



Cabazon Water District
14618 Broadway Street • P.O. Box 297
Cabazon, California 92230

FINANCE & AUDIT COMMITTEE MEETING

AGENDA

Meeting Location:

Cabazon Water District Office
14618 Broadway Street
Cabazon, California 92230

Meeting Date:

Tuesday, October 16, 2018 – 5:00 PM

CALL TO ORDER,
PLEDGE OF ALLEGIANCE,
ROLL CALL
FINANCE & AUDIT COMMITTEE

1. Discussion: Finance & Audit Committee Report
 - Balance Sheet
 - Profit and Loss Budget Comparison

2. Finance & Audit Committee District Payables Review and Approval/Signing

PUBLIC COMMENT

Any person may address the Board of Directors at this time on any matter within the subject matter jurisdiction of the Cabazon Water District; however, any matter that requires action will be referred to staff for investigation and reported at a subsequent Board of Directors meeting. The Board of Directors is prohibited by law from discussing or taking immediate action on items during this public comment period. To comment on specific agenda items, please advise the Board secretary prior to the meeting. **Each public comment will be limited to three (3) minutes. Individuals may not give their time away to another spokesperson. After two (2) minutes, the speaker will be notified that he/she has one (1) minute remaining. AB 1234 ORAL REPORTS (Gov. Code Sec. 53232.3(d))**

ADJOURNMENT

ADA Compliance Issues

In compliance with the Americans with Disabilities Act & Government Code Section 54954.2, if special assistance is needed to participate in a Board meeting, please contact the Clerk of the Board at (951) 849-4442. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.



Cabazon Water District
14618 Broadway Street • P.O. Box 297
Cabazon, California 92230

REGULAR BOARD MEETING

AGENDA

Meeting Location:
Cabazon Water District Office
14618 Broadway Street
Cabazon, California 92230

Meeting Date:
October 16, 2018 – 6:00 PM

CALL TO ORDER

PLEDGE OF ALLEGIANCE

REMEMBRANCE OF OUR SERVICE MEN AND WOMEN

ROLL CALL

CONSENT CALENDAR

All matters in this category are considered to be consistent with the Board/District goals, District Policies and Regulations adopted and/or approved by the Board of Directors, and will be enacted in one motion. There will be no separate discussion of these items. If discussion is required, items may be removed from the consent calendar and will be considered separately.

1. Approval of:

- a. Finance and Audit Committee Meeting Minutes and warrants approved by the committee
September 18, 2018
- b. Regular Board Meeting Minutes and warrants of September 18, 2018

2. Warrants – None

3. Awards of Contracts – None

UPDATES

- 1. Update:** San Geronio Pass Regional Water Alliance Update
(by Director Israel)
- 2. Update:** Manager's Operations Report
(by General Manager Louie)

NEW BUSINESS

1. Discussion: Morongo Band of Mission Indians, John Covington, Water Department Manager – Reservation Services Administrator – Presentation of Inter-connection between tribal reservoir and Tank #2 (Millard Pass Rd.) and providing or allowing electric power (Edison) to their production well and reservoir control panel.
2. Discussion/Action: Customer Concern: Madden, Mission, Acct No. 3-14748TM
3. Discussion/Action: Customer Concern: Ruiz, Pecan, Acct No. 2.2058LR

OLD BUSINESS

1. Discussion: Sustainable Groundwater Management Act (SGMA) Update (by General Manager Louie)
1. Discussion/Action: Marking customer water shut-off valves (by Director Wargo and Director Sanderson)
2. Discussion/Action: Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget

PUBLIC COMMENTS

Any person may address the Board of Directors at this time on any matter within the subject matter jurisdiction of the Cabazon Water District that is not listed on the agenda; however, any matter that requires action will be referred to staff for investigation and reported at a subsequent Board of Directors meeting. The Board of Directors is prohibited by law from discussing or taking immediate action on items during this public comment period. To comment on specific agenda items, please advise the Board secretary prior to the meeting. Each public comment will be limited to three (3) minutes. Individuals may not give their time away to another spokesperson. After two (2) minutes, the speaker will be notified that he/she has one (1) minute remaining. AB 1234 ORAL REPORTS (Gov. Code Sec. 53232.3(d))

GENERAL MANAGER/BOARD COMMENTS

1. Future Agenda Items

The Board Chair or the majority of the Board may direct staff to investigate and report back to an individual(s) and the Board on matters suggested or direct the General Manager/Board Secretary to place the matter on a future Board meeting.

- Suggested agenda items from the Public.
- Suggested agenda items from Management.
- Suggested agenda items from Board Members.

2. Management Comments

Staff members may speak on items of information not requiring comment or discussion to the Board and public. Topics which may be included on a future meeting agenda may be presented but cannot be discussed. (3 minutes)

3. Board Member Comments

Board members may speak on items of information not requiring comment or discussion to the Board and public. (3 minutes)

MISCELLANEOUS

1. Future Board Items/Next Board Meeting Date(s)

- a. Finance & Audit Workshop – Tuesday – November 20, 2018, 5:00 pm
- b. Regular Board Meeting – Tuesday – November 20, 2018, 6:00 pm
- c. Personnel Committee – None
- d. San Geronio Pass Regional Water Alliance – Alliance Meeting – November 28, 2018, 5:00 pm

ADJOURNMENT

ADA Compliance Issues

In compliance with the Americans with Disabilities Act & Government Code Section 54954.2, if special assistance is needed to participate in a Board meeting, please contact the Clerk of the Board at (951) 849-4442. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide access.



Cabazon Water District
14618 Broadway Street • P.O. Box 297
Cabazon, California 92230

FINANCE & AUDIT COMMITTEE MEETING

Minutes

Meeting Location:

Cabazon Water District Office
14618 Broadway Street
Cabazon, California 92230

Meeting Date:

Tuesday, September 18, 2018 – 5:00 PM

CALL TO ORDER,
PLEDGE OF ALLEGIANCE,
ROLL CALL

Director Wargo - Present
Director Israel - Present

Calvin Louie (General Manager) - Absent
Elizabeth Lemus, Board Secretary - Present
Cindy Byerrum, Financial Consultant - Absent

*Note: This meeting was recorded by the District -

FINANCE & AUDIT COMMITTEE

1. Discussion: Finance & Audit Committee Report

- Balance Sheet
- Profit and Loss Budget Comparison

Balance Sheet:

- The District's combined cash and LAIF balance is about \$807,794.
- The District's total liabilities are approximately \$1.132 million.

Profit and Loss:

- Line 3 Base Rate: This is the flat, fixed monthly charge to all residents for water service. YTD is trending at 17%.
- Line 13 Standby Fees: The bulk of these receipts often occur around January and April and can occasionally cause YTD to trend over/under budget.
- Line 40 Lab Fees: YTD is at 35% due to TTHM & HAA5 testing at various locations.
- Line 52 Facilities, Wells, T&D – Other: YTD is at 43% due to (3) chlorinator kit valves/diaphragms (\$2.7K) and wiring maintenance for Well 1 SCADA readings (\$900).
- Line 86 Other Fees/SWRCB: YTD is at 41% due to timing of Riverside County Assessment Fees. This \$2K annual fee was paid in August.

As of August 31st, the fiscal year-to-date net income is \$46,292.

2. Finance & Audit Committee District Payables Review and Approval/Signing

PUBLIC COMMENT

Any person may address the Board of Directors at this time on any matter within the subject matter jurisdiction of the Cabazon Water District; however, any matter that requires action will be referred to staff for investigation and reported at a subsequent Board of Directors meeting. The Board of Directors is prohibited by law from discussing or taking immediate action on items during this public comment period. To comment on specific agenda items, please advise the Board secretary prior to the meeting. **Each public comment will be limited to three (3) minutes. Individuals may not give their time away to another spokesperson. After two (2) minutes, the speaker will be notified that he/she has one (1) minute remaining. AB 1234 ORAL REPORTS (Gov. Code Sec. 53232.3(d))**

ADJOURNMENT

Motion to adjourn at 17:07 hr. made by Director Israel and 2nd by Director Wargo

Director Wargo - Aye
Director Israel - Aye

Meeting adjourned at 17:07 hr. on Tuesday, September 18, 2018

Robert Lynk, Board Chair
Board of Directors
Cabazon Water District

Elizabeth Lemus, Secretary
Board of Directors
Cabazon Water District

ADA Compliance Issues

In compliance with the Americans with Disabilities Act & Government Code Section 54954.2, if special assistance is needed to participate in a Board meeting, please contact the Clerk of the Board at (951) 849-4442. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.



Cabazon Water District
14618 Broadway Street • P.O. Box 297
Cabazon, California 92230

REGULAR BOARD MEETING

Minutes

Meeting Location:
Cabazon Water District Office
14618 Broadway Street
Cabazon, California 92230

Meeting Date:
September 18, 2018 – 6:00 PM

CALL TO ORDER

PLEDGE OF ALLEGIANCE

REMEMBRANCE OF OUR SERVICE MEN AND WOMEN

ROLL CALL

Director Martin Sanderson - Present
Director Maxine Israel - Present
Director Sarah Wargo - Present
Director Alan Davis - Present
Director Robert Lynk - Absent

Calvin Louie, General Manager - Present
Elizabeth Lemus, Board Secretary - Present
Cindy Byerrum, Financial Consultant - Present
Steve Anderson, Best Best & Krieger Law Firm - Present
Ben Carney, Best Best & Krieger Law Firm - Present

Note: This meeting was recorded by the District -

CONSENT CALENDAR

All matters in this category are considered to be consistent with the Board/District goals, District Policies and Regulations adopted and/or approved by the Board of Directors, and will be enacted in one motion. There will be no separate discussion of these items. If discussion is required, items may be removed from the consent calendar and will be considered separately.

1. Approval of:

- a. Finance and Audit Committee Meeting Minutes and warrants approved by the committee of August 21, 2018
- b. Regular Board Meeting Minutes and warrants of August 21, 2018

Motion to approve consent calendar item(s) (a.) Finance and Audit Committee Meeting Minutes and warrants approved by the committee of September 18, 2018 made by Director Israel and 2nd by Director Wargo

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk – Absent

Motion to approve consent calendar item(s) (b.) Regular Board Meeting Minutes and warrants of September 18, 2018 made by Director Israel and 2nd by Director Sanderson.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk – Absent

2. Warrants – None
3. Awards of Contracts – None

UPDATES

1. Update: **San Gorgonio Pass Regional Water Alliance Update
(by Director Israel)**

- Discussion concerning a 5 year water plan to conserve water.

2. Update: **Manager's Operations Report
(by General Manager Louie)**

- Encroachment Issue on Pecan/Main Street on District Property. Working on a resolution before installing a fence.
- Return Mail is raising expenses due to customers not updating their Contact Information.
- Emergency call-out for a leak on Carmen due to the Lateral Coupler Rupturing.
- Emergency call-out for a leak at a warehouse on Bonita. Leak was taken care of by the warehouse's 24 hour watchman by the time our operator had arrived.
- The District's USA flag was stolen by two unidentified men.

CLOSED SESSION @ 18:18 Hr. by Director Davis

- (1) CONFERENCE WITH LEGAL COUNSEL – Personnel Item(s)
- (2) CONFERENCE WITH LABOR NEGOTIATORS:
Agency Representatives: (Calvin Louie, Ellie Lemus, Joe Ortiz) Employee Organization: (SEIU)

OPEN SESSION @ 18:36 Hr.

Nothing to Report

*Note: A quick recess was taken at 18:36 hr. and the meeting resumed at 18:50 hr.

NEW BUSINESS

1. Discussion/Action: Approval of Fiscal Year 2017-2018 Audited Financial Statements
 - Chris Brown provided a presentation regarding Financials

Motion to approve Fiscal Year 2017-2018 Audited Financial Statements made by Director Israel and 2nd by Director Wargo

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

2. Discussion/Action: Approval of the 2018-2021 Union SEIU Local 721 Employee Memorandum Of Understanding (MOU)

Motion to approve the 2018-2021 Union SEIU Local 721 Employee Memorandum Of Understanding (MOU) with the District's version and language (as presented to the Board) made by Director Israel and 2nd by Director Sanderson.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

**3. Discussion/Action: Marking customer water shut-off valves.
(by Director Wargo and Director Sanderson)**

- Director Wargo suggested that tags be created to notify customers of the valves that are district property.

Motion to Table for next meeting made by Director Sanderson and 2nd by Director Israel.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

4. Discussion/Action: Reward – Information regarding missing District Property.

- The General Manager suggested an offer of a \$200 reward for the arrest and conviction of the two perpetrators that stole the District's USA Flag.

Motion to approve a \$200 Reward for the Arrest and Conviction of the two perpetrators that stole the District's U.S. flag made by Director Sanderson and 2nd by Director Israel.

Director Sanderson - Nay
Director Israel - Aye
Director Wargo - Nay
Director Davis - Nay
Director Lynk - Absent

MOTION FAILED

***Note: The Board proceeded to Agenda Old Business:**

- Item 3: Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget,
- Item 2: Proposed Changes to Current District Boundary and Sphere of Influence

before discussing Agenda New Business:

- Item 5: Backhoe training for District Field Crew Staff & OSHA Certified Training for District Field Crew Staff (Lancaster Safety Consulting, Inc.)

For this reason the layout of the minutes will appear different from the original Agenda.

OLD BUSINESS

**1. Discussion: Sustainable Groundwater Management Act (SGMA) Update
(by General Manager Louie)**

***Note: The Board proceeded to Agenda Old Business:**

- Item 3: Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget,
- Item 2: Proposed Changes to Current District Boundary and Sphere of Influence

before discussing Agenda New Business:

- Item 5: Backhoe training for District Field Crew Staff & OSHA Certified Training for District Field Crew Staff (Lancaster Safety Consulting, Inc.)

For this reason the layout of the minutes will appear different from the original Agenda.

2. Discussion/Action: Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget

Motion to Table any decision regarding, Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget until the October Board meeting made by Director Wargo and 2nd by Director Israel.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

*Note: The Board proceeded to Agenda Old Business:

- Item 3: Proposed Amendment of the District's Fiscal Year 2018-2019 Approved Budget,
- Item 2: Proposed Changes to Current District Boundary and Sphere of Influence

before discussing Agenda New Business:

- Item 5: Backhoe training for District Field Crew Staff & OSHA Certified Training for District Field Crew Staff (Lancaster Safety Consulting, Inc.)

3. Proposed Changes to Current District Boundary and Sphere of Influence.

Motion to Table any decisions regarding the Proposed Changes to Current District Boundary and Sphere of Influence and consider it for next year's budget made by Director Israel and 2nd by Director Wargo.

*Note: No roll call vote was made, but it was the consensus of the board to table this for discussion during next year's budget discussions.

NEW BUSINESS

5. Discussion/Action: Backhoe training for District Field Crew Staff & OSHA Certified Training for District Field Crew Staff (Lancaster Safety Consulting, Inc.)

Motion to authorize General Manager to spend up to \$23,000 to hire a consultant and provide backhoe training for Field Crew Staff made by Director Israel and 2nd by Director Sanderson

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

Motion to authorize General Manager to spend up to \$10,000 to enter into a contract with an OSHA consultant to provide training to the District Staff made by Director Wargo and 2nd by Director Israel.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk – Absent

PUBLIC COMMENTS

Any person may address the Board of Directors at this time on any matter within the subject matter jurisdiction of the Cabazon Water District that is not listed on the agenda; however, any matter that requires action will be referred to staff for investigation and reported at a subsequent Board of Directors meeting. The Board of Directors is prohibited by law from discussing or taking immediate action on items during this public comment period. To comment on specific agenda items, please advise the Board secretary prior to the meeting. Each public comment will be limited to three (3) minutes. Individuals may not give their time away to another spokesperson. After two (2) minutes, the speaker will be notified that he/she has one (1) minute remaining. AB 1234 ORAL REPORTS (Gov. Code Sec. 532323(d))

GENERAL MANAGER/BOARD COMMENTS

1. Future Agenda Items

The Board Chair or the majority of the Board may direct staff to investigate and report back to an individual(s) and the Board on matters suggested or direct the General Manager/Board Secretary to place the matter on a future Board meeting.

- Suggested agenda items from the Public.
- Suggested agenda items from Management.
- Suggested agenda items from Board Members.
 - Director Israel: Requested that the Board be introduced to the new employee for the October Board Meeting.

2. Management Comments

Staff members may speak on items of information not requiring comment or discussion to the Board and public. Topics which may be included on a future meeting agenda may be presented but cannot be discussed. (3 minutes)

3. Board Member Comments

Board members may speak on items of information not requiring comment or discussion to the Board and public. (3 minutes)

- Director Sanderson: Shared an event that will take place on November 8, at 12:30PM Friends of Cabazon Library will be hosting a veteran luncheon.

MISCELLANEOUS

1. Future Board Items/Next Board Meeting Date(s)
 - a. Finance & Audit Workshop – Tuesday – October 16, 2018, 5:00 pm
 - b. Regular Board Meeting – Tuesday – October 16, 2018, 6:00 pm
 - c. Personnel Committee – None
 - d. San Geronio Pass Regional Water Alliance – Alliance Meeting – September 26, 2018, 5:00 pm

ADJOURNMENT

Motion to adjourn at 20:42 hr. made by Director Israel and 2nd by Director Sanderson.

