



*Dedicated to
Satisfying our Community's
Water Needs*

**AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Tuesday, May 21, 2019
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Special Board Meeting**

**ENGINEERING AND OPERATIONS COMMITTEE MEETING
Tuesday, May 21, 2019 at 3:30 p.m.**

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Items Not on the Agenda: Members of the public are invited to address the Board on items which are not on the agenda. Each speaker is limited to three minutes. The Board will set aside 30 minutes for public comments.

Items on the Agenda: Members of the public may comment on agenda items before action is taken, or after the Board has discussed the item. Each speaker is limited to three minutes. The Board will set aside 60 minutes for public comments.

CONSENT CALENDAR ITEMS:

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Developer Project Status Report
2. Mesa Water and Other Agency Projects Status Report
3. Water Quality Call Report
4. Committee Policy & Resolution Review
5. Water Operations Status Report

ACTION ITEMS:

Items recommended for approval at this meeting may be agendized for approval at a future Board meeting.

6. Elite Customer Service

PRESENTATION AND DISCUSSION ITEMS:

None

REPORTS:

7. Report of the General Manager
8. Directors' Reports and Comments



INFORMATION ITEMS:

None

In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please contact the District Secretary at (949) 631-1206. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water) to make reasonable arrangements to accommodate your requests.

Members of the public desiring to make verbal comments utilizing a translator to present their comments into English shall be provided reasonable time accommodations that are consistent with California law.

Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water's website at www.MesaWater.org. If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.

ADJOURNMENT

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
MC 2149	1620-1644 Whittier Avenue and 970 16th Street	89 Single Family Homes	Plans received and plan check fees paid 2/2/14. Permit issued on 7/23/15. Pre-con meeting held on 7/27/15. Pipeline installation on 10/21/15. Pressure test and chlorination on 11/5/15. Bac-T testing completed on 11/24/15 and 11/25/15. Waterline tied-in angle-stops locked on 12/14/15. 4-1" meters installed on model homes on 2/25/16. 1-1.5" irrigation meter and 1-1" domestic meter installed and locked on 4/5/16. Inspected rock base on 7/11/16. Installed 7-1" meters on 7/13/16. Flow-thru tested on 8/25/16, 9/8/16. Rock base and meters installed on 11/3/16. Flow-thru check on 12/1/16, 4/5/17. Meters installed on 8/21/17, 10/5/17. Meters installed on 4/25/18. Meters installed 6/28/18 and again on 8/13/18. Contacting site in order to test 2 irrigation backflow devices.
MC 2204	1672 Placentia	31 Single Family Homes	Plans received and plan check fees paid on 8/26/15. Second plan check submitted on 2/11/16 and returned on 2/26/16. Mylars submitted, fees paid, and permit issued on 5/5/16. Tee cut-ins on 6/22/16. Pressure Test and Bac-T test on 7/7/16. Water main turned on 7/21/16. Services installed and locked off on 9/6/16. Meter installation on 10/28/16. Backflows tested on 11/16/16. Backflow tested on 12/9/16. Rock base on 2/1/17. Service placement on 2/16/17. Meters installed on 3/28/17. Backflows tested on 3/30/17. Meters installed and locked off on 2/20/18. Contacting site in order to test remaining 4 backflow devices.
MC 2233	1560 Placentia	81 Single Family Homes	Plans received and plan check fees paid on 1/20/16. Request for additional information requested on 1/28/16. Requested information submitted on 2/24/16. Plan check picked up on 4/18/16. Second plan check submitted on 5/18/16. Mylar drawings and fee payment received on 7/5/16. Permit issued on 7/11/16. Mainline installed on 8/24/16. Hydrant laterals installed on 8/25/16. Services installed on 9/1/16. Mainline installed on 9/20/16. Pressure and Bac-T test on 9/28/16. Laterals installed on 9/29/16 and 10/5/16. Mainline charged on 10/17/16. Angle stop adjusted on 12/6/16. Meter and meter box placement on 1/5/17. Services adjusted to grade on 3/2/17. Meter installation on 5/3/17. Site meeting on 7/26/17. Service placement on 9/6/17. Meter box placement on 2/9/18. Meters installed and locked off on 5/21/18, 6/28/18, 7/13/18, 8/8/18, and again on 10/10/18. Concrete pads placed on 10/24/18 and 10/25/18. Meters installed on 12/4/18, 1/7/19, 1/29/19 and again on 3/21/19. Contacting site in order to test remaining backflow devices.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
MC 2235	671 W 17th Street	177 Condos	<p>Plans received and plan check fees paid on 1/21/16. Hydraulic model initiated 2/24/16. Second plan check submitted on 3/24/16 and picked up 4/17/16. Mylar drawings and fee payment received on 7/5/16. Permit issued on 7/11/16. Demolition of existing services on 8/16/16. Mainline installation on 12/6/16. Service laterals installed on 1/9/17. Pressure test on 2/6/17. Bac-t test on 2/15/17. Bedding and service line placement on 4/3/17. Meter box placement on 5/8/17. Follow-up site visit on 5/17/17. Service abandonment on 8/30/17. Valve cans raised on 9/22/17. Meter box placement on 10/19/17. Gravel base on 12/5/17. Meter box placement on 2/14/18. Meters installed and locked off on 6/1/18, 7/17/18, on 8/1/18, and again on 9/7/18. Backflow tested on 9/11/18. Meters installed and locked off on 9/18/18, 9/25/18, and again on 10/5/18. Backflow tested on 10/9/18 and again on 2/27/19. Meters installed and locked off on 11/27/18, 12/5/18, 12/18/18, 1/10/19, 2/8/19, 2/21/19, 3/4/19, and again on 3/12/19. Engineering coordinating with Operations and Customer Services to determine remaining items in order to close project.</p>
C003-16-01	788 Center Street	2 Single Family Homes	<p>Plans received and plan check fees paid on 6/28/16. Plans returned on 7/14/16. Fees paid and permit issued on 1/6/17. Pre-con held on 1/16/18. Service installed on 3/8/18. Meters installed and locked on 3/13/18. Awaiting call for backflow testing to complete project. Contacting site to schedule backflow testing to complete project.</p>
C0012-17-02	929 Baker Street	55 Detached Condos	<p>Plans received and plan check fees paid on 9/27/16. Plans picked up on 10/18/16. Plans submitted on 2/22/17. Plans returned on 3/6/17. Fees paid and permit issued on 3/21/17. Precon held on 6/1/17. Services installed on 8/31/17. Mainline turned on 9/14/17. Meters installed and locked on 2/26/18. Awaiting call for backflow testing to complete project. Meters installed and locked on 8/6/18. Backflow tested on 8/24/18. Site check done on 9/25/18, homes are still under construction. Meters installed and locked off on 11/2/18. Meters installed again on 1/10/19. Flowthru system tested on 3/22/19. Coordinating backflow testing for irrigation services. Backflow testing for irrigation services completed on 4/23/19.</p>

