting was called to order at _____ p.m. by _____ in the District offices, and the Secretary called the roll.

<u>Board of Directors</u>	<u>Present</u>	<u>Left</u>	<u>Absent</u>
Lee Renger, President	_____	_____	_____
Joseph Bowman, Vice President	_____	_____	_____
Charles Caspary, Secretary	_____	_____	_____
Barry Steinhardt, Treasurer	_____	_____	_____
Glen Peterson, MWD Rep.	_____	_____	_____

2. APPROVAL OF AGENDA

A Moved by Director_____, seconded by Director_____, and_____, that the agenda for the Regular Meeting of August 28, 2012, be approved as presented/amended.

3. PUBLIC COMMENTS

Members of the public may now address the Board of Directors **ON MATTERS NOT APPEARING ON THE AGENDA**, but within the jurisdiction of the Board. No action shall be taken on any matter not appearing on the agenda unless authorized by Subdivision (b) of Government Code Section 54954.2

4. ILLUSTRATIVE AND/OR VERBAL PRESENTATION AGENDA ITEMS

A Las Virgenes Unified School District: Presentation of check for Support of Grades 4/5 Water Curriculum - School Year 2012/13

B Recycled Water Seasonal Storage Feasibility Study

Receive and file the June 2012 Recycled Water Seasonal Storage - Project Feasibility Study Report No. 2500.00 and direct staff on next steps.

C Legislative and Regulatory Updates

5. CONSENT CALENDAR

A Minutes: Regular Meeting of July 24, 2012. Approve

B List of Demands: August 28, 2012. Approve

C Investment Report for the Month of July 2012. Approve

6. TREASURER

7. FACILITIES AND OPERATIONS

A 26705 Malibu Hills Road Connection Fee Payment Plan Request

Provide staff direction related to the request for a connection fee payment plan for 26705 Malibu Hills Road.

B ADS Environmental - Maintenance Agreement Renewal for Sewer Metering Stations

Authorize the General Manager to issue a purchase order for maintenance and reporting services to ADS Environmental in the amount of \$32,331.00

C Malibu Bowl Waterline Replacement Project - Award of Contract

Award the contract for Malibu Bowl Waterline Replacement Project to CS Engineering in the amount of \$75,000; and that all remaining bids be rejected upon receipt of duly executed contract documents.

Accept the proposal from Geolabs-Westlake Village to provide geotechnical services for the project in an amount not to exceed \$883.00 and accept the proposal from Phoenix Civil Engineering to provide professional engineering services during construction in an amount not to exceed \$4,000.

8. FINANCE AND ADMINISTRATION

A Final Report on Rate Study by Raftelis Financial Corp

Accept the final report from Raftelis for the Rate Study.

9. RESOURCE CONSERVATION AND PUBLIC OUTREACH

A Public Outreach Assessment

Provide feedback to staff.

10. INFORMATION ITEMS

**A Local Agency Formation Commission (LAFCO) for the County of Los Angeles:
Program to Update District Sphere of Influence**

11. NON-ACTION ITEMS

A Organization Reports

- (1) MWD
 - a. Representative Report/Agenda(s)
- (2) Other

B Director's Reports on Outside Meetings

C General Manager Reports

D Director's Comments

12. FUTURE AGENDA ITEMS

13. CLOSED SESSION

A Labor Negotiations (Government Code Section 54957.6):

- 1. Employee Compensation and Benefits

B Conference with District Counsel - Existing Litigation (Government Code Section 54956.9(a)):

- 1. Butler Enterprises, L.P. v. Las Virgenes Municipal Water District

C Conference with District Counsel - Property Acquisition and Disposition (Government Code Section 54956.8):

- 1. Building # 1 Lease

14. OPEN SESSION AND ADJOURNMENT



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Facilities & Operations

Subject: Recycled Water Seasonal Storage Feasibility Study

SUMMARY:

The demand for recycled water is seasonal while the supply is constant. This leads to a surplus of recycled water in the winter and a shortage of recycled water in the summer. In the wintertime, the surplus recycled water either is disposed of by discharge into Malibu Creek, discharge into the Los Angeles River or on spray fields and in the summer time, the shortage is met by supplementing with groundwater and imported potable water. If the surplus recycled water could be stored then it could be reused in the summer. However to successfully achieve this seasonal storage is needed and increased demand is needed to create a balanced system. With only seasonal storage, existing demand is inadequate to empty the storage making room available for the following winter. Without storage increasing demand results in greater need to supplement.

The June 2012 Recycled Water Seasonal Storage - Project Feasibility Study analyzes three possible storage sites and associated system expansions. The study also considered a "no project" alternative or the continued importation of potable water and a conceptual ground water recharge (GWR) project in partnership with the City of Los Angeles. The "no project" alternative and GWR project were included for comparison purposes. The study was modeled after the format for a Title XVI Feasibility Study and was partially funded by a grant from the State Water Resource Control Board.

The study considered three potential storage sites and associated system expansions of 2,360 acre-feet per year of additional demand. The three sites considered were April Canyon located west of Las Virgenes Road, Stokes Canyon located east of Las Virgenes Road and the Hope Reservoir site located immediately east of Rancho Las Virgenes. All three sites are feasible for the use of recycled water storage. The capital costs range from \$114 to 153 million dollars. Annualizing the total costs on an acre-foot per year basis over a 50-year period results in a range of \$3,320 to \$4,460 per acre-foot. When including the GWR project for comparison the annual cost range from \$1,340 to \$1,170 per acre-foot. Based strictly on cost the Hope Reservoir site is the recommended alternative. Planning level environmental and geotechnical studies have been completed for all three sites and there appears to be no fatal flaws.

This study allows the district to share the concept of seasonal storage and expanded demand with local stakeholders and state and federal agencies and elected representatives. This study will also enable the district to further develop detailed seasonal storage projects that may be eligible for future federal and state funds. The next steps in process could be: Prepare a program level Environmental Impact Report on the all three sites and system expansions; Conduct field level geotechnical and environmental studies at the Hope site; Develop a permitting "road map" to understand the complexities of the regulatory requirements. To precede with these steps a scope of work and request for proposals could be developed and proposals solicited from qualified firms.

RECOMMENDATION(S):

Receive and file the June 2012 Recycled Water Seasonal Storage - Project Feasibility Study Report No. 2500.00 and direct staff on next steps.

FINANCIAL IMPACT:

ITEM 4B

The project costs are \$151,303 of which \$59,196 will be funded via a State Water resource Control Board planning grant. There are adequate funds budgeted for the study.

Prepared By: David R. Lippman, Director of Facilities & Operations



LAS VIRGENES MUNICIPAL WATER DISTRICT
4232 Las Virgenes Road, Calabasas, CA 91302

MINUTES
REGULAR MEETING

5:00 PM

July 24, 2012

PLEDGE OF ALLEGIANCE

At the request of President Renger, the Pledge of Allegiance to the Flag was led by Director Peterson.

1. CALL TO ORDER AND ROLL CALL

A Call to order and roll call

The meeting was called to order at 5:02 p.m. by President Renger in the District offices. Assistant Deputy Secretary Conklin called the roll. Those answering present were Directors Bowman, Caspary, Peterson, Renger and Steinhardt.

2. APPROVAL OF AGENDA

A Approval of agenda

On a motion by Director Charles Caspary, seconded by Director Joseph Bowman, the Board of Directors voted 5-0 to Approve the Regular Meeting of July 24, 2012, as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

3. PUBLIC COMMENTS

One speaker card was received from the public: (1) Will Shepphird thanked the Board and staff involved in resolving the Clover Trail limited service situation, appreciates Board's steadfastness and decisions, and technical services assistance in getting service to property.

Board comments included: appreciation for Mr. Shepphird's civility during the process, it's the Board's responsibility to keep an open mind and conduct due diligence, and questioned what Las Virgenes could do better as part of the limited service process (Mr. Shepphird responded that the process is a multi-agency issue and although City of Calabasas somewhat understood

the process, the fire department did not relay their edicts well to others).

4. ILLUSTRATIVE AND/OR VERBAL PRESENTATION AGENDA ITEMS

A Limited Service

Direct staff to implement the suggested procedural changes related to limited service.

Director of Facilities and Operations Lippman gave a presentation entitled "Limited Service" and discussed frontage requirements and questions pertaining to limited service: should limited service be allowed, what are the rules, modify existing rules, fire department requirements, frontage circumstances (single lot/subdivisions), payment plans, which are currently set at 90 days; Waterworks District 29 issues a "will not serve letter" when public water is not reasonably available, Las Virgenes does not have a will not serve policy instead a letter of practical difficulty is provided; staff recommends not changing the frontage policy, but does recommend internal procedure changes to address limited service requests and to maintain General Manager authority in determining limited service with a quarterly report being provided to the Board of Directors listing administratively approved limited service agreements.

Board comments and staff responses included: is partial frontage allowed (no-full frontage only); applications for limited service consideration, do we look at fire flow (we do not certify fire flow on limited service only on the actual main, homeowners hire someone to verify hydrant flow with a Las Virgenes employee present, Las Virgenes does not certify anything other than flow approved in design plans, witnessing fire flow is not certifying fire flow); constituents say this drives up construction costs (fire flow is determined by Regulation #8 and the fire department); water pressure (customers sign elevation agreements or a pressure waiver card); wants to see procedural changes in writing (no vote tonight, no policy or Code changes being requested only internal processes - also due to an inadvertent oversight the limited service memo was not included with paper copies of distributed agendas, but was included with electronic versions including web); payment plans-review on a case by case basis; and work with Legal Counsel on a limited service policy and easements.

No action was taken on this item. Board President Renger requested staff bring back to a future meeting limited service and easement policy concepts.

B Customer Survey 2012

Receive and file the Customer Survey 2012 Report (LVMWD Report #2497.00).

Fred Arnstein gave a presentation entitled "Las Virgenes Municipal Water District Customer Survey 2012 Presentation of Results LVMWD Report No. 2497.00" and discussed his findings, statistical sampling analysis, equal responses within divisions, general customer satisfaction was good, lower results in areas concerning money, which is typical; and stated there is room for improvement in the area of online billing options.

Board comments included: there was a request to breakout water and sewer cost results related to "Opinions about Costs and Billing"; and quantify results for water and sewer for high/low/just right responses for use in outreach activities.

Director of Resource Conservation and Public Outreach Reyes discussed next steps, customers with specific questions were contacted by Customer Service Manager Palma; Ane Deister will be at the board meeting of August 14th to discuss outreach related to findings of the customer survey; and personal information will be redacted from the survey prior to posting to the Las Virgenes web page (Board comments included: post findings, but not comments as they are subjective and prior to posting to the web the Board is to review the document). 5A

General Manager Mundy discussed the four main observations (1) value of water and cost of service; (2) sewer; (3) projects/initiatives; and (4) additional bill pay options.

On a motion by Director Charles Caspary, seconded by Director Glen Peterson, the Board of Directors voted 5-0 to Approve the recommendation as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

C Legislative and Regulatory Updates

No report was given.

5. CONSENT CALENDAR

5A-Minutes: Director Bowman requested the Minutes of June 12, 2012 "4B-Backbone Improvement Program" Page 2 of 5, Paragraph 4/Line 4 be amended to include "cannot be managed through mitigation"; and Director Steinhardt requested the Minutes of June 12, 2012, "7A-General Manager Recruitment" be amended to include "Director Steinhardt disclosed to the Board that he had contacted Alliance (spoke to Syldy) and Mathis (no answer)".

Minutes: Regular Meeting of June 26, 2012: Revisions; Director Bowman requested four modifications be made (1) Page 2-large paragraph "organization has failed" list failures as stated in Ticktin's written comments; (2) Page 3-list detail of what \$200,000 was spent on; (3) Page 3-clarify Metropolitan 2007 statement; and (4) Page 4-clarification on the motion for item 4B Draft Report on Rate Study by Raftelis Financial Consultants, Inc. as it relates to "meet operating costs 5%/year for 5 years". Director Caspary requested the specific concerns of board members and staff be documented in regards to Mr. Omary's offer of property for construction of the tank. Director Steinhardt requested the question he posed to Philippa Klessig be documented in regards to whether she was speaking for herself or for the City of Westlake Village.

Director Peterson requested changes to Minutes be provided to the Clerk prior to board meetings and not at the meeting.

5D-Investment Review for the Second Quarter 2012: Director Steinhardt requested information on the "LAUSD-Muni Bond" listed on Page IR2Q12-2.

On a motion by Director Barry Steinhardt, seconded by Director Lee Renger, the Board of Directors voted 5-0 to Approve Consent Calendar 5A as amended to include Directors Bowman, Caspary and Steinhardt's requested edits, and 5B-5D as presented in the recommendations.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

A Minutes: Regular Meetings of June 12, 2012 and June 26, 2012; and Special Meeting of July 5, 2012. Approve

B List of Demands: July 24, 2012. Approve

C Investment Report for the Month of June 2012. Approve

D Investment Review for the Second Quarter 2012. Receive and File

6. TREASURER

No report was given.

7. FACILITIES AND OPERATIONS

ITEM 5A

A Award of Bid: Sodium Hypochlorite

The Board of Directors authorize the General Manager to issue a one-year contract with two one-year renewal options to JCI Jones Chemicals, Inc. for the purchase of sodium hypochlorite.

On a motion by Director Joseph Bowman, seconded by Director Glen Peterson, the Board of Directors voted 5-0 to Approve the recommendation as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

B Call for Bids: Polymer

Approve the proposed bid schedule and the Notice Inviting Sealed Bids for supply and delivery of polymer.

On a motion by Director Glen Peterson, seconded by Director Lee Renger, the Board of Directors voted 5-0 to Approve the recommendation as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

C Final Acceptance: Long Valley Road Waterline Replacement Project

Approve the execution of a Notice of Completion by the Secretary of the Board for and on behalf of the District and have the same recorded.

Approve that in the absence of claims from subcontractors and others, release retention in the amount of \$30,547 thirty calendar days after filling the Notice of Completion for Long Valley Road Waterline Replacement Project

On a motion by Director Charles Caspary, seconded by Director Lee Renger, the Board of Directors voted 5-0 to Approve the recommendations as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

D Ratification of Change Order No. 1: Tapia Gates & Drives Replacement

Ratify Change Order No. 1 in the amount of \$23,818.08 for the Tapia Gates & Drives Replacement Project for a revised contract amount of \$269,618.08.

On a motion by Director Charles Caspary, seconded by Director Barry Steinhardt, the Board of Directors voted 5-0 to Approve the recommendation as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

E Request for Proposals: Potable Water, Recycled Water and Sanitation Master Plan Update

Direct staff to issue a Request for Proposals for the update of the Potable Water, Recycled Water and Sanitation Master Plans.

Board comments included: why isn't Las Virgenes preparing the master plans (staff stated the District does not have the expertise in the areas of computer modeling and census/land use data, also allows review by a third party versus staff only); Potable Master Plan: upgrade to newer minimum fire flow standard, intertie(s) for emergencies; Recycled Master Plan: review seasonal storage, deficiencies, current needs, supply of recycled water Las Virgenes/Triunfo; and Sanitation Master Plan: future growth, inflow. Recommendation of four volumes integrating the three master plans and a fourth with an Executive Summary and an explanation of the master plans in layman terms; and to include transmittal of the request for proposals to national consulting firms.

General Manager Mundy stated Triunfo District Manager, Mark Norris had reviewed the request for proposals and would be involved in the consultant selection process; and that Director Orkney requested Triunfo be included in reviewing the master plan (Mr. Mundy notified the Board that the Joint Powers Authority (JPA) agreement covers Las Virgenes as Administering Agent to conduct this work on behalf of the JPA, and that the joint portion of the master plan would be presented to the JPA for approval.

President Renger requested the emergency plan be updated.

On a motion by Director Charles Caspary, seconded by Director Barry Steinhardt, the Board of Directors voted 5-0 to Approve the recommendation as presented, and at the direction of the Board of Directors to include national consulting firms (staff stated the request for proposals will be sent to AECOM, Camp Dresser and McKee, CH2M Hill, HDR Inc., MWH, Kennedy Jenks, RMC, and Carollo).

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

8. FINANCE AND ADMINISTRATION

A Claim: Safura Babu-Khan and Barry Chess

Deny the claim from Safura Babu-Khan and Barry Chess.

Board comments included: the document entitled "An Important Message To Protect Your Home" contains helpful information regarding water pressure (staff stated the customer had been provided a copy of the document). Legal Counsel Keith Lemieux stated when the denial letter is written to include another copy of the water pressure notice.

