

MINUTES OF A REGULAR BOARD MEETING
CITY OF BIG BEAR LAKE,
DEPARTMENT OF WATER AND POWER
BOARD OF WATER AND POWER COMMISSIONERS
August 27, 2019

OPEN SESSION

A Regular Meeting of the City of Big Bear Lake, Department of Water and Power Board of Water and Power (DWP) Commissioners was called to order at 9:00 a.m. on August 27, 2019 by Chair Bob Tarras at 41972 Garstin Drive, Big Bear Lake, California 92315.

BOARD MEMBERS PRESENT:

Bob Tarras, Chair
Barbara Willey, Vice-Chair
Craig Hjorth, Treasurer
Joe Cylwik, Commissioner
Scott Heule, Commissioner

PLEDGE OF ALLEGIANCE

Leeanne Eagleson, Board Secretary

PUBLIC FORUM

Kelle Barrette, Customer Service Supervisor, shared with the Board how the conversion of DWP's Customer Information System to Tyler Incode has impacted Customer Service. Prior to the conversion, Customer Service received approximately 120 calls a day. For the two weeks after the conversion, the call volume increased to approximately 260 calls a day. On Monday, August 26th, Customer Service received 521 calls and responded to 137 voicemails. The Customer Service team has done a tremendous job in dealing with the impact of the conversion.

INTRODUCTIONS:

Kelle introduced Sonja Reeves (who was not present) as DWP's Temporary Customer Service Representative to assist the Customer Service team with answering phones. Sonja has been a great help.

Dani McGee, Chief Financial Officer, introduced Jeff Holoubek as DWP's Temporary Financial Analyst. Dani is looking forward to his assistance and hopes he will consider applying for the open position.

ACKNOWLEDGEMENT:

Dani acknowledge Kelle's 20 Year Anniversary with the DWP and shared that Kelle exemplifies excellent customer service with our customers and with her team. With a 20-year pin and gift, Dani thanked Kelle for her contribution to the DWP.

1. CONSENT CALENDAR

1.1 Approve Minutes of the Regular Board Meeting Dated July 23, 2019

Motion made by Commissioner Heule, seconded by Treasurer Hjorth, and carried 5-0 to approve the Consent Calendar.

AYES: Cylwik, Heule, Hjorth, Tarras, Willey

NOES: -

ABSTAIN: -

2. ITEMS REMOVED FROM CONSENT CALENDAR

2.1 Leak Adjustment Credits

Chair Tarras removed Item 2.1 from the Consent Calendar and inquired into the change in Service Fee from 2019 to 2020. Dani responded that the Service Fee represent the cost of service to the DWP, that the Fee is based on average wages of the DWP Meter Techs, and currently all DWP Meter Techs have advanced to Meter Technician II. The Board asked Dani to research the number of leak adjustment credits per year over the last few years.

Motion made by Treasurer Hjorth, seconded by Commissioner Cylwik, and carried 5-0 to maintain the leak adjustment credit at \$0.58/CCG for the marginal cost of water and adjust the service fee to \$130 per incident.

AYES: Cylwik, Heule, Hjorth, Tarras, Willey

NOES: -

ABSTAIN: -

3. DISCUSSION/ACTION ITEMS

3.1 Authenticate Check Register 6/1/2019 to 6/30/2019

Motion made by Vice-Chair Willey, seconded by Treasurer Hjorth, and carried 5-0 to authenticate the Check Register 7/1/2019-7/31/2019.

AYES: Cylwik, Heule, Hjorth, Tarras, Willey

NOES: -

ABSTAIN: -

3.2 Resolution No. DWP 2019-14 – Local Agency Formation Commission (LAFCO) Authorization to Extend Services Outside DWP’s Jurisdictional Boundary and Sphere of Influence

Reggie Lamson, General Manager, advised the Board that LAFCO must review DWP’s request, conduct a public hearing and finalize DWP’s extended service area boundaries by 2020. Commissioner Heule inquired into the process if DWP needs to extend new water service. Reggie responded that if the water service is outside the mapped areas included in the Application, then the DWP would need to apply to LAFCO to provide water service outside of our service area.

Motion made by Commissioner Heule, seconded by Commissioner Cylwik, and carried 5-0 to approve the Resolution No. DWP 2019-14 authorizing the DWP staff to submit the Application for Extension of Service by Contract with the San Bernardino LAFCO.

AYES: Cylwik, Heule, Hjorth, Tarras, Willey

NOES: -

ABSTAIN: -

3.3 Resolution No. DWP 2019-15 – Amend and Restate the 457(b) Deferred Compensation Plan

Treasurer Hjorth inquired into whether BB&K has reviewed the documents. Rachel Franklin, Human Resources/Risk Management responded that BB&K reviewed the Adoption Agreement and that the Plan document is standard government language for 457 Plans.

Motion made by Vice-Chair Willey, seconded by Treasurer Hjorth, and carried 5-0 to adopt Resolution No. DWP 2019-15 authorizing DWP staff to amend and restate the 457(b) deferred compensation plan.

AYES: Cylwik, Heule, Hjorth, Tarras, Willey

NOES: -

ABSTAIN: -

3.4 Fawnskin Drive Pipeline

Reggie shared with the Board the advantages of the proposed Fawnskin Drive pipeline, which will replace an existing 6-inch steel pipeline that goes through two residential properties. In the short term it is less expensive to obtaining an easement through the private properties. However, the long term potential for a pipe leak and significant property damage is a real risk that can be avoided by relocating the pipeline into the right of way.

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3.5 Management Reports

Commissioner Heule inquired into the Model Water Efficiency Landscape Ordinance and whether the Ordinance is an obligation of the City. Sierra Orr, Water Conservation and Public Information Supervisor, responded that the Ordinance is a component of the building permit process and that the City and the County are also obligated to implement the Ordinance.

Vice Chair Willey inquired into the new pressure regulated spray sprinkler bodies and whether homeowners must purchase them. Sierra responded that if new spray sprinkler bodies are funded through Prop 1 for Efficient Irrigation, then the DWP may be able to offer rebates to its customers. Also, the new spray sprinkler bodies will be required for new construction and replacements; not existing sprinklers in use.

Treasurer Hjorth shared that he was pleased with the Tyler transition and inquired into the daily motivational surprises. Sierra shared some of the ways she motivated the employees.

Reggie shared that we completed the Request for Proposal for a Groundwater Sustainability Plan for the Bear Valley Basin.

3.6 Board Member Reports

Treasurer Hjorth congratulated Kelle and Sierra on the motivational poster for the Meter Replacement Program and thanked Sierra for motivating the DWP employees. Commissioner Heule was thankful for the tour of DWP facilities. Chair Tarras was also thankful for the tour as well as, the opportunity to attend the San Bernardino County Water Conference (Water Conference). Commissioner Cylwik also enjoyed the Water Conference.

ADJOURNMENT

No additional business came before the Board. At 10:12 a.m. Chair Tarras adjourned the meeting.



Leanne Eagleson, Secretary to the Board of Commissioners
DWP Board of Commissioners

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