Director Sanderson - Aye
Director Israel - Aye
Director Wargo - Aye
Director Davis - Aye
Director Lynk - Absent

Meeting adjourned at 20:42 hr. on Tuesday, September 18, 2018

Robert Lynk, Board Chair
Board of Directors
Cabazon Water District

Elizabeth Lemus, Secretary
Board of Directors
Cabazon Water District

ADA Compliance Issues

In compliance with the Americans with Disabilities Act & Government Code Section 54954.2, if special assistance is needed to participate in a Board meeting, please contact the Clerk of the Board at (951) 849-4442. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide access.

Cabazon Water District

Profit & Loss

September 2018

| | Sep-18 | Current YTD | Budget | YTD (25%) |
|--|----------------|----------------|------------------|------------|
| 1 REVENUES | | | | |
| 2 OPERATING INCOME | | | | |
| 3 Base Rate - Water Bills | 68,560 | 205,617 | 811,800 | 25% |
| 4 Commodity Sales | 39,084 | 108,244 | 327,500 | 33% |
| 5 DHPO Contract | 19,104 | 64,784 | 225,900 | 29% |
| 6 Fire Sales - Water Bills | 226 | 677 | 2,500 | 27% |
| 7 Fire Flow Income | - | - | 400 | 0% |
| 8 Penalty Fees - Water Bills | 3,063 | 11,240 | 48,300 | 23% |
| 9 New Account Fees - Water Bills | 20 | 560 | 1,800 | 31% |
| 10 Incident Fee - Water Bills | - | - | 400 | 0% |
| 11 Returned Check Fees | - | 90 | 600 | 15% |
| 12 Basic Facilities Fee | - | - | 64,900 | 0% |
| 13 Stand By Fees - Tax Revenue | - | 3,443 | 113,600 | 3% |
| 14 TOTAL OPERATING INCOME | 130,057 | 394,655 | 1,597,700 | 25% |
| 15 NON-OPERATING INCOME | | | | |
| 16 Property Taxes | 497 | 924 | 60,900 | 2% |
| 17 Cell Tower Lease Income | - | 6,139 | 22,100 | 28% |
| 18 Misc. Non-Operating Income | - | - | - | 0% |
| 19 Interest Income | 460 | 1,443 | 10,200 | 14% |
| 20 TOTAL NON-OPERATING INCOME | 956 | 8,506 | 93,200 | 9% |
| 21 TOTAL REVENUES | 131,013 | 403,160 | 1,690,900 | 24% |
| 22 EXPENSES | | | | |
| 23 PAYROLL | | | | |
| 24 Directors Fees | - | 3,700 | 20,000 | 19% |
| 25 Management & Customer Service | | | | |
| 26 Customer Accounts | 1,890 | 11,407 | 51,700 | 22% |
| 27 Business Admin Manager | 2,460 | 14,650 | 65,200 | 22% |
| 28 General Manager | 3,331 | 19,939 | 84,100 | 24% |
| 29 Total Management & Customer Service | 9,115 | 47,429 | 201,000 | 24% |
| 30 Field Workers | 4,214 | 35,001 | 144,200 | 24% |
| 31 Employee Benefits Expense | | | | |
| 32 Workers Comp. | 1,017 | 2,147 | 8,700 | 25% |
| 33 Employee Health Care | 9,551 | 22,720 | 95,800 | 24% |
| 34 Pension | 3,550 | 14,209 | 70,200 | 20% |
| 35 Total Employee Benefits Expense | 14,118 | 39,076 | 174,700 | 22% |
| 36 Payroll Taxes | 1,306 | 7,239 | 30,100 | 24% |
| 37 TOTAL PAYROLL | 28,753 | 132,445 | 570,000 | 23% |
| 38 OPERATIONAL EXPENSES | | | | |
| 39 Facilities, Wells, T&D | | | | |
| 40 Lab Fees | 204 | 2,865 | 7,500 | 38% |
| 41 Site Landscaping & Maintenance | 45 | 90 | 700 | 13% |
| 42 Meters | - | 300 | 4,600 | 7% |

Cabazon Water District

Profit & Loss

September 2018

| | Sep-18 | Current YTD | Budget | YTD (25%) | |
|----|---|---------------|---------------|----------------|------------|
| 43 | Generator Service Contractor | 433 | 433 | 1,300 | 33% |
| 44 | Utilities - Wells | 19,168 | 27,902 | 126,100 | 22% |
| 45 | SCADA | 26 | 82 | 300 | 27% |
| 46 | Line R&M Contractor | - | - | 12,500 | 0% |
| 47 | Line R&M Materials | 3,855 | 5,446 | 60,000 | 9% |
| 48 | Well Maintenance | 1,715 | 3,050 | 36,200 | 8% |
| 49 | Security | 2,722 | 4,923 | 18,400 | 27% |
| 50 | Engineering Services | 5,334 | 16,680 | 33,600 | 50% |
| 51 | Chlorinators | - | - | 100 | 0% |
| 52 | Facilities, Wells, T&D - Other | 725 | 5,012 | 10,000 | 50% |
| 53 | Total Facilities, Wells, T&D | 34,227 | 66,783 | 311,300 | 21% |
| 54 | Utilities - Office | | | | |
| 55 | Electricity | 1,763 | 6,026 | 15,900 | 38% |
| 56 | Gas | 26 | 78 | 710 | 11% |
| 57 | Telephone | 800 | 2,350 | 9,500 | 25% |
| 58 | Trash Pickup & Office Cleaning | 394 | 1,121 | 4,400 | 25% |
| 59 | Total Utilities - Office | 2,982 | 9,575 | 30,510 | 31% |
| 60 | Office Expenses | | | | |
| 61 | Water Billing System | 177 | 532 | 2,100 | 25% |
| 62 | Supplies & Equipment | 968 | 1,676 | 9,700 | 17% |
| 63 | Copier and Supplies | 980 | 1,217 | 6,000 | 20% |
| 64 | Dues & Subscriptions | - | - | 1,700 | 0% |
| 65 | Postage | 602 | 1,293 | 7,700 | 17% |
| 66 | Printing & Publications | - | 509 | 6,100 | 8% |
| 67 | Leases & Rents | 82 | 82 | 300 | 27% |
| 68 | Computer Services | 2,657 | 5,361 | 36,800 | 15% |
| 69 | Office Radio | - | - | 500 | 0% |
| 70 | Office Storage | 500 | 1,500 | 6,200 | 24% |
| 71 | Air Conditioning Servicing | 398 | 1,194 | 4,600 | 26% |
| 72 | Fire Alarm System Servicing | 52 | 156 | 700 | 22% |
| 73 | Office Expenses - Other | 76 | 228 | 1,300 | 18% |
| 74 | Total Office Expenses | 6,492 | 13,748 | 83,700 | 16% |
| 75 | Support Services | | | | |
| 76 | Temporary Labor | - | - | 10,000 | 0% |
| 77 | Financial Audit | 4,845 | 6,045 | 22,100 | 27% |
| 78 | Accounting | 7,424 | 12,670 | 30,000 | 42% |
| 79 | Legal Services | 5,574 | 15,890 | 53,600 | 30% |
| 80 | Bank Service Charges | 52 | 189 | 700 | 27% |
| 81 | Payroll Service | 135 | 888 | 4,100 | 22% |
| 82 | Website Support | 75 | 225 | 1,700 | 13% |
| 83 | General Liability Insurance | 1,946 | 5,364 | 21,000 | 26% |
| 84 | Total Support Services | 20,050 | 41,272 | 143,200 | 29% |
| 85 | Training/Travel | 1,340 | 1,691 | 8,000 | 21% |

Cabazon Water District

Profit & Loss

September 2018

| | Sep-18 | Current YTD | Budget | YTD (25%) |
|--|-----------------|--------------|------------------|-----------|
| 86 Other Fees/SWRCB | 842 | 3,355 | 6,200 | 54% |
| 87 Service Tools & Equipment | | | | |
| 88 Shop Supplies and Small Tools | 1,140 | 2,157 | 21,100 | 10% |
| 89 Vehicle Fuel | 2,150 | 3,012 | 12,800 | 24% |
| 90 Employee Uniforms | 182 | 182 | 1,500 | 12% |
| 91 Safety | - | - | 500 | 0% |
| 92 Tractor Expenses | 10 | 10 | 1,000 | 1% |
| 93 Equipment Rental | - | - | 2,100 | 0% |
| 94 Service Trucks - R&M | 297 | 514 | 13,900 | 4% |
| 95 Water Ops Phone & Internet | 88 | 263 | 900 | 29% |
| 96 Total Service Tools & Equipment | 3,867 | 6,138 | 53,800 | 11% |
| 97 NON-OPERATING EXPENSES | | | | |
| 98 Grant & Loan Processing Fee | - | - | 1,600 | 0% |
| 99 DWR Interest Expense | - | - | 10,300 | 0% |
| 100 DHPO Interest Expense | 5,162 | 5,162 | 9,800 | 53% |
| 101 Bad Debt Expense | - | - | 1,200 | 0% |
| 102 Miscellaneous | 17 | - | 1,600 | 0% |
| 103 Prior Year Income / Expense | - | - | - | 0% |
| 104 Depreciation Expense | 22,192 | 66,575 | 266,300 | 25% |
| 105 TOTAL NON-OPERATING EXPENSES | 27,371 | 71,737 | 290,800 | 25% |
| 106 TOTAL EXPENSES | 125,924 | 346,744 | 1,497,510 | 23% |
| 107 TOTAL INCOME BEFORE CAPITAL & GSA | 5,090 | 56,416 | 193,390 | 29% |
| 108 DHPO Capacity Credit | (1,750) | (5,250) | (21,000) | 25% |
| CAPITAL PROJECTS | | | | |
| 109 Main Street Improvements (Icehouse Imp.) | - | - | (60,000) | 0% |
| 110 Meter Replacements & Other Capital | - | (1,600) | (22,000) | 7% |
| 111 New Vehicle Purchase | - | - | (50,000) | 0% |
| 112 TOTAL CAPITAL PROJECTS | - | (1,600) | (132,000) | 1% |
| 113 DEBT - PRINCIPAL | | | | |
| 114 Debt Service Principal - DWR | - | - | (38,400) | 0% |
| 115 Debt Service Principal - DHPO (Zion) | (39,435) | (39,435) | (78,900) | 50% |
| 116 TOTAL DEBT - PRINCIPAL | (39,435) | (39,435) | (117,300) | 34% |
| 117 SGMA / GSA | (6,334) | (6,334) | (60,000) | 11% |
| 118 NET INCOME / (LOSS) | (42,429) | 3,797 | (136,910) | |

No assurance is provided on these financial statements.

The financial statements do not include a statement of cash flows.

Substantially all disclosures required by accounting principles generally accepted in the United States are not included.

Cabazon Water District

Balance Sheet

September 30, 2018

Sep 30, 18

| | | |
|----|--------------------------------------|-------------------------|
| 1 | ASSETS | |
| 2 | Current Assets | |
| 3 | Checking/Savings | |
| 4 | General Bank Account-Chase | 172,045 |
| 5 | Payroll Bank Account-Chase | 42,795 |
| 6 | Trust Account-Chase (Cust. Deposits) | 16,152 |
| 7 | Local Petty Cash | 100 |
| 8 | Total Checking/Savings | <u>231,092</u> |
| 9 | Accounts Receivable | 242,866 |
| 10 | LAIF | 558,805 |
| 11 | Bank of NY Trustee Accounts | 73,413 |
| 12 | Prepaid Expenses | 17,031 |
| 13 | Inventory Total | 93,672 |
| 14 | Total Other Current Assets | <u>985,788</u> |
| 15 | Total Current Assets | <u>1,216,880</u> |
| 16 | Fixed Assets | |
| 17 | Construction in Process | |
| 18 | CIP Cabazon Outlets Expansion | |
| 19 | CIP Super Map | 22,342 |
| 20 | CIP 50100 Main St. Property | 114,740 |
| 21 | Total Construction in Process | <u>137,082</u> |
| 22 | Tools and Equipment | 123,319 |
| 23 | Source of Supply | 1,552,226 |
| 24 | Transmission & Distribution | 10,216,143 |
| 25 | Buildings & Structures | 12,281 |
| 26 | Water Treatment | 8,800 |
| 27 | Office Furniture and Equipment | 71,808 |
| 28 | Intangible Plant | 11,032 |
| 29 | Vehicles | 106,309 |
| 30 | Land | 689,548 |
| 31 | Accumulated Depreciation | <u>(5,418,713)</u> |
| 32 | Total Fixed Assets | <u>7,509,834</u> |
| 33 | TOTAL ASSETS | <u><u>8,726,714</u></u> |
| 34 | LIABILITIES & EQUITY | |
| 35 | Liabilities | |
| 36 | Current Liabilities | |
| 37 | Accounts Payable | 25,860 |
| 38 | Other Current Liabilities | |
| 39 | Misc Short Term Liability | |
| 40 | Customer Deposits | |
| 41 | Customer Deposits - Co 1 | 6,000 |
| 42 | Customer Deposits - Co 2 | 5,184 |
| 43 | Total Customer Deposits | <u>11,184</u> |
| 44 | Accrued Vacation Pay | 10,051 |

Cabazon Water District


Balance Sheet

September 30, 2018

| | | Sep 30, 18 |
|----|---------------------------------------|-------------------------|
| 45 | DWR-HS Payable - Current | 38,425 |
| 46 | Current Portion Zion's Bank Ln | 78,870 |
| 47 | Accrued Payroll | 7,565 |
| 48 | Accrued Payroll Taxes | 553 |
| 49 | Accrued Interest | 5,225 |
| 50 | Employee Deductions | 1,044 |
| 51 | Accrued Expenses | 6,419 |
| 52 | Total Other Current Liabilities | <u>159,337</u> |
| 53 | Total Current Liabilities | <u>185,197</u> |
| 54 | Long Term Liabilities | |
| 55 | DWR-H Loan Payable (Payoff '26) | 318,500 |
| 56 | Zion's Bank Long Term (2023) | 335,745 |
| 57 | RCEDA Loan Payable | 300,000 |
| 58 | Total Long Term Liabilities | <u>954,245</u> |
| 59 | Total Liabilities | <u>1,139,442</u> |
| 60 | Total Equity | <u>7,587,272</u> |
| 61 | TOTAL LIABILITIES & EQUITY | <u>8,726,714</u> |



MEMORANDUM

DATE: October 11, 2018
TO: Board of Directors
FROM: Calvin Louie – General Manager 
SUBJ: RE: Water Account #3-14748TM – 14-748 Mission Street, Cabazon, CA 92230
CC: Customer Accounts File

SUMMARY

Charles Garcia filed a Customer Complaint Form (CCF) and requested to appear before the Cabazon Water District Board of Directors (the “Board”) to express his concern about a non-business hours charge of \$250 for a water emergency response that occurred on Friday, 07/20/2018 at approximately 1256 hr. (12:56 PM).

STATEMENT OF FACTS

This Staff Report is to augment the below listed memorandum, reports, and responses:

| Date | Description |
|------------|--|
| 07/22/2018 | Water Account #3-14748TM – Service address 14748 Mission Street, Cabazon, CA 92230 |
| 09/24/2018 | Better Business Bureau Complaint #13092590 |

The two (2) water customers initiating the complaint is Amber Madden (responsible party of the water account) and Charles Garcia (spouse to responsible party of the water account).

List of Events and General Manager’s (GM) Comments

1. **07/20/2018** – Madden called the 24hr. Water Emergency Phone-line.

To ensure clarification, I explained to Amber if she was aware of the District’s business hours. Amber replied she was parked in front of the District administration facility during our phone conversation. Amber reiterated that she was not reserve in paying the minimum \$250 non-business hour water emergency response charges. (Reference

Memorandum titled Non-business hour's water emergency call-out dated 07/22/2018, 1st page, 4th paragraph

It was **NOT** Charles Garcia that talked to me on the initial call as Garcia wrote in the CCF he filed with the District. Garcia called me through Dispatch (answering service) on 07/20/2018, at approximately 2117 hr. (9:17 PM)

Garcia's written statement in his BBB complaint. *"She (my wife) was informed, the next day (July 20, 2018), that if we called the emergency/after hours line that paying with a money order they would restore services with no problem."* (Reference BBB Complaint #130925590, dated 09/26/2018, page 3 of 7 pages, 3rd paragraph)

In Garcia's CCF, he wrote, *"I agree to the fee as long as he turned the water on, on Friday."* (Reference Memorandum titled Non-business hour's water emergency call-out dated 07/22/2018, 1st page, 4th paragraph)

This is an **inaccurate** and **conflicting** statement. Who initially called Dispatch and agreed to the paying the fees? The GM distinctly remembers it was Madden and **NOT** Garcia.

2. **Garcia** alleged that Louie (GM) attempted to leave with the payment to the District without restoring the water services.

"She (Madden) had to be persistent with him about giving it back if he didn't keep up with his end of the deal".

The GM freely and voluntarily returned the money to Madden when I had discovered the water meter was removed with the presence of pipe wrapped on the connectors. If the GM had other intent, why would the GM advise Madden to obtain a money order as District employees are instructed **NOT** to accept cash payments out in the field on our initial phone call?

Amber stated she was willing to pay that charge in lieu of not having water service over the weekend. I instructed Amber that water operators were not allowed to accept cash payment out in the field. Since her (Amber) water service was interrupted for non-payment, she was told to converter her cash payment into a money order or certified bank check. (Reference BBB Complaint #130925590, dated 09/26/2018, page 4 of 7 pages, 7th paragraph)

Another note, it is in the GM's opinion there is no *"his end of the deal."* In fact **"the deal"** are the Rules & Regulations Governing Water Service (R&R), since that appears Garcia's prefer dialogue. District employees are instructed to **NOT** make *deals*, but rather to follow the R&R.

