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

AGENDA
SPECIAL 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 October 13, 2016

PLEDGE OF ALLEGIANCE

1 **CALL TO ORDER AND ROLL CALL**

2 **APPROVAL OF AGENDA**

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 **CONSENT CALENDAR**

A **List of Demands: October 13, 2016 (Pg. 5)**

Ratify

B **Minutes: Special Meeting of September 23, 2016 and Regular Meeting of September 27, 2016 (Pg. 32)**

Approve

C **Directors' Per Diem: September 2016 (Pg. 45)**

Ratify

D **Monthly Cash and Investment Report: August 2016 (Pg. 51)**

Receive and file the monthly cash and investment report for August 2016.

E **Carlsbad Desalination Plant Tour: Board Member Attendance (Pg. 63)**

Authorize Board Member attendance and per diem compensation for the Carlsbad Desalination Plant Tour on October 19, 2016.

F **Deferred Compensation Program: Compliance with Internal Revenue Code Section 414(h)(2) (Pg. 66)**

Pass, approve and adopt proposed Resolution No. 2500, providing for employee contributions to 401(a) plan under Internal Revenue Code Section 414(h)(2).

RESOLUTION NO. 2500

A RESOLUTION OF THE BOARD OF DIRECTORS OF LAS VIRGENES MUNICIPAL WATER DISTRICT PROVIDING FOR EMPLOYEE CONTRIBUTIONS TO 401(A) PLAN UNDER INTERNAL REVENUE CODE SECTION 414(H)(2)

(Reference is hereby made to Resolution No. 2500 on file in the District's Resolution Book and by this reference the same is incorporated herein.)

5 **ILLUSTRATIVE AND/OR VERBAL PRESENTATION AGENDA ITEMS**

A **Legislative and Regulatory Updates**

B **Water Supply Conditions and Drought Response (Pg. 70)**

6 **TREASURER**

7 **FACILITIES AND OPERATIONS**

A **Air-Vacuum Relief Valve Relocation Project: Design Services Scope Increase (Pg. 72)**

Authorize the General Manager to execute a scope change to the professional services agreement with M6 Consulting, Inc., in the amount of $8,540, for the Air-Vacuum Relief Valve Relocation Project.

8 **FINANCE AND ADMINISTRATION**

A **Claim from Norma Baker (Pg. 78)**

Deny the claim from Norma Baker.

B **Utility Bill Printing, Mailing and Lockbox Services: Award (Pg. 87)**

Accept the proposal from RT Lawrence Corporation and authorize the General Manager to execute a five-year agreement, in an estimated average annual amount of $24,000, for retail lockbox services; and accept the proposal from InfoSend, Inc., and authorize the General Manager to execute a three-year agreement, in an estimated annual amount of $140,000, for bill printing and mailing services.

9 **INFORMATION ITEMS**

A **Board of Directors Appointments: Charles Caspary to Division 1 and Leonard Polan to Division 4 (Pg. 213)**

10 **NON-ACTION ITEMS**

A **Organization Reports**

(1) MWD Representative Report/Agenda(s) **(Pg. 216)**

(2) Other

B **Director's Reports on Outside Meetings**

C **General Manager Reports**

(1) General Business

(2) Follow-Up Items

D **Director's Comments**

11 **FUTURE AGENDA ITEMS**

12 **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

13 **CLOSED SESSION**

A **Conference with District Counsel - Potential Litigation (Government Code Section 54956.9):**

Las Virgenes Municipal Water District v. The Harp, LLC dba NuLife Treatment Centers

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

1. Las Virgenes - Triunfo Joint Powers Authority v. United States Environmental Protection Agency and Heal the Bay, Inc. v. Lisa P. Jackson (TMDL cases)
2. Las Virgenes - Triunfo Joint Powers Authority v. United States Environmental Protection Agency (FOIA case)

14 **OPEN SESSION AND ADJOURNMENT**

Pursuant to Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and applicable federal rules and regulations, requests for a disability-related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the Executive Assistant/Clerk of the Board in advance of the meeting to ensure availability of the requested service or accommodation. Notices, agendas, and public documents related to the Board meetings can be made available in appropriate alternative format upon request.

LAS VIRGENES MUNICIPAL WATER DISTRICT
EST. 1958

Dedicated to Providing Quality
Water & Wastewater Service

OFFICERS

President
Glen D. Peterson
Director, Division 2
MWD Representative

Vice President
Lee Renger
Director, Division 3

Secretary
Charles P. Caspary
Director, Division 1

Treasurer
Jay Lewitt
Director, Division 5

Leonard E. Polan
Director, Division 4

David W. Pedersen, P. E.
General Manager

Wayne K. Lemieux
Counsel

HEADQUARTERS
4232 Las Virgenes Road
Calabasas, CA 91302
(818) 251-2100
Fax (818) 251-2109

WESTLAKE
FILTRATION PLANT
(818) 251-2370
Fax (818) 251-2379

TAPIA WATER
RECLAMATION FACILITY
(818) 251-2300
Fax (818) 251-2309

RANCHO LAS VIRGENES
COMPOSTING FACILITY
(818) 251-2340
Fax (818) 251-2349

www.LVMWD.com

MEMBER AGENCY OF THE
METROPOLITAN WATER
DISTRICT
OF SOUTHERN CALIFORNIA

Call and Notice of Special Meeting of the Board of
Directors of Las Virgenes Municipal Water District

A Special Meeting of the Board of Directors of Las Virgenes Municipal Water District is hereby called and notice of said Special Meeting is hereby given for 5**:00 p.m. on Thursday, October 13, 2016,** Las Virgenes Municipal Water District, 4232 Las Virgenes Road, Calabasas, California, 91302, to consider the following:

1. Call to Order and Roll Call

2. Special Board Meeting Agenda (See Attached Agenda)

3. Adjournment

By Order of the Board of Directors
GLEN PETERSON, President

Josie Guzmán

Josie Guzman, CMC
Deputy Secretary of the Board

c: Each Director

Dated: October 7, 2016

LAS VIRGENES MUNICIPAL WATER DISTRICT

To: JAY LEWITT, TREASURER

Payments for Board Meeting of : October 13, 2016

Deputy Treasurer has verified that all checks and wire transfers were issued in conformance with LVMWD Administrative Code Section 2-6.203.

Wells Fargo Bank A/C No. 4806-994448

Checks Nos. 74040 through 74140 were issued in the total amount of		$	920,433.86

Payments through wire transfers as follows:

9/30/2016	Metropolitan Water Dist.	Payment for water deliveries in the month of July 2016	$	2,352,839.48
		Total payments	$	3,273,273.34

(Reference is hereby 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
10/13/16

Company Name	Company No.	Check No. 74040 thru 74086 09/27/16 Amount	Check No. 74087 thru 74140 10/04/16 Amount	Total
Potable Water Operations	101	145,411.30	64,891.32	210,302.62
Recycled Water Operations	102	1,140.80		1,140.80
Sanitation Operations	130	601.19	58.94	660.13
Potable Water Construction	201		10,578.00	10,578.00
Water Conservation Construction	203			0.00
Potable Water Replacement	301	67,881.80	379,622.24	447,504.04
Reclaimed Water Replace	302			0.00
Internal Service	701	39,417.41	41,084.95	80,502.36
JPA Operations	751	44,174.54	40,873.04	85,047.58
JPA Construction	752			0.00
JPA Replacement	754	46,120.38	38,937.88	85,058.26
	Total Printed	**344,747.42**	**576,046.37**	**920,793.79**
Voided Checks/payment stopped:				
Ck#73834	701	(247.90)		(247.90)
	751	(112.03)		(112.03)
	Total Voids	**(359.93)**	**0.00**	**(359.93)**
	Net Total	**344,387.49**	**576,046.37**	**920,433.86**

MWD

METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA
700 North Alameda Street
Los Angeles, CA, 90012-2944

INVOICE

Billed To:

Las Virgenes Municipal Water District

Service Address

4232 Las Virgenes Road
Calabasas, CA 91302

July 2016	Page No. 1 of 1
Mailed: 08/10/2016	Due Date: 09/30/2016
Invoice Number: 8763	Revision: 0

NOTICE

The MWD Administrative Code Section 4507 and 4508 require that payment must be made in "**Good Funds**" by the due date or the payment will be considered delinquent and an additional charge shall be assessed.

DELIVERIES	Volume (AF)
Total Water Treated Delivered	2,268.9
Total Water Untreated Delivered	

SALES	Type	Volume (AF)	Rate ($ /AF)	Total ($)
Full Service	Tier 1 Supply Rate	2,311.5	$156.00	$360,594.00
	System Access Rate	2,311.5	$259.00	$598,678.50
	Water Stewardship Rate	2,311.5	$41.00	$94,771.50
	System Power Rate	2,311.5	$138.00	$318,987.00
	Treatment Surcharge	2,311.5	$348.00	$804,402.00
	SUBTOTAL			$2,177,433.00

OTHER CHARGES AND CREDITS	Rate ($ /AF)	
Readiness To Serve Charge(Payment Schedule: M)		$133,532.31
Capacity Charge(Payment Schedule: M)		$41,874.17
SUBTOTAL		$175,406.48

ADDITIONAL INFORMATION	Volume (AF)	Tier1 %	Peak Day	Flow (CFS)
Purchase Order Commitment (Jan 2015 to Dec 2024)	162,390.0			
Purchase Order Firm Delivery To Date (Jan 2015 to Dec 2024)	29,503.4			
Tier 1 Annual Limit (For Current Calendar Year)	24,359.0			
Tier 1 YTD Deliveries (For Current Calendar Year)	10,034.4	41.2		
Tier 1 Current Month Deliveries	2,311.5			
Capacity Charge			5/30/2014	46.1

INVOICE TOTAL	Volume AF	Amount Now Due
	2,311.5	**$2,352,839.48**

Note: Amount Due is based on highlighted fields

Approved for Payment
David R. Lippman

Approved for Payment
David W. Pedersen, P.E. 08/16/16

PAID 9/30/16
JC

Batch Number - 247574

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
74040	09/27/16	20537	A&A INVESTORS	RFND BAL - CLOSED A/C	PV	148052	001	00101	744.74	9998777
				Payment Amount				744.74		
74041	09/27/16	18445	AAA BACKFLOW DEVICE TESTING, INC.	JUN'16 BCKFLW TESTS	PV	148038	001	00701	2,525.00	B16-063016
				JUN'16 BCKFLW TESTS	PV	148038	002	00701	425.00	B16-063016
				JUL'16 BCKFLW TESTS	PV	148039	001	00701	1,700.00	B16-073116
				JUL'16 BCKFLW TESTS	PV	148039	002	00701	475.00	B16-073116
				Payment Amount				5,125.00		
74042	09/27/16	18773	ABOVE & BEYOND TREE SERVICE, INC.	RMVL DEAD TREES@WRN TNK	PV	148104	001	00701	9,174.00	27100
				Payment Amount				9,174.00		
74043	09/27/16	18941	AMERICAN COLLISION CENTER	VEH#911 DMG RPR	PV	148036	001	00701	2,424.33	3137
				VEH#901 BODY RPRS	PV	148037	001	00701	2,488.04	3109
				Payment Amount				4,912.37		
74044	09/27/16	2869	AT&T	SRV 9/14~10/13/16	PV	148078	001	00701	111.85	4639/091416
				SRV 9/14~10/13/16	PV	148079	001	00751	111.85	4860/091416
				SRV 9/7~10/6/16	PV	148080	001	00101	33.29	0124/090716
				SRV 9/7~10/6/16	PV	148081	001	00101	67.60	0123/090716
				SRV 9/7~10/6/16	PV	148082	001	00701	85.81	7721/090716
				SRV 9/7~10/6/16	PV	148083	001	00701	117.71	7720/090716
				SRV 9/7~10/6/16	PV	148084	001	00701	117.71	7719/090716
				SRV 9/7~10/6/16	PV	148085	001	00101	202.38	2045/090716
				SRV 9/7~10/6/16	PV	148086	001	00101	408.83	2043/090716

Batch Number - 247574
Bank Account - . 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
				SRV 9/7~10/6/16	PV	148087	001	00130	101.19	2220/090716
				Payment Amount					1,358.22	
74045	09/27/16	9631	AT&T LONG DISTANCE	LONG DIST 8/1~9/2/16	PV	148077	001	00701	719.33	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	002	00701	3.34	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	003	00701	20.53	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	004	00701	.40	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	005	00701	17.01	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	006	00701	16.89	806368136/090416
				LONG DIST 8/1~9/2/16	PV	148077	007	00701	.04	806368136/090416
				Payment Amount					777.54	
74046	09/27/16	2425	BANK OF AMERICA	VISA CHG-F&A-AUG'16	PV	148017	001	00701	2,988.21	3071/090716
				VISA CHG-ALMAGUER-AUG'16	PV	148018	001	00101	580.00	7900/090716
				VISA CHG-BOCKELMAN-AUG'16	PV	148019	001	00701	405.00	8102/090716
				VISA CHG-FIGUEROA-AUG'16	PV	148020	001	00701	363.94	4013/090716
				VISA CHG-GARMAN-AUG'16	PV	148021	001	00701	491.51	3954/090716
				VISA CHG-GIL-AUG'16	PV	148022	001	00101	83.36	2504/090716
				VISA CHG-GIL-AUG'16	PV	148022	002	00101	115.49	2504/090716
				VISA CHG-GIL-AUG'1	PV	148022	003	00101	19.61	2504/090716

Batch Number - 247574

Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				6						
				VISA	PV	148022	004	00101	43.97	2504/090716
				CHG-GIL-AUG'1						
				6						
				VISA	PV	148022	005	00101	375.46	2504/090716
				CHG-GIL-AUG'1						
				6						
				VISA	PV	148022	006	00101	48.75	2504/090716
				CHG-GIL-AUG'1						
				6						
				VISA	PV	148023	001	00701	89.60	1722/090716
				CHG-GIROTTO-A						
				UG'16						
				VISA	PV	148023	002	00701	209.64	1722/090716
				CHG-GIROTTO-A						
				UG'16						
				VISA	PV	148023	003	00701	27.80	1722/090716
				CHG-GIROTTO-A						
				UG'16						
				VISA	PV	148024	001	00701	20.65	9411/090716
				CHG-GUZMAN-AU						
				G'16						
				VISA	PV	148025	001	00701	700.00	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	002	00701	907.81	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	003	00701	211.94	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	004	00701	48.98	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	005	00701	288.77	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	006	00701	19.75	7366/090716
				CHG-JOHNSON-A						
				UG'16						
				VISA	PV	148025	007	00701	109.16	7366/090716

Batch Number - 247574

Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				CHG-JOHNSON-A UG'16						
				VISA CHG-JOHNSON-A UG'16	PV	148025	008	00701	152.70	7366/090716
				VISA CHG-JOHNSON-A UG'16	PV	148025	009	00701	201.78	7366/090716
				VISA CHG-JOHNSON-A UG'16	PV	148025	010	00701	12.90	7366/090716
				VISA CHG-JOHNSON-A UG'16	PV	148025	011	00701	118.77	7366/090716
				VISA CHG-JOHNSON-A UG'16	PV	148025	012	00701	44.01	7366/090716
				VISA CHG-JOHNSON-A UG'16	PV	148025	013	00701	134.10	7366/090716
				VISA CHG-JONES-AUG '16	PV	148026	001	00101	95.68	3713/090716
				VISA CHG-JONES-AUG '16	PV	148026	002	00101	120.40	3713/090716
				VISA CHG-JONES-AUG '16	PV	148026	003	00101	1,406.10	3713/090716
				VISA CHG-JONES-AUG '16	PV	148026	004	00101	308.02	3713/090716
				VISA CHG-JONES-AUG '16	PV	148026	005	00101	240.80	3713/090716
				VISA CHG-KORKOSZ-A UG'16	PV	148027	001	00701	1,045.00	1498/090716
				VISA CHG-KORKOSZ-A UG'16	PV	148027	002	00701	211.04	1498/090716

Batch Number - 247574
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
				VISA CHG-KORKOSZ-AUG'16	PV	148027	003	00701	211.04	1498/090716
				VISA CHG-KORKOSZ-AUG'16	PV	148027	004	00701	2,010.34	1498/090716
				VISA CHG-KREIDER-AUG'16	PV	148028	001	00101	887.70	1112/090716
				VISA CHG-LIPPMAN-AUG'16	PV	148029	001	00701	65.00	2372/090716
				VISA CHG-PANIAGUA-AUG'16	PV	148030	001	00701	441.45	4176/090716
				VISA CHG-PEDERSEN-AUG'16	PV	148031	001	00701	44.69	1162/090716
				VISA CHG-PETERS-AUG'16	PV	148032	001	00701	73.30	3252/090716
				VISA CHG-PETERS-AUG'16	PV	148032	002	00701	400.00	3252/090716
				VISA CHG-PETERS-AUG'16	PV	148032	003	00701	161.12	3252/090716
				VISA CHG-PETERS-AUG'16	PV	148032	004	00701	35.00	3252/090716
				VISA CHG-POLAN-AUG'16	PV	148033	001	00701	695.00	5664/090716
				VISA CHG-REED-AUG'16	PV	148040	001	00101	80.00	4385/090716
				VISA CHG-REED-AUG'16	PV	148040	002	00101	185.00	4385/090716
				VISA CHG-REED-AUG'	PV	148040	003	00101	185.00	4385/090716

Batch Number - 247574
Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				16						
				VISA	PV	148040	004	00101	185.00	4385/090716
				CHG-REED-AUG'16						
				VISA	PV	148040	005	00101	185.00	4385/090716
				CHG-REED-AUG'16						
				VISA	PV	148040	006	00101	185.00	4385/090716
				CHG-REED-AUG'16						
				VISA	PV	148041	001	00751	119.90	1302/090716
				CHG-TRIPLETT-AUG'16						
				VISA	PV	148041	002	00751	147.74	1302/090716
				CHG-TRIPLETT-AUG'16						
				VISA	PV	148041	003	00751	102.89	1302/090716
				CHG-TRIPLETT-AUG'16						
				VISA	PV	148042	001	00751	235.75	7926/090716
				CHG-WINK-AUG'16						
				VISA	PV	148042	002	00751	36.11	7926/090716
				CHG-WINK-AUG'16						
				VISA	PV	148042	003	00751	608.85	7926/090716
				CHG-WINK-AUG'16						
				VISA	PV	148043	001	00701	21.01	1597/090716
				CHG-WRIGHT-AUG'16						
				VISA	PV	148043	002	00701	45.00	1597/090716
				CHG-WRIGHT-AUG'16						
				VISA	PV	148043	003	00701	5.05	1597/090716
				CHG-WRIGHT-AUG'16						
				VISA	PV	148043	004	00701	3.38	1597/090716
				CHG-WRIGHT-AUG'16						
				VISA	PV	148043	005	00701	17.00	1597/090716

Batch Number - 247574

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
				CHG-WRIGHT-AU G'16						
				VISA	PV	148100	001	00701	421.52	2630/090716
				CHG-PETERSON-AUG'16						
				Payment Amount				20,034.54		
74047	09/27/16	18071	BLUE DIAMOND MATERIALS	3.01 TNK PVG MATL	PV	148105	001	00701	269.02	786785
				Payment Amount				269.02		
74048	09/27/16	15635	BRENNTAG PACIFIC, INC.	392 50# SODIUM BICARBNT	PV	148106	001	00701	4,700.08	BPI658894
				Payment Amount				4,700.08		
74049	09/27/16	20538	CHARLES PANKOW BUILDERS	RFND BAL - CLOSED A/C	PV	148053	001	00101	909.08	9998482
				Payment Amount				909.08		
74050	09/27/16	18860	CHEMTREAT, INC.	SEP'16 WTR TRMT	PV	148107	001	00701	562.71	2290927
				Payment Amount				562.71		
74051	09/27/16	2533	CITY OF AGOURA HILLS	1/21~5/18/16 ENCR PRMTS	PV	148034	001	00101	3,808.00	201609010716
				1/21~5/18/16 ENCR PRMTS	PV	148035	001	00101	146.00	201609010716
				Payment Amount				3,954.00		
74052	09/27/16	19305	COMMERCIAL CLEANING SYTEMS	SEP'16 CLEANING SVC	PV	148061	001	00701	3,525.68	334238
				SEP'16 CLEANING SVC	PV	148061	003	00701	464.30	334238
				SEP'16 CLEANING SVC	PV	148061	004	00701	1,640.98	334238
				Payment Amount				5,630.96		
74053	09/27/16	4586	CONSOLIDATED ELECTRICAL DISTRIBUTORS	4 GEN PURP RELAYS	PV	148057	001	00701	361.23	9009-739476
				PROX SWITCH	PV	148058	001	00701	185.95	9009-739510
				SPLC CVRS&COP LUGS	PV	148059	001	00701	205.33	9009-739090
				Payment Amount				752.51		
74054	09/27/16	3690	DEPARTMENT OF	MOD WL	PV	148046	001	00101	7,771.00	WLRSVR-MOD/10

Batch Number - 247574
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
			WATER RESOURCES	RSVR-ADDL FEE						73
				Payment Amount				7,771.00		
74055	09/27/16	3498	DEPT. OF WATER & POWER - CITY OF LA	SWR LN PRMT 10/21/16~10/20/17	PV	148045	001	00130	500.00	GA78684
				Payment Amount				500.00		
74056	09/27/16	19584	DOUMIT COMMUNICATIONS, INC.	RFND BAL - CLOSED A/C	PV	148056	001	00101	826.91	9998807
				Payment Amount				826.91		
74057	09/27/16	4613	DTSC	WST MNFST FEE 2016	PV	148069	001	00701	405.00	201615140
				WST MNFST FEE 2016	PV	148069	002	00701	205.00	201615140
				WST MNFST FEE 2016	PV	148069	003	00701	205.00	201615140
				Payment Amount				815.00		
74058	09/27/16	2658	FEDERAL EXPRESS CORP	2 PKGS REC 9/8&9/14/16	PV	148103	001	00701	123.66	5-548-21373
				Payment Amount				123.66		
74059	09/27/16	20539	TONY FRIEDMAN	RFND BAL - CLOSED A/C	PV	148054	001	00101	715.38	063835
				Payment Amount				715.38		
74060	09/27/16	2701	GRAINGER, INC.	BROOMS, LINRS,PAINT,TAPE&BRSHS	PV	148015	001	00701	659.16	9210999596
				BATTERIES	PV	148016	001	00701	263.02	9205238851
				LOCKOUT PADLOCK	PV	148064	001	00701	121.47	9207433344
		Alt Payee 5453	GRAINGER, INC. DEPT 805178142 PALATINE IL 60038-0001							
				Payment Amount				1,043.65		
74061	09/27/16	19548	GRM INFORMATION MANAGEMENT SERVICES-CA	SEP'16 RECORDS STORAGE	PV	148067	001	00701	96.58	0306544
				SEP'16 RECORDS	PV	148068	001	00701	336.84	0306545

15

Batch Number - 247574
Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				STORAGE						
				Payment Amount			433.42			
74062	09/27/16	20541	WILLIAM HEITKAMP	EXP-DISTRB CERT RVW 9/6~9	PV	148044	001	00701	550.00	090916
				Payment Amount			550.00			
74063	09/27/16	15513	HENKELS & McCOY, INC.	RFND BAL - CLOSED A/C	PV	148050	001	00101	147.14	9998762
				Payment Amount			147.14			
74064	09/27/16	2781	LAS VIRGENES UNIFIED SCHOOL DISTRICT	4/5 SCIENCE PRGM FY16-17	PV	148090	001	00101	107,000.00	4/5SCNC-FY16-17
				Payment Amount			107,000.00			
74065	09/27/16	3514	LOS ANGELES COUNTY, REGISTRAR-REC ORDER	NOE FEE-HQ PVMNT REHAB	PV	148091	001	00301	75.00	10609/NOE
				Payment Amount			75.00			
74066	09/27/16	3514	LOS ANGELES COUNTY, REGISTRAR-REC ORDER	NOE FEE-BLDG8 SRVR RM IMPRV	PV	148092	001	00301	75.00	10541/NOE
				Payment Amount			75.00			
74067	09/27/16	7292	MICHAEL McINTYRE	HOTL-ROCKWLL CONF 8/30~9/1/16	PV	148047	001	00701	207.90	090116
				Payment Amount			207.90			
74068	09/27/16	18940	MP PRINTING & MAILING	150,000 BILLG&RPLY ENVLPS	PV	148076	001	00701	9,443.76	62100
				Payment Amount			9,443.76			
74069	09/27/16	19398	NEXLEVEL INFORMATION TECHNOLOGY, INC.	AUG'16 IT CONSLTG SVC	PV	148008	001	00701	1,072.50	20160827
				Payment Amount			1,072.50			
74070	09/27/16	18946	PACIFIC ADVANCED CIVIL ENGINEERING,	AUG'16 RLV WET WELL PMP DSN	PV	148009	001	00701	5,270.38	98453

Batch Number - 247574
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
			INC.							
				Payment Amount					5,270.38	
74071	09/27/16	18821	LEONARD POLAN	EXP-CASA CONF 8/9~8/12/16	PV	148108	001	00701	1,362.22	081216
				Payment Amount					1,362.22	
74072	09/27/16	8484	PRAXAIR DISTRIBUTION, INC	BREATHG GRD AIR BOTTLS	PV	148065	001	00101	75.34	55581064
		Alt Payee 8898	PRAXAIR DISTRIBUTION INC. DEPT. LA 21511 PASADENA CA 91185-1511							
				Payment Amount					75.34	
74073	09/27/16	20540	ELIZABETH RIEGERT	RAIN BARREL REBATE	PV	148055	001	00101	500.00	351400/RBC
				Payment Amount					500.00	
74074	09/27/16	20531	ROBERT ROSSI	RAIN BARREL REBATE	PV	148066	001	00101	250.00	580314/RBC
				Payment Amount					250.00	
74075	09/27/16	6940	SECTRAN SECURITY, INC.	SEP'16 COURIER SVC	PV	148060	001	00701	299.25	16090667
				Payment Amount					299.25	
74076	09/27/16	19093	SOLARCITY - AU SOLAR 1 (GS1)	RW P/S 8/1~8/31/16	PV	148102	001	00701	23,029.78	9133440-00-03 1
				Payment Amount					23,029.78	
74077	09/27/16	8645	SOUTHERN CALIFORNIA TROPHY COMPANY	10 YR ANNIV GIFT-D.SHIELL Y	PV	148096	001	00701	129.74	090003-16
				Payment Amount					129.74	
74078	09/27/16	11430	SPIESS CONSTRUCTION	PMT#1-TWN LKS TNK DRNG	PV	148062	001	00701	71,296.63	10568/#1
				5% RETENTION-PMT #1	PD	148063	001	00301	3,564.83-	10568/RTN#1
				Payment Amount					67,731.80	
74079	09/27/16	17645	TORO ENTERPRISES INC.	PMT#1-18" RW PPLN JNT RPR	PV	148088	001	00701	43,000.00	10418/#1

Batch Number - 247574

Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
				5% RETENTION-PMT #1	PD	148089	001	00754	2,150.00-	10418/RTN#1
				Payment Amount				40,850.00		
74080	09/27/16	3006	UNDERGROUND SERVICE ALERT	242 NEW TICKET CHGS	PV	148097	001	00701	363.00	820160409
				Payment Amount				363.00		
74081	09/27/16	2780	VALLEY NEWS GROUP	2 ADS DSPLY 9/15/16	PV	148049	001	00101	750.00	9-15
				Payment Amount				750.00		
74082	09/27/16	16916	BRETT VOLLMAR	EXP-DISTRB CERT RVW 9/7~9	PV	148048	001	00701	550.00	090916
				Payment Amount				550.00		
74083	09/27/16	3035	VWR SCIENTIFIC	GLVS,BEAKR CUPS&TRYPTIC BRTH	PV	148093	001	00701	716.42	8046027566
	Alt Payee	3216	VWR INTERNATIONAL, INC P. O. BOX 640169 PITTSBURGH PA 15264-0169							
				Payment Amount				716.42		
74084	09/27/16	19685	W. LITTEN INC.	SRV 8/21~8/27/16@ RLV	PV	148005	001	00701	3,815.60	11104
				SRV 8/28~9/3/16@R LV	PV	148006	001	00701	3,489.65	11105
				SRV 9/4~9/10/16@R LV	PV	148007	001	00701	3,554.15	11106
				Payment Amount				10,859.40		
74085	09/27/16	16914	WECK LABORATORIES, INC.	LAB SRV@TAPIA EFFLNT	PV	148070	001	00701	25.00	W6H1859-LV
				LAB SRV@DEIONIZD WTR	PV	148071	001	00701	25.00	W6H1858-LV
				LAB SRV@WSTLK	PV	148072	001	00701	53.00	W6I0098-LV
				LAB SRV@TTHM/HAA5	PV	148073	001	00701	760.00	W6I0008-LV

Batch Number - 247574

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
				DIST SYS						
				LAB SRV@TAPIA	PV	148074	001	00701	72.00	W6I0007-LV
				GRNDWTR						
				LAB SRV@FAST	PV	148075	001	00701	374.00	W6I0006-LV
				WTR CT						
				LAB SRV@RLV	PV	148098	001	00701	546.00	W6I0480-LV
				GRNDWTR						
				Payment Amount				1,855.00		
74086	09/27/16	8510	WORK BOOT WAREHOUSE	PRTVTV	PV	148094	001	00701	225.00	2-27152
				FTWR-P.VIDAL						
				PRTVTV	PV	148095	001	00701	225.00	2-27451
				FTWR-R.DEVITO						
				Payment Amount				450.00		
				Total Amount of Payments Written				344,747.42		
				Total Number of Payments Written			47			

Batch Number - 248035
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
74087	10/04/16	17361	ACCURATE FIRST AID SERVICES	FIRST AID SUPPLIES@HQ	PV	148189	001	00701	219.42	8440
				FIRST AID SUPPLIES@OPS	PV	148190	001	00701	198.16	8441
				FIRST AID SUPPLIES@WLK	PV	148191	001	00701	254.95	8439
				Payment Amount				672.53		
74088	10/04/16	16051	ACCURATE TELECOM INC.	UPGRD MIVOICE BUSNSS CONSL	PV	148150	001	00701	2,263.99	16319
				MICOLLAB SFTWR INSTLTN	PV	148182	001	00701	2,236.39	16320
				Payment Amount				4,500.38		
74089	10/04/16	18941	AMERICAN COLLISION CENTER	VEH#907 BUMPER RPR	PV	148180	001	00701	1,520.86	3093
				Payment Amount				1,520.86		
74090	10/04/16	2387	AMERRAY HYDRAULICS CORP	115V PUMP	PV	148183	001	00751	1,047.40	44500
				Payment Amount				1,047.40		
74091	10/04/16	13378	AQUA - FLO SUPPLY	FUSES&PANELS-IRRIG CNTRLRS	PV	148178	001	00701	230.79	965867
				Payment Amount				230.79		
74092	10/04/16	2407	ATLAS TOWING	TOW VEH#811	PV	148151	001	00701	468.50	54965
				Payment Amount				468.50		
74093	10/04/16	7965	B&B PALLET CO.	55 YDS WOOD CHIPS	PV	148162	001	00701	638.00	115791
				55 YDS WOOD CHIPS	PV	148163	001	00701	638.00	115792
				55 YDS WOOD CHIPS	PV	148164	001	00701	638.00	115793
				55 YDS WOOD CHIPS	PV	148165	001	00701	638.00	115794
				55 YDS WOOD CHIPS	PV	148166	001	00701	638.00	115795
				55 YDS WOOD CHIPS	PV	148167	001	00701	638.00	115796
				55 YDS WOOD CHIPS	PV	148168	001	00701	638.00	115797
				55 YDS WOOD	PV	148169	001	00701	638.00	115798

Batch Number - 248035

Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
				CHIPS						
				55 YDS WOOD	PV	148170	001	00701	638.00	115799
				CHIPS						
				55 YDS WOOD	PV	148171	001	00701	638.00	115875
				CHIPS						
				55 YDS WOOD	PV	148172	001	00701	638.00	115876
				CHIPS						
				55 YDS WOOD	PV	148173	001	00701	638.00	115877
				CHIPS						
				55 YDS WOOD	PV	148174	001	00701	638.00	115878
				CHIPS						
				55 YDS WOOD	PV	148175	001	00701	638.00	115910
				CHIPS						
				55 YDS WOOD	PV	148176	001	00701	638.00	115911
				CHIPS						
				Payment Amount				9,570.00		
74094	10/04/16	19641	CALIFORNIA UNITED BANK	RTN#6-WLK P/S UPGRD	PV	148194	001	00301	17,269.16	10558/RTN#6
				Payment Amount				17,269.16		
74095	10/04/16	6450	COLE PARMER INSTRUMENT COMPANY	6 H2S TUBES	PV	148198	001	00701	513.51	9726294
				34 H2S TUBES	PV	148199	001	00701	2,865.13	9731851
				Payment Amount				3,378.64		
74096	10/04/16	4586	CONSOLIDATED ELECTRICAL DISTRIBUTORS	BOX,ADPT,CVRS &BUSH	PV	148204	001	00701	85.90	9009-739720
				4 BOX EXT ADPTS	PV	148205	001	00701	37.95	9009-739749
				SPLC KIT&COP LUGS	PV	148206	001	00701	177.40	9009-739615
				FOB CARD READER	PV	148209	001	00751	235.96	9009-739983
				Payment Amount				537.21		
74097	10/04/16	16364	D&H WATER SYSTEMS INC.	PROBE&INPUT CARD	PV	148184	001	00751	1,563.48	I2016-0795
				Payment Amount				1,563.48		
74098	10/04/16	8612	DURHAM SCHOOL SERVICES	BUS TOUR@RLV 8/6/16	PV	148179	001	00751	374.71	91358300
				Payment Amount				374.71		
74099	10/04/16	2655	FERGUSON	GATE VLVS&SVC	PV	148232	001	00701	2,847.08	0567295

Batch Number - 248035

Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
			ENTERPRISES	SADDLES						
		Alt Payee	3207 FERGUSON ENTERPRISES, INC. #1083 P. O. BOX 740827 LOS ANGELES CA 90074-0827							
				Payment Amount					2,847.08	
74100	10/04/16	20544	FORESTAR CHATSWORTH, LLC	EASEMENT RE DEERLAKE RANCH	PV	148226	001	00101	1.00	T53138/EASEMN T
				Payment Amount					1.00	
74101	10/04/16	6770	G.I. INDUSTRIES	8/29~9/15/16 SHOP DISP	PV	148200	001	00701	1,040.08	2786622-0283-9
				8/29~9/15/16 RLV DISP	PV	148201	001	00701	293.47	2786627-0283-8
				8/29~9/15/16 TAPIA RAGS DISP	PV	148202	001	00701	413.55	2526832-0283-9
		Alt Payee	6771 G.I. INDUSTRIES P. O. BOX 541065 LOS ANGELES CA 90054-1065							
				Payment Amount					1,747.10	
74102	10/04/16	2688	GEOLABS	CONCRT TSTG@5 MG TNK	PV	148185	001	00101	360.00	30150467
				Payment Amount					360.00	
74103	10/04/16	2701	GRAINGER, INC.	16" VENTILATN DUCT	PV	148186	001	00751	1,287.07	9210584877
		Alt Payee	5453 GRAINGER, INC. DEPT 805178142 PALATINE IL 60038-0001							
				Payment Amount					1,287.07	
74104	10/04/16	3083	JCI JONES CHEMICALS, INC	4,278 GAL BISULFITE	PV	148208	001	00701	5,689.74	700577
		Alt Payee	13647 JCI JONES CHEMICALS, INC P.O. BOX 636877 CINCINNATI OH 45263-6877							
				Payment Amount					5,689.74	
74105	10/04/16	16775	JR'S ENVIRONMENTAL SERVICES	ISCO SAMPLR RPRS	PV	148177	001	00751	1,297.00	0301

Batch Number - 248035

Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				Payment Amount				1,297.00		
74106	10/04/16	12260	KATZ & ASSOCIATES, INC.	8/1~8/31/16 RW SEAS STRG PRJCT	PV	148203	001	00701	5,849.01	411290
				Payment Amount				5,849.01		
74107	10/04/16	5230	KENNEDY/JENKS CONSULTANTS	P/E 8/26/16 WLK CNST MGMT	PV	148207	001	00701	22,137.85	104642
				Payment Amount				22,137.85		
74108	10/04/16	2611	LA DWP	RECTIFIER 8/22~9/21/16	PV	148217	001	00101	41.54	557160/092216
				RECTIFIER 8/12~9/13/16	PV	148218	001	00101	36.92	503850/091416
				TWN LKS 7/14~9/12/16	PV	148219	001	00101	20,773.37	875698/091616
				RECTIFIER 8/23~9/22/16	PV	148228	001	00101	36.92	851260/092316
				RECTIFIER 8/11~9/12/16	PV	148231	001	00101	41.54	017698/091316
				Payment Amount				20,930.29		
74109	10/04/16	3352	LAS VIRGENES MUNICIPAL WATER DISTRICT	L/S#2 8/10~9/13/16	PV	148119	001	00130	29.47	0570/092116
				L/S#1 8/10~9/13/16	PV	148120	001	00130	29.47	1775/092116
				WLK 7/29~8/25/16	PV	148121	001	00101	278.51	0907/083116
				WLK 7/29~8/25/16	PV	148122	001	00101	226.05	0909/083116
				EQUESTRN TNK 7/27~8/23/16	PV	148123	001	00101	306.67	0896/083116
				RLV FARM 8/9~9/8/16	PV	148124	001	00751	90.89	2080/091416
				TAPIA 8/9~9/8/16	PV	148125	001	00751	309.47	1760/091416
				RLV 8/9~9/8/16	PV	148126	001	00751	211.13	2090/091416
				BLDG#1 8/9~9/8/16	PV	148127	001	00101	223.69	2620/091416
				BLDG#8 8/9~9/8/16	PV	148128	001	00701	228.45	2647/091416

Batch Number - 248035
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
				BLDG#8 FIRE PRT 8/9~9/8/16	PV	148129	001	00701	82.50	2650/091416
				JED SMTH P/S 8/3~9/6/16	PV	148130	001	00101	29.47	0254/091416
				BLDG#7 FIRE PRT 8/9~9/8/16	PV	148131	001	00701	7.50	2654/091416
				BLDG#7 8/9~9/8/16	PV	148132	001	00701	486.10	2656/091416
				BLDG#2 8/9~9/8/16	PV	148133	001	00701	286.87	2658/091416
				SDDLTREE TNK 7/29~8/31/16	PV	148134	001	00301	295.46	8657/090716
				RWPS 7/27~8/29/16	PV	148135	001	00701	81.69	2645/090716
				BLDG#8 7/27~8/29/16	PV	148136	001	00701	107.96	2646/090716
				BLDG#8 7/27~8/29/16	PV	148137	001	00701	87.73	2652/090716
				BLDG#7 7/27~8/29/16	PV	148138	001	00701	100.04	2655/090716
				INDIAN HILLS 7/28~8/29/16	PV	148139	001	00751	9.15	0558/090716
				MORRISON P/S 7/28~8/30/16	PV	148140	001	00751	12.17	0331/090716
				TWN LKS DRNG 8/3~8/31/16	PV	148181	001	00301	392.66	8802/090716
				Payment Amount				3,913.10		
74110	10/04/16	3463	DAVID LIPPMAN	CELL PHN 8/4~9/3/16	PV	148147	001	00701	92.41	7898/090316
				Payment Amount				92.41		
74111	10/04/16	2798	LOS ANGELES COUNTY ASSESSOR	LA CNTY PRCL DATA/LCL RLL/TAX	PV	148235	001	00701	367.33	100416
				Payment Amount				367.33		
74112	10/04/16	2610	LOS ANGELES COUNTY DEPT. OF PUBLIC WORKS	8/29/16:L2014 01003 CLD CYN	PV	148210	001	00101	110.00	RE-PW-1609120 1533
				8/19/16:L2015	PV	148211	001	00101	501.00	IN170000227

Batch Number - 248035

Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
				04723 29153						
				CRAGS						
				Payment Amount					611.00	
74113	10/04/16	2814	MCMASTER-CARR SUPPLY CO	SS HARDWR&FITTGS	PV	148229	001	00751	201.54	80997532
	Alt Payee	3197	MC MASTER-CARR P. O. BOX 7690 CHICAGO IL 60680-7690							
				Payment Amount					201.54	
74114	10/04/16	2839	MOTION INDUSTRIES, INC.	2 HYD FLW CON VLVS	PV	148215	001	00701	767.30	CA22-609052
	Alt Payee	10317	MOTION INDUSTRIES INC. FILE 749376 LOS ANGELES CA 90074							
				Payment Amount					767.30	
74115	10/04/16	8065	MWH AMERICAS, INC	JUL~AUG'16 RW SEAS STRG	PV	148011	001	00701	20,395.25	1724357
				JUL~AUG'16 ENCINO RSVR STDY	PV	148012	001	00701	3,596.00	1724357.1
				Payment Amount					23,991.25	
74116	10/04/16	19956	M6 CONSULTING, INC.	P/E 9/12/16 24" INTRCNCT PRJ	PV	148216	001	00701	10,578.00	253-16
				P/E 9/12/16 AIR VAC RELCTN	PV	148230	001	00701	9,493.50	254-16
				Payment Amount					20,071.50	
74117	10/04/16	18905	NATIONAL ASSOC. OF CLEAN WATER AGENCIES	MBRSHP DUE 10/16~9/17	PV	148188	001	00701	5,420.00	49136
				Payment Amount					5,420.00	
74118	10/04/16	2302	OFFICE DEPOT	ERGONMC KEYBOARD	PV	148220	001	00701	140.38	853894853001
				RTRN HVY DUTY STAPLER	PD	148221	001	00701	123.16-	859982634001
				MISC OFFICE SUPPLIES	PV	148222	001	00701	554.83	861828835001

Batch Number - 248035

Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Key Itm	Key Co	Amount	Invoice Number
				CARTRDG&FRAME	PV	148223	001	00701	311.54	861829794001
				MISC OFFICE SUPPLIES	PV	148224	001	00701	662.53	865197719001
				Payment Amount				1,546.12		
74119	10/04/16	18874	PACIFIC HYDROTECH CORPORATION	PMT#6-WLK P/S UPGRD	PV	148192	001	00701	345,383.27	10558/#6
				5% RETENTION-PMT #6	PD	148193	001	00301	17,269.16-	10558/RTN#6
				Payment Amount				328,114.11		
74120	10/04/16	20555	PETTY CASH - MARY CAPPS	PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	001	00101	4.93	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	002	00101	34.50	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	003	00101	37.97	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	004	00101	26.12	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	005	00101	12.00	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	006	00101	13.07	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	007	00101	20.00	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	008	00101	9.64	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	009	00101	31.84	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	010	00101	13.76	092016

Batch Number - 248035
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
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	011	00101	30.00	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	012	00101	11.71	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	013	00101	80.14	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	014	00101	40.00	092016
				PETTY CASH RPLNSH 6/20-9/20/16	PV	148234	015	00101	40.00	092016
				Payment Amount				405.68		
74121	10/04/16	20002	PETTY CASH - SUSAN BROWN	REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	001	00701	47.05	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	002	00701	35.00	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	003	00701	5.00	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	004	00701	26.46	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	005	00701	29.05	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	006	00701	10.00	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	007	00701	37.26	092716
				REPLNSH PTTY CSH 7/21~9/27/16	PV	148233	008	00701	13.00	092716
				REPLNSH PTTY	PV	148233	009	00701	12.00	092716

R04576 Las Virgenes Municipal Water 10/04/16 9:10:07
A/P Auto Payment Register Page - 9

Batch Number - 248035
Bank Account - 00146807 Cash-General

. . . Payment . . . Number	Date	Address Number	Name	Payment Stub Message	. . . Document . . . Ty	Number	Key Itm	Co	Amount	Invoice Number
				CSH						
				7/21~9/27/16						
				REPLNSH PTTY	PV	148233	010	00701	20.00	092716
				CSH						
				7/21~9/27/16						
				REPLNSH PTTY	PV	148233	011	00701	20.00	092716
				CSH						
				7/21~9/27/16						
				REPLNSH PTTY	PV	148233	012	00701	15.00	092716
				CSH						
				7/21~9/27/16						
				REPLNSH PTTY	PV	148233	013	00701	20.00	092716
				CSH						
				7/21~9/27/16						
				REPLNSH PTTY	PV	148233	014	00701	20.00	092716
				CSH						
				7/21~9/27/16						
				Payment Amount				309.82		
74122	10/04/16	18084	PHOENIX CIVIL ENGINEERING, INC.	P/E 8/31/16 TWN LKS DRN CPS	PV	148013	001	00701	1,919.50	PHOE16-310
				Payment Amount				1,919.50		
74123	10/04/16	15994	POSTAGE ONE	PSTG ADV-MTR DIST BILLS/PUBL	PV	148236	001	00701	2,000.00	174
				Payment Amount				2,000.00		
74124	10/04/16	20543	PUBLIC FINANCIAL MANAGEMENT, INC.	P/E 8/18/16 SSNL STRG FNCL MDL	PV	148160	001	00701	9,097.62	18946
				Payment Amount				9,097.62		
74125	10/04/16	17416	R-HELP CONSTRUCTION CO., INC	10" TEMP LN@MALBU GOLF CRS	PV	148158	001	00701	31,097.70	13860
				Payment Amount				31,097.70		
74[illegible]	10/04/16	18505	RAFTELIS FINANCIAL CONSULTANTS, INC.	AUG'16 CAPCTY FEE STDY	PV	148014	001	00701	7,350.00	LVCA1603-04
				Payment Amount				7,350.00		
74127	10/04/16	20436	DAVE ROBERTS	EXP-WTREUSE	PV	148187	001	00701	894.63	091416

Batch Number - 248035

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
				CONF 9/10~14						
				Payment Amount				894.63		
74128	10/04/16	15800	SAFE AND BEAUTIFUL TREE CO., INC.	TREE RMVL@SEMINOLE P/S	PV	148213	001	00101	850.00	092016
				Payment Amount				850.00		
74129	10/04/16	2948	SMITH PIPE & SUPPLY	SPRINKLER NOZZLES	PV	148212	001	00101	61.48	3037449
				Payment Amount				61.48		
74130	10/04/16	2956	SOUTH COAST AIR QUALITY MGMT DIST	OP FEE#54773 WLK	PV	148148	001	00101	3,193.74	2990974
				EMISSION #54773 WLK	PV	148149	001	00101	124.35	2992511
				OP FEE #20457 TAPIA	PV	148152	001	00751	6,658.28	2990907
				EMISSION #20457 TAPIA	PV	148153	001	00751	124.35	2992291
				OP FEE #54771 CORNELL	PV	148154	001	00101	354.86	2990972
				EMISSION #54771 CORNELL	PV	148155	001	00101	124.35	2992509
				OP FEE#54772 CONDUIT	PV	148156	001	00101	354.86	2990973
				EMISSION #54772 CONDUIT	PV	148157	001	00101	124.35	2992510
				Payment Amount				11,059.14		
74131	10/04/16	2958	SOUTHERN CALIFORNIA GAS CO	HQ&OPS 8/5~9/6/16	PV	148141	001	00701	605.20	3600/090716
				JBR P/S 8/3~9/1/16	PV	148142	001	00101	15.37	1200/090616
				RLV 8/5~9/6/16	PV	148143	001	00751	1,055.12	4200/090816
				TAPIA 8/5~9/6/16	PV	148144	001	00751	557.48	4000/090816
				WLK 8/1~9/1/16	PV	148145	001	00101	50.00	9400/090716

Batch Number - 248035

Bank Account - 00146807 Cash-General

Payment Number	Payment Date	Address Number	Name	Payment Stub Message	Ty	Document Number	Itm	Co	Amount	Invoice Number
				CONDUIT 8/22~9/21/16	PV	148146	001	00101	14.79	8400/092316
				CORNELL 8/5~9/6/16	PV	148225	001	00101	3,360.90	0400/090716
				Payment Amount					5,658.86	
74132	10/04/16	16271	SPOK, INC.	PAGER SRV 8/11~9/10/16	PV	147546	001	00701	247.90	Z0143084H
				PAGER SRV 8/11~9/10/16	PV	147546	002	00701	70.01	Z0143084H
				PAGER SRV 8/11~9/10/16	PV	147546	003	00701	42.02	Z0143084H
				Payment Amount					359.93	
74133	10/04/16	8212	STANSBERY'S WELDING	LEVR ARM-CHLRN INJECTN@TAPIA	PV	148214	001	00701	790.00	2182
				Payment Amount					790.00	
74134	10/04/16	3789	T & T TRUCK & CRANE SERVICE	40 TN HYD CRANE	PV	148196	001	00701	1,560.00	0127420-IN
				Payment Amount					1,560.00	
74135	10/04/16	3003	U.S. POSTAL SERVICE (HASLER)	PRE-PD POSTAGE #239643	PV	148237	001	00701	5,000.00	239643/100316
				Payment Amount					5,000.00	
74136	10/04/16	2780	VALLEY NEWS GROUP	DISPLAY ADS@9/9/16	PV	148161	001	00751	120.00	9-8
				DISPLAY ADS@9/9/16	PV	148161	002	00751	250.00	9-8
				Payment Amount					370.00	
74137	10/04/16	18604	VENTURA PEST CONTROL	SEP'16 PEST CNTL	PV	148159	001	00701	110.00	536989
				SEP'16 PEST CNTL	PV	148159	003	00701	380.00	536989
				SEP'16 PEST CNTL	PV	148159	008	00701	195.00	536989
				Payment Amount					685.00	
741[illegible]	10/04/16	2436	VINCE BARNES AUTOMOTIVE	VEH#714 TRNSMSN SRV	PV	148109	001	00701	327.89	021736
				VEH#138 HEATR HS,RADTR SVC	PV	148110	001	00701	346.28	021707
				VEH#892 OIL&FLTRS	PV	148111	001	00701	99.47	021708

Batch Number - 248035

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
				VEH#811 RADTR,WTR PMP SVC	PV	148112	001	00701	788.38	021706
				VEH#890 BTTRY,BRK PDS&OIL	PV	148113	001	00701	362.60	021714
				VEH#814 AIR CTL VLV&MISC SVC	PV	148114	001	00701	404.55	021679
				VEH#866 TRNSMSN,OIL&F LTRS	PV	148115	001	00701	296.25	021723
				VEH#876 OIL&FLTRS	PV	148116	001	00701	60.77	021722
				VEH#317 BRK PDS&SHOES, FLTRS	PV	148117	001	00701	786.01	021725
				VEH#857 RADIATR&HOSES	PV	148118	001	00701	586.35	021672
				Payment Amount			4,058.55			
74139	10/04/16	3048	WEST COAST AIR CONDITIONING	A/C SRV@LV-2	PV	148010	001	00701	870.00	S77047
				Payment Amount			870.00			
74140	10/04/16	4830	WEST COAST ROTOR	DRIVE SHAFT REFURBISH	PV	148195	001	00701	3,273.00	25493
				Payment Amount			3,273.00			
				Total Amount of Payments Written			576,046.37			
				Total Number of Payments Written			54			

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

MINUTES
SPECIAL MEETING

9:00 AM September 23, 2016

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance to the Flag was led by Wayne Lemieux.

