



Agenda

San Miguel Community Services District

Organization & Personnel Committee Meeting

FRIDAY, MARCH 24, 2017 9:00 A.M.

SMCSD Boardroom 1150 Mission St. San Miguel, CA 93451

Cell Phones: As a courtesy to others, please silence your cell phone or pager during the meeting and engage in conversations outside the Boardroom.

Americans with Disabilities Act: If you need special assistance to participate in this meeting, please contact the CSD Clerk at (805) 467-3388. Notification 48 hours in advance will enable the CSD to make reasonable arrangements to ensure accessibility to this meeting. Assisted listening devices are available for the hearing impaired.

Public Comment: When public attendance is over ten (10) persons, the following policies will go into effect: Any person wishing to address the Board or Standing Committee, please complete a "Request to Speak" form located at the podium in the boardroom in order to address the Board of Directors on any agenda item. Comments are limited to three minutes, unless you have registered your organization with CSD Clerk prior to the meeting.

If you wish to speak on an item not on the agenda, you may do so under "Oral Communications." Any member of the public may address the Board of Directors on items on the Consent Calendar. Please complete a "Request to Speak" form as noted above and indicate which item number you wish to address.

Meeting Schedule: Regular Board of Director meetings are generally held on the fourth Thursday of each month at 7:00 P.M in the CSD boardroom. Agendas are posted on the CSD's website at: www.sanmiguelcsd.org

Agendas: Agenda packets are available for the public inspection 72 hours prior to the scheduled meeting at the Counter/ San Miguel CSD, Fire Station located at 1150 Mission St., San Miguel, during normal business hours. Any agenda-related writings or documents provided to a majority of the Board of Directors after distribution of the agenda packet are available for public inspection at the same time at the counter/ San Miguel CSD, Fire Station located at 1150 Mission St., San Miguel, Ca during normal business hours.

- I. Call to Order- 9:30 AM
- II. Pledge of Allegiance Director _____
- III. Roll Call: Members Present: Director _____ Director _____

IV. Oral and Written Communications:

Persons wishing to speak on a matter **not on the agenda** may be heard now; however, no action will be taken until placed on a future agenda. Speakers are limited to three minutes. Please complete a “Request to Speak” form and place in basket provided.

V. AGENDA ITEMS:

1. Review and Discussion of Proposed Adoption of Utility Billing Late Fees and Collection Procedures

Staff Recommendation: Review and make recommendations to the Board of Directors regarding adoption of revised utility billing late fees and collection procedures.

M _____ S _____

2. Review and Discussion of General Manager’s Report on Union Credit Card Account

Staff Recommendation: Review and Discuss Report on Union Credit Card Account.

M _____ S _____

VI. COMMITTEE COMMENTS:

This section is intended as an opportunity for Committee members to make brief announcements, request information from staff, request future agenda item(s) and/or report on their own activities related to District business. No action is to be taken until an item is placed on a future agenda.

VII. ADJOURNMENT

Time: _____

ATTEST:
STATE OF CALIFORNIA)
COUNTY OF SAN LUIS OBISPO) ss.
COMMUNITY OF SAN MIGUEL)

I, Tamara Parent, Account Clerk/Operations Coordinator of San Miguel Community Services District, herby certify that I caused the posting of this agenda at the SMCSO office on March 17, 2017.

Date: March 17, 2017

Tamara Parent

Tamara Parent,
Account Clerk II/Operations Coordinator

Next O & P Committee Meeting is tentatively scheduled for April 14, 2017.



San Miguel Community Services District Organization & Personnel Committee

Staff Report

March 24, 2017

AGENDA ITEM: V. 1

SUBJECT: Utility Billing, Late Fee, Appeal, and Collections Policy

STAFF RECOMMENDATION:

Discuss and approve adopting the San Miguel utility billing, late fee, appeal, and collections policy.

BACKGROUND:

The San Miguel Community Services District (the "District") currently lacks a utility bill appeal procedure.

Billing Process:

The policy codifies the District's existing late fee schedule. The District typically sends bills out on the 15th of each month with the outstanding balance due on the 10th of the subsequent month. Under the proposed policy, customers must remit payment by the day indicated on their utility bill or they will be subject to fines. The District will add a ten percent (10%) late fee if a customer's account has any remaining balance on the date indicated by the bill.

For example, a customer fails to pay their fifty-dollar (\$50) water bill, due February 10, 2017. The District will charge a five dollar (\$5) late fee, and the customer must pay fifty-five (\$55) for the account to become current. The customer then accrues another fifty dollars (\$50) in water usage, and must pay \$105 by March 10, 2017. If he or she fails to make a payment by the deadline, the District will assess a second late penalty at ten percent (10%) and the customer would owe \$115.50.

Appeal Process:

The policy establishes a formal appeals process for customers to dispute any utility charge, first with the General Manager and then with the Board of Directors. A customer, to dispute a bill, must first file a request for relief with the General Manager. The request must present evidence of why relief should be granted. The General Manager may grant the request in full or in part or deny the request.

If the customer remains unsatisfied with the General Manager's final decision, the customer may file a Notice of Appeal with the General Manager. Within fifteen (15) days of receiving the Notice

of Appeal, the General Manager must notify the appellant of the time and place set for the hearing in front of the Board of Directors. The customer may present evidence to the Board of Directors at the hearing demonstrating why the bill is inaccurate or improper. The Board of Directors may deny the appeal or revise the amount owed; however, the Board of Directors must make findings on the record justifying any reduction of the total amount owed by the customer.