Copies of R&R are available by request when you apply for water service or email a request to the District. Included in the R&R are the applicant's responsibility for keeping the water account current, including what penalties and interest are assessed should the water account become delinquent.

3. **07/20/2018** – Madden & Louie (GM) met and it was determined the water meter was removed by District personnel because the water service had been unlawfully turned back on and damage was done to District property.

Garcia wrote and **admitted** to **unlawfully** turning their water service back on and allowing their water account to become delinquent.

“Two days before that is when our water was cut off. They put a lock on our meter not allowing us water into our, completely our fault. But with kids in the house and pets needing to be hydrated. I knowingly cut the lock and turned the water back on”, Garcia wrote and continued, “I admit to being at fault with our late payment, and I know I shouldn’t have cut their lock but I needed to make sure my family came first and I knew there would be a fee for doing so, I knew the outcome of all involved or I thought so.” (Reference BBB Complaint #130925590, dated 09/26/2018, page 5 of 7 pages, 2nd paragraph)

4. Garcia’s last written sentence in the CCF complaint was, *“after he told me by reviewed my account and told me he couldn’t do anything go buy water bottle water can’t do anything till Monday.”*

I met Madden at their Mission Street residence, **NOT** Garcia, as he keeps referring to himself in his handwritten complaint. The comment of purchasing bottle drinking water was a polite and helpful suggest that I provided Madden at the scene. I may have rendered the same suggestion to Garcia during the phone conversation through Dispatch later in the evening on that date.

OPINIONS AND CONCLUSIONS

Based on Garcia’s inconsistent and conflicting written statements, I have formulated the opinion that Garcia in order to validate his position and be successful in his claim, Garcia has either resorted to **deceitful** and **erroneous allegations** or he is **very confused**.

RECOMMENDATION

During the course of this investigation, I have discovered using the tablet has limited remote access to the various computer programs the District utilized to monitor and control the various functions of both administrative and water operation departments.

Not having full access to the Continental Utility Solutions, Inc. water billing program, I am only remotely able to view whether the water customer’s account is current and the history. I am not able to view the historically archive of Work Orders (WO). A WO is issued for all water production, repairs, improvement, and customer service request projects. This includes “termination of water services for non-payment”, and **NOT** limited to “removal of water meters due to tampering.” I was unable to view the WO that indicated the water meter was removed due to **unlawful** tampering.

The reasons I would not reinstalled the water meter were 1) due to man hours would have gone into overtime in which Madden would have been invoiced for the additional cost, 2) not having a field crew on-duty would have placed me in an difficult situation if something would have went wrong, and 3) it is the District's common practice to restore water services that have been terminated for non-payments during business hours. **This reduces the cost to the water account holder and other water rate payers.** It is Management's belief that in certain situations, such as, but no limited to delinquent water bill payments, the other 864 plus water rate payers should not financial support another water rate payer's mistakes, unfortunate circumstances, or being irresponsible.

I will issue a revised directive for all water district employees handling non-business hour's water emergency calls when remotely checking a specific water account to use the laptop in lieu of the District's tablet.

I am also recommending to rescind Madden's non-business hour response \$250 charges based on the above discovery. I continue to dispute Garcia's specious allegations and to maintain my opinion that Garcia has resorted to deception and threats to obtain his goals.

My other recommendation to the Board is to counsel both Madden and Garcia about responsibilities of making timely water payment and monitor their water usage.

I base this recommendation on the fact Madden's water account has been delinquent for more than nine (9) times since January 2018.

Their 2018 water usage ranges 1500 (15 ccf = 11,220 gallons of water) to 2100 (21 ccf = 15,708 gallons of water) per month. This is not including the July 2018 water bill reflecting a water usage of 5700 (57 ccf = 42,636 gallons of water).

Cabazon Water District
14618 Broadway Street
P.O. Box 297

Cabazon, California 92230

Bus. (951) 849-4442

Fax (951) 849 2519



Cabazon Water District

Customer Complaint Form

NAME: CHARLES GARCIA CWD ACCT# 3-14748 Tom

SERVICE ADDRESS: 14748 MISSION, Cabazon.

MAILING ADDRESS: PO BOX 910

CITY: CABAZON, STATE: CA ZIP: 92230

PHONE: (951) 796-9990

E-mail: ~~garcia@ray~~ garcia@ray@gmail.com

Please briefly describe your concerns.
Include copies of all supporting documents.

Issue happened in July

Water was turned off, meter pulled. I get my paycheck every other Friday I had to wait to pay the remaining balance. I called the district talked to Louie. He told me about the 200 fee if he comes out on Friday. I agree to pay the fee as long as he turned the water on, on Friday. He came (Louie) out to my home, saw the meter was pulled. After he told me he reviewed my account and told me he couldn't do anything to get water



Cabazon Water District

Customer Complaint Procedures

1. A Customer Complaint Form must be submitted to the General Manager. The General Manager will conduct a thorough investigation of your concerns.
2. The General Manager's final decision is final.
3. If you wish to dispute the General Manager's final decision, then you must file to address your issues with the District's Board of Directors. There, you will be required to present your evidence and facts. The Board will make a final determination whether or not to overturn the General Manager's decision.
4. If you fail to appear to your scheduled Board hearing, then you will be given a 5 day notice to request an additional meeting or the original course of action and/or water service interruption will be executed.
5. You will only be allowed one (1) extension.

*both water can't do anything till Monday.
He got into his truck & left*

| |
|-------------------------------------|
| Customer Transaction Summary |
|-------------------------------------|

Customer Information

Account No: 3-14748TM
 BER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|------------|------------|---------|-------|---------------|--------------------|---------|
| 04/30/2018 | Charge | 04/12/2018 | 20200 | 1800 | 191.50 | 105.97 | 297.47 |
| 05/14/2018 | Misc - TAG | | | | 297.47 | 10.00 | 307.47 |
| 05/15/2018 | F Payment | | | | 307.47 | -125.00 | 182.47 |
| 05/21/2018 | F Penalty | | | | 182.47 | 10.60 | 193.07 |
| 05/21/2018 | F Interest | | | | 193.07 | 2.26 | 195.33 |
| 05/31/2018 | Charge | 05/14/2018 | 22300 | 2100 | 195.33 | 119.23 | 314.56 |
| 06/14/2018 | Misc - TAG | | | | 314.56 | 10.00 | 324.56 |
| 06/17/2018 | F Payment | | | | 324.56 | -124.56 | 200.00 |
| 06/21/2018 | F Penalty | | | | 200.00 | 11.92 | 211.92 |
| 06/21/2018 | F Interest | | | | 211.92 | 2.51 | 214.43 |
| 06/28/2018 | Charge | 06/13/2018 | 24200 | 1900 | 214.43 | 110.39 | 324.82 |
| 07/11/2018 | Misc - TAG | | | | 324.82 | 10.00 | 334.82 |
| 07/17/2018 | Misc - TG2 | | | | 334.82 | 10.00 | 344.82 |
| 07/17/2018 | Misc - RCF | | | | 344.82 | 50.00 | 394.82 |
| 07/19/2018 | Misc - IF | | | | 394.82 | 70.00 | 464.82 |
| 07/23/2018 | Payment | | | | 464.82 | -175.00 | 289.82 |
| 07/23/2018 | Payment | | | | 289.82 | -283.00 | 6.82 |
| 07/23/2018 | Payment | | | | 6.82 | -6.82 | 0.00 |
| 07/23/2018 | Misc - N01 | | | | 0.00 | 250.00 | 250.00 |
| 07/29/2018 | Charge | 07/12/2018 | 29900 | 5700 | 250.00 | 278.35 | 528.35 |
| 08/02/2018 | Misc - TAG | | | | 528.35 | 10.00 | 538.35 |
| 08/20/2018 | Payment | | | | 538.35 | -260.00 | 278.35 |
| 08/21/2018 | F Penalty | | | | 278.35 | 26.84 | 305.19 |
| 08/21/2018 | F Interest | | | | 305.19 | 4.03 | 309.22 |
| 08/30/2018 | Charge | 08/09/2018 | 31100 | 1200 | 309.22 | 82.51 | 391.73 |
| 09/13/2018 | Misc - TAG | | | | 391.73 | 10.00 | 401.73 |
| 09/21/2018 | F Payment | | | | 401.73 | -85.00 | 316.73 |
| 09/24/2018 | F Penalty | | | | 316.73 | 8.25 | 324.98 |
| 09/24/2018 | F Interest | | | | 324.98 | 3.99 | 328.97 |
| 09/27/2018 | Charge | 09/10/2018 | 33000 | 1900 | 328.97 | 110.39 | 439.36 |
| 10/03/2018 | F Payment | | | | 439.36 | -115.36 | 324.00 |
| 10/03/2018 | Misc - IF | | | | 324.00 | 75.00 | 399.00 |
| 10/03/2018 | F Payment | | | | 399.00 | -75.00 | 324.00 |

Cabazon County Water District

Customer Transaction Summary

Customer Information

Account No: 3-14748TM
 BER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|---------------|------------|---------|-------|---------------|--------------------|---------|
| 06/29/2017 | Charge | 06/12/2017 | 6000 | 2600 | 175.43 | 122.85 | 298.28 |
| 06/29/2017 | F Dep Applied | | | | 298.28 | -50.00 | 248.28 |
| 07/01/2017 | Misc - TAG | | | | 248.28 | 10.00 | 258.28 |
| 07/17/2017 | F Payment | | | | 258.28 | -140.00 | 118.28 |
| 07/24/2017 | F Penalty | | | | 118.28 | 10.83 | 129.11 |
| 07/24/2017 | F Interest | | | | 129.11 | 1.62 | 130.73 |
| 07/31/2017 | Charge | 07/12/2017 | 7900 | 1900 | 130.73 | 95.97 | 226.70 |
| 08/01/2017 | Misc - TAG | | | | 226.70 | 10.00 | 236.70 |
| 08/15/2017 | F Payment | | | | 236.70 | -140.73 | 95.97 |
| 08/21/2017 | F Penalty | | | | 95.97 | 8.60 | 104.57 |
| 08/21/2017 | F Interest | | | | 104.57 | 1.29 | 105.86 |
| 08/31/2017 | Charge | 08/10/2017 | 9600 | 1700 | 105.86 | 88.29 | 194.15 |
| 09/11/2017 | F Payment | | | | 194.15 | -75.15 | 119.00 |
| 09/21/2017 | F Penalty | | | | 119.00 | 8.83 | 127.83 |
| 09/21/2017 | F Interest | | | | 127.83 | 1.49 | 129.32 |
| 09/28/2017 | Charge | 09/07/2017 | 10600 | 1000 | 129.32 | 66.73 | 196.05 |
| 10/12/2017 | Misc - TAG | | | | 196.05 | 10.00 | 206.05 |
| 10/18/2017 | Misc - TG2 | | | | 206.05 | 10.00 | 216.05 |
| 10/18/2017 | Misc - RCF | | | | 216.05 | 50.00 | 266.05 |
| 10/18/2017 | Payment | | | | 266.05 | -266.05 | 0.00 |
| 10/18/2017 | Charge | 10/09/2017 | 11600 | 1000 | 0.00 | 66.73 | 66.73 |
| 11/21/2017 | F Penalty | | | | 66.73 | 6.67 | 73.40 |
| 11/21/2017 | F Interest | | | | 73.40 | 1.00 | 74.40 |
| 11/30/2017 | Charge | 11/09/2017 | 12700 | 1100 | 74.40 | 69.24 | 143.64 |
| 12/14/2017 | Misc - TAG | | | | 143.64 | 10.00 | 153.64 |
| 12/19/2017 | Payment | | | | 153.64 | -20.00 | 133.64 |
| 12/19/2017 | Payment | | | | 133.64 | -80.00 | 53.64 |
| 12/21/2017 | F Penalty | | | | 53.64 | 4.36 | 58.00 |
| 12/21/2017 | F Interest | | | | 58.00 | 0.65 | 58.65 |
| 12/28/2017 | Charge | 12/11/2017 | 14000 | 1300 | 58.65 | 74.26 | 132.91 |
| 01/14/2018 | F Payment | | | | 132.91 | -75.00 | 57.91 |
| 01/22/2018 | F Penalty | | | | 57.91 | 5.79 | 63.70 |
| 01/22/2018 | F Interest | | | | 63.70 | 0.87 | 64.57 |
| 01/31/2018 | Charge | 01/10/2018 | 15400 | 1400 | 64.57 | 88.29 | 152.86 |
| 02/21/2018 | F Penalty | | | | 152.86 | 8.83 | 161.69 |
| 02/21/2018 | F Interest | | | | 161.69 | 2.19 | 163.88 |
| 02/28/2018 | Charge | 02/12/2018 | 16900 | 1500 | 163.88 | 92.71 | 256.59 |
| 03/15/2018 | Misc - TAG | | | | 256.59 | 10.00 | 266.59 |
| 03/16/2018 | F Payment | | | | 266.59 | -100.00 | 166.59 |
| 03/21/2018 | F Penalty | | | | 166.59 | 9.27 | 175.86 |
| 03/21/2018 | F Interest | | | | 175.86 | 2.18 | 178.04 |
| 03/29/2018 | Charge | 03/13/2018 | 18400 | 1500 | 178.04 | 92.71 | 270.75 |
| 04/12/2018 | Misc - TAG | | | | 270.75 | 10.00 | 280.75 |
| 04/12/2018 | F Payment | | | | 280.75 | -100.75 | 180.00 |
| 04/12/2018 | F Penalty | | | | 180.00 | 9.27 | 189.27 |
| 04/23/2018 | F Interest | | | | 189.27 | 2.23 | 191.50 |

