

**KINNELOA IRRIGATION DISTRICT**  
**Regular Meeting – Board of Directors**  
**1999 Kinclair Drive, Pasadena, CA 91107**  
**Tuesday, April 21, 2020, 3:00 pm**  
**Minutes**

**Meeting conducted by teleconference under the provisions of Executive Order N-29-20.**

**DIRECTORS PRESENT:** Zoom teleconference/videoconference: Tim Eldridge, Frank Griffith, Gordon Johnson, Gerrie Kilburn and Dave Moritz

**DIRECTORS ABSENT:** None

**STAFF PRESENT:** Zoom teleconference/videoconference: General Manager Melvin Matthews, Office Manager/Board Secretary Bernadette Allen

**1. CALL TO ORDER:** Director/Chair Gordon Johnson called the meeting to order at 3:00 pm. Chair Johnson shared a couple of procedures for the meeting due to the teleconference/videoconference format. He requested that all votes be roll call votes. To determine if a quorum was present, he called the roll in alphabetical order. A quorum of Board Members was present. The Agenda was reviewed. No changes were requested.

**2. PUBLIC COMMENT:** District resident Stephen Brown present via teleconference. No public comments.

**3. REVIEW OF MINUTES:**

It was motioned/seconded/carried unanimously-(Kilburn/Eldridge-5/0/0/0):

**“That the Board approves the March 17, 2020, minutes as presented for filing and posting on the website.”**

(Aye-Eldridge, Griffith, Johnson, Kilburn, Moritz/Nay-0/Abstain-0/Absent-0)

It was motioned/seconded/carried unanimously-(Moritz/Kilburn-5/0/0/0):

**“That the Board approves the March 31, 2020, minutes as presented for filing and posting on the website.”**

**4. REVIEW OF FINANCIAL REPORTS:** Director/Treasurer Moritz reviewed the March 31, 2020, financial reports. He commented that the cooler weather and rain may have resulted in lower water sales. On the Income Statement, he highlighted water sales revenue was lower than the previous month by about \$10,000, and wholesale water sales was zero.

Director Moritz stated that expenses for the month were less than budgeted. He highlighted some expense accounts that were higher, such as equipment maintenance. Overall, the year to date revenue was \$33,000 higher than budgeted.

Director Moritz asked what SCADA Equipment [account 1527] is. The General Manager stated that it is an acronym for Supervisory Control and Data Acquisition, the control computer for the system that turns pumps on and off. The General Manager also explained some of the expense variances, such as power costs, which reflect increase or decrease in pumping and the timing of billing for the pumping sites. The General Manager added that Equipment Maintenance [account 5034] is budgeted evenly over the year, but the District tends to perform annual maintenance in the first part of the year. The General Manager stated that the District does not usually sell water to the

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City of Pasadena in the first part of the year and the budget shows that zero dollars was budgeted for wholesale water sales to date. The District will likely sell water to City of Pasadena in the Fall. Director Kilburn asked for an explanation of Operations Overtime [account 5016]. The General Manager stated that overtime is budgeted strictly for scheduled overtime as opposed to emergency overtime. In March, overtime was over budget by \$1,000, but the standard labor [Operations Labor account 5015] was under budget by \$1,300. One way of looking at this expense is to add the two accounts together, which indicates that labor is under control. It is not possible to predict emergency overtime.

Director Moritz asked for an explanation of the Balance Sheet Property and Equipment K-3 Well [account 1506]. The General Manager stated that the amount shown is the book value of the well, not a replacement value.

Director Moritz asked what Shaw Ranch [account 1518] represents. The General Manager replied that Shaw Ranch involved the book value of installation costs for the development of Shaw Ranch, Hastings Heights and the infrastructure installed to serve those developments in 1984.

Director Moritz asked if the check register item description “new Director orientation” was for his orientation. The General Manager said that it was and although it is not required, it is a good overview. Director Moritz said that the attorney did a very good job.

Chair Johnson asked about Taxes-Sales [account 6086], if \$1,227 was the entire amount for 2019 sales and use taxes. The General Manager stated that it represents purchases for which the District was not charged sales tax. The Office Manager added that it represents use tax not paid on purchases which were predominately paid by credit card in 2019. Chair Johnson asked if these were purchases made online. The Office Manager replied that these were mostly online purchases.