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0014-18-01	1585 MacArthur	Commercial Building	Plans received and plan check fees paid on 3/27/18. Comments returned on 4/5/18. Awaiting resubmittal. Plans approved, final fees paid and permit issued on 8/7/18. Construction inspections are currently in progress with mainlines being excavated on 8/29/18, 9/5/18, 9/6/18. Backflow for fireline installed on 9/12/18. Service abandonments completed on 10/16/18. Services installed on 2/26/19. Meters installed and locked off on 2/28/19. One meter upgraded on 4/2/19. Backflow testing for fire, domestic and irrigation system completed 4/26/19.
C0027-17-01	231 Flower Street	Meter Upgrade	Plans received and plan check fees paid on 3/23/17. Fees paid and permit issued on 4/21/17. Site visit on 10/30/17, and again on 5/30/18; no progress to report. Site visit on 8/20/18 and 9/25/18 with no activity. Engineering to follow up on 4/9/19. Meter to be set up with customer service and checking on backflow preventer testing.
C0029-17-01	127 23rd Street	4 Single Family Homes	Plans received and plan check fees paid on 5/12/17. Fees paid and permit issued on 8/3/17. Awaiting call for initial inspections. Service installed on 2/8/18. Meters installed and locked on 2/15/18. Awaiting call for backflow testing to complete project. Spoke to property owner on 10/10/18, construction will be done by the end of 2018 to test flowthru system. Service abandonments to be completed.
C0035-18-01	146 18th Street	2 Single Family Homes	Plans received and plan check fees paid on 8/8/17. Fees paid and permit issued on 9/21/17. Meters installed and locked on 10/20/17. Site visit on 1/9/18; awaiting schedule for backflow testing.
C0037-18-01	2850 Mesa Verde Drive East	11 Single Family Homes	Plans received and plan check fees paid on 8/17/17. Fees paid and permit issued on 10/18/17. Manifold installation on 12/6/17. Meters installed on 12/29/17. Irrigation meter installed on 3/28/18. Backflow test on 4/18/18. Meters placed and locked on 5/31/18. Site visit done to verify progress on 8/20/18. Meters installed on 9/21/18. Awaiting schedule for backflow testing.
C0039-18-01	172/174 Costa Mesa Street	2 Single Family Homes	Plans received and plan check fees paid on 8/22/17. Fees paid and permit issued on 8/29/17. Precon meeting held on 2/6/19. Services installed on 2/8/19. Meter installed and locked off on 2/19/19. Waiting for flowthru testing to be scheduled by Contractor.
C0041-18-01	160 & 162 E 18th Street	2 Single Family Homes	Plans received and plan check fees paid on 9/27/17. Fees paid and permit issued on 11/2/17. Meters installed and locked on 3/26/18. Meters installed and locked on 6/28/18. Backflow tested on 10/29/18.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0042-18-01	335 & 337 16th Place	2 Single Family Homes	Plans received and plan check fees paid on 10/26/17. Final fees paid on 8/8/18. Site visit on 8/20/18; contractor still grading the area. Precon held on 5/15/19.
C0044-18-01	276 E 19th Street	Meter Upgrade	Plans received and plan check fees paid on 1/21/18. Final mylar signed on 2/28/19. Precon held on 3/4/19. Meter installed and locked off on 3/6/19. Backflow tested on 4/3/19 and starting to close out project.
C0047-18-01	3505 Cadillac Avenue	Commercial Building	Plans received and plan check fees paid on 1/22/18. Fees paid and permit issued on 4/10/18. Services placed on 5/2/18. Thrustblocks placed on 6/6/18. Pressure test performed on 7/9/18. Project is in process.
C0048-18-01	235 Baker	Commercial Building	Plans received and plan check fees paid on 2/15/18. Fees paid and permit issued on 4/13/18. Site visit on 8/20/18 to verify work status; no construction. Contractor to call for precon/site visit for new fire protection service (valve replacement).
