


TO: BOARD OF DIRECTORS
FROM: MARIO IGLESIAS
GENERAL MANAGER 
DATE: APRIL 9, 2021



PRESENTATIONS AND REPORTS

The following presentations and reports are scheduled:

- C-1) QUARTERLY ENGINEER'S REPORT DIRECTOR OF ENGINEERING AND OPERATIONS REPORT ON DISTRICT PROJECTS SYSTEM-WIDE [RECOMMEND RECEIVE AND FILE]
- C-2) OVERVIEW OF THE 2020 CALIFORNIA GROUNDWATER REPORT [RECEIVE AND FILE]
- C-3) DIRECTORS' ANNOUNCEMENTS OF DISTRICT AND COMMUNITY INTEREST AND REPORTS ON ATTENDANCE AT PUBLIC MEETINGS, TRAINING PROGRAMS, CONFERENCES AND SEMINARS.
Receive Announcements and Reports from Directors
- C-4) RECEIVE PUBLIC COMMENT ON PRESENTATIONS AND REPORTS PRESENTED UNDER ITEM C AND BY MOTION RECEIVE AND FILE PRESENTATIONS AND REPORTS

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER

DATE: APRIL 9, 2021

AGENDA ITEM

C-1

APRIL 14, 2021

**QUARTERLY ENGINEER'S REPORT
DIRECTOR OF ENGINEERING AND OPERATIONS REPORT
ON DISTRICT PROJECTS SYSTEM-WIDE**

ITEM

Engineering and Operations update for January through March 2021

BACKGROUND

Director of Engineering and Operations, Peter Sevcik will overview his update (Attachment A) and discuss District projects for the January through March 2021 period.

RECOMMENDATION

Staff recommends that your Honorable Board receive the update.

ATTACHMENTS

- A. Engineering and Operations Update for January to March 2021

APRIL 14, 2021

ITEM C-1

ATTACHMENT A

Engineering and Operations Update – January 2021 to March 2021



Peter V. Sevcik, P.E.
Director of Engineering and Operations
Nipomo Community Services District
April 14, 2021

Projects in Construction

Supplemental Water Project Joshua Road Pump Station Pump #1-4 Improvements

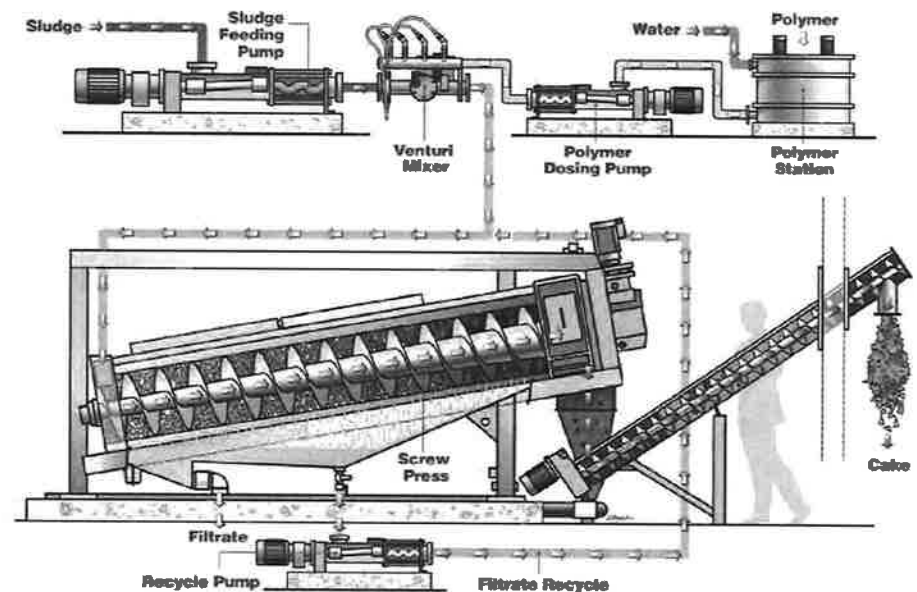
- Contract cost - \$385,149
- Notice to proceed issued – 8/19/2020
- Original projected completion date – 5/3/2021
- Pump delivery impacted by COVID-19
- Revised projected completion date – 9/2021



Projects in Construction

Southland WWTF Screw Press

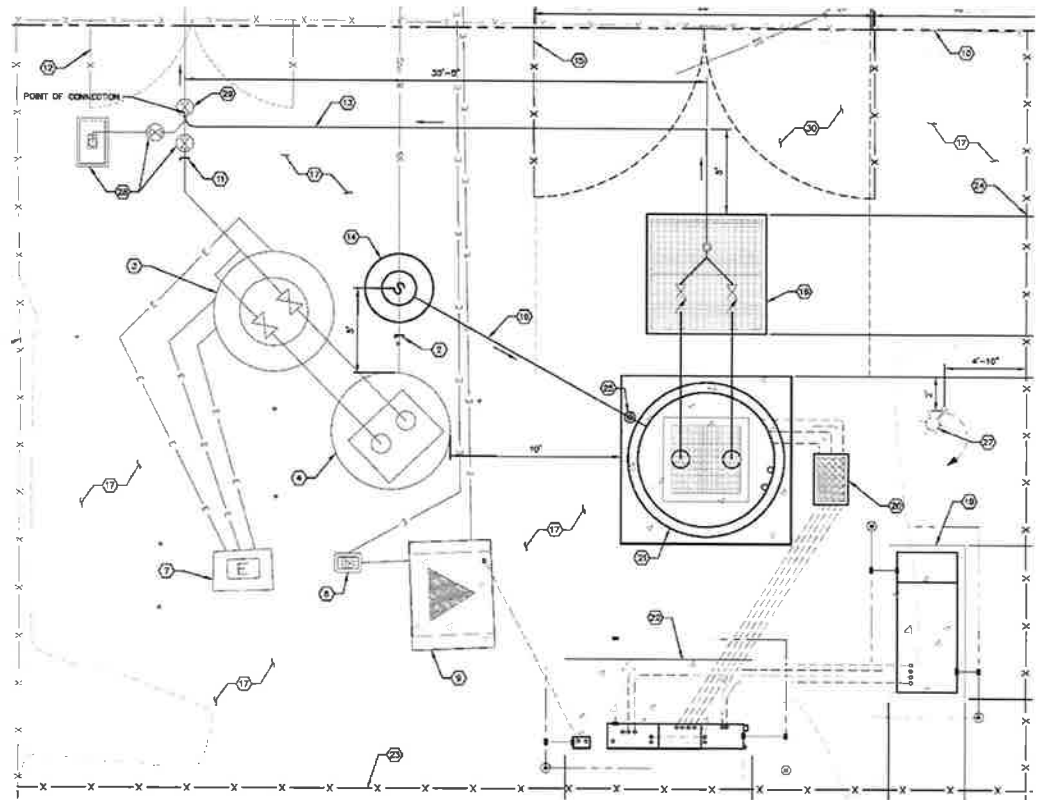
- Contract Cost – \$969,200
- Notice to Proceed Issued – 12/21/2020
- Projected Completion Date – 11/15/2021
- Time elapsed to date – 28.5%
- Work completed to date – 30.9%



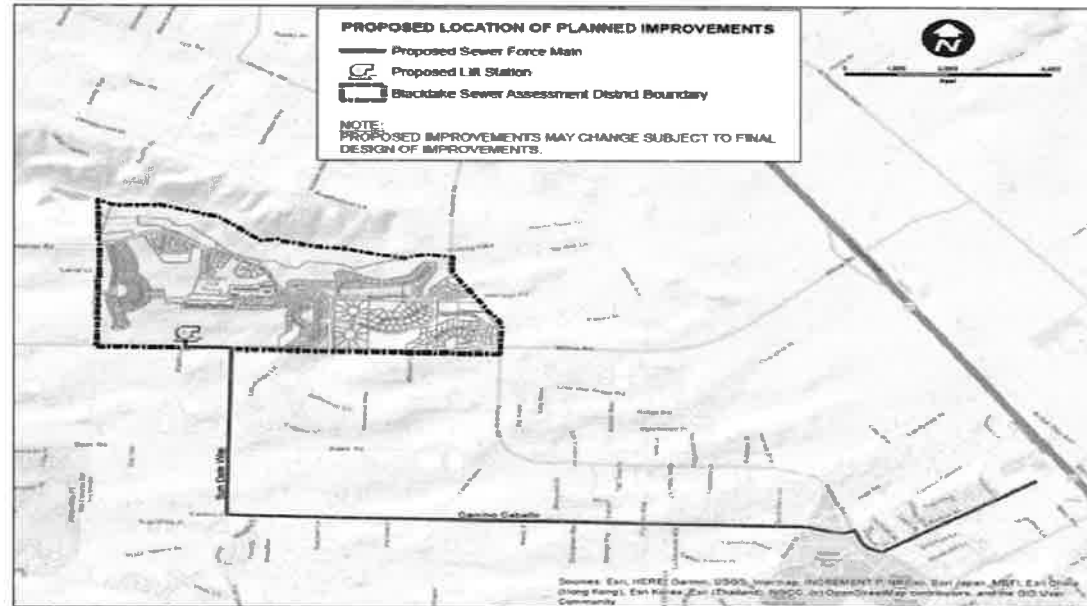
Projects in Construction

Nipomo Palms Lift Station Replacement

- Contracted awarded – 3/24/2021
- Notice to Proceed Pending
- Anticipated construction duration 270 calendar days



Blacklake Sewer System Consolidation Project



- Construction of lift station and force main to pump wastewater to Southland Wastewater Treatment Facility
- Decommission existing Blacklake Water Reclamation Facility



Blacklake Sewer System Consolidation Project

Contracts to Date

- Permitting assistance contract approved – 7/2020
 - Southland WWTF and Blacklake WRF permitting in progress
- Design contract for lift station and force main approved – 8/2020
 - 30% design in progress
- Flow monitoring contract approved – 10/2020
 - Completed
- CEQA contract approved – 12/2020
 - Initial study in progress



Blacklake Sewer System Consolidation Project

Schedule milestones

- Design completion – 12/2021
- Permitting completion – 12/2021
- Board authorization to bid – 1/2022
- Board construction contract award – 5/2022
- Construction completion date – 3/2024