1. CALL TO ORDER AND ROLL CALL

The meeting was called to order at **9:00 a.m.,** by Board President Peterson in the Board Room at Las Virgenes Municipal Water District headquarters at 4232 Las Virgenes Road in Calabasas. Josie Guzman, Clerk of the Board, conducted the roll call.

Present:	Directors Charles Caspary, Jay Lewitt, Len Polan, Lee Renger, and Glen Peterson
Absent:	None
Staff Present:	David Pedersen, General Manager Don Patterson, Director of Finance and Administration David Lippman, Director of Facilities and Operations Carlos Reyes, Director of Resource Conservation and Public Outreach Josie Guzman, Clerk of the Board Wayne Lemieux, District Counsel

2. APPROVAL OF AGENDA

Director Caspary moved to approve the agenda as presented. Motion seconded by Director Lewitt. Motion carried unanimously.

3. PUBLIC COMMENTS

None.

4. ACTION ITEMS

A Property and General Liability Insurance

Accept the proposal from Tolman & Wiker Insurance Services, LLC, to purchase general liability and property insurance from Argonaut Insurance Company/Trident Public Risk Solutions, in an aggregate amount of $738,362, for the term of October 1, 2016 through September 30, 2017; and authorize the General Manager to execute the related contracts and forms.

General Manager David Pedersen provided introductory remarks.

Don Patterson, Director of Finance and Administration, presented the report.

Greg Johnson, representing The Johnson Group, Ltd., provided a detailed comparison of the property and casualty insurance proposals received from Tolman & Wiker Insurance Services, LLC (Tolman & Wiker), the Joint Powers Risk and Insurance Management Authority (JPRIMA), and the Association of California Water Agencies-Joint Powers Insurance Authority (ACWA-JPIA). He responded to several questions posed by the Board.

A discussion ensued regarding the term of an agreement with ACWA-JPIA and consideration of earthquake and flood insurance.

General Manager David Pedersen recommended the Board consider adding cyber coverage at a future date, increase the limit for earthquake and flood coverage to $40 million, and purchase terrorism coverage with an $11 million limit. He noted that ACWA-JPIA had removed its exclusion for liability arising from effluent disposal to Malibu Creek and that they have a good track record for their Retrospective Premium Adjustment. He stated that ultimately the pricing between the three programs was comparable and suggested the Board focus its attention of differences in coverage. Specifically, Mr. Pedersen suggested the Board consider dam liability coverage, condemnation and inverse condemnation coverage, and failure to supply coverage. He recommended that the Board accept the proposal from Tolman & Wiker.

Jeff Dodds, representing Tolman & Wiker Insurance Services, LLC, stated that the summaries provided by Mr. Johnson were very thorough and he would defer his comments.

Karen Thesing, representing ACWA-JPIA, provided a summary of ACWA-JPIA's background and accreditation. She noted that ACWA-JPIA's total annual premium for coverage, including cyber coverage, would be $507,715.

Director Polan moved to accept the proposal from Tolman & Wiker Insurance Services, LLC, to purchase general liability and property insurance from Argonaut Insurance Company/Trident Public Risk Solutions, in an aggregate amount of $738,362, for the term of October 1, 2016 through September 30, 2017; and authorize the General Manager to execute the related contracts and forms. Motion seconded by Director Lewitt.

Board President Peterson discussed the District's previous coverage through ACWA-JPIA. He noted that the District receives workers' compensation and health coverage through ACWA-JPIA. Ms. Thesing stated that the District's workers' compensation premium would be reduced by $15,000 should the District accept ACWA-JPIA's proposal.

Board President Peterson noted that many lawsuits were filed against the District during a time when it did not have insurance coverage. He spoke in support of coverage through ACWA-JPIA.

Board President Peterson moved for a substitute motion to accept the proposal from ACWA-JPIA.

Ms. Thesing responded to questions related to ACWA-JPIA's panel of attorneys and the Board's ability to approve or reject claims filed against the District should the Board enter into an agreement with ACWA-JPIA.

Mr. Dodds expressed concern that the District would be unable to go through litigation in an arbitration situation without having an insurance carrier.

Ms. Thesing responded to a question regarding the scope of coverage for cyber security.

Substitute motion seconded by Director Lewitt.

Don Patterson, Director Finance and Administration, responded to a question regarding the difference between the proposals received from Tolman & Wiker and ACWA-JPIA

Mr. Dodds expressed concern regarding inverse condemnation against the District should a resident file a lawsuit due to diminution of property value. District Counsel Wayne Lemieux commented that he had not seen diminution of property value due to inverse condemnation.

A discussion ensued regarding the District's ability to handle claims filed against the District should the District enter into an agreement with ACWA-JPIA. General Manager David Pedersen noted staff was concerned regarding this issue and noted that the Board currently has more discretion and control for approving and rejecting claims.

Roll call vote on substitute motion:

Ayes: Directors Renger and Peterson
Noes: Directors Caspary, Lewitt, and Polan
Abstain: None

Absent: None

Motion failed.

Roll call vote on original motion:

Ayes: Caspary, Lewitt, Polan, and Renger
Noes: Peterson
Abstain: None
Absent: None

Motion carried.

5. ADJOURNMENT

Seeing no further business to come before the Board, the meeting was duly adjourned at **11:28 p.m.**

GLEN PETERSON, 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
4232 Las Virgenes Road, Calabasas CA 91302

MINUTES
REGULAR MEETING

5:00 PM September 27, 2016

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance to the Flag was led by Clara Finneran.

1. CALL TO ORDER AND ROLL CALL

The meeting was called to order at **5:00 p.m.** by Board President Peterson in the Board Room at Las Virgenes Municipal Water District headquarters at 4232 Las Virgenes Road, Calabasas CA 91302. Josie Guzman, Clerk of the Board, conducted the roll call.

Present:	Directors Charles Caspary, Jay Lewitt, Len Polan, Lee Renger, and Glen Peterson
Absent:	None
Staff Present:	David Pedersen, General Manager David Lippman, Director of Facilities and Operations Don Patterson, Director of Finance and Administration Josie Guzman, Clerk of the Board Keith Lemieux, District Counsel

2. APPROVAL OF AGENDA

General Manager David Pedersen stated there was no update for Closed Session Item 14A, and he recommended it be removed from the agenda.

Director Renger moved to approve the agenda as amended. Motion seconded by Director Lewitt. Motion carried unanimously.

3. PUBLIC COMMENTS

None.

4. CONSENT CALENDAR

A List of Demands: September 27, 2016 - Ratify

B Minutes: Regular Meeting of September 13, 2016 - Approve

C Renewal of Meter Reading Services Contract

Authorize the General Manager to execute a one-year contract renewal with Alexander's Contract Services, Inc., in an amount not to exceed $187,000, for meter reading services.

Director Polan moved to approve the Consent Calendar as presented. Motion seconded by Director Renger. Motion carried unanimously.

5. ILLUSTRATIVE AND/OR VERBAL PRESENTATION AGENDA ITEMS

A Presentation of Check for Las Virgenes Unified School District 4/5 Science Water-Related Curriculum

Board President Peterson provided introductory remarks and asked the representatives from the Las Virgenes Unified School District to come forward to receive the check.

Clara Finneran, Assistant Superintendent of Education, thanked the Board for their support and expressed her gratitude for the opportunity to continue this effort.

B Legislative and Regulatory Updates

General Manager David Pedersen noted that the 2016 WRDA bill had passed the Senate and it was now being considered by the House of Representatives.

C Water Supply Conditions and Drought Response

General Manager David Pedersen referred to the Water Supply Conditions report and noted that water supplies in Diamond Valley Lake and Castaic Lake were continuing to rise. Board President Peterson noted that there has been less demand and water is being received from the State Water Project.

6. TREASURER

Director Lewitt stated that the Treasurer's Report was in order.

7. FACILITIES AND OPERATIONS

A Proposed Jed Smith Road Water Main Replacement Project

Approve the issuance of a request for proposals for preparation of plans and specifications and environmental analyses to replace and upsize the deteriorated 8-inch asbestos cement water main along Jed Smith Road, between Round Meadow Road and Lewis and Clark Road.

David Lippman, Director of Facilities and Operations, presented the report. He responded to a question regarding the installation of the water main by stating that it would be installed deeper in the shoulder of the road and backfilled with slurry or imported compacted material.

Director Caspary suggested that if more pipes are found to be questionable the District could work with the homeowners' association and the City of Hidden Hills to move the collection system to the other side of the street where there is no water main.

Director Renger moved to approve Item 7A. Motion seconded by Director Caspary. Motion carried unanimously.

B Headquarters Pavement Rehabilitation Project: CEQA Determination and Call for Bids

Find that the work is categorically exempt from the California Environmental Quality Act and approve the issuance of a Call for Bids for the Headquarters Pavement Rehabilitation Project.

General Manager David Pedersen presented the report.

Director Lewitt moved to approve Item 7B. Motion seconded by Director Polan.

David Lippman, Director of Facilities and Operations, responded to a question regarding whether the traffic loops could be installed before the District begins this project. He stated that he was uncertain of the City's schedule for the traffic loop installation or the loop technology that the City would use. He noted that if the loops are installed after the District's project, the City would make small slices in the asphalt that would then be crack sealed.

Motion carried unanimously.

C Building No. 8 Server Room Improvement Project: CEQA Determination and Call for Bids

Find that the work is categorically exempt from the California Environmental Quality Act and approve the issuance of a Call for Bids for the Building No. 8 Server Room Improvement Project.

General Manager David Pedersen presented the report.

Director Caspary moved to approve Item 7C. Motion seconded by Director Renger.

General Manager David Pedersen responded to a question regarding the size of the server and the current cooling system.

David Lippman, Director of Facilities and Operations, responded to a question related to the current fire protection system. He also confirmed that the server is currently mounted in order to protect it against earthquakes.

Motion carried unanimously.

8. FINANCE AND ADMINISTRATION

A Fiscal Year 2017-18 Proposed Sanitation Rate for Consolidated Sewer Maintenance District, Topanga Tax Zone

Approve a monthly billing rate of $50.00 per Equivalent Residential Unit for the Consolidated Sewer Maintenance District, Topanga Tax Zone, for Fiscal Year 2017-18.

General Manager David Pedersen presented the report.

Director Polan moved to approve Item 8A. Motion seconded by Director Renger. Motion carried unanimously.

9. RESOURCE CONSERVATION AND PUBLIC OUTREACH

A Policy for Water Budget Adjustments: Proposed Update

Adopt the proposed update to the Policy for Water Budget Adjustments

General Manager David Pedersen presented the report.

Director Polan moved to approve Item 9A. Motion seconded by Director Caspary.

A discussion ensued regarding the possibility of installing a secondary meter for indoor water use for residences with high occupancy and conducting interviews with customers in order to estimate their outdoor and indoor water usage.

General Manager David Pedersen responded to a question regarding concerns with staff time to visit large households to determine water usage by stating that the proposed policy would serve as a tool to determine whether an adjustment can be made whenever customers with households of six or more people request an adjustment. He also responded to a question regarding requests for an adjustment from large commercial establishments, such as hotels, by stating that the proposed policy was crafted to be very narrow in scope and specifically identifies laundromats and car washes. He noted that some commercial business could request a sub-meter for irrigation purposes in order to adjust their sanitation billing.

Director Polan suggested that the sanitation service charge adjustment indicate that customers must demonstrate consistent efficient water use in the past 12 months rather than in the past year. General Manager David Pedersen stated that staff would make this change in the proposed policy.

Motion carried by the following vote:

AYES: Caspary, Lewitt, Polan, Peterson
NOES: Renger
ABSTAIN: None
ABSENT: None

10. INFORMATION ITEMS

A Claim by State Farm Mutual Automobile Insurance Company

B Claim by Alexander Krul

11. NON-ACTION ITEMS

A Organization Reports

(1) MWD Representative Report

Board President Peterson reported that he attended several committee meetings at MWD earlier in the day, including the Special Committee on the Bay-Delta where the Committee discussed cost-sharing. He also reported that the Executive Committee held nominations for Chair of the Board and nominated Randy Record. He stated that the MWD Board would vote on the nomination of the new Chair at the next Board meeting. He also reported that the Ethics Committee discussed the Ethics Officer Work Plan in Closed Session.

(2) Other

None.

B Director's Reports on Outside Meetings

Director Polan noted that several of the Directors attended a tour of Orange County Water District's Groundwater Replenishment System. Board President Peterson reported that several of the Directors also attended the Association of Water Agencies of Ventura County's Annual Reception at the Ronald Reagan Library. Director Caspary reported that he attended MWD's State Water Project Inspection Tour. He stated that the tour was outstanding, and he enjoyed learning of one farmer's water conservation methods. Director Lewitt reported that he also attended MWD's State Water Project Inspection Tour. He stated that the tour was eye-opening and educational.

C General Manager Reports

(1) General Business

General Manager David Pedersen reported that he, David Lippman, Dave Roberts, and Brett Dingman attended a meeting at the Regional Water Quality Control Board to discuss the TMDL Implementation Plan. He stated that he would provide additional information at the upcoming Las Virgenes – Triunfo JPA meeting. He noted that due to the upcoming Jewish holidays, the October 3rd JPA meeting was canceled and a special meeting would be held on October 5th. He also noted that the October 11th Las Virgenes MWD Board meeting was canceled and a special meeting is tentatively scheduled on October 10th. He mentioned that the Reyes Adobe Days Reception would be held on October 7th, the Calabasas Pumpkin Festival would be held on October 15th and 16th, and the Potable Water Quarterly Tour would be held on November 5th, which would be hosted by Board President Peterson. He noted that the District received an invitation to tour the Carlsbad Desalination Plant on October 19th. He asked the Directors to contact Clerk of the Board Josie Guzman if they are interested in attending the tour. He also noted that the District sent a letter in support of the California WaterFix Communications Plan to MWD.

Board President Peterson reported that MWD had settled two lawsuits related to CEQA and the purchase of the five islands in the Bay-Delta. He noted that pending lawsuits include one with the County and one with the San Diego County Water Authority.

(2) Follow-Up Items

D Directors' Comments

None.

12. <u>FUTURE AGENDA ITEMS</u>

None.

13. <u>PUBLIC COMMENTS</u>

None.

14. <u>CLOSED SESSION</u> - (This item was removed from the agenda.)

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

1. Las Virgenes – Triunfo Joint Powers Authority v. United States Environmental Protection Agency and Heal the Bay, Inc. v. Lisa P. Jackson (TMDL cases)
2. Las Virgenes – Triunfo Joint Powers Authority v. United States Environmental Protection Agency (FOIA case)

15. <u>OPEN SESSION AND ADJOURNMENT</u>

Seeing no further business to come before the Board, the meeting was duly adjourned at **<u>5:57 p.m.</u>**

GLEN PETERSON, President
Board of Directors
Las Virgenes Municipal Water District

ATTEST:

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

(SEAL)

October 3, 2016

To: Payroll

From: David W. Pedersen
General Manager

RE: Per Diem Request – September 2016

Attached are the Director statements of attendance for meetings, conferences and miscellaneous functions, which are summarized in the table below. If you have any questions, please contact me. Thank you.

On February 26, 2008, the Board unanimously voted to amend the daily per diem to $200, effective February 27, 2008. On January 26, 2010, during the annual review of compensation, the Board opted for the per diem to remain at $200 and requested that a per diem survey be conducted along with the next employee compensation study.

Director	No. of Meetings	Rate	Total
Charles Caspary	9	$200.00	1,800.00
Jay Lewitt	9	$200.00	$1,800.00
Glen Peterson LVMWD* – 6 MWD** – 10	16	$200.00	$3,200.00
Leonard Polan	7	$200.00	$1,400.00
Lee Renger	5	$200.00	$1,000.00

*LVMWD Code Section 2-2.106(a): "not exceeding a total of ten (10) days in any calendar month"

**LVMWD Code Section 2-2.106(b): MWD director "not exceeding a total of (10) days in any calendar month."

LAS VIRGENES MUNICIPAL WATER DISTRICT - PER DIEM REPORT

To: Clerk of the Board

Director's Name: Charles Caspary

Month of: September 2016

Division: Division 1

The following are Las Virgenes Municipal Water District Board of Directors Meetings, Committee Meetings/Conferences I have attended:

Date(s)	# of Days Claimed			Reimbursible Expenses[2] (Y/N)	Check One		Event Title
	Event	Travel[1]	Total		MWD	LVMWD	
9/6/2016	1		1	N		X	LV-TSD JPA BOARD MEETING - OAK PARK
9/13/2016	1		1	N		X	LVMWD - REGULAR BOARD MEETING
9/15/2016	1		1	N		X	AWA RECEPTION - SIMI VALLEY
9/16-18/16	3		3	N		X	MWD - STATE WATER PROJECT TOUR
9/21/2016	1		1	N		X	ORANGE COUNTY WATER DIST. - TOUR ADVANCED TREATMENT
9/23/2016	1		1	N		X	LVMWD - SPECIAL BOARD MEETING - INSURANCE
9/27/2016	1		1	N		X	LVMWD - REGULAR BOARD MEETING
		TOTAL	9				

Date Submitted: September 28, 2016

Director Signature: Charles Caspary (via email)

NOTES: **1**. Travel the day before and/or after an authorized meeting or seminar outside of LA, Ventura and Orange Counties may be paid in accordance with Board Policy. **2.** Attach completed Statement of Account and Claim for Personally Incurred Expenses form.

LAS VIRGENES MUNICIPAL WATER DISTRICT - PER DIEM REPORT

To: Josie Guzman Director's Name: jay lewitt

Month of: Sep-16 Division: 5

The following are Las Virgenes Municipal Water District Board of Directors Meetings, Committee Meetings/Conferences I have attended:

Date(s)	# of Days Claimed			Reimbursible Expenses[2] (Y/N)	Check One		Event Title
	Event	Travel [1]	Total		MWD	LVMWD	
9.6.16	1		1			x	JPA board meeting
9.13.16	1		1			x	LVMWD board meeting
9.15.16	1		1	miles		x	AWA Elected officials reception Reagan Library
9.16.16	1		1			x	MWD State water tour
9.17.16	1		1			X	MWD State water tour
9.18.16	1		1			X	MWD State water tour
9.21.16	1		1	burank airport and back		X	ACWA Federal Affairs meeting in Sacto
9.23.16	1		1			X	LVMWD board meeting - insurance
9.27.16	1		1			X	LVMWD BOARD MEETING
		TOTAL	9				

Date Submitted: 9/27/16

Director Signature: JL

NOTES: **1**. Travel the day before and/or after an authorized meeting or seminar outside of LA, Ventura and Orange Counties may be paid in accordance with Board Policy. **2.** Attach completed Statement of Account and Claim for Personally Incurred Expenses form.

LAS VIRGENES MUNICIPAL WATER DISTRICT - PER DIEM REPORT

To: Clerk of the Board

Director's Name: Glen Peterson

Month of: Sep.2016

Division: 2

The following are Las Virgenes Municipal Water District Board of Directors Meetings, Committee Meetings/Conferences I have attended:

Date(s)	# of Days Claimed			Reimbursible Expenses[2] (Y/N)	Check One		Event Title
	Event	Travel [1]	Total		MWD	LVMWD	
9/6/16	1		1			x	JPA Meeting
9/7/16	1		1		x		E and O Committee planning
9/9/16	1		1		x		Northern Caucuss
9/10/16	1		1		x		Diamond Valley Lake Center for Palo
9/12/16	1		1		x		Committee meetings
9/13/16	1		1		x	x	Committee Meetings and Board meetings
9/14/16	1		1		x		Colorado River Board CA La Verne
9/15/16	1		1		x	x	AWA Reagan Library
9/16-18/16	3		3		x	x	State Water Project Inspection trip
9/20/16	1		1		x		MSCP Colorado River Blythe, Pre Bay Delta meeting
9/21/16	1		1			x	Tour of OCWD plant
9/23/16	1		1			x	Special Board Meeting
9/27/16	1		1		x	x	Committee and Board meeting
9/28/16	1		1		x		Tour of MWD for Sac Regional San District
			16		10	6	

Date Submitted: 9/30/16

Director Signature: [signature]

Sep 30 16 12:17p Glen Peterson 8187061984 p.1

LAS VIRGENES MUNICIPAL WATER DISTRICT - PER DIEM REPORT

To: Josie Guzman, Clerk of the Board — Director's Name: Leonard Polan

Month of: Sep-16 — Division: #4

The following are Las Virgenes Municipal Water District Board of Directors Meetings, Committee Meetings/Conferences I have attended:

Date(s)	# of Days Claimed			Reimbursible Expenses[2] (Y/N)	Check One		Event Title
	Event	Travel [1]	Total		MWD	LVMWD	
9/6/15	1	----	1	----		Y	JPA BOARD MTG
9/13/16	1	----	1	----		Y	LVMWD BOARD MTG
9/15/16	1	----	1	----		Y	AWAVC DINNER AT REAGAN LIBRARY
9/21/16	1	----	1	----		Y	OCWD FACILITIES TOUR
9/23/16	1	----	1	----		Y	SPCL LVMWD BOARD MTG - INSURANCE
9/27/16	1	----	1	----		Y	LVMWD BOARD MTG
9/28/16	1	Y	1	Y		Y	ACWA COMMITTEE MTG IN SACREMENTO
		TOTAL	7				

Date Submitted: 9/29/16

Director Signature: Leonard E. Polan

NOTES: **1**. Travel the day before and/or after an authorized meeting or seminar outside of LA, Ventura and Orange Counties may be paid in accordance with Board Policy. **2.** Attach completed Statement of Account and Claim for Personally Incurred Expenses form.

LAS VIRGENES MUNICIPAL WATER DISTRICT - PER DIEM REPORT

To: Dave Pedersen

Director's Name: Lee Renger

Month of September, 2016

Division: 3

The following are Las Virgenes Municipal Water District Board of Directors Meetings, Committee Meetings/Conferences I have attended:

Date(s)	# of Days Claimed: Event	# of Days Claimed: Travel 1	# of Days Claimed: Total	Reimbursible Expenses2 (Y/N)	Check One: MWD	Check One: LVMWD	Event Title
9/6/2016	1		1	N		X	JPA BOARD MEETING
9/13/2016	1		1	N		X	LVMWD BOARD MEETING
9/21/2016	1		1	N		X	O.C. TOUR
9/23/2016	1		1	N		X	SPECIAL LVMWD MEETING/INSURANCE
9/27/2016	1		1	N		X	LVMWD BOARD MEETING
		TOTAL	5				

Date Submitted: 9/27/2016

Director Signature: Lee Renger

NOTES: 1. Travel the day before and/or after an authorized meeting or seminar outside of LA, Ventura and Orange Counties may be paid in accordance with Board Policy. 2. Attach completed Statement of Account and Claim for Personally Incurred Expenses form.

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Finance & Administration

Subject : Monthly Cash and Investment Report: August 2016

SUMMARY:

During the month of August, the value of the District's investment portfolio increased from $65,080,920, held on July 31, 2016, to $66,026,284. There were two investments called, and three investments were purchased, increasing the book value of the portfolio to $36,570,196.

RECOMMENDATION(S):

Receive and file the monthly cash and investment report for August 2016.

FISCAL IMPACT:

No

ITEM BUDGETED:

No

DISCUSSION:

As of August 31, 2016, the District held $66,026,284 in its portfolio, up 9.84% year-over-year. The portfolio was up 1.45% from the previous month's total of $65,080,920. The majority of the funds were held in the District's investment account, which had an August 31, 2016 value of $36,570,196. LAIF held the majority of the remaining funds, in the amount of $26,673,280. A significant portion of remaining funds were held in a trustee account as required reserves for the bond refunding: $2,764,712.

The annualized yield for the District's investment portfolio was 1.28% in August 2016, up as compared to the prior month's return of 1.27%. The annualized yield on the District's LAIF funds was 0.61% in August 2016, up as compared to July's yield of 0.59%. The total yield on the District's accounts was 1.00%, up from 0.73% year-over-year.

The following investments were called in July:

- 8/15/16 – FFCB purchased on 10/26/12, in the amount of $998,000; yield 0.86%
- 8/18/16 – FHLMC purchased on 5/18/16, in the amount of $1,000,000; yield 1.75%

The following investments were purchased in July:

- 8/10/16 – Capital One CD, in the amount of $245,000; YTM 1.55%; matures 8/10/21
- 8/15/16 – FNMA callable, in the amount of $1,002,920; YTM 1.50%; matures 6/15/20
- 8/24/16 – FNMA callable, in the amount of $1,000,000; YTM 1.40%; matures 8/24/20

The following transactions occurred in the District's LAIF account:

- 8/10/16 – Deposit in the amount of $1,000,000
- 8/31/16 - Withdraw in the amount of $300,000

The District's investments are in compliance with the adopted Investment Policy, and the District has sufficient funds to meet expenditures during the next six months from funds held in LAIF.

<u>Cash Analysis</u>:

Another important aspect of the Monthly Cash and Investment Report is to monitor the District's performance as compared to its adopted Financial Policies. Attachment B shows the District's total cash and investments as of August 31, 2016 and compares the balances to the adopted Financial Policies.

As can be seen in the analysis, as of August 31, 2016, the Potable Water Enterprise is $16.4 million below the levels set forth in the District's Financial Policies. This is primarily due to a spend down of reserves for the Backbone Improvement Program and the use of $2.7 million from the Rate Stabilization Fund in Fiscal Year 2015-16 to mitigate the effects of the drought on rates and in anticipation of the January 2016 rate structure change. The five-year rate plan was developed to re-build the reserves over the five-year period.

The Sanitation Enterprise has cash and investments that exceed the District's Financial Policies by $11.5 million, and the Recycled Water Enterprise has cash and investments that exceed the District's Financial Policy levels by $6.3 million. These Enterprises are expected to incur significant expenses during the next five-year period in response to the need to comply with new National Pollution Discharge Elimination System (NPDES) permit requirements and the construction of a project to address seasonal storage needs in the Recycled Water Enterprise. These planned expenditures were also considered as part of the five-year rate plan that began in January 2016, and staff is exploring additional funding options for these projects.

<u>GOALS:</u>

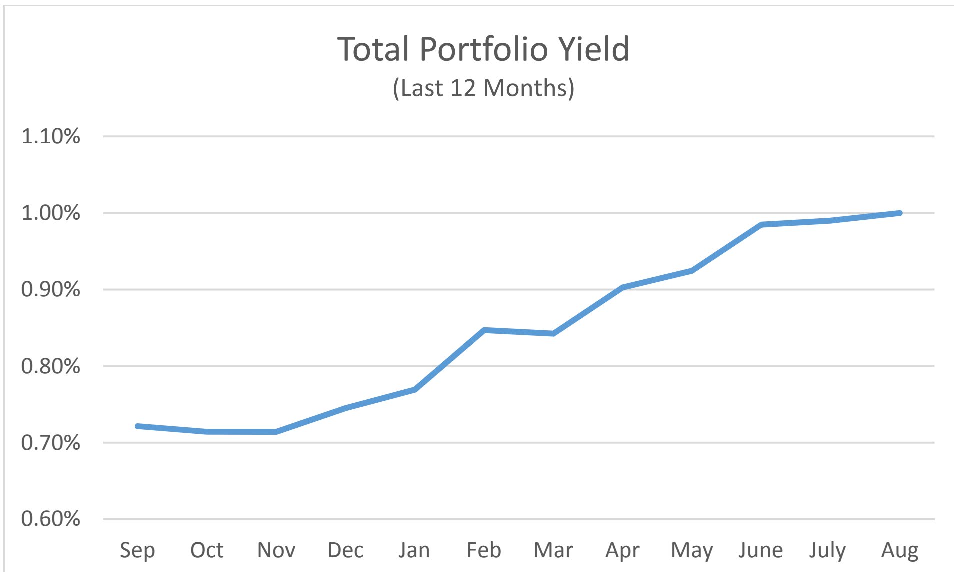
Ensure Effective Utilization of the Public's Assets and Money

Prepared by: Donald Patterson, Director of Finance and Administration

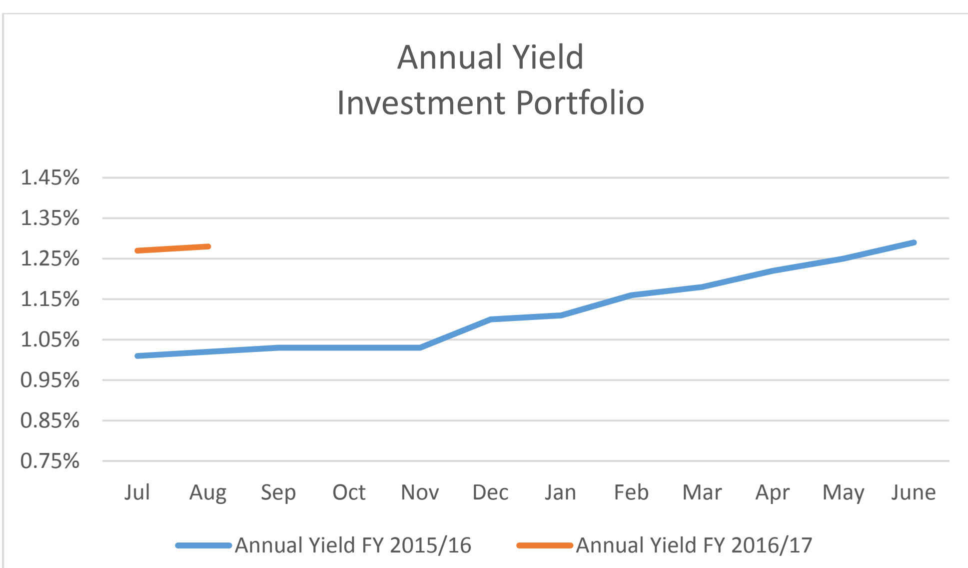
ATTACHMENTS:

Charts
August Investment Report
Glossary
August Cash Report

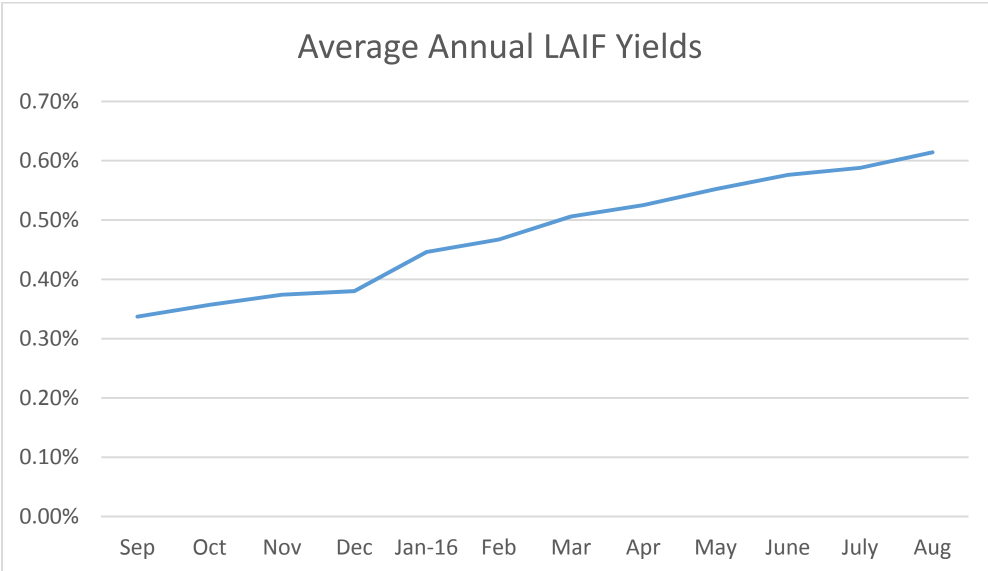
The District's total yield varies depending on the percentage of the portfolio in LAIF versus the Investment Portfolio. If a higher percentage of the District's funds are in LAIF, the lower the total yield since LAIF is more liquid, more conservative, and has significantly lower yields than bonds held in the Investment Portfolio. As of August 2016, LAIF held 40.40% of the District's portfolio, the investment portfolio held 55.38%, and the refunding revenue bonds held 4.19%. As can be seen in the chart below, the total yield in August 2016 was 1.00%, one basis point higher than July 2016 and up from 0.73% one year ago.



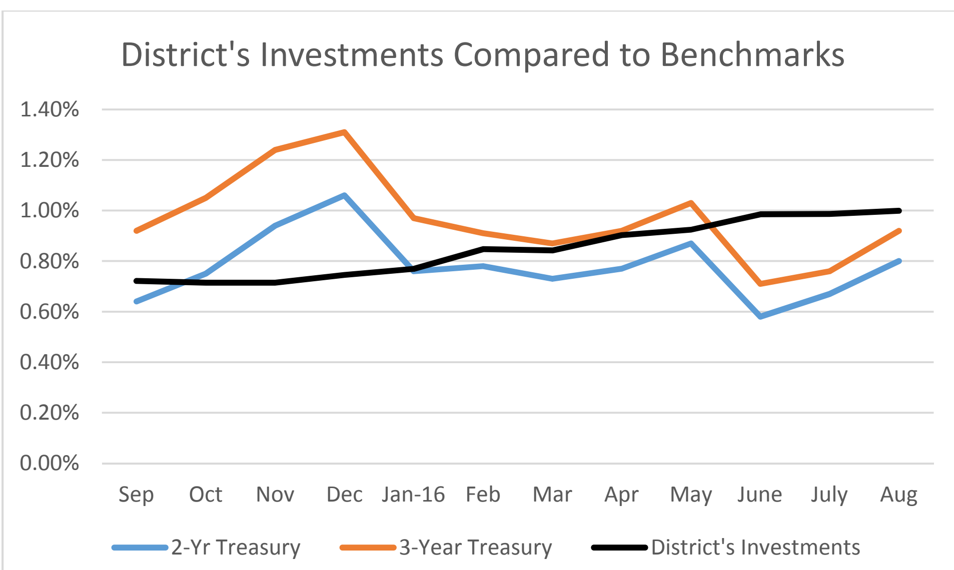
In August, the annualized yield for the District's Investment Portfolio was 1.28%, up from July's 1.27% and up 26 basis points from a year ago. The chart below shows annualized monthly yield of the current fiscal year compared with the same monthly yield over the previous year. The increase in yield since November is primarily derived from long-held issues that matured or were called and reinvested in higher yield agency and municipal bonds.



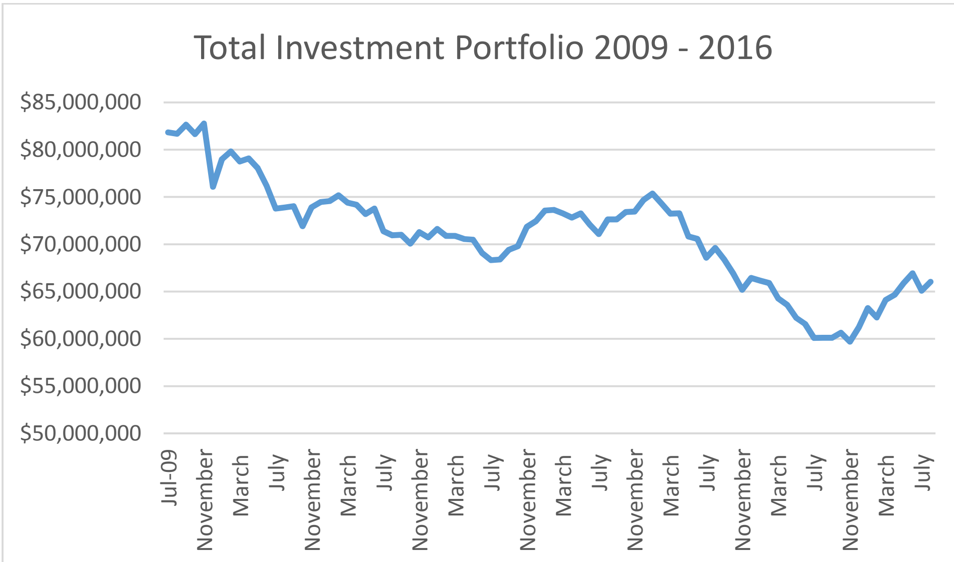
The following chart shows the average annualized LAIF yields over the past twelve months. In July, the LAIF yield was 0.61%, up from 0.33% a year ago.



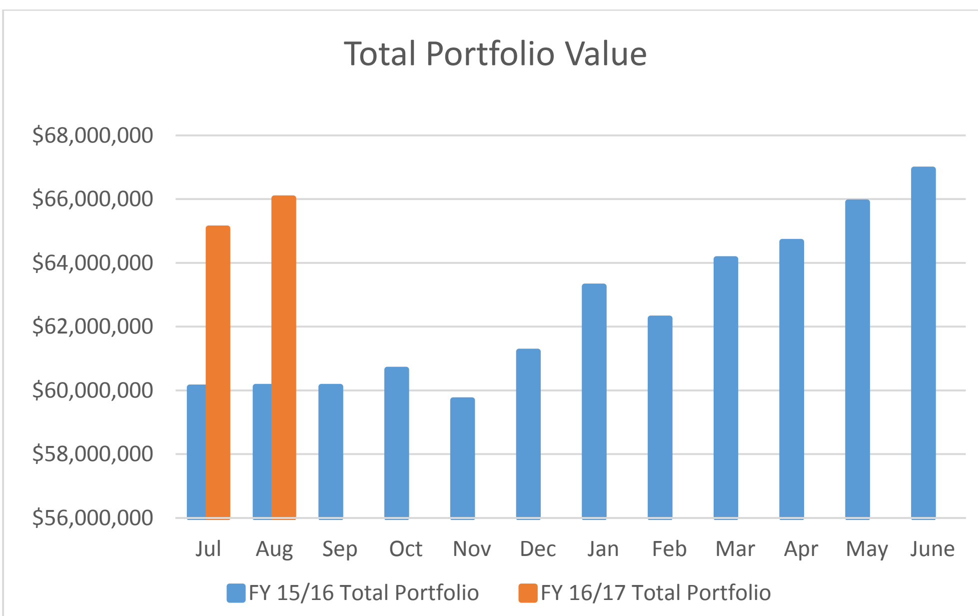
In order to benchmark how the District's portfolio is performing, it is useful to compare its investment portfolio with a comparable index. The District has historically compared its investment portfolio returns to the 2-Year and 3-Year Treasury notes. Beginning with the July 2016 Investment Report, this comparison was changed to compare the total portfolio return versus the benchmark. Prior reports compared just the investment portfolio, which does not adequately reflect total return since the portfolio is balanced between short-term LAIF and longer-term investments. Based on the total portfolio composition, the average yield should generally trail the 2 and 3-year treasuries.



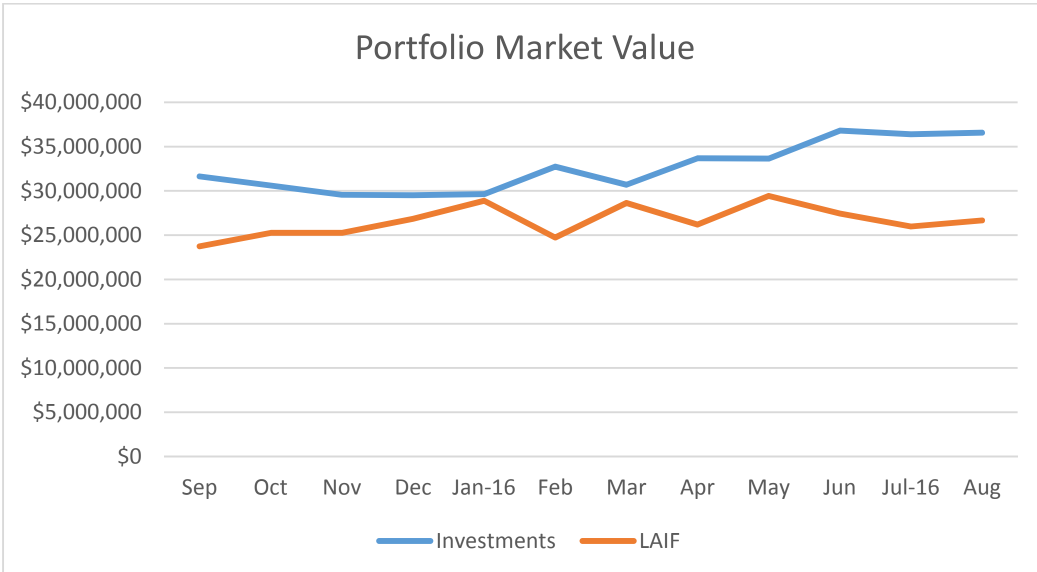
Equally important to monitoring performance is to monitor total portfolio value which includes the District's Investment Portfolio and LAIF accounts. The chart below shows the Total Portfolio Value between 2009 and 2016. The significant reduction in 2014 is primarily because of the Torchwood Tank and other backbone improvement program projects. In August, the District's portfolio increased 1.45% over July to $66,026,284.



The chart below compares Total Portfolio Value in the current Fiscal Year, compared to the same period in the previous fiscal year.



The chart below shows the value of the District's Investment and LAIF portfolios over the past twelve month period. The District's Investment Policy requires an amount equal to 6 months of operating budget to be kept in LAIF, which is $23.3 million. The amount varies due to settlement dates of investments and the timing of significant payments, such as the prepayment of CalPERS in July of each year.



Date: September 28, 2016

To: David W. Pedersen, General Manager

From: Finance and Administration Department

Subject: Investment Report for the Month of August 2016

Summary of Investments

Investments Maturing Within Six Months:

Disc./Cpn Rate	Yield To Maturity	Yield To Call	Investment Type	Date Invested	Next Call Date	Date Matures	Book Value	Par Value	Market Value	Market Value Source
0.625%	0.700%		FHLMC-Bullet	10/26/12		11/01/16	997,040	1,000,000	1,000,380	Custodian
0.690%	0.690%		PST-Muni Bond	03/26/13		11/01/16	1,000,000	1,000,000	999,780	Custodian
0.625%	0.625%		FNMA-Bullet	11/28/12		11/28/16	2,000,000	2,000,000	2,001,160	Custodian
0.832%	0.832%		ARLDEV-Muni Bond	06/03/13		12/15/16	1,585,000	1,585,000	1,584,429	Custodian
0.600%	0.600%		FFCB-Bullet	12/27/12		12/27/16	1,000,000	1,000,000	1,000,540	Custodian
			Sub-Total				6,582,040	6,585,000	6,586,289	

Investments Maturing After Six Months:

Disc./Cpn Rate	Yield To Maturity	Yield To Call	Investment Type	Date Invested	Next Call Date	Date Matures	Book Value	Par Value	Market Value	Market Value Source
1.270%	1.270%		FHLB-Bullet	03/30/12		03/02/17	1,000,000	1,000,000	1,003,610	Custodian
1.585%	1.100%		LVNSCD-Muni Bond	02/20/13		11/01/17	1,022,130	1,000,000	1,005,880	Custodian
0.750%	0.750%		FHLMC-Bullet	05/28/13		11/28/17	1,000,000	1,000,000	999,110	Custodian
1.000%	1.000%		FHLMC-Bullet	03/26/13		03/26/18	1,000,000	1,000,000	1,001,340	Custodian
1.020%	1.020%	1.043%	FHLMC-Callable Coupon	04/30/13	10/30/16	04/30/18	999,500	1,000,000	999,460	Custodian
0.950%	0.950%		FHLMC-Bullet	05/22/13		05/22/18	1,000,000	1,000,000	998,750	Custodian
1.250%	1.250%		FHLB-Bullet	06/26/13		06/26/18	1,000,000	1,000,000	1,006,220	Custodian
1.500%	1.500%	1.500%	FNMA-Callable Coupon	09/19/14	09/19/16	09/19/18	1,000,000	1,000,000	1,000,200	Custodian
1.300%	1.300%	1.300%	FHLB-Bullet	03/30/15		10/30/18	1,000,000	1,000,000	1,006,280	Custodian
1.500%	1.500%	1.500%	FHLB-Callable Coupon	03/13/15	03/13/17	03/13/19	1,000,000	1,000,000	1,003,470	Custodian
1.600%	1.600%	1.600%	FNMA-Callable Coupon	05/19/15	05/19/17	05/19/20	1,000,000	1,000,000	1,001,830	Custodian
1.150%	1.150%	1.150%	FFCB-Callable Coupon	02/23/16	Continuous	11/23/18	1,000,000	1,000,000	998,560	Custodian
1.500%	0.983%		FHLB-Bullet	02/09/16		03/08/19	1,015,650	1,000,000	1,012,200	Custodian
1.350%	1.350%	1.350%	FNMA-Callable Coupon	02/26/16	11/26/16	08/26/19	1,000,000	1,000,000	999,150	Custodian
1.375%	1.375%	1.376%	FHLMC-Callable Coupon	01/28/16	10/28/16	10/28/19	1,000,000	1,000,000	1,000,400	Custodian
1.300%	1.300%	1.300%	FNMA-Callable Coupon	02/24/16	02/24/17	02/24/20	1,000,000	1,000,000	1,000,260	Custodian
2.250%	1.732%		CONNECTICUT ST-MuniBor	02/17/16		09/01/20	1,119,648	1,095,000	1,116,758	Custodian
2.427%	1.779%		NEWSCD-MuniBond	03/17/16		08/01/20	934,688	910,000	938,701	Custodian
1.25% & Up [1]	2.120%	1.250%	FHLMC-Callable Coupon	04/04/16	09/30/16	03/30/21	1,000,000	1,000,000	999,250	Custodian
1.400%	1.400%	1.400%	FFCB-Callable Coupon	04/13/16	04/13/17	04/13/20	1,000,000	1,000,000	999,090	Custodian
1.500%	1.500%		CAL ST-MuniBond	04/28/16		04/01/21	1,000,000	1,000,000	1,004,290	Custodian

LVMWD Investment Report for the Month Ending August 31, 2016

Disc./Cpn Rate	Yield To Maturity	Yield To Call	Investment Type	Date Invested		Date Matures	Book Value	Par Value	Market Value	Market Value Source
Investments Maturing After Six Months (continued):										
1.5% & Up [2]	1.866%	1.500%	FHLMC-Callable Coupon	06/16/16	09/16/16	06/16/21	1,000,000	1,000,000	1,000,030	Custodian
2.387%	1.392%		SCVWTR-MuniBond	06/21/16		06/01/21	1,047,370	1,000,000	1,041,260	Custodian
1.400%	1.400%	1.400%	FHLMC-Callable Coupon	06/27/16	06/27/17	12/27/19	1,000,000	1,000,000	1,003,330	Custodian
1.250%	1.250%	1.250%	FHLMC-Callable Coupon	06/28/16	09/28/16	12/28/18	1,000,000	1,000,000	1,000,090	Custodian
1.0% & Up [3]	2.014%	1.000%	FHLB-Callable Coupon	06/30/16	12/30/16	06/30/21	1,000,000	1,000,000	997,200	Custodian
1.960%	1.960%	1.960%	MOUSCD-MuniBond	07/14/16		08/01/21	600,000	600,000	606,624	Custodian
1.180%	1.114%	1.039%	FFCB-Callable Coupon	07/22/16	06/13/17	06/13/19	1,001,250	1,000,000	998,340	Custodian
1.550%	1.550%		CAPITAL ONE BANK - CD	08/10/16		08/10/21	245,000	245,000	244,554	Custodian
1.580%	1.501%	0.700%	FNMA-Callable Coupon	08/15/16	12/15/16	06/15/20	1,002,920	1,000,000	1,000,960	Custodian
1.400%	1.400%	1.400%	FNMA-Callable Coupon	08/24/16	02/24/17	08/24/20	1,000,000	1,000,000	998,150	Custodian
			Sub-Total				29,988,156	29,850,000	29,985,347	
			Total Investments				36,570,196	$36,435,000	36,571,637	

Note: Gov. Agency Coupon Notes will distribute interest every six month.
1-CPNRT=1.25% to 3/18; 1.75% to 9/19; 2.25% to 3/20; 3.5% to 9/20; thereafter 5.5%.
2-CPNRT=1.5% to 6/17; 1.625% to 6/18; 1.75% to 6/19; 2.0% to 6/20; thereafter 2.5%.
3-CPNRT=1% to 12/17; 1.25% to 12/18; 1.5% to 12/19; 2% to 6/20; 4% to 12/20; thereafter 6%.