On a motion by Director Charles Caspary, seconded by Director Lee Renger, the Board of Directors voted 5-0 to Approve the recommendation as presented.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

B Fourth Quarter Financial Review

Receive and file.

Director of Finance and Administration Hicks discussed the fourth quarter financial review, which includes preliminary numbers without accruals (General Manager Mundy noted that one of the accruals not accounted for in the preliminary numbers is the Metropolitan bill, which is approximately \$2 million), and provided information in regards to monthly sales and annual fiscal year sales in acre feet for reclaim and potable water during Fiscal Years 08/09-11/12.

Board comments included: report pages are not numbered, source of supply lower than budget, potable has \$6.8 million-question to Legal Counsel Keith Lemieux, can monies be transferred from recycled to potable for infrastructure (General Manager Mundy stated there had to be a nexus between the two funds in order to make this type of transfer, which was confirmed by Mr. Lemieux), and how depreciation is documented.

A request was made by Director Caspary to further breakdown the "Administrative Expenses" shown on the page entitled "Quarterly Update - Comparison to Budget at June 30, 2012/FY11-12 Year to Date - Preliminary".

On a motion by Director Charles Caspary, seconded by Director Lee Renger, the Board of Directors voted 5-0 to Approve the recommendation as presented, and to modify the final report based on Director Caspary's request.

AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt

C Workers' Compensation Insurance Renewal

Pass, approve and adopt as presented Resolution No. 07-12-2433 consenting to enter the Joint Protection Programs of the ACWA/JPIA and Resolution No. 07-12-2434 authorizing application for a certificate of consent to self-insure workers' compensation liabilities; authorize the General Manager as Deputy Secretary to execute a certified copy of Resolution No. 07-12-2433 and "Application for a Public Entity Certificate of Consent to Self Insure" Certification; and approve workers' compensation coverage through ACWA/JPIA (estimated annual deposit premium at \$197,125);

RESOLUTION NO. 07-12-2433: CONSENTING TO ENTER THE JOINT PROTECTION PROGRAMS OF THE ASSOCIATION OF CALIFORNIA WATER AGENCIES/JOINT POWERS INSURANCE AUTHORITY

(Reference is hereby made to Resolution No. 07-12-2433 in the District's Resolution Book and by this reference the same are incorporated and made a part thereof.)

RESOLUTION NO. 07-12-2434: AUTHORIZING APPLICATION TO THE DIRECTOR OF INDUSTRIAL RELATIONS, STATE OF CALIFORNIA, FOR A CERTIFICATE OF CONSENT TO SELF-INSURE WORKERS' COMPENSATION LIABILITIES

(Reference is hereby made to Resolution No. 07-12-2434 in the District's Resolution Book and by this reference the same are incorporated and made a part thereof.)

*On a motion by Director Glen Peterson, seconded by Director Barry Steinhardt, the Board of Directors voted 5-0 to Approve the recommendations as presented.
AYES: Director(s) Bowman , Caspary , Peterson , Renger , Steinhardt*

9. **NON-ACTION ITEMS**

A Organization Reports (1) MWD a. Representative Report/Agenda(s); (2) Other

(1) MWD Representative Peterson reported on general business of the Metropolitan Water District including an upcoming important vote by Governor Brown related to the water bond; review of General Manager, Legal Counsel, and Auditor (closed session item-additional details are not reportable to Las Virgenes), Bay Delta meeting, and that Ida Roth from Beverly Hills had passed away.

(2) None.

B Director's Reports on Outside Meetings

Director Peterson reported on his attendance at the July 25, 2012, Municipal Water District of Orange County water policy forum during which Steve Erie, Ph.D. gave a presentation entitled "Understanding San Diego's Quest for Water Independence from MWD".

C General Manager Reports

General Manager Mundy provided an update on general business of the District including upcoming calendar events and meeting dates; board folders included updates on Mow No Mow, AMR/AMI Opt Out, and Online Billing System; Finance Manager Lillio was notified by Ventura Regional's Director of Finance and Administration, Vickie Dragan that Triunfo Director Orkney had instructed them to bill Las Virgenes for their staff time related to work performed as part of the Joint Powers Authority (Mr. Mundy commented this type of request must be addressed as part of the budget process in accordance with the JPA Agreement, which was not done); discussed 218 Notice dates (Board commented that they wanted to see

the final report from Raftelis prior to mailing of the 218 Notice); and rate increase outreach postponed until after the 218 Notices are mailed.

Director Peterson requested identification be documented for the LVMWD Founders photo contained in the publication entitled "It's About Tomorrow".

D Director's Comments

Director Caspary thanked staff for the outstanding notice and guidance to customers related to protection of in-home appurtenances and restart process. Director Steinhardt commented on Director Bowman's quarterly update to City of Westlake Village, stated the Las Virgenes Board should review the update, which is available on-line and that the meeting was positive.

10. FUTURE AGENDA ITEMS

None.

11. CLOSED SESSION

The meeting adjourned into Closed Session at 8:04 p.m.

A Conference with District Counsel - Existing Litigation (Government Code Section 54956.9(a)):

1. Cooper, et al. v. Calabasas Park Estates, et al.

B Labor Negotiations (Government Code Section 54957.6):

1. Employee Compensation and Benefits

C Conference with Legal Counsel--Anticipated Litigation (Government Code Section 54956.9): One Case

1. San Diego County Water Authority v. Metropolitan Water District of Southern California

D Conference with Legal Counsel - Anticipated Litigation (Government Code Section 54956.9 (b)):

1. Claim: Mr. Rommel Marzan

12. OPEN SESSION AND ADJOURNMENT

The meeting convened into Open Session at 8:55 p.m. No reportable actions were taken during Closed Session.

The Chair declared the meeting adjourned at 8:58 p.m.

LEE RENGER, President
Board of Directors
Las Virgenes Municipal Water District

ATTEST:

CHARLES CASPARY, Secretary
Board of Directors
Las Virgenes Municipal Water District

(SEAL)

LAS VIRGENES MUNICIPAL WATER DISTRICT

To: BARRY S. STEINHARDT, TREASURER

Payments for Board Meeting of: August 28, 2012

Upon certification by the Treasurer the checks and wire transfers were correct and supporting documents available, it is recommended the following demands on the various funds be approved and payments authorized.

Wells Fargo Bank A/C No. 4806-994448

Checks Nos. 60251 through 60365 were issued in the total amount of \$ 884,233.78

Payments through wire transfers as follows:

Total payments \$ 884,233.78

(Reference is hereby made to these demands on file in the District's Check Register and by this reference the same is incorporated herein and made a part hereof.)

**CHECK LISTING FOR BOARD MEETING
08/28/12**

Company Name	Company No.	Check No. 60251 thru 60292 08/14/12	Check No. 60293 08/16/12	Check No. 60294 thru 60341 08/21/12	Check No. 60342 thru 60365 08/28/12	Total
		Amount	Amount	Amount	Amount	
Potable Water Operations	101	82,388.92	2,574.77	13,922.68	2,890.86	101,777.23
Recycled Water Operations	102	1,729.06				1,729.06
Sanitation Operations	130	13,975.17		170.00	449.00	14,594.17
Potable Water Replacement	301	33.00		64,829.36		64,862.36
Sanitation Replacement	330					0.00
Internal Service	701	56,384.46		24,803.21	18,820.89	100,008.56
Joint Venture Operations	751	155,008.86		48,328.76	11,411.61	214,749.23
Joint Venture Replacement	754	157,603.85		1,183.50	230,225.82	389,013.17
Total Printed		467,123.32	2,574.77	153,237.51	263,798.18	886,733.78

Voided Checks/Payment Stopped:

CK#59327

Potable Water Replacement	301	(2,500.00)				(2,500.00)
Total Voids		(2,500.00)	0.00	0.00	0.00	(2,500.00)
Net Total		464,623.32	2,574.77	153,237.51	263,798.18	884,233.78

Batch Number - 218041
Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
60251	08/14/12	18445	AAA BACKFLOW DEVICE TESTING, INC.	6/12 BACKFLOW DEVICE TSTNG	PV	120662	001	00701	1,000.00	B12-071812
60252	08/14/12	8680	ADS, LLC	7/12 METER MAINT SRV	PV	120656	001	00701	673.14	12579.22-0712
				7/12 METER MAINT SRV	PV	120656	002	00701	2,019.44	12579.22-0712
60253	08/14/12	2339	AGOURA LOCK TECHNOLOGIES	PADLOCK, KEYED TO DISTRICT	PV	120712	001	00701	646.30	79373
60254	08/14/12	12280	ARAMARK UNIFORM SERVICES	7/12 UNIFORM MATS&TWLS@TAP IA	PV	120687	001	00701	65.04	502-7066405
				7/12 UNIFORM MATS&TWLS@TAP IA	PV	120687	002	00701	73.53	502-7066405
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120688	001	00701	15.40	502-7084548
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120688	002	00701	57.55	502-7084548
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120689	001	00701	69.16	502-7102777
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120689	002	00701	57.56	502-7102777
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120690	001	00701	15.40	502-7120900
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120690	002	00701	57.55	502-7120900
				7/12 UNIFORM MATS & TWLS@TAPIA	PV	120691	001	00701	6.23	502-7066411

Batch Number - 218041
Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Number	Key	Co	Amount	Invoice Number
				TWLS@WLK						
				7/12 UNIFORM	PV	120691	002	00701	11.43	502-7066411
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120692	001	00701	54.69	502-7084554
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120692	002	00701	11.44	502-7084554
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120693	001	00701	6.23	502-7102783
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120693	002	00701	11.43	502-7102783
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120694	001	00701	31.52	502-7120906
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120694	002	00701	11.43	502-7120906
				MATS &						
				TWLS@WLK						
				7/12 UNIFORM	PV	120695	001	00701	318.71	502-7066407
				MATS &						
				TWLS@HQ						
				7/12 UNIFORM	PV	120696	001	00701	261.19	502-7084550
				MATS &						
				TWLS@HQ						
				7/12 UNIFORM	PV	120697	001	00701	279.57	502-7102779
				MATS &						
				TWLS@HQ						
				7/12 UNIFORM	PV	120698	001	00701	199.39	502-7120902
				MATS &						
				TWLS@HQ						
				7/12 UNIFORM	PV	120699	001	00701	48.38	502-7066406
				MATS &						
				TWLS@RLV						
				7/12 UNIFORM	PV	120699	002	00701	37.25	502-7066406
				MATS &						
				TWLS@RLV						
				7/12 UNIFORM	PV	120700	001	00701	15.37	502-7084549

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
				MATS &							
				TWLS@RLV							
				7/12 UNIFORM	PV	120700	002	00701		37.25	502-7084549
				MATS &							
				TWLS@RLV							
				7/12 UNIFORM	PV	120701	001	00701		44.10	502-7102778
				MATS &							
				TWLS@RLV							
				7/12 UNIFORM	PV	120701	002	00701		37.26	502-7102778
				MATS &							
				TWLS@RLV							
				7/12 UNIFORM	PV	120702	001	00701		15.37	502-7120901
				MATS & TWLS							
				@RLV							
				7/12 UNIFORM	PV	120702	002	00701		37.25	502-7120901
				MATS & TWLS							
				@RLV							
				Payment Amount						1,886.68	
60255	08/14/12	9631	AT&T LONG DISTANCE	SRV	PV	120683	001	00701		198.94	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	002	00701		1.62	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	003	00701		2.97	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	004	00701		19.59	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	005	00701		1.71	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	006	00701		16.17	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120683	007	00701		15.81	806368136/070 412
				06/05-07/04/1							
				2							
				SRV	PV	120684	001	00701		.99	858625649/072 612
				05/26-07/26/1							

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document Ty	Number	Key	Item	Co	Amount	Invoice Number
60256	08/14/12	18503	AUTOMATION CONTROL PRODUCTS	Payment Amount	PV	120739	001	00701		257.80	
				ANN'L COMP						1,048.96	7634
				SUPPORTVAR							
				LOCTN							
				ANN'L COMP	PV	120739	003	00701		1,573.47	7634
				SUPPORTVAR							
				LOCTN							
60257	08/14/12	7965	B&B PALLET CO.	Payment Amount	PV	120657	001	00701		2,622.43	
				130YD WOOD						1,422.20	108675
				CHIPS 1"							
				130YD WOOD	PV	120725	001	00701		1,422.20	108676
				CHIPS 1"							
60258	08/14/12	18709	BEIJER ELECTRONICS, INC.	Payment Amount	PV	120654	001	00701		2,844.40	
				4.3" HMI						543.75	V122306
				WIX							
				DEVELOPER							
				S/WAR							
				FREIGHT	PV	120654	002	00701		7.28	V122306
60259	08/14/12	18443	CALABASAS CAR CARE	Payment Amount	PV	120665	001	00701		551.03	
				VEHICLE						387.90	1061604
				MAINT#860							
60260	08/14/12	5376	CALIFORNIA ELECTRIC SUPPLY	Payment Amount	PV	120675	001	00701		387.90	
				HEATERS (6)						234.57	8997-780404
				FOR TAPIA							
				LAMPS (20)	PV	120676	001	00701		98.77	8997-779708
				FOR TAPIA							
				TERMINALS(100	PV	120677	001	00701		145.96	8997-779710
) FOR TAPIA							
				ROOM	PV	120678	001	00701		860.59	8997-779715
				TRANSFORMER							
				LIMIT	PV	120679	001	00701		215.40	8997-780023
				SWITCHES FOR							
				STOCK							
				MISC W/LK	PV	120704	001	00701		175.26	8997-786159
				MAINT SUPPL							

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Alt Payee 5451 CALIFORNIA ELECTRIC SUPPLY
P.O. BOX 14196
ORANGE CA 92863

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	TY	Document Number	Key Item	Key Co	Amount	Invoice Number
60261	08/14/12	2513	CAPCO ANALYTICAL SERVICES	7/12 DIGESTER GAS TEST	PV	120705	001	00701	366.25	122152
									1,730.55	
60262	08/14/12	16150	CARBON ACTIVATED CORPORATION	VACUUM & LOAD FILTER SYSTEM	PV	120655	001	00701	2,473.00	29572
60263	08/14/12	2539	CITY OF SIMI VALLEY	PURCH WTR 5/31-8/01/12	PV	120737	001	00101	10,463.97	0091722835
60264	08/14/12	2547	COUNTY SANITATION DISTRICTS OF LA COUNTY	WTR SRV CHR 5/31-8/01/12	PV	120738	001	00101	332.18	0091722829
									10,796.15	
60265	08/14/12	2834	DIAL COMMUNICATION S SERVICE	8/12 RADIO MAINT	PV	120674	001	00701	1,537.00	34942
									253.09	
60266	08/14/12	11330	DIAL SECURITY	8/12 SECURITY @HQ & LOBBY GATES	PV	120666	001	00701	278.00	162885
									1,537.00	
60267	08/14/12	9602	BRETT DINGMAN	8/12 SECURITY SRV@TAPIA	PV	120667	001	00701	45.00	162886
									80.00	
									35.00	
									70.00	
									35.00	
									543.00	
60268	08/14/12	5378	EMERSON	8/12 SECURITY SRV@WLK	PV	120672	001	00701	393.60	100312
									393.60	
									42,900.00	
									9039927	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	TY	Document Number	Key	Amount	Invoice Number
Number	Date	Number				Number	Item Co		Number
			PROCESS	UPGRD@RLV					
			MANAGEMENT						
			Alt Payee						
			5454 EPM POWER & WTR SOLUTIONS						
			22737 NETWORK PLACE						
			CHICAGO IL 60673-1227						
60269	08/14/12	8173	EXCEL PRINT RESOURCES	PV	120653	001 00701	42,900.00	667.29	1961
			Payment Amount						
			LVMWD #10 MAILING						
			ENVELOPES, FREIGHT						
			Payment Amount						
			717.29						
60270	08/14/12	2658	FEDERAL EXPRESS CORP	PV	120733	001 00701	25.48	25.48	7-973-65970
			DELIVERED						
			7/30/12						
			Payment Amount						
			25.48						
60271	08/14/12	2660	FISHER SCIENTIFIC	PV	120711	001 00701	147.70	147.70	2767374
			HPC AGAR - 500G						
			FREIGHT						
			Payment Amount						
			5.53						
			Alt Payee						
			3202 FISHER SCIENTIFIC						
			ACCOUNT #479936-001						
			FILE #50129						
			Payment Amount						
			153.23						
60272	08/14/12	6770	G.I. INDUSTRIES	PV	120706	001 00701	155.32	155.32	2340492-0283-6
			DISPOSAL@WLK						
			8/12						
			DISPOSAL@TAPIA						
			A						
			8/12						
			DISP@TAPIA-RA						
			GS/GRIT						
			8/12						
			DISPOSAL@HQ/S						
			HOP						
			7/16-7/28-10Y						
			D ROLL						
			OF@SHOP						
			8/12						
			DISPOSAL@RLV						
			FARM						
			8/12						
			Payment Amount						
			79.72						
			Alt Payee						
			120720						
			001 00701						
			79.72						
			2603769-0283-						