Blacklake Sewer System Consolidation Project

BLACKLAKE SEWER SYSTEM CONSOLIDATION PROJECT STATUS REPORT DATE 2/28/2021

Item	Description	Project Budget Costs	Contract Costs Authorized to Date	% Budget Contract Costs Authorized to Date	Actual Costs to Date	% Budget Actual Costs to Date
1	Blacklake Lift Station	\$ 605,550	\$ -	0.0%	\$ -	0.0%
2	Force Main	\$ 5,162,350	\$ -	0.0%	\$ -	0.0%
3	WRF Demolition	\$ 915,400	\$ -	0.0%	\$ -	0.0%
4	Construction Total	\$ 6,683,300	\$ -	0.0%	\$ -	0.0%
5	Permitting (CEQA)	\$ 116,240	\$ 32,351	27.8%	\$ 6,067.00	5.2%
6	Engineering Design	\$ 871,800	\$ 647,090	74.2%	\$ 224,710.43	25.8%
7	Construction Management and Inspection	\$ 871,800	\$ -	0.0%	\$ -	0.0%
8	Contingency	\$ 1,743,600	\$ -	0.0%	\$ -	0.0%
9	Total Project Cost	\$ 10,286,740	\$ 679,441	6.6%	\$ 230,777.43	2.2%

Notes:

- 1
- 2
- 3
- 4
- 5 SWCA \$32,351
- 6 Cannon \$594,612; MKN \$44,828; Downstream Services \$7650
- 7
- 8
- 9 Estimated Project Cost Included in Assessment Engineer's Report \$10,286,740



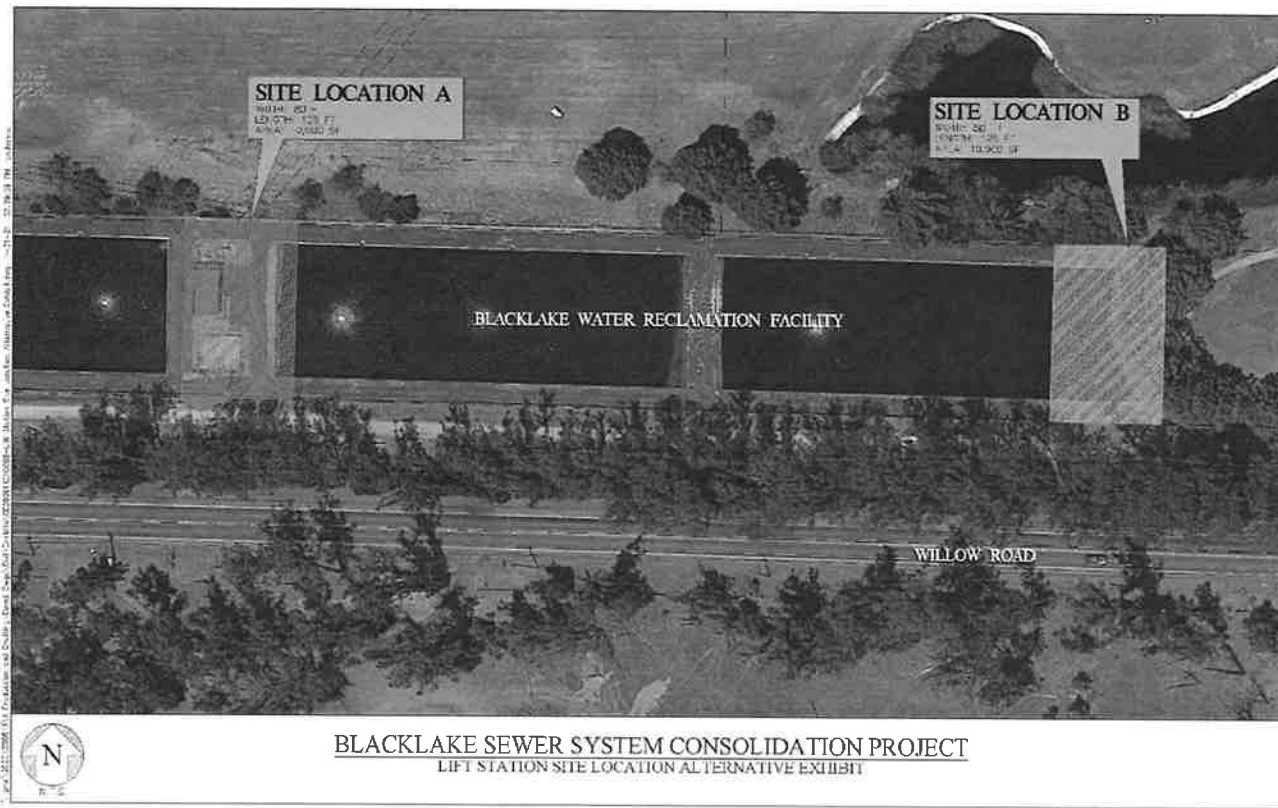
Blacklake Sewer System Consolidation Project

California Environmental Quality Act (CEQA) Compliance

- Project Description and Notice of Preparation
- California Red Legged Frog habitat assessment
 - Survey in early April
 - Informal consultation with US Fish and Wildlife Service
- Botanical surveys
 - Survey in June for regular spring blooming season
 - Survey in July for Pismo clarkia
- Cultural resources
 - Native American Heritage Committee records search
 - Tribal consultation

Blacklake Sewer System Consolidation Project

Potential Lift Station Locations





Blacklake Sewer System Consolidation Project

Lift station site considerations

- Use of site, long-term
- Ease of ingress/egress from Willow Road
- Cost of construction
- Impact to operations during construction
- Construction staging
- Location B is recommended location



Blacklake Sewer System Consolidation Project

Lift station design

- Two trains, two pumps in series per train, first and second stages in dry pit, recommended option
 - 240 feet total head at 220 gpm
 - Multiple pump manufacturers can meet requirements
 - Allows for competitive bidding
- Hydraulic surge protection tank
- Odor control system – oxygen injection system

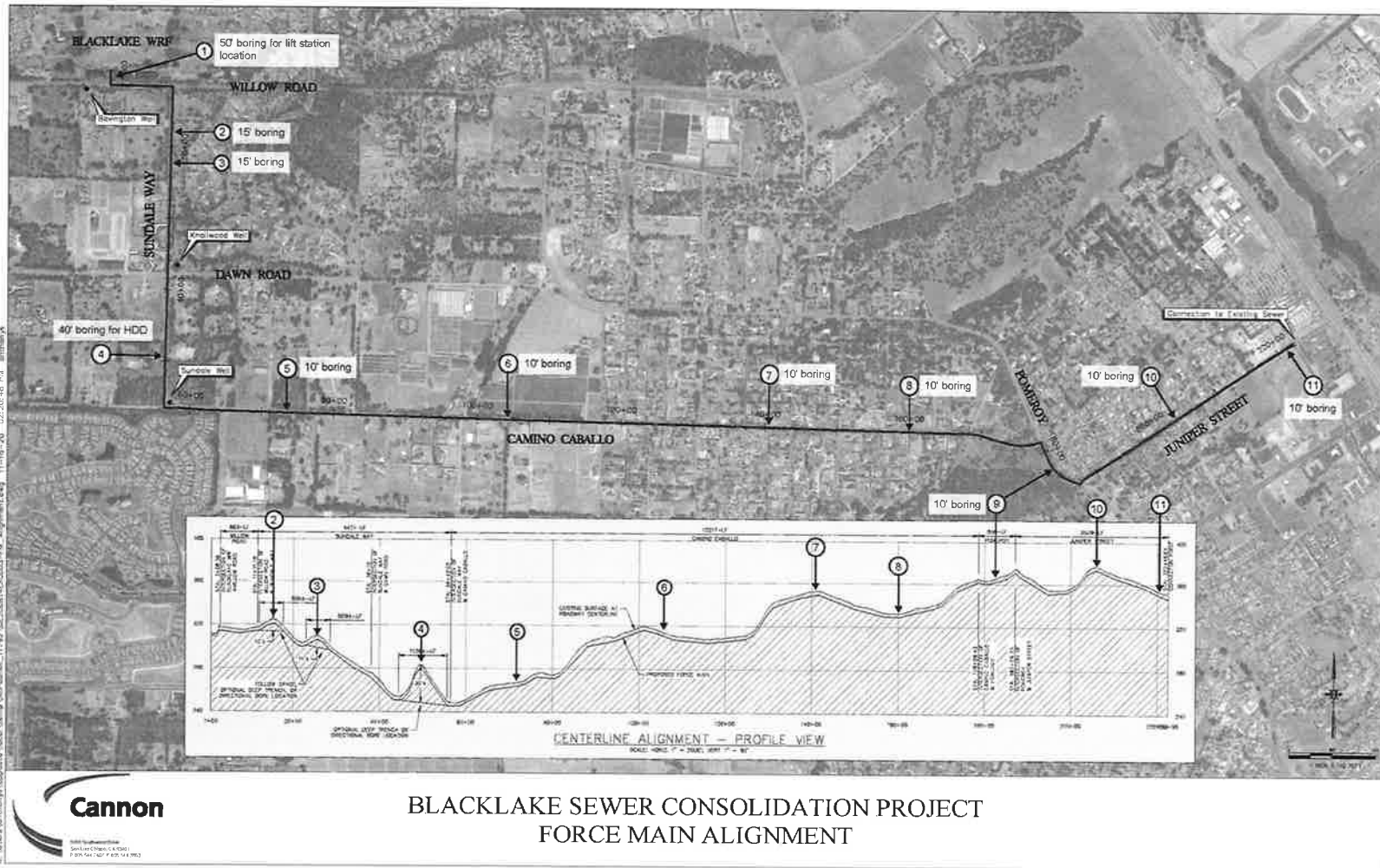


Blacklake Sewer System Consolidation Project

Force main design

- 20,000 feet approximate length
- 6-inch IPS HDPE recommended
- 20,500 gallon volume
- 2.4 exchanges per day