C0049-18-01	428 E 17th Street	Restaurant	Plans received and plan check fees paid on 1/26/18. Fees paid and permit issued on 5/4/18. Pressure test on 5/25/18. Shutdown for tee cut-in on 6/5/18. One fire service is active, the other is stubbed to property. Awaiting call for fireline pressure test and samples. Water service manifold stubbed to property. Pressure test and Bac-T tests done on 9/7/18, 9/11/18 and again on 9/13/18. Pressure test performed on 10/22/18.
C0051-18-01	1650 Monrovia	Senior Living Complex	Plans received and plan check fees paid on 2/15/18. Comments returned on 3/12/18. Revised submittal received on 4/24/18. Project to undergo hydraulic model analysis. Second plan check complete. Easements recorded on 8/14/18. Final fees paid on 8/23/18. Precon meeting held on 9/26/18. Fireline excavation and thrustblock placement on 11/27/18. Meters installed on 1/10/19. Health samples performed on 1/30/19 and 1/31/19.
C0052-18-01	302 Cabrillo	2 Single Family Homes	Plans received and plan check fees paid on 2/26/18. Fees paid and permit issued on 5/7/18. Awaiting initial calls for inspections. Verified with new property owner on 3/11/19 that construction will begin soon.
C0053-18-01	1908 Tustin	Single Family Home	Plans received and plan check fees paid on 3/8/18. Fees paid and permit issued on 3/13/18. Meter upgraded on 4/15/19. Awaiting schedule for backflow placement and test.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0054-18-01	3505 Cadillac Avenue, Unit O-101	Commercial Building	Plans received and plan check fees paid on 5/7/18. Fees paid and permit issued on 5/22/18. Tapping sleeve, and hot tapping done on 5/2/18. Thrustblock placement inspections on 5/2/18, 6/6/18, and 7/9/18. Pressure test done on 7/9/18. Fireline turned on 9/12/18.
C0056-18-01	2033 Republic Avenue	Single Family Home Service & Meter Upgrade	Plans received and plan check fees paid on 6/19/18. Comments returned for second plan check review on 6/28/18. Second plan check submitted 7/26/18, and redlines picked up on 8/20/18. Third plan check submitted on 12/13/18, and redlines picked up on 1/15/19. Fourth and final plan check submitted on 1/24/19, and redlines picked up on 1/29/19. Final approval by District Engineer on 4/18/19.
C0010-19-01	2214 Elden Avenue	Single Family Home	Plans received and meter replacement fees paid on 4/15/19. 1st Plan check submitted on 4/18/19 and are in progress. Meter upgrade completed on 5/2/19 and waiting for flowthru testing to be scheduled.
C0013-17-03	1845 Park Avenue	Lion's Park Project	Plans received and meter replacement fees paid on 11/13/17. Precon held on 7/19/18. Services installed on 9/11/18, 9/12/18, 9/13/18. Backflow placed on 10/3/19. Shutdown performed on 10/9/18. Abandonments done on 12/18/18. Irrigation meter installed on 4/30/19. Backflows tested on 5/1/19, 5/2/19. Shutdown for more abandonments performed on 5/14/19.
C0013-19-01	Harbor and Wilson Medians	City Medians	Plans received and meter replacement fees paid on 4/16/19. 1st Plan check submitted on 4/16/19 and redlines returned on 4/19/19. Waiting for Payment Voucher and Water Service Agreement to be paid and signed.
C0058-18-01	585 & 595 Anton Boulevard	Apartment Complex	Plans received and plan check fees paid on 6/8/18. Currently in plan check. Meeting scheduled with owner on 9/12/18 to go over questions they have. Plans approved to perform demolition for grading only at this time. Operations is currently working on practice shutdowns for service connection tie-in. Precon with contractor held on 1/22/19. Shutdowns for abandonments performed on 3/14/19, 3/18/19, and on 3/19/19. Submitted hydraulic analysis on 4/5/19 Waiting for signed Water Service Agreement and all other plan check processes are completed.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0060-19-01	3505 Cadillac Avenue, Unit F-9	Commercial Building New Fire Line	Plans received and plan check fees paid on 7/23/18. Permit issued for major service line and fire systems infrastructure. Final permit will be reviewed when tenant improvements are submitted. Fireline excavation and thrustblock placement on 12/10/18 and 12/14/18. New T.I. was submitted on 3/8/19 to continue plan check and approve final permit.