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document Ty	Document Number	Key	Item	Co	Amount	Invoice Number
DISPOSAL@RLV											
Alt Payee											
		6771	G.I. INDUSTRIES P. O. BOX 541065 LOS ANGELES CA 90054-1065								
60273	08/14/12	17199	GOVERNMENT STAFFING SERVICES, INC.	Payment Amount P/E 05/07-5/20/12 -C.ROBERTSON	PV	120681	001	00701		2,663.60 1,877.75	4080
				P/E 06/18-6/28/12 -A.AGUIRRE	PV	120682	001	00701		1,863.25	4152
				P/E 7/16-7/29/12 A.AGUIRRE	PV	120732	001	00701		1,551.50	4168
				P/E 7/02-7/15/12 A.AGUIRRE	PV	120744	001	00701		1,131.00	4153
60274	08/14/12	16809	ICTUS CONSULTING, LLC	Payment Amount 7/12 RECORDS MGMT SRV	PV	120651	001	00701		6,423.50 3,640.00	LVMWD-120801
60275	08/14/12	16620	JAM FIRE PROTECTION, INC.	Payment Amount QTRLY WTRFLOW & TAMPER TSTNG	PV	120652	001	00701		3,640.00 400.00	157292
60276	08/14/12	16423	JANO GRAPHICS	Payment Amount CURRENT FLOW NEWSLETTER*12 #4	PV	120728	001	00701		400.00 2,474.65	45355
60277	08/14/12	18155	JOHN GIL ENTERPRISES	Payment Amount LABOR INSTALL LAMPS & BALLAST LABOR TO CORRECT TEMP ORDERS REPAIR FAULTY LIGHTING@RLV	PV	120721	001	00701		2,474.65 1,487.79 1,255.23 980.00	2066 2063 2065

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Amount	Invoice Number
						Number	Item Co		
				REPR FRONT ENTRY GATE SIGNAGE	PV	120724	001 00701	326.93	2064
				Payment Amount				4,049.95	
60278	08/14/12	3164	LEMIEUX & O'NEILL	RETAINER-JULY'12	PV	120663	001 00701	6,000.00	140-999M/0712
				PROF	PV	120664	001 00701	4,328.00	140M/0712
				SRVS-JULY'12					
				Payment Amount				10,328.00	
60279	08/14/12	3514	LOS ANGELES COUNTY, REGISTRAR-REC ORDER	ADD'L FEE-RCDNG(11) STANDBY DEFR	PV	120729	001 00301	33.00	080612
				Payment Amount				33.00	
60280	08/14/12	2590	LOS ANGELES DAILY NEWS	BID INVITE/SODIUM HYPO 7/2-7/9	PV	120734	001 00701	627.80	0010189727
				BID INVITE/MALIBU BWL7/11-7/18					
				Payment Amount				1,453.40	
60281	08/14/12	17918	NEWEDGE NETWORKS-EART HLINK BUSINESS CO.	8/12 MPLS LINES & DATA	PV	120749	001 00701	2,746.61	1318062508011 20
				Payment Amount				2,746.61	
60282	08/14/12	2907	RED WING SHOE STORE	SAFETY SHOES/GARMAN, TRAVIS	PV	120717	001 00701	141.29	1310000011754
				Payment Amount				141.29	
60283	08/14/12	17174	ROTH STAFFING COMPANIES, LP	P/E 7/22/12-DURAN JEMYI	PV	120714	001 00701	960.00	12749231
				Payment Amount				141.29	
				P/E 7/29/12-DURAN JEMYI					
				Payment Amount				1,200.00	12751515
60284	08/14/12	6940	SECTRAN SECURITY, INC.	8/12 COURIER SRV	PV	120740	001 00701	289.38	12080505
				Payment Amount				2,160.00	
				Payment Amount				289.38	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document . . .	Key	Amount	Invoice Number
60285	08/14/12	2948	SMITH PIPE & SUPPLY		Ty	Item	Co	
				BRUSH KILLER	PV	120730	001 00751	2425851
				PLUS QUART(2)				44.76
				MISC	PV	120751	001 00701	2432965
				INVENTORY				
				ITEMS				
				MISC	PV	120752	001 00701	2428242
				INVENTORY				
				ITEMS				
				Payment Amount			919.56	
60286	08/14/12	2957	SOUTHERN CALIFORNIA EDISON	ENERGY-JULY'1	PV	120680	001 00101	2869/080112
				2				218.68
				ENERGY-JULY'1	PV	120680	002 00101	2869/080112
				2				21.99
				ENERGY-JULY'1	PV	120680	003 00101	2869/080112
				2				576.98
				ENERGY-JULY'1	PV	120680	004 00101	2869/080112
				2				21.99
				ENERGY-JULY'1	PV	120680	005 00101	2869/080112
				2				202.23
				ENERGY-JULY'1	PV	120680	006 00101	2869/080112
				2				55.39
				ENERGY-JULY'1	PV	120680	007 00101	2869/080112
				2				22.95
				ENERGY-JULY'1	PV	120680	008 00101	2869/080112
				2				21.99
				ENERGY-JULY'1	PV	120680	009 00101	2869/080112
				2				24.42
				ENERGY-JULY'1	PV	120680	010 00101	2869/080112
				2				21.26
				ENERGY-JULY'1	PV	120680	011 00101	2869/080112
				2				4,993.15
				ENERGY-JULY'1	PV	120680	012 00101	2869/080112
				2				4,647.00
				ENERGY-JULY'1	PV	120680	013 00101	2869/080112
				2				60.77
				ENERGY-JULY'1	PV	120680	014 00101	2869/080112
				2				3,400.10
				ENERGY-JULY'1	PV	120680	015 00101	2869/080112
				2				4,682.47
				ENERGY-JULY'1	PV	120680	016 00101	2869/080112
				2				23.46

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Payment Number	Date	Address Number	Name	Payment Stub Message	Ty	Document . . .	Key	Amount	Invoice Number
						Number	Item Co		
2				ENERGY-JULY1	PV	120680	017 00101	223.66	2869/080112
2				ENERGY-JULY1	PV	120680	018 00101	3,310.87	2869/080112
2				ENERGY-JULY1	PV	120680	019 00101	28.40	2869/080112
2				ENERGY-JULY1	PV	120680	020 00101	1,080.07	2869/080112
2				ENERGY-JULY1	PV	120680	021 00101	902.76	2869/080112
2				ENERGY-JULY1	PV	120680	022 00101	5,000.76	2869/080112
2				ENERGY-JULY1	PV	120680	023 00101	191.69	2869/080112
2				ENERGY-JULY1	PV	120680	024 00101	181.80	2869/080112
2				ENERGY-JULY1	PV	120680	025 00101	736.89	2869/080112
2				ENERGY-JULY1	PV	120680	026 00101	4,852.52	2869/080112
2				ENERGY-JULY1	PV	120680	027 00101	31.24	2869/080112
2				ENERGY-JULY1	PV	120680	028 00101	1,339.98	2869/080112
2				ENERGY-JULY1	PV	120680	029 00101	35.77	2869/080112
2				ENERGY-JULY1	PV	120680	030 00101	587.79	2869/080112
2				ENERGY-JULY1	PV	120680	031 00101	23.46	2869/080112
2				ENERGY-JULY1	PV	120680	032 00101	7,824.85	2869/080112
2				ENERGY-JULY1	PV	120680	033 00101	3,313.24	2869/080112
2				ENERGY-JULY1	PV	120680	034 00101	2,525.06	2869/080112
2				ENERGY-JULY1	PV	120680	035 00101	5,677.72	2869/080112
2				ENERGY-JULY1	PV	120680	036 00101	11,130.38	2869/080112

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Payment Number	Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Amount	Invoice Number
							Item Co		
				ENERGY-JULY'1	PV	120680	037 00101	5,051.80	2869/080112
2				ENERGY-JULY'1	PV	120680	038 00101	4,449.53	2869/080112
2				ENERGY-JULY'1	PV	120680	039 00101	32,857.97	2869/080112
2				ENERGY-JULY'1	PV	120680	040 00101	2,245.79	2869/080112
2				ENERGY-JULY'1	PV	120680	041 00101	158.16	2869/080112
2				ENERGY-JULY'1	PV	120680	042 00101	613.57	2869/080112
2				ENERGY-JULY'1	PV	120680	043 00101	149.65	2869/080112
2				ENERGY-JULY'1	PV	120680	044 00101	67.02	2869/080112
2				ENERGY-JULY'1	PV	120680	045 00101	1,308.52	2869/080112
2				ENERGY-JULY'1	PV	120680	046 00101	5,030.02	2869/080112
2				ENERGY-JULY'1	PV	120680	047 00101	6,129.39	2869/080112
2				ENERGY-JULY'1	PV	120680	048 00101	23.46	2869/080112
2				ENERGY-JULY'1	PV	120680	049 00101	25.97	2869/080112
2				ENERGY-JULY'1	PV	120680	050 00101	25.54	2869/080112
2				ENERGY-JULY'1	PV	120680	051 00101	563.83	2869/080112
2				ENERGY-JULY'1	PV	120680	052 00101	26.09	2869/080112
2				ENERGY-JULY'1	PV	120680	053 00101	769.10	2869/080112
2				ENERGY-JULY'1	PV	120680	054 00101	12.95	2869/080112
2				ENERGY-JULY'1	PV	120680	055 00101	12.94	2869/080112
2				ENERGY-JULY'1	PV	120680	056 00101	716.12	2869/080112
2				ENERGY-JULY'1	PV	120680	057 00101	33.84	2869/080112

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
2				ENERGY-JULY*1	PV	120680	058	00101		47,134.16	2869/080112
2				ENERGY-JULY*1	PV	120680	059	00101		47,134.15	2869/080112
2				ENERGY-JULY*1	PV	120680	060	00101		572.84	2869/080112
2				ENERGY-JULY*1	PV	120680	061	00101		3,340.61	2869/080112
2				ENERGY-JULY*1	PV	120680	062	00101		1,670.30	2869/080112
2				ENERGY-JULY*1	PV	120680	063	00101		2,314.18	2869/080112
				Payment Amount					230,451.24		
60287	08/14/12	2958	SOUTHERN CALIFORNIA GAS CO	JBR P/S 7/03-08/02/12	PV	120736	001	00101		14.79	1200/080212
				CORNELL P/S 7/6-8/6/12	PV	120745	001	00101		645.96	0400/080612
				HQ/OPNS 7/6-8/6/12	PV	120746	001	00701		1,225.60	3600/080612
				TAPIA PLNT 7/6-8/6/12	PV	120747	001	00751		529.00	4000/080612
				RLV PLNT 7/6-8/6/12	PV	120748	001	00751		67.11	42000/080612
				Payment Amount					2,482.46		
60288	08/14/12	18095	TOTAL BARRICADE SERVICE, INC.	TRAFFIC PLAN AGOURA/LINDER	PV	120660	001	00701		250.00	18637
				Payment Amount					250.00		
60289	08/14/12	18595	VENTURA CONSTRUCTION INC.	PMT#4-CMPST CEILING REPR	PV	120685	001	00701		132,350.49	10931/#4
				PRG PMT#4-CMPST CEILING REPR	PV	120685	006	00701		4,901.77-	10931/#4
				10% RETENTION ON PMT#4	PD	120686	001	00754		12,744.87-	10391/RTN#4
				Payment Amount					114,703.85		
60290	08/14/12	3026	VENTURA COUNTY STAR	AD:FIELD CUST. SRV III	PV	120716	001	00701		284.35	1071514

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
60291	08/14/12	13326	VILLA ESPERANZA SERVICES	7/12 LANDSCAPE MAINT	PV	120741	001	00701		1,114.75	LVMWD 2012-8
				7/12 LANDSCAPE MAINT	PV	120741	002	00701		3,096.32	LVMWD 2012-8
				7/12 LANDSCAPE MAINT	PV	120741	004	00701		571.93	LVMWD 2012-8
				Payment Amount						284.35	
60292	08/14/12	3047	WESCO DISTRIBUTION, INC.	DELUXE DUFFEL BAGS	PV	120703	001	00701		392.72	068953
				Payment Amount						4,783.00	
				Payment Amount						392.72	
				Total Amount of Payments Written						467,123.32	
				Total Number of Payments Written						42	

Alt Payee 6443 WESCO DISTRIBUTION, INC
PO BOX 31001-0465
PASADENA CA 91110-0465

Batch Number - 218064
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Payment Number	Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
60293	08/16/12	5704	PACIFIC BELL TELEPHONE COMPANY	STLMNT-PAC BELL	PV	120793	001	001	00101	2,485.77	LAV 12V03323
				v.LV/PRNCPL							
				STLMNT-PAC BELL	PV	120794	001	001	00101	89.00	LAV 12V03323
				v.LV/COST							
Payment Amount										2,574.77	
Total Amount of Payments Written										2,574.77	
Total Number of Payments Written										1	

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Payment Number	Date	Address Number	Name	Payment Stub Message	TY	Document Number	Key Item Co	Amount	Invoice Number
60294	08/21/12	17361	ACCURATE FIRST AID SERVICES	HQ - 1ST AID CABINET REPLENISH 1ST AID CABINET REPLENISH-OPS 1ST AID CBNT REPLENISH-TAP IA	PV	120769	001 00701	155.50	4088
				Payment Amount				458.87	
60295	08/21/12	2367	ALL SAFE ELECTRIC, INC.	TEARDOWN/STEA M CLEAN PARTS-RLV TEARDOWN/STEA MCLEAN PRTS-TAPIA	PV	120776	001 00701	324.60	R43939
				Payment Amount				1,098.03	
60296	08/21/12	9430	AQUAMETRICS SALES CO.	METER, IRRIGATION SENSUS 1-1/	PV	120768	001 00701	1,737.12	0044205-IN
				Payment Amount				1,737.12	
60297	08/21/12	16253	AT&T MOBILITY	SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2 SRV 07/04-08/03/1 2	PV	120796	001 00701	16.40	992789332X081 12012
				Payment Amount				16.40	
				Payment Amount				1,125.58	
				Payment Amount				186.87	
				Payment Amount				44.75	
				Payment Amount				70.15	
				Payment Amount				16.40	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key itm Co	Amount	Invoice Number
2					PV	120796	008 00701	11.48	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	009 00701	4.92	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	010 00701	179.00	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	011 00701	131.91	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	012 00701	28.35	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	013 00701	163.80	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	014 00701	16.60	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	015 00701	16.40	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	016 00701	16.40	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	017 00701	44.75	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	018 00701	56.70	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	019 00701	65.84	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	020 00701	16.40	992789332X081 12012
SRV	07/04-08/03/1								
2					PV	120796	021 00701	28.35	992789332X081 12012
SRV	07/04-08/03/1								

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
				07/04-08/03/1							12012
				2							
				SRV	PV	120796	022	00701		16.40	992789332X081
				07/04-08/03/1							12012
				2							
				SRV	PV	120796	023	00701		158.15	992789332X081
				07/04-08/03/1							12012
				2							
				Payment Amount						2,432.00	
60298	08/21/12	2455	BLACKBURN MFG	MARKING	PV	120758	001	00701		75.69	C073242-IN
				FLAG-WATER							
				LINE (BLUE)							
				FREIGHT	PV	120758	002	00701		10.23	C073242-IN
			Alt Payee	9235 BLACKBURN MANUFACTURING COMPANY							
				P. O. BOX 86							
				NELIGH NE 68756							
				Payment Amount						85.92	
60299	08/21/12	5376	CALIFORNIA ELECTRIC SUPPLY	T12 COOL	PV	120775	001	00701		111.58	8997-786584
				WHITE-RANCHO							
			Alt Payee	5451 CALIFORNIA ELECTRIC SUPPLY							
				P.O. BOX 14196							
				ORANGE CA 92863							
				Payment Amount						111.58	
60300	08/21/12	2510	CALTROL, INC	SPRING	PV	120808	001	00701		1,026.11	271156 RI
			Alt Payee	3222 CALTROL							
				P.O. BOX 51353							
				LOS ANGELES CA 90051-5653							
				Payment Amount						1,026.11	
60301	08/21/12	5605	DATA SYSTEMS INTERNATIONAL, INC	IBM POWER7	PV	120843	001	00701		22,171.48	149932 RI
				720 4-CORE& SWARE							
				IBM SERVICE SUITE	PV	120844	001	00701		4,106.99	149933 RI
				INSTALLATION/ MIGRATION SRVS	PV	120845	001	00701		6,000.00	149934 RI
				Payment Amount						32,278.47	
60302	08/21/12	7257	DIRECTV, INC.	8/26/12-8/25/	PV	120880	001	00751		515.88	18446752506