Interest earnings for the month were as followed:

	Amount Earned/Accrued	Current Yield
Refunding Revenue Bonds - Reserve Fund (Bank of New York Mellon)	$1,415	0.614%
Investments	38,656	1.280%
Local Agency Investment Fund (LAIF)	13,136	0.614%
Blackrock Liquidity Fund - US Treasury Money Market Fund (Union Bank)	2	0.010%
Sweep Accounts (Wells Fargo Bank/Bank of New York Mellon)	223	0.184%
Total Earnings	$53,432	

Schedule of Investment Balance Limitations (Per District investment policy)

The source of the market valuation is as followed:	Total Amount Invested	% of Total	Max. Limit Allowed
Investments (Note 1)	$36,570,196	55.38%	no limit
Refunding Revenue Bonds - Reserve Fund (Bank of New York Mellon/LAIF)	2,764,712	4.19%	1 yr debt pmt.
Blackrock Liquidity Fund - US Treasury Money Market Fund (Union Bank)	18,096	0.03%	no limit
Local Agency Investment Fund (LAIF)	26,673,280	40.40%	50,000,000
Total	$66,026,284 (Note 2)	100.00%	

Note 1: The average weighted duration for investments, excluding LAIF, is 918 days, which is under the assumption that callable coupons will not be called and will be held until maturity.
Note 2: In August 2016, Joint Powers Authority's participation in investment is $4,319,005.96, of which $3,336,505.33 (or 77.25%) belongs to LV.

LVMWD Investment Report for the Month Ending August 31, 2016

Bank Account Balances as of August 31, 2016:

Bank Name	Account Type	Amount	
Wells Fargo Bank	Checking	$319,814	(Note 3)
Wells Fargo Bank	Sweep	813,228	
Bank of New York Mellon	Money Market	76	
	Total	$1,133,118	

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 October 11, 2016 Agenda:

David W. Pedersen 10/03/16

David W. Pedersen, General Manager

I HEREBY CERTIFY THAT THE FOREGOING IS TRUE AND CORRECT

TO THE BEST OF MY KNOWLEDGE

Jay Lewitt, Treasurer

Definitions

- Disc./Cpn Rate – The yield paid by a fixed income security.
- Yield to Call (YTC) – The rate of return of a security held to call when interest payments, market value and par value are considered.
- Yield to Maturity (YTM) – The rate of return of a security held to maturity when interest payments, market value and par value are considered.
- Bullet – A fixed income security that cannot be redeemed by the issuer until the maturity date.
- Callable – A fixed income security that can be redeemed by the issuer before the maturity date.
- Book Value – The price paid for the security.
- Par Value – The face value of a security.
- Market Value – The current price of a security.
- Custodian – The financial institution that holds securities for an investor.

Investment Abbreviations

- FHLB – Federal Home Loan Bank
- FHLMC – Federal Home Loan Mortgage Corporation (Freddie Mac)
- FNMA – Federal National Mortgage Association (Fannie Mae)
- FFCB – Federal Farm Credit Bank
- Bonds
    - ARLDEV – Arlington County Development Authority
    - CAL ST – State of California
    - CON ST – State of Connecticut
    - LVNSCD – Las Virgenes Unified School District
    - MOUSCD – Mountain View Unified School District
    - NEWSCD – Newark, CA Unified School District
    - PTS – Port of Seattle
    - SCVWTR – Santa Clara Valley Water District

Attachment B

LVMWD CASH & INVESTMENT ANALYSIS - August 31, 2016

	Restricted Cash	Cash Held by Policy	Policy Requirement	Over (Short) Policy By Enterprise
101 - Potable Water Operations		1,807,265	8,044,565	
201 - Potable Water Construction	50,859			
301 - Potable Water Replacement		3,096,892	12,962,347	
603 - Rate Stabilization Fund		7,750,000	8,000,000	
Total Potable Water	**50,859**	**12,654,157**	**29,006,912**	**($16,352,755)**
102 - Recycled Water Operations		7,466,454	741,333	
203 - Recycled Water Construction	(851,679)			
302 - Recycled Water Replacement		2,021,983	2,425,172	
Total Recycled Water	**(851,679)**	**9,488,436**	**3,166,505**	**$6,321,931**
130 - Sanitation Operations		20,715,219	2,880,419	
230 - Sanitation Construction	137,339			
330 - Sanitation Replacement		5,252,953	11,589,583	
Total Sanitation	**137,339**	**25,968,172**	**14,470,002**	**$11,498,170**
606 & 607 - Refunding Revenue Bonds - Reserve Fund	2,764,788			
701 - Vested Sick Leave Reserve	1,422,147			
720 - Insurance Reserve		6,930,784	6,923,142	$7,642
JPA	4,925,436			
Prepaid Connection Fees & Undistributed Interest	3,597,446			
Subtotal	*12,046,337*	*55,041,550*		
TOTAL	**67,087,887**			

Financial Policy - Cash required to comply with District's adopted Financial Policy.
Restricted Cash - Revenue restricted to a particular purpose.
Bond Covenants - Money relating to bond financing that is restricted in use and required by promises made in bond documents
Funds are reconciled at year-end.

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: General Manager

Subject : Carlsbad Desalination Plant Tour: Board Member Attendance

SUMMARY:

The Las Virgenes Municipal Water District Code (Code), Section 2-2.106(d) - Compensation, designates specific organizational events that Directors are authorized to attend (ACWA, CASA, AWA, and POWER). The Carlsbad Desalination Plant Tour on Wednesday, October 19, 2016 is not covered by the Code; therefore, the Board of Directors must authorize the expenses associated with attendance. At this time, Directors Jay Lewitt, Len Polan and Lee Renger have requested to attend the event.

RECOMMENDATION(S):

Authorize Board Member attendance and per diem compensation for the Carlsbad Desalination Plant Tour on October 19, 2016.

FISCAL IMPACT:

Yes

ITEM BUDGETED:

Yes

FINANCIAL IMPACT:

Directors are paid $200 for each day's attendance (per diem compensation) at meetings and/or events not exceeding a total of 10 days in any calendar month. Sufficient funds for attending the tour are available in the adopted Fiscal Years 2016-17 Budget.

DISCUSSION:

The District received the attached invitation from the San Diego County Water Authority for Metropolitan Water District Member Agencies to tour the Claude "Bud" Lewis Carlsbad Desalination Plant on Wednesday, October 19, 2016. Directors Jay Lewitt, Len Polan and Lee Renger have expressed an interest in the tour. The Las Virgenes Municipal Water District Code (Code), Section 2-2.106(d) - Compensation, designates specific organizational events that Directors are authorized to attend (ACWA, CASA, AWA, and POWER). Attendance for the Carlsbad Desalination Plant tour is not covered by the Code; therefore, the Board of Directors must authorize the expenses associated with attendance.

GOALS:

Ensure Effective Utilization of the Public's Assets and Money

Prepared by: Josie Guzman, Executive Assistant/Clerk of the Board

ATTACHMENTS:

Carlsbad Desal Plant Tour Invitation

Pedersen, David

From: Chen, Amy <AChen@sdcwa.org>
Sent: Tuesday, September 20, 2016 10:26 AM
To: Pedersen, David
Subject: Invitation to tour Claude "Bud" Lewis Carlsbad Desalination Plant – October 19

Dear David,

Due to popular demand, we've set aside a special date solely for MWD Member Agencies to tour the Claude "Bud" Lewis Carlsbad Desalination Plant, the largest, most technically advanced desalination plant in North America.

You and your board members are invited to tour the Carlsbad Desalination Plant on Wednesday, October 19, 2016.

The Carlsbad Desalination Plant, part of the San Diego County Water Authority's long-term diversification strategy, is capable of delivering more than 50 million gallons of fresh, desalinated drinking water per day -- enough to serve approximately 400,000 people in San Diego County. Commercial operation began in December 2015, providing the region with a reliable, drought-proof and locally controlled water source.

Tour times are below. To RSVP, email Suki Chhokar, schhokar@sdcwa.org, the first and last name and, for security purposes, driver's license number of those attending along with your tour time preference. RSVP by Oct. 6. Tour group sizes are limited, and will be filled on a first-come, first-served basis.

Tour Date: October 19, 2016
Tour 1 Start Time: 10 a.m.
Tour 2 Start Time: 11:30 a.m.

Site Requirements:
All attendees must wear long pants (no capris) and flat, sturdy, closed-toe shoes (no heels). All attendees must be able to walk nearly one mile with no sitting, and be able to climb up and down stairs. All attendees must be prepared to show a government issued photo identification to security personnel. No purses or backpacks will be permitted on the tour. Cameras are allowed on the tour. The tour will begin promptly, those who are not on site within 5 minutes of the tour start time will not be able to join the tour group. The tour is almost entirely outside. Tour guests may bring a water bottle to fill at the tasting station.

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Finance & Administration

Subject : Deferred Compensation Program: Compliance with Internal Revenue Code Section 414(h)(2)

SUMMARY:

The District provides a deferred compensation program for the benefit of its employees. Effective January 1, 2016, the District implemented changes to the program, as approved by the Board on November 10, 2015, including the option for employees to participate in an Internal Revenue Code (IRC) Section 401(a) plan. Upon review of the implementation of the 401(a) plan for some employee, it was determined that a resolution in conformance with IRC Section 414(h)(2) is required to ensure the tax-deferred status of the contributions.

RECOMMENDATION(S):

Pass, approve and adopt proposed Resolution No. 2500, providing for employee contributions to 401(a) plan under Internal Revenue Code Section 414(h)(2).

RESOLUTION NO. 2500

A RESOLUTION OF THE BOARD OF DIRECTORS OF LAS VIRGENES MUNICIPAL WATER DISTRICT PROVIDING FOR EMPLOYEE CONTRIBUTIONS TO 401(A) PLAN UNDER INTERNAL REVENUE CODE SECTION 414(H)(2)

(Reference is hereby made to Resolution No. 2500 on file in the District's Resolution Book and by this reference the same is incorporated herein.)

FISCAL IMPACT:

No

ITEM BUDGETED:

No

FINANCIAL IMPACT:

There is no financial impact or cost to the District as a result of this action.

DISCUSSION:

On November 10, 2015, the Board adopted Resolution No. 2477, authorizing the establishment of an IRC Section 401(a) plan for District employees. Under the 401(a) plan, District-provided deferred compensation matching funds, which are provided to some employees, are contributed to the employees' 401(a) accounts. Also, at that time, the District’s General and Office Unit employees, represented by the Service Employees International Union (SEIU), elected to make a $20 per paycheck employee contribution to their 401(a) accounts. The program was implemented on January 1, 2016.

Upon review of the program's implementation, it was identified that the District had not adopted a resolution in compliance with IRC Section 414(h)(2). Adoption of the attached Resolution is necessary to designate the contributions to the 401(a) plan made on behalf of SEIU employees as "picked up" by the District to ensure tax-deferred status.

GOALS:

Assure a Quality, Continually Improving Workforce

Prepared by: Donald Patterson, Director of Finance and Administration

ATTACHMENTS:

Proposed Resolution No. 2500

RESOLUTION NO. 2500

A RESOLUTION OF THE BOARD OF DIRECTORS OF
LAS VIRGENES MUNICIPAL WATER DISTRICT
PROVIDING FOR EMPLOYEE CONTRIBUTIONS TO 401(A) PLAN
UNDER INTERNAL REVENUE CODE SECTION 414(H)(2)

WHEREAS, Las Virgenes Municipal Water District maintains the Las Virgenes Water District 401(a) Plan, a defined-contribution retirement plan, for the benefit of the District's eligible employees ("Plan"); and

WHEREAS, the Plan permits each eligible employee to, subject to certain conditions and limitations, make a one-time irrevocable election to defer part of the employee's District compensation to the Plan; and

WHEREAS, in accordance with these elections, the District deducts elected amounts from the relevant employees' District compensation and contributes the amounts to the Plan for deposit in these employees' Plan accounts; and

WHEREAS, under the tax laws, these deductions qualify for tax-deferred treatment only if the employer formally designates the amounts as "picked up" by the employer in accordance with section 414(h)(2) of the Internal Revenue Code (Code); and

WHEREAS, the District now wishes to adopt this resolution in order to "pick up" amounts deducted from District employees' compensation for contribution to the Plan; and

WHEREAS, even though the implementation of section 414(h)(2) of the Code is not required by law, the District has determined that the tax benefit offered by section 414(h)(2) should be provided to District employees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Las Virgenes Municipal Water District as follows:

A. All amounts deducted from employees' District compensation for contribution to the Plan are hereby designated as employee contributions.

B. Although designated as employee contributions and deducted from employees' District compensation, the contributions will, in accordance with section 414(h)(2) of the Code, be treated as picked up by the District and paid by the District in lieu of contributions by the employee.

C. No employee will have the option of choosing, directly or indirectly, to receive the contributions instead of having them deducted from the employee's compensation and paid by the District to the Plan.

D. Contributions picked up under this resolution will be tax-deferred to the extent provided under the Code, Treasury Regulations, and other guidance issued thereunder.

E. This resolution applies to all deductions, whenever made, from employees' compensation for contribution to the Plan.

PASSED, APPROVED AND ADOPTED on ________________, 2016.

____
President

ATTEST:

____
Secretary

(SEAL)

Approved as to Form:

____
District Counsel

WATER SUPPLY CONDITIONS CRA

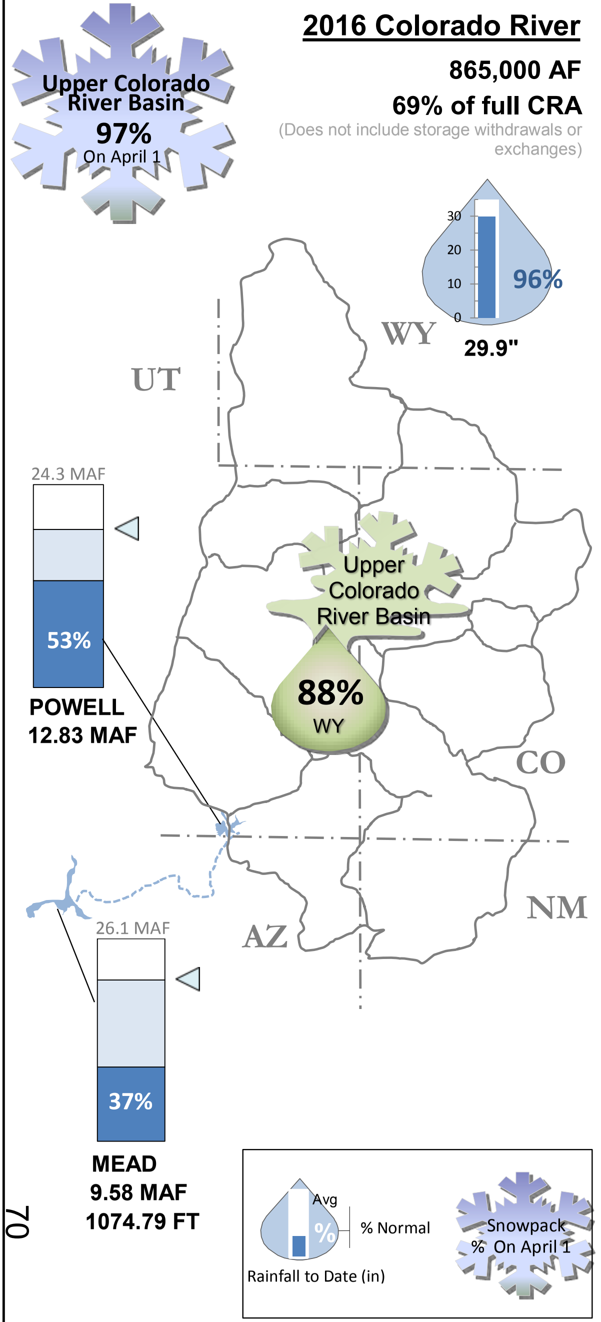
As of: 09/25/2016

2016 Colorado River

865,000 AF

69% of full CRA

(Does not include storage withdrawals or exchanges)



Turn page for more CRA Data
Flip Over for SWP Data

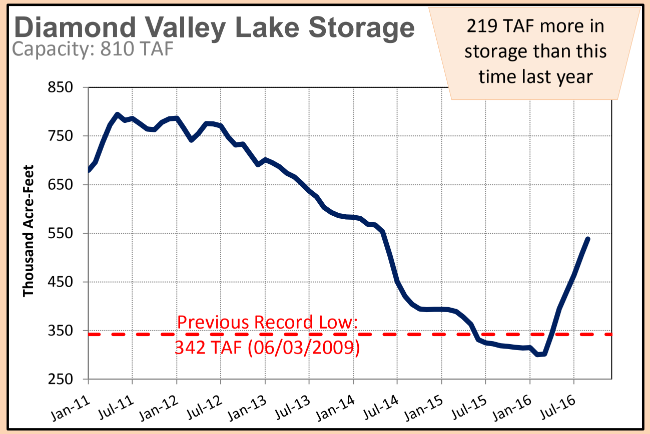
HIGHLIGHTS

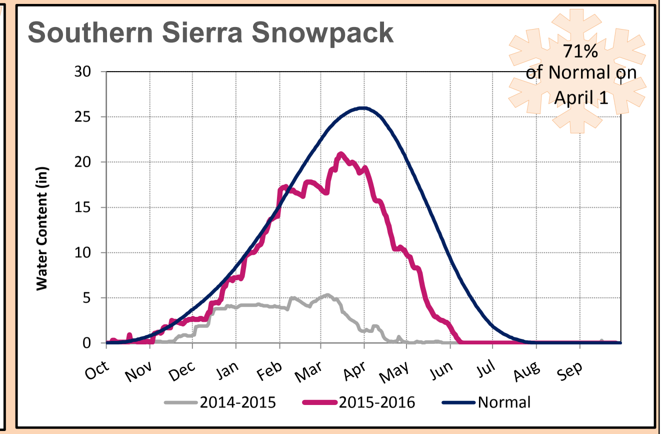
Colorado River Basin

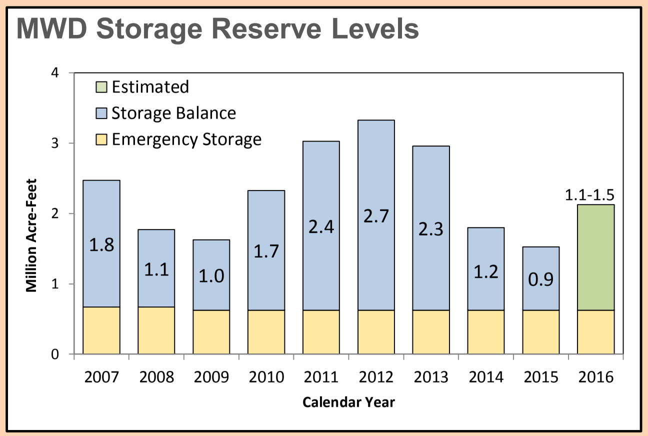
- Lake Powell water year inflow forecasted at 88% of normal.
- Upper Colorado River Basin Water Year precipitation to date is below normal (96%).

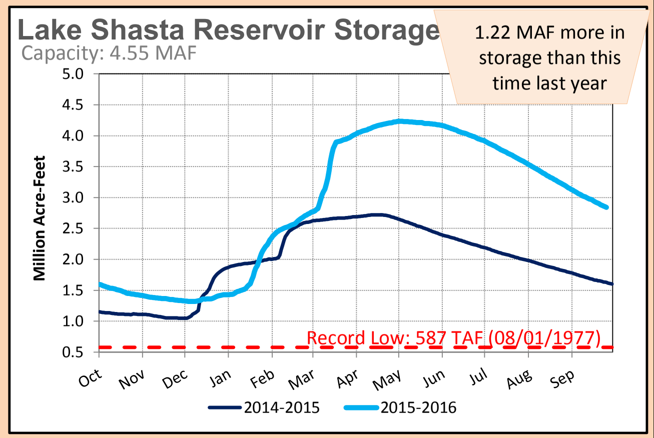
Northern California

- Sacramento River water year runoff forecasted at 102% of normal.
- Northern Sierra Water Year precipitation to date is above normal (116%).









This report is produced by the Water Resource Management group and contains information from various federal, state, and local agencies.
The Metropolitan Water District of Southern California cannot guarantee the accuracy or completeness of this information.
Readers should refer to the relevant state, federal, and local agencies for additional or for the most up to date water supply information.
Reservoirs, lakes, aqueducts, maps, watersheds, and all other visual representations on this report are not drawn to scale.

http://www.mwdh2o.com/WSCR

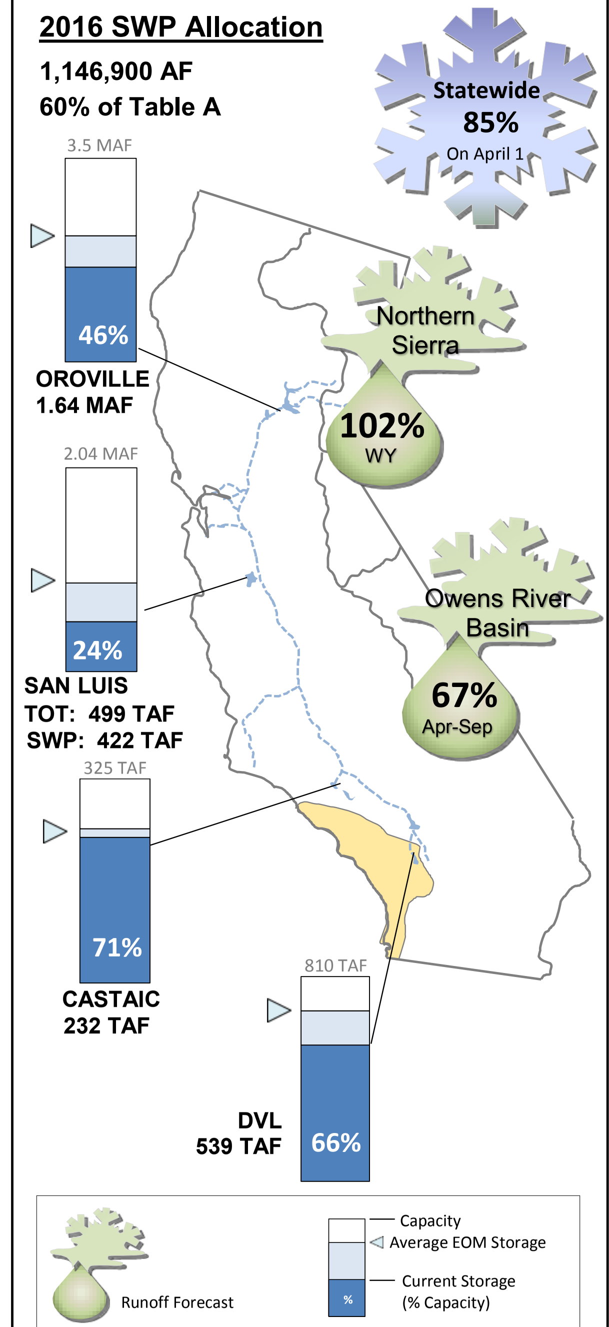
WATER SUPPLY CONDITIONS SWP

As of: 09/25/2016

2016 SWP Allocation

1,146,900 AF

60% of Table A



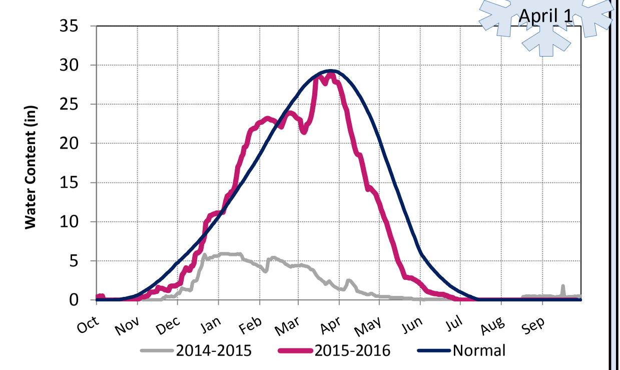
Flip Over for CRA Data
Turn page for more SWP Data

State Water Project Resources

As of: 09/25/2016

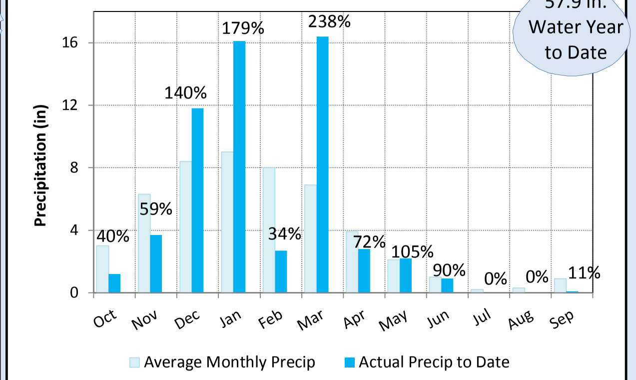
Northern Sierra Snowpack

95% of normal on April 1



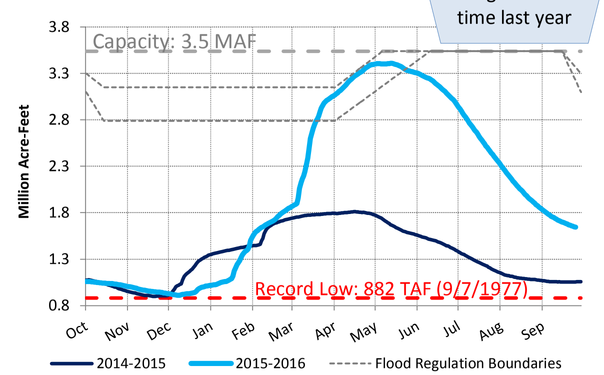
8 Station Index Precip

57.9 in. Water Year to Date



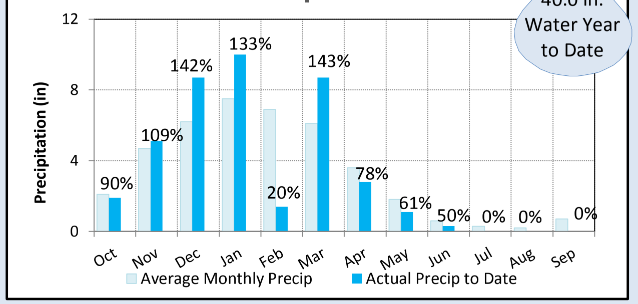
Oroville Reservoir Storage

590 TAF more in storage than this time last year



5 Station Index Precip

40.0 in. Water Year to Date

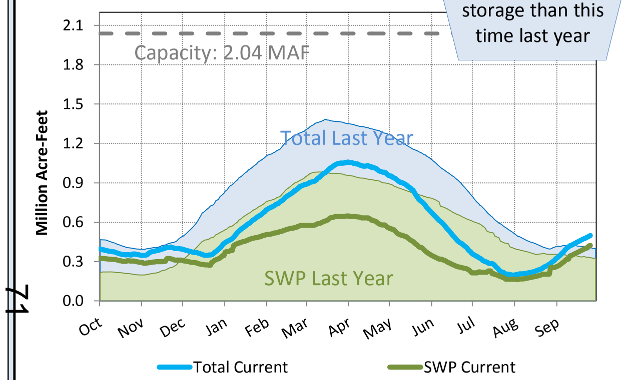


Other SWP Contract Supplies for 2016 (AF)

Transfer Supplies	0
Multi Year Pool	7,000
Pool A/B (Purchased)	0
Article 56 (Prior Cal. Year(s) CO)	2,400

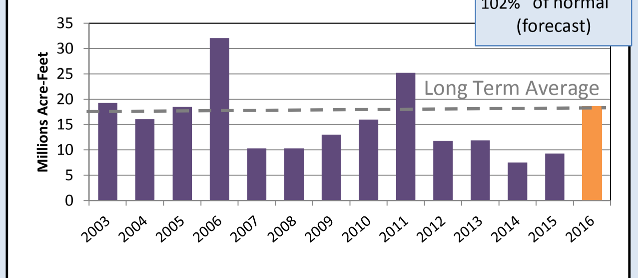
San Luis Reservoir Storage

94 TAF more in SWP storage than this time last year



Sacramento River Runoff

WY 2016 102% of normal (forecast)

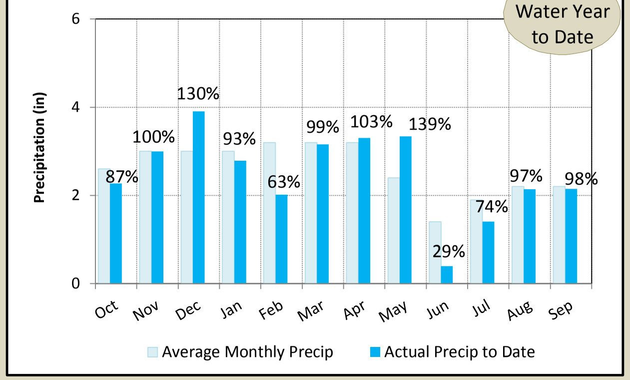


Colorado River Resources

As of: 09/25/2016

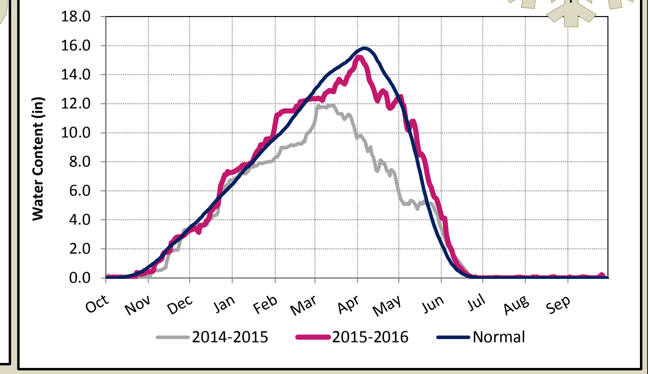
Upper Colorado Basin Precip

29.9 in. Water Year to Date

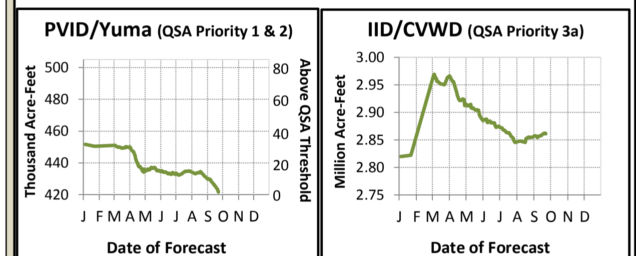


Upper Colorado Basin Snowpack

97% of normal on April 1



Colorado River Ag Use Forecast



Lake Powell Storage

Capacity: 24.3 MAF

449 TAF more in storage than this time last year

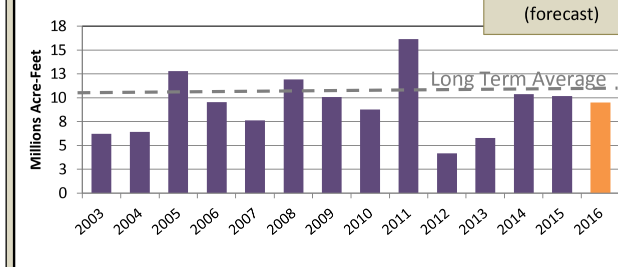
Lake Mead Shortage/Surplus Outlook

	2017	2018	2019	2020	2021
Shortage	0%	48%	60%	60%	55%
Surplus	0%	0%	5%	8%	14%

Likelihood based on results from the August 2016 USBR/Colorado River Simulation System model run

Powell Unregulated Inflow

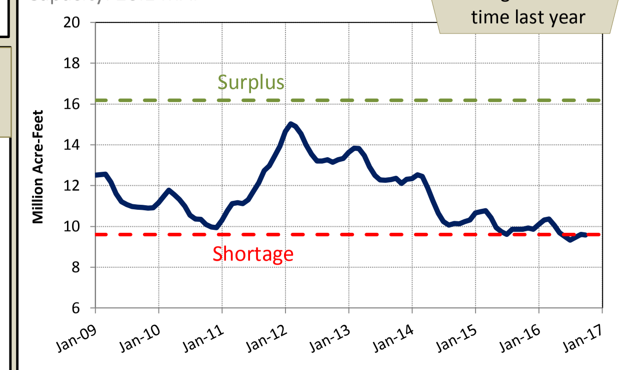
WY 2016 88% of normal (forecast)



Lake Mead Storage

Capacity: 26.1 MAF

260 TAF less in storage than this time last year



October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Facilities & Operations

Subject : Air-Vacuum Relief Valve Relocation Project: Design Services Scope Increase

---

SUMMARY:

On January 19, 2016, the General Manager administratively approved a professional services agreement with M6 Consulting, Inc., in the amount of $28,235, to provide agency coordination, permitting, final design and design support during construction for the Air-Vacuum Relief Valve Relocation Project. A total of 60 hours was originally estimated and specified in the District's Request for Proposals for final design and coordination with the cities of Los Angeles and Hidden Hills.

Due to a substantial increase in the level-of-effort for this activity and unantincipated permit requirements from the jurisdictional agencies, M6 Consulting requested an additional 50 hours, in the amount of $8,540, to complete the work. Staff reviewed the attached request from M6 Consulting and concurs with the requested scope change.

RECOMMENDATION(S):

Authorize the General Manager to execute a scope change to the professional services agreement with M6 Consulting, Inc., in the amount of $8,540, for the Air-Vacuum Relief Valve Relocation Project.

FISCAL IMPACT:

Yes

ITEM BUDGETED:

Yes

FINANCIAL IMPACT:

The cost of the additional work is $8,540. Sufficient funds for the work are available in the adopted Fiscal Year 2016-17 Budget. No additional appropriation is needed.

DISCUSSION:

The Air-Vacuum Relief Valve Relocation Project consists of relocating nine existing air-vacuum relief valves (ARVs) to be above ground. The ARVs are currently located in underground vaults along the District's 30-inch potable water main, which runs along the eastern limits of the District in the cities of Los Angeles and Hidden Hills. The project is required to bring the ARVs into compliance with current potable water standards, which require above-ground installations.

On January 19, 2016, the General Manager administratively approved a professional services agreement with M6 Consulting, Inc., in the amount of $28,235. The engineering services included providing agency coordination, permitting, final design and design support during construction for the Air-Vacuum Relief Valve Relocation Project. M6 Consulting completed permitting for six ARVs and continues to work with the jurisdictional agencies to obtain the remaining three permits to finalize the design and prepare the project for bidding.

The proposed scope change is for the following engineering design services that were not included in the original scope:

- Traffic Control Plans: The City of Los Angeles has required that site-specific traffic control plans be submitted for approval prior to issuance of the permit for one of the ARVs.

- Structural Calculations: The City of Los Angeles has required that structural calculations be submitted for the ARV enclosures. The loading calculations are not available from the manufacturer, and must be prepared and submitted prior to permit issuance.

- Redlines and Review Comments: Extensive redlines and review comments from the City of Los Angeles have exhausted the original 60 hours of estimated time for final design and coordination with the City. The proposed change of scope would allocate an additional 50 hours for the task.

GOALS:

Construct, Manage and Maintain All Facilities and Provide Services to Assure System Reliability and Environmental Compatibility

Prepared by: Coleman Olinger, P.E., Associate Engineer

ATTACHMENTS:

Change of Scope Request

4165 E. Thousand Oaks Blvd, Suite 355
Westlake Village, California 91362
805 379 1015 Phone

September 15, 2016

Mr. Coleman Olinger, PE
Associate Engineer
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, California 91302

Subject: **Additional Work Request #1**
Final Design and Construction Period Services
Air-Vacuum Potable Water Device Relocation Project

Dear Coleman,

Per our conversation, we have prepared a summary of additional work associated with this request for amendment to the scope and fee of our current agreement with Las Virgenes Municipal Water District ("District").

The project as proposed requires coordination and final design with the City of Los Angeles. The process of plan review, revision and requests for additional information and scope by City staff have resulted in efforts above and beyond the scope and hourly effort outlined in the original proposal. Specifically:

1. Extensive City of Los Angeles redlines from the previous engineer's plans were not included in the original project documentation provided during the bid period. These redlines required extensive additional revisions to the plans to update existing utility and street infrastructure. Additional requests from the City required further plan revision based on as-built plans provided by staff.

2. The City of Los Angeles standards division requires approval and labelling of proposed appurtenances within their right of way. This approval requires additional communication, coordination and plan revision. Further, the City is requiring structural calculations to address the adequacy of the proposed air-vac enclosures to be installed within City right of way.

3. The City of Los Angeles required traffic control plans for the air-vac installation location and associated encroachment permit at the intersection of Valley Circle and Ingomar in

Exhibit "A"
Client Initials _____

4165 E. Thousand Oaks Blvd, Suite 355
Westlake Village, California 91362
805 379 1015 Phone

West Hills. This was noted by the permit engineer as a new City requirement that could not be deferred to the construction phase of the project.

4. The previous engineer' base drawings utilized exported linework from the District's GIS system to establish the location of existing District facilities with respect to existing City of Los Angeles right of way. Review of plans revealed that the District's facilities relative to the depicted easements and City right of way were not correctly rendered (ie: District facilities shown outside of their easement). Due to compatibility issues between the GIS application and AutoCad these linework issues were only resolved after considerable time and manipulation of the linework entities.

5. During the design process an inspection of all the air vac locations was requested to confirm as-built conditions of the 30" water main and associated air-vac vaults. Inspection of the vaults revealed varying conditions that were not contemplated by the original plans and detailing. Additional clarification of the as-built vault conditions with alternate air vac connection details required further design drafting and associated coordination with individual sheets and sheet references.

The efforts associated with the above narrative are contained in the itemized summary of work below. Based on this understanding, we anticipate the following items of work for this Additional Work Request.

Design Phase

Item 1. Final Design and Coordination: m6 will complete the final project design, based on review and coordination of specific permitting requirements with the City of Los Angeles. The task will involve the completion of plans and associated details, communication with City staff and development of final designs sufficient to allow for approval and permitting by these agencies. A total of 50 hours is allocated to this Task.

Item 2. Traffic Control Plans: m6 will provide traffic control plans to address traffic control necessary to accomplish the work contemplated for the signalized intersection at Ingomar/Valley Circle. The traffic control plans will contain 4 individual plan sheets to address the 4 phases of traffic control necessary to accomplish the pipeline construction work. The plans will be prepared and stamped by a traffic control subconsultant, and will be provided to the City of Los Angeles to address their request with this encroachment permit location.

4165 E. Thousand Oaks Blvd, Suite 355
Westlake Village, California 91362
805 379 1015 Phone

Item 3. Structural Calculations: m6 will provide structural calculations to address City of Los Angeles request for verification of the anchorage for the air-vac assembly cover and allowable compressive loads as prescribed by the City. A total of 12 hours is allocated to this Task.

Enclosed we have provided my proposed Scope of Services, Exhibit "A", and Compensation, Exhibit "B". Per the District's request, we have included a copy of our insurance documentation as well, following Exhibit "B".

Should you have any questions or comments, please feel free to call me at (805) 844-2166.

Sincerely,

m6 Consulting, Inc.

Robert Woodward, PE
Principal

m6 CONSULTING

4165 E. Thousand Oaks Blvd, Suite 355
Westlake Village, California 91362
805 379 1015 Phone

EXHIBIT "B"
COMPENSATION
Additional Work Request #1
Final Design and Construction Period Services
Air-Vacuum Potable Water Device Relocation Project

Client agrees to compensate Consultant for such services as follows:

On a Not-To-Exceed/ Hourly Basis, the Tasks outlined in Exhibit "A" above. For services provided, staff will be billed based on their functional classification and corresponding hourly rate.

ITEM	DESCRIPTION	FEE
1	**Final Design and Coordination**	$6,600
2	**Traffic Control Plans**	$2,500
3	**Structural Calculations**	$1,940
	Total Fee:	**$8,540**

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Finance & Administration

Subject : Claim from Norma Baker

SUMMARY:

On September 1, 2016, the District received the attached claim from Norma Baker of Calabasas for a $200 adjustment to her water bill due to a leak that occurred on her property during the month of August. Staff recommends that the claim be denied.

RECOMMENDATION(S):

Deny the claim from Norma Baker.

FISCAL IMPACT:

No

ITEM BUDGETED:

No

FINANCIAL IMPACT:

There is no financial impact associated with this action.

DISCUSSION:

Norma Baker of Calabasas is requesting a $200 adjustment to her water bill due to a leak that occurred on her property during the month of August. An irrigation system timer valve burst while the claimant was on vacation.

Pursuant to the District's Policy for Water Budget Adjustments, adopted by the Board on November 24, 2015 and updated on September 27, 2016, customers are eligible for a leak adjustment for broken pipes once every three years if they exceed their water budget by 50%

and demonstrate that the leak water repaired. However, Ms. Baker's water usage during the subject billing period did not exceed her water budget by 50%, so the leak is not eligible for an adjustment. As a result, staff recommends that the claim be denied.

Staff contacted Ms. Baker to explain the District's policy as it relates to leak adjustments and inform her that the leak did not qualify for an adjustment.

GOALS:

Ensure Effective Utilization of the Public's Assets and Money

Prepared by: Mary Capps, Secretary of Finance and Administration

ATTACHMENTS:

Claim from Norma Baker

RECEIVED
SEP 01 2016
BY: COB

Claim Against Las Virgenes Municipal Water District

Government Code Sections 910 and 910.4

Mail or Deliver To: Executive Assistant/ Clerk of the Board
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, CA 91302

Name of claimant/s: Norma BAker

Address/location of accident or occurrence:
[redacted]

Address to where replies/notices should be sent (if different from the above):

Telephone numbers: Home: [redacted] **Work/Cell:** [redacted]

Please answer the following questions. If more space is required, please attach additional sheets. **Please attach any receipts, invoices, estimates or photos that may help in consideration of your claim.**

1. When did damage or injury occur? (Give exact date and hour)
   Mid August - while on vacation
   End August - while on vacation

2. Where did the damage or injury occur?
   Back Yard

3. How did the damage or injury occur? (Give full details)
   Mid August - Burst Timer valve - Called Orbit and they replaced with a 3 Port Timer

4. What damage or injuries do you claim?
   Water bill for Mid August over $100 above normal
   Water bill for End August " " " "

5. If this claim is for damage to property, are you the legal owner of said property?
Yes ☑ No ☐. If not, please list name and address of property owner.

6. What is the name/s of the District employee/s causing the injury, damage or loss, if known?
None

7. If District employees were involved in causing the damage or injury, do you believe there was a particular act or omission on the part of the employees that caused it?
None

8. What is the amount the damages claimed? (Attach copies of receipts, invoices, estimates, photos, etc.)

Amount claimed as of this date: $ 200.00 CREDIT

Estimated amount of future expenses: $______________

Total Amount Claimed: $ 200.00 CREDIT

Basis for computation of amounts claimed: Water Bill

9. Other details? (Names, addresses of witnesses, doctors and hospitals)

Alan Wills, husband [signature]
Signature of Claimant or Person Acting on Claimant's Behalf

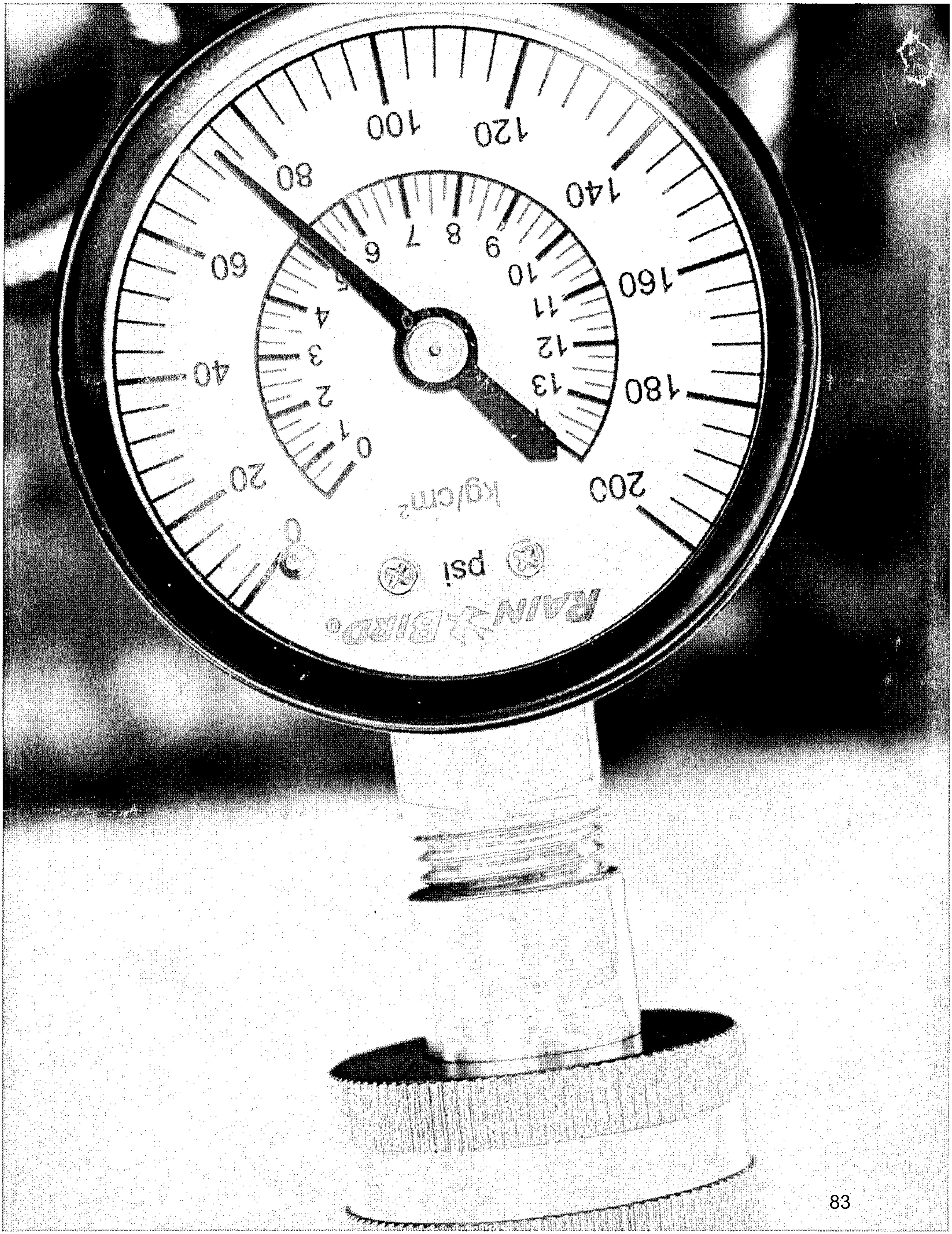
08/30/2016
Date

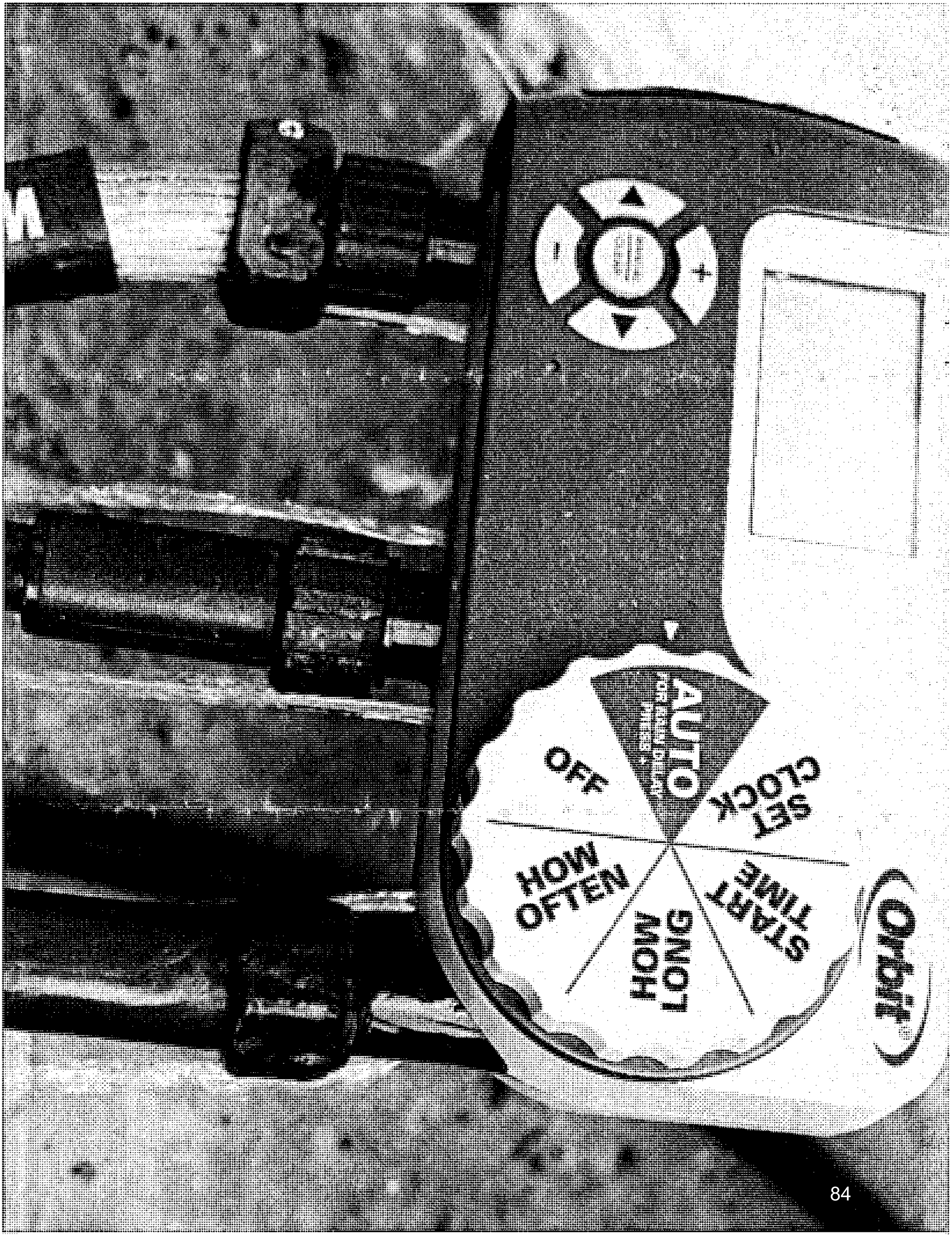
This claim must be signed by claimant or by an authorized agent of the claimant. One copy must be filed with this office. Keep one copy for your records.

