



REGULAR MEETING

OPERATIONS & CUSTOMER RELATIONS COMMITTEE

MONTECITO WATER DISTRICT
583 SAN YSIDRO ROAD

Monday, June 15, 2020
9:30 A.M.

Join by Teleconference:

<https://global.gotomeeting.com/join/239616581>

Tel: (571) 317-3122

Access Code: 239-616-581#

AGENDA

1) CALL TO ORDER, DETERMINATION OF COMMITTEE QUORUM

2) PUBLIC FORUM

NOTE: This portion of the agenda may be utilized by any person to address the Operations & Administration Committee on any matter within the jurisdiction of the Committee. No consideration or discussion shall be undertaken by Committee members at this time on any item not appearing on this agenda except as permitted by the Ralph M. Brown Act. Discussion items receiving recommendations by the Committee, and/or items requiring action will be placed on the agenda of a future meeting of the Montecito Water District Board of Directors.

3) ITEMS FOR COMMITTEE CONSIDERATION

- A. Water Loss Adjustment Appeal – George Cassill;
- * B. Construction Contract for Romero Canyon Highline Relocation Project;
- C. Public Communication Strategy.

** indicates attachment included for this item.*

4) ADJOURNMENT

Note: In accordance with Executive Orders N-25-20, N-29-20, and N-33-20, issued by the Governor of the State of California in response to COVID-19, in-person public participation at Montecito Water District meetings is suspended. The District has established alternative methods of participation which permit members of the public to observe and address public meetings telephonically and/or electronically. These methods of participation can be accessed through the internet link provided at the top of this agenda.

This agenda was posted on the District website, and at the Montecito Water District outside display case at 9:30 a.m. on June 12, 2020. The Americans with Disabilities Act provides that no qualified individual with a disability shall be excluded from participation in, or denied the benefits of, the District's programs, services or activities because of any disability. If you need special assistance to participate in this meeting, please contact the District Office at 805-969-2271. Notification at least twenty-four (24) hours prior to the meeting will enable the District to make appropriate arrangements. Agendas, agenda packets, and additional materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available on the District website.

**MONTECITO WATER DISTRICT
MEMORANDUM**

SECTION: 3-A

DATE: JUNE 15, 2020

TO: OPERATIONS AND CUSTOMER RELATIONS COMMITTEE

FROM: ASSISTANT GENERAL MANAGER / ENGINEERING MANAGER

SUBJECT: WATER LOSS ADJUSTMENT APPEAL

RECOMMENDATION:

To be determined by Committee.

DISCUSSION:

A District customer had a leak on their property between the water meter and the house on March 26, 2020. According to the customer, the leak was repaired the same day. A water loss adjustment request was submitted by the customer on April 2, 2020 as shown in Attachment 1. Attachment 2 shows the Water Loss Adjustment calculation in accordance with the District's Board approved Water Loss Adjustment Policy which provides a credit by applying the Tier 1 rate to the total usage for the month. A credit of \$89.18 was applied to the customer's account on April 18, 2020. The customer requested to appeal the Water Loss Adjustment in an email on April 18, 2020, provided in Attachment 4, requesting an additional \$90 of credit on his March water bill. The customer has agreed to join the Committee meeting on June 15, 2020.

ATTACHMENTS:

1. Water Loss Adjustment Request
2. Water Loss Adjustment Calculation
3. Consumption History
4. Customer Appeal Letter

Montecito Water District
583 San Ysidro Road
Montecito, CA 93108
805-969-2271

WATER LOSS ADJUSTMENT REQUEST FORM

Please complete and submit this form, along with all supporting documentation such as invoices, photos or videos, to the District no later than 30 days from the billing date in which the water loss occurred.

Date of Loss Discovery: 3-26-20

Please provide a brief explanation of how water loss occurred, how quickly it was repaired and steps taken to ensure that another water loss does not occur:

My main pipe from the meter, broke. ~~It~~ It was repaired the same day. That section was replaced by a new pipe. The fix was tested good. Your water guy saw the leak. A contractor maintenance guy fixed it. Mr. Herrera did the repair. I'm a senior and I need your help please. Thank you.