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Item	Co	Amount	Invoice Number
13 ANN'L											
				FEE@RLV							
				Payment Amount						515.88	
60303	08/21/12	18111	ELECSYS INTERNATIONAL CORPORATION	9/12 METER READING MAINT.	PV	120764	001	00701		261.00	107226
				Payment Amount						261.00	
60304	08/21/12	15793	FLEMING ENVIRONMENTAL INC.	GASOLINE PUMP RPR/MAINT.-7/12	PV	120774	001	00701		90.00	8150
				Payment Amount						90.00	
60305	08/21/12	2672	FRUIT GROWERS LABORATORY, INC.	LAB ANALYSIS @ RANCHO	PV	120761	001	00701		258.23	206746A
				Payment Amount						90.00	
				LAB ANALYSIS @ WLK RESERVOIR	PV	120762	001	00701		89.93	206745A
				Payment Amount						348.16	
60306	08/21/12	2688	GEOLABS	6/7-6/30/12 LONG VALLEY RD	PV	120823	001	00701		3,714.00	21207007
				Payment Amount						3,714.00	
60307	08/21/12	8101	GROENIGER & COMPANY	3 INCH DEZURIK PLUG VALVE #30	PV	120863	001	00701		3,362.50	0800032
				Payment Amount						3,362.50	
Alt Payee 8141 GROENIGER & COMPANY FILE 56809 LOS ANGELES CA 90074-6809											
60308	08/21/12	2705	HACH COMPANY	PD2P1 INSERTION PH PROBE	PV	120773	001	00701		902.08	7875260
				Payment Amount						3,362.50	
Alt Payee 6442 HACH COMPANY 2207 COLLECTIONS CENTER DR CHICAGO IL 60693											
60309	08/21/12	7132	HARRINGTON INDUSTRIAL PLASTICS LLC	REPLACEMENT OF HYPOCHLORITE	PV	120763	001	00701		14,148.60	00584363
				Payment Amount						962.03	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Amount	Invoice Number
Number	Date	Number				Number	lrm Co		Number
60310	08/21/12	18646	HDR ENGINEERING, INC.	Payment Amount 7/1-7/28/12 SRV18"REW PIPELINE	PV	120876	001 00701	1,183.50	15330-B
60311	08/21/12	18143	DAVID C. HUNT	Payment Amount REFD UNUSED PREPD DEPOSIT INTEREST	PV	120810	001 00701	770.48	R2253650
60312	08/21/12	2736	IRON MOUNTAIN RECORDS MANAGEMENT	Payment Amount 8/12 RECORDS STORAGE	PV	120759	001 00701	515.23	FRL2744
60313	08/21/12	3083	JCI JONES CHEMICALS, INC	Payment Amount SODIUM HYPOCHLORITE- 4883 GAL SODIUM HYPOCHLORITE- 5014 GAL SODIUM HYPOCHLORITE- 4980 GAL	PV	120754	001 00701	3,390.17	554845
60314	08/21/12	18535	KEMIRA WATER SOLUTIONS, INC.	Payment Amount FERRIC CHLORIDE-4794 0 LBS.	PV	120760	001 00701	5,632.54	9017287835
60315	08/21/12	3352	LAS VIRGENES MUNICIPAL WATER DISTRICT	Payment Amount JED SMITH P/S 5/29-7/31/12	PV	120822	001 00101	40.35	0254/073112
60316	08/21/12	4783	LAWSON PRODUCTS, INC	Payment Amount RESTOCK OF SMALL PARTS	PV	120875	001 00701	948.14	9301003370

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key	Amount	Invoice Number
60317	08/21/12	3483	DAVID LIPPMAN	REIMB CELLPHONE B/P 6/4-7/3/12	PV	120797	001 00701	84.37	7898/070712
							948.14		
60318	08/21/12	2814	MCMMASTER-CARR SUPPLY CO	LCN DOOR CLOSER FREIGHT	PV	120827	001 00701	299.77	33499864
							84.37		
							306.07		
60319	08/21/12	2839	MOTION INDUSTRIES, INC.	GRAPHITE PACKING 10LBS	PV	120826	001 00701	964.22	CA22-554575
							964.22		
60320	08/21/12	2852	NEW PIG CORP	PIG BURPLESS ONE HAND SEALABL FREIGHT	PV	120828	001 00701	1,597.00	20937205-00
							964.22		
							74.20		
							192.00		
60321	08/21/12	8391	NOBEL SYSTEMS	ABSORBENT MAT PAD 100PDS FREIGHT	PV	120829	002 00701	20.63	4558030-00
							1,883.83		
							12,500.00		
60322	08/21/12	15463	NURSERY PRODUCTS	BIOSOLIDS HAULING & DISPOSAL	PV	120795	001 00701	20,225.88	JUNE 12 LAS VIRGENES
							12,500.00		
							20,225.88		
60323	08/21/12	17329	ODYSSEY POWER	GENERATOR REPAIR-TAPIA	PV	120816	001 00701	1,952.34	37558
							1,952.34		
60324	08/21/12	2302	OFFICE DEPOT	MISC COFFEE &	PV	120765	001 00701	138.41	618424195001
							1,952.34		

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key ltm	Co	Amount	Invoice Number
60325	08/21/12	2871	PACIFIC COAST BOLT	OFFICE SUPPL	PV	120765	002	00701	220.47	618424195001
				MISC COFFEE & OFFICE SUPPL						
				OFFICE SUPPL	PV	120766	001	00701	32.60	618424466001
				OFFICE SUPPLIES						
				Payment Amount					391.48	
				GASKET-FULL	PV	120767	001	00701	235.62	355199-00
				FACE, 16" 16 HOLE						
				FREIGHT	PV	120767	004	00701	12.67	355199-00
				NUT, 3/4", FINISHED HEX	PV	120833	001	00701	533.96	355487-00
				316 S						
				FREIGHT	PV	120833	003	00701	32.67	355487-00
				Payment Amount					814.92	
60326	08/21/12	2585	PURETEC	7/12 TANK EXCHANGE SRV	PV	120836	001	00701	280.64	1166107
				7/12-TANK EXCHANGE SRV	PV	120837	001	00701	199.40	1169942
				8/12- 14" D.I. RNTL	PV	120838	001	00701	94.30	1170948
				8/12- 8" D.I. RNTL	PV	120839	001	00701	22.06	1171102
				Payment Amount					596.40	
60327	08/21/12	16786	REGENCY LIGHTING	4FT RECYCLE PAK	PV	120831	001	00701	139.50	2482505
				4FT RECYCLE PAK	PV	120831	002	00701	139.50	2482505
				Alt Payee 16847 REGENCY LIGHTING DEPT. CH 16786 PALATINE IL 60055-6786						
				Payment Amount					279.00	
60328	08/21/12	18668	RUIZ CONCRETE & PAVING INC.	RAISE MANHOLE TO STREET GRADE	PV	120832	001	00701	495.00	189
				Payment Amount					495.00	
60329	08/21/12	10182	SHAMROCK SUPPLY CO.	MISC STORAGE ITEMS	PV	120835	001	00701	244.33	1676563
				Payment Amount					244.33	
60330	08/21/12	2945	SKAUG TRUCK	INSTALL	PV	120814	001	00701	913.50	34046

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Number	Key	Item	Co	Amount	Invoice Number
BODY WORKS											
				DRAWERS IN							
				VEH #890							
				INSTALL	PV	120815	001	00701		913.50	34047
				DRAWERS IN							
				VEH #891							
				Payment Amount						1,827.00	
60331	08/21/12	2958	SOUTHERN CALIFORNIA GAS CO	WLK P/S 7/1-8/1/12	PV	120842	001	00101		6,402.99	9400/080112
				Payment Amount						6,402.99	
60332	08/21/12	2959	SOUTHLAND PIPE CORP	400' STEEL PIPES	PV	120819	001	00701		12,295.28	70809
				Payment Amount						12,295.28	
60333	08/21/12	2964	STATE BOARD OF EQUALIZATION	USE TAX-1ST PREPMT/3RD QT*12	PV	120820	001	00701		676.00	97817885/JULY 12
				Payment Amount						676.00	
60334	08/21/12	3789	T & T TRUCK & CRANE SERVICE	MOVE GATE & EQUIP@TAPIA	PV	120825	001	00701		853.34	0102674-IN
				Payment Amount						853.34	
60335	08/21/12	17272	TEAM CONCEPT DEVELOPMENT SERV.	REFD UNUSED PREPD DEPOSIT	PV	120812	001	00701		2,363.54	C2854550
				Payment Amount						2,363.54	
60336	08/21/12	18651	TOYOTA-LIFT OF LOS ANGELES	INTEREST	PV	120813	001	00701		13.97	C2854550/INT
				Payment Amount						13.97	
				FORKLIFT PM'S UNIT#134	PV	120798	001	00701		109.04	WO-176903
				Payment Amount						2,377.51	
				FORKLIFT PM'S UNIT#723	PV	120799	001	00701		107.08	WO-176902
				Payment Amount						107.08	
				FORKLIFT PM'S UNIT#302	PV	120800	001	00701		72.00	WO-176906
				Payment Amount						72.00	
				FORKLIFT PM'S UNIT#303	PV	120801	001	00701		78.08	WO-176905
				Payment Amount						78.08	
				FORKLIFT PM'S UNIT#305	PV	120802	001	00701		107.08	WO-176904
				Payment Amount						107.08	
				FORKLIFT PM'S UNIT#702	PV	120803	001	00701		72.00	WO-178789
				Payment Amount						72.00	
				FORKLIFT PM'S UNIT#700	PV	120804	001	00701		78.08	WO-178788
				Payment Amount						78.08	
				FORKLIFT PM'S	PV	120805	001	00701		129.04	WO-178790
				Payment Amount						129.04	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document		Key	Amount	Invoice Number
					Ty	Number			
UNIT#202									
60337	08/21/12	17298	VULCAN INDUSTRIES, INC.	Payment Amount LONGOPAC MAXI (BAGS)	PV	120818	001 00701	752.40 1,827.00	12264-11446
FREIGHT									
				Payment Amount	PV	120818	002 00701	75.00	12264-11446
MISC LAB SUPPLIES									
60338	08/21/12	3035	VWR SCIENTIFIC	Payment Amount	PV	120834	001 00701	607.08	8051143790
FREIGHT									
				Payment Amount	PV	120834	005 00701	39.91	8051143790
Alt Payee 3216 VWR INTERNATIONAL, INC P. O. BOX 640169 PITTSBURGH PA 15264-0169									
UNIT#202									
60339	08/21/12	3037	WAITE BROS. PLUMBING	Payment Amount PLUMBING SRV@RLV	PV	120824	001 00701	646.99 485.00	36706
7/12 PRV MAINT-HQ									
				Payment Amount	PV	120778	001 00701	485.00	S41882
60340	08/21/12	3048	WEST COAST AIR CONDITIONING	7/12 PRV MAINT-BLDG 2	PV	120779	001 00701	30.00	S41908
7/12 PRV MAINT-TAPIA									
				7/12 PRV MAINT-RLV	PV	120780	001 00701	135.00	S41914
7/12 PRV MAINT-LIFT									
				STN 1	PV	120781	001 00701	385.00	S41916
7/12 PRV MAINT-LV2									
				7/12 PRV MAINT-BLDG 7	PV	120782	001 00701	108.00	S41971
REPLACE BELTS-BLDG 8									
				REPLACED BELT-TAPIA	PV	120783	001 00701	115.00	S41972
SPARE BELT-LV2									
				REPLACED	PV	120784	001 00701	240.00	S41892
REPLACED BELT-TAPIA									
				REPLACED	PV	120785	001 00701	29.45	S42231
REPLACED BELT-LV2									
				REPLACED	PV	120786	001 00701	10.04	S42203
REPLACED BELT-LV2									
				REPLACED	PV	120787	001 00701	27.04	S42251
REPLACED BELT-LV2									
				REPLACED	PV	120788	001 00701	28.99	S42234

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Document	Key	Amount	Invoice Number
Number	Date	Number			Number	Item Co		Number
				BELT-BLDG 7				
				REPLACED	PV 120789	001 00701	14.52	S42236
				BELT-RLV				
				7/12 PRV	PV 120790	001 00701	45.00	S41934
				MAINT-WLK				
				7/12 PRV	PV 120791	001 00701	62.00	S41973
				MAINT-LIFT				
				STN 2				
				7/12 PRV	PV 120792	001 00701	50.00	S41974
				MAINT-CORNELL				
				Payment Amount			1,930.04	
60341	08/21/12	3049	WEST COAST WATER SERVICE, INC	8/12 WTR TRMT FOR BOILER	PV 120841	001 00701	299.00	21622
				Payment Amount			299.00	
				Total Amount of Payments Written			153,237.51	
				Total Number of Payments Written			48	

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Item	Key Co	Amount	Invoice Number
60342	08/28/12	2317	ACORN NEWSPAPER	ADS: WTR QUALITY	PV	120858	001	00101	90.00	870105/070512
				NOTIFICTN 7/5						
				ADS:QRTLY WSTWTR	PV	120859	001	00751	837.12	870105/072612
				TOUR7/19&7/26						
				ADS: MOW NO MOW 7/26/12	PV	120860	001	00101	783.21	870105/ 72612
				Payment Amount				1,710.33		
60343	08/28/12	18726	ARCHSTONE AGROUA HILLS LP	DC EASEMENT-3085 6 AGOURA RD.	PV	120869	001	00101	1.00	APN 2061-001-026
				Payment Amount				1.00		
60344	08/28/12	18113	BEST PRACTICE SYSTEMS	7/12 C/S BILLING & ONLINE PYMT	PV	120857	001	00701	2,429.86	28491
				Payment Amount				2,429.86		
60345	08/28/12	18727	BLANCHE BROWN	REFD CREDIT BAL ON OPEN AC	PV	120862	001	00101	199.80	2130442-01928 0
				Payment Amount				199.80		
60346	08/28/12	2487	CALABASAS CHAMBER OF COMMERCE	CAL PMPKN FSTVL 10/20-10/21/12	PV	120873	001	00701	1,000.00	081512
				Payment Amount				1,000.00		
60347	08/28/12	2533	CITY OF AGOURA HILLS	RAD CONTRIBUTN-10/6 & 10/7/12	PV	120872	001	00701	1,000.00	RAD-2012
				Payment Amount				1,000.00		
60348	08/28/12	18728	RICK CLAUSEN	REFD BAL ON CLOSED AC	PV	120864	001	00101	134.22	1100390-06535 8
				Payment Amount				134.22		
60349	08/28/12	18721	TODD/HEATHER GREENBAUM	METER EASEMENT-3118 2 LOBO CYN	PV	120866	001	00101	1.00	APN 2058-004-055
				Payment Amount				1.00		
60350	08/28/12	18679	GSE CONSTRUCTION, INC.	PMT#4-PIPELN VALVE REPL	PV	120851	001	00701	52,832.40	10462-RPL/#4
				Payment Amount				52,832.40		
				PRG VALVE REPL	PV	120852	001	00701	172,784.40	10462-REHAB/#