Cabazon County Water District

Customer Transaction Summary

Customer Information

Account No: 3-14748TM
 BER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

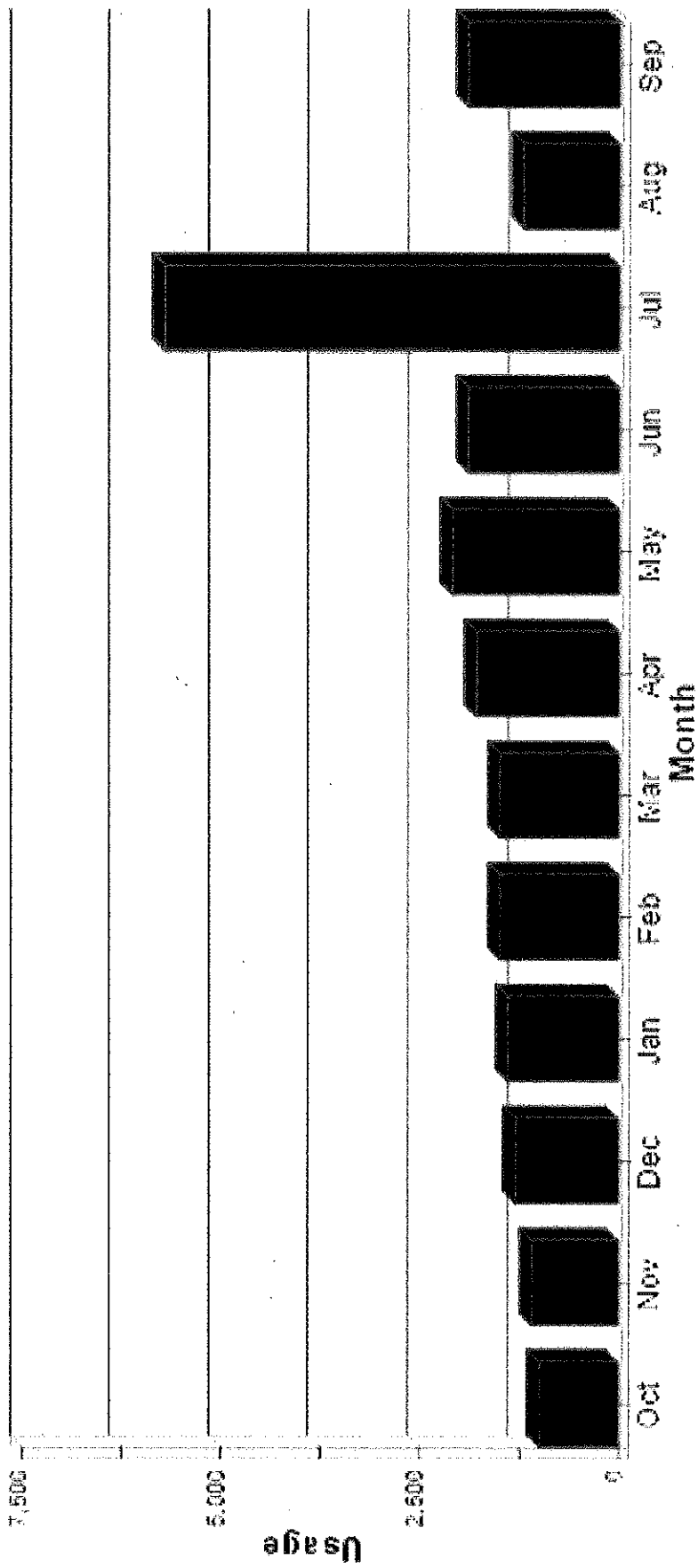
Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|--------------|------------|---------|-------|---------------|--------------------|---------|
| 01/19/2016 | Payment | | | | 46.27 | -46.27 | 0.00 |
| 01/27/2016 | Charge | 01/13/2016 | 75300 | 600 | 0.00 | 46.27 | 46.27 |
| 02/22/2016 | Payment | | | | 46.27 | -46.27 | 0.00 |
| 02/29/2016 | Charge | 02/11/2016 | 75800 | 500 | 0.00 | 44.16 | 44.16 |
| 03/14/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 03/30/2016 | Charge | 03/14/2016 | 76500 | 700 | 0.00 | 48.38 | 48.38 |
| 04/21/2016 | F Penalty | | | | 48.38 | 4.84 | 53.22 |
| 04/21/2016 | F Interest | | | | 53.22 | 0.73 | 53.95 |
| 04/21/2016 | Payment | | | | 53.95 | -53.95 | 0.00 |
| 04/28/2016 | Charge | 04/14/2016 | 77200 | 700 | 0.00 | 48.38 | 48.38 |
| 05/09/2016 | Payment | | | | 48.38 | -48.38 | 0.00 |
| 05/31/2016 | Charge | 05/12/2016 | 77700 | 500 | 0.00 | 44.16 | 44.16 |
| 06/16/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 06/30/2016 | Charge | 06/13/2016 | 78500 | 800 | 0.00 | 50.79 | 50.79 |
| 07/21/2016 | F Penalty | | | | 50.79 | 5.08 | 55.87 |
| 07/21/2016 | F Interest | | | | 55.87 | 0.76 | 56.63 |
| 07/27/2016 | Payment | | | | 56.63 | -56.63 | 0.00 |
| 07/28/2016 | Charge | 07/13/2016 | 79400 | 900 | 0.00 | 53.00 | 53.00 |
| 08/15/2016 | Payment | | | | 53.00 | -53.00 | 0.00 |
| 08/15/2016 | Charge | 08/12/2016 | 80000 | 600 | 0.00 | 46.37 | 46.37 |
| 08/15/2016 | Payment | | | | 46.37 | -46.37 | 0.00 |
| 09/29/2016 | Charge | 09/09/2016 | 80900 | 900 | 0.00 | 53.00 | 53.00 |
| 10/10/2016 | Payment | | | | 53.00 | -53.00 | 0.00 |
| 10/26/2016 | F Adjustment | | | | 0.00 | 0.40 | 0.40 |
| 10/31/2016 | Charge | 10/10/2016 | 81400 | 500 | 0.40 | 44.16 | 44.56 |
| 11/21/2016 | Payment | | | | 44.56 | -44.56 | 0.00 |
| 11/30/2016 | Charge | 11/10/2016 | 81900 | 500 | 0.00 | 44.16 | 44.16 |
| 12/19/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 12/28/2016 | Charge | 12/12/2016 | 82300 | 400 | 0.00 | 44.16 | 44.16 |
| 01/23/2017 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 01/31/2017 | Charge | 01/12/2017 | 83200 | 900 | 0.00 | 53.00 | 53.00 |
| 02/21/2017 | F Penalty | | | | 53.00 | 5.30 | 58.30 |
| 02/21/2017 | F Interest | | | | 58.30 | 0.80 | 59.10 |
| 02/28/2017 | Charge | 02/09/2017 | 83900 | 700 | 59.10 | 48.58 | 107.68 |
| 03/02/2017 | Payment | | | | 107.68 | -59.10 | 48.58 |
| 03/21/2017 | F Penalty | | | | 48.58 | 4.86 | 53.44 |
| 03/21/2017 | F Interest | | | | 53.44 | 0.73 | 54.17 |
| 03/30/2017 | Charge | 03/13/2017 | 100 | 500 | 54.17 | 44.16 | 98.33 |
| 04/22/2017 | F Payment | | | | 98.33 | -50.00 | 48.33 |
| 04/24/2017 | F Penalty | | | | 48.33 | 4.42 | 52.75 |
| 04/24/2017 | F Interest | | | | 52.75 | 0.66 | 53.41 |
| 04/27/2017 | Charge | 04/12/2017 | 1500 | 1400 | 53.41 | 64.05 | 117.46 |
| 05/24/2017 | Payment | | | | 117.46 | -50.00 | 67.46 |
| 05/24/2017 | Charge | 05/11/2017 | 3400 | 1900 | 67.46 | 95.97 | 163.43 |
| 06/01/2017 | F Penalty | | | | 163.43 | 9.60 | 173.03 |
| 06/21/2017 | F Interest | | | | 173.03 | 2.40 | 175.43 |

Usage

Service: Include in Chart: From Date: Through Date:



WO Number 00000012159

WO Code & Description: 117 REMOVE METER BY

INFORMATION ASSIGNED BY OFFICE

NAME: AMBER MADDEN
 SERVICE ID: 3-526202021
 ACCOUNT NO: 3-14748TM
 ROUTE NO: 8 READ SEQ: 00050
 ADDRESS: 14-748 MISSION
 METER NUMBER: 232051

PHONE NO.: (951)229-2677
 ISSUE DATE: 07/23/2018
 PROCESS DATE: 07/18/2018
 PROCESS TIME: 09:30 AM
 REQUESTED BY: clay
 ASSIGNED TO: CM

Comments:

REMOVED METER BECAUSE METER TAMPERED WITH ON A SHUT OFF. PUT ON A FANCY LOCK

INFORMATION FROM THE FIELD

OLD METER READING: 33000.00000 OLD METER #: 232051 REMOTE METER #: _____
 NEW METER READING: _____ NEW METER #: _____ SEAL #: _____

Comments:

METER WAS REMOVED BECAUSE USAGE ON A METER THAT WAS SHUT OFF FOR NON PAYMENT

UTILITY NOTES: _____ PREVIOUS READ: 33000.00000 DATE: 09/10/2018

WORK DONE BY: _____ DATE COMPLETED: 07/18/2018

| Labor Charges | | | |
|---------------------|------|-------|--------|
| Part # | Rate | Hours | Amount |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Labor Charges | | | |

| Material Charges | | | | |
|------------------------|------|------|------------|-------|
| Part # | Item | Qty. | Unit Price | Total |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Material Charges | | | | |

| Equipment Charges | | | |
|-------------------------|------|-------|--------|
| Description | Rate | Hours | Amount |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Equipment Charges | | | |

| Outside Vendor Charges | | | |
|------------------------|-----------|----------|--------|
| Vendor | PO Number | Job Date | Amount |
| | | | |
| | | | |
| | | | |
| Total Vendor Charges | | | |

| Charge Summary | |
|-------------------|--|
| Labor Charges | |
| Equipment Charges | |
| Material Charges | |
| Vendor Charges | |
| Total | |



Cabazon Water District

14816 Broadway Street • P.O. Box 297
Cabazon, California 92230

September 26, 2018

Bertha Bejerano
Better Business Bureau
2600 W. Shaw Lane
Fresno, CA 93711

RE: Complaint 13092590

Dear Ms. Bejerano,

This correspondence is to confirm and reply to the Better Business Bureau (BBB) notification of Complaint 13092590, filed by **Charles R. Garcia** and **Amber Madden** identified by Garcia as his spouse.

I would like to breakdown Garcia's **Statement of the Problem** he submitted to the BBB on 09/13/2018.

- Thursday, 07/19/2018, Garcia wrote his wife (Madden) went to the Cabazon Water District (the "District") to *"make a partial payment on our bill and restore our water services, due to a fault of our own, she was told after she paid that our services would not be restored. We have never had issues before with this and it kind of upset her as did me when she called me crying from the parking lot."*

The District has ordinances when a customer's water account is delinquent, the full amount due on that water account must be paid in full by cash, money order, or credit card through the District's website. Personal checks will not be accepted for payment towards a water account that has been terminated for non-payment.

Reference attachments DISTRICT ORDINANCES; ARTICLE 1 - 1.6 PENALTY FOR VIOLATION, ARTICLE 9 – FESS, CHARGES, CREDIT, AND

DEPOSITS, and ARTICLE 10 – DISCONTINUANCE AND RESTORATION OF SERVICE

Each of these procedures are in compliance to Chapter 9.6, Division 1, Title 6 of the California Government Code governing District Utility Services. (Gov. Code, §60370 et seq.)

As to Garcia's written statement "*We have never had issues before with this and it kind of upset her as did me when she called me crying from the parking lot.*"

This is an inaccurate claim. In reviewing their water account history since 01/19/2016, the water account is under Amber Madden, Account Number 3-14748TM, service address of 14748 Mission, Cabazon, CA 92230, this water account has had approximately twenty (20) occurrence of delinquent water bill payments.

Since the 07/19/2018 incident, this water account has had two (2) other incidents of delinquent water bill payments. (07/30/2018 and 09/13/2018 – see attached customer water account history in ascending order.)

- Garcia continued in his statement that he (Garcia) advised his wife (Madden) "*It wasn't a big deal that we would pay the rest in the morning. Unknown to me they would be closed the following day (July 20, 2018). Not that they don't post their hours and days. I just assumed they would be opened during normal business days. Now I know.*"

This District post the days and hours of operation, Monday through Thursday, 8:30 AM to 4:30 PM which has been since 2007. The method of publicly publishing the days and hours the District is open is by way of an electronical digital sign board located in the lobby and water customer transaction window mounted on a cathedral style window facing out towards the main street. The sign operates all seven (7) days of the week between the hours of 6:00 AM to Midnight. Business hours are also printed on the back side of the monthly water bills (see attached) and on the District's website www.cabazonwater.org.

The reason for the limited business hours is to reduce the payroll cost to the District which affects the customer's water rates as the cost is passed on to them.

For District hourly employees, they have accepted an eight (8.0) hour per week cut in their hours (32.0 hrs. instead of 40.0 hrs. per week). District repair crew work a ten (10.0) hour day, four (4) days a week which reduces overtime pay in the event there is a water pipeline or pump repair, a legitimate water emergency, or an unplanned event .

The reduction of the cost of payroll also reduces other related cost to the District, such as, but not limited to workman's compensatory insurance, taxes (local, State, Federal), pension contribution, and health benefits. These payroll cost are calculated by the total number of hours worked per pay period per employee and these cost are absorbed into the water rates paid by customers.

The District is a Special District, such as a school, park, or transportation district. The water board are duly elected by the residents of the community, in this case, to be a water board candidate or vote, you must be a full-time resident of Cabazon.

So for individuals that are low in information

- *"She (my wife) was informed, the next day (July 20, 2018), that if we called the emergency/after hours line that paying with a money order they would restore services with no problem." Garcia also wrote, "The gentleman on the phone when she called stated to her prior to making the appointment and prior to arriving at our home that he was looking up our account on his computer and seeing what was our issue and what all he needed to bring (so there shouldn't have been any surprises about our situation upon arrival). That being said he arrived as promised and on time to tell her he was not restoring services after taking the money order from her. She had to be persistent with him about giving it back if he didn't keep up with his end of the deal, we don't know him and didn't know what he was going to do with our money that we worked so hard to obtain, had he restored service we would had some kind of trust but by not doing so there started a mistrust with him."*

I was the "gentleman" that was on the phone and the 1st Responder for District water emergency calls during non-business hours.

Garcia claimed I was looking up their water account to determine what tools to bring *"so there shouldn't have been any surprises about our situation upon arrival."* That is an improper statement or a misunderstanding. I was remotely looking up their water account to determine whether the water service was terminated for non-payment or was there sufficient cause to physically respond for further investigation.

It should be noted, it is non-existence within the District's current water billing computer program solely designed to track water consumption for billing purposes can identify an issue within the water production or distribution system, included, but not limited to tools and material required for the repair.

However, the water billing software did identified Madden's water account as **Water Service Terminated for Non-payment**. Madden was insistent that she could not go without water service till Monday. I replied there is a **\$250 charge**

for non-business hour response and she would have to pay the full amount by a money order as we do not accept cash out in the field and under her (Madden) current water account status, a personal check would not be accepted.

Excerpt from my report dated 07/22/2018 (see attached) regarding this incident, *“Amber (Madden) advised me that she had the total amount due to have her water service restored. After a phone conversation, it was determined that her (Amber (Madden)) water service was interrupted for non-payment. I advised her that there would be a non-business response charge of \$250 that would be assessed to her water account.”*

Amber (Madden) stated she was willing to pay that charge in lieu of not having water service over the weekend. I instructed Amber that water operators were not allowed to accept cash payment out in the field. Since her (Amber (Madden)) water service was interrupted for non-payment, she was told to convert her cash payment into a money order or certified bank check.”

The reason the District charges a \$250.00 for Non-business hour responses is to not burden other water customer's water rates to absorb this cost because of one person's negligent or irresponsible in paying the water bill payments within a prescribed time or failure to maintain one's private water system.

District hourly employees that are in the bargaining unit (the “Union”). Under the current Memorandum of Understanding between the District and Union, 1st Responder are required to be compensated with a minimum of three (3.0) hours of pay and mileage from their residence to the District headquarters. During weekends the hour rate is at time and a half and double time on Holidays.

Non-business hours and the above information are disseminated on the District's website and the Rules & Regulations Governing Water Service.

- *“She (Madden) had to be persistent with him about giving it back if he didn't keep up with his end of the deal”.* I freely and voluntarily returned the money to Madden when I had discovered the water meter was removed with the presence of pipe wrapped on the connectors.

The complete removal of the water meter is the next step the District takes when a water customer tampers, cuts, or bypass the locked water meter to obtain water unlawfully.

This action admitted by Garcia in writing is a violation of the District's Ordinance, Article 16, Enforcement, 16.2.3 Violation is a Misdemeanor, Sections 31209 and 31106 of the Water Code of the State of California, and the California Penal Code 498(a)(7)(b) Reconnection means the reconnection of utility service

by a customer or other person after service has been lawfully disconnected by the utility.

“Two days before that is when our water was cut off. They put a lock on our meter not allowing us water into our, completely our fault. But with kids in the house and pets needing to be hydrated. I knowingly cut the lock and turned the water back on”, Garcia wrote and continued, “I admit to being at fault with our late payment, and I know I shouldn't have cut their lock but I needed to make sure my family came first and I knew there would be a fee for doing so, I knew the outcome of all involved or I thought so.”

Aside from diverting or by-passing the water meter to obtain unlawful water service, cutting the water meter lock is damaging District property. There is a cost in replacing parts that are vandalized and again, it affects the water rates which causes a burden to other water customers to pay a higher water consumption rate to cover these costs.

- Garcia wrote, *“I didn't like him stating to my wife and then to me that having water for our kids was “not considered an emergency”.*

I recall advised both Madden and Garcia that per District ORDINANCE, ARTICLE 10, DISCONTINUANCE AND RESTORATION OF SERVICE, SUB-SECTION 10.1.3 NOTICE AND TERMINATION FOR NONPAYMENT OF DELINQUENT ACCOUNT, (3) On the certification of a licensed physician and surgeon that to do so will be life threatening to the Customer and the Customer is financially unable to pay for service within the normal payment period and is willing to enter into an amortization agreement with the District pursuant to paragraph (e) with respect to all charges that the Customer is unable to pay prior to delinquency. (Gov. Code, § 60372(b).

It is in my opinion if the water customer was concerned about his family and pets, then *due diligent* and the burden of being responsible to pay bills when due falls upon the customer enjoying the use of the service.

- Garcia final assertion was, *“Now the guy is threatening to press charges against me for “harassing him. Sorry for being a bother but we need water and we did everything possible to make our wrong a right and are now going on four days without water.”*

I did advise Garcia after he made the spontaneous statement over the phone with me the following statement as depicted in my report dated on 09/22/2018.

“He (the male voice later identified as Garcia) demanded his water service be restore. The male subject asked would the District not respond to a water

customer that reported a water leak. When I answered yes the District would respond for a legitimate water emergency.

The male subject stated his wife (Amber Madden) was "bitchin'" and every time she would complain to him (the male voice), he would consider this to be a water emergency and threatened to call dispatch each time.

I advised the male subject the District was only obligated to respond to water related emergencies and not personal issues."

I also informed Garcia, if he or his wife were to contact dispatch constantly, they may be in violation of the **California Penal Code 653m (b)** - *Every person who, with intent to annoy or harass, makes repeated telephone calls or makes repeated contact by means of an electronic communication device, or makes any combination of calls or contact, to another person is, whether or not conversation ensues from making the telephone call or contact by means of an electronic communication device, guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith or during the ordinary course and scope of business.*

In the past, on behalf of the District, I have filed CPC 653m(b) and successfully cause the Sheriff's Department to affect an arrest on water customers and District employees that were involved in participating in annoying and harassing phone calls.

Based on the above factual information that I have provided; it prompts me to formulate the opinion Garcia and Madden could have avoided all of the above if they would have accomplished one or more of the following:

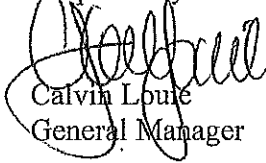
1. When they initially applied for water service, it is their responsibility to familiarized themselves with the rules and regulations of water services. The District provides all the written information, but the District does not have the obligation of ensuring each responsible adult person reviews each of the applicable ordinances. That responsibility falls upon the water account holder.
2. If they are having financial challenges, the District offers a "Payment Agreement" which the water account holder must appear in person at the District administration facility to review the agreement, clarify any questions they may have, sign the agreement, and adhere to the terms in order to avoid termination of their water service for non-payment.

As indicated in this correspondence, in reviewing Madden's water account history dating back to 01/19/2016, it reflects a trend of later and delinquent water bill payments

3. Finally, render your water bill payments on or before its due date.

Thank you very much for notifying me of Mr. Garcia's concerns. Please contact me if additional information or clarification is required.