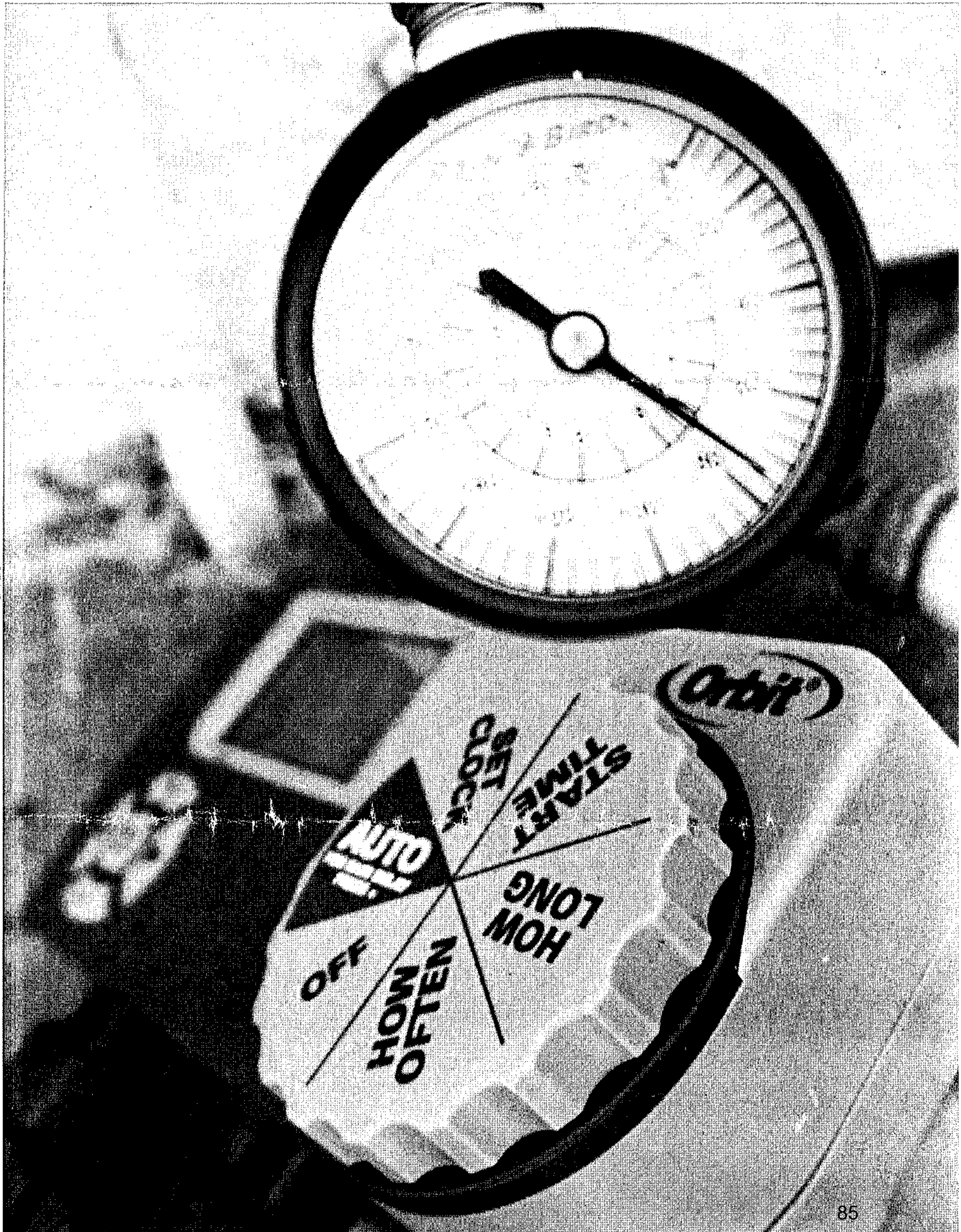
Notice: **Section 72 of the Penal Code provides: "Every person who, with intent to defraud, presents for allowance or for payment to any state board or officer, or to any county, town, city, district, ward or village board or officer, authorized to allow or pay the same if genuine, any false or fraudulent claim, bill, account, voucher, or writing, is guilty of a felony".**

Date Received: 9/1/16 Time: 11:05 AM Recorded by: [signature]

Note: This document is a Public Record and may be disclosed/released pursuant to the California Public Records Act.


RAIN BIRD®
psi
kg/cm²


AUTO
OFF
SET CLOCK
START TIME
HOW LONG
HOW OFTEN
Orbit


Orbit
SET CLOCK
START TIME
HOW LONG
HOW OFTEN
OFF
AUTO

ITEM 8B

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: Finance & Administration

Subject : Utility Bill Printing, Mailing and Lockbox Services: Award

SUMMARY:

On July 12, 2016, staff presented the Board with a plan to streamline internal processes for utility bill printing, mailing and lockbox services. Proposals were solicited for retail lockbox services and printing/mailing of bills from vendors who provide these services for other utilities. Staff recommends award of retail lockbox services to RT Lawrence Corporation and bill printing/mailing services to InfoSend, Inc.

RECOMMENDATION(S):

Accept the proposal from RT Lawrence Corporation and authorize the General Manager to execute a five-year agreement, in an estimated average annual amount of $24,000, for retail lockbox services; and accept the proposal from InfoSend, Inc., and authorize the General Manager to execute a three-year agreement, in an estimated annual amount of $140,000, for bill printing and mailing services.

FISCAL IMPACT:

Yes

ITEM BUDGETED:

Yes

FINANCIAL IMPACT:

The total cost of the services is estimated to be $540,000, consisting of $120,000 for retail lockbox services over five years and $420,000 for bill printing/mailing over three years. Retail lockbox services are estimated to cost $23,000 during the first year, increasing to approximately $25,000 by the fifth year. Bill printing and mailing services are estimated to cost $140,000 per year, which is half the current cost of in-house printing followed by third-party mailing. Sufficient funds for the services are available in the adopted Fiscal Year 2016-17 Budget.

DISCUSSION:

Retail Lockbox Services:

Retail lockbox services provide a cost-effective and efficient means to process high-volume payments such as those for the District's utility services. Under a retail lockbox arrangement, District bills would be remitted to the lockbox service provider who would process and deposit the payments, freeing up time for District staff to focus on other important tasks. The lockbox service provider would deposit the payments daily and transmit updates to the District's Customer Information System.

On July 25, 2016, the District released a Request for Proposals for retail lockbox services. Four responses were received and evaluated by a committee of District staff. Based on cost, services offered, demonstrated delivery of services to similar agencies and reference checks, staff recommends acceptance of the attached proposal from RT Lawrence Corporation. The proposal provided the best overall price and demonstrated successful delivery of similar services to other utility agencies in Southern California.

Bill Printing and Mailing:

Four proposals for bill printing and mailing were received from companies performing similar work for other utilities. Staff recommends accepting the attached proposal from InfoSend based on technical qualifications and cost. InfoSend provided the most references who use Advanced Utility Systems, the same billing platform used by the District. This was an important criteria in the selection. Notable customers include the cities of Corona, Fullerton, San Juan Capistrano, Santa Barbara and Santa Rosa. InfoSend's clients indicated a high level of customer satisfaction with the services provided and experienced smooth setup processes.

GOALS:

Ensure Effective Utilization of the Public's Assets and Money

Prepared by: Donald Patterson, Director of Finance and Administration

ATTACHMENTS:

RT Lawrence Proposal
InfoSend Proposal

RT Lawrence Corporation

Las Virgenes Municipal Water District

2016-July-25 (1)

Response to RFP
Retail Lockbox Services

Submission Date:
8.25.2016

Submitted By:
RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
Ph: 562.696.4843
www.rtlawrence.com

John Phillips
7740 Painter Avenue, Suite 100
Whittier, CA 90602
Ph: 312.296.2796
john.phillips@rtlawrence.com

Where Technology Meets Payments

TABLE OF CONTENTS

SECTION DESCRIPTION

Section 3
Transmittal Letter

August 25, 2016

Donald Patterson
Director of Finance & Administration
4232 Las Virgenes Road
Calabasas, CA 91302

Dear Mr. Patterson:

Thank you for allowing RT Lawrence Corporation (RTL) to submit a proposal to your RFP for Retail Lockbox Services. We appreciate the opportunity to serve you and to present this proposal to serve your payment processing needs. RTL's Lockbox Solution is the most "Problem Solving Oriented" lockbox solution in the market. This proposal will outline how our proposed solution will exceed all of Las Virgenes Municipal Water District's expectations; bringing more process streamlining features and cost effectiveness.

Starting in 1992, RTL has grown to be one of the largest suppliers of payment processing solution provider to cities, counties, insurance companies, and others. We currently supply payment processing solution to over 150 middle-market corporate clients all over the United States.

The reason for our success is three-fold:

First, RTL takes pride in the quality of service we provide to our customers; our goal is "100% Customer-Loving-Us-Ness." We understand the utilities business; we have so many different companies depending on us. We strive to present the best possible customer service to our customers. We invite Las Virgenes Municipal Water District to contact our reference provided in the RFP response.

Second, we listen and respond to our clients. Through our vibrant and active User Community and through visits to our clients by our Solution Design Specialists, RTLFiRST Payment Solution is constantly evolving and growing; incorporate Best Practices Designs continuously. In a way, our client's needs, requests, and ideas are integral part of our "Best Practice Based" Solution. We bring the experience and the solution features that work best to streamline your operation.

Third, from the very beginning, we designed RTLFiRST to be fully menu-driven configurable. This design enables us to provide Las Virgenes Municipal Water District specific Lockbox Workflow solution cost effectively. It is like providing customized solution without customized programming. This design philosophy also enables our customers to meet their changing needs without having to have programming changes. We have loyal clients with us for over 17 years evolving without customization; bringing them the lowest Cost of Ownership in the long run.

RT Lawrence fully understands Las Virgenes Municipal Water District's requirements and our system is capable to export to an ASCII 2 text format. We are capable of providing quality service and products to meet the district's objectives, and agrees to be bound by the terms, conditions, assumptions and pricing stated in this RFP response. The submitted proposal will remain valid for 90 days.

Thank you for your consideration. Please call me at (312) 296-2796 if you have any questions.

Sincerely,
John Phillips
COO
Direct: (312) 296.2796
E-mail: John.Phillips@rtlawrence.com

Section 4
Key Personnel - RTL Lockbox Team

RTLOCKBOX PROJECT TEAM

Each project will have an assigned project team of experienced, qualified and seasoned staff with designated project manager to oversee the overall implementation process to success. The following are the RTLockbox resources that will potentially be assigned to your lockbox project, their contact information and roles and responsibilities.

Project Management

- **Virgilio Santos**
  Project & Process Improvement Manager

  \- Has over 10 years of experience in payment industry. Responsibilities include: project management, business analysis, problem resolution, communications liaison with client and project staff, process improvement facilitator and coordinator, operation configuration and testing, quality assurance. Virgilio has been with RTL for 12 years.

  Phone: 562-696-4843 ext. 116

  Fax: 866-330-3495

  Email: virgilio.santos@rtlawrence.com

Account Management

- **Karen Joy Javerto**
  Customer Service Representative

  \- Has over 10 years of experience in payment industry. Responsibilities include: customer service champion and client first point of contact for any customer service needs, communications liaison with client, end-user training, assisting with system and functional testing if required, ensuring that problems get resolved completely and in a timely manner, quality assurance. Karen has been with RTL for 12 years now.

  Phone: 562-696-4843 ext. 105

  Fax: 866-330-3495

  Email: karenjoy.javerto@rtlawrence.com

- **Melanie Vega**
  Operations Supervisor

  \- Has over 10 years of experience in the Financial and payment industry. Responsibilities include: business development, payment processing operations management, customer service, business analysis, problem resolution, system and functional testing, logistics and resource planning, policy and procedure definition and enforcement, quality assurance. Melanie has been with RTL for 12 years now.

  Phone: 562-696-4843 ext. 111

  Fax: 866-330-3495

  Email: melanie.vega@rtlawrence.com

- **John Phillips**
  Director of Sales & Account Executive

  \- Has over 30 years of experience in the financial and payment processing industry. Responsibilities include: business development, marketing and sales management, customer service, business analysis, strategic planning, management of strategic business relationships/partnerships, high-level account executive and client point of contact for problem escalation, quality assurance. John has been with RTL for 5 years now.

  Phone: 312-296-2796

  Fax: 866-330-3495

  Email: john.phillips@rtlawrence.com

The team members of this project have extensive experience with the lockbox services for Las Virgenes Municipal Water District and of the clients listed as references. They are assigned and available to support the current lockbox operations of the District and will not be removed or replaced without the prior written approval of LVMWD.

Section 5
Reference List

REFERENCE LIST

Camrosa Water District
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 13 years (since 10/2003)
Ms. Stella Pimentel - Customer Accounts Supervisor
7385 Santa Rosa Road
Camarillo, CA 93012
Phone: (805) 482-5942
Email: stellap@Camrosa.com

Azusa Light & Water
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, Check 21 electronic and physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 12 years (since 9/2004)
Ms. Alicia Holmes – Business Analyst
729 N. Azusa Avenue
Azusa, CA 91702
Phone: (626) 812-5127
Email: aholmes@ci.azusa.ca.us

Padre Dam Municipal Water District
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, Check 21 electronic and physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 6.5 years (since 03/2010)
Mr. Art Oughton - Customer Service Manager
9300 Fanita Parkway
Santee, CA 92071
Phone: (619) 258-4728
Email: aoughton@padre.org

Western Municipal Water District
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, Check 21 electronic and physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 14 years (since 11/2002)
Ms. Tresa Huffman – Customer Service Supervisor
14205 Meridian Parkway
Riverside, CA 92518
Phone: (951) 571-7114
Email: thuffman@wmwd.com

City of San Juan Capistrano
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, Check 21 electronic and physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 14.5 years (since 03/2002)
Ms. Michelle Bannigan – Asst. Finance Director
32400 Paseo Adelanto
San Juan Capistrano, CA 92675-3603
Phone: (949) 443-6307
Email: mbannigan@sanjuancapistrano.org

City of Antioch
Profile: Utility Bill Payment Processing Lockbox Operation: PO Box setup, daily mail pickup, image scanning and processing of payments, web verification and online exception review, Check 21 electronic and physical deposit, daily provision of reports and datafile, online imaging access
No of Yrs as Client: 5 years (since 7/2011)
Ms. Lisa Saunders – Finance Services Supervisor
200 H Street
Antioch, CA 94509
Phone: (925) 779-6150
Email: lsaunders@ci.antioch.ca.us

Section 6
a - About RTL

ABOUT RTL

Company Ownership: RT Lawrence Corporation
Founded March 1st, 1992
Incorporated in the state of California on February 8th, 1995

Corporate Office Location: 7740 Painter Avenue, Suite 100
Whittier, CA 90602
Phone: (562) 696-4843
FAX: (866) 330-3495
Web-Site: www.rtlawrence.com

RT Lawrence Corporation has been in the technology business providing leading edge automated solutions since 1992. We specialize in image-based payment processing solutions and services, the software development and systems integration of, and most importantly, customer service.

RTL is comprised of three distinct business units: 1) Remittance Systems, 2) Lockbox Services and, 3) E-Payments

Our main business goal has been to be a single source solution provider for all of our Client's payment processing needs, which include in-house remittance processing systems, backend imaging archival solutions, lockbox services, ACH/Check 21 check conversion services, credit card payment processing services, phone and internet payment solutions, and over-the-counter systems.

RTL develops and supports all of the products and services we offer. We are not dependant on any other software developers for the enrichment and support of our solutions, nor are we dependent on subcontractors or outside firms for the management and day-to-day activities of our lockbox service and E-payment operations.

Developer
RTL is the developer of our flagship remittance processing software, RTLFiRST, which is utilized by over 160+ customers across the US and Canada and across various industries (i.e. utilities, insurance companies, City government, County offices, newspaper companies, non-profit organizations, etc.). The same system we develop is the same system we use for our lockbox operations. We have full control over our system, to add new features and processing enhancements, while other organizations use third party systems. Any need for additional capabilities or program adjustments, they are at the mercy of the third party vendor.

The system we use for our lockbox, RTLFiRST, is one of the key differentiating factors of our services. Its flexibility, modularity, design based on "NO PROGRAMMING" required, feature-richness, use of technology (i.e. imaging, CAR/LAR – ability to read check amounts, etc.) enables us to provide a custom operation to meet each client's specific payment processing needs without a whole lot of programming. Being a highly technological organization, the use of automation allows us to efficiently and accurately process payments without a lot of overhead, thus translating to lower processing fees.

COMPANY EXPERTISE

RT Lawrence is a company of sixty employees, management and staff. The company has grown at a consistent rate of 10 to 15% over the past 20 years. RTL does business across the entire United States, of which a significant number of our clients are insurance, utilities, and public sector government agencies.

Number of Employees:

RTL is composed of sixty people, of which all members of the company specialized in the Remittance Processing business and related functions such as ACH, Check 21, front counter solutions, internet payments and credit card processing represent 100% of our company focus. Our business is in image-based payment processing solutions and services, the software development and systems integration of, and most importantly, customer service. RTL develops and supports all of the products and services proposed within. We are not dependant on any other software developers for the enrichment and support of our solutions, nor are we dependent on subcontractors or outside firms for the management and day-to-day activities of our lockbox service operations.

History/Qualifications/Financial Solvency

RT Lawrence Corporation has been in the technology business providing leading edge automated solutions for over 20 years. Our company is divided into two main focus groups, system development and end-user support and service, and comprised of three distinct business units: 1) software development, 2) lockbox payment processing services, and 3) E-Payments, which consists of ACH/Check 21 and credit card processing services (PayChannel Division). We have been providing image-based solutions from day one and started out in the general imaging industry. Within the past fifteen years, RTL shifted its focus to the financial industry, which has become a major cornerstone of our business. Our main business goal has been to be a single source solution provider for all of our Client's payment processing needs, which include in-house remittance processing systems, backend imaging archival solutions, lockbox services, ACH/Check 21 check conversion services, electronic bill payment and presentment solutions, phone and internet payment services, and over-the-counter systems.

RT Lawrence Corporation is a privately held corporation. We currently have 30 employees dedicated to application development, support, and 100% customer service. Approximately 19 employees are focused on development, project implementation, and support and another 11 are dedicated to account management and support. On occasion, we use independent contractors when necessary for the implementation of our RTLFiRST remittance system. We also have a reseller group with potential for sales expansion and project implementation.

RTL has an excess of 150+ clients across the United States and Canada. All of which are supported by our Technical Support Team. Financially, annual gross sales have reflected solid profitability over the years, and RTL has never, in its entire existence, been a party to any litigation. Approximately 90 of which are utilities and public sector or city and county government agencies. We have 12 out of our total utility and municipal utility client-base that outsources to our lockbox.

For our lockbox services/DPS Services, we are fully equipped with high-speed transports, mail extraction machines, mail drop-off services, and payment processing staff with a solid strategy for expansion and growth as payment processing volumes increase. RTL has full control, ownership, and direct management of our lockbox operations. We do not use subcontractors or third party firms for our services. Currently, we have our corporate payment processing centers in California, with plans to extend our outsourcing services to the State of Texas and the Northeast.

Our experience and expertise in technology won us the exclusive opportunity to be among the few vendors involved in the ACH pilot with NACHA for electronic check conversion, thus awarding us the clout of being one of the first true ACH processors in the industry. Our ATMS Network and ACH Solution Suite, with its unique ACH transaction management and reporting capabilities, is one of the most comprehensive in the market. The financial institutions, which we process ACH transactions through, are JP Morgan Chase, the largest ACH bank in the country, Bank of America, Union Bank of California, and Wells Fargo. With the Check 21 Act, our established banking partner relationships and constant strive to be leading-edge, not only do we offer ACH processing and electronic deposit, but image-exchange capabilities as well.

We are leaders in integration of remittance technology, over-the-counter systems, imaging archival, and internet-based applications and have provided seamless solutions that meet our clients' specific business and automation needs. Our lockbox customers benefit from our experience and understanding of payment processing needs across vertical markets as well as the features and capabilities available within our RTLFiRST remittance system and FiRSTView imaging archival solution, which are the systems we use for our lockbox operations.

In addition, we offer ACH electronic check deposit and Check 21 Image-Exchange capabilities, so there is no need for you to have to deal with multiple vendors for all of your payment processing needs. RTL is a single-source solution provider. Our success rests on our customer service and the flexibility of our feature-rich applications. Our achievements can be exemplified in our 100% customer satisfied client base largely consisting of companies and organizations within the government, insurance, utility, newspaper, non-profit, banking and financial industry. The ability to understand business operational needs and our in-depth knowledge of technology has warranted invitations to speak in various organizations for Insurance, Treasurer/Tax Collectors, Finance Officials, City Clerks, Student Business Officials, and Executive Management. RTL is also a certified Level 1 Credit Card processor. We have custom designed websites for customer payments for credit cards, debit cards, and electronic checks. We provide customers with competitive rates on a percentage and convenience fee model.

Company Experience

RT Lawrence Corporation is a remittance processing software developer. We are in complete control of the products we install and support as we do not resell an RPS system developed by others. The genesis of RTL is that of document imaging company, and thus the basis of the RTLFiRST RP system proposed herein. Our company is over twenty years old, and most of our new business is a result of referrals. Our experience is extensive in this rather narrow vertical market, and it is important to point out that 100% of our R&D efforts and budget are focused on the continuing development of our remittance processing system.

We also have a presence in other "payment processing" related markets such as insurance companies, tax collectors, cable companies, and non-profit charitable organizations, etc. Our software is compatible with all the major transport manufactures (scanners). Our transports of choice are NCR, Burroughs, OPEX and Canon to name a few, and we are very experienced with many brands of equipment.

All of our clients subscribe to our software support program and have the benefit of our "ever evolving" product enhancements. Scheduled revision updates, typically on a semi-annual basis, are distributed to our clients without additional charge as part of the software maintenance agreement. Updates announcements are provided by our Technical Support Department in conjunction with updates on our RTLelegram Newsletter.

Experience factor: The continuing communications with our client base is the primary impetuous for software enhancements, as we listen to our clients and respond to requests for additional features and additional functionality. Example: there is an extensive reporting capability included in the system, and most of the reports are a result of our client's requests and suggestions. In the reporting, module there is a productivity report that reports on how many payments were processed by payment type, by batch, by day, by operator. There are also statistical reports available on activity. The system includes the ability to create a "virtual check" in those cases where a check was not included or a "virtual stub" for check only payments received. All these enhancements are a result of "feedback" from our clients. Andover Companies will benefit from these ever-evolving upgrades, not only from your specific input, but input from our entire client community. Our experience has provided RTL with an unequaled proficiency in system implementation, primarily based on the "no-programming required" structure of the system. We are able to pre-load, test and set up your "operation" before we arrive on site. Upload files are also specified and tested before on-site activity. We bring a "system up and running" in a matter of days, ready for training and client handholding. We anticipate a fully functional implementation in two to four weeks depending on scanner delivery time.

KEY PROJECT TEAM

A dedicated project management and technical staff team will be assigned to the remittance solution project. The team will consist of the following members: *(Specific RTL staff will be assigned once the contract is signed or upon request)*

- Project Engineer- Manages and coordinates Remittance Processing Project schedules and resource allocation. Provides business process analysis and project planning assistance, both system and procedural. Ensures that all items and issues of project are addressed for a smooth and successful implementation. Assigned to project for entire duration of project implementation and post-installation Customer Satisfaction services.

- Project Manager- Manages and coordinates entire project implementation from beginning to end – pre-installation preparation, system and procedural planning, system setup and configuration, testing, and on-site implementation. Also provides on-site administrative and end-user training, if necessary. Ensures that all items and issues of project are addressed for a smooth and successful implementation. Assigned to project for entire duration of project implementation and post-installation Customer Satisfaction services.

- Customer Service Representative/Coordinator- Assist to manage and coordinate details of entire project implementation from beginning to end. Ensures that all items and issues of project are addressed for a smooth and successful implementation. Assigned to project for entire duration of project implementation and post-installation Customer Satisfaction services.

- Application Consultant - Provides pre-installation prep work, system setup and configuration, and testing. Provides remote implementation assistance, if deemed necessary and depending on project scope. Assigned to project for entire duration of project implementation and post-installation Customer Satisfaction services and support.

- Chief Development Manager Designer/ Business Process Consultant– Provides business process analysis and project planning assistance, both system and procedural. Oversees and maintains security levels of payment operations. Accessible during the project for entire duration of project implementation and post-installation customer satisfaction services.

- Director of Payment Solutions – Director of Payment Solutions and responsible for Business Development for the department. Provides assistance in answering questions and addressing Client needs. Assigned to project and to specific Client account for initial sales process, proposal generation, contract negotiations, if any, project hand-off, account follow-up and assistance during entire duration of project implementation, and for post installation Customer Satisfaction services.

CORPORATE MANAGEMENT PROFILE

Larry Tong: Founder/CEO

- Mr. Tong is the founder of RT Lawrence Corporation. At the inception of the business in 1992, the company specialized in imaging based solutions, initially devised/resold document management solutions. Under Mr. Tong's vision and company goals he spearheaded the transition to specialize and create a remittance imaging solution (RTLFiRST). Prior to creating RT Lawrence, he worked as an engineer/consultant for large firms such as Rockwell Corporation (now Boeing Corporation), Ernst and Whinney (now Ernst & Young), and Sugar Foods Corporation (Sweet & Low manufacturer). He received a Bachelors and Masters of Engineering with Distinction from Harvey Mudd College, Claremont College. Mr. Tong is responsible for the overall management operations of the entire company and the 3 business units. He is also heavily involved in product development as well as sales.

John Phillips: COO/Director of Payment Solutions

- Mr. Phillips joined RTL in 2011 and brings a plethora of experience. In his past life he acted as Regional Manager to Parking Concepts in Texas, a Parking Solution company. In addition, he spent 15+ years as CEO of System Parking, a Parking Solution/Service organization and managed and oversaw 1200 Employees, headquartered in Chicago. He has directly managed the financial operations of these organizations and streamlined these businesses to generate more revenue and increase the level of productivity. He brings to RTL, his professionalism and understanding of common business practices to his clients to ensure they find the best payment processing solution to optimize their investments, operations and resources. He is involved in all aspects of the sales process and account management activity for his region and works closely with the Technical Support Team to ensure a high level of customer service to his account base.

Ravi Samtani: Director of E-Payments Division/Principal Developer of RTLFiRST

- Mr. Samtani has been a key staff member of the company since its incorporation. He was the primary programmer/developer of the RTLFiRST 1.0 programming software that is sold on the market today. He was a key contributor to the design and framework of the solution. He manages and oversees all major product designs of the RTLFiRST vs.6.5 product and presently manages our E-Payments division. He is heavily involved in research and development and the marketing/sales of our e-payment product line which includes credit card processing, Check 21/ACH services and EBPP solutions just to name a few. He constantly is in search of the latest technologies to ensure we stay ahead of the curve as far as development and growth for our product lines.

Vivian Dias: Executive Director of Strategic Alliances and National Accounts

- Mr. Dias, upon graduating with Honors in 1967 he began his career with Burroughs Corporation (formerly Unisys Corporation). At Burroughs he was promoted to Zone Sales Manager in 1975 and Branch Manager for London and Windsor area in Canada. In 1981, in recognition of exceeding performance he received a special assignment to the Head Office to establish the Health Care Marketing Division. In January 1991 Mr. Dias joined KeyWest Corp. in Mississauga as VP and Director. In 1998, Keywest was appointed the Master Reseller for RTL for the Eastern Time Zone. This relationship was extremely successful resulting in the sales and installation of 37 RTLFiRST and FiRSTview systems. In 2004 KeyWest merged with RTL. He presently manages RTL's Remittance Division as the Managing Director.

Section 6
b - RTLockbox Services Desc. Document

LOCKBOX SERVICES

Our RTLockbox services is a full-service operation that supports everything from daily mail pickup, payment scanning and imaging, online exception payment processing, bank deposit to provision of daily reports and datafile. We maintain a highly automated and completely image-based processing environment. The following briefly depicts the overall flow and inherent processing capabilities of our lockbox processing operations.

Mailroom Operation
The RTLockbox payment processing cycle begins with mail pickup or delivery to our Payment Processing Center. Part of our standard services includes mail pickup at the local post office to our lockbox facility. We also support the delivery of mailed-in payments to our facility, if such requirement is necessitated by the client.

Mailroom operators utilize high-speed mail extractor machines to open mail. The envelope contents are removed and grouped together based on transaction type (i.e. single/single, multiples, payments with correspondence, checks-only, stub-only payments, etc.).

Payment Processing Operation
Our lockbox operation utilizes an efficient Two-Pass image-based system and supports the processing of retail, wholesale and wholetail type of payment transactions. Wholesale and wholetail type of transactions would include payments with letters or correspondence, statement-based stubs with multiple accounts listed, etc.

Retail payments are scanned using high-speed transports. Wholesale and wholetail payments are scanned through our wholesale processing system. Images are taken of the payment documents and automated data capture of account and payment information from stub scanline, if available, and check MICR line is performed. Please note that letters or correspondence scanned will be “married” with the stub and/or check payment documents. This allows for all the documents in an envelope to be electronically grouped or kept together and maintains the “integrity” of the entire payment transaction as it proceeds through our payment processing channels and phases. This capability has a huge impact and benefit when it comes to customer service as the image retrieval of the transaction will display all of the payment documents, stub and/or check and correspondence.

As payment batches are scanned, they then queue for “processing.” Our remittance processing system has a processor function with embedded CAR/LAR *(Courtesy Amount Recognition and Legal Amount Recognition)* engine, which has the ability to read check amounts. The Processor will do automatic payment balancing and validation of payment groups as well as run any automated special processing rules required by the customer and that was implemented in their lockbox operation.

Customer Control and Payment Verification
In the event the system finds an unbalanced payment (e.g. check amount does not balance stub due amount), it has the ability to electronically suspend or put this item on hold for our data entry or verification operators to review via an image based process. Our verification staff performs the “front-line” review, correction and validation of any exception payments. If an operator comes across a transaction that meets a certain payment exception condition (e.g. check-only payment without any account information, multiple stub/multiple check transaction that does not balance, etc.), as defined and specified by the client, they can flag that transaction for presentment on the web for client operator review and decision.

What sets RTL apart from a traditional lockbox service provider is that we are able to extend control to our clients through our web-based verification feature, which gives them the ability to make decisions on extreme exception payments via the Internet from the comforts of their own office. These exception items can include payments such as a check-only where there is no account information on the check, thus requiring additional research against the client's host billing system in order to process and apply the payment to the right account. There is no way a third party organization could possibly process this payment correctly to the right account unless they had access to the client's main system to do the necessary research.

The visibility and processing control that this feature alone provides you is critical to ensuring that these types of payments get processed accurately and in a timely manner. Review of exceptions is more immediate. Our services allow full access to payment details with its corresponding images via the web. There is no delay in deposit of these payments, because of exception item mail-back procedures. There is no risk of these payments getting processed incorrectly, thus avoiding a whole lot of labor in error correction process.

Deposit

After payments have been verified by RTLockbox operators and/or by client staff, they are ready for deposit. RTL offers several options and methods to deposit your funds:

1. Traditional Bank Deposit
2. Check 21 – Image Cash Letter Deposit

If client opts to have their payments traditionally deposited, they are run through the high-speed transports for encoding/endorsing. If client opts to electronically deposit their payments, an electronic file is submitted to the bank at end of business day for clearing. We adhere to a strict "same-day" deposit rule, which means payments are deposited on the same business day they are received.

In regards to Check 21 electronic deposit, please note that any ineligible items, such as checks with "bad" or "non-conforming" image quality, which cannot be ICL deposited, can and/or will be prepared for physical deposit.

Reports & Datafile

Part of the end-of-day process includes the creation and transmission of three management reports (e.g. deposit and transaction) in PDF file format along with a datafile, if required, for automatic posting. Reports and datafile can either be emailed and/or downloaded from a secured https site.

Imaging & Archival

All completed payment batches are automatically archived and made available for imaging search and retrieval via the web. As a standard service offering, we will host the latest one month's worth of payment images on the Internet for image search and retrieval. The option to host images on the Internet for longer than one month is available for an additional cost per month. Older images can be put on our https site for client download of up to 5 days prior to purging. This is without charge and also part of our standard lockbox services. As an alternative option, the client can elect to have us burn the older images onto CD/DVD and mailed back to them.

Please note that we are also the developer of our own imaging archival system known as FiRSTView. This is the main imaging system used and accessed by our lockbox clients when they go online to search and retrieve their imaged payment documents. As an option, customers can elect to purchase a license or multiple licenses of our FiRSTView imaging system. This will enable them to easily search and retrieve older payment documents burned onto CDs.

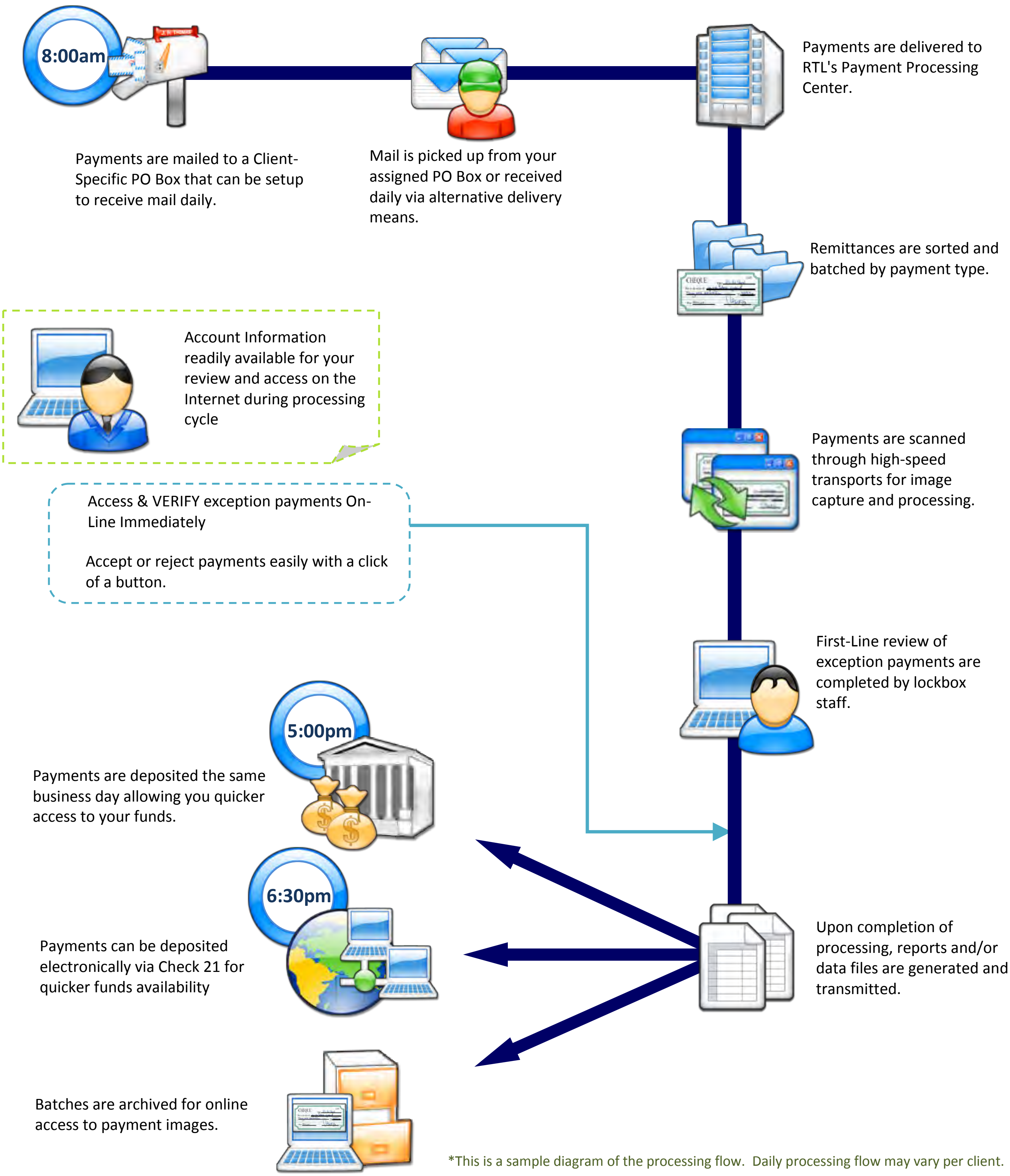
Additional Capabilities
As the developers of RTLFiRST, the system we use for our lockbox service processing, new feature enhancements are continuously being added to the system. These features and our product development list comes from existing customer feedback, which helps in the ongoing development of the application and maintaining its competitive advantage to other comparable systems. As these new system enhancements/features are incorporated into RTLFiRST, their capabilities are readily made available to our lockbox Clients for their utilization, if needed, and benefit. One example of an enhanced capability and service offering is our SmartFind and SmartFix features for the handling of third-party online bill checks, which are troublesome payments and extremely labor intensive to process.

SUMMARY

RTL specializes in payment processing solutions and services. With our complete suite of products and service offerings along with our years of experience in the financial payment industry, we have the expertise and flexibility to configure a comprehensive total payment processing solution/service that will best meet your client's specific requirements. We can "customize" a solution without the high-dollar price and be a single-source for all your payment processing needs.

Section 6
c - RTLockbox Flowchart

RTLockbox Services Processing Flow Diagram



*This is a sample diagram of the processing flow. Daily processing flow may vary per client.

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
sales@rtlawrence.com
www.rtlawrence.com
Phone: 562.696.4843

Section 6
d - Physical Security

PHYSICAL SECURITY & SAFEKEEPING

Description:

The following describes the procedures and controls we have in place to ensure the physical security of our lockbox facility and operations.

Security Cameras
Our lockbox facility and area of operations where cash is handled is fully equipped with security cameras, which are set to run 24 hours a day 7 days a week.

The following staffs are the only authorized personnel with access to review and manage the lockbox security cameras:

1. Business Unit Manager
2. Operations Supervisor/Manager
3. Chief Information Security Officer
4. Network/IT Administrator

Review of the security camera unit to ensure it is still properly working and random review of security video footage is scheduled and completed once a week by authorized and designated personnel.

Operations Area
Lockbox facility entry and exit points are always kept locked and secured. The only staffs with a physical key to the lockbox processing area are as follows:

1. Business Unit Manager
2. Lockbox Processing Supervisor/Manager

During non-working hours, all work areas must be kept clean and clear at all times.

No computer or hardware equipment is allowed to be moved into or out of the lockbox processing area, unless otherwise authorized and under proper supervision.

No personal belongings or cell phones are allowed in our operations area.

No material or recording devices, such as cameras or video recorders, except for the security cameras installed will be permitted in the operations area.

Authorized Personnel Access
- Only authorized lockbox staff is allowed into our payment processing center.
- No personal belongings or cell phones are allowed in our operations area. Lockbox staff must store their personal belongings in a designated locker prior to entering the operations area.
- Personnel are not permitted to bring cameras or recording devices in the lockbox processing facility.

Authorized Visitor Access
- Only authorized visitors are allowed into our payment processing center.
- Visitors are required to fill out the visitor log when entering and exiting the lockbox premises and they must be accompanied at all times by authorized lockbox personnel when in our lockbox facility. Visitors are not allowed

to be left unattended when in any area of our payment processing operations.

- Personal belongings or cell phones will not be allowed in our operations area. Visitors can store their personal belongings in a designated locker or specified location during their visit and prior to entering the processing area.
- To further safeguard and protect sensitive client information and payment data, visitors are not allowed to bring any material or recording devices, such as cameras or video recorders, in the operations area.

Authorized Courier Access

- Only authorized third party couriers will be permitted access to our lockbox processing center for:

  - Mail Delivery Drop-off
  - Mail Delivery Pickup
  - Deposit Pickup

- All authorized third party couriers and their staffs are listed in our Authorized Courier Log.
- A copy of a picture ID for each courier personnel will be taken and filed along with the Authorized Courier Log for internal record keeping.
- Courier personnel are required to fill out the visitor log when entering and exiting the lockbox premises and they must be accompanied at all times by authorized lockbox personnel when in our lockbox facility. Courier personnel are not allowed to be left unattended when in any area of our payment processing operations.

Computer Room

The computer room is where the lockbox business critical servers and security camera unit is located. This room is always kept locked and secured.

Access to the computer room is limited to the following staff:

1. Chief Information Security Officer
2. Network/IT Administrator
3. Operations Supervisor/Manager
4. Business Unit Manager

Visitors may enter the computer room, but only with proper authorization. Visitors must fill out the Computer Room Access Log when entering and exiting the secured room and they must be accompanied at all times by authorized personnel. Visitors cannot be left unattended when in the computer room.

Safe

Cash is placed in a sealed deposit bag after processing and stored in a locked safe within the lockbox facility until deposit.

The only staffs with the physical key to the lockbox safe are as follows:

1. Lockbox Processing Supervisor
2. Business Unit Manager

Section 7
a - Line-for-Line Response to RFP Section II

Retail Lockbox Service Questions:

1) Provide the names of key individuals who will manage the relationship with the District.
To know more of RTL Lockbox Project and Account Team who will manage the District's lockbox services, please refer to Section 4 of our response to RFP.

2) Submit at least 3 references for utility agencies for which similar services are provided.
Please refer to Section 5: "References" of our response to RFP.

3) Provide a description of the following:

a. Time and frequency of pickups.
RTL daily mail pick up schedule: every 8:30 am Mondays through Fridays except post office holidays.

b. Location of mailing address.
Whittier, California

c. Do you offer an option to have a mailing address located in Calabasas, Agoura Hills, or Westlake Village, CA. What would the additional cost be? What would the impact on processing time be for this option?
Yes, however, the client shall acquire courier service of their choice and/or RTL's courier recommendation. Cost will be determined depending on the courier vendor selected. Considering the distance, mail received within a day will be processed the next business day. You may also want to open a caller services box in our local Whittier post office in which daily mail pick up will be done by RTL.

d. Processing deadlines and timelines.
Our service goal is to shoot for same-day deposit, which means payments are processed and deposited the same business day they are received. Daily processing cut-off is 5:00 pm unless client has specific cut-off requirement.

e. Availability of lockbox deposits.
Deposits are done once a day. Our service goal is same day deposit, which means payments are processed and deposited the same business day they are received. This does require that mail is received in the lockbox for processing first business morning no later than 9:00am PST. Same-day deposit commitments also depend on the client's payment volume. End-of-day deposit cutoff is around 5:00pm PST for physical deposit and between 6:00-6:30pm PST for Check 21 electronic deposit. These cutoff times vary slightly between banks/financial institutions.

f. Acceptance criteria.
Criteria for accepting payments are based on the client's requirements. However, here are some of the common payment acceptance criteria implemented and utilized by our city/municipality/utility clients:

- Payments balance
- Single stub/single check that do not balance
- Multiple stub/single check that do not balance
- Checks-only with account number – personal checks with account number on memo field

g. Rejection criteria.
Reject criteria is based on the client's processing requirements. Some of the common reject criteria are:

- not payable to client's defined acceptable name/s
- check has no MICR line
- foreign checks

h. Exception processing.

As a standard offering of our lockbox services, we have a web-based verification feature that enables client operators to have near-immediate access to their exception payments, thus avoiding delays in the processing and deposit of these transactions due to mail back delivery time. Our online web verification application supports the same functions as normal verification, such as the ability to accept the payment, reject the transaction, edit or update the data, etc. Based on client requirements and processing rules, we have the ability to put payments on the web for client operator review and decision.

i. Method and time of data transmission and availability of secure electronic transmission.

The transmission protocols we offer for sending of reports and/or datafile are email and/or download from our secured https site. Time of data transmission and availability of electronic transmission is 5:00 pm or earlier.

j. File data format and capability with District's Advanced Utility Systems Corporation CIS Infinity system.

Since we utilize RTL proprietary RTLFiRST software (in use by hundreds of governments and private companies) we can very easily customize the output file to ANY format to interface with the user/client's billing system. We have the proven capability to integrate with Advanced Utility Systems.

k. Imaging capability.

Our lockbox processing operations support a highly automated and completely image-based processing environment. Some of our unique service offerings include our web-based verification feature as well as Internet-based image search and retrieval capabilities. With our web verification feature, we are able to present exception items, their images and corresponding payment data, immediately via the web to your operators for their review and decision. In addition, part of our monthly lockbox service is to provide one month's worth of access to image documents online. The client can elect to have images of payment documents available on the web longer than one month for an additional cost per month of storage and retrieval. As standard to the service, older images can be put on our secured https site for client download of up to 5 days prior to purging depending on image volume, or the client can elect to have us burn the older images onto CD/DVD and mailed back to them.

Please note that we are also the developer of our own imaging archival system known as FiRSTView. This is the main imaging system used and accessed by our lockbox clients when they go online to search and retrieve their imaged payment documents. As an option, customers can elect to purchase a license or multiple licenses of our FiRSTView imaging system. This will enable them to easily search and retrieve older payment documents burned onto CD/DVDs.

l. Processing of letters, notes, or other written communications.