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Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Item	Co	Amount	Invoice Number
PMT#4-PIPELN 4										
60351	08/28/12	18720	LESTER J. KNISPEL TRUST	REHAB	PD	120854	001	00754	5,283.24-	10462-RPL/RTN
				10% RETENTION ON PMT#4						#4
				10% RETENTION ON PMT#4	PD	120855	001	00754	17,278.44-	10462-REHAB/R
				Payment Amount				203,055.12		TIN#4
				MTR	PV	120867	001	00101	1.00	APN
				EASEMNT-24630						2049-020-022
				JOHN COLTER						
				Payment Amount				1.00		
60352	08/28/12	3399	JOHN MUNDY	REIMB CELL	PV	120870	001	00701	85.97	2002/082312
				PHONE EXP						
				7/24-8/23						
				REIMB CASA	PV	120871	001	00701	1,192.67	081112
				CONF						
				8/8-8/11/12						
				Payment Amount				1,278.64		
60353	08/28/12	18505	RAFTELIS FINANCIAL CONSULTANTS, INC.	7/1-7/31/12	PV	120850	001	00701	7,207.50	LVCA1108-09
				RATE STUDY						
				Payment Amount				7,207.50		
60354	08/28/12	16586	SIERRA MONITOR CORPORATION	HZS SENSOR	PV	120879	001	00701	817.80	0000096107
				FREIGHT						
				Payment Amount				20.89		
60355	08/28/12	11430	SPIESS CONSTRUCTION	PROG	PV	120853	001	00701	30,189.67	10451/#5
				PMT#5-GATES/D						
				RIVE&REPL						
				10% RETENTION ON PMT#5	PD	120856	001	00754	3,018.97-	10451/RTN#5
				Payment Amount				27,170.70		
60356	08/28/12	17364	THE JOHN & GLORIA GEBBIA LIVING TRUST	RFN BAL ON CLOSED AC	PV	120861	001	00101	1,219.23	9996612-06266
				Payment Amount				1,219.23		2
60357	08/28/12	17364	THE JOHN & GLORIA GEBBIA LIVING TRUST	EASMNT-25400 PRADO DE LA FELIC	PV	120868	001	00101	1.00	APN 2069-089-012

Batch Number - 218122
Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Sub Message	Ty	Document Number	Key	Amount	Invoice Number
60358	08/28/12	9536	THE SALVATION ARMY, ATTN: 10K/5K RUN	MALIBU DJRT DASH 9/22/12	PV	120874	001 00701	500.00	081612
60359	08/28/12	9505	TIRE MAN AGOURA	2 NEW TIRES FOR VEH#826	PV	120887	001 00701	335.39	2016860
60360	08/28/12	3006	UNDERGROUND SERVICE ALERT	7/12-184 NEW TICKETS	PV	120878	001 00701	276.00	720120391
60361	08/28/12	16623	VELOCITY TECHNOLOGY SOLUTIONS III, INC.	9/12 DISASTER RECOVERY SRV	PV	120888	001 00701	2,949.00	292583
60362	08/28/12	2436	VINCE BARNES AUTOMOTIVE	VEHICLE MAINT#821	PV	120882	001 00701	293.47	019169
				VEHICLE MAINT#839	PV	120883	001 00701	682.62	019180
				VEHICLE MAINT#317	PV	120884	001 00701	491.13	019191
				VEHICLE MAINT#878	PV	120885	001 00701	478.39	019195
				VEHICLE MAINT#814	PV	120886	001 00701	174.89	019204
60363	08/28/12	3109	W. LITTEN	SRV 7/22-7/28/12 RANCHO	PV	120848	001 00701	4,827.80	0320210
				SRV 7/29-8/04/12 RANCHO	PV	120849	001 00701	4,908.00	0320211
60364	08/28/12	9355	W.A.S.T.E.C., INC.	SEPTIC SRV @LJ5#1	PV	120881	001 00701	449.00	13282
60365	08/28/12	18729	KIM WARREN	REFD BAL ON CLOSED AC	PV	120865	001 00101	184.40	610140-048093
								1.00	
								500.00	
								335.39	
								276.00	
								2,949.00	
								293.47	
								682.62	
								491.13	
								478.39	
								174.89	
								2,120.50	
								9,735.80	
								449.00	
								184.40	
								263,798.18	

R04576

Batch Number - 218122

Bank Account - 00146807 Cash-General

Las Virgenes Municipal Water
A/P Auto Payment Register

08/21/12 14:11:56
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Payment Number	Date	Address Number	Name	Payment Stub Message Ty	Document Number	Key Co	Amount	Invoice Number
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Total Number of Payments Written 24

ITEM 5B

Date: August 15, 2012
 To: John R. Mundy, General Manager
 From: Finance and Administration Department
 Subject: Investment Report for the Month of July 2012

Summary of Investments

Investments Maturing Within Six Months:

Disc./Cpn Rate	Yield To Maturity	Investment Type	Date Invested	Date Matures	Book Value	Par Value	Market Value	Market Value Source
2.400%	2.400%	FHLB-Bullet	06/15/09	08/15/12	1,000,000	1,000,000	1,000,870	Custodian
		Sub-Total			1,000,000	1,000,000	1,000,870	
Investments Maturing After Six Months:								
4.760%	3.573%	CTCGEN-Municipal Bond	09/01/09	08/01/13	1,043,000	1,000,000	1,027,940	Custodian
3.000%	2.950%	LAUSD-Municipal Bond	10/15/09	07/01/13	1,001,710	1,000,000	1,017,810	Custodian
2.662%	2.662%	NYCGEN-Municipal Bond	06/04/10	05/01/14	1,000,000	1,000,000	1,034,660	Custodian
1.500%	1.500%	FNMA-Callable Coupon	09/08/10	09/08/14	1,000,000	1,000,000	1,021,730	Custodian
1.125%	1.125%	FHLB-Bullet	09/20/10	12/30/13	1,000,000	1,000,000	1,012,010	Custodian
1.150%	1.150%	FHLB-Callable Coupon	11/24/10	07/24/14	1,000,000	1,000,000	1,008,080	Custodian
2.000%	2.000%	FHLB-Bullet	03/15/11	03/30/15	1,000,000	1,000,000	1,042,010	Custodian
2.125%	2.125%	FNMA-Callable Coupon	07/22/11	07/22/16	1,000,000	1,000,000	1,015,710	Custodian
1.700%	1.700%	FNMA-Callable Coupon	10/24/11	10/24/16	1,000,000	1,000,000	1,003,060	Custodian
1.000%	1.000%	FNMA-Callable Coupon	10/26/11	10/26/15	1,000,000	1,000,000	1,001,130	Custodian
1.5% & Up	1.814%	FNMA-Callable Coupon	10/26/11	10/26/16	1,000,000	1,000,000	1,002,520	Custodian
1.000%	1.000%	FNMA-Callable Coupon	10/26/11	10/26/15	1,000,000	1,000,000	1,001,810	Custodian
1.25% & Up	1.688%	FNMA-Callable Coupon	11/23/11	11/23/16	2,000,000	2,000,000	2,005,620	Custodian
1.125% & Up	1.759%	FNMA-Callable Coupon	11/23/11	11/23/16	1,000,000	1,000,000	1,002,330	Custodian
1.000%	1.000%	FNMA-Callable Coupon	11/28/11	05/28/15	1,000,000	1,000,000	1,001,790	Custodian
1.330%	1.330%	FFCB-Callable Coupon	12/07/11	12/07/15	1,000,000	1,000,000	1,002,870	Custodian
1.125%	1.125%	FHLMC-Callable Coupon	12/12/11	06/12/15	1,000,000	1,000,000	1,001,990	Custodian
1% & Up	1.403%	FNMA-Callable Coupon	01/30/12	01/30/17	1,000,000	1,000,000	1,004,460	Custodian
1.300%	1.300%	FNMA-Callable Coupon	01/30/12	01/30/17	1,000,000	1,000,000	1,004,860	Custodian
1.230%	1.230%	FFCB-Callable Coupon	01/30/12	01/30/17	1,000,000	1,000,000	1,004,900	Custodian
1.250%	1.250%	FNMA-Callable Coupon	02/14/12	02/14/17	2,000,000	2,000,000	2,026,200	Custodian
1.250%	1.250%	FHLMC-Callable Coupon	02/17/12	02/17/17	1,000,000	1,000,000	1,007,960	Custodian
1.300%	1.300%	FNMA-Callable Coupon	02/21/12	02/21/17	1,000,000	1,000,000	1,012,740	Custodian
1.200%	1.200%	FHLB-Callable Coupon	02/21/12	02/21/17	1,000,000	1,000,000	1,000,590	Custodian
1.150%	1.150%	FHLMC-Callable Coupon	02/28/12	02/28/17	1,000,000	1,000,000	1,010,200	Custodian
1.260%	1.260%	FFCB-Callable Coupon	03/01/12	03/01/17	1,000,000	1,000,000	1,004,350	Custodian
1.250%	1.250%	FNMA-Callable Coupon	03/06/12	03/06/17	1,000,000	1,000,000	1,004,560	Custodian
1.250%	1.250%	FNMA-Callable Coupon	03/13/12	03/13/17	1,000,000	1,000,000	1,005,120	Custodian

LVMWD Investment Report for the Month Ending July 31, 2012

Disc./Cpn Rate	Yield To Maturity	Investment Type	Date Invested	Date Matures	Book Value	Par Value	Market Value	Market Value Source
1.300%	1.300%	FFCB-Callable Coupon	03/20/12	03/20/17	1,000,000	1,000,000	1,006,940	Custodian
1.300%	1.300%	FNMA-Callable Coupon	03/22/12	03/22/17	1,000,000	1,000,000	1,006,350	Custodian
0.700%	0.700%	FNMA-Callable Coupon	03/26/12	03/26/15	1,000,000	1,000,000	1,003,700	Custodian
0.670%	0.670%	FNMA-Bullet	03/26/12	08/26/15	1,000,000	1,000,000	1,007,460	Custodian
1.050%	1.050%	FFCB-Bullet	03/28/12	03/28/16	1,000,000	1,000,000	1,018,410	Custodian
1.400%	1.400%	FHLMC-Callable Coupon	03/28/12	03/28/17	1,000,000	1,000,000	1,007,650	Custodian
1.270%	1.270%	FHLB-Bullet	03/30/12	03/02/17	1,000,000	1,000,000	1,023,180	Custodian
1.650%	1.650%	FNMA-Callable Coupon	04/17/12	04/17/17	1,000,000	1,000,000	1,002,940	Custodian
1.125% & Up ⁵	1.514%	FNMA-Callable Coupon	04/26/12	04/26/17	1,000,000	1,000,000	1,005,510	Custodian
1.400%	1.400%	FNMA-Callable Coupon	04/26/12	04/26/17	1,000,000	1,000,000	1,007,150	Custodian
1.300%	1.300%	FNMA-Callable Coupon	05/10/12	05/10/17	1,000,000	1,000,000	1,006,280	Custodian
0.5% & Up ⁶	2.063%	FHLB-Callable Coupon	06/13/12	06/13/17	1,000,000	1,000,000	1,000,220	Custodian
0.5% & Up ⁷	1.847%	FHLB-Callable Coupon	06/21/12	06/21/17	1,000,000	1,000,000	1,000,540	Custodian
0.750%	0.750%	KYSHSG-Municipal Bond	06/27/12	07/01/14	1,000,000	1,000,000	1,000,760	Custodian
		Sub-Total			44,044,710	44,000,000	44,386,100	
		Total Investments			45,044,710	\$45,000,000	45,386,970	

Note: Gov. Agency Coupon Notes will distribute interest every six months.

1-CPNRT=1.5% to 10/14; 1.75% to 10/15; 2.25% to 04/16; thereafter 3.5%.
 2-CPNRT=1.25% to 11/13; 1.5% to 5/15; 2% to 11/15; 2.5% to 5/16; thereafter 3%.
 3-CPNRT=1.125% to 11/12; 1.25% to 11/13; 1.5% to 11/14; 2% to 11/15; thereafter 3%.
 4-CPNRT=1% to 1/14; 1.25% to 7/14; 1.25% to 1/15; 1.5% to 7/15; 1.75% to 1/16; 2% to 7/16; thereafter 2.5%.
 5-CPNRT=1.125% to 4/14; 1.25% to 10/13; 1.5% to 4/16; 2% to 10/16; thereafter 3.5%.
 6-CPNRT=0.5% to 12/12; 0.75% to 6/13; 1% to 12/13; 1.25% to 6/14; 1.75% to 6/15; 2% to 12/15; 2.5% to 6/16; 3% to 12/16; thereafter 4.5%.
 7-CPNRT=0.5% to 12/12; 0.75% to 6/13; 1% to 12/13; 1.25% to 6/14; 1.75% to 6/15; 2% to 12/15; 2.5% to 6/16; 3% to 12/16; thereafter 4.5%.

Interest earnings for the month were as followed:

Investments	Amount Earned/Accrued	Current Yield
Refunding Revenue Bonds - Reserve Fund (Bank of New York Mellon)	\$835	0.363%
Local Agency Investment Fund (LAIF)	51,625	1.370%
HighMark US Treasury Money Market Fund	6,191	0.363%
Sweep Accounts (Wells Fargo Bank/Bank of New York Mellon)	0	0.000%
Total Earnings	\$58,659	0.010%

Schedule of Investment Balance Limitations (Per District investment policy)

The source of the market valuation is as followed:

Investments (Note 1)	Total Amount Invested	% of Total	Max. Limit Allowed
Refunding Revenue Bonds - Reserve Fund (Bank of New York Mellon/LAIF)	\$45,044,710	65.93%	no limit
HighMark US Treasury Money Market Fund (Union Bank)	2,759,143	4.04%	1 yr debt pmt.
Local Agency Investment Fund (LAIF)	53,374	0.08%	no limit
Total	20,465,514	29.95%	50,000,000
	\$68,322,741	100.00%	

Note 1: The average weighted duration for investments, excluding LAIF, is 1,347 days, which is under the assumption that callable coupons will not be called and will be held until maturity.
 Note 2: In July 2012, estimated Joint Powers Authority's participation in investment is \$6,251,940.11, of which \$4,666,826.31 (or 74.64%) belongs to LV.

LVMWD Investment Report for the Month Ending July 31, 2012

Bank Account Balances as of July 31, 2012:

Bank Name	Account Type	Amount
Wells Fargo Bank	Checking	\$316,814 (Note 3)
Wells Fargo Bank	Sweep	295,446
Bank of New York Mellon	Money Market	0
	Total	\$612,260

Note 3: This is bank balance without adjusting for outstanding checks. The total amount of outstanding checks is unavailable at the time of reporting.


"All District investments are included in this report and all investments, except those relating to debt issues and deferred compensation programs funds, conform to District investment policy. All investment transactions within the period covered by this report, except for the exceptions noted above, conform to District investment policy. Deferred compensation program funds are not included in this report; their investment is directed by individual employees participating in the deferred compensation program and not by the District. Debt issue funds are included in this report; their investment is controlled by specific provisions of the issuance documents and not by the District."

"The deposits and investments of the District safeguard the principal and maintain the liquidity needs of the District, providing the District with the ability to meet expenditure requirements for the next six months. The maturity dates are compatible with foreseeable cash flow requirements. The deposits and investments can be easily and rapidly converted into cash without substantial loss of value."

Approved for August 28, 2012 Agenda:


 John R. Mundy, General Manager

I HEREBY CERTIFY THAT THE FOREGOING IS TRUE AND CORRECT
 TO THE BEST OF MY KNOWLEDGE


 8-16-12

Barry Steinhardt, Treasurer



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Facilities & Operations

Subject: 26705 Malibu Hills Road Connection Fee Payment Plan Request

SUMMARY:

At the August 14, 2012 board meeting Dan Zaharoni, representing the developer of 26705 Malibu Hills Road requested that the board consider a payment plan for connection fees. The development will be a 60 unit independent senior community including a pool and community building. The project is located on an existing parcel at the eastern terminus of Malibu Hills Road and the City of Calabasas approved the project in 2006. A total of \$413,000 for sewer connection fees and \$119,193 for water connection fees are due along with \$3,750 in miscellaneous deposits for plan check and inspection. The Conditional Use Permit approved by the city contained the condition that "The developer will be required to meet all the District's conditions of service and pay any water or sewer fees that may be due prior to construction." This is a common condition where the city requires a developer to provide them a "financial arrangement" letter from the district stating that all financial arrangements have been made to provide service before issuing a building permit. If a developer requests assurance that service will be provided in the future then they are required to deposit cash for the connection fees and enter into a deposit agreement. This assurance takes the form of a financial arrangement letter. Normally a developer is required to pay all required fees and deposits and execute a deposit agreement prior to issuing the financial arrangement letter. However if a payment plan is considered the financial arrangement letter could be issued after receipt of the last payment and execution of a deposit agreement or a surety bond and payment agreement can be required before issuing the financial arrangement letter.

RECOMMENDATION(S):

Provide staff direction related to the request for a connection fee payment plan for 26705 Malibu Hills Road.

FINANCIAL IMPACT:

Connection fees are not taken to revenue until service commences. Commencement of water service is defined by the district code as "when a request has been made and water can be first delivered to applicant's property through district owned facilities and the monthly service charge can be assessed." Commencement of sewer service is defined as "when the applicant's property can be connected to the truck sewer or collector sewer and monthly sewage service charges are paid." If "service commences" before all payments have been made then there will be a delay in taking the fees to revenue. If a payment plan is considered, any risk of late payments or default can be mitigated by requiring a penalty for late payments and a surety.