It was motioned/seconded/carried unanimously-(Griffith/Kilburn-5/0/0/0):

**“That the Board approves the financial reports as presented for filing.”**

**5. COVID-19 DISCUSSION:** The General Manager stated that none of the staff is ill, and none of the staff of the twenty Public Water Agencies Group is ill. The District is fully operational. The office staff alternate even and odd days, working at the office or remotely from home, with just a single person at the office. When there is more than one person in the office, masks are worn and there is social distancing. All the staff use disinfectant wipes to clean common surfaces throughout the day. The office remains closed to the public. Some deliveries require signatures and the door is opened if the carrier is wearing proper protective gear. In the field, the staff is working alone most of the time. Anytime they must work together, they wear masks and make every effort to keep distance. Operations have not been affected. A concern in the industry is the potential fall off in revenue if people do not pay their bills. The General Manager does not expect that to be a problem in the District. The District will not shut off for nonpayment. Any customer past due to the point of shut off is instructed to call the office to arrange for an extended payment plan. If customers do not pay their bills, the amount accumulates and will be collectable. At this point in time, by law, the District cannot offer any forgiveness to water customers because customer revenues cannot be used to provide any type of forgiveness. Some Districts have income from other sources, such as hosting cell phone towers, and income from sources other than water revenue can be designated for forgiveness programs. Currently, there is no significant increase in the District’s receivables.

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**6. GENERAL MANAGER’S REPORT:** The General Manager and the Board reviewed the report.

**IV. Water Supply Summary:** The General Manager stated that the Alhambra City Council approved the lease of additional pumping rights which is shown in the table as Leases/Exchanges 207 Acre Feet.

**II. General Manager’s Projects and Activities:** Director Griffith asked for an update on the easement for the property on Pasadena Glen Road [which was not mentioned in the report]. The General Manager replied that with the COVID-19 situation, the draft agreement had not been completed. If the owner agrees to comply with the conditions in a revocable license agreement, it will be on the agenda for the next Regular Board Meeting. Director Griffith asked if the property line would be surveyed. The General Manager stated that there has been no survey of the property and he did not recommend a survey because the proposal with the customer is reasonable as far as location and does not impact operations in any way. If the customer agrees to the revocable license, then the District can recover the encroachment if it is needed for any purpose. Director Griffith asked if the District’s attorney would review the document. The General Manager stated that the agreement would not be reviewed by the District’s attorney and he did not recommend a review because the agreement will be nearly identical to half a dozen agreements that have already been reviewed by the attorney.

**II.F Activities/Meetings...:** Chair Johnson asked about the Facility Tour and if there is a new prospective Board member. The General Manager stated that Stephen Brown expressed an interest in serving on the Board in the future if there is a vacancy in his Division. The General Manager added that he gives tours to anybody for any reason and invited Mr. Brown, who was on the line, to speak for himself. Stephen Brown confirmed that he is very interested in general and he appreciated the General Manager taking the time to walk him through the architecture of the system.

**7. CUSTOMER OUTREACH DISCUSSION:** Chair Johnson stated that the reason this item was on the agenda was so the General Manager could summarize the outreach activities that he has performed over the years. The Board has discussed community outreach and often feel there are not enough hard newsletters. The General Manager mentioned to Director Kilburn and him [the Personnel Committee] that there is quite a bit of information that goes out to the customers. The General Manager stated that the centerpiece of the District’s outreach is the webpage. He shared the home screen of the website [[www.kinneloairrigationdistrict.info](http://www.kinneloairrigationdistrict.info)] He highlighted the following features on the website:

A Banner Notification can be added to the top of the webpages. Currently, the notice shows a COVID-19 message, with quick links to more information.

On the About Us Menu, the General Manager highlighted the Company Profile and the District Transparency Page, which has District maps, the budget, the financial audit, a link to the District’s Compensation on the State Controller’s webpage, Newsletters, Consumer Confidence Reports and Management Reports.

On the My Account page a customer can register for the online payment portal.

On the Customer Information page there is information addressing common questions: beginning and ending water service, payment options, water rates and charges, delinquent bills, disputed bills, leaks and 24-hour emergency service.

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On the Water Quality page, in addition to information about the water sources, the General Manager highlighted the state's drinking water watch site and he demonstrated how to use the site to find information about the District's water sampling tests and test results.

