



Del Paso Manor Water District

Newsletter

May-June 2020

From the DPMWD Board President,

I am pleased to inform you that the Del Paso Manor Water District has been working tirelessly to improve our district.

Staffing Update: Management Consultant, O&M Tech, and General Manager

The Board contracted with Jeff Nelson of Interwest Group to assist with staff supervision, COVID-19 response, Master Plan RFP, and planning for well maintenance & repair.

Director Schneider and Director Ping were appointed to the Succession Planning Ad-hoc Committee to oversee the hiring of the O&M Tech II and General Manager. The District hired Regional Government Services (RGS) to assist with recruitment efforts for both positions. Through these efforts, the District is excited to welcome O&M Technician Dylan Swift, to the DPMWD Team!

Regarding the General Manager position, the Board is in the process of reviewing candidates and will make their final decision within the next few weeks.

New Emails, Computers, and Billing System

Del Paso Manor Water District has new e-mail accounts @delpasomanorwd.org! We now have email accounts managed by the District for the District. In addition, the District's computer system has been completely replaced with all new hardware and software.

As requested by the rate payers, a new billing system is being implemented that will offer many convenient options for viewing and paying your DPMWD bills. With the new billing system, customers can enjoy less paperwork and easier payment methods!

- View water bills electronically and make payments online, by phone, with a credit/debit card or bank account.
- Receive e-mail reminders when a payment is due and a confirmation e-mail after making your payment.
- Schedule a payment for the same day, a future date, or enroll in automatic payments.
- Go paperless with electronic billing to help the environment and reduce paperwork.

These new features will be available in the next billing cycle. Please watch for the new bill format as well as instructions. As always, check or cash payments will still be accepted at the District office.

Policy and Procedure Manual

Director Burt led the charge to create the District's first Policy and Procedure Manual. The intent of this manual is to provide a single, unified, and comprehensive resource document for the District. This new manual will better serve and inform the rate payers, staff, and Board members of the District's operations, responsibilities, and functions. Please visit <https://www.delpasomanorwd.org/board-of-directors-policies-procedures> to view the entire document.

DPMWD and SSWD Mutual Aid Agreement

You may see Sacramento Suburban Water District (SSWD) service vehicles and personnel in our District. The Mutual Aid and Assistance Agreement has been retired and replaced with a new Service Agreement during this transitional time as we stabilize staff. SSWD staff have been keeping an eye on our wells, helping with service requests, and assisting our DPMWD staff. We are all very appreciative of the help.

Master Plan Update

The original DPMWD Master Plan was created in 2009 and is typically refreshed every 5 years. In March, the Board had a good discussion regarding the direction of the Master Plan. At the May 2020 Regular Board Meeting, the Board approved a Request for Proposal (RFP) to move forward with hiring an engineering firm to update the Master Plan. The new updated Master Plan will focus on the following areas:

- Well Construction Plan
- Distribution System Replacement Plan
- Commercial Metering Replacement Plan
- Well Rehabilitation/Upgrade Plan
- Existing Facility Renovation Plan

Bond Refinance

In 2011, the District acquired a Bond in the amount of \$5,615,000, which paid for several Master Plan Capital Improvement Projects. The Bond was refinanced in 2018 for a savings of \$530,765 in future debt service payments. After the recent drop in interest rates due to the Coronavirus, the Board saw an opportunity to obtain an even lower interest rate. The new rate was locked in at 3.15% for an additional savings of \$421,646 bringing the total cost savings to \$952,411 over the life of the loan.

COVID-19 Risk Minimization and Outbreak Response Plan

In addition to closing the District office to the public, a COVID-19 response plan has been developed by the Del Paso Manor Water District to best protect employees against current and future risks posed by COVID-19. The specific objectives of this plan are to: 1) identify precautionary measures that District employees can implement to best protect themselves and each other against contracting and spreading COVID-19, and 2) to maintain critical operations of the District if COVID-19 becomes established in DPMWD. Please visit <https://www.delpasomanorwd.org/covid-19-policies-and-procedures> for more information.

The Board of Directors meets the first Tuesday of each month at 6:30pm and I encourage all to participate.

Please visit <https://www.delpasomanorwd.org/meetings> to view the agendas which include the instructions on how to access the teleconference. If you have any questions, please contact the District office.

Thank you,

John Lenahan
Board President
Del Paso Manor Water District

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