Respectfully Submitted,



Calvin Louie
General Manager

Table of Contents

1. Better Business Bureau notice of receiving Complaint #13092590 dated Thursday, September 13, 2018 and received by the Cabazon Water District on Tuesday, September 18, 2018.
2. Better Business Bureau second notice of receiving Complaint #13092590 dated Monday, September 24, 2018 and received by the Cabazon Water District on Thursday, September 27, 2018.
3. Cabazon Water District Customer Transaction Summary history in a descending order from September 27, 2018 through January 19, 2016.
4. Cabazon Water District memorandum written on July 22, 2018 recording an incident involving water account #3-14748TM at the service address of 14748 Mission Street, Cabazon, CA 92230. Reporting party was an Amber Madden and telephonic contact with a Charles Garcia.
5. Example of the Cabazon Water District's monthly Utility Invoice to demonstrate one of the three (3) methods of the days and hours are published to customers and the public.
6. Applicable Cabazon Water District Ordinances (Rules & Regulations of Water Services), California Government Codes, and California Water Codes.



Better Business Bureau notice of receiving Complaint #13092590 dated Thursday, September 13, 2018 and received by the Cabazon Water District on Tuesday, September 18, 2018.



Better Business Bureau
Serving Central California
& Inland Empire Counties
2600 W. Shaw Lane
Fresno, CA 93711
Ph. 559-222-8111
Fax 559-228-6518
Info@ccl.e.bbb.org
bbb.org/ccl

RECEIVED
SEP 18 2018
BY: _____

Thursday, September 13, 2018

Cabazon Water District
PO Box 297
Cabazon CA 92230

Dear Representative Cabazon Water District:

Better Business Bureau (BBB) has received a complaint about your business. The complaint was submitted on **9/13/2018** and was assigned an ID of **13092590**.

BBB understands any business can receive a complaint, and feels that how a business addresses complaints is a good indicator of the level of customer service it has committed to provide.

The consumer has provided their perspective on this issue, and before we move forward we would like to know yours and what if any resolution is appropriate. Please send us your reply within **10 calendar days**. We also recommend you contact your consumer to discuss a possible resolution, if appropriate. If you require additional time to respond or if a resolution has already been reached, let us know.

Once your reply is received the consumer will be given the opportunity to respond. The BBB will notify you once the case is closed or a follow up response is needed.

If you received this complaint via email, the fastest and easiest way to view and respond is to simply click on the "Respond to this Complaint" link located on the left. If this complaint was received via postal mail, please state your position in a letter and fax or mail to BBB. All responses will be copied to the complainant.

Once the complaint has been closed the text of this complaint may be publicly posted on the Better Business Bureau's website. Please do not include any personally identifiable information. By submitting your response you are representing that it is a truthful account of your experience with your customer.

If you have any questions, please contact me at the email or phone number below.

Thank you for your attention in this matter.

Sincerely,

Bertha Bejarano
bertha@cencal.bbb.org
Phone: 800-675-8118 Ext: 321

CUSTOMER EXPERIENCE INFORMATION

Customer Information:

Charles R Garcia
PO Box 910
Cabazon, CA 92230
Daytime Phone: 951-796-9990
Evening Phone: 951-229-2677
E-mail: garclaray82@gmail.com

The details of this matter are as follows:

Complaint Involves:

Service Issues

Customer's Statement of the Problem:

On Thursday (July 19, 2018) my wife went into our local water district office to make a partial payment on our bill and restore our water services, due to a fault of our own, she was told after she paid that our services would not be restored. We have never had issues before with this and it kind of upset her as did me when she called me crying from the parking lot. I told her that it wasn't a big deal that we would pay the rest in the morning. Unknown to me they would be closed the following day (July 20, 2018). Not that they don't post their hours and days. I just assumed they would be opened during a normal business days. Now I know. She (my wife) was informed, the next day (July 20, 2018), that if we called the emergency/after hours line that paying with a money order they would restore services with no problem. Just for her to be at our house by a certain time and they would restore services and receive the payment. So she broke away from our already busy schedule to make sure she was present and on time for our appointment. The gentleman on the phone when she called stated to her prior to making the appointment and prior to arriving at our home that he was looking up our account on his computer and seeing what was our issue and what all he needed to bring (so there shouldn't have been any surprises about our situation upon arrival). That being said he arrived as promised and on time to tell her he was not restoring services after taking the money order from her. She had to be persistent with him about giving it back if he didn't keep up with his end of the deal, we don't know him and didn't know what he was going to do with our money that we worked so hard to obtain, had he restored service we would had some kind of trust but by not doing so there started a mistrust with him. Two days before that is when our water was cut off. They put a lock on our meter not allowing us water into our home, completely our fault. But with kids in the home and pets needing to be hydrated I knowingly cut the lock and turned the water back on. The following day they came and removed the meter right before they closed, which was when my wife rushed to go pay the bill with the money we were able to scrape up by that time. I admit to being at fault with our late payment, and I know I shouldn't have cut their lock but I needed to make sure my family came first and I knew there would be a fee for doing so, I knew the outcome of all involved or so I thought. I have lived in two other towns and in these hard times have had water cut off and have called an after hours line and they did send an after hours tech to restore services for a fee, which was what I thought would be the outcome. I could never anticipate this. I guess it isn't common practice for Cabazon Water District to have some kind of customer service. Also I have never known a public service office to be closed on a regular work week. If that is their choosing then so be it. Who am I to make that call? I did not like the guys attitude towards my wife nor to me when I decided to call to try to come to some kind of common ground with the guy. I didn't like him stating to my wife and then to me that having water for our kids was "not considered an emergency". I'm sorry kids may not be an obligation to him but they are to us. We value our kids. I'm sorry but that did upset me and still does. When making sure there is food on the table or water in the house you are faced with some very tough decisions. Now the guy is threatening to press charges against me for "harassing him". Sorry for being a bother but we need water and we did everything possible to make our wrong a right and are now going on four days without water. I don't know if I am reaching out to the right person or right office for that matter. I just didn't know who else to go to on the matter. If I am reaching the wrong person or office if you're aware of who I should be in contact with if you can please point me into the right direction that would be very appreciated. I shared with another person (another Cabazon resident) our situation, out of frustration, what we went through. They told me that last month their water bill had more than doubled and they got a notice to check for leaks. They told me they called the office and said that they were not able to check as they are handicapped and wanted to know if they (Cabazon Water District) could come out and check for them as the water district in the town they lived in prior was known to do so for a small fee which they thought was a common practice. The office told them it

wasn't a problem on their end and that they needed to find a way to get it checked. They also told me of a time when they needed water cut to their home temporarily by a family friend to fix a leaking sprinkler valve that he called for the location of the meter to do so. After it was located he went to shut off the water and the meter box was full of hard compacted dirt and rocks bigger than grapefruits. They then called to see how anyone was reading their meter and why no one bothered to remove the dirt and rocks to which the gentleman responded with it was ground squirrels that they must have just put it in there as the meter was just read the previous day. I saw the pile of rocks that came out of the box and there is no way a ground squirrel could have pushed them into the box let alone dig and push them through the bottom. If the squirrel was strong enough to do so the rocks would never pass through the sides of the box and the meter, too impossible.

Complaint Background:

Product/Service: Water

Problem Occurred: 7/19/2018

Model: N/A

Account Number: 232051

Order Number: 232051

Name of Salesperson:

Louie

Disputed Amount: \$250.00

Desired Settlement:

Billing Adjustment

Cause of that they did end up charging us the \$250 service charge for services we never received. Now any charges on our bill ends up being a shut off notice on our gate rather than an regular bill. He is persistent that we need to pay the amount for a service we never got. I want the charged removed asap.



Better Business Bureau second notice of receiving Complaint #13092590 dated Monday, September 24, 2018 and received by the Cabazon Water District on Thursday, September 27, 2018.



Better Business Bureau
Serving Central California
& Inland Empire Counties
2600 W. Shaw Lane
Fresno, CA 93711
Ph. 559-222-8111
Fax 559-228-6518
Info@ccie.bbb.org
bbb.org/ccie

Monday, September 24, 2018

Cabazon Water District
PO Box 297
Cabazon, CA 92230

Dear Representative Cabazon Water District:

SECOND NOTICE

Better Business Bureau (BBB) forwarded you a complaint filed by Charles Garcia. We have not received your response in the time frame allotted. If you have responded directly to your consumer and reached a resolution, let me know so we can update our records. If this was a simple oversight, please provide your response at this time. BBB understands there are two sides to every story and we are interested in your perspective.

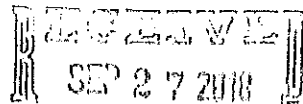
In the interest of time and good customer relations, please provide BBB with verification of your position in this matter within **10 calendar days**.

We encourage you to use our online complaint system to respond to this complaint. If you received this complaint via email, the fastest and easiest way to view and respond is to click on the **"Respond to this Complaint"**, link located on the left, when you are ready to answer.

If you received this by letter by postal mail please respond in writing to the email address below, to the address above or by Fax at (559) 228-6518.

We look forward to your prompt attention to this matter:

Sincerely,
Bertha Bejarano
bertha@cencal.bbb.org
Phone: 800-675-8118 Ext: 321



BY:.....

valve that he called for the location of the meter to do so. After it was located he went to shut off the water and the meter box was full of hard compacted dirt and rocks bigger than grapefruits. They then called to see how anyone was reading their meter and why no one bothered to remove the dirt and rocks to which the gentleman responded with it was ground squirrels that they must have just put it in there as the meter was just read the previous day. I saw the pile of rocks that came out of the box and there is no way a ground squirrel could have pushed them into the box let alone dig and push them through the bottom. If the squirrel was strong enough to do so the rocks would never pass through the sides of the box and the meter, too impossible.

Complaint Background:

Product/Service: Water

Problem Occurred: 7/19/2018

Model: N/A

Account Number: 232051

Order Number: 232051

Name of Salesperson:

Louie

Disputed Amount: \$250.00

Desired Settlement:

Billing Adjustment

Cause of that they did end up charging us the \$250 service charge for services we never received. Now any charges on our bill ends up being a shut off notice on our gate rather than an regular bill. He is persistent that we need to pay the amount for a service we never got. I want the charged removed asap.

Additional Comments from Consumer:



Cabazon Water District Customer Transaction Summary history in a descending order from September 27, 2018 through January 19, 2016.

Cabazon County Water District

Customer Transaction Summary

Customer Information

Account No: 3-14748TM
 AMBER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|------------|------------|---------|-------|---------------|--------------------|---------|
| 04/30/2018 | Charge | 04/12/2018 | 20200 | 1800 | 191.50 | 105.97 | 297.47 |
| 05/14/2018 | Misc - TAG | | | | 297.47 | 10.00 | 307.47 |
| 05/15/2018 | F Payment | | | | 307.47 | -125.00 | 182.47 |
| 05/21/2018 | F Penalty | | | | 182.47 | 10.60 | 193.07 |
| 05/21/2018 | F Interest | | | | 193.07 | 2.26 | 195.33 |
| 05/31/2018 | Charge | 05/14/2018 | 22300 | 2100 | 195.33 | 119.23 | 314.56 |
| 06/14/2018 | Misc - TAG | | | | 314.56 | 10.00 | 324.56 |
| 06/17/2018 | F Payment | | | | 324.56 | -124.56 | 200.00 |
| 06/21/2018 | F Penalty | | | | 200.00 | 11.92 | 211.92 |
| 06/21/2018 | F Interest | | | | 211.92 | 2.51 | 214.43 |
| 06/28/2018 | Charge | 06/13/2018 | 24200 | 1900 | 214.43 | 110.39 | 324.82 |
| 07/11/2018 | Misc - TAG | | | | 324.82 | 10.00 | 334.82 |
| 07/17/2018 | Misc - TG2 | | | | 334.82 | 10.00 | 344.82 |
| 07/17/2018 | Misc - RCF | | | | 344.82 | 50.00 | 394.82 |
| 07/19/2018 | Misc - IF | | | | 394.82 | 70.00 | 464.82 |
| 07/23/2018 | Payment | | | | 464.82 | -175.00 | 289.82 |
| 07/23/2018 | Payment | | | | 289.82 | -283.00 | 6.82 |
| 07/23/2018 | Payment | | | | 6.82 | -6.82 | 0.00 |
| 07/23/2018 | Misc - NOI | | | | 0.00 | 250.00 | 250.00 |
| 07/30/2018 | Charge | 07/12/2018 | 29900 | 5700 | 250.00 | 278.35 | 528.35 |
| 08/15/2018 | Misc - TAG | | | | 528.35 | 10.00 | 538.35 |
| 08/20/2018 | Payment | | | | 538.35 | -260.00 | 278.35 |
| 08/21/2018 | F Penalty | | | | 278.35 | 26.84 | 305.19 |
| 08/21/2018 | F Interest | | | | 305.19 | 4.03 | 309.22 |
| 08/30/2018 | Charge | 08/09/2018 | 31100 | 1200 | 309.22 | 82.51 | 391.73 |
| 09/13/2018 | Misc - TAG | | | | 391.73 | 10.00 | 401.73 |
| 09/21/2018 | F Payment | | | | 401.73 | -85.00 | 316.73 |
| 09/24/2018 | F Penalty | | | | 316.73 | 8.25 | 324.98 |
| 09/24/2018 | F Interest | | | | 324.98 | 3.99 | 328.97 |
| 09/27/2018 | Charge | 09/10/2018 | 33000 | 1900 | 328.97 | 110.39 | 439.36 |

Cabazon County Water District

Customer Transaction Summary

Customer Information

Account No: 3-14748TM
 AMBER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|---------------|------------|---------|-------|---------------|--------------------|---------|
| 06/29/2017 | Charge | 06/12/2017 | 6000 | 2600 | 175.43 | 122.85 | 298.28 |
| 06/29/2017 | F Dep Applied | | | | 298.28 | -50.00 | 248.28 |
| 07/01/2017 | Misc - TAG | | | | 248.28 | 10.00 | 258.28 |
| 07/17/2017 | F Payment | | | | 258.28 | -140.00 | 118.28 |
| 07/24/2017 | F Penalty | | | | 118.28 | 10.83 | 129.11 |
| 07/24/2017 | F Interest | | | | 129.11 | 1.62 | 130.73 |
| 07/31/2017 | Charge | 07/12/2017 | 7900 | 1900 | 130.73 | 95.97 | 226.70 |
| 08/01/2017 | Misc - TAG | | | | 226.70 | 10.00 | 236.70 |
| 08/15/2017 | F Payment | | | | 236.70 | -140.73 | 95.97 |
| 08/21/2017 | F Penalty | | | | 95.97 | 8.60 | 104.57 |
| 08/21/2017 | F Interest | | | | 104.57 | 1.29 | 105.86 |
| 08/31/2017 | Charge | 08/10/2017 | 9600 | 1700 | 105.86 | 88.29 | 194.15 |
| 09/11/2017 | F Payment | | | | 194.15 | -75.15 | 119.00 |
| 09/21/2017 | F Penalty | | | | 119.00 | 8.83 | 127.83 |
| 09/21/2017 | F Interest | | | | 127.83 | 1.49 | 129.32 |
| 09/28/2017 | Charge | 09/07/2017 | 10600 | 1000 | 129.32 | 66.73 | 196.05 |
| 10/12/2017 | Misc - TAG | | | | 196.05 | 10.00 | 206.05 |
| 10/18/2017 | Misc - TG2 | | | | 206.05 | 10.00 | 216.05 |
| 10/18/2017 | Misc - RCF | | | | 216.05 | 50.00 | 266.05 |
| 10/18/2017 | Payment | | | | 266.05 | -266.05 | 0.00 |
| 10/31/2017 | Charge | 10/09/2017 | 11600 | 1000 | 0.00 | 66.73 | 66.73 |
| 11/21/2017 | F Penalty | | | | 66.73 | 6.67 | 73.40 |
| 11/21/2017 | F Interest | | | | 73.40 | 1.00 | 74.40 |
| 11/30/2017 | Charge | 11/09/2017 | 12700 | 1100 | 74.40 | 69.24 | 143.64 |
| 12/14/2017 | Misc - TAG | | | | 143.64 | 10.00 | 153.64 |
| 12/19/2017 | Payment | | | | 153.64 | -20.00 | 133.64 |
| 12/19/2017 | Payment | | | | 133.64 | -80.00 | 53.64 |
| 12/21/2017 | F Penalty | | | | 53.64 | 4.36 | 58.00 |
| 12/21/2017 | F Interest | | | | 58.00 | 0.65 | 58.65 |
| 12/28/2017 | Charge | 12/11/2017 | 14000 | 1300 | 58.65 | 74.26 | 132.91 |
| 01/14/2018 | F Payment | | | | 132.91 | -75.00 | 57.91 |
| 01/22/2018 | F Penalty | | | | 57.91 | 5.79 | 63.70 |
| 01/22/2018 | F Interest | | | | 63.70 | 0.87 | 64.57 |
| 01/31/2018 | Charge | 01/10/2018 | 15400 | 1400 | 64.57 | 88.29 | 152.86 |
| 02/21/2018 | F Penalty | | | | 152.86 | 8.83 | 161.69 |
| 02/21/2018 | F Interest | | | | 161.69 | 2.19 | 163.88 |
| 02/28/2018 | Charge | 02/12/2018 | 16900 | 1500 | 163.88 | 92.71 | 256.59 |
| 03/15/2018 | Misc - TAG | | | | 256.59 | 10.00 | 266.59 |
| 03/16/2018 | F Payment | | | | 266.59 | -100.00 | 166.59 |
| 03/21/2018 | F Penalty | | | | 166.59 | 9.27 | 175.86 |
| 03/21/2018 | F Interest | | | | 175.86 | 2.18 | 178.04 |
| 03/29/2018 | Charge | 03/13/2018 | 18400 | 1500 | 178.04 | 92.71 | 270.75 |
| 04/12/2018 | Misc - TAG | | | | 270.75 | 10.00 | 280.75 |
| 04/12/2018 | F Payment | | | | 280.75 | -100.75 | 180.00 |
| 04/23/2018 | F Penalty | | | | 180.00 | 9.27 | 189.27 |
| 04/23/2018 | F Interest | | | | 189.27 | 2.23 | 191.50 |