Prepared By: David R. Lippman, Director of Facilities & Operations



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Facilities & Operations

Subject: ADS Environmental - Maintenance Agreement Renewal for Sewer Metering Stations

Las Virgenes-Triunfo Joint Powers Authority approved funding for this matter in the Joint Powers Authority Budget. This recommendation is before the LVMWD Board of Directors for action, as administering agent, as authorized under the Joint Powers Authority Agreement.

SUMMARY:

ADS Environmental Services (ADS) installed sewage flow meters at the C-4, Oak Park and North Ranch metering stations and at the City of Los Angeles sewer connection near Lift Station 1. ADS has also provided the maintenance and monthly report service, via the internet, for these four meters. ADS has provided reliable service and reports to the District in a timely manner. The cost for this service is \$8,077.75 per meter and remains the same as last year.

RECOMMENDATION(S):

Authorize the General Manager to issue a purchase order for maintenance and reporting services to ADS Environmental in the amount of \$32,3311.00

FINANCIAL IMPACT:

The FY2012-13 Budget provides funding for this service in both the JPA (\$24,233.25) and Las Virgenes only Sanitation (\$8,077.75) Operating and Maintenance budgets.

Prepared By: Doug Anders - Administrative Services Coordinator

ATTACHMENTS:

[ADS Flow Monitoring Renewal](#)

August 2, 2012

Mr. David Lippman, P.E.
Director of Facilities and Operations
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, California 91302

**Re: ADS Wastewater Flow Monitoring
Maintenance and Operation Renewal Pricing (2012-2013)**

Dear Mr. Lippman,

The wastewater flow monitoring agreement is due for renewal. ADS can offer continued maintenance, service and data analysis for the upcoming 2012-2013 service period as for the previous period. The price detail is included in the attached table.

Please send a new Board Agreement or Purchase to update the existing Agreement (dated 03/28/02) with the new service period (09/01/12 through 08/31/13).

ADS appreciates the opportunity to be of continued service to you and the District. If you have any questions regarding this proposal, please do not hesitate to call me at (858) 571-0045 ext. 222.

Sincerely,



Paul A. Forsthoefel
Region Manager

Cc: Larry Miller (LVMWD)
Heather McPherson (ADS)

Enclosure

Pricing

Flow Monitor Maintenance and Data Analysis Sept. 1, 2012 – August 31, 2013				
Description	No. of Units	No. of Months	Unit Price (monitor month)	Total
Flow Monitor Maintenance and Data Analysis: Sept. 2012 – Aug. 2013	4	(12 mo.)	\$673.15	\$32,311.00
Sales Tax				N/A
Total Price				\$32,311.00



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Facilities & Operations

Subject: Malibu Bowl Waterline Replacement Project - Award of Contract

SUMMARY:

On June 26, 2012 the Board approved plans and specifications and authorized a call for bids for Malibu Bowl Waterline Replacement Project. The project includes the replacement of 520 feet of waterline and four service connections that were damaged in the 1980s due to a landslide. The engineer's estimate was \$86,755. A mandatory pre-bid tour was conducted on July 30, 2012. Four bids were opened on August 8, 2012 and the lowest bidder was CS Engineering in the amount of \$75,000. The lowest bid was confirmed by the staff, and the bids received are listed as follows:

Contractor Bid Amount

CS Engineering \$ 75,000
Toro Enterprises, Inc. \$ 100,757
Blois Construction, Inc. \$ 188,626
Spiess Construction, Inc. \$ 231,352

A proposal from Geo Lab - Westlake Village in the amount of \$883.00 was received to provide geotechnical services during construction. A proposal of \$4,000 was also received from Pheonix Civil Enginerring, the designer of the project, to provide professional services during construction.

RECOMMENDATION(S):

Award the contract for Malibu Bowl Waterline Replacement Project to CS Engineering in the amount of \$75,000; and that all remaining bids be rejected upon receipt of duly executed contract documents.

Accept the proposal from Geolabs-Westlake Village to provide geotechnical services for the project in an amount not to exceed \$883.00 and accept the proposal from Phoenix Civil Engineering to provide professional engineering services during construction in an amount not to exceed \$4,000.

FINANCIAL IMPACT:

The FY 2012-13 Budget provides funding of \$85,000 for the proposed project.

Prepared By: Lindsay Cao, P.E., Associate Engineer



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Finance & Administration

Subject: Final Report on Rate Study by Raftelis Financial Corp

SUMMARY:

The Board selected Raftelis Financial Corporation ("Raftelis") in July 2011 to conduct a rate study on user fees for the potable water, recycled water and sanitation enterprises. Raftelis has worked with the Board and staff. In addition to the work done at regular meetings, the Board held two special workshops specifically on rate structure and procedure.

Raftelis completed a draft for Board review with proposed user fees for three years beginning January 1, 2013. The proposed rates and structure were reviewed by the Board at the June 26 meeting. The Board requested refinements that are included in the report that the Board will consider accepting at the July 24 meeting. At the meeting on June 26, the Board directed staff to begin preparations for the Proposition 218 outreach and official notification processes to ultimately implement the rates beginning January 1, 2013.

RECOMMENDATION(S):

Accept the final report from Raftelis for the Rate Study.

DISCUSSION:

At the Board meeting on June 26, 2012, the Board agreed with most of the report but asked for some modifications.

- The draft report proposed a tier one water rate that would be equal to the District's cost of potable water purchased from Metropolitan Water District (MWD). The Board asked that this increase be smooth out over three years.
- The Board asked that the user rate for recycled water increase by a nationally recognized indexed rate each year.

Raftelis has included the modifications in the final report, which will be included with the Board Agenda Package. The final report will also be available at the District Headquarters, Finance Department, for public review before the Board meeting. When accepted by the Board, the report will be posted to the district website (www.lvmwd.com)

Prepared By: Sandra Hicks, Director of Finance & Administration



August 28, 2012 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Resource Conservation & Public Outreach

Subject: Public Outreach Assessment

SUMMARY:

The Board set 2 related goals for the General Manager to accomplish prior to his planned retirement at the end of the year. One goal was to conduct a customer survey to assess customer satisfaction and solicit feedback on specific topics like the 5-mil tank, AMR/AMI meters, rates, composting at Rancho, webcasting of board meetings, water budgets, etc. The survey was completed and the results were presented at the July 24, 2012 meeting. The second goal was to conduct an independent assessment of the current outreach efforts, provide recommendations for improvement, conduct interviews with key staff, review recent public communication on various matters, and identify ways for the Board to complement staff's outreach efforts. Ane Deister, representing Parsons Environment and Infrastructure was retained to provide this service at a cost not to exceed \$25,000 which is within the General Manager's administrative authority. Ms. Deister has completed her assessment and will present her findings to the Board. Her work scope includes consideration of the customer survey results.

RECOMMENDATION(S):

Provide feedback to staff.

Prepared By: Carlos G. Reyes, Director of Resource Conservation and Public Outreach

ATTACHMENTS:

[Outreach Assessment](#)

PARSONS

Las Virgenes Municipal Water District Outreach and Communications Assessment



Ane D. Deister

Vice President, Environment and Infrastructure

August 10, 2012

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Las Virgenes Municipal Water District Outreach and Communications Assessment

Ane D. Deister, Vice President, Parsons Environment and Infrastructure
August 12, 2012

EXECUTIVE SUMMARY

This report summarizes the consultant services provided by Ane Deister, Vice President, Parsons Environment and Infrastructure, to conduct a program level assessment of the Las Virgenes Municipal Water District's (LVMWD) outreach and communications program. The consultant interviewed staff, reviewed a number of documents including the District's Strategic Plan, the division's Public Outreach and Communications Plan, various publications, lists of outreach events and legislative tracking report. This review provided information regarding the scope of the outreach and communications program and relationship with other District strategic priorities. The consultant compared the LVMWD scope of activities with other agencies' efforts and referred to the national American Water Works Association (AWWA) publication *Effective Utility Management: A Primer for Water and Wastewater Utilities* as an industry benchmark. In addition, consultant reviewed a recently conducted customer survey, which can be considered a quantitative performance metric and indication of the effectiveness of the outreach and communication program.

In this program level assessment the consultant reviewed the types of activities and products currently being provided by the LVMWD outreach and communication division and compared those efforts with activities provided by other agencies. The agencies used for the comparison represent others in the region, and utilities providing similar services in other locations in California that are recognized in the industry for their effective outreach programs. The national AWWA report was used for baseline comparison, as it reflects the consensus of the attributes of effective utility management representing utilities throughout the country, other national utility-based organizations and US EPA.

The assessment revealed that many of the activities, products and programs implemented by Las Virgenes are similar to the other utilities. However there were four notable differences that appear to relate directly to program effectiveness: (1) The national assessment points to the value and need for focused, enhanced collaborative stakeholder involvement, which may involve the use of community advisory committees or task forces. The other utilities surveyed appear to use them to a greater degree than is apparent at Las Virgenes; (2) The utilities recognized in the industry for effective community outreach and stakeholder involvement in California have allocated significantly greater fiscal and staffing resources to implement those activities than does Las Virgenes; (3) The national assessment also pointed out the need for the community outreach and public involvement program to include the following three program components: customer satisfaction, stakeholder understanding and support and community sustainability, which includes service affordability. Those three components are not specifically addressed or budgeted in the current Las Virgenes program although there are activities that relate to some of them; and (4) The utilities recognized for their effectiveness in community outreach also publicize vision or commitment statements that articulate a unified governance and management approach among the elected board members and the executive management. These statements go beyond the typical strategic planning goals, address community values and sustainability of resources, finances and organizational image, and serve as a blueprint for staff to identify options and different ways to achieve the organizational vision.

The customer survey conducted in the summer of 2012 provides a unique opportunity to measure the perception of the District's customers regarding interactions and communications with its customers, and to some extent the effectiveness of the public outreach and communications efforts. That survey revealed high overall satisfaction with the District, rating in the top grouping with other service providers, and reflected a majority of positive scores in almost all categories. Interestingly, even though there is a proposed project in one of the District's divisions, the positive ratings were equally distributed among all divisions. There were indications of opposition to the project in the June 26, 2012 board meeting, but it may be limited and small in number as the survey did not reflect a reduction in the overall positive scores attributable to that proposed project or its location. However, it was obvious in the June 26, 2012 board meeting that there is some sustained opposition to the proposed project, which may be a factor to be considered in the decision making process.

The results of the customer survey reflect the type of customer feedback that utilities would relish today, and it is reasonable to assume that these positive responses reflect a positive relationship between the District and its customers that has been sustained over time. There does appear to be a disconnection in the ratings however, regarding the satisfaction with the services and whether the services are a good value. That is not surprising in today's economic situation, but points out an opportunity to improve that apparent disconnection.

The same tools that have resulted in positive ratings in other categories may be used to a greater extent and applied more directly in explaining, educating and involving the customers in decisions related to District rates. There are indications in the survey results that there have been some effective communications regarding rates, but the degree of difference indicated in the value of the services relative to the rates suggest the need for greater focus on this topic.

Additionally, in observing the June 26, 2012 board meeting there were indications of potential conflict and honest disagreement among the board members that may result in mixed or confusing messages and direction to the staff, the public and news media. While the disagreement reflected significant thought and consideration by the board members, the messages did not appear to reflect a shared vision of the expectations by the board that would be helpful in guiding staff. As a result, during this time of executive leadership transition, the District may consider conducting a visioning workshop to help align the board members' views, at least regarding the 'big picture' issues. This may also result in updates to the District's Strategic Plan and Public Outreach and Communications Plan, which may lead to greater strategic guidelines for the outreach and communications program and development of a focused effort to describe the cost of District services reflected in customer rates.

OVERVIEW

At the request of John Mundy, Las Virgenes Municipal Water District (LVMWD) General Manager, consultant Ane Deister, Vice President with Parsons Environment and Infrastructure, was asked to submit a proposal to conduct a program level review of the district's outreach and communications efforts and provide additional services related to existing District communications issues. The District modified the draft proposal and prepared a contract to perform these services, which commenced on June 1, 2012. This work is part of the District's ongoing process of continuous improvement and enhancement.

PROJECT OBJECTIVES

There are two objectives identified for this project: (1) to provide a programmatic review of the District's public outreach and communications efforts; and (2) identify areas for improvement or enhancement, particularly for difficult and challenging issues that face the District.

INTRODUCTION

The LVMWD established the Resource Conservation Department in early 1990 to enhance the District's outreach and communication with stakeholders and regulators and implement a conservation program in response to prolonged drought conditions.

As part of a District organizational improvement process the Customer Service functions were integrated into this department and subsequently renamed as the Resource Conservation and Public Outreach Department in 1995. Over time, the District periodically has conducted internal assessments of program and staffing effectiveness as part of the management's continuous improvement process and has conducted customer surveys for external feedback and assessment.

Presently the District is embarking on a leadership transition with the retirement of the current General Manager. In the last General Manager's evaluation, the board set goals for him to accomplish prior to his departure. These included conducting a customer survey and performing an independent evaluation of the District's outreach program. The customer survey was recently completed by an independent survey firm. To conduct an objective external assessment of the overall Public Outreach program, a contract was established with Ane Deister with Parsons to perform this program level assessment. This contracted work involves the following tasks:

1. Review the District's Communication and Outreach Plan
2. Meet with District staff to review current programs, activities, performance measures, staffing, and resources
3. Review public communication regarding specific matters but not limited to: Automatic Meter Reading/Automated Metering Infrastructure (AMR/AMI), 5-million gallon tank construction, limited service agreements (LSAs) and rate increases.
4. Conduct strategic interviews with key program participants
5. Review the results of the 2012 Customer Survey
6. Compare District outreach efforts with other agencies
7. Identify how the Board may complement and enhance staff's outreach and communication efforts.
8. Provide recommendations for program improvements, performance measures and resource requirements.

METHODS, MATERIALS PROVIDED BY LVMWD STAFF

The consultant used a variety of tools and information to perform the assessment of the District's outreach and communications plan. The assessment involved review of written materials, oral interviews, programmatic benchmarking with other agencies, review of a recent customer survey, referral to the industry standard publication and observations at a June board meeting. Benchmarking involves a comparison of similar processes or measures across different organizations and/or sectors to identify best practices, set improvement targets and measure progress. Benchmarking can be conducted in a variety of ways – ranging from program level assessments to highly specific and quantitative evaluations. This contract specified a program level assessment, although some budgetary analyses were included for perspective purposes. Specific resources, activities and evaluation tools are summarized below.

Conducted meetings with District employees:

- Meetings with District employees engaged in developing, implementing, overseeing and conducting aspects of the District's outreach and communications program including: John Mundy, Carlos Reyes, Jeff Reinhardt, Carol Palma, Deborah Peters
- Meeting with other District employees engaged in other programs that may be reflected in the outreach and communications efforts including: David Lippman, Sandra Schmidt Hicks, and Randal Orton.

Reviewed documents, lists of activities, electronic communications included in the program over the past year

- Review of specific articles, editorials, letters to the editor recently appearing in the Acorn
- Review of recent Customer Survey results, including verbatim comments
- Attendance at District Governing Board meeting of June 26, 2012

The following materials were provided to consultant to aid in the assessment:

- LVMWD Customer Survey 2012 Report Draft June 21, 2012
- LVMWD Customer Survey June 2012 Verbatim Comments
- LVMWD Customer Survey Division Differences Part III Graphics
- Public Outreach and Communication Plan
- Community Outreach Calendar – provided by RCPO
- LVMWD Legislative Tracking Sheets for 2011-2012
- List of publications occurring 01/01/12 – 6/21/12 with publication source, contacts, issues
- Community outreach activity summary 2012 with date, organization, subject and type of event
- Emails including:
 - From Martin Jensen, Agoura Hills, marankie@sbcglobal.net, June 22, 2012 regarding LVMWD justification revisited . . . 5 million gallon tank
- Media publications including
 - Acorn, *Water Rates on the Rise*, July 12, 2012
 - Acorn, *The Ride Continues*, editorial, July 12, 2012
 - Acorn, *Water District Should Conserve Not Spend*, letter to the editor, July 12, 2012
 - Acorn, Draft of Letter to the Editor by GM John Mundy, submitted to Acorn on June 4, 2012
- Samples of typical publications prepared by the District including:
 - 2010 and 2011 Water Quality Reports
 - The Current Flow newsletter Issue #2, 2012, lead story: *Survey: LVMWD Water Rates Remain Lowest in Region*
 - Annual Report for Fiscal Year 2009-10, *Building a Better Water District*, published March 2011
 - *Bringing Water Service Full Circle* publication

Attended June 26, 2012 Governing Board meeting, topics included:

- 5-million gallon tank
- Capital improvement plan
- Budget and rates

Reviewed outreach, communications, conservation scope of programs, compared with other agencies

- Retail Agencies within the region: Casitas Municipal Water District
- Wholesale Agency in region: Calleguas Municipal Water District
- Agencies recognized for effective community outreach in California: Irvine Ranch Water District, West Basin Municipal Water District
- Alternative approach agency: Moulton Niguel Water District

Referred to national publication providing industry best practices:

- *Effective Utility Management: A Primer for Water and Wastewater Utilities* published in 2007 and updated twice since; collaborative publication with participation from 6 industry organizations including AWWA, WEF and 15 utilities from across the country representing a diversity of agency types and locations.