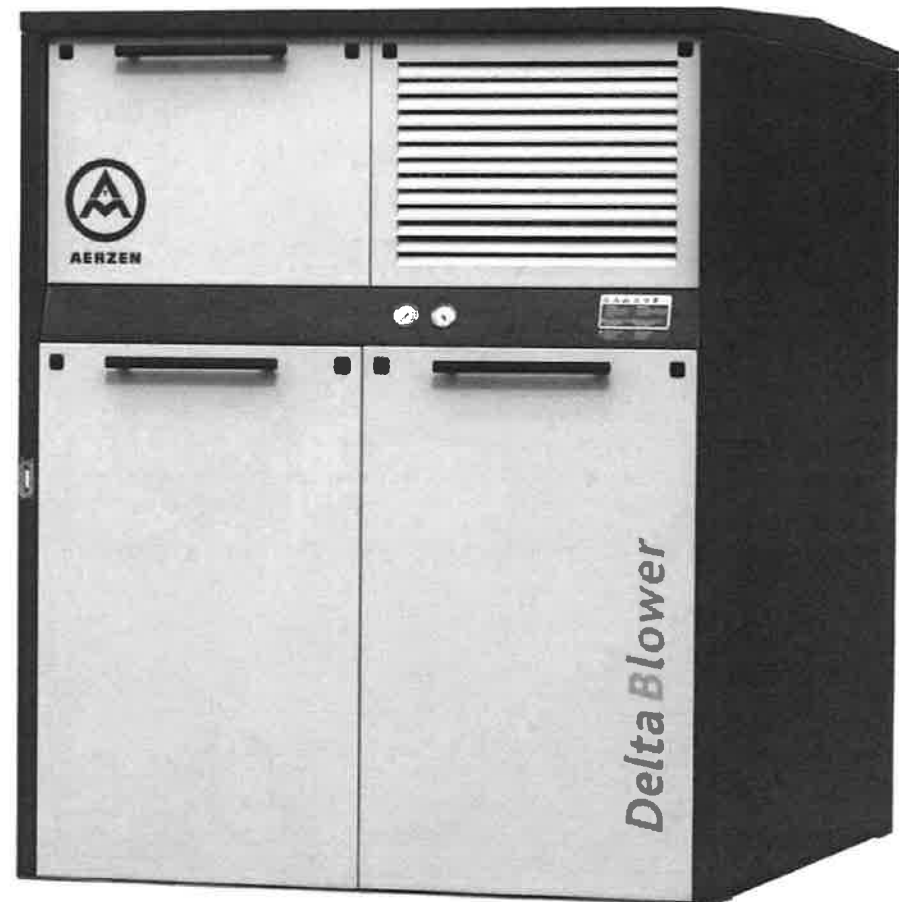
Blacklake Sewer System Consolidation Project



Other Projects in Design

Southland WWTF Blower #3

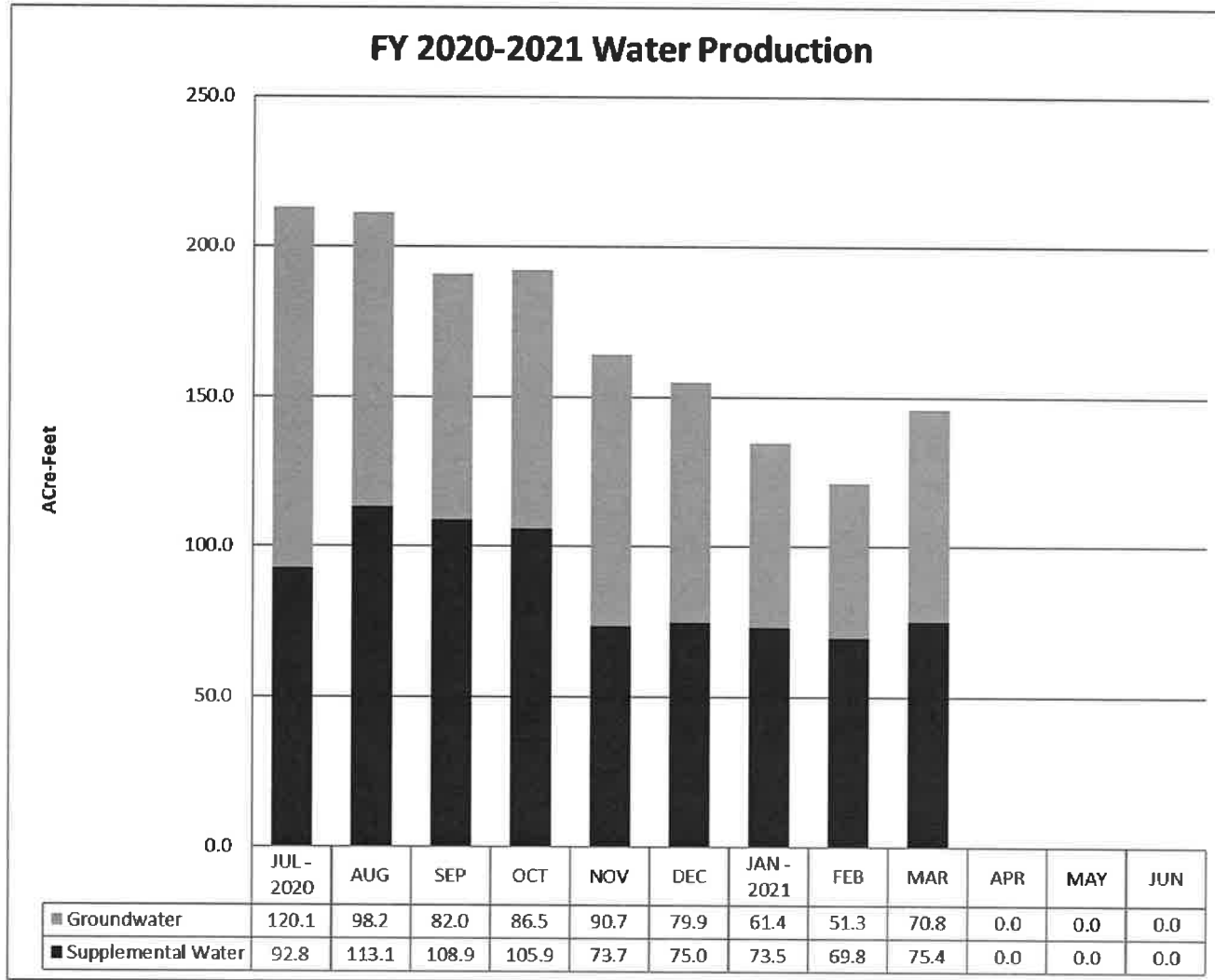
- Board authorization to purchase equipment – 1/13/2021
- Equipment ordered
- Blower delivery anticipated – 4/2021
- VFD delivery anticipated – 5/2021
- Completion anticipated – 6/2021



Other Projects in Design

- Eureka Well #2 Pump and Controls
 - 90% design in progress
- Branch Street Watermain Replacement
 - 90% design in progress
- Woodgreen Lift Station
 - 90% design in progress
- Supplemental Water Project Interconnects
 - Woodlands easement pending
- District Office Generator
 - 30% design in progress

Operations – Water System



Supplemental Water	788.3 AF
Groundwater	740.9 AF
FY 20-21 Total Production To Date	1529.2 AF

Operations – Water System

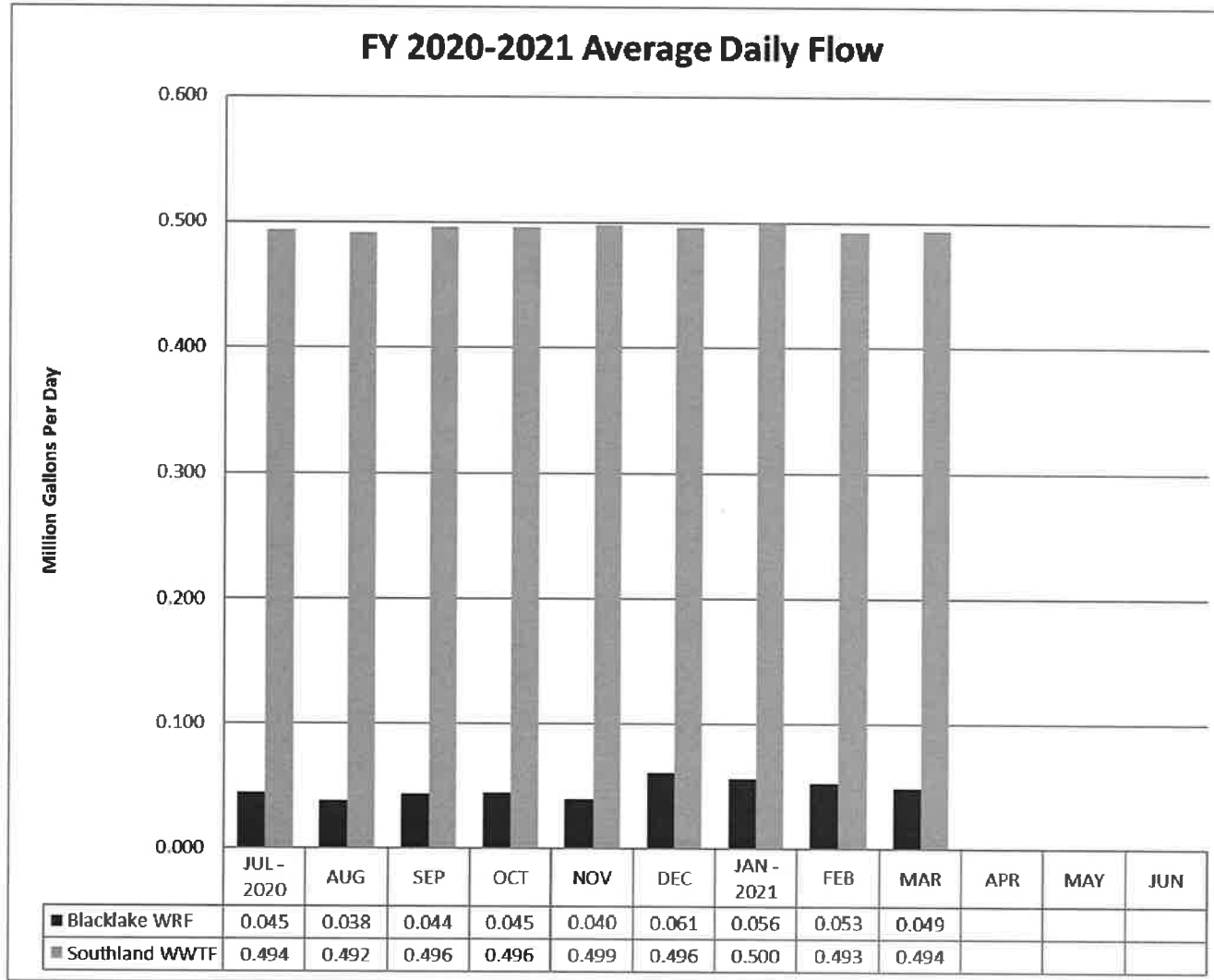
- **Regulatory**

- State Water Resources Control Board Division of Drinking Water
 - Submitted routine monthly coliform, quarterly raw water coliform, quarterly nitrate, quarterly disinfection byproducts
- SLO County Environmental Health Department
 - Hazardous Material Business Plan Inspection