Our lockbox services support a full imaged-based operation. We have the ability to scan and image capture all letters and correspondence-like type documents received in an envelope and "marry" them with the stub and/or check document(s) they came with. If requested by the District we can put these transactions on the web via our web verification feature for client operator review and decision. Or with our standard web archival and imaging, the client has access to the images of these documents online and has the ability to print out hard copies of such, if necessary. The hard copy documents do not technically need to be mailed back to the client, unless required, thus saving in mailback costs.

m. Coupon, envelope, and other bill requirements.

Payment Type Definition – We sort and process payments into the following groups:

- Single Stub/Single Check – One retail size stub and one check regardless if payment balances or not.
- Single Stub/Multiple Check – One retail size stub and multiple checks regardless if payment balances or not.

- Multiple Stub/Single Check – More than one retail size stub and one check regardless if payment balances or not.
- Multiple Stub/Multiple Check – More than one retail size stub and more than one check regardless if payment balances or not.
- Check-Only – Check payment without a stub.
- Stub-Only – Retail size stub without a check. Could be an E-Check payment or Credit Card payment.
- Attachments – Letters or correspondence. Any document that came with the payment and is not treated as a stub or check.
- Whitemail Stub/Single-Multiple Check - Stub that is larger than "retail" size stub with one or multiple checks.
- Whitemail Stub-Only – Forms that require data capture and have no check payment, E-Check payment or Credit Card payment with it.

Note: All payment types can and will be fully processed by our lockbox regardless if it balance or not. We will process payments based on the client's defined processing requirements. We will NOT simply send back payments to the client for their handling/processing unless specified.

n. Error tolerance and process to resolve errors.

RTL does not use subcontractors or third party firms for our lockbox remittance processing. Services are provided directly by RTL internal lockbox staff.

Our key performance measure or quality standard is 10 errors within 100,000 payments or transactions processed in our lockbox. The errors can be a combination of any one of the following:

1) Data Entry Error
2) Missed Deposits
3) Report & Datafile Transmission
4) Daily Activity Timeliness (i.e., mail pickup, mailbacks, etc.)
5) Customer Inquiry Responsiveness (which means that all customer service calls, requests or inquiries must be responded to and addressed immediately and as quickly as possible).

For more detailed information please refer to our "Quality Assurance & Control" document found in Section 7 of our response.

4) Describe your process and costs related to software upgrades that may require changes in bill format or data file changes (e.g. transitioning from Advanced Utility Systems Corporation CIS Infinity Version 3.1 to Version 4.0).
Normally when billing companies upgrade their system (like your example of CIS to version 4.0) they do NOT change the output file format and have the ability to keep the identical scan line. In those circumstances, there would not be any change from RTL and therefore no charge. As an added incentive to LVMWD, if there is any change going to version 4.0, RTL will allow a one-time free change.

5) Describe your security measures to minimize unauthorized transactions.
RT Lawrence takes data security with the utmost care, caution and concern. We have eliminated the most strict industry standards to ensure that customers' data is secure and protected. RTL has PCI certified level 1 protection for our credit card program, and even though PCI is for credit cards, that same security is applied to ALL customer data. RTL has taken physical security and safekeeping in its highest level. Please refer to Section 6 of our response "Physical Security".

6) Describe your disaster recovery plan, including how quickly payments will be able to be processed following a disaster.
Please refer to our Disaster Recovery Plan found in Section 7 of our response.

7) Describe/propose any other lockbox services the District should consider while evaluating proposals.
Here are RTL developed web based applications that will enhance the District's use of cash management services:
Web Verification - gives client an ability to make decision on payments via secured internet access. There will be no delay in deposit as 'mail back' of exception items are no longer needed because exception items are presented for supervisor authorization on the same day as they are processed.
FiRSTView Web - an online web secured portal that enables you to access and view your archived payment transactions. Clients can use this web application for their data/images search and retrieval needs.
E-file Manager - web-based system that has a secured online file upload and download capabilities.

8) Describe your implementation plan.
In regards to lockbox setup and implementation, please refer to the "RTLockbox Implementation Process" document and "RTLockbox Implementation Project Plan" found in Section 7 of our response to RFP for detail information regarding our implementation process and plan.

On an ongoing and day-to-day basis, we will service the District's payment processing needs as delineated in the "RTLockbox Services Description Document" found in Section 6 of our response to RFP wherein it describes our lockbox processes and phases of operation.

In addition, a specific customer service representative will be assigned to LVMWD's account to help service your needs. They are available during normal business hours Monday through Friday 8:00am – 5:00pm PST/local time zone. It is the responsibility of the customer service representative to address and ensure the complete resolution of any client problem(s) and, most importantly, to communicate with the client. It is also their responsibility to assist with client requests, including changes and/or enhancements to their lockbox operation or processing requirements.

Section 7
b - Quality Assurance & Control

QUALITY ASSURANCE & CONTROL

How we ensure quality and avoid errors is related to the processing functions and controls we have implemented within our operations. For example:

Each task or function of our client's lockbox operation must be completed by different staff. Policies and procedures for each task in our day-to-day operations are documented and distributed to appropriate personnel. All phases of our lockbox operations are monitored for quality and timeliness along with staff performances.

Some sample controls we have implemented to ensure accurate processing per customer specifications are as follows:

- Cross-training of staff on different Client operations
- Lockbox Client cheat sheet that specifies each customer's special processing requirements for quick and easy referencing
- CheckQC or Double-Blind ICV check-verification function, which requires a different operator to double check the images of check payments and their corresponding check amounts prior to encoding and/or bank deposit prep
- Cash payments are always processed by two different operators for double counting and security
- Check Count Program that will automatically count the number of physical checks in a batch prior to deposit, that will validate the encoded amount on the check is correct and ensure that all checks that are suppose to be part of the day's deposit are accounted for
- Program that checks the data file for any errors prior to submission and transmission to the Customer
- Check and balance procedure to make sure that all end-of-day deposit reports balance and balance against the data file
- Program that ensures datafiles and/or reports are successfully transmitted to clients via email or posted correctly on our https site for download
- Daily Processing Check List is filled out at every phase of our lockbox operation for each client and is a tool used by designated supervisors for monitoring processing status, progress and accuracy

The RTLockbox business unit takes in high regard the use of automation and technology. Our operations support a full image-based process and we incorporate a lot of automated controls to ensure accurate and efficient service functions in addition to procedural controls. These are just a few examples of such controls.

We also have key performance measures. Our key performance measure or quality standard is 10 errors within 100,000 payments or transactions processed in our lockbox. The errors can be a combination of any one of the following:

1) Data Entry Error
2) Missed Deposits
3) Report & Datafile Transmission
4) Daily Activity Timeliness (i.e. mail pickup, mail-backs, etc.)
5) Web Exception Review Availability
6) Image Access & Retrieval Availability
7) Customer Inquiry Responsiveness (which means that all customer service calls, requests or inquiries must be responded to and addressed immediately and as quickly as possible)

Performance guarantees can be provided and are normally negotiated upon award of contract based on client's service requirements.

Section 7
c - Disaster Recovery Plan

DISASTER PROTECTION PLAN

Objective

The main objective of the plan is to ensure that RT Lawrence Corporation (RTL) will have the ability to process lockbox payments for our clients in the event of a disaster causing a disruption to our own normal operating procedures.

A disaster is defined as occurring when all or a portion of our operations are affected causing the inability for us to fulfill our service requirements (commitments) to our customers.

The central theme of the plan is to minimize the effect that a disaster will have upon on-going operations by having a RTL designated backup site for every RTL Facility and utilizing the backup in case of a disaster. The focus is to restore the operability of RTL's systems, or backup systems, that support our business operations and to return to normal operations, or as we would term it business-as-usual, as soon as possible.

Identification of Facilities

Main Secure Data Facility – Orange County CA Secure Data Center
Backup – RTL Whittier Corporate Office

Main Scanning Facility - RTL Whittier Corporate Office
Backup – Designated Data Processing Facility, Riverside CA

1. Business Continuity Mode (BCM)

Business Continuity Mode (BCM) delineates the part of our Disaster Protection Plan (DPP) wherein disaster recovery processes takes place after a disaster is confirmed. Confirmation of a disaster will activate the DPP and BCM activities, which essentially involves the recovery of our mission-critical systems and the relocation of resources and operations to our designated backup site, if necessary.

Disaster recovery processes are pre-defined and designed to occur in a pre-planned order or sequential fashion to facilitate an effective and efficient recovery of operations as possible. BCM activities and DPP considerations include the following:

A. Damage Assessment: A brief and pre-assessment of system and equipment damage is performed. Identification of working equipment, if any, is made and decision on its viability of use and benefit at the backup and recovery site is determined. Depending on severity of the disaster, the Disaster Recovery Team may have to move equipment from one site to another.
B. Personnel: Assessment of staff resource availability is made. Personnel may be asked to work at great personal sacrifice and means shall be provided to meet their personal and professional needs.
C. Communication: Notifications to clients and to internal and external business partners associated with RTL's lockbox operations are completed.
D. Relocation of Operations: Backup and duplicate systems and equipment at offsite storage location is moved to recovery site. Any working equipment deemed viable for use is moved from the existing processing facility to recovery site.
E. Reassembly Process: Backup and salvaged equipment and components shall be reassembled at the recovery site. Efforts will focus on restoring the operation systems by pre-determined priority.

F. Data Recovery: Once mission critical systems and equipment are in place at the alternate site, data recovery efforts and the restoration of data from backups begin. Data recovery relies on the accessibility to our backup and duplicate database server located in a remote and offsite location.

G. Audit: A walk-through and verification of the computers and equipment that are up and running is conducted. End-to-end operational testing is performed to ensure all system-critical processes are functional and successfully enabled prior to live operations taking place.

H. Activation: Once the Audit has been completed successfully, our lockbox operations may begin with their normal operating procedures conducting business as usual.

I. Salvage of Existing Equipment and Systems: Disaster recovery efforts shall target protecting and preserving the current media, equipment, applications and systems. If possible, the equipment shall be further protected from the elements or removed to a safe location, away from the disaster site and possibly to the alternative site.

2. Restoring/Establishing Primary Site

Once backup and secondary operations have proceeded and operations has been deemed business-as-usual mode, restoration procedures can then be initiated.

These procedures include:

- Assessment of physical damage to main processing facility
- Comprehensive assessment of computer system and equipment damage
- Detailed audit of salvageable items (i.e. furniture, computer, and/or equipment, etc.)
- Development of overall restoration project plan
- Implementation of restoration plan:
  - Move of operations back to restored permanent/primary site (activities include, but not limited to the following):
    - Review timelines/plans for building reconstruction, if applicable
    - Plans for equipment and systems that have been assembled at the alternative site to be returned to the primary site when available
    - Review computer network plans
    - Adjust and/or establish network cable layouts

3. Backup & Fire Drills

Our Disaster Protection Plan accommodates for system backups and testing or also known as fire drills. A full backup of system configuration settings is done bi-annually. To account for more recent system configuration changes and/or the addition of clients, differential backups are done on a monthly basis. A full backup of data is done daily with copy stored on a duplicate database server in a remote offsite location.

Routine fire drills of our Disaster Protection Plan take place at our backup site. The objectives of the fire drills are to ensure that the Disaster Protection Plan is still viable and that the information that is backed up can be recovered successfully.

4. Declaration & Notification Process

Upon notification of a suspected or confirmed disaster, the lockbox leadership team shall verify, assess, and record the scope of the disaster and determine the appropriate response:

- Application, system, and/or network out of operation.
- Impact localized, departmental, organizational, and/or enterprise-wide.
- Impact on critical mission operations and services.

If the lockbox leadership team feels that the incident meets the criteria of a "disaster," the leadership team shall:

1. Activate the Disaster Protection Plan and declare Business Continuity Mode
2. Identify a trained technical analyst to act as the Disaster Recovery Coordinator (DRC)

Once a disaster has been declared and the Disaster Protection Plan activated, the DRC shall be responsible for the following:

1. Initiate the necessary communication and notification to senior administrative corporate leaders, clients, and 3rd party vendors and partners.
2. Determine the need for assistance, and the extent of, from external resources, including RTL's lockbox clients, any and all 3rd party vendors and partners, with disaster recovery activities. The DRC will notify the necessary parties, as needed.
3. Implement the disaster recovery processes and activities of the BCM.

5. Plan Participants

The plan participants for the DPP include the following:

1. Disaster Recovery Coordinator (DRC)
2. Lockbox Leadership Team
3. IT Personnel
4. Operations Personnel
5. Customer Service Group

Section 7
d - RTLockbox Implementation Process

RTLOCKBOX IMPLEMENTATION PROCESS

As soon as the sales process is completed, the next phase is implementation. Receipt of a signed contract and/or purchase order will initiate project startup activities, which includes:

- Informing our project and technical services group of the newly acquired project
- Incorporating the project in our overall project schedule
- Assignment of resources and assembly of a designated project team

A meeting or internal "debriefing" is also held between RTL sales/account representatives, project management and the accounting department to formally and appropriately "hand-off" the account to the next phase of project implementation. This enables the sales representative(s) to communicate and pass along pertinent information gathered during the sales process and help familiarize the designated project manager with the scope of the project in order to better allocate RTL resources. Scope of the project will also determine the project timeline.

The assigned project manager will then contact the client to coordinate and schedule the Implementation and Requirements Definition (IRD) call, which can be viewed as the project "kick-off" meeting and what really starts-up the implementation process. A copy of our boiler-plate Implementation and Requirements Guide (IRG) will be given to the client prior to the IRD call and can be used by the client as a tool to reference and prepare for the meeting. The IRG guide covers all of the information and requirements that we want to review, discuss and define for the client's lockbox operation(s). The details gathered will dictate the lockbox operation's technical configuration as well as help determine the processing procedures that will need to be defined for every phase of the lockbox service operations, such as mail opening, scanning, payment verification and/or exception review, reporting, datafile, image archival, etc. Please note that all of the information and requirements gathered and defined for the client's lockbox operation will be documented in their client-specific IRG. A final completed copy will be given to the client for their reference and information at the completion of project implementation.

During the IRD call, the "Go Live" date for lockbox operation startup and live production run will be determined. That is the date that the project team will shoot to have all of the implementation and project tasks completed. It is the date that the client's lockbox operation is scheduled to run in live production mode.

The client participants for the IRD call is usually the staff assigned as the client project team, which is comprised of, but not limited to, the main client contact, person(s) in charge of cash processing operations, user-department representatives and/or processing operators, and any required IT staff.

Part of the implementation process includes end-user training on the web applications and online features that are standard to our lockbox services and which have been rendered by the client as part of their lockbox operation. The training will be scheduled by our assigned trainer and is administered remotely to the designated end-user client staff. End-user manuals will be provided as part of the training process.

In summary, the overall implementation process will involve:

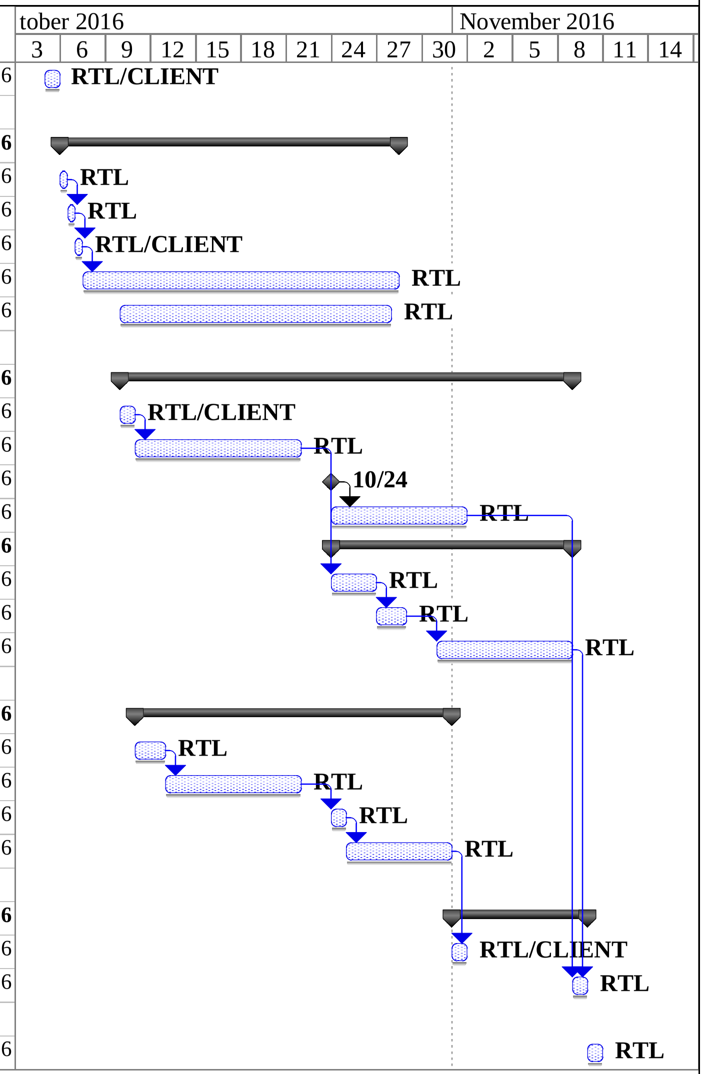
- Requirements definition
- Lockbox operation and technical system configuration
- Process and procedure definition
- Internal operation testing and fine-tuning
- Internal resource planning, assignment and training
- End-user training

A sample implementation plan for the lockbox service project is provided to exemplify how we assess the needs of a project and define the required tasks, resources and timeline to get the job done as efficiently and effectively as possible. If awarded the contract for our proposed lockbox service solution, we will seize the opportunity to demonstrate our strength in business analysis and proficiency in system implementation. We will work very hard to ensure that your project is successful, on-time and a rewarding experience.

Section 7
e - RTLockbox Implementation Project Plan

Las Virgenes Municipal Water District
Sample RTLockbox Implementation Project Plan v2.0

ID	Task Name	Duration	Start	Finish
1	**Las Virgenes MWD (LVMWD) & RTL Contract Signing**	1 day	Wed 10/5/16	Wed 10/5/16
2				
3	**PROJECT STARTUP**	**16.5 days**	**Thu 10/6/16**	**Fri 10/28/16**
4	Assemble Project Team & Lock-In on Installation Time Table	4 hrs	Thu 10/6/16	Thu 10/6/16
5	RTL Internal Project Team Debriefing	4 hrs	Thu 10/6/16	Thu 10/6/16
6	RTL/LVMWD Implementation and Requirements Guide Call	4 hrs	Fri 10/7/16	Fri 10/7/16
7	Update Client Lockbox Implementation & Requirements Guide	15 days	Fri 10/7/16	Fri 10/28/16
8	Pass Requirements & Specifications to RTL Tech & Operations Team	14 days	Mon 10/10/16	Thu 10/27/16
9				
10	**TECHNICAL SETUP & TESTING**	**22 days**	**Mon 10/10/16**	**Tue 11/8/16**
11	PO Box Setup, if any	1 day	Mon 10/10/16	Mon 10/10/16
12	Setup & Configure Operation(s)	9 days	Tue 10/11/16	Fri 10/21/16
13	Get Real Sample Stubs for Every Payment Type	0 days	Mon 10/24/16	Mon 10/24/16
14	Operation(s) Testing & Fine-Tuning	7 days	Mon 10/24/16	Tue 11/1/16
15	**CHECK21 SET-UP & TESTING**	**12 days**	**Mon 10/24/16**	**Tue 11/8/16**
16	Check 21 Module Set Up	3 days	Mon 10/24/16	Wed 10/26/16
17	Test Check 21 File Format with Bank	2 days	Thu 10/27/16	Fri 10/28/16
18	Transmission Setup & Testing with Bank	7 days	Mon 10/31/16	Tue 11/8/16
19				
20	**OPERATIONS PLANNING & RAMP-UP**	**15 days**	**Tue 10/11/16**	**Mon 10/31/16**
21	Logistics/Resource Assessment	2 days	Tue 10/11/16	Wed 10/12/16
22	Client-Specific Operation Procedures Defined	7 days	Thu 10/13/16	Fri 10/21/16
23	RTL Internal Staff Task Assignments	1 day	Mon 10/24/16	Mon 10/24/16
24	RTL Internal Staff Training	5 days	Tue 10/25/16	Mon 10/31/16
25				
26	**PROJECT FINAL PREP**	**7 days**	**Tue 11/1/16**	**Wed 11/9/16**
27	Client Operator Training on Web Apps	1 day	Tue 11/1/16	Tue 11/1/16
28	Update & Finalize Client IRG	1 day	Wed 11/9/16	Wed 11/9/16
29				
30	**"GO LIVE" Production**	1 day	Thu 11/10/16	Thu 11/10/16



Project: Las Virgenes MWD
Date: Thu 8/25/16

Task	Milestone	External Tasks
Split	Summary	External Milestone
Progress	Project Summary	Deadline

* Please note that the dates listed in this plan are not the actual dates of implementation. The dates listed are intended to reflect the planned tasks and the relative order of implementation.

Section 8
Costs - RTLockbox Services Proposal

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

***** INSTRUCTIONS AND EXAMPLES TO HELP UNDERSTAND THE FOLLOWING SECTION 1 AND HOW WE APPLY/CALCULATE TRANSACTION CHARGES: *****

Single Stub/Single Check Example:

- Price Example: For single stub and single check payment that came in an envelope and the stub has a scanline, the cost to process the entire transaction is $0.12 [Cost of a) Payment Coupon with Scanline + h) Check Mailed with Payment Coupon = $0.08 + $0.04 = $0.12]
- Single stub and single check "Matched" (stub due amount = check amount) and "Unmatched" (stub due amount does not equal check amount) payments are priced the same.

Multiples Example:

- Price Example: For a "multiple" payment, which has two stubs and three checks, that came in an envelope and the stubs have a scanline, the cost to process the entire transaction is $0.28 [Cost of a) Payment Coupon with Scanline x 2 + h) Check Mailed with Payment Coupon x 3 = ($0.08x2) + ($0.04x3) = $0.28]
- Multiples "Matched" (total stub due amounts = total check amounts) and "Unmatched" (total stub due amounts does not equal total check amounts) payments are priced the same.

Wholesale or Statement-Based Payment Example:

- Price Example: For a payment, which has one letter-size statement/document listing 10 separate accounts and one check paying for all 10 accounts, that came in an envelope and the statement has no scanline, the cost to process the entire transaction is $1.76 [Cost of d) Non-Standard Payment Coupon without Scanline + f) Each Additional Line-Item Account on Non-Standard Payment Coupon x 9 + h) Check Mailed with Payment Coupon = $0.28 + ($0.16x9) + $0.04 = $1.76]

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Lockbox Services Price Proposal for Las Virgenes Municipal Water District

Section 1. Transaction-Based Charges

	Pricing
Minimum Total Monthly Transaction Charges	**$350 per month**
a) **Payment Coupon with Scanline** > Retail size (check-like size) document > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.08 per document
b) **Payment Coupon without Scanline** > Retail size (check-like size) document > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.16 per document
c) **Non-Standard Payment Coupon with Scanline** > 1 page letter-size or like-size document > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.22 per document
d) **Non-Standard Payment Coupon without Scanline** > 1 page letter-size or like-size document > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.28 per document
e) **Each Additional Payment on Coupon** > Posting of additional payment to a separate account/fund - Creation of virtual stub(s) > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.16 per account
f) **Each Additional Line-Item Account on Non-Standard Payment Coupon** > Posting of additional payment to a separate account/fund - Creation of virtual stub(s) > Includes automatic or manual capture of up to 3 data fields of computer printed or written information	$0.16 per account
g) **Letters or Correspondence Sent with Payment** > 1 page letter-size or like-size document without any payment information requiring posting or data entry and only requiring image capture	$0.15 per document
h) **Check Mailed with Payment Coupon** > Check(s) that accompany the payment coupon (Not the same as check-only payment)	$0.04 per check
i) **Check-Only Payment**	$0.25 per transaction
j) **Virtual Check** > Cash processing	$0.16 per check
k) **Stub-Only**	$0.25 per transaction

**** Please see notes on following page. ****

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Notes:

- Transaction processing and pricing is based on client specifications as defined in Section 7 of this service proposal. Changes to lockbox service specifications and processing requirements may affect the prices listed above.
- If the items listed above does not meet all transaction processing needs, please contact your RTL sales representative for a more comprehensive price list.
- All Payment types will be fully processed by our lockbox, NOT simply sent back to client for processing.
- Matched and Unmatched Payments are priced the same.
- Unknown items are scanned in and presented via secured internet, along with the images, for client's immediate, remote, resolution without the need for "send-back".

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Lockbox Services Price Proposal for Las Virgenes Municipal Water District

Section 2. Monthly Fixed Price Charges

	Pricing
Base Monthly Fee for Lockbox Services	$150 per month

Monthly Services Include:

- **Daily Pickup of Mail** - Includes daily pickup of mail from Client-specific PO Box in local Whittier, CA post office
- **Data File Transmission** - Includes data transmission of one upload file via email and/or https download per day
- **Reporting** - Three management reports in pdf file format are provided via email and/or https site download
- **Web-based Payment Verification of "Holds"** - Web-based verification of unknown items by 3 of client's remittance staff
- **Imaging Storage and Retrieval via the Web** - Hosting and storing of one month worth of images on our server and the ability for five of client's customer service representative to perform imaging search and retrieval of payment documents via the internet
- **Delivery of Older Images** - For convenience, it is RTL's standard practice to put images of "older" payments per calendar month block onto our https site for a period of five days for client download onto their own server

Optional, but Recommended, Services NOT Included In the Monthly Fee:

• Client-Exclusive **PO Box** - A Client-Exclusive "Caller Services" P.O. Box number. This service ensures early mail delivery dedicated to Las Virgenes Municipal Water District's payments only.	$1596 per year

> Sample client mailing address or return envelope address can be as follows:

Las Virgenes Municipal Water District
Payment Processing Center
P.O. Box 7000
Whittier, CA 90605-1400

Services NOT Included In the Monthly Fee:

- Courier fees to perform daily pick up of mail from Client site or Client-specific PO Box NOT located in local Whittier, CA post office
- Courier fees or bank deposit trip fees to perform daily drop-off of encoded checks for deposit to local bank branch office (or equivalent service). Note: We encourage the use of Electronic Deposit, which eliminates courier and bank fees.

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Section 3. **E-Payment Services** — **Pricing**

a) **Check 21 Electronic Deposit Fees**
(Please note that we also offer ACH payment processing of E-Checks from the Web, Phone, Front Counter, and auto-pay)

1) Bank Check 21 or Image Cash Letter Transaction Fee	TBD by Bank
2) Bank Return Items Fee	TBD by Bank
3) RTL Check 21 or Image Cash Letter Transaction Fee *(In addition to Bank Check 21/ICL fees)*	$0.01 per trans
4) RTL Return Items Fee *(In addition to Bank return item fees)*	$0.00 per occurrence

Check 21 Notes:
- Check 21 fees eliminate current bank charges for processing encoded checks for deposit.
- Check 21 approach will convert the check payment into an electronic transaction for deposit.
- Check 21 subject to bank credit approval
- Check 21 processing capabilities include complete stub-check transaction processing, in-line quality usability, duplicate check tracking, X9.37 generation and sanitization, closed-loop returned item stub-check integrity retention, returned item archive retag, block database, reversal file to back-end host system, etc.

Section 4. **One-Time Setup Charges** — **Pricing**

a) **New Lockbox Account Setup Fee** — $1,200 one-time fee

Notes:
- Setup includes one data file layout configuration service
- Setup includes three standard reports

b) **New Check 21 Account Setup Fee for E-Payment Option** — $1,200 one-time fee

Notes:
- Includes RTL E-Payment startup services: RTL E-Payment file testing with bank, payment processing operation setup and remote end-user training, if applicable.

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Section 5. Per-Occurrence Charges | **Pricing**

a) **Mailing of Items to Client** — Paid By Client

Notes:
- We anticipate only a once-a-week mailing, unless otherwise noted or requested, since the daily transactions are performed in real time mode via the use of images.
- Covers mailing of hard copy payment documents and CD of expired images to Client.
- Per-Occurrence charges cover cost of labor ($2.50/occurrence) and postage, if applicable.

b) **Additional Client Handling Requests** — Paid By Client

Notes:
- This covers additional per occurrence services required by the Client that is not part of our standard lockbox services as noted above (i.e. photo copying stubs and/or checks, cutting or modifying the stubs to a scanable size, etc.)

c) **RTL Bank Deposit Trip Fee** — $15 per trip

Notes:
- Charges to go to the local bank branch office (within a **6-mile** radius to payment center) to deposit checks. Client can elect to have other courier services perform this task. If Client wishes for RTL to make the daily deposit and current bank does not provide for a local branch office within a 6-mile radius, Client can consider opening an interim deposit account with an alternative financial institution with local branch office to RTL payment processing center.
- Bank deposit per trip fees will be reduced to $5 per trip, if Client elects to do Check 21 and signs on with our E-Payment services.

d) **Daily Bank Deposit by Third Party Courier Service** — TBD

Notes:
- Courier fees to perform daily deposit drop-off to local bank branch.

e) **Daily Mail Pickup Courier Fee** — TBD

Notes:
- Courier fees to perform daily pick up of mail from Client site or Client-specific PO Box NOT located in local Whittier, CA post office

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Section 6. OPTIONAL IMAGE ARCHIVAL ALTERNATIVES

	Pricing
a) **CD Delivery of Older Images** - As an alternative option within the traditional means, RTL can burn images of payments older than one month along with their corresponding index data file onto CDs for mailing back to the Client. The cost for mailing of the CD(s) fall under section 5 - Per Occurrence Charges of this proposal and is the cost of the CD(s), handling, and postage.	$10
b) **Additional Imaging Storage and Retrieval on the Web** - Optional longer storage of images available upon request for an extra $25/month for each additional month of extended online storage.	$25/mo per month
c) **Optional Imaging System** - Client may want to consider the Optional purchase of our "in-house imaging research" software FiRSTView to enable the fast searching and retrieval of the "older" images from the CD. Please refer to the following for additional pricing information.	

Optional Additional In-House Imaging Research Software

• Single-User in-house FiRSTView Imaging Research Software	$3,250
• Installation and Training Service	$1,000
• Annual Support of the Imaging Software	$488 per year

Notes:

- The optional purchase of this product will enable the client to perform fast search and retrieval of "older" images returned to the client on CDs.
- We recommend a server for imaging.
- PC hardware not included.

RT Lawrence Corporation
7740 Painter Avenue, Suite 100
Whittier, CA 90602
562-696-4843
25-Aug-16

Section 7. **Client Specific Requirements**

Pricing

(The following lists any tasks, special processing, conditions, etc. that we will comply with, provide or include in our lockbox services as part of the service proposal.)

Client payment processing requirements and specifications are yet to be determined, finalized and is pending discussion. Lockbox service pricing may be affected by Client's special payment processing needs.

Section 8. **Considerations**

Proposal Notes

- Pricing is valid for 90 days only.

Payment Terms

- Lockbox Services are billed monthly by RTL with Net 10 terms.

BillPrint. eBills. Delivered.

An *Innovative* Outsourcing Partner

InfoSend is appreciative for the opportunity to present this response to;

Las Virgenes Municipal Water District
Las Virgenes MWD DPPM RFP
(Optional EBPP)

August 24, 2016

Prepared for:
Carol Palma
Customer Service Manager

Provided By:
Glen Everroad
Government Solutions
P: 800.955.9330
M: 949.874.4786
Glen.e@infosend.com

Jerry Finnegan
Business Development
P: 800.955.9330
M: 714.600.3069
Jerry.f@infosend.com

InfoSend, Inc.
4240 E. La Palma Avenue
Anaheim, CA 92807
800.955.9330

This proposal is valid for 90 days.

InfoSend is a proud member and supporter of:

1. Vendor Summary Sheet

Las Virgenes Municipal Water District
Utility Bill Printing and Mailing Services RFP

Vendor Summary Sheet

Vendor Name:______InfoSend ____

Vendor Parent or Ownership:____InfoSend Incorporated________________________

Vendor Address:___4240 East La Palma Avenue, Anaheim, CA 92807
____
____
Vendor Phone Number:_800.955.9330_____Fax Number:_714.993.1306____________

Management person responsible for direct contact with the District and the services required for This Request for Proposal (RFP):

Name:_Russ Rezai____

Title:__President____

Phone Number:___800.955.9330____

Email Address:___russ.r@infosend.com____

Person Responsible for day-to-day servicing of this account:

Name:_Glen Everroad____

Title:__Government Solutions____

Phone Number:__949.874.4786____

Email Address:__glen.e@infosend.com____

Table of Contents

2. Letter of Transmittal

InfoSend Incorporated is pleased to present this response to the Las Virgenes Municipal Water District based for its Request for Proposal for Utility Bill Print and Mailing Services. The InfoSend team is confident that our offering and benefits presented herein will provide the Las Virgenes Municipal Water District and its customers with the greatest value in the market today. Jerry Finnegan and Glen Everroad will serve as the District's main points of contact for any questions during the RFP process. Please find their contact information included below as well as later in this response.

We have reviewed the District's specifications and requirements outlined in the RFP and, as evidenced in our response on the following pages, InfoSend provides all the features and capabilities to satisfy these requirements. The municipal utility and receivables market is our strongest market, comprising 180 of our 400 print, mail and electronic customers.

InfoSend has never experienced a contract termination for cause. Your technical, business, operating, and other requirements in this RFP can be met by InfoSend under our normal services. InfoSend has many clients using different software platforms, including similarly sized clients using Harris Advanced CIS Infinity software. Our experience and partnership with Advanced ensures the District will realize the most efficient implementation process. With our online tools and attentive customer service, we feel that you will be getting value no other company can provide.

Firm Overview

InfoSend has been a ***California based company*** since 1996 and proudly employs 107 employees. Our California employees will produce the Las Virgenes Water District's documents from our Anaheim headquarters, located just 1.5 miles from a USPS hub. InfoSend is also a significant California sales tax producer and choosing InfoSend keeps the sales tax in California. Utilizing the most current technology, InfoSend offers an innovative approach with flexible and secure solutions for organizations seeking outsourced data processing, printing, mailing, and electronic presentment and or payment services. Choosing InfoSend as your outsourcing partner will also significantly reduce total overhead costs. Together, we can reach your customers more effectively.

InfoSend is a privately held California corporation with annual sales of approximately 68 million dollars per year, and delivers more than 135 million print/electronic documents per year. InfoSend's core competencies are information technology, document formatting, electronic payments, and document production. The District's unique data is transferred into our database where it can then be output to multiple destination channels – print, web, or telephone. Electronic payments can be initiated over the web or telephone. The Software as a Service (SaaS) approach allows InfoSend to continually refine its services and equipment without requiring software installation and maintenance at your site.

You can use the eBusiness Services and payment related services or the BillPrint & Mail related services as stand-alone offerings or together as integrated customer communications solutions. When multiple services are outsourced to InfoSend you receive the benefit of having one data processing platform generate all of your outbound communications. Easily customize business rules for processes like paperless billing and automatic payments. Perfect your bill design and electronic bill presentment workflow. Leverage the experience InfoSend has built up from years of working with 280 public agencies.

InfoSend Advantages

A key advantage in partnering with InfoSend lies primarily in the fact that we have expertise in print and mailing for municipal utilities, also we have experience partnering the Las Virgenes Water District since 2008. We specialize in communications and understand the intricacies of statement services. Through our strength as a document outsource provider, InfoSend offers the Las Virgenes Water District unique advantages beyond document printing:

- Completely integrated electronic and printed output options.
- Highest quality processing with secure and auditable processes.
- Online job tracking, customer service, and SLA & production details.
- Hosted document archive and web presentment options.
- Streamlined electronic bill presentment and payment (EBPP) options.
- Multi-channel approach that interleaves print, e-commerce and voice.
- Financially secure private company that extensively invests in technology, infrastructure, security, quality equipment and new services and products each and every year.
- Highly automated data center and production operation that boasts intelligent inserters with 2D bar codes
- Sophisticated front-end processing system (featuring InfoSend's own software)
- Close proximity to major USPS hub for each of our facilities
- Specific experience with the Advanced Utility System's Infinity Link software outputs.
- Complete suite of electronic bill presentment and payment services that supports Advanced Utility System's Infinity.Link.
- InfoSend can utilize the District's existing bill stock until exhausted.

Key Differentiators

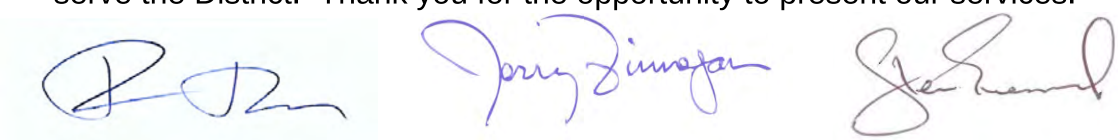
- InfoSend's web-based reporting portal allows the District to manage its print operations remotely using the job tracking system. The District can see when a file arrives, when it was processed, how many transactions were processed, when the job was completed, complete postage usage and more production details.
- InfoSend is PCI Level 1 Compliant and SSAE 16 SOC 1 audited. We understand that data security and privacy are of the utmost importance.
- InfoSend offers a fully redundant processing solution, with mirrored production facilities (not simply multiple locations).
- InfoSend has invested in high speed color document printing technology. Powerful, flexible communication, imperative in today's competitive marketplace.
- InfoSend has a dedicated IT organization to support the public agency market. Our team is a compilation of specialists including analysts, consultants, software engineers, developers, technical project managers and various support personnel.

- InfoSend specializes in supporting the multiple departments of public agencies and has the tools and experience necessary to streamline the processing of government document production.
- InfoSend utilizes USPS compliant postal processing services to ensure the lowest possible postage rates.

Summary

The InfoSend solution is a complete, proven technology practice that includes print/finish/mail services, an enhanced print and delivery process through web-based archiving, and a number of different web-based capabilities that support Electronic Bill Presentment and Payment solutions should the District so desire. InfoSend provides unequalled technical support, based on our proven experience and largest investment in our R&D roadmap. We believe that efficiencies can be improved by introducing new thoughts and ideas.

The District's successful partnership with InfoSend in transitioning from in-house document production to partnering with a company that specializes in data processing, form design, printing and mailing services offers a unique opportunity to expand efficiencies that InfoSend can provide to the Las Virgenes Water District. We firmly believe that as we work towards more detailed discussions, the District's continued partnering with InfoSend will result in an efficient and cost effective back office operation. We at InfoSend look forward to continuing to serve the District. Thank you for the opportunity to present our services.



Russ Rezai,	Jerry Finnegan	Glen Everroad
President	Market Development	Government Solutions
InfoSend, Inc.	InfoSend, Inc.	InfoSend, Inc.
russ.r@infosend.com	jerry.f@infosend.com	glen.e@infosend.com
800.955.9330	714.600.3069	949.874.4786

3. Company Overview

Provide a brief background and history of the company. State whether the vendor is local, national or international. Identify nearest full service branch that will assist us with our immediate utility billing needs.

InfoSend's Mission

InfoSend's goal is to provide the best possible customer communications management (CCM) solutions in an accurate, reliable, and timely manner - with an unparalleled client support culture that emphasizes personal touch.

Get to Know InfoSend - A Reliable Partner

InfoSend has provided business process outsourcing services since 1996, handling the processing and distribution of 135 million critical documents annually for industries **throughout the United States**. Utilizing the most current technology, InfoSend's customer communication management (CCM) platform offers a single source provider to reach customers with effective and timely communications.

InfoSend's data processing platform distributes critical documents across multiple channels, including InfoSend's own manufacturing environments in California, Texas and Illinois for Data Processing, Printing and Mailing (DPPM), and hosted, electronic presentment and payment (EBPP) applications. The cloud-based, Software as a Service (SaaS) approach allows InfoSend to refine offerings without client-side installed software or maintenance, as well as providing for flexible integrations to existing systems or vendors.

Integrity is at the core of InfoSend, with a stated goal to retain and provide complete satisfaction for each client. From our internal operations, to how we support our valuable clients, InfoSend's client-focused service has lead to an industry leading client retention and satisfaction rate.

Services Overview

CCM: Customer Communications Management with a Single Platform

- One data processing platform manages the import and handling of your data files. This core system can then output the information to all delivery channels.
- Upload data via our secure website, FTP with optional PGP encryption, or SFTP.
- Bill redesign consulting – we create your new document look and feel and then our document composition creates bill images for both printed and paperless bills.
- Web-based system to track and view samples of print or eBills before they are sent.
- A variety of standard reports can be accessed via web portal or emailed to you.
- Create and schedule document messages by customer type or account number.
- Bill design, mailing options, and EBPP business rules are tailored to suit your organization's needs.
- Simplify your process by partnering with a provider to consult and manage your entire bill formatting and delivery needs.

DPPM: Data Processing, Print, and Mail Service

- Cloud-based data processing of raw data and print files.

- Print statements, invoices, letters, postcards, notices, or other various documents.
- USPS Postal presorting to the lowest available rates
- Fully implemented Full-service Intelligent Mail Barcode
- Printing of data in grayscale, spot color, or **full color**.
- Inserts and special flyers can be used to target specific customers. Submit your printed materials or artwork to be printed by InfoSend in grayscale or color.
- Quick turn-around of document folding, inserting, presorting, and delivery to the USPS.

eBusiness Products

- Electronic billing and payment related products hosted in the cloud.
- All Payment-Related eBusiness Products are Level 1 PCI Compliant
- Online BillPay (EBPP) and/or QuickPay (No Enrollment)
- Email eBilling
- CSRPay

InfoSend Facilities

InfoSend is located strategically across the nation, ensuring both disaster mitigation and regional access to the USPS. **InfoSend would perform services for Las Virgenes from the Anaheim headquarters.**

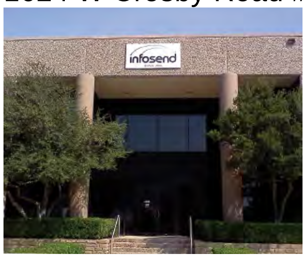
Corporate Headquarters & Western US Production Facility
4240 E. La Palma Ave · Anaheim CA 92807

InfoSend owns and operates its 77,000 sq. ft. headquarters and Western US production facility. This facility sits on a 4.3-acre lot and is one of the premier bill processing centers in California. This facility provides disaster recovery to the other facilities, and has a 600KW backup generator that can power the entire facility in the event of a grid failure. InfoSend's Anaheim facility is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.

Midwest & Northeastern US Production Facility
1406 Centre Circle · Downers Grove IL 60515

InfoSend owns and operates a 25,000 sq. ft. Midwest production and disaster recovery facility located In Downers Grove, just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast, and also serves as an out of state disaster recovery facility. The location is designated as a USPS Detached Mail Unit (DMU) with USPS representatives working on-site.

<u>Texas & Southeastern US Production Facility</u>
1624 W Crosby Road #128 · Carrollton TX 75006



InfoSend's 10,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Southeast. This facility also provides out-of-state disaster recovery for InfoSend's other locations.

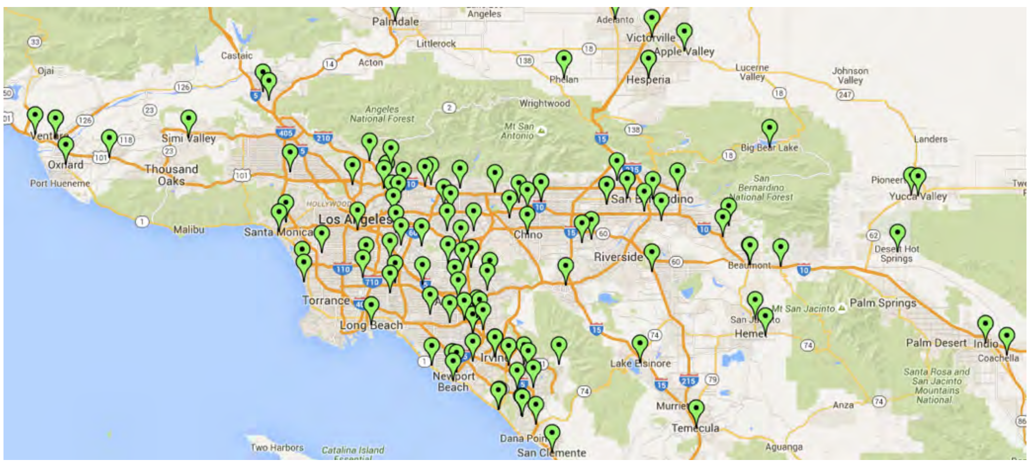
4. Experience

Describe the vendor’s experience in providing services to the public sector and any exclusive resources dedicated to the public sector. Vendor should list at least three (3) references with similar requirements to the Las Virgenes Municipal Water District. Include a brief description of the services provided, how long such services have been provided and a contact person and telephone number for each client described.

Industry Experience

InfoSend is a market leader for utilities and government agencies. We have never lost a client because of service issues or delays in mail delivery. We currently have approximately 300 municipal utility, water district, and government agency clients that either use the turnkey Data Processing Print & Mail solution, the Online BillPay solution, or both solutions.

InfoSend does its absolute best to ensure that each client is completely satisfied with our customer service, mail turnaround, and quality of work. We are currently servicing over 400 clients total, many proximate to the Las Virgenes Municipal Water District (see map that follows).



InfoSend has many clients using Advanced Utility Systems solutions, including the following Advanced Utility Systems clients:

City of Corona
City of Fullerton
City of San Juan Capistrano
City of Santa Barbara
City of Santa Rosa
Park Water Company
Eagle River Water District (use Paymentus for bill images)
Colton Public Utilities
Manitowoc Public Utilities
Reedsburg Utility Commission

Park Water has recently integrated our bill images into Infinity.Link and their contact information is provided below.

Park Water Company	562.923.0711 ext. 1259
9750 Washburn Rd.	John Martin, Customer Service Manager
Downey, CA 90241	john@parkwater.com

The Park Water Company has been an InfoSend client since early 2012, contracting with InfoSend for Print & Mail services. Park Water transmits files water bills and sewer bills to InfoSend for weekly data processing, printing, mailing, and online presentment.

Billing System: Advanced CIS Infinity
Volume: Approximately 56,000 Mail Pieces Monthly
InfoSend Products Used: BillPrint & Mail, Print Image Archive

City of Fullerton, CA	714.738.6520
303 West Commonwealth Ave.	Julio Ortega, Utility Supervisor
Fullerton, CA 92832	julioO@ci.fullerton.ca.us

The City of Fullerton selected InfoSend as its Data Processing, Print, and Mail provider in 2010. The City transmits raw data and PDFs from its Advanced CIS Infinity system for processing of approximately 40,000 regular statements, final bills, and delinquents per month. The City uses blue and red highlight color printing.

Billing System: Harris Advanced – CIS Infinity
Volume: Approximately 40,000 Mail Pieces Monthly
InfoSend Products Used: Data Processing Print and Mail, Express PDF

City of Santa Rosa, CA	707.543.3175
90 Santa Rosa Avenue	Lucy Picras-Lynn, Revenue Operations Supervisor
Santa Rosa, CA 95404	ssosa@srcity.org

The City of Santa Rosa, CA has been an InfoSend BillPrint and Mail client since September 2009. The City of Santa Rosa has a population of approximately 154,000, and currently services approximately 52,000 customer accounts with water and wastewater service. The City of Santa Rosa exports billing statement data files from its Advanced Utility Systems CIS system. Each statement run is composed of two files that are combined during processing. The City uploads files for processing daily.

The City of Santa Rosa's statements have many unique charges. During the programming phase of this client's implementation project, InfoSend managed calculations to display multiple consumption graphs, including statements with Domestic Water & Sewer details, and Landscape Irrigation details. Santa Rosa's statement layout is sectioned off, providing consumption and detail information for each charge type. Additionally, InfoSend programming enabled the City to provide a summary statement on the first page of every bill, with the following pages (if needed) providing specific itemized billing details.

Billing System: Harris Advanced – CIS Infinity
Volume: 55,000 statements, monthly
InfoSend Products Used: Data Processing Print and Mail, Online BillPay

City of Santa Barbara	805.897.2517
846 Forest Road	Ursula Bosson, Utility Billing Supervisor

<table>
<tr><td>Santa Barbara, CA 93102</td><td>ubosson@santabarbaraca.gov</td></tr>
<tr><td colspan="2">The City of Santa Barbara has been an InfoSend client since May of 2013. InfoSend produces utility bills, delinquent utility bills, business licenses invoices & certificates, parking invoices & delinquent parking invoices, and business improvement district invoices for the City.

Billing System: Harris- Advanced CIS Infinity
Volume: Approximately 35,500 Mail Pieces Monthly
InfoSend Products Used: Data Processing Print and Mail</td></tr>
</table>

<table>
<tr><td>Eagle River Water &
Sanitation District</td><td>970.477.5491</td></tr>
<tr><td>846 Forest Road</td><td>Elena Jones, Utility Billing Accountant</td></tr>
<tr><td>Vail, CO 81657</td><td>ejones@erwsd.org</td></tr>
<tr><td colspan="2">Eagle River is one of our newest clients having signed with InfoSend Last year, The District went through a smooth implementation with InfoSend and now sends around 10,000 bills a month. The District transmits files weekly for Regular notices. Eagle River’s documents are printed using highlight color printing.