Cabazon County Water District

Customer Transaction Summary

Customer Information

Account No: 3-14748TM
 AMBER MADDEN
 PO BOX 910
 CABAZON, CA 92230-

Location Information

Location No: 3-526202021
 14-748 MISSION
 CABAZON, CA 92230

| Date | Type | Read Date | Reading | Usage | Prior Balance | Transaction Amount | Balance |
|------------|--------------|------------|---------|-------|---------------|--------------------|---------|
| 01/19/2016 | Payment | | | | 46.27 | -46.27 | 0.00 |
| 01/27/2016 | Charge | 01/13/2016 | 75300 | 600 | 0.00 | 46.27 | 46.27 |
| 02/22/2016 | Payment | | | | 46.27 | -46.27 | 0.00 |
| 02/29/2016 | Charge | 02/11/2016 | 75800 | 500 | 0.00 | 44.16 | 44.16 |
| 03/14/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 03/30/2016 | Charge | 03/14/2016 | 76500 | 700 | 0.00 | 48.38 | 48.38 |
| 04/21/2016 | F Penalty | | | | 48.38 | 4.84 | 53.22 |
| 04/21/2016 | F Interest | | | | 53.22 | 0.73 | 53.95 |
| 04/21/2016 | Payment | | | | 53.95 | -53.95 | 0.00 |
| 04/28/2016 | Charge | 04/14/2016 | 77200 | 700 | 0.00 | 48.38 | 48.38 |
| 05/09/2016 | Payment | | | | 48.38 | -48.38 | 0.00 |
| 05/31/2016 | Charge | 05/12/2016 | 77700 | 500 | 0.00 | 44.16 | 44.16 |
| 06/16/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 06/30/2016 | Charge | 06/13/2016 | 78500 | 800 | 0.00 | 50.79 | 50.79 |
| 07/21/2016 | F Penalty | | | | 50.79 | 5.08 | 55.87 |
| 07/21/2016 | F Interest | | | | 55.87 | 0.76 | 56.63 |
| 07/27/2016 | Payment | | | | 56.63 | -56.63 | 0.00 |
| 07/28/2016 | Charge | 07/13/2016 | 79400 | 900 | 0.00 | 53.00 | 53.00 |
| 08/15/2016 | Payment | | | | 53.00 | -53.00 | 0.00 |
| 08/31/2016 | Charge | 08/12/2016 | 80000 | 600 | 0.00 | 46.37 | 46.37 |
| 09/13/2016 | Payment | | | | 46.37 | -46.37 | 0.00 |
| 09/29/2016 | Charge | 09/09/2016 | 80900 | 900 | 0.00 | 53.00 | 53.00 |
| 10/10/2016 | Payment | | | | 53.00 | -53.00 | 0.00 |
| 10/26/2016 | F Adjustment | | | | 0.00 | 0.40 | 0.40 |
| 10/31/2016 | Charge | 10/10/2016 | 81400 | 500 | 0.40 | 44.16 | 44.56 |
| 11/21/2016 | Payment | | | | 44.56 | -44.56 | 0.00 |
| 11/30/2016 | Charge | 11/10/2016 | 81900 | 500 | 0.00 | 44.16 | 44.16 |
| 12/19/2016 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 12/28/2016 | Charge | 12/12/2016 | 82300 | 400 | 0.00 | 44.16 | 44.16 |
| 01/23/2017 | Payment | | | | 44.16 | -44.16 | 0.00 |
| 01/31/2017 | Charge | 01/12/2017 | 83200 | 900 | 0.00 | 53.00 | 53.00 |
| 02/21/2017 | F Penalty | | | | 53.00 | 5.30 | 58.30 |
| 02/21/2017 | F Interest | | | | 58.30 | 0.80 | 59.10 |
| 02/28/2017 | Charge | 02/09/2017 | 83900 | 700 | 59.10 | 48.58 | 107.68 |
| 03/02/2017 | Payment | | | | 107.68 | -59.10 | 48.58 |
| 03/21/2017 | F Penalty | | | | 48.58 | 4.86 | 53.44 |
| 03/21/2017 | F Interest | | | | 53.44 | 0.73 | 54.17 |
| 03/30/2017 | Charge | 03/13/2017 | 100 | 500 | 54.17 | 44.16 | 98.33 |
| 04/22/2017 | F Payment | | | | 98.33 | -50.00 | 48.33 |
| 04/24/2017 | F Penalty | | | | 48.33 | 4.42 | 52.75 |
| 04/24/2017 | F Interest | | | | 52.75 | 0.66 | 53.41 |
| 04/27/2017 | Charge | 04/12/2017 | 1500 | 1400 | 53.41 | 64.05 | 117.46 |
| 05/24/2017 | Payment | | | | 117.46 | -50.00 | 67.46 |
| 05/31/2017 | Charge | 05/11/2017 | 3400 | 1900 | 67.46 | 95.97 | 163.43 |
| 06/30/2017 | F Penalty | | | | 163.43 | 9.60 | 173.03 |
| 07/21/2017 | F Interest | | | | 173.03 | 2.40 | 175.43 |



Cabazon Water District memorandum written on July 22, 2018 recording an incident involving water account #3-14748TM at the service address of 14748 Mission Street, Cabazon, CA 92230. Reporting party was an Amber Madden and telephonic contact with a Charles Garcia.



MEMORANDUM

DATE: July 22, 2018
TO: Ellie Lemus – Business Manager
FROM: Calvin Louie – General Manager
SUBJ: RE: Non-business hours water emergency call-out
CC: Koumparis
Morgan
Wolny
Owens

SUMMARY

On 07/20/18, at approximately 1256 hr., I received a water emergency call from the District's contract answering service (dispatch). The caller was identified as Amber Madden (Amber) of 14748 Mission St., Cabazon, with a call back number of 951-229-2677. The property owner according to District records shows a Charles Garcia.

Amber advised me that she had the total amount due to have her water service restored. After a phone conversation, it was determined that her (Amber) water service was interrupted for non-payment. I advised her that there would be a non-business response charge of \$250 that would be assessed to her water account.

Amber stated she was willing to pay that charge in lieu of not having water service over the weekend. I instructed Amber that water operators were not allowed to accept cash payment out in the field. Since her (Amber) water service was interrupted for non-payment, she was told to convert her cash payment into a money order or certified bank check.

To ensure clarification, I explained to Amber if she was aware of the District's business hours. Amber replied she was parked in front of the District administration facility during our phone conversation. Amber reiterated that she was not reserved in paying the minimum \$250 non-business hour water emergency response charges.

STATEMENT OF FACTS

Upon my arrival at 1445 hr. at Amber's residence, she presented a money order of \$289.82 and when I lifted the water meter box, the water meter seemed to have been removed and pipe wrap was applied to the two (2) opened connectors.

I asked Amber was this the water meter that served her (Amber) residence? Amber made the spontaneous statement that it was removed because there was an incident.

Recalling an incident on Thursday, 07/19/18, the Customer Accounts Department (CAD) had the water meter removed because **the lock had been cut and water service was unlawfully activated.**

I returned the money order to Amber and advised her that she would have to contact the CAD to make arrangements for her water meter to be installed and water services restore. Amber became upset and was humbling that Ellen (Customer Accounts Representative - CAR) did not inform her of District business hours or other inaudible mumblings.

Later, at approximately 2117 hr. on the same date, I received a call from dispatch. It was a male voice who identify himself as Amber's spouse. He (the male voice) demanded his water service be restore. The male subject asked would the District not respond to a water customer that reported a water leak. When I answered yes the District would respond for a legitimate water emergency.

The male subject stated his wife (Amber) was "bitchin'" and every time she would complain to him (the male voice), he would consider this to a water emergency and **threatened to call dispatch each time.**

I advised the male subject the District was only obligated to respond to water related emergencies and not personal issues.

OPINIONS AND CONCLUSIONS

It should be noted, if the male subject or his wife would have continued to contact dispatch, they may have violated the *California Penal Code 653m (b) - Every person who, with intent to annoy or harass, makes repeated telephone calls or makes repeated contact by means of an electronic communication device, or makes any combination of calls or contact, to another person is, whether or not conversation ensues from making the telephone call or contact by means of an electronic communication device, guilty of a misdemeanor. Nothing in this subdivision shall apply to telephone calls or electronic contacts made in good faith or during the ordinary course and scope of business.*

In the past, on behalf of the District, I have filed CPC 653m(b) and successfully cause the Sheriff's Department to affect an arrest.

Ellie - Please contact the dispatch and have them retrieve the recorded phone conversations dated 07/19/18 on 1259 hr, 1306 hr., and 2117 hr. to email you and I.

Ellen - Please assess the \$250 water emergency non-business hour response charge. The Madden's (Amber & her husband) may make payment agreements.

It is in my opinion that Amber and the male subject who identified himself as Amber's husband are deceitful. The lock on their water meter was cut while the water service was interrupted for non-payment. They had water usage prior to rendering the full outstanding payments. This

action certainly depicts at least the unlawful usage of water consumption knowing their water service was terminated and they had not may the required payments. These facts coupled with Amber's spontaneous statement to me when I questioned the absence of her (Amber) water meter was, "there was an incident." This clearly represents Amber had personal knowledge that the water meter was removed due to the unlawful tampering of District water apparatus to unlawfully obtain water services.

1.5 TAMPERING WITH DISTRICT PROPERTY

No one except an employee or representative of the District shall at any time and in any manner operate any cocks, gates, or valves of the District's system, or interfere with meters or their connections or other parts of the water system.

1.6 PENALTY FOR VIOLATION

For failure of the Customer to comply with all or any part of these rules and regulations or to pay any applicable rates and charges of this District, the Customer's service shall be discontinued and water shall not be supplied to such Customer until said Customer shall have complied with the rule or regulation, or rate or charge which Customer has violated, or in the event that Customer cannot comply with said rule or regulation, until Customer shall have satisfied the District that in the future Customer will comply with all rules and regulations established by the District and with all rates and charges of the District. The District will comply with the provisions in Article 10 when terminating water service for nonpayment of a delinquent account. The penalties set forth in this Section 1.6 are in addition to any penalties imposed pursuant to Article 16.

7.6 DAMAGE TO WATER SYSTEM FACILITIES

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



Example of the Cabazon Water District's monthly Utility Invoice to demonstrate one of the three (3) methods of the days and hours are published to customers and the public.

From:

Cabazon Water District
14618 Broadway St.
P.O. Box 297
Cabazon, CA 92230



UTILITY INVOICE

Service Days

| | |
|------------------|--|
| Account Number | |
| Location No | |
| Bill Date | |
| Due Date | |
| Total Amount Due | |
| After Due Date | |

Service Address:

| | |
|--|--|
| | |
|--|--|

Account Activity Summary

Detailed Breakdown of Current Charges

| Description | Prior Read | Current Read | Usage | Charges |
|-------------|------------|--------------|-------|---------|
|-------------|------------|--------------|-------|---------|

Please Detach and Remit Stub with Payment

Customer:

Service Address:

Remit Payment To:

Cabazon Water District
14618 Broadway St.
P.O. Box 297
Cabazon, CA 92230

| | |
|------------------|--|
| Account Number | |
| Location No | |
| Bill Date | |
| Due Date | |
| Total Amount Due | |
| After Due Date | |
| Amount Enclosed | |



Applicable Cabazon Water District Ordinances (Rules & Regulations of Water Services), California Government Codes, and California Water Codes.



Cabazon Water District

14816 Broadway Street • P.O. Box 297
Cabazon, California 92230

VARIOUS ORDINANCES AND STATE CODES

ARTICLE 1 GENERAL PROVISIONS

1.6 PENALTY FOR VIOLATION

For failure of the Customer to comply with all or any part of these rules and regulations or to pay any applicable rates and charges of this District, the Customer's service shall be discontinued and water shall not be supplied to such Customer until said Customer shall have complied with the rule or regulation, or rate or charge which Customer has violated, or in the event that Customer cannot comply with said rule or regulation, until Customer shall have satisfied the District that in the future Customer will comply with all rules and regulations established by the District and with all rates and charges of the District. The District will comply with the provisions in Article 10 when terminating water service for nonpayment of a delinquent account. The penalties set forth in this Section 1.6 are in addition to any penalties imposed pursuant to Article 16.

ARTICLE 9 FEES, CHARGES, CREDIT, AND DEPOSITS

9.1 REGULAR WATER SERVICE

Every applicant shall pay to the District all charges necessary for regular water service then in effect as established by the Board.

9.1.1 Time of Payment

Every applicant shall pay to the District fees and charges for regular water service prior to issuance of a financial arrangement letter from the District to the appropriate governmental entity or prior to the provision of water service, whichever occurs first.

9.1.2 Service and Meter Installations

Charges for service and meter installations shall be based on the size of the meter.

9.1.3 Basic Facility Charges

Every applicant for regular water service shall, in addition to all other charges, pay a Basic Facility Charge based on the size of the applicant's service and meter connection.

The purpose of the Basic Facility Charge is to recover costs for water supply including water well pumping plants, water transmission pipelines, and water storage reservoirs. The Basic Facility charge shall also apply to existing regular service connections for which increased capability is requested and larger service connections and meters are installed. In such event, the charge shall apply to the difference in service capacity between the new meter and service and the old meter and service which is being replaced.

The Basic Facility Charge will be established by the Board, and adjusted, from time-to-time, as determined by the Board. The property to be served shall have its Basic Facility Charge computed based on the size of the meter requested.

- A. Exemption: The Basic Facility Charge shall apply to applications for regular service, regardless of type of use, but shall not apply to applications for temporary service or private fire protection service.

9.1.4 Distribution System Charge

Every applicant for regular water service shall, in addition to all other charges, pay a Distribution System Charge where an existing waterline abuts applicant's benefited property. The purpose of the Distribution System Charge is to recover costs for water distribution pipelines including appurtenances such as air valves, isolation valves, blow-offs, and fire hydrants.

The Distribution System Charge will be established by the Board, and adjusted, from time-to-time, as determined by the Board. The property to be served shall have its Distribution System Charge computed based on an assumed 100 foot abutted footage being served by an 8 inch domestic pipeline and for a water meter up to and including 2 inch. For multiple water meters or water meters larger than 2 inch, a special study will be performed to determine the appropriate charge.

- A. Exemption: The Distribution System Charge shall be waived whenever a water service is provided from a waterline constructed at the sole expense of the applicant or the applicant's predecessor-in-interest provided said waterline was designed and constructed in accordance with District standards, and accepted by the District.

9.1.5 Customer Control Valve Installations

Charges will be collected for the installation of Customer control valves. The charges will be determined in accordance with the sizes of the meters.

9.1.6 Service Connection Installations

Charges will be collected for the installation of service connections. The charges shall be based on the sizes of the service lines required to provide adequate service.

- A. Exemption: Developers who install water facilities shall not be charged Service Connection Charges for those service connections that developer installs which meet District standards and are accepted by the District.
- B. Pavement Removals and Replacements: If pavement removal and replacement is required, a charge will be added to the Service Connection Charge.

9.2 SERVICE SIZE LARGER THAN TWO INCH INSTALLATIONS

A charge will be collected for installation of regular service connections larger in diameter than two inches. An estimate shall be prepared by the District, and upon payment of the amount of said estimate by the applicant, the work shall be scheduled. Should the records show that the cost exceeds the amount paid by the applicant, the applicant shall be billed for the difference and the same shall become immediately due and payable within ten days thereafter. Should the same not be paid within ten days, the District shall discontinue water service to the premises where the work was done and shall not furnish water thereto until said bill, together with an additional charge for restoration of service, is paid.

9.3 SERVICE RELOCATIONS

A charge will be collected for the relocation of active service connections and shall consist of the actual cost, including labor, material, and equipment plus applicable overheads, or consist of the charge of a regular service connection of equal size, whichever in the opinion of the District shall be more appropriate.

9.4 SERVICE REMOVALS

A charge will be collected for the removal of service connections and shall consist of the actual cost, including labor, material, and equipment plus applicable overheads.

9.5 CHANGE IN METER SIZES

A charge will be collected for the installation of a larger meter at the request of the Customer and upon District approval. The charge will consist of the difference in meter charges. If, however, the installation of a larger meter requires a larger service connection installation, the charge to the Customer shall include the full cost of the service connection.

9.6 SERVICE CONNECTION CHARGES

Every applicant who wishes to connect to the District's water system shall execute the District's standard water service application and pay all Charges where applicable. In addition, where a tenant or lessee applies for water service, the property owner must also apply. (Cal. Gov. Code, § 53064.5; Cal. Wat. Code, § 31007.5.)

- A. Exemption: The Service Connection Charge shall be waived whenever a Developer or applicant constructs a water service connection in accordance with District requirements.

9.7 METER TEST DEPOSITS

A deposit will be required to cover the reasonable cost of a meter test as set by the Board.