- **Other Water Operations**

- Water system data management software implementation
- Dead end flushing continued to take significant effort
- Sedaru 811 implemented

Operations – Wastewater



Blacklake WRF	12.9 MG
Southland WWTF	135.8 MG
FY 20-21 Total Wastewater Flow Treated To Date	148.7 MG or 456 AF



Operations – Wastewater System

- **Regulatory**
 - State Water Resources Control Board
 - Routine monthly and quarterly reports submitted
 - Air Pollution Control District
 - Annual inspection of wastewater treatment facilities
- **Other Wastewater Operations**
 - Blower #1 failure



COVID-19 Response Current Status

- Following CDC, state and local guidance
- Most operations employees vaccinated
- Staff working normal schedule
- Performing normal operations and maintenance tasks
- Monitoring inventory and availability of critical services, materials and supplies
- Continuing work on construction projects but schedules are being impacted due to delivery delays of equipment



Engineering and Operations

Questions

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER

DATE: APRIL 9, 2021

AGENDA ITEM

C-2

APRIL 14, 2021

OVERVIEW OF THE 2020 CALIFORNIA GROUNDWATER REPORT

ITEM

Overview of the 2020 California Groundwater Report [RECOMMEND RECEIVE AND FILE REPORT]

BACKGROUND

Dr. Brad Newton provided the attached DWR Bulletin 118 2020 Update for Board review and consideration. California's water code now requires Bulletin 118 updates every 5 years, the next update will be in 2025.

FISCAL IMPACT

Funds for preparation of this report are included in the FY 2020-21 Budget.

STRATEGIC PLAN

Goal 1. WATER SUPPLIES. Actively plan to provide reliable water supply of sufficient quality and quantity to serve both current customers and those in the long-term future.

1.6 Continue to monitor and participate in water supply issues and programs with other local and regional organizations.

RECOMMENDATION

Staff recommends that the Board receive the Report and give direction to staff as needed.

ATTACHMENTS

A. DWR Bulletin 118 2020 Update Presentation

APRIL 14, 2021

ITEM C-2

ATTACHMENT A



DWR Bulletin 118 2020 Update

Prepared by
Newton Geo-Hydrology Consulting Services
April 14, 2021



DWR Bulletin 118

Overview of Bulletin 118

- DWR Published California's groundwater in 1975, 1980, 2003, and 2016
- California's water code now requires Bulletin 118 updates every 5 years, the next update in 2025
 - On average, groundwater is 41% of annual water supply
 - In drought years, groundwater provides up to 58% of annual water supply
 - Many communities are 100% reliant on groundwater
 - 90% of groundwater use is for agriculture



DWR Bulletin 118

2020 Update

Overview of 2020 Update Bulletin 118

- Last comprehensive update – 2003
 - Interim update published in 2016
- Sustainable Groundwater Management Act (2014)
 - Regulatory framework for groundwater management effective 2015
- Supports Governor Newsom’s 2020 California Water Resilience Portfolio
- English and Spanish versions



DWR Bulletin 118

2020 Update

Information included:

- Location, status, and characteristics of groundwater basins
- Water markets, transfers, managed aquifer recharge, and impacts of a changing climate
- Groundwater demands, supplies, and development
- Groundwater use and management
- Groundwater Conditions
- Groundwater summaries for the 10 hydrologic regions



DWR Bulletin 118

2020 Update

Santa Maria Groundwater Basin (SMGB):

- Adjudicated – Judgment 2008
 - 3-012.01 Santa Maria River Valley - Santa Maria
- The watermaster or water manager for each of these adjudicated areas is required to submit an annual report to DWR starting April 1, 2016, but is not required to develop a GSP if the basin is considered low or very low priority.



DWR Bulletin 118

2020 Update

Santa Maria Groundwater Basin (SMGB):

Required to report the following information to DWR

- Groundwater elevation data
- Annual aggregated data identifying groundwater extraction
- Surface water supply used, or available for use, for groundwater recharge or in-lieu use
- Total water use
- Change in groundwater storage
- The annual report submitted to the court



Questions?

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER

DATE: APRIL 9, 2021

AGENDA ITEM

D

APRIL 14, 2021

CONSENT AGENDA

The following items are considered routine and non-controversial by staff and may be approved by one motion if no member of the Board wishes an item removed. If discussion is desired, the item may be removed from the Consent Agenda by a Board member and will be considered separately at the conclusion of the Administrative Items. Individual items on the Consent Agenda are approved by the same vote that approves the Consent Agenda, unless an item is pulled for separate consideration. The recommendations for each item are noted in bracket. Members of the public may comment on the Consent Agenda items.

Questions or clarification may be made by the Board members without removal from the Consent Agenda

- D-1) WARRANTS [RECOMMEND APPROVAL]
- D-2) APPROVE MARCH 24, 2021, REGULAR BOARD MEETING MINUTES
[RECOMMEND APPROVE MINUTES]
- D-3) INITIATE PROCEEDINGS FOR ANNUAL LEVY OF ASSESSMENTS FOR
STREET LANDSCAPE MAINTENANCE DISTRICT NO. 1 [RECOMMEND
ADOPT RESOLUTION]
- D-4) CONSIDER CHANGES TO BILLING CLERK AND SECRETARY/CLERK JOB
TITLES AND JOB DESCRIPTIONS [RECOMMEND APPROVE CHANGES TO
BILLING CLERK AND SECRETARY/CLERK JOB TITLES AND JOB DESCRIPTION]

TO: BOARD OF DIRECTORS

REVIEWED: MARIO IGLESIAS
GENERAL MANAGER 

FROM: LISA BOGNUDA 
FINANCE DIRECTOR

DATE: APRIL 9, 2021

AGENDA ITEM
D-1(A)
APRIL 14, 2021

WARRANTS

COMPUTER CHECKS GENERATED – SEE ATTACHED	\$318,491.43
HAND WRITTEN CHECKS	NONE
VOIDED CHECKS	NONE

Item D-1 Warrants APRIL 14, 2021

By Payment Number

Nipomo Community Services District

Payment Dates 04/14/2021 - 04/14/2021

Vendor Name	Description (Payable)	Payable Number	Payment Date	(None)	Amount
Payment: 7058					
Abalone Coast Analytical, Inc.	Lab tests	5217	04/14/2021		8,274.30
					Payment 7058 Total:
					8,274.30
Payment: 7059					
Advantage Answering Plus, In	Answering service	20-735-371	04/14/2021		302.80
					Payment 7059 Total:
					302.80
Payment: 7060					
Aerzen USA Corporation	Blower rebuild	SEPI-21-001111	04/14/2021		21,744.49
					Payment 7060 Total:
					21,744.49
Payment: 7061					
Alexander's Contract Services,	Meter reading	202103300872	04/14/2021		2,494.00
Alexander's Contract Services,	Meter reading	202103300873	04/14/2021		190.71
					Payment 7061 Total:
					2,684.71
Payment: 7062					
Allweather Landscape Mainte	LMD	40729	04/14/2021		325.00
Allweather Landscape Mainte	LMD	40530	04/14/2021		175.00
					Payment 7062 Total:
					500.00
Payment: 7063					
Amazon Capital Services, Inc.	Truck accessories	1CCF-CJLK-L1PV	04/14/2021		288.30
Amazon Capital Services, Inc.	Monitors	1X9L-K6L7-HJRV	04/14/2021		268.10
Amazon Capital Services, Inc.	Power inverter	1X9L-K6L7-73GL	04/14/2021		56.75
Amazon Capital Services, Inc.	Credit- Signs and carbon filter	CM0000084	04/14/2021		-108.62
Amazon Capital Services, Inc.	Batteries	11MX-Y76N-6FXH	04/14/2021		21.44
Amazon Capital Services, Inc.	Perforated paper	1YYT-DXQ7-GJTF	04/14/2021		12.60
Amazon Capital Services, Inc.	Signs and carbon filter	139X-76KD-3WJY	04/14/2021		108.54
					Payment 7063 Total:
					647.11
Payment: 7064					
Aqua-Metric Sales, Co.	OMNI 2" meter	81855	04/14/2021		1,818.55
Aqua-Metric Sales, Co.	Brackets and 3/4" meters	81854	04/14/2021		7,225.05
					Payment 7064 Total:
					9,043.60
Payment: 7065					
AT&T	Telephone	16217079	04/14/2021		30.43
AT&T	Telephone	16217081	04/14/2021		252.86
AT&T	Telephone	16217080	04/14/2021		173.78
					Payment 7065 Total:
					457.07
Payment: 7066					
Bognuda, Lisa	Mileage-SLO County Recorder	APR 2021	04/14/2021		27.44
Bognuda, Lisa	Mileage-SLO County Recorder	MAR 2021	04/14/2021		27.44
					Payment 7066 Total:
					54.88
Payment: 7067					
Burdine Printing	Doorhangers	43367	04/14/2021		408.70
					Payment 7067 Total:
					408.70
Payment: 7068					
California Water Environment	CWEA Certification/Members	ROD-34995	04/14/2021		283.00
					Payment 7068 Total:
					283.00
Payment: 7069					
California Water Environment	CWEA Membership 2021-Mal	MAL-57694	04/14/2021		192.00
					Payment 7069 Total:
					192.00
Payment: 7070					
Clever Ducks	Computer expense	30313	04/14/2021		235.29