(Please attach additional pages if necessary)

MONTECITO WATER DISTRICT

Customer Water Loss Input Form

Customer Name:

Account Number:

Month Billed: Mar-20

Month to apply credit: Apr-20

Billing information:

	Tier 1	Tier 2	Tier 3	Tier 4	Total
Actual HCF	25.0	11.0	-	-	36.0
"Normal Use"	12.0	-	-	-	12.0
Difference	13.0	11.0	-	-	24.0

Historical Data

Date	HCF
Mar-19	14.0
Mar-18	6.0
Mar-17	16.0
Average	12.0

Original Billing:

	Tier 1	Tier 2	Tier 3	Tier 4	Total
HCF	25.0	11.0	-	-	36.0
Amount	\$ 135.00	\$ 65.78	\$ -	\$ -	\$ 200.78
WSE	\$ 86.25	\$ 37.95	\$ -	\$ -	\$ 124.20
Meter	\$ 44.59	\$ -	\$ -	\$ -	\$ 44.59
					\$ 369.57

Revised Billing:

	Tier 1	Tier 2	Tier 3	Tier 4	Total
HCF	36.0	-	-	-	36.0
Amount	\$ 194.40	\$ -	\$ -	\$ -	\$ 194.40
WSE	\$ 41.40	\$ -	\$ -	\$ -	\$ 41.40
Meter	\$ 44.59	\$ -	\$ -	\$ -	\$ 44.59
					\$ 280.39

Credit for Water: \$ (6.38)
 Credit for WSE: \$ (82.80)
Total Credit to apply: \$ (89.18)

GM or BM Approval _____

Date _____

		Read		Total	Demand		Reading		
Month	Date	Previous	Current	Consumption	Read	Consumption	Flag	Source	Occupant
Year : 2020 Total 3									
Mar	03/26/2020	4191	4227	36			Regular	Hand Held	01
Feb	02/26/2020	4179	4191	12			Regular	Hand Held	01
Jan	01/28/2020	4162	4179	17			Regular	Hand Held	01
Year : 2019 Total 12									
Dec	12/26/2019	4155	4162	7			Regular	Hand Held	01
Nov	11/25/2019	4143	4155	12			Regular	Hand Held	01
Oct	10/25/2019	4129	4143	14			Regular	Hand Held	01
Sep	09/26/2019	4122	4129	7			Regular	Hand Held	01
Aug	08/26/2019	4111	4122	11			Regular	Hand Held	01
Jul	07/26/2019	4087	4111	24			Regular	Hand Held	01
Jun	06/25/2019	4075	4087	12			Regular	Hand Held	01
May	05/27/2019	4059	4075	16			Regular	Hand Held	01
Apr	04/26/2019	4046	4059	13			Regular	Hand Held	01
Mar	03/26/2019	4032	4046	14			Regular	Hand Held	01
Feb	02/25/2019	4024	4032	8			Regular	Hand Held	01
Jan	01/25/2019	4015	4024	9			Regular	Hand Held	01
Year : 2018 Total 12									
Dec	12/26/2018	4000	4015	15			Regular	Hand Held	01
Nov	11/26/2018	3987	4000	13			Regular	Hand Held	01
Oct	10/26/2018	3963	3987	24			Regular	Hand Held	01
Sep	09/27/2018	3942	3963	21			Regular	Hand Held	01
Aug	08/25/2018	3928	3942	14			Regular	Hand Held	01
Jul	07/26/2018	3913	3928	15			Regular	Hand Held	01
Jun	06/26/2018	3897	3913	16			Regular	Hand Held	01
May	05/24/2018	3884	3897	13			Regular	Hand Held	01
Apr	04/26/2018	3869	3884	15			Regular	Hand Held	01
Mar	03/27/2018	3863	3869	6			Regular	Hand Held	01
Feb	02/26/2018	3845	3863	18			Regular	Hand Held	01
Jan	01/25/2018	3829	3845	16			Regular	Hand Held	01
Year : 2017 Total 9									
Dec	12/26/2017	3804	3829	25			Regular	Hand Held	01
Nov	11/27/2017	3782	3804	22			Regular	Hand Held	01
Oct	10/26/2017	3751	3782	31			Regular	Hand Held	01
Sep	09/26/2017	3736	3751	15			Regular	Hand Held	01
Aug	08/28/2017	3715	3736	21			Regular	Hand Held	01
Jul	07/26/2017	3694	3715	21			Regular	Hand Held	01
Jun	06/26/2017	3676	3694	18			Regular	Hand Held	01
May	05/25/2017	3654	3676	22			Regular	Hand Held	01
Apr	04/26/2017	3632	3654	22			Regular	Hand Held	01
				Avg 17					