9.8 REPLACEMENTS

A charge will be collected for the replacement of service connections or portions thereof, including, but not limited to, meter boxes, valve covers, extensions, and valve lids. The specific amounts of such charges and the time of payment by the Customer shall be determined by the District and may include a reasonable minimum charge.

9.9 PLAN CHECK FEES

Plan Check Fees are established by the Board and shall be charged for the District's services in checking the drawings required for proposed water facilities.

9.10 INSPECTION FEES

The District shall provide inspection at the applicant's expense at the applicable hourly rate paid by the District for an inspector.

9.11 DESIGN REVIEW FEES

Design Review Fees are established by the Board and shall be charged for the District's services in analyzing the water system requirements for proposed developments.

9.12 TEMPORARY SERVICE CONNECTIONS

Temporary Service Connection Charges as follows are set by the Board:

9.12.1 Deposits

Deposits will be required for each construction meter, in addition to a deposit for each backflow device. When service is terminated, the deposits shall be refunded less any outstanding charges.

9.12.2 Installations

A charge will be collected for the installation of each construction meter, in addition to a charge for the installation of each backflow protection device.

9.12.3 Relocations

A charge will be collected for the relocation of each construction meter and backflow protection device.

9.13 RESTORATION OF SERVICE

A charge to be set by the Board will be collected for restoring service that has been discontinued.

9.14 BACKFLOW PROTECTION DEVICE INSTALLATION

Customer shall be responsible for installation of each backflow protection device at Customer's own expense. The District may agree to install, maintain, and test a backflow protection device, charges at actual cost for said installation, maintenance, or test plus 15% to cover District overhead expenses.

9.15 MONTHLY CHARGES

9.15.1 Metered Services

For all metered services, the charges for water service shall consist of a "Monthly Service Charge" and "Quantitative Charge" for water delivered.

- A. Monthly Service Charges. The monthly charge for each type or class of service shall be determined by size of the meter and shall be set by the Board.
- B. Quantitative Charges. The quantitative charge for all metered and unmetered water used for all purposes shall be set by the Board.

9.15.2 Private Fire Protection Services

A Monthly Service Charge as set by the Board shall be determined by the size of the service for private fire protection services.

9.15.3 Backflow Protection Devices

A monthly service charge will be collected for testing and necessary minor repairs of each device if Customer requests District to perform such service. The District may agree to perform such service at actual cost plus 15 percent to cover District overhead expenses.

9.15.4 Construction and Temporary Services

Monthly Service Charges in accordance with Articles 9.15.1 and 9.15.3 will be collected for metered and unmetered service for construction work and for service of temporary or limited duration.

9.16 CREDIT POLICY

9.16.1 Establishing Credit

Water service, in all cases, will be kept in the name of the Customer. Each applicant for water service will be required to establish credit to the satisfaction of the District before service will be rendered. Customer's credit will be deemed established with no deposit required if the new Customer can furnish a letter/statement from the water entity which provided prior service to the new Customer stating that an account history was maintained where service had not been discontinued for nonpayment for twelve consecutive months during the past two years.

Where prior service for a period of time is a condition for establishing credit with the District, residence and proof of prompt payment of rent for that period of time is a satisfactory equivalent. (Gov. Code, § 60371(c).)

9.16.2 Amount of Deposit

Where credit cannot be established, a deposit shall be required and shall consist of two times the average monthly bill of similar service using the most recent twelve months of consecutive service to determine the average. Where a deposit amount cannot be determined by taking an average of the twelve most recent months of service, a minimum deposit will be required based on the size of the water meter which serves the property. The minimum deposit shall be set by the Board.

The decision of the District to require a new residential applicant to deposit a sum of money with the District prior to establishing an account and furnishing service shall be based solely upon the credit worthiness of the applicant as determined by the District. (Gov. Code, § 60375.5.)

9.16.3 Application of Deposit

Deposits shall be held for one year. Upon the completion of one year's continuous service, during which time service had not been discontinued for nonpayment, the deposit shall be applied to the water account. If service is discontinued for nonpayment, the deposit shall remain with the District until service is ordered discontinued by the applicant.

The deposit, less the amount of any unpaid water bills or other applicable charges, will be refunded without interest upon discontinuance of service by the applicant.

Refunded deposits shall be forfeited to the District if unclaimed by the depositor within three years from the date of service is discontinued.

**ARTICLE 10
DISCONTINUANCE AND RESTORATION OF SERVICE**

10.1 DISCONTINUANCE OF SERVICE

10.1.1 District Initiated

When discontinuing service, the District will comply with Chapter 9.6, Division 1, Title 6 of the California Government Code governing District Utility Services. (Gov. Code, § 60370 et seq.)

10.1.2 Service to Multiunit Residential Structures, Parks, and Camps

Whenever the District furnishes residential water through a master meter, or furnishes individually metered service in a multiunit residential structure, mobile home park, or farm labor camp where the owner, manager, or farm labor employer is listed by the District as the Customer of record of the service, District shall make a good faith effort to inform the actual users of the services, when the account is in arrears, by means of a notice, that service will be terminated in 10 days. The notice shall further inform the actual users that they have the right to become Customers of the District without being required to pay the amount due on the delinquent account. (Gov. Code, § 60371(a).)

The District is not required to make service available to the actual users unless each actual user agrees to the terms and conditions of service, and meets the requirements of the District's rules and tariffs. However, if one or more actual users are willing and able to assume responsibility for the entire account to the satisfaction of the District, or if there is a physical means, legally available to the District, of selectively terminating service to those actual users who have not met the requirements of the District's rules and tariffs, the District may make service available to the actual users who have met those requirements. (Gov. Code, § 60371(b).)

Any actual user who becomes a Customer of the District pursuant to this section whose periodic payments, such as rental payments, include charges for residential water where these charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the District for those services during the preceding payment period. (Gov. Code, § 60371(d).)

10.1.3 Notice and Termination for Nonpayment of Delinquent Account

- a) District will not terminate residential service for nonpayment of a delinquent account unless the District first gives notice of the delinquency and impending termination, as provided in Section 10.1.2. (Gov. Code, § 60372(a).)
- b) District shall not terminate residential service for nonpayment in any of the following situations:

(1) During the pendency of an investigation by the District of a Customer dispute or complaint.

(2) When a Customer has been granted an extension of the period for payment of a bill.

(3) On the certification of a licensed physician and surgeon that to do so will be life threatening to the Customer and the Customer is financially unable to pay for service within the normal payment period and is willing to enter into an amortization agreement with the District pursuant to paragraph (e) with respect to all charges that the Customer is unable to pay prior to delinquency. (Gov. Code, § 60372(b).)

- c) Any residential Customer who has initiated a complaint or requested an investigation within five days of receiving the disputed bill, or who has, within 13 days of mailing of the notice required by subdivision (a), made a request for extension of the payment period of a bill asserted to be beyond the means of the Customer to pay in full during the normal period for payment, shall be given an opportunity for review of the complaint, investigation, or request by a the Manager. The review shall include consideration of whether the Customer shall be permitted to amortize the unpaid balance of the account over a reasonable period of time, not to exceed 12 months. No termination of service shall be effected for any Customer complying with an amortization agreement, if the Customer also keeps the account current as charges accrue in each subsequent billing period. (Gov. Code, § 60372(c).)
- d) Any Customer whose complaint or request for an investigation pursuant to paragraph (c) has resulted in an adverse determination by the District may appeal the determination to the Board. Any subsequent appeal of the dispute or complaint to the Board is not subject to this section. (Gov. Code, § 60372(d).)
- e) Any Customer meeting the requirements of subsection (3) of paragraph (b) shall, upon request, be permitted to amortize, over a period not to exceed 12 months, the unpaid balance of any bill asserted to be beyond the means of the Customer to pay within the normal period for payment. (Gov. Code, § 60372(e).)

10.1.4 Termination for Nonpayment

- a) The District will not terminate residential service on account of nonpayment of a delinquent account unless the District first gives notice of the delinquency and impending termination, at least 10 days prior to the proposed termination, by means of a notice mailed, postage prepaid, to the Customer to whom the service is billed not earlier than 19 days from the date of mailing the District's bill for services, and the 10-day

period shall not commence until five days after the mailing of the notice. (Gov. Code, § 60373(a).)

- b) The District shall make a reasonable, good faith effort to contact an adult person residing at the premises of the Customer by telephone or in person at least 48 hours prior to any termination of service except that whenever telephone or personal contact cannot be accomplished, District shall give, by mail or by posting in a conspicuous location at the premises, a notice of termination of service, at least 48 hours prior to termination. (Gov. Code, § 60373(b).)
- c) Every notice of termination of service pursuant to subdivision (a) shall include all of the following information:
 - (1) The name and address of the Customer whose account is delinquent.
 - (2) The amount of the delinquency.
 - (3) The date by which payment or arrangements for payment is required in order to avoid termination.
 - (4) The procedure by which the Customer may initiate a complaint or request an investigation concerning service or charges, except that if the bill for service contains a description of that procedure, the notice pursuant to subdivision (a) is not required to contain that information.
 - (5) The procedure by which the Customer may request amortization of the unpaid charges.
 - (6) The procedure for the Customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
 - (7) The telephone number of a representative of the District who can provide additional information or institute arrangements for payment.

Every notice of termination of service pursuant to subdivision (b) shall include the items of information in paragraphs (1), (2), (3), (6), and (7). All written notices shall be in a clear and legible format. (Gov. Code, § 60373(c).)

- d) If a residential Customer fails to comply with an amortization agreement, the District shall not terminate service without giving notice to the Customer at least 48 hours prior to termination of the conditions the Customer is required to meet to avoid termination, but the notice does not entitle the Customer to further investigation by the District. (Gov. Code, § 60373(d).)

- e) No termination of service may be effected without compliance with this section, and any service wrongfully terminated shall be restored without charge for the restoration of service. (Gov. Code, § 60373(e).)

10.1.5 Cessation of Services When Business Offices Not Open

The District shall not, by reason of delinquency in payment for water services, cause cessation of the services on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the District are not open to the public. (Gov. Code, § 60374.)

10.1.6 At Customer's Request

A Customer may have service discontinued by notifying the District at least 48 hours in advance of the desired date of discontinuance. Service will only be discontinued on the District's normal working days and during normal working hours, unless otherwise approved by the District in advance.

10.2 RESTORATION OF SERVICE

10.2.1 General Provisions

A Customer whose service has been discontinued may have it restored by making application and paying applicable restoration of service charges.

10.2.2 Unauthorized Restoration

It shall be a violation of these Regulations for any person to make a reconnection to the water system once service to the premises has been discontinued, or to otherwise connect to the system without prior authorization.

ARTICLE 16 ENFORCEMENT

16.1 GENERAL PROVISIONS

The following procedures are established for enforcement of these Regulations, not for penalty. All Customers shall be held strictly responsible for any and all acts of tenants, agents, and employees, and those Customers shall be liable for any expense, loss, or damage incurred by the District, all pursuant to these Regulations.

16.2 VIOLATIONS

16.2.1 Written Notice

Any person violating these Regulations will be notified pursuant to Article 10.1.1, except when immediate discontinuance of service is required as provided for in that Article.

16.2.2 Corrective Action

Upon being notified by the District of any defect arising in any service connection or of any violation of these Regulations, the Customer shall immediately take whatever corrective action may be necessary.

16.2.3 Violation is a Misdemeanor

Sections 31029 and 31106 of the Water Code of the State of California provide that violation of an ordinance of a County Water District by any person is a misdemeanor. Each incident in violation of these Regulations shall be deemed a separate violation, and each day or part of a day a violation of these Regulations continues shall be deemed a separate offense hereunder and shall be punishable as such.

Cabazon Water District
FY 18/19 Proposed Amended Budget
9/18/18

| | A | B | C |
|--|--------------------------------------|-------------------------------|--------------------|
| | FY 18/19 Adopted Corrected Budget | FY 18/19 Amended Budget | Difference (\$) |
| 1 REVENUES | | | |
| 2 OPERATING INCOME | | | |
| 3 Base Rate - Water Bills | \$ 811,800 | \$ 811,800 | \$ - |
| 4 Commodity Sales | 327,500 | 327,500 | - |
| 5 DHPO Contract | 225,900 | 225,900 | - |
| 6 Fire Sales - Water Bills | 2,500 | 2,500 | - |
| 7 Fire Flow Income | 400 | 400 | - |
| 8 Meter Install and Removal | - | - | - |
| 9 Penalty Fees - Water Bills | 48,300 | 48,300 | - |
| 10 Lien Reinstatement Fees | - | - | - |
| 11 New Account Fees - Water Bills | 1,800 | 1,800 | - |
| 12 Incident Fee - Water Bills | 400 | 400 | - |
| 13 Returned Check Fees | 600 | 600 | - |
| 14 Basic Facilities Fee | 64,900 | 64,900 | - |
| 15 Stand By Fees - Tax Revenue | 113,600 | 113,600 | - |
| 16 TOTAL OPERATING INCOME | 1,597,700 | 1,597,700 | - |
| 17 NON-OPERATING INCOME | | | |
| 18 Property Taxes | 60,900 | 60,900 | - |
| 19 Cell Tower Lease Income | 22,100 | 22,100 | - |
| 20 Misc. Non-Operating Income | - | - | - |
| 21 Interest Income | 10,200 | 11,200 | 1,000 |
| 22 TOTAL NON-OPERATING INCOME | 93,200 | 94,200 | 1,000 |
| 23 TOTAL REVENUES | 1,690,900 | 1,691,900 | 1,000 |
| 24 EXPENSES | | | |
| 25 PAYROLL | | | |
| 26 Directors Fees | 20,000 | 20,000 | - |
| 27 Management & Customer Service | | | |
| 28 Customer Accounts | 51,700 | 51,700 | - |
| 29 Business Admin Manager | 65,200 | 65,200 | - |
| Adj Business Admin Adjustment | - | (19,200) | (19,200) |
| Adj BM Temporary Replacement | - | 20,800 | 20,800 |
| 30 Office Assistant | - | - | - |
| 31 General Manager | 84,100 | 84,100 | - |
| 32 Total Management & Customer Service | 201,000 | 202,600 | 1,600 |
| 33 Field Workers | 144,200 | 144,200 | - |
| adj Field Workers Adjustment | - | 2,100 | 2,100 |
| 34 Employee Benefits Expense | | | |
| 35 Workers Comp. | 8,700 | 8,700 | - |
| adj W/C Adjustment | - | 100 | 100 |
| 36 Employee Health Care | 95,800 | 95,800 | - |
| adj Employee Health Care Adjustment | - | (9,000) | (9,000) |

Cabazon Water District
FY 18/19 Proposed Amended Budget
9/18/18

| | A | B | C | |
|------|--------------------------------------|-------------------------------|--------------------|----------------|
| | FY 18/19 Adopted Corrected Budget | FY 18/19 Amended Budget | Difference (\$) | |
| 37 | Pension | 70,200 | 70,200 | - |
| adj | Pension Adjustment | - | (2,400) | (2,400) |
| 38 | Total Employee Benefits Expense | 174,700 | 163,400 | (11,300) |
| Adj | FICA, Medicare, SUI, ETT adjustment | - | (800) | (800) |
| 39 | Payroll Taxes | 30,100 | 29,300 | (800) |
| 40 | TOTAL PAYROLL | 570,000 | 561,600 | (8,400) |
| 41 | OPERATIONAL EXPENSES | | | |
| 42 | Facilities, Wells, T&D | | | |
| 43 | Lab Fees | 7,500 | 8,500 | 1,000 |
| 44 | Site Landscaping & Maint | 700 | 700 | - |
| 45 | Meters | 4,600 | 4,600 | - |
| 46 | Generator Service Contractor | 1,300 | 1,300 | - |
| 47 | Utilities - Wells | 126,100 | 126,100 | - |
| 48 | SCADA | 300 | 300 | - |
| 49 | Line R&M Contractor | 12,500 | 12,500 | - |
| 50 | Line R&M Materials | 60,000 | 60,000 | - |
| 51 | Well Maintenance | 36,200 | 36,200 | - |
| 52 | Security | 18,400 | 18,400 | - |
| 53 | Engineering Services | 33,600 | 33,600 | - |
| Adj. | Grant Ready Engineering | | 15,000 | 15,000 |
| 54 | Chlorinators | 100 | 100 | - |
| 55 | Facilities, Wells, T&D - Other | 10,000 | 10,000 | - |
| 56 | Total Facilities, Wells, T&D | 311,300 | 327,300 | 16,000 |
| 57 | Utilities - Office | | | |
| 58 | Electricity | 15,900 | 15,900 | - |
| 59 | Gas | 710 | 710 | - |
| 60 | Telephone | 9,500 | 9,500 | - |
| 61 | Trash Pickup & Office Cleaning | 4,400 | 4,400 | - |
| 62 | Total Utilities - Office | 30,510 | 30,510 | - |
| 63 | Office Expenses | | | |
| 64 | Water Billing System | 2,100 | 2,100 | - |
| 65 | Supplies & Equipment | 9,700 | 9,700 | - |
| 66 | Copier and Supplies | 6,000 | 6,000 | - |
| 67 | Dues & Subscriptions | 1,700 | 1,700 | - |
| 68 | Postage | 7,700 | 7,700 | - |
| 69 | Printing & Publications | 6,100 | 6,100 | - |
| 70 | Leases & Rents | 300 | 300 | - |
| 71 | Computer Services | 36,800 | 36,800 | - |
| 72 | Office Radio | 500 | 500 | - |
| 73 | Office Storage | 6,200 | 6,200 | - |
| 74 | Air Conditioning Servicing | 4,600 | 4,600 | - |
| 75 | Fire Alarm System Servicing | 700 | 700 | - |