Reviewed Las Virgenes Municipal Water District website for additional resources, information

- District Strategic Plan
- Conservation program
- Outreach events listing
- Watershed management program
- Sampling of annual reports, CAFR, budgets

ASSESSMENT PARAMETERS AND INDICATORS

The consultant conducted a program level assessment of the District's outreach and communications activities, goals, metrics and performance. The following parameters were used to inform this program assessment: evaluation of the customer survey as an independent program evaluation metric; program level benchmarking with area and industry leading agencies to compare scope and effort; review of District's Strategic Plan outreach and communications goal; Public Outreach and Communications Plan; and Board interaction observations.

Customer Survey

The recently conducted customer survey may be seen as a reasonable quantitative sampling of the public's level of satisfaction with the District's services and a reflection of the District's image in the community. A particularly striking graphic in that survey is indicative of the positive responses revealed in this survey, plus one apparent disconnect (Table 1).

Table 1: Overall customer service categories of scores

	Score	
	9.0	
	8.9	Supply of water is reliable
	8.8	
	8.7	
	8.6	
	8.5	Water they provide is safe
Employees are courteous	8.4	Comply with environmental regulations
	8.3	Keep me informed re water issues
	8.2	
Do best to maintain natural environment	8.1	
	8.0	Employees are knowledgeable
Easy to contact	8.0	Information in bill is clear
	7.9	
Quick to respond	7.8	
	7.7	
	7.6	
	7.5	Help people & business conserve water
Understand my concern	7.4	
	7.3	
	7.2	
	7.1	Simple & online billing options
	7.0	
	6.9	
	6.8	
	6.7	
	6.6	
	6.5	
	6.4	
	6.3	
	6.2	
Provide good value for the money	6.1	
	6.0	
	5.9	
	5.8	
	5.7	
	5.6	
	5.5	
	5.4	
	5.3	
	5.2	
	5.1	
	5.0	Mid-point of survey rating scale

Overall the scores in the customer survey reflect strongly positive responses regarding the District's services, performance and the abilities of the District staff, and may include board members' performance as well. The majority of responses occur in the 7 – 9 range on a scale of 1 – 10, with only one score rated below 7.0. Throughout the utility industry it is not uncommon for customers to 'complain' about costs. But even the lone score regarding 'value for the service' is rated above the median score. Typically scores below the mid-point of the ratings would be considered in the negative column, and while the score of 6.1 is less than the other scores it still ranks above the mid-point. In this case it may be that the 'value' score reflects a lack of understanding regarding the details of the District's rates. Or it may reflect other factors such as:

- a difference in community values regarding the cost of service;
- specific rate component such as sanitation services or high-end water users

In today's economic climate many utilities would be pleased with these scores, including the 'value' score. While only one factor, the 'value' score does point out an important program indicator for the District to focus on in future outreach and communication efforts, and for some this may be one of the most important factors to target for improvements.

Program level benchmarking:

Consultant did not conduct an in-depth assessment of the programs, budget allocated, staffing levels and evaluation methods in comparing outreach, communications and conservation efforts, but did compare number of total employees, public / community outreach employees and total agency budgets for general benchmarking. The agencies were selected to provide an array of approaches for comparison, some more closely related to the mission of LVMWD, others not as much, in order to identify best practices that might apply to practices across various agencies. The assessment involved a program level review of the types of programs offered, the activities and services within each program in order to identify where the programs were similar in scope and coverage and included a review of the materials related to budgets, number of staff allocated and types of programs devoted to public communication, outreach, communication and stakeholder involvement activities. The assessment revealed mostly similarities in the types of activities and products used by each agency, with a few differences in the way the agencies engage the community in decision making activities. A summary of the general budget and employee comparison is provided below in Table 2.

Table 2: Program level comparison of agencies public outreach, communication resources

<u>Agency</u>	<u>2011/2012 Op budget</u>	<u>Total EE</u>	<u>Out/com./conserv</u>
Irvine Ranch (Water, wastewater, recycled water, urban runoff treatment)	\$111.1 M	312	7
Moulton Niguel (Water, wastewater, recycled water)	\$ 54.2 M	100	0 specified
West Basin (Imported water, ground water, recycled water)	\$167 M	36	6
Calleguas (Wholesale: Imported water, groundwater)	\$ 117 M	64	9 employees specified; budget for Resources, Conserv, Outreach dept. \$1.32 M; +1 person legis affairs + GM office involvement
Casitas (Water, recreation)	\$ 15.8 M	not specified	# employees not specified; budget for PR unit \$274,653
LVMWD (Water, wastewater, recycled water)	\$61.5M (FY12/13)	117	3 employees (Ed. outreach. Legis.)

The review of the public communication materials and community outreach activities resulted in few differences, with most agencies providing:

- Newsletters, brochures, fliers
- Educational programs
- Tours or facility workshops
- Annual reports, audit reports
- Budget reports
- District fact sheets
- Appearance at various community events
- Publications such as Water Quality Reports, Urban Water Management Plans and other similar industry related reports
- Specialty publications related to agency initiatives
- Conservation support programs – indoor and outdoor
- Environmental and watershed management programs

Some agencies are using their websites to augment the traditional communication tools and call out specific mechanisms related to transparency, especially related to communications regarding board and executive staff compensation, MOU's with employee associations and unions, and the ability to sign up for e-alerts for early announcements about potential projects in early planning phases. Transparency in communications and in decision making is a common theme in most of the agency websites. LVMWD subscribes to transparent communications and decision making, as Board policy noted in the 2012/13 Strategic Plan (Goal #7). It is defined or called out under "About Us" on the District website where financial documents are provided for public review. The District has published a simplified Annual Report of its finances since 2007. To highlight these efforts, a link labeled 'transparency' on the home page may enhance that purpose.

The two agencies in the region appear to have similar conservation-related outreach programs as LVMWD, as do the other California agencies, due to the support provided by Metropolitan Water District. Although there appears to be an image in the California water industry that West Basin and Irvine Ranch have more progressive conservation-related outreach programs than does LVMWD.

Some of the slight differences among the agencies are due to basic mandate differences with one notable exception. Several of the agencies indicated greater use of community advisory committees or task forces comprised of members of the community as part of the overall agency decision making process. This appears to be a key approach difference in the way in which LVMWD engages the public. Las Virgenes may use task forces or community advisory committees but in the materials provided or available on the district website, it does not appear to use them to the same degree as the other agencies. In the past LVMWD and other agencies may have used community advisory groups cautiously as the elected officials guarded their fiduciary and governance mandates carefully. Today, however, the use of these groups is common and ground rules for ensuring executive management and Board of Directors' roles and responsibilities have been well vetted and adopted.

Strategic Plan, outreach and communications goal

The District's Strategic Plan provides a written statement regarding the direction, approach, focus and principles to guide decision making. It is used by the staff in their development of proposals, options and solutions and it is a way for the board to evaluate whether the decision options provided by the staff reflect their adopted strategies.

One of the goals in the Strategic Plan pertains to the District's outreach and communications program. It reads as follows:

Strategy Goal 7: Sustain community outreach and support

Sustain Community Awareness and Support

We operate under a policy of full transparency. We build public understanding of District activities; we work cooperatively with our customers, communities and stakeholders to advance District and community goals and to advocate sound public policy particularly regarding regulations.

Objective 7.1

Develop effective information and awareness programs as necessary to establish and maintain a meaningful working relationship with ratepayers beyond merely offering information.

Activities:

- Continue rollout of “Most Current Flow” in local newspapers to increase awareness of District initiatives and activities.
- Identify inter-agency programs with cities, county, Non-Governmental Organizations (NGOs).
- Conduct regularly scheduled presentations to each city council through the course of the year on District topics.
- Display with L.A. County Fire at annual Agoura Hills event.
- Participate in L.A. County Fire Safe Committee.
- Continue LVMWD’s presence at multiple community events.
- Continue programs with LVUSD (see education outreach section).
- Publicly present Annual Report.
- Prepare annual Consumer Confidence Report.

Action for FY 12-13

- Conduct Community Survey using different survey methods, such as, mail, internet and telephone.
- Hire Community Outreach Consultant to advise on public outreach such as 1235’ Backbone Improvement Project, Delta issues and rate changes.
- Coordinate outreach with Westlake Village Soap Box Derby event in May.
- Consider outreach venues at local shopping centers.

Objective 7.2

Promote water education programs.

Activities:

- Provide school and community education programs.

Actions for FY 12-13:

- Expand use of local community access channels (example: Huell Howser series).
- Continue to develop and enhance school education programs.
- Continue offering water efficient landscape classes.
- Conduct annual review of financial support for LVUSD water related student programs.

Objective 7.3

Promote advocacy and programs demonstrating community and industry leadership that advances customer interests.

Activities:

- Actively participate at Las Virgenes Council of Government (COG) meetings in fostering relationships with local and regional agencies.
- Provide public outreach related to capital improvement projects, master plans and other issues that affect the public.

The Public Outreach and Communication Plan:

This plan is tied to the District Strategic Plan, providing another level of detail and description. The goals and overall program components of the Public Outreach and Communication Plan are summarized below.

Goal: Earn Community Support

- Seek to have customers regard the District as a community asset
- Seek to build community awareness as to what the District does and how activities contribute to the quality of life
- Want customers to reflect that the District meets their service expectations
- Want customers to understand the value of service and the costs for rendering those services
- Want customers to feel they are well informed
- Want customers to perceive the District as a source of quality and reliable service
- Wish to be viewed as an agency that is sensitive to and protective on the local environment
- Desire to customers to view the District as a reliable source of information at all times, whether it be conservation methods or emergency communications

- Engage in legislative advocacy, following the Board's adopted legislative policy guidelines, to benefit the customer base and the goals of the District

Performance Benchmark Indicators:

Throughout the year the Public Outreach unit plans and tracks its activities in fulfillment of the above goals. Programs are reviewed by the Board, the General Manager and the Director of Resource Conservation and Public Outreach each year, with policy direction and funding for projects reflected in the District's annual budget. Through the course of the year there are frequent updates with the RCPO Director and a written monthly summary of activities is submitted for his review.

In reviewing the district's Public Outreach and Communication Plan the activities and programs are expansive, inclusive and cover a wide range of information exchange opportunities similar to the efforts conducted by other neighboring agencies. The plan, similar to the overall District Strategic Plan is broad in nature, which provides a 'wide net' of expectations, but can also result in little opportunity to specifically measure success. The introduction to the plan links it to the values and Mission statement contained in the Strategic Plan.

A key outcome of this assessment is to identify areas where the District may benefit from programmatic changes in the Public Outreach and Communication functions at the District. In considering program enhancements and improvements at least the following considerations may need to be addressed for maximum program effectiveness.

- External performance measures: There appears to be a lack of external performance metrics specified in the Public Outreach and Communications Plan, whereas the goals primarily relate to improving external relationships and perceptions. As a result, it is difficult to assess whether there are improvements or goals are achieved unless there are agreed upon measures, hopefully some of which are quantitative and independent in nature. Relying strictly on internal District reviewers to evaluate a program that is designed with a plethora of external communications expectations is difficult to perform effectively. Parenthetically, the recent customer survey and other efforts such as focus groups could be added to the plan to address this need. Staff has advised that in the past, the District used consultants or outside services to assist with measuring performance with specific issues. Staff further reported that this has been minimized or eliminated in the interest of cutting costs. However, for there to be some external measure of whether the public communications and outreach program is performing as anticipated management may want to conduct a review of these previously contracted-for services to assess benefit and cost.

- Relationship between outreach goal and other strategic plan goals: The District's Strategic Plan addresses the public outreach and communications mostly in goal 7, but the Public Outreach and Communications Plan addresses specific support functions tied to other strategic goals.

In order to assess the effectiveness of these outreach and communications functions in supporting the other strategic goals it would be beneficial to develop a set of tactical guidelines that specify how the public outreach support is to occur and will be measured. This would be enhanced by developing a listing of the tactics and activities designed to specifically support multiple Strategic Plan goals.

- Board vision and Board developed guidelines: The current description of activities in the Public Outreach and Communications Plan is a diverse array but does not appear to be tied to specific Board informed expectations. It is reasonable to assume that the Board of Directors have specific expectations and ideas about what constitutes an effective, successful outreach and communications program. It would be difficult to measure effectiveness without clear, tactical guidelines tied collectively to the Board's shared vision statements, and to Board members' expectations for staff and program performance. These specific tactical measures would clearly identify:
 - Priorities for public communication and community involvement: what triggers these activities – including timing, degree of public information, and type of media to use – and how this program implements the Board's shared vision for LVMWD
 - Identification of how limited communication and outreach resources are to be used with competing demands, and when additional resources may be appropriate – beyond the basic adoption of the division budget
 - When and how to engage public in activities prior to decision making – including planning, design, alternatives analysis phases; interactive, one-way or two-way dialogs
 - When and how to engage other district staff in implementing the communication and outreach program, specifying tie-ins with other strategic goals requiring communications support for implementation
 - What constitutes fairness in communications/outreach program delivery to different board elected divisions

- Agreed upon approaches to use in both developing the outreach and communication plan and in management's performance and program evaluations. There is a nuance that may be relevant to this assessment component, however. Presently it appears there are distinct differences in the individual Board members' view of success for the district, which may include communication and outreach efforts. That adds to the difficulty for the staff to align the program, goals, objectives and activities with Board expectations and for the Board members to evaluate whether their expectations for this program have been met.

Board Interaction Observations

The June 26, 2012 Board of Directors meeting provided an opportunity to observe the interactions between the staff and board, community members, and among the board members regarding three key issues – budget, 5 million gallon tank, and the rate increase proposal. During that meeting it was observed that district board members asked specific questions, made statements regarding individual positions, and provided direct comments on the agenda items. While the Board of Directors' comments were insightful and specific in nature, they did not appear to reflect a shared vision regarding these three challenges, and at times reflected more than 2 views among board members. Even when there appeared to be a majority view, different approaches were voiced by board members regarding how to implement that view. That further complicates the challenges in Public Outreach communicating to the public about the direction these issues will take. It also presents challenges to the media representatives who are covering the meeting. Additionally the expressed minority view(s) at this particular meeting were not insignificant in terms of the level of disagreement from the majority view.

As a result, part of the visioning process the Board of Directors may engage in would be to agree upon how to reflect the Board's views, especially when there is diversity of views. For example is it acceptable to identify the majority view with a description of the minority view(s) and the reasons for each? Is it reasonable to only reflect the majority position but identify the issues raised by those not supporting the majority view? The benefit of reflecting the majority view along with other comments is that each of the views is valued and reported to the customers.

FINDINGS

1. Strategic Planning and Visioning

The district has a new board director as a result of the 2010 election. The newest director has participated in the 2011 and 2012 strategic plan updates. Nevertheless the dynamic nature of strategic planning suggests that when the authors of the plan change there may be value in revisiting the plan more comprehensively than just through periodic updates.

The Strategic Plan provides an opportunity for the Board to clearly communicate strategic priorities and direction to the staff as they develop programs, budgets and evaluation methods. The diverse views on the board presently may be considered by some as an obstacle or may be harnessed and used beneficially to develop a richer array of strategic principles and expectations to address current and future challenges.

Through an interactive process that maximizes understanding of where there are agreements and differences, and reasonable agreement on how to manage those differences, the result can be greater clarity of purpose. This practice may also result in agreement on how to reflect diverse views in a way that can lead to overall District benefits. One such approach is a collaborative process called shared visioning, that may be designed specifically to assist decision makers to actively reflect diverse views in their decision making process. The outcome is not necessarily complete agreement on the details of policy considerations, but focuses more on agreements on the 'big picture' aspects of defining success.