To: Pres. of the Montecito Water Board

Dear Mr. Wicks,

Water Loss Appeal

I am most displeased with the credit for the water loss, occurring 3-26 20. My main pipe from the meter broke. When I discovered it, I had the repair done right away that day. Your own water guy witnessed the leak, and instructed us on what to do.

Mr. Herrera completed the repair, and rechecked it. Job completed, shortly thereafter.

I was given a credit of \$89.00. The water bill was \$369 (approx), due to the leak.

As a Senior citizen, I am really asking for your help here, please, especially during this time. So please provide a water credit for \$90.

Thank you kindly, for your time, and assistance.

p.s. We do watch our water consumption.

**MONTECITO WATER DISTRICT
MEMORANDUM**

SECTION: 3-B

DATE: JUNE 15, 2020

TO: OPERATIONS AND CUSTOMER RELATIONS COMMITTEE

FROM: ASSISTANT GENERAL MANAGER / ENGINEERING MANAGER

**SUBJECT: AWARD OF CONSTRUCTION CONTRACT FOR ROMERO CANYON
HIGHLINE RELOCATION PROJECT**

RECOMMENDATION:

Subject to adoption of the proposed FY2020/21 budget on June 23, 2020, recommend to the Board of Directors the award a construction contract to Tierra Contracting in the amount of \$81,750 for the relocation of the highline on Romero Canyon Road to remedy a conflict with a proposed County of Santa Barbara road project.

DISCUSSION:

This item was brought to the Operations and Customer Relations Committee in October 2019 for consideration. The Committee's determination at that time was to not pursue the project since it was unbudgeted and to revisit the item once the project could be incorporated into the budget.

The County of Santa Barbara (County) approached District staff regarding an unsafe section of roadway on upper Romero Canyon Road in Montecito, shown in Figure 1 below. For southbound travelers, the eight-foot wide lane does not meet the County's lane width requirement of 11 feet from centerline. The guard posts, storm drain, and retaining wall are located within the 11-foot required lane width and pose a driving hazard to southbound traffic. The County has bid and award a contract to widen the roadway in this area to a minimum 11 feet, including removal of the existing retaining wall and construction of a new retaining wall approximately 4 feet into the hillside.

District facilities in the area include the 14-inch highline, 8-inch pipelines, two customer meters, one fire hydrant, and multiple control valves. There is an exposed valve near the storm drain, an exposed 8-inch ductile pipe in the asphalt, and exposed highline immediately behind the existing retaining wall.

The County has informed the District of their project conflicts with District infrastructure and requested the District relocate these facilities prior to the County pursuing their project. The

County work is scheduled to begin in August 2020, requiring the District work to be completed before that time.

District staff requested bids from two local contractors, Lash Construction and Tierra Contracting, for the proposed water main work. Staff reviewed the project in the field with both firms and received one bid from Tierra Contracting for the work. The bid from Tierra Contracting is \$81,750 which is within the project budget of \$100,000. Tierra has recently completed several similar projects on time, on budget, and in good working manner with District staff. It is recommended the project be awarded to Tierra Contracting, subject to Board adoption of the proposed FY2020/21 budget.



Figure 1 – Photo of Southbound Lane at 900 Block of Romero Canyon Road

SCHEDULE

The County has indicated they would like to begin work in August 2020. The District water mains, meters and valves must be relocated prior to any County work, therefore, the work would begin in July 2020 and require approximately 2 weeks to complete. An award of contract in June is important for Tierra to be able to order pipe materials and have them ready in July 2020.

FISCAL IMPACT

The contract award of \$81,750 is within the proposed budget of \$100,000 for FY2020/21. Other project costs that may be incurred include permitting, surveying, or paving but are not expected to exceed the proposed budget.

ATTACHMENTS:

None