Billing System: Harris- Advanced CIS Infinity
Volume: Approximately 10,500 Mail Pieces Monthly
InfoSend Products Used: Data Processing Print and Mail, Print Image Archiving</td></tr>
</table>

InfoSend is an Advanced Utility Systems partner and services over 20 agencies utilizing Advanced Utility Systems (AUS). InfoSend and AUS enjoy a close working relationship, ensuring utility organizations can leverage both service providers effectively and cohesively. A letter of reference from AUS is provided below:

ADVANCED
UTILITY SYSTEMS

August 16, 2016

Re: Recommendation Letter

Las Virgenes Municipal Water District,

InfoSend has been a preferred Advanced CIS partner for many years. InfoSend has provided services to dozens of Advanced clients with many having a fully integrated solution. Advanced fully supports any of its CIS clients, including the Las Virgenes Municipal Water District, in choosing InfoSend to be the premier bill print and mail partner.

Regards,

Peter Fanous
Executive Vice President

2235 SHEPPARD AVENUE EAST SUITE 1400 TORONTO ONTARIO M2J 5B5 TEL (416) 496 0149 FAX (416) 496 3910 www.advancedutility.com

5. Relationship Management

Describe the team that will be assigned to service our relationship. Provide the name, title, and experience of each individual and the roles, responsibilities and a brief account of their credentials and related utility billing experience. Give the name(s) of the person who will be authorized to make representations for the vendor, their title(s), addresses and telephone numbers.

InfoSend's Client Services team will be responsible for servicing the relationship, from implementation through support.

InfoSend Implementation Highlights

Dedicated Account Manager acts as primary contact and project manager, coordinating all internal setup activities with InfoSend programming and operations staff.

All communications, documentation and test files tracked and stored securely within the InfoSend CRM system, allowing other InfoSend personnel to contribute or take ownership of the project.

Key milestones are established at kickoff, then tracked and reported throughout project.

During programming, InfoSend's Data Processing platform is configured to automate client-specific Quality Assurance (QA) during processing.

Parallel Testing is run prior to go-live, ensuring all aspects of the application are validated before launch.

Go-Live includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application output is final.

InfoSend Client Services Support Highlights

- Dedicated Account Manager from implementation also assigned to monitor and provide support.
- Dedicated Support Staff for reviewing and responding to incoming issues.
- Multiple communication channels available for client preference: web support ticketing tool, email and phone.
- Proactive support initiated by InfoSend staff when client data issues are detected by InfoSend Quality Control processes.
- Issues tracked via InfoSend CRM tool, ensuring full resolution before ticket can be closed.

InfoSend has a core focus on utility billing, having over 300 clients in the municipal and utility market. The contacts listed below have extensive experience implementing and supporting municipal utility clients on Advanced CIS software. All contacts may be reached by phone at 714-993-2690 or by mail at 4240 E. La Palma, Anaheim, CA, 92807.

Kacie Koulias will be assigned as the primary account manager for implementation and ongoing support. Josue Martinez oversees the InfoSend Client Services team and will act as an escalation point.

Name	Kacie Koulias
Experience	InfoSend, Inc. Anaheim, CA (2015) Account Manager Manage new client implementation projects in a variety of verticals Provide ongoing personal support to clients Coordinate between clients and internal departments to ensure compliance with best practices and procedures InfoSend, Inc. Anaheim, CA (2013-2015) Client Services Support Associate Provide front line support for data processing and change requests to clients in a wide range of industries Work with clients to identify issues and/or change requests and coordinate with internal and external stakeholders on resolution. Manage custom materials orders and changes requests Work on one-time mailing projects utilizing internal resources to meet short turnaround schedules.
Education	Bachelor of Science—Health Science 2008 California State University, Long Beach– Long Beach, CA

Name	Josue Martinez
Experience	**InfoSend, Inc.** Anaheim, CA (2016 – present) Director, Client Services Responsible for all implementation and support services Oversee Account Management and dedicated support staff Act as escalation point for InfoSend clients Design new printed bill formats **InfoSend, Inc.** Anaheim, CA (2000 – 2016) Senior Project Manager Managed over 75+ implementations and software conversions Design new printed bill formats Work with programming team to streamline processes Data Processing, printing, Quality Control, and mailing experience.
Education	BA, Business Administration concentrating in Information Systems, California State University Fullerton.

6. Data Requirements

List all data requirements, other than what has been identified in the RFP, that will be required to implement the requested services and in what type of format the data must be provided.

InfoSend Data Processing Implementation Options

InfoSend's cloud-based Data Processing platform is a key engine in driving the overall CCM distribution platform. The Data Processing workflow has been designed from the beginning to flexibly accept client input in a wide variety of formats. While having domain expertise with clients within Government, Citations, Utility, Healthcare, Finance, Insurance, and more, InfoSend's technical experience and platform capabilities means clients enjoy efficient and on-time implementations.

The Data Processing platform is capable of accepting data extracts from clients in a "flat-file" format (text, csv, XML, etc.), as well as in a print-ready PDF format. InfoSend has unique expertise and knowledge working with print-ready PDFs efficiently, providing clients with options to dynamically modify the PDF output before final distribution. The system is capable of accepting multiple file inputs and formats to generate a single output stream, helping clients create more informative and complete communications.

No matter the source, all data is normalized within the InfoSend database, ensuring the distribution and reporting is seamless, transparent and meets client requirements.

Option 1 - Express PDF Implementation in Detail

This innovative solution gives clients the ability to use InfoSend’s CCM platform at the lowest possible price point. It’s most useful as a cost saving option for clients with an existing document output, eliminating the need for a third party to design, program, implement and maintain hosted software to create a similar output.

InfoSend has a unique solution that can accept print-ready PDFs but still modify the output to drive mailing workflow and marketing messages. The Express PDF solution will parse and modify the addresses, using CASS certified address validation, apply postal barcodes to the finished output, and then re-order the documents to meet USPS requirements. In addition, InfoSend's system can output marketing messages right on the output, or with additional pages to the document.

InfoSend’s Express PDF Implementation is unique in that it’s a hybrid solution that combines client-provided print files with InfoSend’s data import and processing capabilities. We will not simply print image files, we will merge processed data from our system with client output to create a great finished product.

Option 2 - Data-Only Files (e.g. flat files, csv XML, etc.) in Detail

InfoSend also designs, implements and hosts custom programs that can read "raw" client data extracts for distribution via the CCM platform. Common client export formats are XML, CSV, tab or pipe delimited, or SDF. InfoSend's experienced programmers will adapt the program to the client export file format instead of requiring conformity to a predefined template. InfoSend has successfully accepted data originating from nearly 100 billing systems – including both licensed and homegrown database platforms.

When this option is selected, InfoSend is able to offer the opportunity to redesign the bills to clients, as well as provide an "agnostic" hosted solution where client output can maintain a similar look and feel regardless of whether the client data system changes over time.

No matter the input type, all client output is capable of leveraging InfoSend's CCM platform for dynamic marketing messages right on the output, or with additional pages to the document.

7. Pricing Schedule

Pricing: Data Processing, Print & Mail Service Set-up Fee

InfoSend's Fees – Initial Set-up Costs

Implementation, professional services, and optional services fees.

Professional Services Fees

Please pick from one of the options below:

Option 1 - Express PDF Implementation: WAIVED
With this option you control the formatting of your documents and do not pay maintenance fees.

Option 2 - Data-Only (e.g. flat files, XML) Implementation: WAIVED
When this option is selected InfoSend creates, hosts and maintains an application to generate your bills. Your current document design will be matched. Please note that data manipulations are not part of the standard offering.

> **Document Redesign Service: WAIVED** We will assist you in redesigning the format of your printed documents if needed. We will become responsible for later changing the format of the documents, if needed (Professional Services Fees will apply for future changes.

Please note that Clients must sign off on requirements documents (Statement of Work, project plan, etc.) before programming and system configuration can begin. Client can be charged additional fees and/or have the project go-live date delayed if requirements are changed after they have been finalized and signed off.

Professional Services Fee Per hour and performed only upon request. For customizations made to your data processing application after go-live. Work is only started after receiving your approval of a formal quote.	**Per Hour**	$150.00
On-Site Training (if required, includes travel costs)	**4 Hours**	$230.00

Pricing: **Data Processing, Print & Mail Service Fees**

InfoSend's Fees – Turnkey Data Processing, Print & Mail Service:

The individual prices shown in the table below apply only to the turnkey Data Processing Print & Mail service for the following document types. Other types of document printing and or mailing can be quoted later, if needed.

		Per Item	Options Below:
Primary Services	**Turnkey Data Processing Print & Mail service** Price is per physical page. Includes processing of your unique data, CASS address validation, presorting, printing, and mail insertion. Finished mail pieces are delivered to the USPS **within one (1) business day.** If samples (proofs) are requested, then the mailing will be completed within one day of sample approval. Excludes materials, sales tax (where applicable), and postage. A postage deposit will be required prior to go live. For the quoted prices to apply InfoSend must have the right to combine data files sent by your organization with other files you have sent, when possible. Higher pricing applies if files must be printed separately. *Pricing assumes the use of materials options listed in the below section.*	**Bills/Notices – 8.5 x 11 Format** (Per Sheet) Est. Volume 25,000 documents/month Est. 4 Batches/month Different options are available at different prices. Numbers fewer than 4 equal spot colors. This is the pricing for **letter** sized paper. The number 1=black or grey All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. **4 equals CMYK (full color).** 1/0 or 1/1 Printing 2/1 or 2/2 Printing 4/1 Printing 4/4 Printing	$0.057 $0.059 $0.062 $0.065
		Bills/Notices – 8.5 x 14 Format (Per Sheet) Different options are available at different prices. Numbers fewer than 4 equal spot colors. This is the pricing for **legal** sized paper. The number 1=black or grey All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. **4 equals CMYK (full color).** 1/0 or 1/1 Printing 2/1 or 2/2 Printing 4/1 Printing 4/4 Printing	$0.061 $0.063 $0.066 $0.069
		Inline Inserts (Per Sheet) Price depends on the ink coverage in the insert artwork file. Price is quoted upon request for each insert. If legal sized paper is used for the bills then the Inline Inserts must be legal sized as well.	Subtract $0.02 From Bill/Notice Prices
		Multiple Page Mail Piece Surcharge – Handwork This surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into the #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.	$0.30

		Postage (for all job types) You will be invoiced for the exact postage used. You must use one of the two USPS approved Move Update methods to get the presort discounts:	Pass Through
		Electronic Address Updates – NCOALink or ACS Per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.	$0.30

Material Component Fees – Data Processing Print & Mail Service			
Materials	**Statement, Invoice, or Letter Paper Stock**		
	All Documents: white paper stock with or without perforation. Paper is 8.5x11" or 8.5x14" and 24lb. Price includes all inventory costs. All of your content will be digitally printed on the plain white paper in black, black plus one color, or full color per the printing option from the prior table that you select before implementation.	Per Sheet 8.5x11" 8.5x14"	 $0.014 $0.018
	InfoSend Standard Window Envelopes		
	Standard Window Envelopes	**Per Standard Envelope**	**Options Below:**
	These envelopes include security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. These envelopes also use sustainably logged paper (SFI).	#10 InfoSend Standard Double Window Outgoing	$0.0158
	If you utilize the InfoSend standard #10 single window	#9 InfoSend Standard Single Window Return Envelope	$0.0137
	Other Envelopes		
	Custom Pre-printed #10 Outbound Envelope to match RFP Specs	Per Envelope	$0.019
	Custom Pre-printed #9 Envelope to match RFP Specs	Per Envelope	$0.017
	Flat Single Window Envelope – only used for multiple page statements that do not fit in the #10 envelope.	Per Flat Envelope	$0.16

Optional Services

Drop-Shipped Inserts & Inserting of InfoSend-Printed Inserts Clients can print and fold inserts and ship them to InfoSend to be mailed with the statements. If folding is required add $0.01 to the fee. InfoSend-printed inserts are quoted upon request. No additional service cost to use selective inserting to selectively include inserts with certain bill types as long as at least 3,000 customers are targeted (set-up costs can apply in some situations for advanced selective inserting criteria). Cost includes all inventory costs.	Per Drop Shipped Insert Per InfoSend Supplied Insert	$0.01 $
Print Messages on the Outside of the Standard Envelope Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This type of printing is referred to as "sniping" and usually used to print temporary content on a month or two worth of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for you. Price depends on the artwork you'd like to print – number of colors and whether it prints on one or both sides of the envelope. Price is quoted upon request.	Per Envelope	TBD
Print Image Archive Each bill is stored as a PDF and indexed in a database. Search by account number or other key fields. You are charged one up-front fee per document to process it, index it, and store it for a set number of months. The PDFs are accessed using a browser-based application that is accessed by logging in to the InfoSend website. Third party applications can also access the PDFs via a lightweight API with no cost increase to the unit fees. Setup fees may apply depending on your configuration needs. InfoSend has already established and utilizes API integration with Advanced CIS-Infinity Link for rendering fully composed documents within the portal. ***This service includes outbound mail tracking at no additional cost.*** You can view USPS-provided mail tracking data from the same interface that you use to view PDFs of the printed bills.	Per PDF (No Set-up Fee)	$0.01 - For 12 Months of Retention $0.015 - For 18 Months of Retention $0.02 - For 24 Months of Retention $0.026 - For 36 Months of Retention
FinalDoc CD This CD archiving service is a simple and cost effective way for you to retain document images long-term. You can search by account number or name. The documents are stored on the CD in PDF format. FinalDoc CD is used by your staff to look up individual documents.	Per CD	$95.00 + Shipping & Handling
Professional Services Per hour and performed only upon request. For customizations made to document processing program or document format after go-live. Work is only started after receiving your approval of a formal quote.	Per Hour	$150.00

Pricing: Online Banking Services – Consolidator Model

InfoSend's Fees – Online Banking Pricing assumes Online Banking with FIS Integration		
Payment Initiation & PCI Compliance Fee With online banking EBPP in the "bill consolidation" model via FIS, InfoSend maintains a robust integration to the customer bank. • Customer enrolls via online banking site within the FIS network. • During enrollment, the customer billing account number is validated against a database maintained by InfoSend, eliminating the headache of typos that require staff time to reconcile. • Each time InfoSend processes a billing file, the paper bill is suppressed and the customer receives a new eBill notification. • From within the online banking portal, customer can view an exact PDF replica of the printed bill, which is pulled real-time from the InfoSend database. • Requires a minimum of 12 months InfoSend hosted Print Image Archive	Per eBill Delivered	$0.20
Monthly Support Fee Per month fee to support the Online Banking service.	Per Month	Waived
Set-up Fee	One Time	Waived

Pricing: Electronic Bill Presentment and Payment Services

<table>
<tr><th colspan="4">InfoSend's Fees – Initial Set-up Costs

Implementation, professional services, and optional fees.</th></tr>
<tr><td rowspan="2">Professional Services Fees</td><td colspan="3">Online BillPay (EBPP) Initial Set-up Cost: Waived

One-time implementation fee. The above pricing includes:
Branding of the portal with customized logo and banner, configuration of email templates
InfoSend standard reports. A custom payment-posting file costs an additional $750.
This set-up fee does not include the programming required to transform your raw billing data into eBill PDF files. Pricing assumes you are currently using InfoSend's DPPM service, will be going live with this service before Online BillPay, or can provide PDF files to be used in Online BillPay.
Payment integration to one of InfoSend's existing preferred payment partners. Integration to a new bank/payment processor is not included and raises costs significantly (when available).
Presentment of client-provided PDF files if client is not already using InfoSend's Data Processing Print and Mail Service.
QuickPay Initial Set-up Cost: Waived

One-time implementation fee. Includes adding your logo and banner to the web portal and configuring email templates. Includes setting up payment integration to one of InfoSend's preferred payment partners.

CSRPay Initial Set-up Cost: Waived

One-time implementation fee. This is an optional service that can be used in conjunction with Online BillPay or QuickPay.

Email eBilling Service Initial Set-up Cost: Waived if client provides email address, $500.00 if InfoSend provides a portal for enrollment and preferences management.

One-time implementation fee. This is an optional service that can be used in conjunction with Online BillPay or QuickPay.

Please note: Clients must sign off on requirements documents (Statement of Work, project plan, etc.) before programming and system configuration can begin. Quoted implementation timeline begins upon approval of the SOW. Client can be charged additional fees and/or have the project go-live date delayed if requirements are changed after they have been finalized and signed off.</td></tr>
<tr><td>Professional Services Fee
Per hour and performed upon request. For customizations made to your Online BillPay configuration after go-live. Work is only started after receiving approval of a formal quote.</td><td>Per Hour</td><td>$150.00</td></tr>
</table>

Pricing: Service Fees

InfoSend's Fees – Online BillPay (EBPP) Service This pricing is based on an estimated number of bills that are created and sent out each month equal to 21,000 Documents Per Month. The individual prices shown in the table below apply only to the turnkey Online BillPay Service. Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.			
	eBill Loading and Storage Fee Fee to load each eBill PDF in the eBusiness system and store for 18 months. InfoSend will pre-load eBills for all customers into the system (to have prior bills in the system to display as soon as the customer enrolls). When all eBills are pre-loaded to the system your CSR's can use the eBilling CSR tool as a bill image archive. This can be helpful when customers call and request a copy of their bill, even if they do not use the eBilling portal. The eBilling CSR portal also provides payment history data, password reset features, and other common functionality.	Per eBill	$0.018
	Electronic Inserts - eInserts PDF copies of your physical inserts can be included in eBills at an additional cost. This will allow you to include the inserts in the eBill PDFs that are presented to your customers via the Online BillPay portal or emailed to the customer if you are not a healthcare organization and elect to let your customers decide whether they want their eBill PDFs attached to the new bill notification email.	Per Insert	$0.002
	Payment Initiation & PCI Compliance Fee Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.	Per Payment	$0.06
	Monthly Support Fee Per month fee to support the Online BillPay service.	Per Month	$100.00

Pricing: Service Fees (cont.)

InfoSend's Fees – QuickPay (No Enrollment) Service Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.		
Payment Initiation & PCI Compliance Fee Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.	Per Payment	$0.06
Monthly Support Fee Per month fee to support the QuickPay service.	Per Month	Waived

InfoSend's Fees – CSRPay Service Pricing assumes the acceptance and use of one of InfoSend's preferred payment partners.		
Payment Initiation & PCI Compliance Fee Per payment initiated to one of InfoSend's preferred payment partners. This is for all payment initiations for ACH, credit card, auto pay, same day or scheduled payments made through the system. Processing costs will be covered under separate contract directly with processor.	Per Payment	$0.06
Monthly Support Fee Per month fee to support the QuickPay service.	Per Month	Waived

InfoSend’s Fees – Email eBilling Service		
Per Email Fee Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.	Per Email	$0.05
Monthly Support Fee Per month fee to support the Email eBilling Service.	Per Month	Waived

InfoSend’s Fees – Premium Email eBilling Service		
Per Email Fee Per email sent. Includes creation of email bills and bill summaries based off InfoSend’s database. InfoSend will provide a portal for Premium Email eBilling enrollment. Customers can self-enroll for Premium Email eBilling. Customers can also self-update the email address used with Premium Email eBilling.	Per Email	$0.06
Monthly Support Fee Per month fee to support the Premium Email eBilling Service.	Per Month	Waived

Payment Processor Fees – eBusiness Products

These fees are contingent upon the implementation of one of the InfoSend eBusiness products.

Payment Processing Fees

Introduction

EPX, our premier online payment-processing partner, will process your payments and settle them to your bank account. Separate contracts will be required between you and EPX for ACH and credit card processing due to various banking and government requirements. InfoSend will be your lead contact for all aspects of the Online BillPay service, including payment.

The following indicates the current processing charges for ACH, Visa, and MasterCard payments that will be reflected in the final EPX contracts. Pricing is subject to change on a periodic basis by the credit card providers and is beyond the control of either InfoSend or EPX. The below fees are the main pricing components of payment processing; the final EPX contracts will include various uncommon and miscellaneous charges that may occur as well. EPX will automatically debit these fees from your bank account via ACH.

ACH Transaction Fee ACH transactions are a flat per transaction fee (no percentage based or other per transaction fees on top of this). ACH returns are charged at $3.50 each and you pass this charge on to your customer as you would a bad check.	**Per Transaction**	$0.19
Credit Cards, Debit Cards, and Pin-less Debit Cards The transaction fee to the right is the EPX transaction fee that applies to all card types. This is the only fee that EPX charges. All other fees are charged by the card companies and are exact pass-through rates. For example the assessment & interchange fees are decided by VISA, MasterCard, American Express and Discover and charged to EPX. Those fees are then passed on from EPX to you with zero markup.	**Per Transaction**	$0.19
Credit and Debit Cards – Transactions that Qualify for the Utility Discount Rate With the Utility Discount Rate applied, credit card transaction (Visa and MasterCard) will have a discounted interchange fee. Flat **straight pass through** of interchange **Utility Discount Rate of $0.75 per consumer card transaction** from Visa and MasterCard or $1.50 per business card + **exact pass through** on assessment + EPX transaction cost for credit and debit cards (shown above, includes Buyerwall PCI compliance).	**Interchange Pass Through Cost + EPX Cost for Card Transactions (shown above)**	
Credit and Debit Cards Credit and debit cards will incur these fees: **straight pass through** on interchange and assessment + EPX transaction cost for credit and debit cards (shown two rows above, includes Buyerwall PCI compliance).	**Interchange Pass Through Cost + EPX Cost for Card Transactions**	
Pin-less Debit Cards Cards that quality for pin-less debit will have a lower interchange fee than regular debit cards.	**Interchange Pass Through Cost + EPX Cost for Card Transactions**	

Monthly Statement Fee Base monthly Account & Reporting fee.	**Per Month**	$15.00
Set-up Fee	**One Time**	Waived

Note: There will also be some other miscellaneous charges in the processing contracts with EPX around areas like returned items (ACH and credit card), NSFs, etc. which are subject to change. These charges only get charges when these exception items might happen. These charges will be outlined in your EPX contract.

8. Pricing Terms and Conditions

Describe all proposed terms and conditions, including, with limitation, written warranties, maintenance/service agreements and license agreements.

Samples of InfoSend's standard contract and service level agreement are provided as follows.

[This is only a sample. Should we win your business the Agreement will be modified, if necessary, to match specifics in the final proposal that you accept.]

This Agreement entered into as of _______________ in Anaheim, California, by and between InfoSend, Inc. having its main office at 4240 E. La Palma Ave, Anaheim, California 92807 and [Client Name], "Client" having its main office at: [Address]. InfoSend's primary phone number is (714) 993-2690.

Section 1. Term of Agreement
The "Initial Term" of this Agreement shall be a period of thirty-six (36) months. Subsequent twenty-four (24) month "Renewal Periods" Term shall automatically commence upon the expiration of any term (Initial Term or Renewal Period) unless either party shall:
Execute a mutually agreeable Agreement Amendment prior to the expiration of the current term that documents a different mutually agreeable renewal period length.
Give written notice of non-renewal at least 60 days prior to the end of the current term. The party giving non-renewal notice can indicate if it prefers for the contract to be terminated at the end of the current term or for it to continue on a month-to-month basis if mutually agreeable to the other party. This notice must be sent in writing via certified mail, FedEx, UPS, all with delivery signature requested to cancel the automatic renewal of the Agreement for Renewal Period should a mutually agreeable Agreement Amendment not be signed before the end of the current term.

This Agreement automatically terminates any prior contracts, terms or agreements previously executed between InfoSend and Client to cover the same services contained in this Agreement, unless specifically referenced herein.

Section 2. InfoSend Services
Subject to the terms and conditions of this Agreement, InfoSend will provide to Client, and Client will purchase from InfoSend, the services listed in Exhibit A ("Scope of Primary Services") to this Agreement for the pricing set forth in Exhibit B ("InfoSend Fees"). In the event Client requires other consulting, installation, development and/or customization services, InfoSend shall perform and Client shall purchase such services in accordance with the provisions of Exhibit C ("Professional Services") of this Agreement.

Section 3. Termination
This Agreement and any future amendments to the Agreement may be terminated for cause as follows:

If either party breaches any material term or condition of this Agreement, other than for Client's failure to pay and other than a failure to perform due to the causes described in Section 8, "Force Majeure," and fails either to substantially cure breach within thirty (30) days after receiving written notice specifying the breach, or, for those breaches which cannot reasonably be cured within thirty (30) days, to promptly commence curing such breach and thereafter proceed with all due diligence to substantially cure such breach, then the party not in breach may, by giving written notice to the breaching party, terminate this Agreement in its entirety, or as it pertains to a particular Product, Deliverable, Service or Professional Service, as of a date specified in such notice of termination. All of the obligations of the parties contained in this Agreement, except for Client's obligation to pay fees, shall be deemed to have been performed in an acceptable manner unless the party not in breach provides the breaching party with written notice as stated above within sixty (60) days of the event giving rise to the breach.

If Client fails to pay when due any payables owed hereunder within thirty (30) days of receiving written notice of such failure to pay thereof, InfoSend may, at InfoSend's option, terminate this Agreement in its entirety or only as it pertains to a particular Product, Deliverable, Service or Professional Service, by giving written notice to Client, as of a date specified in such termination notice.

In the event that either party hereto becomes or is declared insolvent or bankrupt, is the subject of any proceedings related to its liquidation, insolvency or for the appointment of a receiver or similar officer for it, makes an assignment for the benefit of all or substantially all of its creditors, or enters into an agreement for the composition, extension or readjustment of all or substantially all of its obligations, then the other party hereto may, by giving written notice thereof to such party, terminate this Agreement as of the date specified in such notice of termination.

Upon termination of this Agreement or any portion hereof for any reason, all rights granted to Client under this Agreement with respect to terminated Products, Deliverables, Services and Professional Services, will cease and Client will promptly pay to InfoSend any and all charges due, including but not limited to payables that are due pursuant to this Agreement, the Discontinuance Fee set forth in Section 4 below and accrued finance charges; however, Client shall not be responsible for paying the Discontinuance Fee if this Agreement is terminated by InfoSend other than as a result of Client's breach of its obligations hereunder or is terminated by Client pursuant to Paragraph 3(a).

Section 4. Discontinuance Fee

The parties have mutually agreed upon the Fees for the Services to be provided hereunder based upon certain assumed volumes, and the Term of this Agreement. Because of the difficulty in ascertaining InfoSend's actual damages for Client's termination without cause or a termination of the Agreement due to a breach by Client prior to the expiration of the then-current Term, Client agrees that, prior to the effective date of such termination and in addition to all other payables then due and owing to InfoSend, Client will pay to InfoSend the following discontinuance fee:

The discontinuance fee is equal to two (2) months of the Client's average monthly billing for the previous 6 months of Service (excluding any postage charges and professional services fees that were invoiced in that time period).

Client shall not be required to pay the Discontinuance Fee if InfoSend terminates the Agreement pursuant to Section 3, Paragraph (a).

Bottom of Form

Section 5. Confidentiality of Information

All information and data relating to Client's business submitted by Client to InfoSend under this Agreement shall be treated as confidential by InfoSend and shall not, unless otherwise required by law, be disclosed to any third party by InfoSend without Client's written consent. InfoSend shall promptly notify Client should InfoSend be served with a summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, requests for admission, or other discovery request or court order from any third party regarding this Agreement and/or the Services performed under this Agreement.

InfoSend takes great care in both data security and human resource security. InfoSend has a Human Resources policy that requires all new employees to pass a background check performed by an outside company. All new employees must pass a drug-screening test as well. These practices will remain in place for the duration of the Agreement.

Section 6. Limitation of Liability and Indemnification

InfoSend will not be responsible for actions or omissions resulting from receiving data and/or following instructions received from Client. No damages shall be assessed against InfoSend when any delay or breach on InfoSend's part is caused by failure of Client to perform Clients' responsibilities or any other reason beyond the control of InfoSend.

InfoSend is a service provider, as such; Client acknowledges that data processing involves the risk of human and machine errors that InfoSend shall not be liable for any errors, omissions, delays or losses. In no event shall InfoSend be liable for indirect, special or consequential damages even if InfoSend has been advised of the possibility of such potential claim, loss or damage. The foregoing limitation of liability and exclusion of certain damages shall apply regardless of the success or effectiveness of other remedies. Notwithstanding anything to the contrary contained herein, InfoSend shall not be responsible for delays in receipt of Client information or processing Client information because of causes beyond its reasonable control, including, without limitation, failures or limitations on the availability of third party telecommunications or other transmission facilities and Clients' failure to properly enter and/or transmit information.

Section 7. Invoicing and Payment

InfoSend will issue weekly/bi-weekly/monthly invoices. Invoice terms are NET 30. Should Client dispute any invoiced charges it must do so in a reasonable time frame. Disputes must be made within 3 months of the invoice date. Past due invoices are subject to a 1.5% per month finance charge.

Client acknowledges that past due invoices must be paid in a timely fashion to avoid service interruptions. The recurring nature of InfoSend's services result in a rapid rise in the Client's account balance if Client's accounts payable process is delayed. This is especially true if InfoSend is invoicing client for postage charges. It is therefore necessary for InfoSend to put service on hold if past due account balances are not paid in a timely manner. The Past Due Accounts Receivable notes and procedures are outlined below:

InfoSend is at significant risk of financial loss if clients default on their past due debt. InfoSend's Accounts Receivable staff must therefore constantly monitor past due account balances and evaluate the risk of a client defaulting on debt if courtesy emails and finance charges do not reduce this risk. InfoSend reserves the right to reduce this risk by notifying Client's staff in writing that it must pay at least the portion of the account balance that is past due within five (5) days to avoid InfoSend's services being put on hold.

Should a hold be instated it will immediately be removed once payment is received.

Additionally, unpaid balances can result in cancellation of the agreement as per Section 3(b).

Section 8. Force Majeure

Neither party will be liable for any failure or delay in performing an obligation under this Agreement that is due to causes beyond its reasonable control, including, but not limited to, fire, explosion, epidemics, earthquake, lightning, failures or fluctuations in electrical power or telecommunications equipment, accidents, floods, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, fuel or energy shortages, acts or omissions of any common carrier, strikes, labor disputes, regulatory restrictions, restraining orders or decrees of any court, changes in law or regulation or other acts of government authority, transportation stoppages or slowdowns or the inability to produce parts or materials. These causes will not excuse Client from paying accrued payables due to InfoSend through any available lawful means acceptable to InfoSend.

Section 9. Miscellaneous
The substantive laws of the state of California shall govern this Agreement. It constitutes the entire Agreement between the parties with respect to the subject matter hereof. No representations and agreements modifying or supplementing the terms of this Agreement will be valid unless in writing, signed by persons authorized to sign agreements on behalf of both parties. This Agreement is not intended to, and shall not be construed to, create or confer any right in or upon any person or entity not a party to it.

Client		InfoSend, Inc.	
Name:	______________________	Name:	______________________
Title:	______________________	Title:	______________________
Signature:	______________________	Signature:	______________________
Date:	______________________	Date:	______________________

Exhibit A - Scope of InfoSend Primary Services

Client will select one or more of InfoSend's Primary Services from the list below by checking the box next to the Primary Service name. Any Primary Services not selected prior to the execution of this Agreement can be added at a later date via an Agreement Amendment. Optional Service Features can be turned on or off at any time without incurring a termination fee when turned off.

☑	Data Processing, Printing and Mailing Service ("DPPM Service"): During the term of this Agreement, InfoSend will provide data processing, printing and mailing services. The Service consists of processing data, printing documents, mail preparation, applying postage (where applicable) and sending via the United States Postal Service. Document types include but are not limited to bills, postcards and letters.
☐	InfoSend will provide eBusiness services (the "eBusiness Services"). During the term of this Agreement InfoSend can provide eBusiness Services. These services can include presenting bills online and/or accepting payment transaction information to facilitate ACH and/or credit card payments.

Section 1. Scope of DPPM Service:

Data Transfer and Processing
Client to transmit data to InfoSend in an agreed upon format. Should Client make changes to data file format after initial setup is complete it agrees to pay for the professional services required to accommodate the new file format. See Exhibit C – Professional Services for information on initial setup and ongoing programming changes.

A File Transfer Report will be emailed to the Client representatives who have opted-in to this email. A copy of this report is also available to download from the InfoSend website.

Client will have access to an online Job Tracking application that shows the progress of each file as it is processed and becomes a batch of documents to be printed and mailed. Client can see both the original input file name and the InfoSend-assigned "Job Code".

InfoSend will process the mailing addresses and perform the following functions:
Apply CASS-certified address validation
Comply with USPS requirements to obtain pre-sort automation rates
InfoSend will stay current with all USPS regulations required to mail presorted first class mail
InfoSend will provide proofs of the final print-ready PDF files to Client to be reviewed and approved before printing begins (if requested).
Document Printing and Mailing
Batches are printed by InfoSend using a high-speed production process onto the agreed upon forms.

Printed documents are put through a quality control process and then released to the mailing department to be inserted into outgoing envelope. The return envelope and any applicable inserts are included as well.

After a batch of mail is completed in InfoSend's system it will be marked as such in the online Job Tracker and a Process Confirmation Report will be emailed to the Client representatives who have opted-in to this email. A copy of this report is also available to download from the InfoSend website.

Exhibit B - InfoSend Fees

Section 1. Price Escalations to InfoSend Fees
InfoSend Fees can be adjusted once every twelve (12) months to account for increases in the cost of materials, labor, and other overhead costs. InfoSend reserves the right to increase InfoSend Fees on a yearly basis (starting with the first anniversary of the Agreement date). The Client will be notified, in writing, at least 30 days prior to such price increase. An amendment to this Agreement will not be required if the Fees are changed, unless the terms or conditions of the Agreement have changed. Postage fees can change at any time per USPS regulations and do not require an Agreement amendment.

In addition to this, if Client uses the Printing and Mailing Service, it accepts that InfoSend reserves the right to pass on any extraordinarily high increases to the cost of forms or envelopes at any time. The Client will be notified, in writing, at least 30 days prior to such price increase.

Section 2. DPPM Fees:
Client understands that print and mail production costs vary based on volume. The following InfoSend Fees are based on the estimated monthly/quarterly/annual volumes listed below. Should Client's actual continuous volume be less than 70% of the volume estimates Client has provided to InfoSend (listed below) then InfoSend reserves the right to invalidate the Fees listed in this Agreement. Should this rare situation arise then InfoSend will notify Client immediately and negotiate with Client in good faith to pass on any increased production costs to Client.

Sales tax is not included. Any applicable sales tax will be collected per government regulations.

The below pricing does not include any applicable initial setup fees, please see Exhibit C – Professional Services for initial setup fee and ongoing Professional Services Fees pricing.

[Should we win your business the pricing from your final proposal will be pasted here.]

Section 2.1. Custom Forms/Envelopes
If Client has selected the Printing and Mailing Service and at any time requests that InfoSend Fees include the cost of custom Client-specific materials (either in this Agreement or since its execution), then Client understands and accepts that these materials will be purchased in bulk to achieve the lowest possible per-unit cost. Client agrees to purchase any remaining supplies of requested custom materials (normally forms or envelopes) if Client stops using InfoSend's Service for any reason. Client agrees to purchase the remaining supply of custom forms/envelopes upon Client's request to change the custom forms/envelopes before the supply has been depleted.

Section 2.2. USPS Postage Rates
Postage rates are determined by the United States Postal Service. All postage rate changes are determined directly by USPS and are independent of any InfoSend service or materials fees. In no event shall any change in the postage rates affect the InfoSend service or materials fees. The Client will be invoiced the amount of excess for overweight and foreign mail.

Section 2.3. Postage Deposit
InfoSend purchases the postage needed to mail Client documents on the day of mailing. The postage charges are later invoiced to Client based on the Client's payment terms. InfoSend requires Client to submit a postage deposit prior to the first mailing to facilitate the payment terms. This amount will remain in deposit for the duration of the Agreement. Upon Agreement expiration or termination Client

must pay in full any outstanding invoices from InfoSend for payables created under this Agreement; the postage deposit will be refunded within fifteen (15) days of the date that the last open invoice is paid.

The postage deposit is subject to an annual review and may be adjusted to account for changes to Client average mailing volume or changes to USPS postage rates. There will be no more than one adjustment requested per year, if at all.

The postage deposit amount is calculated by multiplying the estimated number mail pieces per month by the current 5-Digit pre-sorted first class postage rate. The postage deposit amount due for your account is:
000,000 mail pieces per month x $0.376 x 2 = $.

Exhibit C – Professional Services

Section 1. Price Escalations to InfoSend Professional Services Fees
InfoSend Professional Services Fees can be adjusted once every twelve (12) months to account for increases to the cost of providing these services. InfoSend reserves the right to increase Professional Services Fees on a yearly basis, starting with the first anniversary of the Agreement date, if needed. The Client will be notified, in writing, at least 30 days prior to such price increase. An amendment to this Agreement will not be required if the Professional Services Fees are changed, unless the terms or conditions of the Agreement have changed.

Section 2. Definition of Professional Services
InfoSend Professional Services are the technical services that are required to perform the initial setup of the InfoSend Primary Services defined in Exhibit A and the technical services required to make changes to these Primary Services after the initial setup is complete. Once any Primary Service is live and operational Professional Services will not be required unless Client requests a change or makes changes to its data file format or business rules which necessitates a change to InfoSend's system configuration or programming. Examples of InfoSend Professional Services:

Project requirements gathering and analysis hours
Project management and/or consulting hours
Software development and system configuration hours related to the processing of Client's data
Software development and system configuration hours related to document design, web portal setup, business rule configuration, or any other applicable technical services
Application testing and deployment hours

Section 3. Professional Services Fee and Process for Approval and Payment of Fee

The current Professional Services Fee is $XXX.00 per hour.

Anytime a project will incur billable Professional Services hours Client will be informed before work begins. InfoSend and Client will execute a Statement of Work for project that Client wants InfoSend to undertake. The payment terms for the project depend on the size and scope of the project. The Statement of Work can include payment terms that are different than the terms listed in this Agreement for InfoSend Fees, otherwise these terms will apply and the project fees will be invoiced upon project completion. Small projects that incur less than five (5) hours of Professional Services can be initiated without a Statement of Work if Client accepts and executes a Programming Quote for this work.

All projects that will take more than five (5) hours of Professional Services work will require both parties execute a formal Statement of Work. Depending on the nature of the work required InfoSend would provide one of the following quotation methods:

Fixed Quote – a fixed project cost will be set. InfoSend may elect to waive this cost in some circumstances. Client understands and accepts that it must accept the terms and conditions of the Statement of Work for the project and that changes made to the project requirements, data file structure, etc. after the Statement of Work and any amendments to it have been finalized will require Client to pay for these changes on a Time and Materials basis. Client will be notified immediately if this scenario happens and given an option to keep the original project specifications to keep the fixed quote in place.

Time and Materials quote – should it not be possible to provide a fixed quote due to the nature of a Client's requested project then InfoSend will provide an estimated number of hours to complete the project and bill the hours on a Time and Materials basis. The Statement of Work will include the terms and conditions for these project types and Client will be invoiced weekly for the hours spent on the project.

Section 4. Initial Setup Cost: InfoSend Primary Services
The Initial Setup cost for the InfoSend Primary Services selected in Exhibit A are listed below. These costs have been provided using a Fixed Quote process, explained in Section 3 above. Client understands and agrees to these terms and to the project-specific terms and conditions that will be provided in the Statement of Work that will be created to capture Client's specific requirements and data types.

<table>
<tr><th colspan="2">Data Processing and Document Creation Initial Setup Fee
This applies to the following services, unless client provides pre-rendered PDF files:
DPPM Service, Online BillPay (EBPP) Service</th></tr>
<tr><td>Project Fixed Initial Setup Cost:</td><td>$0.XXX</td></tr>
<tr><td colspan="2">Project Summary: This project will be completed to process Client's input data files and create the output to be used for the print or online delivery channel.</td></tr>
<tr><td colspan="2">Project Details: A requirements gathering process will be initiated to build the Statement of Work required to begin programming and system configuration. During the requirements gathering process the InfoSend and the Client will discuss:

Client's custom data (if applicable). When custom data is provided by the Client a "field mapping" or "field description" document is required before project implementation can begin. This document is an absolute requirement; programming cannot be based on assumptions and all fields must be defined before programming can begin.
Document design. Client must sign-off on a document design "mockup" before programming can begin. The mockup is a visual representation of how the document will look after Client's custom data is processed by InfoSend's system.</td></tr>
</table>

Project Schedule: Project is estimated to take 8-12 weeks to complete. The Statement of Work will contain all client deliverables and responsibilities. Both parties agree to dedicate adequate resources to the project to complete it in the shortest amount of time possible. Should Client make changes to the data file after programming has begun it must pay Professional Services Fees, on a Time and Materials basis, to cover the programming changes required to accept the new data. Should the document design be changed after the final mockup is accepted and signed off on by the Client then Professional Services Fees will apply, on a Time and Materials basis, to cover the cost of making these changes. Changes to the Client data file, document design, or other key specifics collected and finalized during the requirements gathering process will impact the project completion date. Changes made after the Client has executed the Statement of Work and any follow up documents can cause delays to the project completion.
Project Cost has been Subsidized: InfoSend's internal cost to complete the project is higher than the cost quoted to Client at the top of this table. InfoSend has subsidized by factoring in years of Fees as it is confident that its quality of service will make Client want to stay with InfoSend for years beyond the Initial Term of this Agreement. Should Client cancel the project or terminate the Agreement at its convenience less than two (2) years from the Agreement date then it must pay a total of $6,000.00 (including any Initial Setup Cost already paid) to InfoSend to cover the Initial Setup cost.

InfoSend Sample Service Level Agreement

InfoSend takes very seriously the relationships it cultivates with its clients. We are extremely proud of the fact that we have not had a client discontinue service for cause in our 20-year history, and we'd like to continue that record. Each of our policies is set with service level agreements in mind. In regards to service level agreements, InfoSend abides by the following provisions:

Upon award of contract, InfoSend programmers will review the Client's data files and will estimate programming and implementation time. InfoSend Account Managers and the Client's project team will have a kick off call to discuss implementation timelines and project deliverables. InfoSend takes very seriously implementation timelines, and makes every effort for projects to go-live on time. InfoSend account managers and programmers are dependent on information from the Client, therefore we ask that the Client assign a dedicated project team that will serve as the main point of contact for information during the implementation process.

Performance

InfoSend has implemented over 400 unique clients, each with different types of data and other requirements. Because of our vast implementation experience, we are confident that we have the facilities to successfully launch the print and mail projects required by the Client. We have thoroughly reviewed data requirements outlined in this RFP and believe that each of the Client's requirements fall within InfoSend's normal operating procedures. All InfoSend processes are transparent to the Client, the end user. During implementation, and after go-live, InfoSend invites and provides tools for the Client to review the progression and accuracy of its print and mail statements. All jobs must be verified as approved before printing and release to InfoSend's other departments.

Security

The security of our clients' data is one of our utmost priorities. InfoSend employs many different tiers of security levels in order to ensure the safety of the data we process. Please refer to the security of this response for a detailed description of our security policies.

Availability

Upon award of the contract, InfoSend will immediately assign a dedicated Account Manager. The Client's Account Manager will be responsible for maintaining communications with the Client throughout the implementation process.

Our Client Services department is available Monday through Friday from 6:00 AM to 6:00 PM Pacific. If you require emergency assistance outside of our normal operating hours, you may call the InfoSend 24-hour support answering service. Support for critical issues is provided 24/7/365 with 4 hour or less response via an answering service.

Sample:

InfoSend is a service provider. As such, Client acknowledges that data processing involves the risk of human and machine errors. Except as otherwise provided for in this Agreement, InfoSend shall not be liable for any errors, omissions, delays or losses. In no event shall InfoSend be liable for indirect, special or consequential damages even if InfoSend has been advised of the possibility of such potential loss or damage. The foregoing limitation of liability and exclusion of certain damages shall apply regardless of the success or effectiveness of other remedies. Notwithstanding anything to the contrary contained herein, InfoSend shall not be responsible for delays in receipt of Client information or processing Client information because of causes beyond its reasonable control, including, without limitation, failures or limitations on the availability of third party telecommunications or other transmission facilities, and Client’s failure to properly enter and/or transmit information. An exception to the limitation of liability is the Service Level Agreement (“SLA”). The SLA applies even in the case of a natural disaster or other issue that necessitates the transfer of the Service to a disaster recovery facility. InfoSend and Client agree on the following SLA:

Documents will be printed exactly as displayed in the Client-approved sample file.
Documents will be printed on the correct forms and inserted into the correct envelopes.
The documents will be printed and mailed the same business day. See Exhibit A for details on the specific deadlines that Client and InfoSend must meet to facilitate same-day printing and mailing of Client data.

If the above SLA is not met, a 10% Service Fee penalty will be provided for each business day that a batch of bills is delayed. The penalty would apply to InfoSend’s Service Fees only and not to postage or materials (bill stock, envelope stock, etc.). If the data is not printed as displayed in the Client-approved sample file, a 50% Service Fee credit will be provided if the issue did not impact all documents in the batch or did not impact the ability for customers to understand the documents and remit payments. If the issue affected all documents in the batch or impacted the ability for the customer to understand the document, a 100% Service Fee credit will be applied (e.g. the wrong data was printed due to an InfoSend data processing error).

9. Samples

Vendor should provide utility bill samples from other clients. Samples should be provided on actual bill stock and printed using production printer. Vendor should also show sample reports and screenshots on key account management features on vendor's website.

InfoSend has provided as an attachment to the end of this response samples from current InfoSend clients, the majority of which are produced from clients providing InfoSend with Advanced Utilities Systems outputs, in both 8.5"x11" and 8.5"x14" formats.

Sample reports and screenshots of InfoSend's key account management features are provided as follows:

InfoSend.com Web Administration

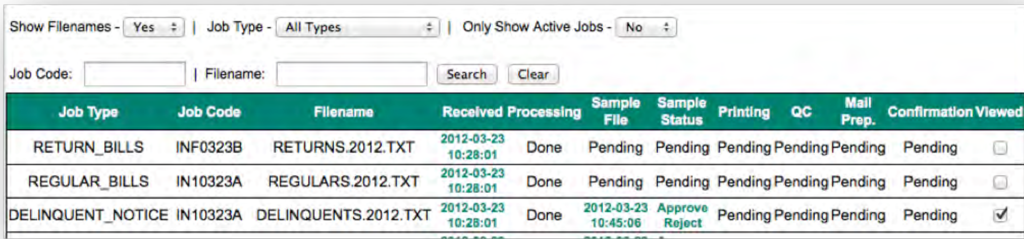
A key component InfoSend's Customer Communications Management (CCM) platform is the full web administration provided to clients on www.infosend.com. The InfoSend website allows clients on a 24/7 basis to upload, view, approve, control messaging on output, as well as interact with InfoSend Client Services.

Secure SaaS Cloud Solution
InfoSend's website is fully hosted at www.infosend.com and does not require clients install any software beyond a modern web browser (Chrome, Firefox, Internet Explorer, Safari, etc.). The solution utilizes the latest encryption technology required to ensure communications are unable to be intercepted or accidentally exposed. All sessions occur over HTTPS with TLS encryption, and each client user must be uniquely registered to an email address by an Administrator.

The website provides options to set both user roles and permissions, ensuring only the appropriate level of access is granted to the user at the client organization.

File Submission and Job Tracking:
Clients are able to upload files directly to InfoSend over the HTTPS connection, allowing users to send the input data for InfoSend processing on demand (note: PGP file encryption and secure FTP also available).

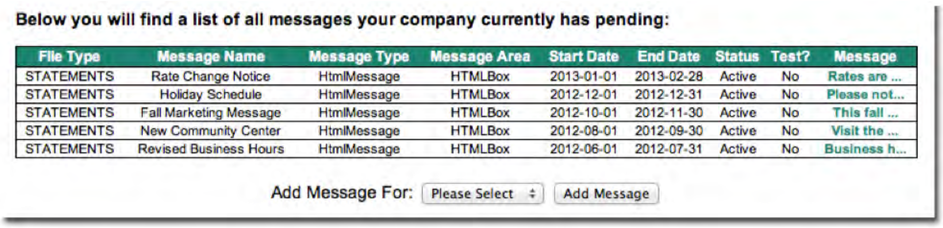
All status on the fulfillment of client output is displayed via the online tool: confirmation of receipt, processing status, sample file and approval status (optional), Printing, Quality Control, Mail Prep and Confirmation of distribution. Clients are able to check the "Viewed" box to confirm that the batch was reviewed internally.