Cabazon Water District
FY 18/19 Proposed Amended Budget
9/18/18

| | A | B | C | |
|------|--|-------------------------------|--------------------|----------|
| | FY 18/19 Adopted Corrected Budget | FY 18/19 Amended Budget | Difference (\$) | |
| 76 | Office Expenses - Other | 1,300 | 1,300 | - |
| 77 | Total Office Expenses | 83,700 | 83,700 | - |
| 78 | Support Services | | | |
| 79 | Temporary Labor | 10,000 | 10,000 | - |
| 80 | Financial Audit | 22,100 | 22,100 | - |
| 82 | Accounting | 30,000 | 30,000 | - |
| Adj. | Accounting Adjustment | | 6,000 | |
| 83 | Legal Services | 53,600 | 53,600 | - |
| 84 | Bank Service Charges | 700 | 700 | - |
| 85 | Payroll Service | 4,100 | 4,100 | - |
| 86 | Website Support | 1,700 | 1,700 | - |
| 87 | General Liability Insurance | 21,000 | 21,000 | - |
| 88 | Total Support Services | 143,200 | 149,200 | 6,000 |
| 89 | Training/Travel | 8,000 | 8,000 | - |
| 90 | Other Fees/SWRCB | 6,200 | 6,200 | - |
| 91 | Service Tools & Equipment | | | |
| 92 | Shop Supplies and Small Tools | 21,100 | 21,100 | - |
| 93 | Vehicle Fuel | 12,800 | 12,800 | - |
| 94 | Employee Uniforms | 1,500 | 1,500 | - |
| 95 | Safety | 500 | 500 | - |
| 96 | Tractor Expenses | 1,000 | 1,000 | - |
| 97 | Equipment Rental | 2,100 | 2,100 | - |
| 98 | Service Trucks - R&M | 13,900 | 13,900 | - |
| 99 | Water Ops Phone & Internet | 900 | 900 | - |
| 100 | Communications | - | - | - |
| 101 | Total Service Tools & Equipment | 53,800 | 53,800 | - |
| 102 | NON-OPERATING EXPENSES | | | |
| 103 | Grant & Loan Processing Fee | 1,600 | 1,600 | - |
| 104 | DWR Interest Expense | 10,300 | 10,300 | - |
| 105 | DHPO Interest Expense | 9,800 | 9,800 | - |
| 106 | Bad Debt Expense | 1,200 | 1,200 | - |
| 107 | Miscellaneous | 1,600 | 1,600 | - |
| 108 | Depreciation Expense | 266,300 | 266,300 | - |
| 109 | TOTAL NON-OPERATING EXP | 290,800 | 290,800 | - |
| 110 | TOTAL EXPENSES | 1,497,510 | 1,511,110 | 13,600 |
| 111 | INCOME BEFORE CAPITAL & GSA | 193,390 | 180,790 | (12,600) |
| 112 | DHPO CAPACITY CREDIT | (21,000) | (21,000) | - |
| 113 | CAPITAL PROJECTS | | | |
| 114 | New Vehicle Purchase | (50,000) | - | 50,000 |
| Adj. | New Vehicle Purchase Amendment | - | - | - |

Cabazon Water District
FY 18/19 Proposed Amended Budget
9/18/18

| | A | B | C |
|---|--------------------------------------|-------------------------------|----------------------|
| | FY 18/19 Adopted Corrected Budget | FY 18/19 Amended Budget | Difference (\$) |
| 115 Main Street Property (IceHouse-Survey) | - | - | - |
| 116 Main Street Property (Icehouse-Impts) | (60,000) | (60,000) | - |
| 117 Meter Replacements & Other Capital | (22,000) | (22,000) | - |
| 118 Pipeline Street Main Relocation | - | - | - |
| 119 TOTAL CAPITAL PROJECTS | <u>(132,000)</u> | <u>(82,000)</u> | <u>50,000</u> |
| 120 DEBT - PRINCIPAL | | | |
| 121 Debt Service Principal - DWR | (38,400) | (38,400) | - |
| 122 Debt Service Principal - Zion | (78,900) | (78,900) | - |
| 123 TOTAL DEBT - PRINCIPAL | <u>(117,300)</u> | <u>(117,300)</u> | <u>-</u> |
| 124 SGMA / GSA | (60,000) | (60,000) | - |
| 125 NET INCOME / (LOSS) | <u>(136,910)</u> | <u>(99,510)</u> | <u>37,400</u> |
| 126 ADD BACK DEPRECIATION <i>(non-cash)</i> | 266,300 | 266,300 | |
| 127 PROJECTED CHANGE IN CASH | <u>\$ 129,390</u> | <u>\$ 166,790</u> | |

Ryan

Cabazon Water District
FY 18/19 Board Approved Budget
5/15/18

| | A | B | C | D | E |
|--|-----------------------------|-----------------------|--------------------------------|--------------------|-------------------|
| | FY 18 Approved Budget | FY 17/18 Projected | FY 18/19 Proposed Budget | Difference (\$) | Difference (%) |
| 1 REVENUES | | | | | |
| 2 OPERATING INCOME | | | | | |
| 3 Base Rate - Water Bills | \$ 801,200 | \$ 734,600 | \$ 811,800 | \$ 77,200 | 11% |
| 4 Commodity Sales | 252,600 | 305,900 | 327,500 | 21,600 | 7% |
| 5 DHPO Contract | 193,800 | 210,595 | 225,900 | 15,305 | 7% |
| 6 Fire Sales - Water Bills | 2,200 | 2,500 | 2,500 | - | 0% |
| 7 Fire Flow Income | 150 | 400 | 400 | - | 0% |
| 8 Meter Install and Removal | 80 | - | - | - | 0% |
| 9 Penalty Fees - Water Bills | 34,600 | 48,300 | 48,300 | - | 0% |
| 10 Lien Reinstatement Fees | 1,000 | - | - | - | 0% |
| 11 New Account Fees - Water Bills | 1,500 | 1,800 | 1,800 | - | 0% |
| 12 Incident Fee - Water Bills | 140 | 400 | 400 | - | 0% |
| 13 Returned Check Fees | 500 | 600 | 600 | - | 0% |
| 14 Basic Facilities Fee | 33,200 | 64,900 | 64,900 | - | 0% |
| 15 Stand By Fees - Tax Revenue | 113,600 | 113,600 | 113,600 | - | 0% |
| 16 TOTAL OPERATING INCOME | 1,434,570 | 1,483,595 | 1,597,700 | 114,105 | 8% |
| NON-OPERATING INCOME | | | | | |
| 18 Property Taxes | 60,900 | 60,900 | 60,900 | - | 0% |
| 19 Cell Tower Lease Income | 23,100 | 22,100 | 22,100 | - | 0% |
| Misc. Non-Operating Income | - | 2,200 | - | (2,200) | -100% |
| 21 Interest Income | 7,400 | 10,200 | 10,200 | - | 0% |
| 22 TOTAL NON-OPERATING INCOME | 91,400 | 133,500 | 131,300 | (2,200) | -2% |
| 23 TOTAL REVENUES | 1,525,970 | 1,617,095 | 1,729,000 | 111,905 | 7% |
| 24 EXPENSES | | | | | |
| 25 PAYROLL | | | | | |
| 26 Directors Fees | 20,000 | 15,200 | 20,000 | 4,800 | 32% |
| 27 Management & Customer Service | | | | | |
| 28 Customer Accounts | 43,800 | 49,300 | 51,700 | 2,400 | 5% |
| 29 Business Admin Manager | 54,200 | 60,000 | 65,200 | 5,200 | 9% |
| 30 Office Assistant | 8,100 | 2,500 | - | (2,500) | -100% |
| 31 General Manager | 84,900 | 98,300 | 84,100 | (14,200) | -14% |
| 32 Total Management & Customer Service | 191,000 | 210,100 | 201,000 | (9,100) | -4% |
| 33 Field Workers | 85,000 | 104,600 | 144,200 | 39,600 | 38% |
| 34 Employee Benefits Expense | | | | | |
| 35 Workers Comp. | 14,100 | 6,600 | 8,700 | 2,100 | 32% |
| 36 Employee Health Care | 62,300 | 77,600 | 95,800 | 18,200 | 23% |
| 37 Pension | 54,200 | 58,600 | 70,200 | 11,600 | 20% |
| Total Employee Benefits Expense | 130,600 | 142,800 | 174,700 | 31,900 | 22% |
| 39 Payroll Taxes | 27,200 | 28,500 | 30,100 | 1,600 | 6% |
| 40 TOTAL PAYROLL | 453,800 | 501,200 | 570,000 | 68,800 | 14% |
| 41 OPERATIONAL EXPENSES | | | | | |
| 42 Facilities, Wells, T&D | | | | | |
| 43 Lab Fees | 8,000 | 7,400 | 7,500 | 100 | 1% |

RJ

Cabazon Water District
FY 18/19 Board Approved Budget
5/15/18

| | A | B | C | D | E | |
|----|---|-----------------------|--------------------------------|--------------------|-------------------|------------|
| | FY 18 Approved Budget | FY 17/18 Projected | FY 18/19 Proposed Budget | Difference (\$) | Difference (%) | |
| 44 | Site Landscaping & Maint | 700 | 700 | 700 | - | 0% |
| 45 | Meters | 5,000 | 4,500 | 4,600 | 100 | 2% |
| 46 | Generator Service Contractor | 2,400 | 1,300 | 1,300 | - | 0% |
| 47 | Utilities - Wells | 117,900 | 120,100 | 126,100 | 6,000 | 5% |
| 48 | SCADA | 4,900 | 300 | 300 | - | 0% |
| 49 | Line R&M Contractor | 12,500 | - | 12,500 | 12,500 | 0% |
| 50 | Line R&M Materials | 60,000 | 39,500 | 60,000 | 20,500 | 52% |
| 51 | Well Maintenance | 36,000 | 31,600 | 36,200 | 4,600 | 15% |
| 52 | Security | 24,410 | 18,300 | 18,400 | 100 | 1% |
| 53 | Engineering Services | 80,900 | 33,600 | 33,600 | - | 0% |
| 54 | Chlorinators | 4,180 | 100 | 100 | - | 0% |
| 55 | Facilities, Wells, T&D - Other | 10,000 | 400 | 10,000 | 9,600 | 2400% |
| 56 | Total Facilities, Wells, T&D | 366,890 | 276,200 | 311,300 | 35,100 | 13% |
| 57 | Utilities - Office | | | | | |
| 58 | Electricity | 15,100 | 15,100 | 15,900 | 800 | 5% |
| 59 | Gas | 710 | 710 | 710 | - | 0% |
| 60 | Telephone | 10,500 | 9,500 | 9,500 | - | 0% |
| 61 | Trash Pickup & Office Cleaning | 4,400 | 4,300 | 4,400 | 100 | 2% |
| | Total Utilities - Office | 30,710 | 29,610 | 30,510 | 900 | 3% |
| | Office Expenses | | | | | |
| 64 | Water Billing System | 2,500 | 2,100 | 2,100 | - | 0% |
| 65 | Supplies & Equipment | 9,700 | 3,400 | 9,700 | 6,300 | 185% |
| 66 | Copier and Supplies | 8,100 | 6,000 | 6,000 | - | 0% |
| 67 | Dues & Subscriptions | 1,700 | 1,100 | 1,700 | 600 | 55% |
| 68 | Postage | 12,900 | 7,500 | 7,700 | 200 | 3% |
| 69 | Printing & Publications | 6,100 | 5,400 | 6,100 | 700 | 13% |
| 70 | Leases & Rents | 300 | 300 | 300 | - | 0% |
| 71 | Computer Services | 36,800 | 31,800 | 36,800 | 5,000 | 16% |
| 72 | Office Radio | 500 | - | 500 | 500 | 0% |
| 73 | Office Storage | 6,100 | 6,000 | 6,200 | 200 | 3% |
| 74 | Air Conditioning Servicing | 4,500 | 4,600 | 4,600 | - | 0% |
| 75 | Fire Alarm System Servicing | 600 | 700 | 700 | - | 0% |
| 76 | Office Expenses - Other | 1,300 | 1,300 | 1,300 | - | 0% |
| 77 | Total Office Expenses | 91,100 | 70,200 | 83,700 | 13,500 | 19% |
| 78 | Support Services | | | | | |
| 79 | Temporary Labor | 10,000 | 11,200 | 10,000 | (1,200) | -11% |
| 80 | Financial Audit | 22,100 | 22,100 | 22,100 | - | 0% |
| 81 | Accounting | 30,000 | 26,500 | 30,000 | 3,500 | 13% |
| 82 | Legal Services | 115,100 | 52,500 | 53,600 | 1,100 | 2% |
| 83 | Bank Service Charges | 1,500 | 700 | 700 | - | 0% |
| 84 | Payroll Service | 5,100 | 4,000 | 4,100 | 100 | 3% |
| 85 | Website Support | 1,300 | 1,700 | 1,700 | - | 0% |
| 86 | General Liability Insurance | 21,900 | 21,000 | 21,000 | - | 0% |

RF SA

Cabazon Water District
FY 18/19 Board Approved Budget
5/15/18

| | A | B | C | D | E | |
|-----|---|-----------------------|--------------------------------|--------------------|-------------------|-------|
| | FY 18 Approved Budget | FY 17/18 Projected | FY 18/19 Proposed Budget | Difference (\$) | Difference (%) | |
| 87 | Total Support Services | 207,000 | 192,200 | 143,200 | (49,000) | -25% |
| 88 | Training/Travel | 7,000 | 7,900 | 8,000 | 100 | 1% |
| 89 | Other Fees/SWRCB | 19,600 | 6,100 | 6,200 | 100 | 2% |
| 90 | Service Tools & Equipment | | | | | |
| 91 | Shop Supplies and Small Tools | 6,100 | 1,100 | 21,100 | 20,000 | 1818% |
| 92 | Vehicle Fuel | 12,200 | 12,500 | 12,800 | 300 | 2% |
| 93 | Employee Uniforms | 1,500 | 900 | 1,500 | 600 | 67% |
| 94 | Safety | 500 | - | 500 | 500 | 0% |
| 95 | Tractor Expenses | 5,500 | 1,000 | 1,000 | - | 0% |
| 96 | Equipment Rental | 1,000 | 2,100 | 2,100 | - | 0% |
| 97 | Service Trucks - R&M | 14,400 | 13,600 | 13,900 | 300 | 2% |
| 98 | Water Ops Phone & Internet | 3,600 | 900 | 900 | - | 0% |
| 99 | Communications | 3,300 | - | - | - | 0% |
| 100 | Total Service Tools & Equipment | 48,100 | 32,100 | 53,800 | 21,700 | 68% |
| 101 | NON-OPERATING EXPENSES | | | | | |
| 1 | Grant & Loan Processing Fee | 1,600 | 1,600 | 1,600 | - | 0% |
| 103 | DWR Interest Expense | 11,236 | 11,400 | 10,300 | (1,100) | -10% |
| 104 | DHPO Interest Expense | 10,802 | 11,800 | 9,800 | (2,000) | -17% |
| | Bad Debt Expense | 1,200 | 1,200 | 1,200 | - | 0% |
| | Miscellaneous | 5,000 | 1,600 | 1,600 | - | 0% |
| 107 | Depreciation Expense | 266,300 | 266,300 | 266,300 | - | 0% |
| 108 | TOTAL NON-OPERATING EXP | 296,138 | 293,900 | 290,800 | (3,100) | -1% |
| 109 | TOTAL EXPENSES | 1,520,338 | 1,423,210 | 1,497,510 | 74,300 | 5% |
| 110 | INCOME BEFORE CAPITAL & GSA | 5,632 | 193,885 | 231,490 | 37,605 | 19% |
| 111 | DHPO CAPACITY CREDIT | (21,000) | (21,000) | (21,000) | - | 0% |
| 112 | CAPITAL PROJECTS | | | | | |
| 113 | New Vehicle purchase | - | - | (50,000) | (50,000) | 0% |
| 114 | Main Street Property (IceHouse-Survey) | - | (13,900) | - | 13,900 | -100% |
| 115 | Main Street Property (Icehouse-Impts) | (5,000) | - | (60,000) | (60,000) | 0% |
| 116 | Meter Replacements & Other Capital | (21,888) | - | (22,000) | (22,000) | 0% |
| 117 | Pipeline Street Main Relocation | - | - | - | - | 0% |
| 118 | TOTAL CAPITAL PROJECTS | (26,888) | (13,900) | (132,000) | (118,100) | 850% |
| 119 | DEBT - PRINCIPAL | | | | | |
| 120 | Debt Service Principal - DWR | (36,261) | (37,300) | (38,400) | (1,100) | 3% |
| 121 | Debt Service Principal - Zion | (76,943) | (77,200) | (78,900) | (1,700) | 2% |
| 1 | TOTAL DEBT - PRINCIPAL | (113,203) | (114,500) | (117,300) | (2,800) | 2% |
| 123 | SGMA / GSA | (60,000) | (90,400) | (60,000) | 30,400 | -34% |
| 124 | NET INCOME / (LOSS) | (215,459) | (45,915) | (98,810) | (52,895) | 115% |
| | ADD BACK DEPRECIATION (non-cash) | 266,300 | 266,300 | 266,300 | | |
| 126 | PROJECTED CHANGE IN CASH | \$ 50,841 | \$ 220,385 | \$ 167,490 | | |