Alternatively, the Board of Directors may refuse to hear the customer's appeal, and instead have the appeal heard by a neutral arbitrator. If the Board of Directors sends the appeal to arbitration, the cost of the arbitration will be split evenly between the District and the customer.

Termination of Service:

The policy also codifies the District's procedure for terminating services in the event of nonpayment. The District will commence the termination process when a water account remains delinquent for thirty (30) days. The process for terminating water service includes a 10-day notice of termination and a subsequent forty-eight (48) hour notice. If a customer ignores both notices, and their account remains delinquent, then the District will terminate water service. The proposed policy also authorizes the Board of Directors to adopt a disconnection and reconnection fee by resolution.

Collection through County Tax Roll:

Pursuant to Government Code section 61115, the District may collect unpaid utility charges through the tax bills of affected parcels of real property. The policy provides the procedure for the District to collect unpaid utility bills in this manner. First, the General Manager must prepare and submit a report to the Board of Directors that describes the amount of charges and delinquencies for each affected parcel in a year. The Board of Directors will then conduct a public hearing on the report and consider objections and protests. The Board of Directors may adjust the charges and penalties prior to adopting the final report. The General Manager will then submit the final report to the county on or before August 10 of each year, and the delinquent charges will become assessment against each affected parcel and collected in the same manner as property taxes.

Staff Recommendation:

Staff recommends the Committee make a recommendation to the Board to approve adopting Utility Billing, Late Fee, Appeal, and Collections Policy.

PREPARED BY:

Darrell W. Gentry

General Manager



San Miguel Community Services District Organization & Personnel Committee

Staff Report

March 24, 2017

AGENDA ITEM: V. 2

SUBJECT: Review and Discuss of General Manager's Report on Union Credit Card Use

STAFF RECOMMENDATION:

Review and Discussion of General Manager's Report on Union Credit Card Use.

BACKGROUND

The District acted, as recommended by Finance & Budget Committee, to terminate a previous gas card account with Chevron because of excessive fee charges, specifically monthly surcharges for credit risk assessment, and higher gasoline prices charged for purchases. The Chevron account was closed earlier this year and outstanding bills were paid.

The Union account was established late last year but had not been activated until final action on the Chevron account was done. All Chevron cards were collected from District personnel and destroyed by the General Manager.

The Union cards have been assigned to key personnel, by card id and number. A safe was purchased for containing Union cards and/or other credit cards to be used and accessible by Strike Force firefighter or volunteers on weekends. The Fire Chief has control of key access code numbers and has made them available to key fire fighter personnel. The safe is in the Apparatus Bay for access by these assigned firefighting personnel.

The Union card is a fleet card which provides specific reports on each card purchase, odometer readings for each vehicle and the assigned driver of the vehicle. Other data on the Union card account includes the price per gallon for gasoline purchases, the date of the purchase and the vehicle driver id and the location of the station used. A copy of a recent monthly statement is attached for Committee's discussions.

In general, there are some indicators that this change is making a difference in total gasoline costs but it is still too early to identify trending. There are noticeable differences in overall costs, even in a short time for these purchases.

The new Bank of West, credit card account, has been received but has not yet been distributed until a formal credit card usage and procedures policy is adopted. A draft is in process for O & P Committee review in April, then to the Board in May.

The Bank of West and Union cards are being tightly monitored and controlled with all cards tracked for any use after General Manager approval.

FISCAL IMPACT:

There is no immediate fiscal impact of discussing the status of this account.

STAFF RECOMMENDATION:

Staff recommends that Committee review and discuss.

PREPARED BY:

Darrell W. Gentry

General Manager

Attachment: Exhibit A—Union Credit Card Account Reports

Account Number	Card #	Card Department	Embossing	Prompt 1 T	Prompt 1 V	Prompt 2 Type	Prompt 2 V	Transaction D	Transaction Posted Date
0201001088616	1	20	C8600	Driver ID	9153	Odometer	76491	2/10/2017	16:33:17 2/14/2017
0201001088616	2	20	C8601	Driver ID	8338	Odometer	117927	2/6/2017	6:21:52 2/8/2017
0201001088616	2	20	C8601	Driver ID	5227	Odometer	118185	2/17/2017	10:24:30 2/21/2017
0201001088616	2	20	C8601	Driver ID	5227	Odometer	185063	2/26/2017	5:25:35 2/28/2017
0201001088616	6	50	U8632	Driver ID	5227	Odometer	64211	2/9/2017	7:54:38 2/13/2017
0201001088616	6	50	U8632	Driver ID	5227	Odometer	64405	2/22/2017	13:41:56 2/24/2017

Site	Site Name	Site Street Address	Site City	Site	Site Zip Code	Driver Last Na	Driver I	Driver ID	Product	Units	Unit Cost
TOSCO MKTG.	Union 76	81 Wellsona Rd	Paso Robles	CA	93446-7642	Employee 1		9153	UNL	29.675	\$3.00
TOSCO MKTG.	Union 76	81 Wellsona Rd	Paso Robles	CA	93446-7642	Employee 2		8338	UNL	20.731	\$2.90
TOSCO MKTG.	Union 76	81 Wellsona Rd	Paso Robles	CA	93446-7642	Employee 3		5227	UNL	19.348	\$3.00
TOSCO MKTG.	Union 76	390 Main St	Templeton	CA	93465	Employee 3		5227	UNL	23.864	\$3.06
TOSCO MKTG.	Union 76	81 Wellsona Rd	Paso Robles	CA	93446-7642	Employee 3		5227	UNL	28.29	\$2.90
TOSCO MKTG.	Union 76	81 Wellsona Rd	Paso Robles	CA	93446-7642	Employee 3		5227	UNL	31.696	\$3.00

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