Job Type	Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep.	Confirmation	Viewed
RETURN_BILLS	INF0323B	RETURNS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	☐
REGULAR_BILLS	IN10323A	REGULARS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	☐
DELINQUENT_NOTICE	IN10323A	DELINQUENTS.2012.TXT	2012-03-23 10:28:01	Done	2012-03-23 10:45:06	Approve Reject	Pending	Pending	Pending	Pending	☑

Sample Approval
This optional workflow allows clients to download a sample of the output, with an included Process Summary report of the input/output counts, Inserts to be included, suppressions and a postage estimate. The sample file can contain the entire output, or a subset based on client criteria. Upon approval the sample output is released for production and distribution by InfoSend.

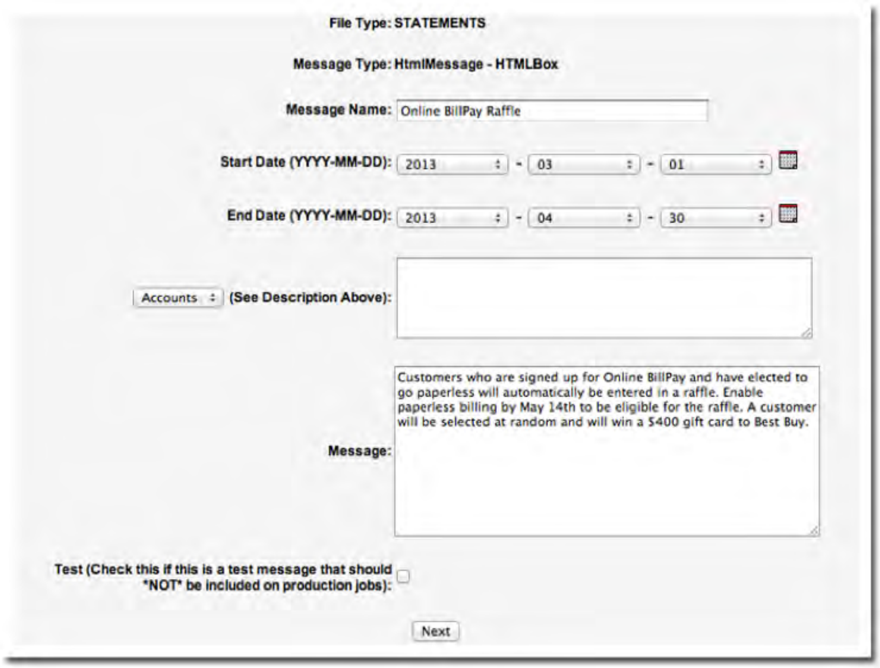
Message Manager
This free account management tool is a custom built web-based application that allows clients to control the messages that print on output. Clients can schedule the messages months or even years in advance, as well as set criteria to assign unique messages to different types of customers, or even to individual accounts. A PDF preview displays the message in the actual font that will be used.



Below you will find a list of all messages your company currently has pending:

File Type	Message Name	Message Type	Message Area	Start Date	End Date	Status	Test?	Message
STATEMENTS	Rate Change Notice	HtmlMessage	HTMLBox	2013-01-01	2013-02-28	Active	No	Rates are ...
STATEMENTS	Holiday Schedule	HtmlMessage	HTMLBox	2012-12-01	2012-12-31	Active	No	Please not...
STATEMENTS	Fall Marketing Message	HtmlMessage	HTMLBox	2012-10-01	2012-11-30	Active	No	This fall ...
STATEMENTS	New Community Center	HtmlMessage	HTMLBox	2012-08-01	2012-09-30	Active	No	Visit the ...
STATEMENTS	Revised Business Hours	HtmlMessage	HTMLBox	2012-06-01	2012-07-31	Active	No	Business h...

Add Message For: Please Select | Add Message



File Type: STATEMENTS

Message Type: HtmlMessage - HTMLBox

Message Name: Online BillPay Raffle

Start Date (YYYY-MM-DD): 2013 - 03 - 01

End Date (YYYY-MM-DD): 2013 - 04 - 30

Accounts **(See Description Above):**

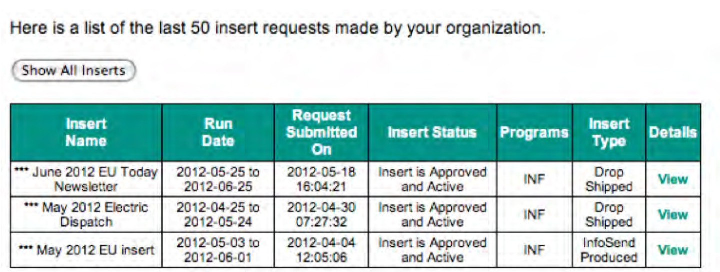
Message: Customers who are signed up for Online BillPay and have elected to go paperless will automatically be entered in a raffle. Enable paperless billing by May 14th to be eligible for the raffle. A customer will be selected at random and will win a $400 gift card to Best Buy.

Test (Check this if this is a test message that should *NOT* be included on production jobs):

Next

Insert Management

The Insert Management tool is designed for clients to control what additional materials will be included with the standard output. Clients may request InfoSend Produced Inserts as well as schedule drop-shipped inserts from within the tool. The tool also provides the history of all Insert requests for client reference.

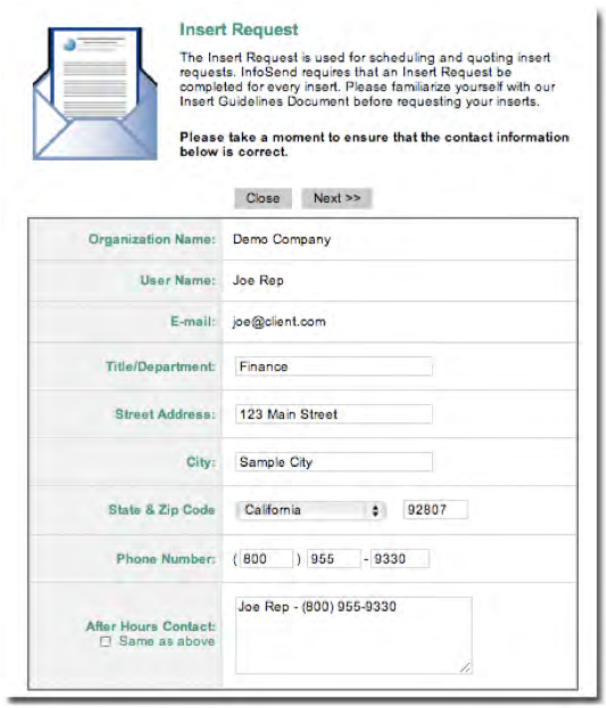


Here is a list of the last 50 insert requests made by your organization.

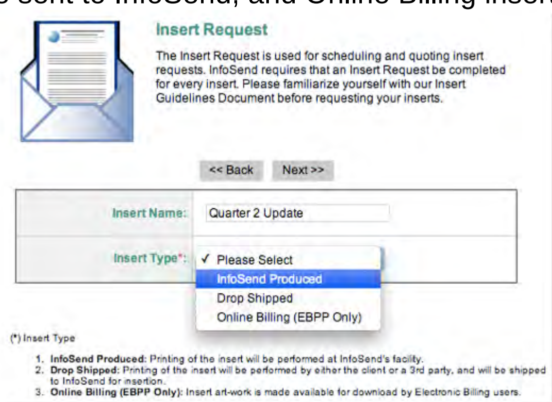
Show All Inserts

Insert Name	Run Date	Request Submitted On	Insert Status	Programs	Insert Type	Details
*** June 2012 EU Today Newsletter	2012-05-25 to 2012-06-25	2012-05-18 16:04:21	Insert is Approved and Active	INF	Drop Shipped	View
*** May 2012 Electric Dispatch	2012-04-25 to 2012-05-24	2012-04-30 07:27:32	Insert is Approved and Active	INF	Drop Shipped	View
*** May 2012 EU insert	2012-05-03 to 2012-06-01	2012-04-04 12:05:06	Insert is Approved and Active	INF	InfoSend Produced	View

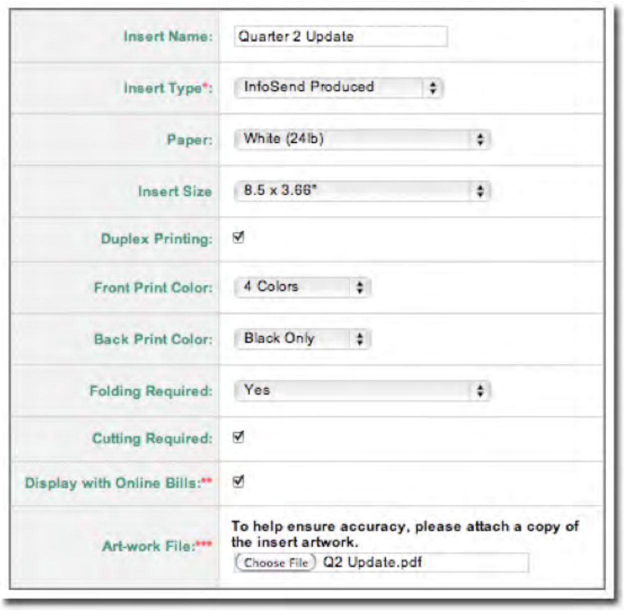
The Insert Management tool pre-populates forms with the user's information:



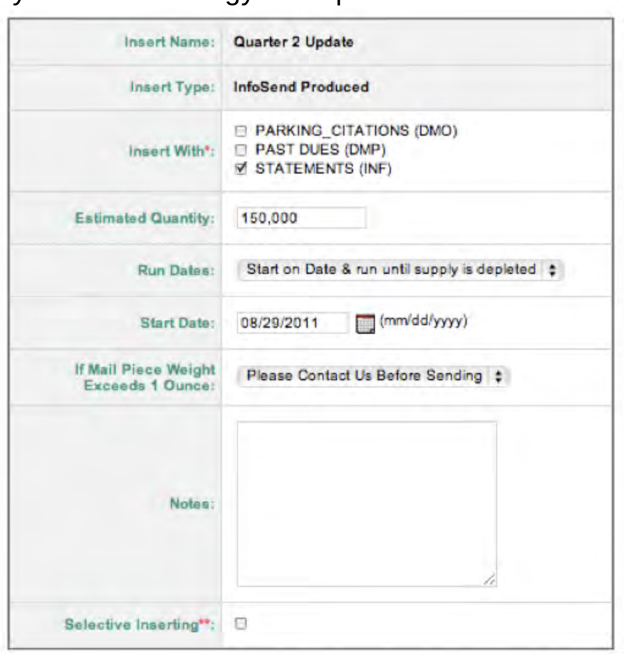
This tool asks users to input an insert name as well as select the type of insert. InfoSend Produced Inserts will be printed at InfoSend's facility or a local offset printing partner, Drop Shipped inserts must be sent to InfoSend, and Online Billing inserts are electronically presented:



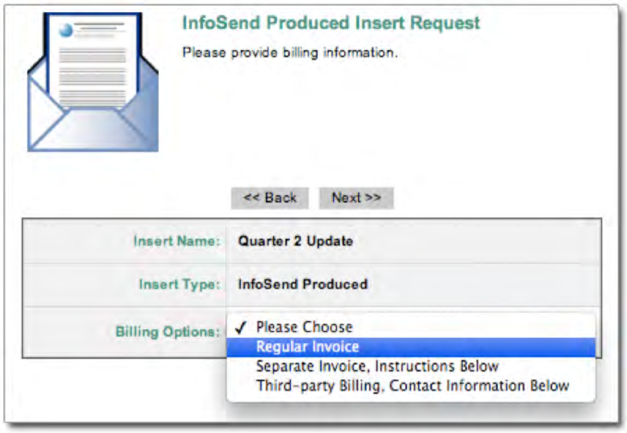
For InfoSend Produced inserts, users are able to use the automated Insert Management tool to select insert printing specifications. This form also allows users to upload artwork files for review by InfoSend's team:



The tool allows users to designate the job types inserts should be included with, as well as specify quantity and run dates. InfoSend also enables users to utilize selective inserting. Selective inserting is a dynamic technology that specifies which inserts will be included for certain account types:



Clients can also designate insert billing options on the next screen. Once the insert request has been completed, users will receive an email confirmation detailing the request. Users must authorize the confirmation before an insert request is activated.

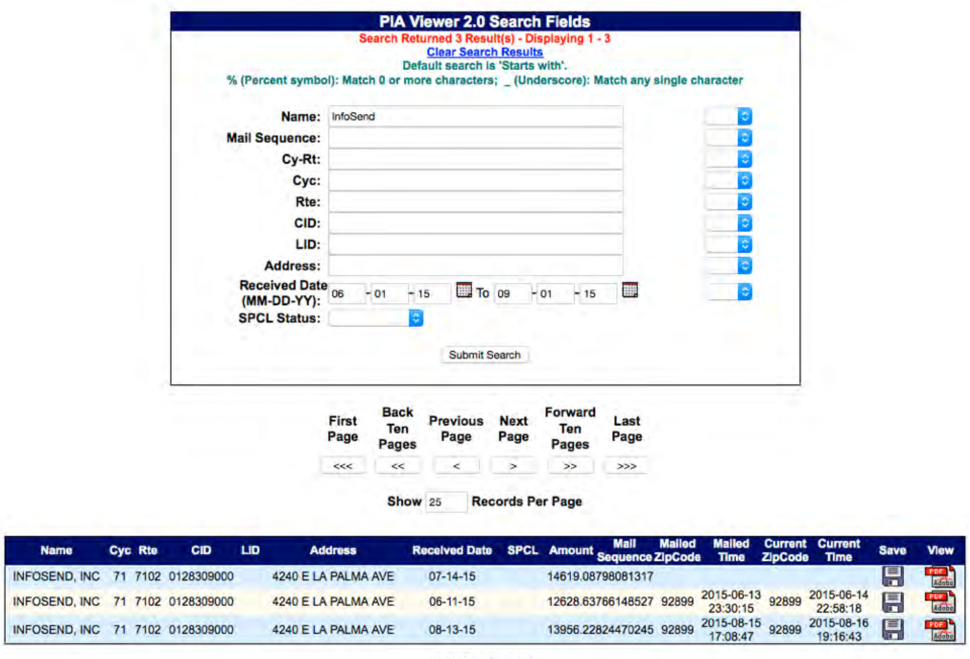


Print Image Archive and Mail Tracking

This optional service is a document archiving tool used by client customer service representatives to download PDF copies of any document that InfoSend produces. This web application allows authorized users to query the database by customer name, account number, or up to **three other custom fields**. Clients can also email documents to directly to customers from the application.

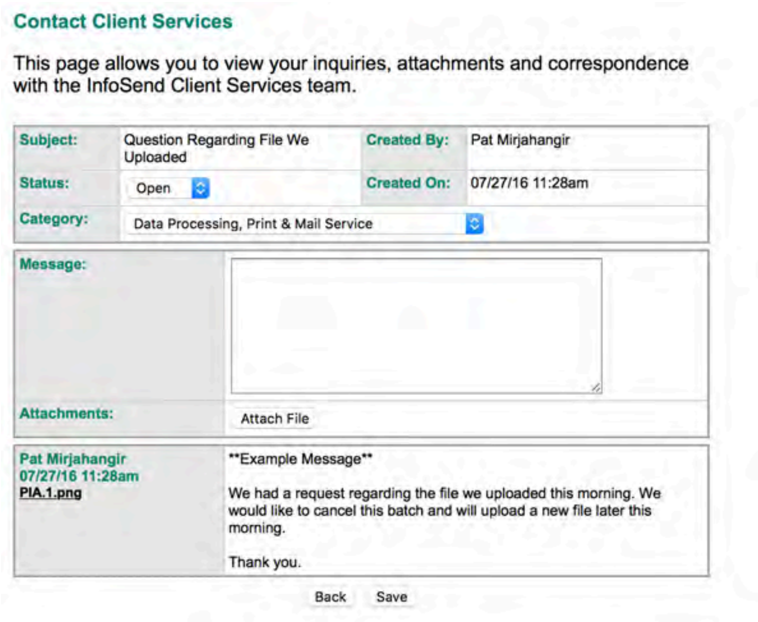
Clients who purchase the Print Image Archive service then you will automatically get Mail Tracking at no additional cost. The USPS data is provided via the IMB Tracing service, where all qualified mail with an Intelligent Mail Barcode that is scanned at a sort facility is logged. This data provides insight into the estimated delivery timeframe of mail to the customer. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Example Search and Results:



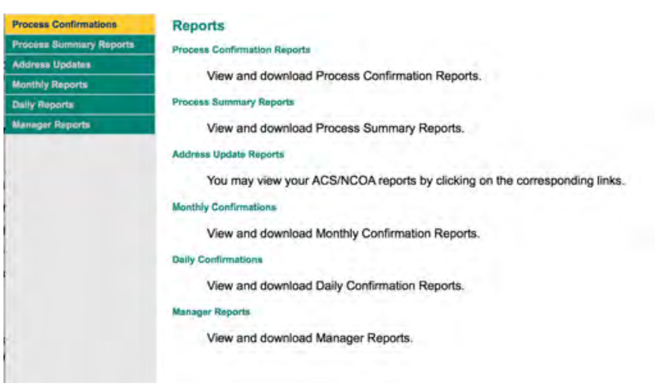
Support Tracking

This tool allows clients to submit change or support requests directly to InfoSend staff via a secure, transparent ticketing system. Clients are able to include file attachment securely, and receive responses from InfoSend staff. The tool allows multiple client contacts to collaborate on the request, and email alerts are sent anytime an update has been made by clients or InfoSend. The tool shows historical requests and allows filtration by Issue Category, as well as the Status of Open or Closed.



Reporting

InfoSend's standard reporting automatically posts report files to the secure website for client retrieval. The typical standard reports include the Process Summary, Process Confirmation and Address update reports. Clients may choose to download the reports at anytime.



10. Conversion Plan

Conversion Plan – the vendor must provide on-sight training to our staff for the operation and use of its utility billing services. Describe the plan the vendor will coordinate to ensure a smooth transition.

InfoSend, as a cloud-based solutions provider, engages clients during implementation and support via phone, email and web-based tools, including web-browser screen sharing. All setup, training and request tracking is provided virtually using industry standard tools. InfoSend does not anticipate the necessity of on-sight training to provide the services specified by the District. Should there be specific training needs that cannot be met via the standard tools during implementation, InfoSend agrees to send a representative for a half day of onsite training at a nominal cost as related in the Pricing Section of this response.

InfoSend Implementation

InfoSend's client-focused service and industry leading client retention rate starts with a successful implementation. Since 1996 InfoSend has continually refined the implementation process to ensure clients Go-Live occurs expeditiously and without error.

The project is started with a dedicated Account Manager assigned to the project. The Account Manager acts as the primary point of contact with clients, while working with all internal InfoSend programming and operations staff. All critical communications sent to or received from clients during the implementation are centrally archived in the InfoSend CRM system, ensuring all aspects are documented and the implementation can continue should the primary resources be out of the office.

The Account Manager establishes key milestones and completes standardized steps in the InfoSend implementation plan. The process includes requirements gathering and analysis of the application to be developed, resulting in a Statement of Work (SOW) for client approval. Once the SOW is approved, the application undergoes development. Prior to completion of development, the application is reviewed by a secondary Account Manager or member of the IT management group to ensure that no task was left undone or done incorrectly. Sample output is produced and checked by InfoSend Quality Control, automated Quality Control methods are configured within processing, and finally output is provided to clients for review and approval.

During the last phase of the implementation the application is put into Parallel Testing mode. During this time clients are encouraged to transfer copies of live data to InfoSend to be automatically processed and output for review. Clients check the output to ensure that it is satisfactory and any requested revisions will be completed before go-live. Clients are also trained on how to use InfoSend tools and reporting to support the application at this time.

Go-Live of the application includes an "all-hands" approach, with all key InfoSend managers required to review the launch day activity and sign off before application output is final. After Go-live, your Account Manager performs a post go-live follow up to ensure client satisfaction.

InfoSend 12 Week Implementation Timeline

Based on previous experience with Clients of similar size and structure, the following timeline has been provided for project implementation. The proposed timeline gives both parties ample time to complete the project. The implementation timeline begins once the contracting phase has been completed and InfoSend has received a test data file from the Client. Receipt of the test data file will allow the Account Manager to begin the technical implementation.

This is only a sample timeline. If a shorter implementation is necessary, clients will be need to provide responsive engagement during requirements gathering, answering any questions that InfoSend has in a timely manner to allow the project to progress at a more rapid pace. The following work schedule requires minimal effort from the Client on a week-to-week basis and provides ample time for parallel testing.

Week 1: (Begins once signed contracts, test files, and current output samples are received)
Familiarize each party with the project managers assigned to the implementation
Discuss the client specifications and requirements
Discuss requested formatting changes to client output
Begin development of mockups incorporating client feedback
Milestones, Week1: Hold kick-off call and complete Client Installation Checklist

Week 2:
Provide first draft mockups
Begin to discuss data processing details and data mapping in correlation to mockup
Finalize any open items on the Client Installation Checklist
Review mock-ups via online meeting to incorporate Client feedback in real-time
Milestone, Week 2: All Client deliverables received and documented

Week 3:
Finalize mockups
Provide proofs for custom preprinted form and envelope (if applicable)
Continue gathering data processing details and developing programming logic
Milestone, Week 3: Client approval of mock-up outputs

Week 4:
InfoSend will present the Client with a formal Statement of Work (SOW), which captures all requirements for the implementation project and production of outputs.
Client reviews SOW and requests changes/clarification on any relevant items.
InfoSend obtains Client sign-off on the SOW.
Milestone, Week 4: Signed SOW is received, project planning complete

Week 5:
InfoSend Application Development begins
InfoSend Account Manager works with InfoSend programming team to execute application per the SOW
Milestone, Week 5: Application Development Begins

Week 6:
InfoSend Application Development continues
Account Manager reviews any questions which came up during development with the Client
Milestone, Week 6: Application Development continues

Week 7:
InfoSend provides first set of samples for review
Client reviews the output samples and provides feedback to your Account Manager about requested changes
Client feedback is communicated to InfoSend's development team for incorporation into the outputs
Begin payment/lockbox/other ancillary testing (if applicable)

Milestone, Week 7: Draft training schedule is created for the Client's operations team

Week 8:
Additional rounds of sample review are conducted for the outputs
InfoSend and the Client will meet to discuss changes and work to refine the outputs
Milestone, Week 8: First samples provided for Client review

Week 9:
Additional rounds of sample review are conducted for the outputs
InfoSend and the Client will meet to discuss changes and work to refine the outputs
Milestone, Week 9: Additional samples provided for Client review

Week 10:
Final round of changes are conducted for the outputs
Receive approval on the outputs
Conduct training for Client staff on InfoSend systems and application management
Complete payment/lockbox/other ancillary testing (if applicable)
Begin parallel testing of application
Milestone, Week 10: Complete training and testing

Week 11:
Complete parallel testing of application
Receive and process first live file for distribution
InfoSend will conduct extended quality assurance reviews on the first live files to ensure that all expectations for accuracy and quality are being met.
Milestone, Week 11: Receive approval of outputs and prepare for go-live

Week 12:
Milestone, Week 12: Go-live

Subsequent 2-4 Weeks:
Follow up review of project, deliverables and service with client to confirm satisfaction
Officially close project within InfoSend CRM

11. Service Enhancements

Based upon the information presented in this RFP and the supplier's knowledge of the public sector, describe any enhancements, technological or otherwise, that the District shall consider to improve operational efficiency.

InfoSend's deep experience servicing the public sector has led to product and service innovations that help reduce cost and staff burden for agencies like the District.

- InfoSend offers a retail payment network to service cash paying customers 24/7, reducing the burden of handling in person payments at the cashier.
- InfoSend offers a door hanger/shutoff notice workflow via FedEx, freeing up agency staff and vehicles from hand delivering notices.

PayNearMe Retail Payment Network

InfoSend, in conjunction with PayNearMe as its partner, is offering an alternative cash payment channel to benefit clients with a high percentage of cash-based based customers. The InfoSend/PayNearMe partnership enables billers an efficient method of collecting cash payments from the approximate 60 million Americans not owning a bank account, credit or debit card.

What is PayNearMe?

PayNearMe provides cash bill payers with an easy way to make payments 24/7 in their own neighborhood in less than 60 seconds at any of the 17,000 participating 7-Eleven, Family Dollar, and ACE Cash Express stores across the United States.

Customers will make their cash payment by agreeing to pay a small convenience fee assessed at the time of the payment. Clients are not required to manage or collect the cash convenience fee, and InfoSend supports full reporting functions.

How Does It Work?

Enrolled billers must utilize InfoSend's Data Processing Print and Mail service to qualify for the bundled solution. Bills will be redesigned to accommodate PayNearMe's Payment Code specifications. This Payment Code will be scanned by the POS system at 7-Eleven, ACE Cash Express and Family Dollar locations.

The PayNearMe Payment Code can also be sent to the customer's smartphone if the customer does not have their bill with them.

PayNearMe can be used in addition to InfoSend's Online BillPay and/or QuickPay to provide customers a secondary cash payment channel as an alternative to walk-in payments or electronic payment channels.

No risk – Funds are guaranteed by PayNearMe upon receipt of cash payment at a participating retailer.

PayNearMe setup includes specific parameters such as required space on the billing document as well as printing setup. InfoSend will analyze each Biller's setup to determine feasibility.

Map of PayNearMe retail footprint:

Shutoff Notifications via FedEx

FedEx Express

InfoSend offers a notification service for utilities faced with the onerous task of delivering shut off notices to delinquent customers. ***Shut Off Notification Delivery*** *via FedEx* provides utilities with a cost-efficient and timely alternative to manually delivering door hanger shut off notifications.

Manual Door Hanger Notifications are Costly

Shut Off Notification Delivery allows utilities to avoid fees commonly associated with manually delivering shut off notices

Delivery vehicle cost

Delivery personnel cost

Cost to print shut off notice

Time spent delivering notices

Added liability with manual delivery

Shut Off Notification Delivery via FedEx allows utilities to send time sensitive shut off notices at a fraction of the cost with no delivery liability. Benefits include:

Real-time tracking and delivery confirmations

Frees up employees normally tasked with delivering notices
Utility employees no longer exposed to risky safety considerations involving manual delivery of notices including unsafe areas, dog bites, and disgruntled residents.

<u>Features</u>

Notifications are printed in full color with shut off information on one side of the sheet and FedEx shipping information on the reverse side. Each notice is delivered in a FedEx envelope.
Notices sent in this manner are viewed as more official than standard mail delivery or door hanger placement – **Grabs Customer Attention!**

Automated processing, printing, and delivery
Shut off notification process becomes less stressful and more efficient for utilities

FedEx Standard Overnight and FedEx 2 Day delivery service options.

12. Additional Information – Response to Scope of Work

Scope requirements copied in gray text – InfoSend's response provided in black text.

II. Scope of Work A1. Vendor must be a full service supplier who is capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, or programming.

InfoSend is a full service provider and will provide all services requested with no subcontracting.

II. Scope of Work A2. Vendor must provide programming and bill design services as required. The design should be able to accommodate the use of graphics, bar graphs and color where feasible. The paper and ink must conform to specifications for automated receipt processing including cleanliness, porosity, opacity, reflectance and color.

InfoSend Document Design Services

InfoSend's Account Managers are trained in the use of various graphic design tools which are leveraged to create your documents. The Account Manager assigned to this project will work with the client's project team to create outputs which meet the high standards expected by our clients. Wherever possible we will look to provide suggestions to improve the look, feel, readability, and/or response rate for your custom communications using our extensive experience in a wide-variety of industries. All of the graphic design work for your projects will be conducted in-house at InfoSend allowing for us to maintain a high level of quality and responsiveness to your requirements.

InfoSend maintains a wide array of printing and finishing equipment necessary to handle transactional and promotional document production, including:
Grayscale and full color laser printers
Full Color Inkjet printer
High-capacity offline folding equipment
High-capacity industrial cutting equipment
Variable speed mail inserting equipment
Proprietary and licensed software solutions for processing data, creating client outputs, maintaining USPS compliance

II. Scope of Work A3. Vendor must provide a means for secure data transmissions and confirm receipt of the data.

Client Input-Data Transfer and Acknowledgement

Secure File Upload Options: Data files can be sent to InfoSend via FTP or SFTP. Clients can also log in to InfoSend's secure website and upload files using the HTTPS file upload method. Optionally, and depending on client security requirements, password protected or PGP/GPG encryption can be utilized on the files. When a file is received, it is automatically time stamped and logged in InfoSend's Job Tracking database.
Duplicate File Prevention: All data transfers are checked against an archive of file-level hashes and if a match is found, the system will detect the file as a duplicate. If a duplicate is detected, the processing

program is halted and a warning is generated, calling for immediate follow up by InfoSend support personnel.
Multi-File Inputs: InfoSend's system can be configured to create batches based on multiple source files, as well as wait a pre-determined amount of time for more client records to be transferred before beginning the batch processing.
Process Confirmation: Successfully transferred files are identified by client input type, resulting in a confirmation receipt sent.

II. Scope of Work A4. The vendor will be required to print, insert, meter and mail via first class postage the completed statements the same business day. Vendor must make every effort to mail it the same-day, and if this is not possible the bills must be mailed the next business day. Vendor must contractually guarantee this schedule.

InfoSend can provide mailing of all bills/notices the same business day as receipt. The timeline required will be:

- File must be successfully transferred to InfoSend by 9am Pacific.
- If optional Sample Approval workflow utilized, sample must be approved by 10am Pacific

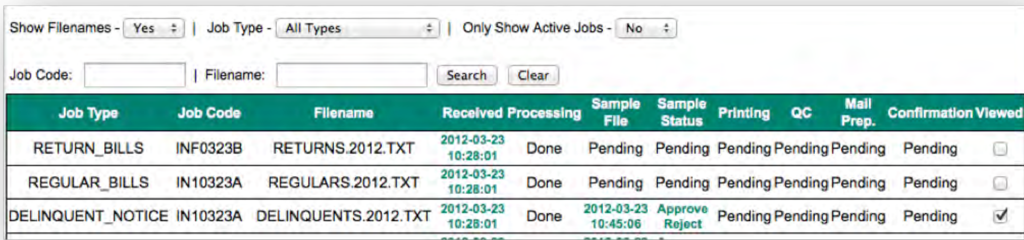
II. Scope of Work A5. Vendor must store/warehouse all forms and envelopes used to process District bills. Vendor must provide one per-unit fee that includes all services, except postage. Per-unit fee must include all materials, data processing, printing and warehousing required for printing and mailing of each bill. Per–unit price must be all-inclusive and there can be no additional charges for jammed/wasted materials or other overhead.

InfoSend provides storage of forms and envelopes used to process District bills at no cost. InfoSend unit pricing will cover all materials, data processing, printing and warehousing required for printing and mailing of each bill.

II. Scope of Work A6. The vendor must provide for the District to view and approve sample bills online before the bills are printed and mailed, at no additional cost to the District.

File Submission and Job Tracking
Clients are able to upload files directly to InfoSend over the HTTPS connection, allowing users to send the input data for InfoSend processing on demand (note: PGP file encryption and secure FTP also available).

All status on the fulfillment of client output is displayed via the online tool: confirmation of receipt, processing status, sample file and approval status (optional), Printing, Quality Control, Mail Prep and Confirmation of distribution. Clients are able to check the "Viewed" box to confirm that the batch was reviewed internally.



Job Type	Job Code	Filename	Received	Processing	Sample File	Sample Status	Printing	QC	Mail Prep.	Confirmation	Viewed
RETURN_BILLS	INF0323B	RETURNS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
REGULAR_BILLS	IN10323A	REGULARS.2012.TXT	2012-03-23 10:28:01	Done	Pending	Pending	Pending	Pending	Pending	Pending	
DELINQUENT_NOTICE	IN10323A	DELINQUENTS.2012.TXT	2012-03-23 10:28:01	Done	2012-03-23 10:45:06	Approve Reject	Pending	Pending	Pending	Pending	✓

Sample Approval
This optional workflow allows clients to download a sample of the output, with an included Process Summary report of the input/output counts, Inserts to be included, suppressions and a postage estimate. The sample file can contain the entire output, or a subset based on client criteria. Upon approval the sample output is released for production and distribution by InfoSend.

II. Scope of Work A7. Upon District request, vendor must be willing to provide at no cost parallel data processing for one month, or until District's satisfaction before official start of service. Vendor will provide data processing and display bills in PDF format.

InfoSend offers parallel data processing with PDF samples at no cost for the period of time required or preferred by the client. Please refer to section 10. Conversion Plan for details on the InfoSend implementation timeline, which includes a parallel testing step. This step can be shortened or lengthened based on client or project requirements.

II. Scope of Work A8. The vendor must support bill inserts printed by the District and provide insert printing as well.

InfoSend provides full support of bill inserts for inclusion with the bills, both drop shipped by clients and produced by InfoSend. InfoSend has a dedicated Direct Communications department to assist clients in reaching their customers with inserts and mailings.

InfoSend Direct Communication Highlights

- Full capability to support one-time or recurring print runs for special outbound customer communications, such as buck slips, postcards, letters, flyers, brochures.
- Support for inserting materials within existing customer transactional document, with capability to selectively insert for specific customers based on client criteria.
- Support for printing marketing materials on the fly, "inline" with customer transactional document, for just-in-time manufacturing.
- Ability to apply special messages that show through windows or directly on the envelope to ensure customer visibility.
- Dedicated personnel and online requests tools that provide quotes for any required services, from artwork design through fulfillment.

II. Scope of Work A9. Vendor must provide electronic pre-sorting services to maximize postal discounts and mail bills at the lowest first class rate. Software used to pre-sort must be USPS approved.

Mail and Postage Management

InfoSend processes each client files through United States Postal Service (USPS) certified and approved software to ensure Coding Accuracy Support System (CASS) certified address validation and presorting. The CASS system improves the accuracy of carrier route, 5-digit ZIP, ZIP + 4, and delivery point codes that appear on mail pieces. Postal barcodes are then added to documents and the files are printed in presort order. InfoSend works closely with USPS to maintain compliance with all of the latest features and services that add value to our client’s mailings and ensures clients receive the least cost for postage.

Postage is the *most expensive component* of mailed document production, a very important cost consideration when selecting a document production partner and not all vendors provide the most cost saving discounts available. InfoSend monitors the latest USPS requirements and works closely with our mail-entry locations to ensure that we are taking the fullest advantage of these discounts, and passing them along to our clients. One of the more recent USPS cost saving opportunities is the Full-Service mailing option using the Full-Service Intelligent Mail barcode. The Full-Service option provides a number of benefits for qualifying mail pieces. One of the most significant is a postage discount of $0.003 on each qualifying mail piece below the normal lowest pre-sort 5-digit postage rate. *InfoSend will implement the Full-Services Intelligent Mail barcode to all the client documents we produce, if selected, saving the clients thousands of dollars in postage costs.* As the USPS continues to develop the full service option, InfoSend will communicate additional features and services that may be available to our clients using this option.

Address Validation and Presorting

All addresses are put through CASS certified address validation. This adds the 4-digit extension to the Zip Code, creates the USPS Full-service Intelligent Mail Barcode, and digitally presorts the addresses. Batches containing at least 500 bar-coded mail pieces are digitally presorted and delivered to the USPS at the lowest possible rate. InfoSend will obtain the maximum presort postage discounts for you.

InfoSend's Anaheim headquarters and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU). Having DMU status means that outbound first class mail is inspected by USPS employees located at our production facility, removing the need for our mail to be inspected after delivery to the USPS. Mail that is presorted at InfoSend's facility is able to directly enter the postal distribution system, expediting mail turnaround and delivery times.

USPS Move Updates

InfoSend will ensure that clients comply with the USPS Move Update requirements. Customers often fill out a change of address form with the USPS without informing others (i.e. DMV or voter registration) of the change. The USPS does not forward first class mail to the new address at no cost as it once did. Mailers must use a USPS approved method to keep your customer address database up to date to qualify for presort discounts.

InfoSend offers two move update services that are compliant with the USPS. There is no set-up or monthly fee, just a per-item reporting fee.

The first Move Update option is the **Address Change Service (ACS)**. When this option is selected the USPS forwards your mail to the new address and records the action in their database. InfoSend retrieves this information weekly and sends you an electronic report of the forwards. Per USPS requirements you must update the addresses in your database using the information that is reported back to you by the USPS. Failure to update your addresses within the USPS's deadline will result in the loss of presort postage discounts.

The second Move Update option is the **NCOALink** service. With this option InfoSend uses the NCOALink database to find the new addresses during data processing. The new addresses can be printed on your documents before they are mailed, or printed as-is and forwarded to the new address by the USPS. In either scenario you receive electronic reports of the new addresses after each batch is mailed. If you elect to have the USPS forward the mail you must use the report to update your database within 90 days.

II. Scope of Work A10. There are two pre-printed forms. 1. Utility Billing bill stock, and 2. Delinquent Notice. Each form must have a tear off payment stub.

Paper Stock

All Documents: white paper stock with or without perforation. Paper is 8.5x11" or 8.5x14" and 24lb. Price includes all inventory costs. All of your content will be digitally printed on the plain white paper in black, black plus one color, or full color per the printing option from the prior table that you select before implementation. Black printing onto custom pre-printed forms is available but not recommended. Dynamically printing content onto white paper gives you more flexibility. Additionally if you utilize plain white paper and standard InfoSend envelopes then all materials will be readily available to print at any one of InfoSend's three production facilities should there be a disaster at one of the facilities. Standard materials keep costs down and ensure proper disaster recovery.

II. Scope of Work A11. Vendor to provide window #10 mailing envelope with security tinting to mask bill content. Return envelope should be a single window #9 with security tinting. The remittance envelope must contain a bar code which will allow the District to obtain the lowest possible postage rate.

Envelopes

You will receive the lowest possible envelope price by using one of InfoSend's standard #10 outgoing envelopes (both 1 and 2 window versions available) and standard #9 single window return. We order millions of these each month and pass the savings on to you. Envelopes contain security film and tint. They are compatible with the bulk letter opening machines used by your remittance processing department or lockbox vendor. Custom envelopes are available but highly discouraged as they increase cost and complicate disaster recovery efforts since custom envelopes are only stored at one of the three production facilities.

Your name and logo will appear through one of the standard #10 outgoing envelopes. Should you utilize the double window standard envelope then your return address will show in the upper window and the customer address in the lower window. With the single window standard envelope your addresses are on the same location on your printed document but there is space in between the addresses and to the right of them to show information that you want customers to see before they open the envelope. You can print messages such as "FINAL BILL ENCLOSED" to encourage the customer to open the envelope. Envelopes use sustainably sourced paper stock.

II. Scope of Work A12.Access to two years historical statement data will be required along with the ability by the District to reprint statements on a real-time basis. Vendor will supply an Excel spreadsheet template capable of printing a statement on a pre- printed form by the District.

InfoSend provides archiving services that allow clients to access and re-print statements on demand. InfoSend provides both hosted (web interface and API), and can transfer PDFs with supplemental index files back to clients.

InfoSend Archiving Services Highlights

- Multiple Channels: capable of hosting documents within an InfoSend database as well as shipping PDFs via secure FTP or DVD media.
- InfoSend Hosted Option: secure cloud solution where InfoSend hosts documents for a client specified historical retention, allowing for reprints and emailing documents on demand.
- Free API Access for Hosted Docs: for clients who choose to have InfoSend host, an API is made available that enables paperless integrations with ERP/CIS/billing systems, as well as online payment providers.
- USPS Mail Tracking: for clients using the hosted solution, USPS mail tracking info is provided for eligible First Class mail.
- Final Document Transfer: InfoSend can push PDFs via secure FTP in a standard or customized format, allowing clients or third parties to archive documents on other systems.
- DVD Media: InfoSend will create DVDs on a monthly basis and mail to clients for their records.
- InfoSend's Print Image Archive and CIS Infinity + Infinity.Link. The integration allows customers and customer service representatives to view documents produced by InfoSend within AUS software, without a need to login elsewhere. In addition, the API can facilitate eBilling functionality within the Advanced ecosystem, providing a link directly to the InfoSend produced document.

II. Scope of Work A13.Vendor must have a disaster recovery facility to process the District bills if the vendor's main facility becomes inoperable. List locations and information on all facilities.

InfoSend has three facilities, each providing back up to the other. InfoSend maintains redundant operations and a Disaster Recovery plan to ensure continuity for clients if a facility becomes inoperable.

InfoSend Risk Mitigation and Disaster Recovery Highlights

InfoSend approaches the risk of technology failure or operational interruption via the following methodologies:

- Operations run under capacity for Data Center, Equipment and Labor Force potential
- Operational and Procedural Documentation
- Redundant Communication Lines
- Server Virtualization Used
- Multiple Forms of Data Redundancy: RAID, SAN, VPN Data Sync and Tape Backup
- Automated Alerts and 24/7 Employee Coverage
- Disaster Recovery Plan and Preparedness

Please see "3. Company Overview" for details on each facility.

II. Scope of Work A14. Experience with Advanced Utilities System is preferred.

InfoSend is a Advanced Utility Systems partner and services over 20 agencies utilizing Advanced Utility Systems (AUS). InfoSend and AUS enjoy a close working relationship, ensuring utility organizations can leverage both service providers effectively and cohesively.

The partnership includes an integration between InfoSend's Print Image Archive and CIS Infinity + Infinity.Link. The integration allows customers and customer service representatives to view documents produced by InfoSend within AUS software, without a need to login elsewhere. In addition, the API can facilitate eBilling functionality within the Advanced ecosystem, providing a link directly to the InfoSend produced document.

InfoSend is confident in being the respondent with the most comprehensive Advanced Utilities Systems experience. Please find a letter of reference from Advanced in the “Experience” section of this response.

II. Scope of Work B1. Conduct initial discussion with the District to develop an in-depth understanding of the District billing process.

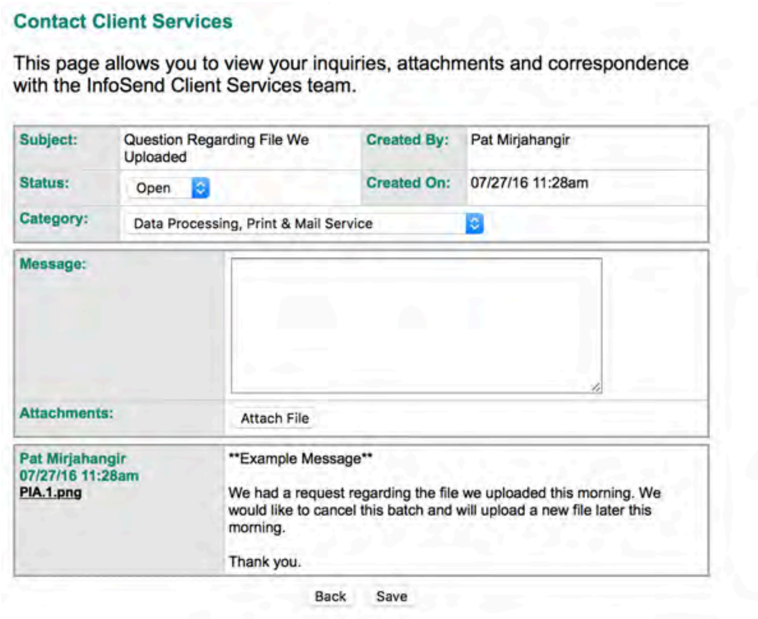
InfoSend begins any implementation with a discussion of the billing process needs, with a Statement of Work (SOW) created to identify all requirements to support the billing process. Please see "Conversion Plan" section of this response for details on InfoSend's approach.

II. Scope of Work B2. Submit written data or other request for information to the District.

InfoSend ensures all requests are tracked via an internal CRM tool that archives all correspondences and requests. In addition, InfoSend provides a support tracking tool for clients and InfoSend to exchange requests in a written, transparent format.

Support Tracking

This tool allows clients to submit change or support requests directly to InfoSend staff via a secure, transparent ticketing system. Clients are able to include file attachment securely, and receive responses from InfoSend staff. The tool allows multiple client contacts to collaborate on the request, and email alerts are sent anytime an update has been made by clients or InfoSend. The tool shows historical requests and allows filtration by Issue Category, as well as the Status of Open or Closed.



II. Scope of Work B3. Supply a time schedule for initial implementation to process, print and mail utility bills, as well as on-going provision of same services.

InfoSend has supplied a suggested 12 Week Implementation plan in the “Conversion Plan" section of this response, but is capable of adapting the milestones to different timelines with sufficient client cooperation. InfoSend's dedicated account manager remains available after Go-Live for ongoing assistance in any change requests or bill re-designs.

II. Scope of Work B4. Implement all services described under “Scope of Work”.

InfoSend fully meets all requirements.

II. Scope of Work D1. Does your company offer this type of EBPP solution?

InfoSend supports the ability for customers to sign up for eBills and go paperless through their bank, via a partnership with FIS (formerly “Metavante”). This approach is referred to as the “bill consolidation” model since the customers consolidate all bills within the banking portal.

In addition, InfoSend supports Advanced Utility System’s Infinity.Link for EBPP, as well as offers a complete suite of eBusiness products. This model is referred to as the “biller direct” model, as the agency is billing and receiving remittances directly.

InfoSend can support both “bill consolidation” and “biller direct” EBPP models standalone or concurrently. It’s worth noting, industry data suggests that the “biller direct” model achieves the highest adoption, which allows billing organizations to gain greater paperless and electronic payment ROI.

Overview of InfoSend eBusiness Products

All of the following products use an advanced platform architecture that maximizes security. InfoSend's eBusiness products use a three-tier architecture and all data passed to and from the system is encrypted using HTTPS. All credit card, debit card, and ACH account numbers are encrypted, and most importantly these products are all PCI Level 1 compliant. **Minimize or eliminate your PCI liability by outsourcing your electronic payment applications to InfoSend.** If your organization stores, transmits, or processes credit card numbers you must follow PCI rules. If you have not already reviewed these rules please see **http://www.pcisecuritystandards.org** for the latest rules and regulations.

Online BillPay (EBPP)

- Full featured biller-direct EBPP service (Electronic Bill Presentment and Payment).
- Complete mobile web support, compatible with all modern mobile web browsers, including Apple iOS, Google Android, Microsoft and Blackberry.
- InfoSend's flagship eBusiness service that gives your customers the ultimate flexibility over how to view and pay their bills.
- Customers self-enroll for the service and create a username and password to securely access their eBills and make payments.
- Multiple payment options include checking/savings account (ACH), and credit/debit cards.
- Payment accounts are stored as a Payment Profile for easy repetitive use.
- Go Green! Eliminate paper bills and reduce the fuel used to deliver them with paperless billing.
- Enrolled users can view their eBills and view the account balance before making a payment.
- User-activated AutoPay, email delivery settings, and other features.

QuickPay (Non-enrolled one-time Pay)

- This service can be used in conjunction with Online BillPay or as a stand-alone offering.
- Complete mobile web support, compatible with all modern mobile web browsers, including Apple iOS, Google Android, Microsoft and Blackberry.
- One-time payment portal that customers can use to make credit/debit card or ACH payments, depending on preferences.
- It is not necessary for customers to enroll to use this service. Customers input their account number plus service address as validation. QuickPay displays the associated outstanding balance for payment.
- All payments are initiated immediately. There are no saved payment profiles or scheduled payments. Customers receive an emailed receipt confirming payment.

CSRPay

- This option can be purchased as an addition to each of the above products.
- CSRPay provides for the ability of customer service representatives to take live payments over the phone or in person.

Email eBilling

- Email-only service that sends eBills to customers via email (no portal to view prior eBills).
- This is a partial solution that is normally utilized by clients that already have an online payment system but do not have the capability of emailing bills/documents to customers.
- Emails will be sent based off of a client-generated list. Additionally, via our Premium offering, a portal can be provided to manage Email eBilling enrollment and customer-specific delivery preferences.

- Service includes a styled HTML email template featuring your chosen banner image. Bill particulars such as Account Number, Due Date, and Amount due are contained in the email body.
- Includes a PDF of the document attached to an email. If InfoSend is your Print and Mail provider then paperless billing can be provided to your customers.

II. Scope of Work D2. Briefly describe the solution?

With online banking EBPP in the “bill consolidation” model via FIS, InfoSend maintains a robust integration to the customer bank.

- Customer enrolls via online banking site within the FIS network.
- During enrollment, the customer billing account number is validated against a database maintained by InfoSend, eliminating the headache of typos that require staff time to reconcile.
- Each time InfoSend processes a billing file, the paper bill is suppressed and the customer receives a new eBill notification.
- From within the online banking portal, customer can view an exact PDF replica of the printed bill, which is pulled real-time from the InfoSend database.

Included below is a description of the InfoSend EBPP solution, which can be used in addition to online banking solutions.