Item D-1 Warrants APRIL 14, 2021

Payment Dates: 04/14/2021 - 04/14/2021

Vendor Name	Description (Payable)	Payable Number	Payment Date	(None)	Amount
Clever Ducks	Computer expense	30208	04/14/2021		3,076.00
Payment: 7070 Total:					3,311.29
Payment: 7071					
Cushman Contracting Corpora	Southland WWTF Screw Press	SP-3	04/14/2021		164,081.15
Payment: 7071 Total:					164,081.15
Payment: 7072					
DataProse, LLC	Print and Mailing Bills Service	8939B	04/14/2021		1,760.00
DataProse, LLC	Print and Mailing Bills Service	8939A	04/14/2021		541.25
Payment: 7072 Total:					2,301.25
Payment: 7073					
Electricraft, Inc.	Service call- Southland WWTP	16678	04/14/2021		1,230.75
Electricraft, Inc.	Pump #1 electrical repair	15774	04/14/2021		742.50
Payment: 7073 Total:					1,973.25
Payment: 7074					
Excel Personnel Services, Inc.	Employment agency	3695022	04/14/2021		465.00
Excel Personnel Services, Inc.	Employment agency	3699109	04/14/2021		372.00
Excel Personnel Services, Inc.	Employment agency	3703186	04/14/2021		465.00
Payment: 7074 Total:					1,302.00
Payment: 7075					
Farm Supply Company	Sprayer and weed abatement	76827	04/14/2021		226.18
Payment: 7075 Total:					226.18
Payment: 7076					
FGL Environmental	Lab tests	083758A	04/14/2021		773.00
Payment: 7076 Total:					773.00
Payment: 7077					
Iconix Waterworks (US) Inc.	Adapters and meter box lid	U2116013588	04/14/2021		441.54
Iconix Waterworks (US) Inc.	Valve boxes and hole sewer l	U2116014263	04/14/2021		568.42
Payment: 7077 Total:					1,009.96
Payment: 7078					
Integrated Industrial Supply, I	Wire leads and rebuild kit	75711	04/14/2021		656.96
Integrated Industrial Supply, I	First aid kits	75788	04/14/2021		102.93
Integrated Industrial Supply, I	Fire extinguisher parts	75822	04/14/2021		80.37
Payment: 7078 Total:					840.26
Payment: 7079					
JB Dewar, inc.	Pump oil	152616	04/14/2021		611.26
Payment: 7079 Total:					611.26
Payment: 7080					
Miner's Ace Hardware	Supplies	MAR 2021	04/14/2021		734.72
Payment: 7080 Total:					734.72
Payment: 7081					
Mission Uniform Service	Uniforms	514459239	04/14/2021		211.02
Payment: 7081 Total:					211.02
Payment: 7082					
MNS Engineers, Inc.	Construction Management - S	77415	04/14/2021		18,490.00
Payment: 7082 Total:					18,490.00
Payment: 7083					
Municipal Maintenance Equip	LP relief valve	0157744-IN	04/14/2021		162.84
Municipal Maintenance Equip	Water pump repair	0157628-IN	04/14/2021		1,072.77
Payment: 7083 Total:					1,235.61
Payment: 7084					
Newton Geo-Hydrology Cons	Litigation Support	MAR 2021	04/14/2021		11,192.50
Payment: 7084 Total:					11,192.50
Payment: 7085					
Nunley & Associates, Inc.	UWMP Update 2020	8813	04/14/2021		6,747.27
Nunley & Associates, Inc.	Dana Reserve	8833	04/14/2021		7,901.64

Item D-1 Warrants APRIL 14, 2021

Payment Dates: 04/14/2021 - 04/14/2021

Vendor Name	Description (Payable)	Payable Number	Payment Date	(None)	Amount
Nunley & Associates, Inc.	Sedaru software review servic	8812	04/14/2021		146.26
Nunley & Associates, Inc.	Nipomo Senior Housing	8862	04/14/2021		622.89
Nunley & Associates, Inc.	Southland Screw Press ESDC	8854	04/14/2021		2,800.06
Nunley & Associates, Inc.	Branch Street Waterline Impr	8852	04/14/2021		340.00
Nunley & Associates, Inc.	AWIA Risk & Resilience Assess	8814	04/14/2021		7,989.20
Nunley & Associates, Inc.	Frontage Road Development	8864	04/14/2021		1,369.39
Nunley & Associates, Inc.	GIS Implementation Services	8811	04/14/2021		798.25
Payment 7085 Total:					28,714.96
Payment: 7086					
Office Depot	Office supplies	164820849001	04/14/2021		91.79
Office Depot	Office supplies	163839836001	04/14/2021		178.67
Office Depot	Office supplies	162192409001	04/14/2021		105.08
Office Depot	Office supplies	161973877001	04/14/2021		27.11
Payment 7086 Total:					402.65
Payment: 7087					
Praxair Distribution, Inc.	Cylinder rental	62417426	04/14/2021		55.78
Payment 7087 Total:					55.78
Payment: 7088					
Pryor Learning Solutions, Inc.	Pryor+ Renewal - Ayala	035100135-2108	04/14/2021		299.00
Payment 7088 Total:					299.00
Payment: 7089					
Richards, Watson & Gershon	General Legal Service Feb 202	231065	04/14/2021		6,029.78
Payment 7089 Total:					6,029.78
Payment: 7090					
Richards, Watson & Gershon	Water Rights Adjudication Feb	231066	04/14/2021		322.50
Payment 7090 Total:					322.50
Payment: 7091					
Rodriguez, Rigo	Contact Hours Training	MAR 2021	04/14/2021		115.00
Payment 7091 Total:					115.00
Payment: 7092					
Simplot Grower Solutions	CAN 17	780141624	04/14/2021		504.00
Payment 7092 Total:					504.00
Payment: 7093					
South County Sanitary Service	Solid waste tax liens	MAR 2021	04/14/2021		546.02
Payment 7093 Total:					546.02
Payment: 7094					
Special District Financing & A	Annual Disclosure Report AD	15164	04/14/2021		750.00
Special District Financing & A	Annual Disclosure Report COP	15180	04/14/2021		750.00
Special District Financing & A	Annual Disclosure Report COP	15162	04/14/2021		750.00
Special District Financing & A	Annual Disclosure Report COP	15163	04/14/2021		750.00
Payment 7094 Total:					3,000.00
Payment: 7095					
Special District Risk Managem	Property/Liability package mo	69685	04/14/2021		1,836.68
Payment 7095 Total:					1,836.68
Payment: 7096					
Sterling Communications	Radio equipment	8761-IN	04/14/2021		3,033.46
Payment 7096 Total:					3,033.46
Payment: 7097					
Terminix Commercial	Pest control	40581532	04/14/2021		62.00
Payment 7097 Total:					62.00
Payment: 7098					
Tesco Controls, Inc.	SCADA Workstation	73000-IN	04/14/2021		3,910.00
Payment 7098 Total:					3,910.00

Item D-1 Warrants APRIL 14, 2021

Payment Dates: 04/14/2021 - 04/14/2021

Vendor Name	Description (Payable)	Payable Number	Payment Date	(None)	Amount
Payment: 7099					
Tribune	Annual subscription	SLO-77779716	04/14/2021		468.47
				Payment 7099 Total:	468.47
Payment: 7100					
Tuckfield & Associates	Rate consultant	0616	04/14/2021		14,432.22
				Payment 7100 Total:	14,432.22
Payment: 7101					
USA Bluebook	PH electrode	555102	04/14/2021		323.90
USA Bluebook	Ammonia reagent and vials	556466	04/14/2021		783.90
				Payment 7101 Total:	1,107.80
Payment: 7102					
Voelker, Tyler	CWEA membership and Conta	MAR 2021	04/14/2021		398.00
				Payment 7102 Total:	398.00
Payment: 7103					
Willis Communications	Network cable for kiosk	1890	04/14/2021		367.00
				Payment 7103 Total:	367.00

TO: BOARD OF DIRECTORS

REVIEWED: MARIO IGLESIAS
GENERAL MANAGER 

FROM: LISA BOGNUDA 
FINANCE DIRECTOR

DATE: APRIL 9, 2021

AGENDA ITEM
D-1(B)
APRIL 14, 2021

WARRANTS – BLACKLAKE ASSESSMENT DISTRICT 2020 -1

COMPUTER CHECKS GENERATED – SEE ATTACHED	\$792.07
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Item D-1 Warrants APRIL 14, 2021

By Payment Number

Nipomo Community Services District

Payment Dates 04/14/2021 - 04/14/2021

Vendor Name	Description (Payable)	Payable Number	Payment Date	(None)	Amount
Payment: 15					
Nunley & Associates, Inc.	Southland WWTF Capacity Ev	8853	04/14/2021		792.07
				Payment 15 Total:	<u>792.07</u>

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER



DATE: APRIL 9, 2021

AGENDA ITEM

D-2

APRIL 14, 2021

**APPROVE MARCH 24, 2021
REGULAR BOARD MEETING MINUTES**

ITEM

Approve action minutes from previous Board meetings. [RECOMMEND APPROVE MINUTES]

BACKGROUND

The draft minutes are a written record of the previous Board Meeting action.

RECOMMENDATION

Approve Minutes

ATTACHMENT

- A. March 24, 2021 draft Regular Board Meeting Minutes

APRIL 14, 2021

ITEM D-2

ATTACHMENT A

NIPOMO COMMUNITY SERVICES DISTRICT

Serving the Community since 1965

DRAFT REGULAR MINUTES

MARCH 24, 2021 AT 9:00 A.M.

JON S. SEITZ BOARD ROOM 148 SOUTH WILSON STREET, NIPOMO, CA

BOARD of DIRECTORS

ED EBY, **PRESIDENT**
DAN ALLEN GADDIS, **VICE PRESIDENT**
BOB BLAIR, **DIRECTOR**
DAN WOODSON, **DIRECTOR**
RICHARD MALVAROSE, **DIRECTOR**

PRINCIPAL STAFF

MARIO IGLESIAS, **GENERAL MANAGER**
LISA BOGNUDA, **FINANCE DIRECTOR**
PETER SEVCIK, **DIRECTOR OF ENG. & OPS.**
CRAIG STEELE, **GENERAL COUNSEL**

Mission Statement:

Provide our customers with reliable, quality, and cost-effective services now and in the future.

Pursuant to Governor Newsom's Executive Order N-25-20, members of the Nipomo Community Services District Board or staff may participate in this meeting in person, or via teleconference. To protect the health and safety of the public, Board members, and staff, social distancing will be practiced at the District's physical location, 148 S. Wilson Street. Members of the public may choose to participate in person at this location or monitor the audio portion of the meeting and any public hearings telephonically by calling (800) 567-5900 (code 242-2614#). Pursuant to Governor Newsom's Executive Order N-29-20, members of the public may also comment – on items on this agenda or items not on the agenda but within the jurisdiction of the Board – via email sent to info@ncsd.ca.gov prior to the 9:00 am meeting start time. All emails received by that time will be distributed to the Board. Public participation in the meeting and public hearings will be taken only as described above. If any individual with a disability requires assistance to observe or participate in the meeting, please contact the District office by telephone at least 24 hours in advance.