On the News page, there are alerts, notices and announcements, and newsletters. The General Manager stated that he has continuously produced newsletters since 2008. There is an archive gap on the website between 2010 and 2014 because those files are missing. He stated that the second prong of customer outreach is the newsletters. Originally, they were printed and inserted with the billing. In 2008, the District shifted to an electronic version of the newsletter. The District has a large percentage of customer email addresses and it is a quick method of getting out a newsletter on a topic of interest.

The General Manager stated that he welcomes suggestions and ideas if there is any topic the Directors would like covered.

He summarized that newsletters are a primary means of sending out information very quickly, but it is not intended for emergencies.

For emergency notification, the District uses the One Call Now system to reach customers by phone and email. The One Call Now system is also used for shut down and repair notification.

On the Resources page, there are conservation tips, rebates, conservation alert status, a video series on California's water, and resource links.

On the Contact Us page, in addition to the contact information, the customer can contact the office directly from the webpage.

The General Manager concluded by saying that with the update the website is very functional and easy to move around in. The staff welcomes suggestions from the Board and wants to have essential information available. Primary outreach to customers is the website, newsletters, and billing messages. In some months, there is an insert with the billing. For the March 3<sup>rd</sup> billing there was a COVID-19 information insert.

Chair Johnson mentioned that Director Kilburn and he reiterated that hard copy newsletters are still important, and the District should continue to have bill stuffers because there is a significant portion of the District's customer base that does not communicate electronically.

The General Manager stated that the most cost-effective way to send information is with the billing. It does take additional staff time and the insert for March was done because of the Board's suggestion and because of the importance of the topic.

**8. GENERAL MANAGER'S GOALS FOR 2020:** Chair Johnson stated that the Board discussed the goals and wanted to make sure that the goals were a public document. The goals are for the General Manager and the agency as a whole and the General Manager is charged with making them happen. The General Manager does not necessarily do everything personally, but he orchestrates staff and/or consultants to get it done. Chair Johnson encouraged the General Manager to review the goals with staff at one of the Monday morning meetings because it will take their help and some adjustment on their part. A number of the tasks relate to information or things the staff needs to do and it may impact the priority of some of the other things they are doing or their schedules, and it is important they understand that it is the Board asking for these things.

The General Manager stated that he appreciated the overview. His main concern is completion of the documents. The District has all three of the documents listed on the goals [Emergency

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Response Plan (ERP); Operating, Maintenance, and Reporting Procedures; and Master Plan]. They may not be in the form the Board would like. Typically, all three of the documents listed are prepared by consultants, not by the General Manager and not by staff. Some larger organizations have staff to work with these documents. His concern is whether the Board would support the cost of hiring consultants to review the current reports and create new documents that are more expanded than what is already in place. There is currently no money budgeted for the hiring of consultants and the funds would have to come out of the reserves. The General Manager stated that the main feedback he wants from the Board is whether the Board is in favor of spending the money for a consultant to prepare the documents.

Chair Johnson replied that the list given is what the Board feels is important to the District and they want the General Manager to come back and tell them what it will take and what are the options. Chair Johnson said that he knows that some of the information items are already put together, and it is a matter of the form. For example, an Emergency Response Plan can be as little as checklists for operators or it can be a full-fledged plan. There are multiple purposes and multiple targets and multiple organizations that would use the plan, such as FEMA (Federal Emergency Management Agency) if the District applies for a grant. The Board would like each of these goals brought back as an agenda item for discussion by the Board.

The General Manager stated that would be fine. He added that past comments of the Board have suggested that the District does not have a plan and is not prepared. In 2015, when emergency preparedness was a Board objective, he responded. He said that he has been instrumental in forming a mutual aid agreement with the Foothill agencies and that document exists among eight agencies. He has also been instrumental in the formation of the Emergency Preparedness Program for the Public Water Agencies Group (PWAG). Twenty PWAG agencies share in the cost of a full-time emergency response coordinator who is available to provide training and resources. He can bring the documents to the Board for their review. Before he can seek a proposal for preparation of a document, he needs to know what the Board is looking for. He suggested the next step is to bring the current plan to the Board and include the sample plan that was given to him. However, the sample plan was of a much larger agency. The District has always met the requirements of regulatory agencies and [the ERP] has been submitted and approved. An emergency response plan is not required for a system less than 3,300 in population.