InfoSend Online BillPay: Standard Features

Online BillPay is InfoSend’s flagship eBusiness service. The following features are available as part of the standard offering. Online BillPay is a biller-direct application that gives your customers the ability to view and pay their bills online without going through an online banking portal. For an interactive walk-through of InfoSend’s Online BillPay offering please visit http://www.infosend.com/onlinebillpaysolution.html.

Customer Self Enrollment
No need to collect or maintain customer email addresses. Customers start the enrollment process using their account number and one other validation field. InfoSend validates customer enrollment by sending an email containing an activation link that the customer must click on.

Branding of Web Portal

InfoSend’s Online BillPay Portal will be customized with your logo and banner at the top of the page. Specific text areas of the portal can also be customized according to your Agency.

Bill Presentment – Web Browser
InfoSend will present eBills using PDF files unless noted otherwise. Any modern browser that supports the current minimum encryption standard for secure HTTPS sessions and JavaScript can be used. Web presentment is also supported on full-featured smart phone browsers.

Bill Delivery Options
Increase paperless billing adoption by giving customers the option to have their full eBill “pushed” to them via email (not available for health care clients). Or the customer can choose to receive a brief bill summary via email and sign in to the secure web portal for full bill history. One of InfoSend’s core EBPP strengths is offering customers the flexibility to set individual eBill delivery preferences. This flexibility also encourages customers to opt-in to paperless billing. Automatic payment customers will not have to log in to the web portal to view current bills. Paperless billing can be forced for EBPP users, for AutoPay only, or not at all.

Add Additional Accounts
Customers can associate multiple accounts with their username to efficiently view and pay bills for different service locations. This feature is sometimes referred to as “householding”. Customers can create multiple payment profiles and pay accounts using different payment methods, all without having to manage multiple login accounts.

Automated Username/Password Retrieval
If a customer forgets their username or password they can click the “Forgot Username/Password” button to have a temporary password sent to the email address on file in the eBusiness system. This feature was set up to reduce calls to your customer service department.

One-Time Payments
Customers can pay immediately or schedule future payments. Real-time credit/debit card authorizations are performed. Customers can initiate payments as soon as they enroll – there is no need to wait for the next billing cycle. Convenience fee options exist if you do not wish to absorb the payment processing fees.

II. Scope of Work D3. Can the ebill contain URL links to other information such as bill stuffers?

With the online banking solution via FIS, the new eBill notification is controlled by the customer’s bank and is not customizable. However, InfoSend offers eInserts to still reach the customers with other information beyond the bill. With eInserts, InfoSend will include bill stuffers as extra pages within the PDF that is viewed by the customer online.

With InfoSend's eBusiness solutions, InfoSend can customize the eBill notification to include URL links. In addition, eInserts are also available, such that the PDF bill received by the customer will include the additional pages of stuffers or other information.

II. Scope of Work D4. Cost of EBPP for 21,000 bills per month.

For information please see InfoSend’s response to Section 7 Pricing Schedule for detailed pricing of the different EBPP options.

Liberty Utilities
PO Box 7002
9750 Washburn Road
Downey, CA 90241-7002

Customer Service
Monday -Friday
8:00 AM - 5:00 PM

1-800-727-5987 *English & Spanish*
1-562-299-5158 *TTY*

24 Hour Emergency Service
1-562-923-0711

parkwater.com

UTILITY CUSTOMER
123 WATER WAY

Page: 1 / 1

Retain this portion for your records

Account Information

Account Number:	0000001
Customer Number:	0000002
Service Address:	123 Water Way
Type of Service:	Residential/Regular
Date of Bill:	08/12/2016
DUE DATE:	**09/01/2016**

Special Message

Service Information

Service From: 06/13/2016 **To:** 08/11/2016 59 days

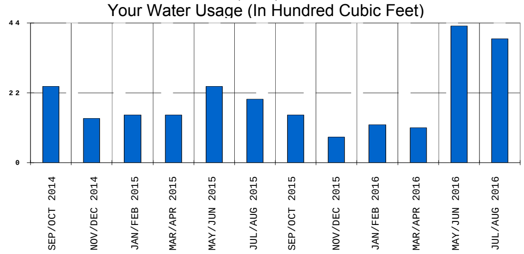
Meter Number	Meter Size	Previous Read	Current Read	Usage
0000001	5/8 x 3/4"	123	162	39

Current Charges

Tier 1 Usage Charge (18 CCF * $ 5.2020)	$93.63
Tier 2 Usage Charge (21 CCF * $ 5.9830)	$125.65
Advice Letter 266-W-A Surcharge	$1.01
Advice Letter 268-W Surcharge	$17.59
Advice Letter 271-W Surcharge	$0.60
Service Charge	$41.88
CARW Service Charge Credit	-$14.12
CA Public Utilities Commission Fee	$3.12
TOTAL CURRENT WATER CHARGES	**$269.36**

This bill reflects 29,172.74 gallons of water used over 59 days of service.

1 unit = 100 Cubic Feet (CCF) of Water = 748.019 Gallons
Your Water Usage (In Hundred Cubic Feet)



Amount Due

Previous Balance	$285.10
Payment - Thank You	-$285.10
TOTAL CURRENT WATER CHARGES	$269.36
TOTAL AMOUNT DUE	**$269.36**

Please return bottom portion along with your payment.

Liberty Utilities
PO Box 7002
9750 Washburn Road
Downey, CA 90241-7002

Customer Service
Monday -Friday
8:00 AM - 5:00 PM

1-800-727-5987 *English & Spanish*
1-562-299-5158 *TTY*

24 Hour Emergency Service
1-562-923-0711

Account Number: 000001 Customer Number: 000002
Service Address: 123 Water Way
Date of Bill: 08/12/2016
DUE DATE: 09/01/2016

MULTIPLE PAYMENT OPTIONS
(See other side for details.)

$269.36
Amount Due

Amount Enclosed

INF0812A AUTO MIXED AADC 926
7000000642 00.0003.0054 632/1

UTILITY CUSTOMER
123 WATER WAY
ANAHEIM CA 92807-1816

LIBERTY UTILITIES
PO BOX 6004
ARTESIA, CA 90702-6004

0808000026936

DISPUTED BILLS AND COMPLAINTS

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after billing date and a late fee equal to 1.5% of the current charges will be assessed. The minimum late fee is $1.00. Should the amount of this bill be questioned, an explanation should be requested from the utility within five days of receiving this bill. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer, within 15 days of the date when the bill becomes delinquent or within 15 days of the time the explanation is made, whichever is longer, may deposit with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2250, San Francisco, California 94102, the amount of the bill to avoid discontinuance of service. Checks or other forms of remittance for such deposit should be made payable to the California Public Utilities Commission and should be accompanied with the bill in question and a statement setting forth the basis for the dispute of the amount of the bill. Upon receipt of said deposit, the Commission will investigate the complaint and communicate its findings to the parties and will disburse the deposit in accordance with its findings. The California Public Utilities Commission telephone number is 800-649-7570 and (Hearing Impaired) 800-229-6846. All bills are the responsibility of the consumer who signs for the service and remains their responsibility until the company is notified that the service is to be taken out of their name.

PAYMENT METHODS

PAY BY MAIL

Mail a check , money order, or cashier's check using the payment slip and envelope to the PO Box on the front of this bill. If possible, please include your account number and customer number.

EASYPAY – NO-COST, AUTOMATIC BILL PAYMENTS

EasyPay™ is a preauthorized payment program. This program requires a financial account, such as a checking account at a bank or credit union. To enroll, obtain an application online at parkwater.com or call customer service at 1-800-727-5987.

PAY IN PERSON

We accept payments at our Customer Service bill payment office. Payment must be in the form of cash, check, or money order.

PAY BY PHONE

Payments may be made through our automated phone system with a debit card, credit card, or electronic check by calling Customer Service at 800-727-5987. A third-party convenience fee applies.

PAY ONLINE

Payments may be made using our approved third party vendor. To make a payment online, visit parkwater.com. Forms of payment accepted are debit card, credit card, or electronic check. A third-party convenience fee applies.

PAY AT 7-ELEVEN WITH CASH

Payments using cash only may be made at a 7-Eleven through PayNearMe, a third-party bill payment service provider. The service accepts cash only and requires you to bring a current billing statement. PayNearMe applies a convenience fee to the transaction.

USING YOUR FINANCIAL INSTITUTION'S BILL PAY SERVICE

We accept payment from your financial institution's bill pay system. This payment option may take additional processing time versus other payment methods. Please plan accordingly. Payments are considered received when they arrive at our office, not when your bank processes or mails the payment. Send all payments to the PO Box on this bill. Your online payment should include the service address, account number and customer number. *Failure to include your service address and/ or account information may result in payment delay.*

INFORMATION RELATED TO DEPOSITS

RESIDENTIAL SERVICE APPLICANTS

If a residential service applicant does not establish credit to the satisfaction of the utility, the residential service applicant may be required to pay a deposit that does not exceed twice the average estimated bill for water.

INTEREST ON DEPOSITS

Interest on deposits held will be paid by the utility for the first 12-consecutive months, during which the customer has paid bills for service within an average period of 15-days after presentation, and for additional time thereafter up to the date of refund; provided, however, that no interest shall accrue after mailing to a customer or the customer's last known address the refund or a notice that the refund is payable.

RETURN ON DEPOSITS

Upon discontinuance of service, the utility will refund the balance of the customer's deposit in excess of unpaid bills for that service for which the deposit was made. After the customer has, for 12-consecutive months, paid bills for service on the average within 15-days after presentation, the utility will refund the customer's deposit with interest.

UTILITY RULES AND RATES

The full text of our rules and rates are available for inspection on our website at parkwater.com or upon request by calling Customer Service at 1-800-727-5987.

PAST DUE BILLS

Bills for service are due and payable upon presentation. A bill is considered past due if not paid within 19-days from the date of mailing.

EXPLANATION OF BILLING TERMS

CCF: Unit of water measurement called Centum Cubic Feet abbreviated as CCF.
[1 CCF = 100 Cubic Feet = 748 Gallons]

CURRENT CHARGES: The amount due for the current month's usage

PAST DUE BALANCE: The amount remaining from previous bill cycle(s).

SERVICE CHARGE: The service charge is a readiness-to-serve charge determined by your meter size; also known as "Base Rate." Your meter size is located on the front of the bill.

QUANTITY CHARGE: The quantity charge is determined by the amount of your water usage.

LATE PAYMENT CHARGE: The CPUC authorizes a penalty amount to be charged by the utility for a delinquent payment not received by the due date, not to exceed 1.5% or $1.00, whichever is greater.

ADVICE LETTER SURCHARGE: A surcharge is a temporary charge that allows the utility to recover a cost that has been tracked, but was not in the general rate case.

CPUC FEE: A fee used to fund regulation by the California Public Utilities Commission

CALL 1-800-727-5987 FOR LARGE PRINT BILLS.

Pay This Bill with Cash Fast And Secure At Any 7-Eleven!

Customer Instructions

If you prefer to pay in cash, you can pay this bill at a 7-Eleven near you using the PayNearMe service.

1. Bring this entire bill to 7-Eleven before the Due Date.
2. Inform the 7-Eleven Associate that you would like to "LOAD" money to your account.

    BILL TOTAL: $269.36
    PayNearMe FEE: $1.49 (automatically added)

3. Provide the Associate with this bill to scan the barcode.
4. Pay any amount you wish, and PayNearMe's $1.49 convenience fee will be added.

Store Associate Instructions

1. Enter the amount requested by customer. Customer can pay any amount.
2. HIT LOAD BUTTON ON POS.
3. Scan the barcode below.
4. Take payment from customer and provide receipt.

LOAD LIKE A GIFT CARD

000008608237

PayNearMe

Associate Issue? 7-Eleven Support: 888-714-0004

Frequently Asked Questions:

Q. What if I have issues while making the payment?
A. Contact the 24-Hour PayNearMe Payment Support Line at 1-888-714-0004.

Q. What is the payment cut-off time for payment transactions?
A. Payments made before 11:50 PM will post to your account the next business day.

Q. Can I make a partial payment?
A. Yes, you may pay up to or over the full amount due. However, your bill is due on the DUE DATE.

Q. What is the maximum amount I can pay?
A. You may pay any amount. Multiple transactions are not required to pay the balance due.

Q. Why is there a $1.49 fee?
A. PayNearMe is a third-party service provider that charges this fee to maintain their system and network.

Q. What if I need a refund?
A. PayNearMe and 7-Eleven do not issue refunds. If you have a Liberty Utilities account question, please call Liberty Utilities' toll-free Customer Service Department at 1-800-727-5987 [TTY (562) 299-5158].

UTILITY STATEMENT

City of Santa Rosa

Billing Date: 08/10/2016
Customer: UTILITY CUSTOMER
Billing Period: 06/30/2016 - 08/02/2016
Days of Service: 33 Days
Number of Residents: 4
Your Sewer Cap is: 2.3

Customer Number: 000001
Account Number: 000002

Usage Information

Service Address: 123 WATER WAY

Meter #	Current Read	Date	Previous Read	Date
000001	1,630	08/02/2016	1,628	06/30/2016

Read Date	Days	Usage
08-02-2016	33	2
06-30-2016	28	2
06-02-2016	29	3
05-04-2016	28	1
04-06-2016	28	3
03-09-2016	30	2
02-08-2016	32	3
01-07-2016	31	2
12-07-2015	33	2
11-04-2015	30	3
10-05-2015	34	2
09-01-2015	29	3
08-03-2015	33	2

WATER Consumption	**Current Usage:** 2 thousand gallons **Average Daily Usage Per Person:** 16 gallons

Previous Balance			$70.18
Subtotal			$70.18
Current Charges	(thousand gallons)		
Water Usage Tier 1	2.0 @	$5.39	$10.78
5/8" Water Fixed Charge			$11.32
Sewer Usage Charge	2.0 @	$13.34	$26.68
Sewer Fixed Charge			$23.19
Subtotal			$71.97
Total Current Charges (Due by 08/31/2016)			$71.97

Total Balance Due **$142.15**

A past due balance of $70.18 is due now. Please pay immediately to avoid late fees and to ensure uninterrupted service. No further notice will be issued. If payment has been made, thank you.

This bill reflects a rate change to water, recycled water, and sewer fixed and user charges. For more information, please visit srcity.org/waterrates

7-ELEVEN CASH-ONLY CONVENIENCE PAYMENT INSTRUCTIONS
1) **Location:** To pay in cash, bring this entire bill to a participating 7-Eleven location before the expiration date next to the barcode.
2) **Amount:** Tell the Associate the amount to LOAD to your account. A $2.99 convenience fee applies. Partial bill payments are OK.
3) **Pay:** Pay total and keep receipt as proof of payment. Payments made before 11:50 pm will post to your account the next business day. 7-Eleven cannot issue refunds for payments.

Store Associate Steps
1) Enter Amount customer wants to pay
2) Press purple Load Button on POS
3) Scan Barcode
4) Collect Cash Payment and Provide Receipt

Associate Issue? 7-Eleven Support: 888-714-0004

PayNearMe

LOAD LIKE A GIFT CARD

Valid until 9/24/2016

0000006900085

Return bottom portion along with your payment and make your check payable to City of Santa Rosa.

CITY OF SANTA ROSA
P.O. Box 1658
Santa Rosa, CA 95402

TOTAL DUE: $142.15	DUE DATE: 08/31/2016
Amount Enclosed	

Customer Number: 0000001
Account Number: 000002
Cycle Number: 02 1220
Billing Date: 08/10/2016

☐ Please check box if you have provided any customer information changes on the back of this stub.

INF0810B *** 7000003686 00.0012.0250 3542/1
SCH 5-DIGIT 95401

UTILITY CUSTOMER
123 WATER WAY
ANAHEIM CA 92807-1816

Remit To:

CITY OF SANTA ROSA
P.O. BOX 1658
SANTA ROSA, CA 95402-1658

0649600000142151

PAYMENT OPTIONS

- Mail your payment with stub in the return envelope provided, making checks payable to "City of Santa Rosa".
- **Phone** payments can be made 24/7 with a credit or debit card. Call (707) 543-4470. You will need your Utility Customer and Account number.
- **Automatic Bill Payment** pays your bill each month by direct debit to your checking account, debit or credit card. VISA DISCOVER
  - Enroll online by registering at https://myutilities.srcity.org
  - Print an enrollment form at http://srcity.org/ub, pick one up at our office, or call us at (707) 543-3150 to request a form be mailed to you
- **One-Time Online Payment** is available at our website: https://myutilities.srcity.org. You will need your Utility Customer and Account number.
- **Your Bank's Online Bill Pay** by setting up the City of Santa Rosa as a payee. Use your combined 13 digit Utility Customer and Account number.
- **A Drop Box** is located at the rear of the City Hall Annex and is available 24/7 for making payment with a check or money order.
- **In Person** payments can be made at the City Hall Annex, 90 Santa Rosa Avenue. Office hours are 8:00am to 5:00pm Monday through Thursday, and alternate Fridays. We are closed every other Friday.
- **7-Eleven** accepts cash only payments 24/7. Take your entire bill that contains the printed barcode to any participating 7-Eleven store to process the payment. A convenience fee will apply.

Electronic Fund Transfer: When you provide a check as payment you authorize us to use information from your check to make a one-time electronic fund transfer from your bank account. The funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from us or your financial institution.

DESCRIPTION OF CHARGES

Fixed Charges are set according to service size. Its purpose is to assist in recovering some of the costs of system maintenance, meter reading, customer service and billing. Water Fixed Charges apply to all water accounts and Sewer Fixed Charges to all sewer accounts.

Water Usage Charges are based on the amount of water used during the billing period and cover the costs of buying and delivering water.

Sewer Usage Charges are based on estimated sewer flow and cover wastewater treatment and disposal costs. For most residential customers, these charges are based on the Sewer Cap (see below), or on the water usage for the month, whichever is lower. For most commercial customers and some residential customers, where there is little or no outdoor water use, these charges are based on the total amount of water consumed.

Sewer Cap: Sewer usage charges are based on metered consumption of water as determined by averaging usage during winter billing periods. This occurs during the months of November through March and in accordance with policies, rules, or regulations approved by the Board of Public Utilities. For example, if you averaged 5,000 gallons of water usage during the winter billing periods, you would get a Sewer Cap of '5', starting with the July meter read. Your Sewer Usage Charges are then calculated by multiplying the amount of usage charge by your Sewer Cap. For any month that water usage is less than the cap of '5' (5,000 gallons), you are charged on the basis of actual water usage. Sewer caps are changed each year in July.

Note: Customers who do not use their domestic meters to irrigate outdoors may not receive a Sewer Cap and may be charged based on actual water usage. Residential sewer customers who use non-City water part or all of the time have their Sewer Cap established by averaging the winter use of similar households with metered water.

DELINQUENT POLICY

Your account becomes delinquent and may be subject to the disconnection of service if the utility bill has not been paid within 21 days of the billing date. A penalty fee of 10% of the overdue balance will be added to the account and will appear on the next bill. Any accounts with a delinquent balance, including closed accounts, will continue to accrue a monthly delinquent fee until the delinquent balance is paid in full. Should service be disconnected, all charges, a deposit and an administrative fee will need to be paid before service is restored.

To discuss a delinquent account, call (707) 543-3150. In some cases payment arrangements are possible, so call early is you are unable to pay your bill on time.

Deposits may be required on delinquent accounts showing 3 or more late payments, or at the time an account is disconnected for non-payment. After 12 consecutive on-time payments or when service is stopped, the deposit will be applied to the account.

The City of Santa Rosa does not discriminate on the basis of disability in the admissions or access to, or treatment of or employment in, its programs or activities. Requests for alternate formats may be made by contacting Utility Billing at (707) 543-3150.

Please provide any changes to your account below. **Do not use this form to cancel or initiate service.** Instead, please call 707-543-3150 at least one business day prior. It is your responsibility to notify the City when you move or wish to make changes to your account.

Name ______________________________

Mailing Address ______________________________

City ____________ State ____________ Zip ____________

Home # ____________ Work # ____________ Cell # ____________

Number of Persons in Household (Include Children) ____________ Effective Date ____________

Comments ______________________________

CITY OF SANTA BARBARA
POST OFFICE BOX 1990
SANTA BARBARA, CA 93102-1990

Utility Bill

[1/1]

ACCOUNT INFORMATION

BILLING DATE:	08/11/2016
DUE DATE - CURRENT CHARGES:	08/31/2016
ACCOUNT NUMBER:	012345-012345
TOTAL DUE:	$149.71

Due date applies to current charges ONLY. Past due charges are due immediately and are already subject to disconnection.

INF0811B AUTO SCH 5-DIGIT 93103
7000000631 00.0002.0297 623/1

UTILITY CUSTOMER
123 WATER WAY
ANAHEIM CA 92807-1816

REMIT TO:

CITY OF SANTA BARBARA
PO BOX 60809
SANTA BARBARA, CA 93160-0809

891520160831001497715

Please return remittance along with your payment and make your check payable to City of Santa Barbara.

CITY OF SANTA BARBARA
POST OFFICE BOX 1990
SANTA BARBARA, CA 93102-1990

QUESTIONS ON YOUR UTILITY BILL?
Call (805) 564-5343
www.SantaBarbaraCA.gov/UtilityBilling

ACCOUNT INFORMATION AND BILLING SUMMARY

Account #:	012345-0123456
Customer Name:	UTILITY CUSTOMER
Service Address:	123 WATER WAY
Within City Limits:	YES
Service Period:	06/29/2016 to 08/01/2016
Billing Date:	08/11/2016
Dwelling Units:	1

Previous Balance	$102.11
Payment - Thank You	$-102.11
Outstanding Balance	**$0.00**
Water Service	$78.79
Sewer Service	$39.60
Trash & Recycling Service	$31.32
Current Charges due by 08/31/2016	**$149.71**
TOTAL DUE	**$149.71**

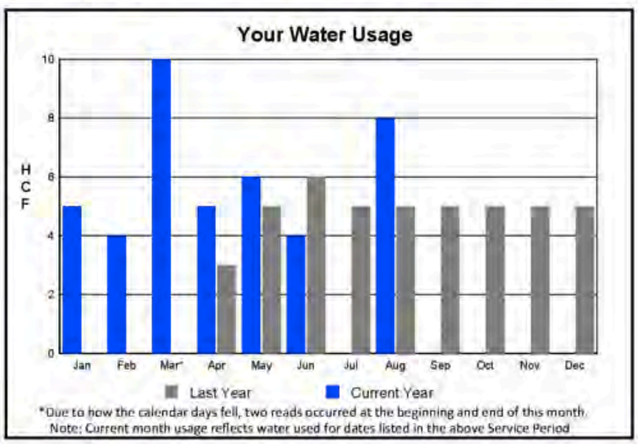
WATER INFORMATION

The City is in a Stage Three Drought and has water use regulations for irrigation, hoses, pools, restaurants, and more. View the regulations online at SantaBarbaraCA.gov/Drought. Get help saving water with a free water checkup, call 564-5460.

Meter Reading Date:	08/01/2016
Next Reading On or About:	08/31/2016
Days Between Meter Reads:	33
Meter Number:	1234567A
Current Reading	97
Previous Reading	-89
Your Usage:	8 HCF

(1 HCF = 748 Gallons)

Your Total Gallons Used:	**5,984**
Average Gallons Per Day:	**181**



TRASH & RECYCLING INFORMATION

Containers	Quantity	Pickup Days
Trash 35 gal Cart		WED
Recycling 35 gal Cart	1	WED
Greenwaste 35 gal Cart	1	WED

BILL DISPUTE INFORMATION

If you believe your bill is inaccurate, call 805-564-5343 (press 1). If Billing is unable to resolve the dispute and you still wish to contest the bill, a letter must be submitted to the Treasury Manager within 40 days of the bill date. If the Treasury Manager does not support your request, a final appeal can be made to the Finance Director. Detailed information regarding the procedure for review and appeal of disputed utility billings can be viewed at www.SantaBarbaraCA.gov/UtilityBilling or by contacting Billing at 805-564-5343.

PAYMENT INFORMATION

Accounts with past due charges can be disconnected at any time and will accrue additional charges.

Current charges become past due if not paid by the due date.

Four ways to pay:

Online: https://UtilitiesOnline.SantaBarbaraCA.gov/

Autopay: For automatic payments, download the application at: www.SantaBarbaraCA.gov/UtilityBilling

By Mail: Mail payment stub and check payable to the City of Santa Barbara, to P.O. Box 60809, Santa Barbara, CA 93160 - 0809

In Person: At City Hall, 735 Anacapa Street. After hours deposit box is located on the De La Guerra Plaza side of the building.

Business Hours: 7:30 am - 5:30 pm, Monday through Thursday, 8:00 am - 5:00 pm, alternate Fridays, closed every other Friday.

Electronic Billing: Enroll for eBills in place of mailed paper bills at https://UtilitiesOnline.SantaBarbaraCA.gov/

BILLING DETAILS

WATER SERVICE	Usage in HCF (1 HCF = 748 Gallons)	Unit Cost	Current Charges
Single Family Residential Tier 1 Usage	4	$4.20	$16.80
Single Family Residential Tier 2 Usage	4	$8.51	$34.04
5/8" Meter Monthly Charge			$23.49
Utility Users Tax - Water			$4.46
		Water Service	**$78.79**

Tier 1	*Tier 2*	*Tier 3*
$ 4.20	*$ 8.51*	
4 HCF	*4 HCF*	

SEWER SERVICE	Usage in HCF (1 HCF = 748 Gallons)	Unit Cost	Current Charges
Single Family Residential Sewer Base Charge			$16.56
Single Family Residential Sewer Usage Charge	8	$2.88	$23.04
		Sewer Service	**$39.60**

Thank you for saving water. City water customers have done a tremendous job reducing water use by 35% citywide. For more info, visit SantaBarbaraCA.gov/Drought. We are all in this together.

TRASH & RECYCLING SERVICE	Current Charges
Trash 35 gal Cart - Residential	$29.55
Recycling 35 gal Cart - Residential	$2.10
Recycling Credit - Residential	$-2.10
Greenwaste 35 gal Cart - Residential	$2.10
Greenwaste Credit - Residential	$-2.10
Utility Users Tax - Trash & Recycling	$1.77
Trash and Recycling Service	**$31.32**

Your greenwaste gets ground into mulch that can be used on gardens. Households can pick up free mulch at the CountyTransfer Station at 4430 Calle Real. Bigger loads can be purchased, and for a small fee, mulch can be delivered. Call 805-681-4981

EAGLE RIVER WATER & SANITATION DISTRICT

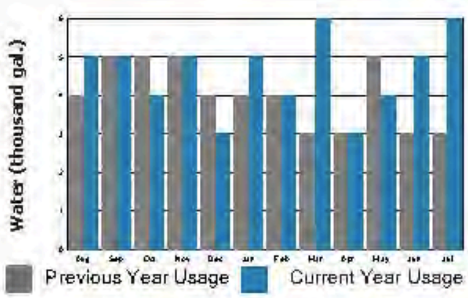
846 Forest Road • Vail, CO 81657-5704 • www.erwsd.org

Account No. 012345-00123456
Bill Number: 123456
Bill Date: 08/03/2016
Regular Bill
For account information (970) 477-5451
customerservice@erwsd.org

Account Information | **Balance Due By:08/20/2016**

Service	Meter No.	Prior Read Date	Prior Read	Current Read Date	Current Read	Days Billed	Usage	Units	SFE
Water	76543210	06/29/2016	156,240	07/29/2016	162,333	30	6,000	GAL	1.50

UTILITY CUSTOMER
123 WATER WAY



ADJUST IRRIGATION: Yards need less water in August and September as the water requirements of plants decrease. Adjust your watering schedule and use only what your plants need. Saturate root zones and let the soil dry. Watering too much and too frequently results in shallow roots, weed growth, disease and fungus. Follow the outdoor water use schedule: http://ow.ly/sCAB300TrmS

Description	Usage	Amount
Previous Activity		
Previous Balance		$106.01
Payment - Bank Draft		$-106.01
Balance Forward		$0.00
Water		
Vail - Water Base Service Rate		$22.47
Vail - Water Usage Tier 1	6	$15.48
Debt Service Bonds		$10.91
Vail Capital Replacement Program Base Rate		$7.88
Wastewater		
Wastewater - Non Winter Average Base Rate		$37.95
Debt Service Bonds		$13.90
Total New Water/Sewer Charges:		$108.59

Total Amount Due: $108.59

ACCOUNT IS SUBJECT TO A 1% PENALTY CHARGE IF PAYMENT IS NOT RECEIVED WITHIN 25 DAYS OF THE BILLING DATE

Please detach and return this bottom portion with your payment. See reverse side for additional information.

EAGLE RIVER WATER & SANITATION DISTRICT

846 Forest Road
Vail, CO 81657-5704

Account Number: 012345-00123456
Address: 123 WATER WAY

Due Date: 08/20/2016
Total Amount Due Auto Pay
Amount Paid

Remit to:

INF0803A SCH 5-DIGIT 81601
7000004121 00.0015.0120 3941/1

UTILITY CUSTOMER
123 WATER WAY
ANAHEIM CA 92807-1816

EAGLE RIVER WATER & SANITATION DISTRICT
PO BOX 712245
DENVER CO 80271-2245

2970000010859201608205

ABOUT YOUR BILL

Eagle River Water & Sanitation District bills customers on a monthly basis for water and sanitation services. The average days billed for services incurred is 30 days between reading dates.

Monthly billings for water and sewer services have two parts: a monthly Service Charge and a Volume Charge

- All Debt and Service charges are based on the number of Single Family Equivalent(s) ("SFEs") associated with a Customer account. A separate charge for water service and sewer service is assessed every billing period and is unrelated to metered usage. These monthly Debt and Service Charges remain in effect even if a water turn off has occurred due to non-payment of such charges.
- The Volume Charge is billed based on usage.
  - For water service, usage is divided into tiers, whereby the Volume Charge per thousand gallons of metered usage becomes progressively more expensive as more water is used.
  - For sewer service, a monthly Volume Charge is based on metered water use during the winter months (January through April billing periods). The monthly Volume Charge for the remaining eight (8) months of the year is determined by the average consumption of the January through April bills.

PAYMENT RESPONSIBILITIES

Bills are due and payable within 15 days of the billing date. Unpaid charges constitute a lien against the property served, and a lien processing fee will be assessed if this lien is utilized to collect unpaid amounts. Checks submitted authorize the use of account information from the check to make an electronic funds transfer from the account. Funds may be withdrawn from the account as soon as the day the payment is submitted. These transactions do not guarantee the financial institution's return of the check. A $25 fee is charged for Returned Checks.

DELINQUENT ACCOUNTS

A FINANCE CHARGE OF 1% PER MONTH is charged to any account not paid within 25 days of the billing date. A Delinquent Notice will be mailed to accounts with balances 35 days or older. A Notice of Disconnection "Door Hanger" will be posted at the property for accounts with balances of 45 days or older. If payment is not received within 24 hours from the posting of this notice, discontinuance of service will occur. The District is not obligated to contact the customer by phone prior to the discontinuance of service. Once service is discontinued, the cost of disconnection and reconnection (minimum $100) is added to the amount due. **This charge and the entire bill must be paid in full before service is restored.**

DISPUTED BILLS

If a customer gives written notice prior to the time payment is due that the correctness of the bill is disputed, the District will investigate the complaint. However, such notice shall not be sufficient reason for withholding payment. The customer has the right of a hearing with the District's Hearing Officer if he or she disagrees with the findings of the District's investigation of a complaint.

Change of Address / Additional Information

Name:

Mailing Address: E-mail:

City, State, Zip: Telephone:

Customers may now view bills, make one-time payments and set up recurring payments online. Please visit us at www.erwsd.org and click on MANAGE YOUR ACCOUNT.
Please have your fill customer/account number available.

If your account is currently on our recurring payment program, you do not need to take any action. If your credit card expires or account information changes, please login at that time. If you need assistance, please call customer service 970-477-5451.

City of Corona
Department of Water & Power
400 South Vicentia Avenue
Corona, CA 92882
(951) 736-2321
www.CoronaDWP.org
E-mail: CustomerCare@ci.corona.ca.us
Business Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.

CURRENT CHARGES

BILL DATE:	**8/14/2016**
AMOUNT:	**$153.91**
DUE BY:	**9/6/2016**

DO NOT PAY - ENROLLED IN AUTOMATIC BILL PAY

ACCOUNT #: 01234567
CUSTOMER #: 012345

SERVICE ADDRESS:
UTILITY CUSTOMER
123 WATER WAY

BILLING SUMMARY

Previous Balance		$148.77
Adjustment Trash/Recycling Charge		$0.71
Payment - Thank You!		-$148.77
Balance Forward:		$0.71
Domestic Charges:	**From 06/30/2016 To 08/03/2016 Billing Days: 34**	
Tier 1	11 Units x $2.10	$23.10
Tier 2	15 Units x $2.33	$34.95
Ready to Serve Charge - 3/4"		$25.23
Sewer Charges:		
Sewer Charge		$45.60
EMS Service Charges:		
Emergency Medical Service Subscription		$4.00
Trash Charges:		
Trash/Recycling Charge		$21.03
TOTAL CURRENT BILL:		**$153.91**
TOTAL ACCOUNT BALANCE:		**$154.62**

NEWS & MESSAGES

View the 2015 Consumer Confidence Report at www.coronadwp.org/ccr. Call or email for a hard copy. Ver el CCR 2015 en www.coronadwp.org /ccr. Para reciver una copia llame ó mande un email.

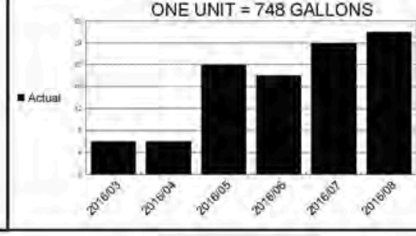
METER USAGE INFORMATION

Meter #	Type:	Previous	Current	Usage
1234567	Domestic	6559	6585	26

YOUR WATER BUDGET

Account Type:	Single Family Res
Plant Factor/Irrigation Efficiency:	1.14
Evapotranspiration:	8.44
Irrigated Area:	7,492 SQ FT
Number of Dwelling Units:	1
Persons Per Household:	4
Tier 1 Budget:	11
Tier 2 Budget:	61
Total Budget:	72
Units Used:	26
Gallons Used:	19,448

ONE UNIT = 748 GALLONS



Please detach and return this portion with your payment.

City of Corona
Department of Water & Power
400 South Vicentia Avenue
Corona, CA 92882
(951) 736-2321

CURRENT AMOUNT DUE
$154.62
Do Not Pay - Automatic Bill Pay will draft on 09/06/2016

ACCOUNT #: 01234567
CUSTOMER #: 012345
SERVICE ADDRESS: 123 WATER WAY

INF0811E AUTO SCH 5-DIGIT 92881
7000000839 00.0003.0164 836/1

UTILITY CUSTOMER
123 WATER WAY
ANAHEIM CA 92807-1816

CITY OF CORONA
DEPARTMENT OF WATER & POWER
PO BOX 6040
ARTESIA, CA 90702-6040

BUSINESS HOURS:
MONDAY - FRIDAY
8:00 AM to 5:00 PM

020160906000001546297

City of Corona Department of Water & Power www.CoronaDWP.org E-mail: CustomerCare@ci.corona.ca.us Business Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.			
		CONTACT US	
	SERVICE	**PHONE**	**E-MAIL**
	Customer Care	(951) 736-2321	CustomerCare@ci.corona.ca.us
	After-hours Emergencies	(951) 736-2234	
	Water Resources/Conservation	(951) 736-2234	StopTheDrop@ci.corona.ca.us
	Trash & Recycling-Waste Management	(800) 423-9986	
	Street Sweeping	(951) 736-2301	
	EMS	(951) 736-2218	

DESCRIPTION OF CHARGES

READY TO SERVE: Based on the size of the meter, this charge is paid by everyone connected to the City's water system, whether or not water is used. The charge covers the costs to maintain the water system and have water ready to use whenever needed.

SEWER: Applied to each dwelling unit (residential) or business account (based on meter size) that is connected to the City's sewer system. The charge covers the cost to treat wastewater and related facilities.

EMS: The Corona EMS Subscription Program fee is a monthly fee charged in lieu of a per patient, per call fee for Emergency Medical Services. Ambulance costs are billed separately. Contact the Fire Department at (951) 736-2218 for more details.

TRASH & RECYCLING: The City of Corona contracts with Waste Management for trash and recycling services. Only residential homes are billed directly by the City. Charges apply whether or not the user has trash to pick up during the week. Business accounts can contact Waste Management at (800) 423-9986 to establish an account.

ELECTRIC: Residential customers living in Dos Lagos are billed a monthly service charge for being connected to the City's electric system. Usage charges and taxes are also charged on each bill.

DID YOU KNOW YOUR WATER METER CAN HELP YOU DETECT LEAKS?

Follow these simple steps:

1. Make sure all running water/ devices are shut off inside and outside your home.
2. Go to your water meter box and remove the lid. Please use caution as the lid can be heavy.
3. Look at the flow indicator. If it is spinning, you may have a leak.
4. Repeat the test to be certain all water is off.
5. If you suspect a leak, try to locate it and fix immediately. Need help? Call us!

BUDGET INFORMATION

Single Family Residential Budget: Tier 1 Budget + Tier 2 Budget = Total Budget

Tier 1 Budget Calculation: (60 gallons x number of people x number of days in billing period) / 748 gallons

Tier 2 Budget Calculation: [Irrigated Area x Evapotranspiration (in feet) x (Plant Factor/Irrigation Efficiency)] / 100

Please review the budget information on the front of your bill for accuracy. If you need to make an adjustment to your budget, please fill out the Variance Form, available online or at the City Hall Payment Counter, or call us at (951) 736-2321.

BILLING INFORMATION

Bills, including service and penalty charges, are due and payable on the Bill Date, and will be considered delinquent if payment is not received by close of business on the Due Date.

Once delinquent, a Delinquent Notice will be mailed. The Delinquent Notice will include a 10% penalty and provide a date that the service will be shut off. The shut off date is 46 days after the original bill date.

If payment has not been received after the Delinquent Notice is mailed, a Shut Off Notice shall be mailed. The Shut Off Notice shall be mailed thirty-nine (39) days after the original bill date. The Shut Off Notice shall include a processing charge of $25 and a date for the customer's water to be shut off. The date of shut off will be forty-six (46) days after the original bill date if payment has not been made.

All delinquent accounts unpaid by the close of business on the forty-fifth (45) calendar day after the bill date shall have water service discontinued on the forty-sixth (46) day.

A $40 charge shall be assessed and a cash deposit of three times the average bill will be required for service to be restored. Payments received after 4:00 p.m. will be required to pay an additional $70 for same day turn on.

7-ELEVEN CASH-ONLY CONVENIENCE PAYMENT INSTRUCTIONS

Customer Instructions

(1) LOCATION: Bring this entire bill to a participating 7-Eleven location.
To find a 7-Eleven near you visit www.paynearme.com/locations.

(2) AMOUNT: Tell the Associate the amount to LOAD to your account.
A $2.99 convenience fee will be added to the total.

(3) PAY: Pay any amount and keep receipt as proof of payment.
Payments will post to your City utility account in real time.
7-Eleven cannot issue refunds for payments.

Store Associate Instructions

1. Enter Amount Customer Wants to Pay
2. Press LOAD Button
3. Scan Barcode
4. Collect Cash Payment and Provide Receipt

Associate Issue? 7-Eleven Support: 888-714-0004

PayNearMe

1234567

LOAD LIKE A GIFT CARD

ITEM 9A

INFORMATION ONLY

October 13, 2016 LVMWD Regular Board Meeting

TO: Board of Directors

FROM: General Manager

Subject : Board of Directors Appointments: Charles Caspary to Division 1 and Leonard Polan to Division 4

SUMMARY:

On September 23, 2016, the District received the attached certification from the Los Angeles County Registrar-Recorder/County Clerk that the election for the District's Board of Directors, Divisions 1 and 4, scheduled for November 8, 2016, has been cancelled and that Charles Caspary and Len Polan would be appointed to the offices. Directors Caspary and Polan were the only candidates nominated for the two offices.

FISCAL IMPACT:

No

ITEM BUDGETED:

No

Prepared by: Josie Guzman, Executive Assistant/Clerk of the Board

ATTACHMENTS:

Certification of No Election and Appointment of Directors

Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN
Registrar-Recorder/County Clerk

RECEIVED
SEP 23 2016
BY: COB

September 19, 2016

Mr. David W. Pederson, General Manager
Las Virgenes Municipal Water District
4232 Las Virgenes Road
Calabasas, California 91302

Dear Mr. Pederson:

This is to inform you that for the election scheduled to be held in your District on November 8, 2016, only two persons have been nominated for the office of Member, Board of Directors, Divisions 1 and 4, for the full term ending December 4, 2020.

Attached is a copy of the certificate pursuant to Section 10515 stating that no election will be held, but that the Board of Supervisors will appoint the persons nominated to such office.

Please call Francis Guijaro, Head of the Election Planning Section at (562) 462-2323 or his assistant Maria D. Lopez at (562) 462-3056 if you have any questions.

Sincerely,

DEAN C. LOGAN
Registrar-Recorder/County Clerk

A. Olvera

ALEX OLVERA, Manager
Election Information and Preparation Division

Enclosure

J.2016ElectionFiles.Nov2016.SpecialDistCert.

I, DEAN C. LOGAN, Registrar-Recorder/County Clerk of the County of Los Angeles, do hereby certify that, at the close of nominations, only two persons were nominated for the two offices of Director in Divisions 1 and 4 for the

LAS VIRGENES MUNICIPAL WATER DISTRICT

for the full term ending December 4, 2020, namely:

CHARLES P. CASPARY – DIVISION 1

LEONARD E. POLAN – DIVISION 4

Pursuant to Section 10515 of the Elections Code, there being only two candidates nominated for the two offices to be filled, and no petition having been filed, the election scheduled for the 8th day of November, 2016 shall not be held. The Board of Supervisors, therefore, shall at a regular or special meeting held prior to November 28, 2016 appoint to the office of Director the persons nominated. Such persons shall take office and serve exactly as if elected at a general district election.

Dated this 19th day of September, 2016.

Dean C Logan

DEAN C. LOGAN
Registrar-Recorder/County Clerk
County of Los Angeles

THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

MWD MEETING AGENDA

Regular Board Meeting

October 11, 2016

11:30 a.m. – Board Room

Tuesday, October 11, 2016 Meeting Schedule		
9:00 a.m.	Rm. 2-145	L&C
10:00 a.m.	Rm. 2-456	RP&AM
10:30 a.m.	Rm. 2-145	OP&T
11:30 a.m.	Board Room	Board Meeting

MWD Headquarters Building • 700 N. Alameda Street • Los Angeles, CA 90012

1. Call to Order

(a) Invocation: Linda Omoto Baldini, Senior Administrative Analyst, Real Property Group

(b) Pledge of Allegiance: Director Sylvia Ballin

2. Roll Call

3. Determination of a Quorum

4. Opportunity for members of the public to address the Board on matters within the Board's jurisdiction. (As required by Gov. Code § 54954.3(a)

5. OTHER MATTERS

A. Approval of the Minutes of the Meeting for September 13, 2016. (A copy has been mailed to each Director)
Any additions, corrections, or omissions

B. Report on Directors' events attended at Metropolitan expense for month of September

C. Induction of new Director Elsa Saxod, from San Diego County Water Authority
   (a) Receive credentials
   (b) Report on credentials by General Counsel
   (c) File credentials
   (d) Administer Oath of Office
   (e) File Oath

D. Approve committee assignments

E. Chairman's Monthly Activity Report

F. Report from Executive Committee on nominations

G. Nomination and Election for Board Chairman for two-year term effective January 1, 2017

6. DEPARTMENT HEADS' REPORTS

A. General Manager's summary of Metropolitan's activities for the month of September

B. General Counsel's summary of Legal Department activities for the month of September

C. General Auditor's summary of activities for the month of September

D. Ethics Officer's summary of activities for the month of September

7. CONSENT CALENDAR ITEMS — ACTION

7-1 Adopt CEQA determination and resolution for Annexation No. 100 to Calleguas Metropolitan Water District and Metropolitan. (F&I)

Recommendation:

Option #1:

Review and consider the information provided in the 2016 Mitigated Negative Declaration and Mitigation Monitoring and Reporting Program, and adopt the Lead Agency's findings related to the proposed actions, and

a. Adopt resolution consenting to Annexation No. 100 concurrently to Calleguas and Metropolitan and fixing Metropolitan's terms and conditions for the annexation, conditioned upon approval by Ventura County's Local Agency Formation Commission, and upon receipt of annexation fee of $41,920.50.

7-2 Adopt CEQA determination and appropriate $1.1 million; and authorize increase in change order authority for the filter rehabilitation construction contract at the F. E. Weymouth Water Treatment Plant (Approp. 15477). (E&O)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action has been previously addressed in the certified 2015 Final EIR, Findings, SOC, and MMRP, and that no further environmental analysis or documentation is required, and

a. Appropriate $1.1 million; and
b. Authorize increase in change order authority for the Weymouth filter rehabilitation construction contract, up to an aggregate amount not to exceed $2,688,146.

7-3 Adopt CEQA determination and appropriate $1.6 million; and authorize (1) preliminary investigations and preparation of environmental documentation for dewatering of the Foothill Feeder; and (2) agreement with Dudek in an amount no to exceed $750,000 (Approp. 15480). (E&O)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action is not subject to CEQA and qualifies for statutory and categorical exemptions, and

a. Appropriate $1.6 million;
b. Authorize preliminary investigations and preparation of environmental documentation to enable dewatering of the Foothill Feeder; and
c. Authorize agreement with Dudek in an amount not to exceed $750,000.

7-4 Adopt CEQA determination and authorize agreements with Brown and Caldwell, Carollo Engineers, CDM Smith, CH2M, and Parsons Environment & Infrastructure Group for engineering services to support board-authorized Capital Investment Plan projects. (E&O)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action is not defined as a project and is not subject to CEQA, and

a. **Authorize agreements with CDM Smith and CH2M in an amount not to exceed $2 million per year each for a maximum period of five years; and**
b. **Authorize agreements with Brown and Caldwell, Carollo Engineers, and Parsons Environment & Infrastructure in an amount not to exceed $1 million per year each for a maximum period of five years.**

7-5 Adopt CEQA determination and appropriate $180,000; and authorize design of chemical containment upgrades at the Henry J. Mills Water Treatment Plant (Approp. 15452). (E&O)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action is categorically exempt from CEQA, and

a. **Appropriate $180,000; and**
b. **Authorize design of chemical containment upgrades at the Mills plant.**

7-6 Adopt CEQA determination and authorize granting a 48-square foot permanent easement to Southern California Edison for power lines on Metropolitan-owned property near Lake Mathews in Riverside County. (RP&AM)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action is categorically exempt from CEQA, and

Authorize the General Manager to grant a permanent easement to Southern California Edison.

(END OF CONSENT CALENDAR)

8. OTHER BOARD ITEMS — ACTION

8-1 Adopt CEQA determination and appropriate $7.9 million; and authorize (1) preliminary investigations to rehabilitate the 45 main pumps at Metropolitan's Colorado River Aqueduct pumping plants; (2) design to rehabilitate a single main pump; and (3) agreement with Northwest Hydraulic Consultants, Inc. in an amount not to exceed $300,000 (Approp. 15481). (E&O)

Recommendation:

Option #1:

Adopt the CEQA determination that the proposed action is categorically exempt, and

a. **Appropriate $7.9 million;**
b. **Authorize preliminary investigations to rehabilitate the 45 main pumps at Metropolitan's five CRA pumping plants;**
c. **Authorize design to rehabilitate a single main pump at Gene Pumping Plant; and**
d. **Authorize agreement with Northwest Hydraulic Consultants, Inc., in an amount not to exceed $300,000 for hydraulic modeling.**

8-2 Adopt CEQA determination and adopt Policy Principle on Watershed Management. (C&L) **(To be mailed separately)**

8-3 Adopt CEQA determination and approve Metropolitan Water District's Salary Schedule pursuant to CalPERS regulations. (OP&T) **(To be mailed separately)**

9. BOARD INFORMATION ITEMS

None

10. FUTURE AGENDA ITEMS

11. ADJOURNMENT

NOTE: At the discretion of the Board, all items appearing on this agenda and all committee agendas, whether or not expressly listed for action, may be deliberated and may be subject to action by the Board.

Each agenda item with a committee designation will be considered and a recommendation may be made by one or more committees prior to consideration and final action by the full Board of Directors. The committee designation appears in parentheses at the end of the description of the agenda item e.g., (E&O, F&I). Committee agendas may be obtained from the Board Executive Secretary.

Writings relating to open session agenda items distributed to Directors less than 72 hours prior to a regular meeting are available for public inspection at Metropolitan's Headquarters Building and on Metropolitan's Web site http://www.mwdh2o.com.
Requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting should be made to the Board Executive Secretary in advance of the meeting to ensure availability of the requested service or accommodation.