A. CALL TO ORDER AND FLAG SALUTE

President Eby called the Regular Meeting of March 24, 2021, to order at 9:00 a.m. and led the flag salute.

B. ROLL CALL AND PUBLIC COMMENT FOR ITEMS NOT ON AGENDA

At Roll Call, all Directors were present.

Eddie Moore, CALFIRE Fire Chief, introduced himself and provided his professional history.

Director Blair said he would be contacting him regarding the designation of fire hazard severity zones in the District.

C. PRESENTATIONS AND REPORTS

C-1) PRESENTATION ON TRANSITIONING FROM BI-MONTHLY TO MONTHLY BILLING CYCLE [RECOMMEND RECEIVE AND FILE]

Mario Iglesias, General Manager, presented the item and answered questions from the Board.

There were no public comments.

SUBJECT TO BOARD APPROVAL

- C-2) DIRECTORS' ANNOUNCEMENTS OF DISTRICT AND COMMUNITY INTEREST AND REPORTS ON ATTENDANCE AT PUBLIC MEETINGS, TRAINING PROGRAMS, CONFERENCES AND SEMINARS.
Receive Announcements and Reports from Directors

Director Woodson

- *March 22, attended the South County Advisory Committee meeting remotely.*

Director Gaddis

- *March 11, attended Board Harassment Training.*
- *March 15, attended Board Officers' meeting.*
- *March 17, attended Finance and Audit Committee meeting.*

Director Eby

- *March 11, attended Board Harassment Training.*
- *March 11, attended a NWMA Technical Group meeting remotely.*
- *March 15, attended Board Officers' meeting.*
- *March 17, attended Finance and Audit Committee meeting.*
- *March 18, attended LAFCO meeting remotely.*

- C-3) RECEIVE PUBLIC COMMENT ON PRESENTATIONS AND REPORTS PRESENTED UNDER ITEM C AND BY MOTION RECEIVE AND FILE PRESENTATIONS AND REPORTS

There were no public comments.

*Upon the motion of Director Woodson and seconded, the Board unanimously approved receiving and filing presentations and reports.
Vote 5-0.*

YES VOTES	NO VOTES	ABSENT
<i>Directors Woodson, Malvarose, Blair, Gaddis, and Eby</i>	<i>None</i>	<i>None</i>

D. CONSENT AGENDA

- D-1) WARRANTS [RECOMMEND APPROVAL]
- D-2) APPROVE MARCH 10, 2021, REGULAR BOARD MEETING MINUTES [RECOMMEND APPROVE MINUTES]
- D-3) DECLARE 2007 FORD PICKUP TRUCK SURPLUS AND AUTHORIZE SALE [RECOMMEND DECLARE 2007 FORD PICKUP SURPLUS AND AUTHORIZE STAFF TO DISPOSE OF BY SALE]
- D-4) AWARD CONSTRUCTION CONTRACT FOR NIPOMO PALMS LIFT STATION REPLACEMENT PROJECT TO BROUGH CONSTRUCTION, INC. [RECOMMEND ADOPT RESOLUTION AWARDDING CONTRACT TO BROUGH CONSTRUCTION, INC. IN THE AMOUNT OF \$918,368, AUTHORIZING STAFF TO EXECUTE CONTRACT, AUTHORIZING CHANGE ORDER CONSTRUCTION CONTINGENCY IN THE AMOUNT OF \$60,000, AND APPROVING BUDGET ADJUSTMENT IN THE AMOUNT OF \$431,000]

SUBJECT TO BOARD APPROVAL

Nipomo Community Services District
DRAFT REGULAR MEETING
MINUTES

- D-5) APPROVE TASK ORDER WITH MNS ENGINEERS INC. FOR CONSTRUCTION MANAGEMENT SERVICES FOR NIPOMO PALMS LIFT STATION REPLACEMENT PROJECT [RECOMMEND BY MOTION AND ROLL CALL APPROVE TASK ORDER WITH MNS ENGINEERS, INC. IN THE AMOUNT OF \$190,000 AND AUTHORIZE STAFF TO EXECUTE TASK ORDER]
- D-6) APPROVE TASK ORDER WITH CANNON FOR ENGINEERING SERVICES DURING CONSTRUCTION FOR NIPOMO PALMS LIFT STATION REPLACEMENT PROJECT [RECOMMEND BY MOTION AND ROLL CALL APPROVE TASK ORDER WITH CANNON IN THE AMOUNT OF \$35,850 AND AUTHORIZE STAFF TO EXECUTE TASK ORDER]
- D-7) AUTHORIZE TASK ORDER FOR SUPERVISORY CONTROL AND DATA ACQUISITION SYSTEM INTEGRATION SERVICES FOR NIPOMO PALMS LIFT STATION REPLACEMENT PROJECT [RECOMMEND BY MOTION AND ROLL CALL VOTE ADOPT RESOLUTION AUTHORIZING STAFF TO EXECUTE TASK ORDER IN THE AMOUNT OF \$44,896 WITH TESCO CONTROLS, INC.]

District staff, answered questions from the Board regarding the warrants.

There were no public comments.

Upon the motion of Director Gaddis and seconded, the Board unanimously approved the Consent Agenda.

Vote 5-0.

YES VOTES	NO VOTES	ABSENT
<i>Directors Gaddis, Blair, Malvarose, Woodson, and Eby</i>	<i>None</i>	<i>None</i>

RESOLUTION NO. 2021-1588

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE NIPOMO COMMUNITY SERVICES DISTRICT AWARDING THE BID FOR THE CONSTRUCTION OF Nipomo Palms Lift Station Replacement Project TO BROUGH CONSTRUCTION INC. IN THE AMOUNT OF \$918,368, AUTHORIZING CONSTRUCTION CONTINGENCY OF \$60,000, AND AMENDING FY 2020/2021 BUDGET

RESOLUTION NO. 2021-1589

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE NIPOMO COMMUNITY SERVICES DISTRICT AUTHORIZING A TASK ORDER FOR NIPOMO PALMS LIFT STATION REPLACEMENT PROJECT SUPERVISORY CONTROL AND DATA ACQUISITION SYSTEM INTEGRATION SERVICES WITH TESCO CONTROLS INC.

Nipomo Community Services District
DRAFT REGULAR MEETING
MINUTES

E. ADMINISTRATIVE ITEMS

- E-1) CONSIDER LANDSCAPE IMPROVEMENTS AT SOUTHLAND WASTEWATER TREATMENT FACILITY AND APPROVE CONTRACT TO INSTALL PLANTINGS ON PROPERTY ALONG HIGHWAY 101 [RECOMMEND CONSIDER IMPROVEMENTS AND APPROVE CONTRACT TO INSTALL PLANTINGS ON PROPERTY]

Mario Iglesias, General Manager, presented the item and answered questions from the Board.

Pam Wilson, NCSD resident, talked about Myoporum and her experience with the plant.

The Board directed staff to utilize oleanders to build the screen after considering other plant options.

Upon the motion of Director Gaddis and seconded, the Board approved the contract for installation using white and pink oleanders.

Vote 3-2.

YES VOTES	NO VOTES	ABSENT
Directors Gaddis, Blair, and Malvarose	Directors Woodson and Eby	None

RESOLUTION NO. 2021-1590

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE NIPOMO COMMUNITY SERVICES DISTRICT AWARDING THE BID FOR LANDSCAPE IMPROVEMENTS AT SOUTHLAND WASTEWATER TREATMENT FACILITY TO GLM LANDSCAPE MANAGEMENT IN THE AMOUNT OF \$33,344 AUTHORIZING CONTINGENCY OF \$5,000, AND AMEND FY 2020/2021 BUDGET

- E-2) CONSIDER MAKING A NOMINATION FOR LOCAL AGENCY FORMATION COMMISSION'S SPECIAL DISTRICT MEMBER SEAT [RECOMMEND THE BOARD CONSIDER NOMINATION AND DIRECT STAFF]

Mario Iglesias, General Manager, presented the item.

Directors Blair and Woodson nominated Director Eby for the LAFCO member seat.

There were no public comments.

Upon the motion of Director Blair and seconded, the Board unanimously approved the Nomination.

Vote 5-0.

YES VOTES	NO VOTES	ABSENT
Directors Blair, Woodson, Malvarose, Gaddis, and Eby	None	None

- E-3) APPROVE QUITCLAIM OF EASEMENT OUTSIDE THE DISTRICT'S SPHERE OF INFLUENCE [RECOMMEND ADOPT RESOLUTION APPROVING THE QUITCLAIM OF AN EASEMENT OVER APN 091-121-051]

SUBJECT TO BOARD APPROVAL

Nipomo Community Services District
DRAFT REGULAR MEETING
MINUTES

Mario Iglesias, General Manager, presented the item and answered questions from the Board.

There were no public comments.

Upon the motion of Director Malvarose and seconded, the Board unanimously approved the Quitclaim of Easement.
Vote 5-0.

YES VOTES	NO VOTES	ABSENT
Directors Malvarose, Blair, Woodson, Gaddis, Eby	None	None

RESOLUTION NO. 2021-1591

A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE NIPOMO COMMUNITY SERVICES DISTRICT
APPROVING THE QUITCLAIM OF AN EASEMENT
OVER APN 091-121-051

F. GENERAL MANAGER’S REPORT

Mario Iglesias, General Manager, presented the General Manager’s Report and answered questions from the Board.

Mario Iglesias, General Manager, informed the Board that the Nipomo Community Services District would have a kiosk available for customers to pay with their credit card and answered questions from the Board.

There were no public comments.

Director Woodson requested staff inquire about the future Board meeting protocol after COVID 19 risks are reassessed.

Director Eby asked questions regarding the Dana Reserve Project and alerted the Board of a Planning Department meeting via zoom at 5:30 pm Wednesday the 24th, 2021.

G. COMMITTEE REPORTS

Director Gaddis and Eby attended the Finance and Audit Committee meeting where the rate consultant Clayton Tuckfield presented the preliminary Town Sewer Rate Study. The Committee received the preliminary report and directed the rate consultant to draft the Town Sewer Rate Report.