Chair Johnson asked the Directors if they would like to consider the Emergency Response Plan or staffing first.

Director Eldridge stated that he would like to see staffing take place first. He commented that with the current [COVID-19] situation, lots of plans were in place but fell apart. A big part of making a plan is testing the plan. It does not matter what the plan is if the plan works. The only way you know a plan works is if you start testing it. How does the District test it to make sure that it works in a lot of different situations? His advice is staffing first and then the Emergency Response Plan. The General Manager agreed with Director Eldridge. He stated that District staff have participated in a lot of tabletop exercises but have not specifically done one based on the District's plan. The General Manager had scheduled, before this was a goal or objective, Mike Holmes, the PWAG Emergency Preparedness Coordinator to come to one of the Monday morning staff meeting and conduct a session and make suggestions. Regarding staffing, the short time frame may be unrealistic, not due just to the pandemic, but due to the fact that very few experienced operators may be interested for two main reasons. One, the District's benefits are not as generous as other

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Districts. Two, there is very little chance for advancement. Additionally, staffing will have a significant effect on expenses and would eventually affect rates. Before proceeding with staffing, the Board would need to be willing to accept and increase budget for staffing, and support a rate increase more than the 3% that has been done for the last few years. He can bring the staffing to the Board at the next agenda.

Director Kilburn said that she would like to see that [staffing on the next agenda] occur.

Director Griffith said that by virtue of the fact that the Board has asked the General Manager to do these things, they are approving an increase in the budget. He thinks some of the goals should run concurrently. He thought the Emergency Response Plan, if it is the same one he scanned through, would not take much to customize using a search and replace for agency and contact information. Chair Johnson stated that the Board is not suggesting that each of these items be tackled sequentially. It is more a matter of bringing them to the Board one at a time in a certain sequence to have a thorough discussion. He stated that what he was hearing was a preference for staffing first.

Director Griffith stated that the deadlines will not be met if only one is done at a time.

Director Kilburn stated that Director Griffith is probably right, but the issue is to get started. If deadlines cannot be met, the General Manager will guide along the way.

Director Griffith suggested that the Board have Special Meetings instead of waiting for a month.

Chair Johnson stated that it was a good suggestion and asked if there were any additional comments.

Director Eldridge stated that if the General Manager thinks that he needs any help, the Board completely understands, and he should tell the Board what help he needs.

The General Manager stated that he can manage revisions of existing documents, but to turn the current Emergency Response Plan into something very comprehensive that may not even meet the District needs would take some outside help. It is difficult to respond not knowing the scope of the work that the Board is expecting. He has continuously revised the documents over the years to bring them up to date. All the Emergency Preparedness Documents, Fire Preparedness Plan, documents for restoring power and pumping. There are a lot of documents that can be revised, but to start with a blank sheet, that is a job for a consultant.

Director Kilburn stated that she did not think that is what the Board is asking for. She suggested that the Emergency Response Plan be shared with each board member so they can look through it and make comments. If there is something that they want or feel is needed, then they can discuss those needs or questions.

The General Manager stated that he is happy to share existing documents and if that will aid in coming to an action plan, he thinks that is the way to go. The existing Emergency Response Plan was updated as recently as July of 2019. If the Board is satisfied with the basic form of the existing documents, then he can make additions for items they think should be included.

The General Manager stated that he thinks the District is well prepared for an emergency. No matter what the plan is, if we have major system problems or personnel unavailable, help will come through our agreements that we have negotiated. Determining whether he needs outside help will be based upon whether the Board wants the existing documents revised or starting from scratch.

Director Kilburn asked if it is still possible to have a consultant come and share with the Board and with the staff about preparedness or is that something to do after the Board looks at the plan.

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The General Manager replied that Mike Holmes is available to help and come to Board meetings and staff meetings, to help with our plans, review them and see if they work and it will not cost the District anything. He can share the current documents with him. On the PWAG website and emergency preparedness program there are several documents that have been provided by other agencies as well. There is a wealth of information that is basically at no cost, but it does take time to review it and personalize it for the District. The District is unusual because it is very small. He will take the first step and get the documents to the Board. He recounted that emergency preparedness documents were provided to the Board in 2015 which led to him pursuing the mutual aid agreements and he pushed for participation of PWAG. The advantage of PWAG over Foothill agencies is that it covers a big geographical area, so if there is a wildfire in the area and Foothill agencies are not able to help, other agencies may be available.