In reviewing other agencies in the state that are recognized in the industry for effective community involvement and communications there are few differences in the outreach materials and activities compared with the LVMWD program. However, these agencies have identified a shared overall vision to direct their District's managers, with clearly stated commitments or a specific vision statement regarding community engagement approaches. That appears to be an important distinction between LVMWD and agencies such as West Basin, Irvine Ranch, and Moulton Niguel. Interestingly the Moulton Niguel approach is different from the others in that there does not appear to be specific position descriptions or titles pertaining to communications or community involvement. Moulton Niguel conducts outreach events and performs public communications, but it appears to be a more dispersed or decentralized function than what occurs in other agencies. However, even with Moulton Niguel the Board of Directors and executive management appear to be closely aligned with shared understanding on messages and priorities.

This is an opportune time to conduct such a visioning workshop as the board is engaging in a process to hire a new General Manager. Once the shared visioning workshop has occurred it is likely the District staff will be in a better position to update and modify the District Strategic Plan. Additionally, part of the Strategic Plan update may specify how the Public Outreach and Communications Plan can be tied to multiple strategic goals, through specific guidelines, tactics and approaches. These specifics can provide the basis for measurable goals and objectives for future quantitative program evaluations. The tactics and strategies that relate to each of the strategic planning goals may provide clarity regarding when public information dissemination is appropriate, the type of information vehicle to be used, when engagement with community stakeholders is warranted, and how those activities are to be decided and by whom. Without this level of specificity it will be difficult to assess whether the program is meeting Board and management expectations.

Completion of a Board focused visioning process will aid in achieving these improvements, and may help to align the board and senior staff in key areas such as protocols regarding District communications with the media including roles and responsibilities between governance and executive functions. Typically boards and managers engage in this kind of interactive dialog periodically to set or re-set boundaries and expectations for performance and develop unified support for district-wide objectives.

2. *Decision making actively involving appointed community members:*

The majority of the activities that LVMWD conducts as part of its communication, outreach and conservation programs appear to be similar to the other agencies reviewed as part of this assessment. However, the degree, timing and use of advisory committees may be a significant difference in the way LVMWD engages the public and seeks input for the decision making process. It may also be that the use of these community based groups is not well known or publicized in the community. The degree, style and use of community based advisory groups is often a policy preference articulated by the Board of Directors, who are ultimately responsible for the board decisions. It may be worthwhile to identify the expectations by Board members regarding the use of community groups in the decision making process as part of the visioning process. Often staff members will raise concerns regarding the use of external advisory groups related to issues of additional time and resources to implement the activity. These are legitimate concerns and should be factored into the Board's expectations if they decide to move in this direction. However, once these external engagement activities are in place they can speed up decision making due to less opposition and other actions that can delay a project. A key benefit is realized when there are representatives from different parts of the community engaged in the dialog at the same time. This can provide perspective that may be helpful in making tough decisions.

3. *Update Strategic Plan to reflect Board Vision components*

The Board visioning process and agreement on the role of the community in decision making processes may lead to development of a new District Strategic Plan, or result in some minor tweaks to the existing plan. Those changes may also be used to develop implementation guidelines and tactical plans to support the District strategic priorities, and guide staff implementation. This is especially important if there is limited shared visioning among the Board of Directors.

4. Update Public Outreach and Communications Plan to reflect independent performance metrics tied to Board Vision components

The update to the District Strategic Plan, Board visioning and dialog about the role of the community in decision making may also inform updates to this plan. Based on those activities the plan may need to identify independent, quantitative measures to evaluate the effectiveness of the outreach and communications program, especially related to external communications and interactions with the community. Additionally, the District may consider developing a specific series of activities and program components to effectively communicate the cost of service factors to address the customers' responses regarding the 'value' of the District's services.

It appears that there may be a disconnection between some customers' views regarding the services they receive and their understanding, or acceptance of the costs associated with providing those services. The District could conduct focus group sessions to test whether customers are aware of the cost of services they have rated positively. If the results reveal the customers are not well informed on the reasons for the costs, the District may consider developing a focused and strategic outreach and communications effort to explain and educate the public about the cost of its services. However, if the focus group sessions reveal the customers understand the costs but do not accept them, additional community engagement techniques may be warranted. Increasing the use of community advisory committees or task forces, coupled with joint reporting by these groups and District staff in public meetings and documents have been successful in managing these kinds of issues.

RECOMMENDATIONS

- 1. Perspective - recognize you are in a 'good place':** The first recommendation is for the District to recognize and appreciate the positive perception by the customers reflected in the recent customer survey. However, as the District is embarking on a significant change and recognizing that customers often ask 'what have you done for me lately' it is appropriate to consider ways in which the District may modify its communication and outreach practices to address existing issues while positioning the District to effectively manage future issues.
- 2. Visioning:** The change process underway, coupled with one new Board member and significant external factors related to the economy suggest the value of engaging the full board in a visioning process that may better identify where there is agreement regarding the 'big picture' views of what constitutes success for the District. It is recommended that the District Board members engage in an interactive, facilitated visioning process. There are different types of processes and components that may be factored into the visioning process; some recommended considerations include:

- Conduct a collaborative style, facilitated workshop using an independent professional to engage current board members in creating a shared view of the parameters for success for the district.
 - Include the senior staff members in developing materials to be used, reflected on and discussed as part of the visioning process.
 - Issues that may be considered in the workshop may include the following:
 - Level, degree and approach for involving and engaging public, stakeholders, customers in the decision making process
 - Role of management and board members in guiding, conducting and evaluating public outreach and communications program and activities
 - Expectations of performance and measurement techniques regarding implementation of the District Strategic Plan and Public Outreach and Communications Plan, and ways to measure strategic progress
 - Budget development and adoption process in relationship to the Strategic Plan guidelines
 - Level of service commitments including water supply reliability and acceptable levels of risk
3. **Outreach expectations aligned with Strategic Plan:** Once the visioning process has been completed it is recommended that the General Manager oversee the update, and/or modifications to the District Strategic Plan through the lens of the Board's shared visioning agreement. That update may include development of tactical guidelines to inform departmental and division plans and specifically update the Public Outreach and Communications Plan to be consistent in communicating the Board's vision.

The update to the Public Outreach and Communications Plan may include a set of implementation guidelines that may be used by the Department and Division managers in developing their implementation plans. It is recommended that the Public Outreach and Communications Plan modifications consider and/or address the following:

- Quantitative metrics for evaluating effectiveness of external communications goals
- Identify specifically how the public outreach program will support the other District goals in the District Strategic Plan through aligned vision and approaches
- Specific engagement by the General Manager with the Board of Directors to identify their expectations for performance in implementing the public outreach and communications program, which will be factored into the management's performance evaluation process of the outreach staff
- Specify the Board's agreement on when in the project/program/budget planning and decision making processes to use community advisory input either formally or informally

4. Cost of Service communications: Strategic and focused outreach regarding cost of service relationship to rates.

Due to the disparate survey results between the strongly positive customer satisfaction with District services and mediocre response regarding value of service it is recommended that the District test whether the issue is one of lack of information or something else, such as current economic considerations. It is recommended that the District conduct a series of focus group sessions with representatives of each division to test this issue. If the result is due to lack of information, it is recommended the District develop a focused outreach and communication effort to address this lack of understanding.

There are two additional recommended considerations related to this effort. The first is to complete the visioning process with the Board of Directors prior to developing the focused outreach on cost of service factors, to ensure the staff direction from the Board is unified. The second is that the focus groups may reflect a different outcome – that may relate to other factors regarding the rates, structure and District budgetary factors. In that case it is recommended that the District engage community members in a public dialog to identify alternatives and opportunities to reflect community values. The result may be need for greater community involvement as a form of outside verification to more visibly demonstrate the District's commitment to reflect and incorporate community values in the decision making process.

One cautionary note is warranted as part of this recommendation. Even if there is a potential need for greater community involvement, it is important to remember that the majority of survey responses reflected a high degree of support from the customers, and that these services and practices have met customer expectations.

Too many changes from the successful approaches that underlie customer satisfaction may erode the solid support the District has developed and sustained over time.

CONCLUSION

LVMWD is undergoing a change of executive leadership and the recently conducted customer survey along with this assessment of the outreach and communications program may be helpful in guiding this change. In evaluating the District's continuous improvement opportunities related to the outreach and communications program it is important to maintain perspective on the current positive level of satisfaction reflected in a recent survey.

The result of both the survey and this programmatic assessment is primarily good news. The customers are mostly satisfied with the quality, services and products provided by the District. The activities/documents used to share information are similar to other area agencies, are well received by customers and appear to be effective in conveying information to the customers.

This program assessment identifies two potential program enhancements for the District's outreach and communications program: (1) improving customer understanding of, acceptance and agreement with the cost of the services they have rated highly; and (2) potentially enhancing the manner and timing in which the Board and staff involve community members in the District's decision making processes. Other tactical considerations such as specifically identifying transparency in communications and decision making on the District's website are simple to implement, but require agreement by the Board to do so.

In addition, recent changes on the Board of Directors and external factors related to the economy reflect the value of engaging the board in a shared visioning process that will inform the District's Strategic Plan and Public Outreach and Communications Plan.

A Board shared visioning process can result in useable outcomes to guide and direct management in developing priorities, protocols and performance measures specifically related to the District's public outreach and communications efforts. Even if the shared visioning is limited in scope, the areas where agreement already exists provide a platform upon which to develop alternatives and options, which along with enhanced community involvement may result in greater vision alignments in the future.

One of the realities of utility management embodied in the *Effective Utility Management* document is that the public is no longer complacent regarding their local governmental entities. At the same time that the public has become engaged the communication vehicles have multiplied in number, degree and response times. However, one of the key tenets understood by veteran utility managers is that the most vocal views may not be the majority view. As a result utilities must adapt and develop ways to sort out the level of support or opposition for proposals to facilitate informed decision making.

In comparing LVMWD with other utilities it is reasonable to assume LVMWD is still one of the premier utilities in California, as reflected in industry recognition by the Association of California Water Agencies and in a recent customer survey. However, as the external factors related to the economy continue to create stress upon the utility sectors, and with the announced change in executive leadership at LVMWD, the timing for considering program improvements is excellent.

A key finding in 2009 from the *Effective Utility Management: A Primer for Water and Wastewater Utilities* is the following:

"In the future, the Collaborating Organizations will continue to work collectively and individually to implement a range of short-term and long-term actions designed to promote and recognize excellence in utility management based on the principles and practices described in the Primer throughout the water sector."

The future is now and the public outreach and communications program is the 'face' to the public regarding the way the utility works to implement short and long term actions. This program is also a direct communication vehicle between and among the decision makers and the electorate, which can be seen as a report card for the Board and staff's performance. This is a unique point in time for the District and an opportunity to clarify and update the Board's vision for the District in light of two driving factors: (1) the fiscal constraints reflective of the overall global economic condition and rate increases by Metropolitan Water District; and

(2) the water resource constraints due to continued droughts and lack of resolution regarding state and national water policy.

Aligned, shared vision-based direction from the board articulated to the executive management staff with specific, measurable expectations will go a long way toward further identifying specific best practices for LVMWD to implement customer and stakeholder involvement practices, and in setting the expectations regarding timing of communications prior to decision making.

Commission
Jerry Gladbach
Chair

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Donald L. Dear
Margaret Finlay
Tom LaBonge
Gloria Molina
Henri F. Pellissier
David Spence
Zev Yaroslavsky

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Lillian Kawasaki
Don Knabe
Paul Krekorian
Gerard McCallum
Judith Mitchell

Staff

Paul A. Novak, AICP
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August 15, 2012

Mr. John Mundy
General Manager
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, CA 91302

Program to Update District Spheres of Influence

Dear Mr. Mundy:

State law requires that LAFCO review and update the Sphere of Influence of each city and special district in Los Angeles County, every five years, as necessary. A Sphere of Influence (SOI) is identified as "a plan for the probably physical boundaries and service area of a local agency, as determined by the Commission."

I am writing to inform you that I intend to recommend that the Commission re-adopt the Sphere of Influence for your special district at the Commission meeting on October 10, 2012. At that meeting the Commission will consider all 52 special districts in Los Angeles County that have what is known as a "coterminous SOI", where the existing district and SOI boundaries are identical.

For your consideration, I am enclosing a copy of LAFCO's map depicting the boundary of your district and its SOI. Please review the enclosed map and let me know if you have any concerns or comments.

I plan to agendize the proposed re-adoption of your district's SOI as a public hearing item. The meeting on October 10th is at 9:00 a.m. in Room 381-B of the County of Los Angeles Hall of Administration, located at 500 West Temple Street in Los Angeles.

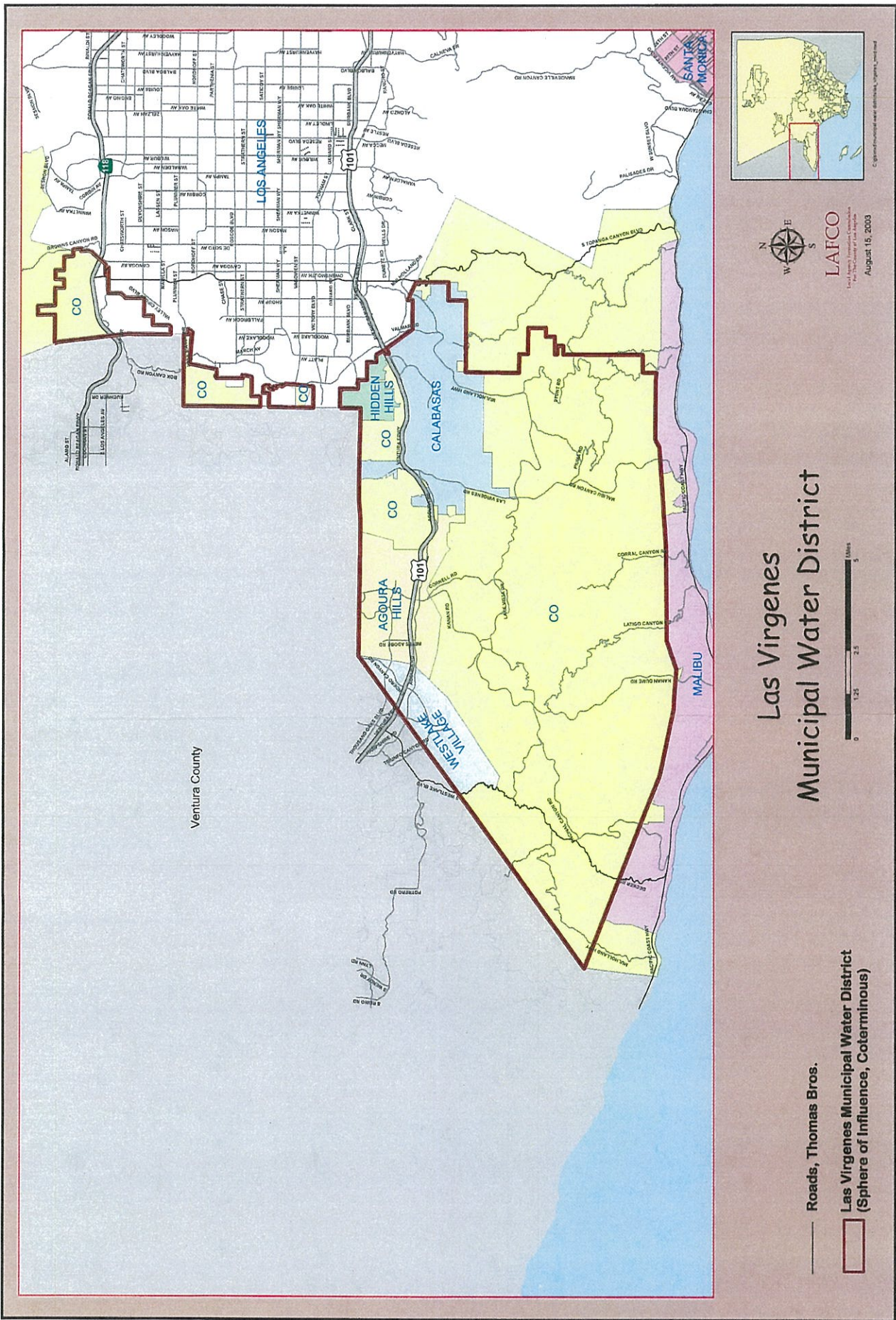
Should you have any questions or concerns, please do not hesitate to contact me in the office at 626/204-6500 or via e-mail at pnovak@lalafco.org. Thank you.

Sincerely,



Paul A. Novak, AICP
Executive Officer

Enclosure



Las Virgenes Municipal Water District

- Roads, Thomas Bros.
- ▭ Las Virgenes Municipal Water District (Sphere of Influence, Coterminous)





LAFCO

 Local Agency Formation Commission

August 15, 2003



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