There were no public comments.

H. DIRECTORS’ REQUESTS TO STAFF AND SUPPLEMENTAL REPORTS

None.

I. CLOSED SESSION ANNOUNCEMENTS

1. CONFERENCE WITH DISTRICT LEGAL COUNSEL RE: PENDING LITIGATION PURSUANT TO GC §54956.9

SUBJECT TO BOARD APPROVAL

Nipomo Community Services District
DRAFT REGULAR MEETING
MINUTES

- a. SMWWCD V. NCSD (SANTA CLARA COUNTY CASE NO. CV 770214, SIXTH APPELLATE COURT CASE NO. H032750, AND ALL CONSOLIDATED CASES

- 2. CLOSED SESSION – CONFERENCE WITH LEGAL COUNSEL INITIATION OF LITIGATION PURSUANT TO GOV. CODE SECTION 54956.9(D)(4) TWO (2) POTENTIAL CASES

Craig Steele, District Legal Counsel, announced the Board discussed Items 1 and 2 in Closed Session and took no reportable action.

ADJOURN MEETING

President Eby adjourned the meeting at 11:00 a.m.

MEETING SUMMARY	HOURS & MINUTES
Regular Meeting	1 hour 21 minutes
Closed Session	0 hour 39 minutes
TOTAL HOURS	2 hour 0 minutes

Respectfully submitted,

Mario Iglesias, General Manager and Secretary to the Board Date

TO: BOARD OF DIRECTORS

FROM: MARIO IGLESIAS
GENERAL MANAGER

DATE: APRIL 9, 2021

AGENDA ITEM

D-3

APRIL 14, 2021

**INITIATE PROCEEDINGS FOR ANNUAL LEVY OF ASSESSMENTS
FOR STREET LANDSCAPE MAINTENANCE DISTRICT NO. 1**

ITEM

Resolution initiating proceedings for annual levy of Street Landscape Maintenance District No. 1 ("LMD #1) [RECOMMEND ADOPT RESOLUTION]

BACKGROUND

In 2003, the Board of Directors formed Street Landscape Maintenance District No. 1 to provide the street landscape maintenance for Tract 2409 (Sculpture Homes located on Vista Verde and Ida Street). The LMD formed under Government Code Section 61601.20 and the Landscaping and Lighting Act of 1972.

Annually, the District follows the procedures outlined in the Government Code and Prop. 218 to levy the assessment on each of the 28 property owners served by the Landscape Maintenance District. In order to proceed, the attached Resolution should be adopted to initiate the proceedings and appoint Director of Engineering and Operations, Peter Sevcik as the Assessment Engineer.

RECOMMENDATION

Staff recommends adopting the attached resolution initiating proceedings for annual assessment of LMD #1.

ATTACHMENT

- A. Resolution No. 2021-XXXX LMD Initiate Proceedings for Annual Assessment

APRIL 14, 2021

ITEM D-3

ATTACHMENT A

**NIPOMO COMMUNITY SERVICES DISTRICT
RESOLUTION NO. 2021-XXXX**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
NIPOMO COMMUNITY SERVICES DISTRICT INITIATING PROCEEDINGS FOR ANNUAL
LEVY OF ASSESSMENTS FOR THE STREET LANDSCAPE MAINTENANCE DISTRICT NO. 1
FOR FISCAL YEAR 2021-2022 PURSUANT TO THE PROVISIONS OF PART 2 OF
DIVISION 15 OF THE CALIFORNIA STREETS AND HIGHWAYS CODE**

WHEREAS, the Nipomo Community Services District Board of Directors ("NCSD") has, by previous Petition and Resolution, formed the Nipomo Community Services District Street Landscape Maintenance District No. 1 (hereinafter referred to as "Street Landscape Maintenance District No. 1") pursuant to the provisions of Government Code §61122 (prior §61601.20) and the Landscaping and Lighting Act of 1972 (hereinafter referred to as the "Act") that provides for the levy and collection of assessments by the County of San Luis Obispo for the Nipomo Community Services District to pay for the installation, planting and maintenance of landscaping within public streets, right of ways or easements within the Nipomo Community Services District; and

WHEREAS, Street Landscape Maintenance District No. 1 and the associated assessments are in compliance with the provisions of California Constitution Article XIID; and

WHEREAS, the NCSD has appointed Peter Sevcik, a registered professional engineer, as assessment engineer for the purpose of assisting with the Annual Levy of the Street Landscape Maintenance District No. 1 and to prepare and file a report in accordance with the Act.

NOW, THEREFORE BE IT RESOLVED, DETERMINED, AND ORDERED by the Board of Directors of the Nipomo Community Services District for the Nipomo Street Landscape Maintenance District No. 1, as follows:

SECTION 1: The NCSD hereby initiates proceedings for annual levy of assessments for Street Landscape Maintenance District No. 1 for Fiscal Year 2021-2022 pursuant to the provisions of the Act.

SECTION 2: The improvements within Street Landscape Maintenance District No. 1 include: trees, shrubs, grass, other ornamental vegetation, and appurtenant facilities, including irrigation system within the Street Landscape Maintenance District No. 1. The Board of Directors does not anticipate new improvements or substantial changes in existing improvements.

SECTION 3: Engineer's Annual Levy Report: The NCSD Board of Directors hereby orders that Peter Sevcik, District Director of Engineering and Operations and a registered professional engineer in CA, prepare the Engineer's Annual Levy Report concerning the levy of assessments for Street Landscape Maintenance District No. 1 in accordance with *Chapter 3, Section 22622* of the Act.

Upon the motion of Director ___, seconded by Director ___, and on the following roll call vote, to wit:

AYES:

NOES:

ABSENT:

CONFLICTS:

the foregoing resolution is hereby adopted this 14TH day of April 2021.

ED EBY
President of the Board

ATTEST:

APPROVED AS TO FORM
AND LEGAL EFFECT:

MARIO IGLESIAS
General Manager and Secretary to the Board

CRAIG A. STEELE
District Legal Counsel

TO: BOARD OF DIRECTORS
FROM: MARIO IGLESIAS
GENERAL MANAGER
DATE: APRIL 8, 2021



AGENDA ITEM
D-4
APRIL 14, 2021

CONSIDER CHANGES TO BILLING CLERK AND SECRETARY/CLERK JOB TITLES AND JOB DESCRIPTIONS

ITEM

Consider approving changes to Billing Clerk and Secretary/Clerk Job Titles and Job Descriptions [RECOMMEND APPROVE CHANGES TO BILLING CLERK AND SECRETARY/CLERK JOB TITLES AND JOB DESCRIPTIONS]

BACKGROUND

The Billing Clerk and the Secretary/Clerk positions were under the direct supervision of the Finance Director until the Administrative Supervisor position was filled in November 2020. A task assigned the new Administrative Supervisor was to evaluate the job titles and job descriptions of the Billing Clerk and the Secretary/Clerk positions. Upon completion of this evaluation, it was determined that the job descriptions needed to be updated to align with the shift in the positions reporting supervisor as well as the job duties and tasks.

It is proposed that the job title for Billing Clerk be changed to Customer Service Clerk to reflect the array of job responsibilities, including but not limited to just "billing". It is also proposed that the Secretary/Clerk be changed to Office Assistant to reflect the various job responsibilities assigned to the role.

FISCAL IMPACT

Both positions are fully funded in the FY 20-21 budget. No financial impact is anticipated as a result of the proposed job title and job description revisions as the pay range and scale are unaffected.

RECOMMENDATION

Staff recommends that your Board approve the changes to the Job Title and Job Descriptions.

ATTACHMENT

- A. Job Description for Customer Service Clerk
- B. Job Description for Office Assistant

APRIL 14, 2021

ITEM D-4

ATTACHMENT A

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Customer Service Clerk

FLSA STATUS: Non-Exempt - Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

1. DEFINITION AND SUMMARY OF DUTIES

Under direction of the Administrative Supervisor, performs a wide variety of duties in the processing and maintenance of the District's water and wastewater utility billing system including preparing utility billing, billing adjustments, late notices, door hangers, shut offs, monitor delinquent accounts, process service orders and other related utility billings functions. Interact with the coworkers, public, answer phone, takes payments over the counter and performs related work as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- a) Processes manual and automatic meter readings; runs billings on a monthly and bi-monthly basis, prepares billings/late notices/discontinuance notices for mailing based on established deadlines.
- b) Receives and processes payments; takes applications for new service; takes information and arranges for discontinuance or transfer of existing services; arranges for return of refunds/deposits; prepares payment extension agreements and leak adjustments for customers, prepares liens, and maintain records regarding payment status.
- c) Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding and responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment at the counter and over the telephone.
- d) Answers questions and receives complaints regarding water usage and/or quality telephonically and in person; generates service orders, if necessary, and follows up to ensure customer concerns have been addressed.
- e) Works cooperatively and maintains effective working relationships with coworkers and provides back up support during staff absences to ensure all work is completed in a timely manner and office has adequate staff coverage.
- f) Assists with preparation of the bank deposits and may balance cash drawer, as needed.
- g) Be a team player in the organization.
- h) Processes standard reports to balance payments and other monies received, determine delinquencies, ensure customer name, address and other identifying information and other data related to the customer accounting process is correct and up to date.
- i) Processes manual and automatic meter readings; runs billings on a monthly and bi-monthly basis, prepares billings/late notices/discontinuance notices for mailing based on established deadlines.
- j) Prepares customer adjustments and supporting documentation for approval by the Administrative Supervisor or Finance Director.
- k) Prepares and reconciles ACH files and other electronic payments.
- l) Understands District Ordinances and policies and is be able to articulate them to the public in a clear and concise manner.
- m) Prepares and updates daily, monthly and yearly reports including accounts receivable aging, consumption data, connection reports, discontinuance reports and other reports as required.
- n) Implements water and wastewater rate increases and other fee increases.
- o) Coordinates with the Engineering Department regarding meter installations, water/sewer inspections and other matters that directly affect customer utility billing.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Customer Service Clerk

FLSA STATUS: Non-Exempt - Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

- p) Maintains all automated and hard copy customer account information in a current status.
- q) Prepares a variety of correspondence, including, word processes or typed forms, memos, emails, procedures and other written materials.
- r) Maintains and updates training guides for cashiering, utility billing, and procedure guidelines and checklists to ensure standardization and consistency.
- s) Creates, maintains, and utilizes work order software to coordinate tasks with Customer Service Specialist.
- t) Performs a variety of general office support duties, as assigned
- u) Other organizational support duties, as assigned.
- v) May drive a motor vehicle to perform District duties.

