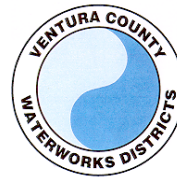


VENTURA COUNTY WATERWORKS DISTRICTS



COUNTY OF VENTURA
PUBLIC WORKS AGENCY
JEFF PRATT
Agency Director

Representing: Ventura County Waterworks Districts No. 1, 16, 17 & 19

Water & Sanitation Department
R. Reddy Pakala
Director

December 11, 2012

Board of Ventura County Waterworks Districts Nos. 1, 16, 17, and 19
800 S. Victoria Avenue
Ventura, CA 93009

Eric Keller
Operations,
Planning, &
Development

Cefe Munoz
Design &
Construction

Anne Dana
Administration

Subject: **Approval of Resolutions Amending the Rules and Regulations for Ventura County Waterworks District No. 1 (Moorpark), Ventura County Waterworks District No. 16 (Piru), Ventura County Waterworks District No. 17 (Bell Canyon), and Ventura County Waterworks District No. 19 (Somis); Supervisorial Districts Nos. 2, 3, and 4.**

Recommendation:

Approve the Resolutions amending the Rules and Regulations (R&R's) for Ventura County Waterworks Districts Nos. 1, 16, 17, and 19, Part 1, pertaining to types of accounts and services; types of applicants; reading of meters and billing; and payment of water bills; and Part 2, pertaining to deposits from applicants, as shown in Attachment 1 to the attached Resolutions.

Fiscal/Mandates Impact: No Fiscal Impact.

Discussion:

The Water and Sanitation Department is responsible for the administration, operations and maintenance of the Ventura County Waterworks Districts No. 1, 16, 17, and 19 (collectively the Districts) water and sewer systems. District 16 receives local water from Warring Water Service in Piru. Districts No. 1, 17, and 19 receive local water from groundwater wells owned and operated by the Districts and/or imported water from the State Water Project, through Metropolitan Water District (Metropolitan) and Calleguas Municipal Water District (Calleguas), the Districts' direct supplier of imported water.

Each month, approximately 13,300 active accounts are billed for water service and 9,500 accounts are billed for sewer service. The Department's existing legacy billing system was acquired in 1991. Over the years the system was modified and enhanced to meet the utility billing needs. The original vendor is no longer in business, and a consultant has been providing temporary support, which will end early 2013. The legacy system has served the basic needs of the Division for over 20 years. However, it lacked much of the functionality needed to provide more detailed conservation billing, alternative payment options, automated work order processing, electronic bill presentment, and water meter inventorying.



In September 2011, your Board approved a contract with Advanced Utility Systems for the purchase and implementation of a new utility billing system. To improve efficiency and streamline the process in the new billing system, certain changes need to be made to some of the general administrative processes for all districts, specifically those related to the classes of service; types of applicants; reading of meters and billing; payment of water bills; and trust deposits. These changes require minor revisions to the general rules within Part 1 and Part 2 of the Districts' R&R's as shown on Exhibit 1.

Part 1

We are recommending changes to Part 1, Rule 1-C-3 *Classes of Service* to reflect the account types and service types used in the new billing and Part 1, Rule 1-D-1 to include "builder" as a type of applicant.

We are also recommending changes to Part 1, Rule 1-H- 25 *-Reading of Meter and Billing* to set forth more specific rules governing reading of meters; the customer's responsibility for all water use registered through the meter; estimated meter reads; payment of water bills; due dates; timing of assessment of penalties/late fees; and schedule for delinquent notices as shown in the attached Exhibit 1.

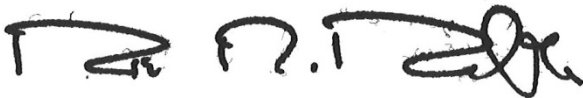
Part 2

We are also recommending changes to Part 2, Rule 2-A-1c *Deposit from Applicants* to standardize the deposit rules for all districts and to establish deposit rules when a customer receives a "Notice of Pending Disconnection" and/or "Shut off Notice." Recommended changes to this rule also include an update to the deposit and cash only requirement for customers who have two or more returned checks during a 12-month period. Recommended changes to Part 2 are shown in the attached Exhibit 1.

The proposed revisions to the R&Rs have been reviewed by the County Executive Office, Auditor-Controller's Office, and County Counsel.

If your Board approves these changes, they will become effective when the new billing system goes live, which is anticipated to be sometime in January 2013.

If you have any questions regarding this item, please call me at (805) 654-2075.



R. R. PAKALA
Director, Water and Sanitation Department

Resolution – Waterworks District 1
Resolution – Waterworks District 16
Resolution – Waterworks District 17
Resolution – Waterworks District 19
Exhibit 1 – Current Version and Proposed Changes to Districts' R&Rs