Director Griffith stated that it sounds like the General Manager has a lot of this put together, so maybe it is not as difficult as the Board thought it would be. You could just take what you already have and plug it in to a new format.

Director Kilburn requested that the Board look at what the District already has and compare it with some of the things that each Director has access to and discuss it at the next Board Meeting.

Director Griffith asked if there would be a Special Meeting.

Director Kilburn suggested they try the Regular Meeting first.

Director Griffith stated that would be putting everything off for thirty days.

Director Kilburn stated that if Director Griffith wants a meeting before then, the Board has nothing but time these days.

Chair Johnson asked what else is on the agenda for May.

The General Manager stated that the May agenda will include the revocable license agreement for the Glen Reservoir, and it is a routine meeting. He suggested that the Board will need time to look at the documents and perform their own search for other examples. His recommendation was that a special meeting would not be productive at this point because the Board would need time to review the documents and do their own research beforehand.

Chair Johnson suggested the Board schedule a Special Meeting to discuss staffing issues in two weeks. Meanwhile, he requested that the General Manager send out the District's existing emergency related documents and have that item on the agenda for the regular meeting in May.

Director Kilburn agreed.

Director Eldridge agreed and asked how water companies test their emergency systems.

The General Manager replied that he is not aware of anybody creating a real system emergency in order to test it. They do tabletop exercises, which are helpful. The entire staff has participated in many tabletop exercises. He has participated in exercises involving the emergency operations center for the California Utilities Emergency Association (CUEA). The District is a member of CUEA which is a statewide association of all the utilities formed for the purpose of providing mutual aid. They activate an emergency operation center during any emergency, including one for the COVID-19 situation. There is no good way of testing in the real world. You can go over checklists. For example, what to do first to preserve water in the tank.

Director Eldridge stated that he participated in a statewide emergency medical drill where all the hospital staff communicate with one another and with the alert center, a simulation of the communication links. He asked what the District does so you know you can talk to someone and where are the backup channels. He stated that the Board is ultimately responsible to all the rate

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payers and the Board wants to be shown what is going on. He added that the General Manager seems very confident that everything is fine. The Board does not have that same level of confidence because they are not involved, so there needs to be a way to transfer the General Manager's confidence to the Board. He recommended that the General Manager keeps this in mind.

Director Kilburn said that is a good point.

The General Manager stated that the best way for the Board to be confident is to participate in some of the tabletop exercises. In the past, Board members have been invited to participate and no one has participated. The next one that is scheduled with PWAG, he will be sure to invite the Board. Communications is a frequent topic. For example, PWAG sponsored an in-person seminar that was put on by USEPA (United States Environmental Protection Agency), FEMA and several other agencies that addressed communications. There may be a recording of that session. Also, that is why the District participates in the FirstNet service to have better access to communications.

Chair Johnson asked if all District staff participated in a tabletop disaster talk recently. The General Manager replied that all but one had participated very recently, in the later part of 2019.

Director Kilburn recommended, if agreeable with everyone, that the Board go ahead with the Chair's suggestion to have a Special Meeting in two weeks on May 5<sup>th</sup> at 3:00 pm to discuss staffing, and at the Regular Meeting on the 19<sup>th</sup> review the Emergency Preparedness Plan.

All Directors agreed.

Director Moritz asked if the meeting would be in the same format.

The General Manager replied that it would be in the same format.

**9. DIRECTOR REPORTS AND/OR COMMENTS:**

Director Kilburn thanked the General Manager for supplying the posters regarding the drinking water and posting them in the District. Director Moritz stated that the posters have been well received and he has heard comments from neighbors who have seen them.

**10. CALENDAR:** The next meeting will be a Special Meeting on May 5th, 2020, at 3:00 pm. At the Regular Meeting on May 19<sup>th</sup>, the Emergency Response Plan will be on the agenda and the General Manager will provide the documents to the Directors in advance of the meeting.

**11. ADJOURNMENT:** It was motioned/seconded/carried unanimously-(Griffith/Eldridge-5/0/0/0):  
**"That the Board adjourns the meeting."**

The meeting was adjourned at 4:30 pm.

Respectfully submitted by,



Bernadette C. Allen

Office Manager/Board Secretary