2. QUALIFICATIONS

This position requires knowledge and proficiency in the following:

- a) Standard office practices and procedures, including filing and the use of standard office equipment.
- b) Microsoft Word, Excel and Outlook. Proficiency in these applications is required.
- c) Business letter writing and the standard format for correspondence and other materials.
- d) Record keeping principles and practices including electronic records creation and retrieval methods.
- e) Business arithmetic.
- f) Correct business English, including spelling, grammar and punctuation.
- g) Handling multiple tasks and meeting critical time deadlines.
- h) Techniques for dealing with the public, in person and over the telephone.
- i) Working command of Spanish language, written and verbal is desirable.

3. ESSENTIAL ABILITIES

- a) Performing standard office support work under minimum supervision.
- b) Performing customer accounting and billing system activities and performing customer accounting and record keeping with speed and accuracy.
- c) Receiving and accounting for payments and other money accurately.
- d) Filing with speed and accuracy.
- e) Applying and explaining policies and procedures related to customer billing and customer service activities.
- f) Working effectively and cooperatively with a wide variety of customers and other individuals in person and over the telephone.
- g) Typing or word processing at a net rate of 40 words per minutes from standard copy.
- h) Using tact, discretion, and prudence in dealing with those contacted in the course of the work.
- i) Applying and explaining policies and procedures.
- j) Exercising sound independent judgment within established policy and procedural guidelines.
- k) Maintaining confidentiality of information where necessary.
- l) Ability to cope and maintain calm demeanor in a potentially stressful working environment.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Customer Service Clerk

FLSA STATUS: Non-Exempt - Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

- m) Establishing and maintaining effective working relationships with those contacted in the course of the work, including Board members, management team, co-workers, and members of the public.

4. PHYSICAL REQUIREMENTS

- a) Ability to read printed materials and a computer screen.
- b) Ability to type on a keyboard and use a mouse for extended periods of time.
- c) Ability to use computer software to access, record and convey information in required format.
- d) Ability to interact in person and on the telephone, relaying information verbally.
- e) Ability to communicate clearly, concisely and effectively, both orally and in writing.
- f) Ability to maintain, regular, predictable, punctual attendance.
- g) Mobility to work in a standard office environment and use standard office equipment.
- h) Ability to grasp, lift and move files, binders, boxes and other collections of documents (which can total up to 40 pounds).

5. EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of twelfth grade. Knowledge of basic office procedures, office methods and computers. Knowledge of Microsoft Office, Word, Excel and/or PowerPoint is desirable.

Five years of performing customer accounting and billing activities, preferably in a utility or similar settings and two years as a bookkeeper or equivalent position.

6. LICENSES

- a) Possession of a Valid California Class C driver's license and a satisfactory driving record is desirable,
- b) Notary Public required, to be obtained prior to end of the Introductory Period.
- c) Must be bondable by District's fidelity bond insurer.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Customer Service Clerk
FLSA STATUS: Non-Exempt - Full Time (40 hour week)
REPORTS TO: Administrative Supervisor

ACKNOWLEDGEMENT:

By signing below, I acknowledge all of the following:

I have reviewed the above Job Description, and I understand it to be accurate and complete. I understand that management and/or the Board retains the right to assign me other tasks as necessary. I also understand that district management has the right to change this Job Description and my assigned job duties at any time.

If, at any time, I am unable to perform any of the assigned job duties or need any accommodation for medical reasons, I will alert the General Manager or his/her designee and will participate in an interactive process regarding possible workplace accommodations.

I understand that I am a non-exempt employee and that I can be required to work in excess of my normally assigned working hours, including being required to report to duty in cases of disaster response.

Employee's Name (print)

Employee's Name (signature)

Date

L:\Asst General Manager\PERSONNEL\JOB DESCRIPTIONS\BILLING CLERK.docx

APRIL 14, 2021

ITEM D-4

ATTACHMENT B

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Office Assistant

FLSA STATUS: Non-Exempt – Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

1. DEFINITION AND SUMMARY OF DUTIES

Under supervision of the Administrative Supervisor, provides varied office support for District staff and activities; answers the telephone; receives and provides information to District customers and the public; assists in all aspects of customer service related to utility billing, performs related work as assigned.

The employee is capable of independently performing the full-range of secretarial activities and providing full support to all of the Administrative Staff.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES

- a) Acts as a receptionist: staffs the front desk and answers office telephone lines to receive and provide information to customers, visitors and the public; directs callers to the proper person, takes messages, explains District policies and procedures in resolving complaints.
- b) Receives payments over the counter; takes application for new service; takes information and arranges for discontinuance.
- c) Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding and responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment at the counter and over the telephone.
- d) Opens customer payments, processes payments received and posts payments to customer accounts.
- e) Works cooperatively and maintains effective working relationships with coworkers and provides back up support during staff absences to ensure all work is completed in a timely manner and office has adequate staff coverage.
- f) Prepares bank deposit and balances cash drawer on a daily basis.
- g) Be a team player in the organization.
- h) Opens, stamps and logs incoming mail; distributes as appropriate and obtains back up and other materials as required for processing.
- i) Assists with accounts payable preparation, including inputting invoices for payment and processing warrants for mailing to vendors and filing of invoices.
- j) Assists with the production/distribution of agenda packets and web site uploading of materials.
- k) Word processing a variety of correspondence, procedures, proposals, memos, forms and other written materials from drafts, prior information or brief notes; duplicates and distributes, as instructed.
- l) Maintains District forms, letterhead, hand-outs, brochures and other District literatures.
- m) Scans and files District information on a weekly basis, including maintaining chronological file and distribution of documents to appropriate staff.
- n) Performs a variety of general secretarial office support work, takes minutes of staff meetings, arranges for meetings, conferences and seminar attendance, and maintains calendars of activities.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Office Assistant

FLSA STATUS: Non-Exempt – Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

- o) Assists in the maintenance of District records in accordance with the District's Records Retention and Destruction Policy.
- p) Orders and distributes office supplies for Administration and Field Office.
- q) Maintains kitchen and board room, including set up and clean up.
- r) Participates in a variety of special projects, as assigned.
- s) Perform related duties and responsibilities, as assigned.
- t) Other organizational support duties, as assigned.
- u) May drive a motor vehicle to perform District duties.

3. QUALIFICATIONS

This position requires knowledge and proficiency in the following:

- a) Standard office practices and procedures, including filing and the use of standard office equipment.
- b) Microsoft Word, Excel and Outlook. Proficiency in these applications is required.
- c) Business letter writing and the standard format for correspondence and other materials.
- d) Record keeping principles and practices including electronic records creation and retrieval methods.
- e) Business arithmetic.
- f) Correct business English, including spelling, grammar and punctuation.
- g) Handling multiple tasks and meeting critical time deadlines.
- h) Techniques for dealing with the public, in person and over the telephone.
- i) Working command of Spanish language, written and verbal is desirable.

4. ESSENTIAL ABILITIES

- a) Performing detailed office and secretarial support work with minimal supervision.
- b) Composing correspondence and other written materials from notes or brief instructions.
- c) Entering numerical and other data into a computer with speed and accuracy.
- d) Ability to prioritize and handle multiple tasks and meeting critical time deadlines.
- e) Filing/scanning with speed and accuracy.
- f) Applying and explaining policies and procedures.
- g) Working effectively and cooperatively with a wide variety of customers and other individuals in person and over the telephone.
- h) Typing or word processing at a net rate of 40 words per minutes from standard copy.
- i) Exercising sound independent judgment within established policy and procedural guidelines.
- j) Maintaining confidentiality of information where necessary.
- k) Ability to cope and maintain calm demeanor in a potentially stressful working environment.
- l) Add, subtract, multiply and divide, and calculate percentages, fractions, and decimals.
- m) Operate a motor vehicle safely.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

POSITION: Office Assistant

FLSA STATUS: Non-Exempt – Full Time (40 hour week)

REPORTS TO: Administrative Supervisor

- n) Communicate clearly and concisely, both orally and in writing.
- o) Follow written and oral directions.
- p) Performing detailed office support work with minimal supervision.
- q) Ability to prioritize and handle multiple tasks and meeting critical time deadlines.
- r) Applying and explaining policies and procedures.
- s) Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- t) Establishing and maintaining effective working relationships with those contacted in the course of the work, including Board members, management team, co-workers, and members of the public.

5. PHYSICAL REQUIREMENTS

- a) Ability to read printed materials and a computer screen.
- b) Ability to type on a keyboard and use a mouse for extended periods of time.
- c) Ability to use computer software to access, record and convey information in required format.
- d) Ability to interact in person and on the telephone, relaying information verbally.
- e) Ability to communicate clearly, concisely and effectively, both orally and in writing.
- f) Ability to maintain, regular, predictable, punctual attendance.
- g) Mobility to work in a standard office environment and use standard office equipment.
- h) Ability to grasp, lift and move files, binders, boxes and other collections of documents (which can total up to 40 pounds).

6. EDUCATION AND EXPERIENCE

- a) Equivalent to graduation from high school or equivalent and two years of secretarial and/or general office experience and two years of increasingly responsible clerical accounting work.

7. LICENSES

- a) Possession of a valid California class C driver's license and a satisfactory driving record.
- b) Notary Public required, to be obtained prior to end of the Introductory Period.
- c) Must be bondable by the District's fidelity bond insurer.

**JOB DESCRIPTION
NIPOMO COMMUNITY SERVICES DISTRICT**

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ACKNOWLEDGEMENT:

By signing below, I acknowledge all of the following:

I have reviewed the above Job Description, and I understand it to be accurate and complete. I understand that management and/or the Board retains the right to assign me other tasks as necessary. I also understand that district management has the right to change this Job Description and my assigned job duties at any time.

If, at any time, I am unable to perform any of the assigned job duties or need any accommodation for medical reasons, I will alert the General Manager or his/her designee and will participate in an interactive process regarding possible workplace accommodations.

I understand that I am a non-exempt employee and that I can be required to work in excess of my normally assigned working hours, including being required to report to duty in cases of disaster response.

Employee's Name (print)

Employee's Name (signature)

Date

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