C0061-19-01	3033 Bristol Street, Space 2071	Restaurant Expansion	Plans received and plan check fees paid on 8/16/18. Awaiting final payment of fees. Engineering is following up on 4/9/19 and 4/25/19.
C0062-19-01	1591 & 1593 Riverside	Two Single Family Homes	Plans received and plan check fees paid on 12/14/18. Final fees paid on 2/6/19. Permit issued on 2/13/19. Precon held on 2/28/19. Services installed on 3/4/19. Waiting for meter installation and flowthru testing to be schedule.
C0063-19-01	1375 Sunflower	Commercial Building	Plans received and plan check fees paid on 12/14/18. Customer picked up redlines on 12/31/18. Second plan check submitted on 1/11/19, and redlines picked up on 1/29/19. Third plan check submitted on 1/31/19. Final permit fees paid on 3/26/19.
C0064-19-01	1975, 1977, 1981, 1985 Placentia Avenue	Commercial Building	Plans received and plan check fees paid on 11/6/18. Currently in plan check. Final plan check fees paid on 1/15/19. Permit issued on 1/17/19. Precon held on 2/14/19. Hot-Tap performed on 2/20/19. Meters installed on 3/4/19, and again on 3/22/19. Backflow tested on 3/5/19, and another on 3/22/19.
C0065-19-01	245 Knox Rd	Single Family Home	Plans received and plan check fees paid on 11/7/18. Final fees paid on 2/5/19. Precon meeting held on 2/8/19. Meter installed and locked off on 2/21/19. Flowthru system tested on 3/20/19.
C0065-19-02	1545 Westminster	Single Family Home	Plans received and plan check fees paid on 11/7/18. Final fees paid on 2/5/19. Precon meeting held on 2/8/19. Services installed on 2/12/19. Meter installed and locked off on 2/21/19. Flowthru system tested on 3/20/19.
C0066-19-01	2062 Pomona	Single Family Home	Plans received and plan check fees paid on 11/29/18. Final fees paid on 1/22/19. Precon held on 2/5/19. Services installed on 2/11/19. Waiting for flowthru testing to be scheduled.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0067-19-01	3505 Cadillac Avenue, Suite A	Commercial Building New Fire Line	Plans received and plan check fees paid on 12/14/18. Plans picked up on 12/20/18. Second plan check submitted 1/9/19, and picked up again on 1/15/19. Third plan check submitted on 1/25/19. Final permit fees paid on 2/7/19. Permit issued on 2/13/19. Precon held on 2/22/19. Services installed on 2/28/19, and Chloriated. Hot-Tap done on 3/1/19. Bac-T tests performed on 3/5 and 3/6/19. Concrete pad done on 3/8/19. Backflow tested and fireline turned on, on 3/11/19.
C0069-19-01	767 W 17th Street	Meter Upgrade	Plans received and plan check fees paid on 1/7/19. Second plan check submitted 3/21/19, and redlines picked up on 3/26/19. Final permit fees paid on 3/27/19. Site visit/pre con completed on 4/26. Flowthru tested on 5/2/19 Awaiting irrigation backflow testing to be scheduled.
C0070-19-01	3333 Bristol Street Space 3001	Commercial Building	Plans received and plan check fees paid on 1/3/19. Customer picked up redlines on 1/7/19. Second plan check submitted on 1/15/19, and redlines picked up on 1/31/19. Third plan check submitted on 2/12/19, and redlines picked up on 2/14/19. Final fees paid on 2/28/19. Permit issued on 3/11/19. Precon meeting held on 3/18/19 and meters installed.
C0071-19-01	2277 Harbor Boulevard	Commercial Building	Plans received and plan check fees paid on 1/7/19. Customer picked up redlines on 1/25/19. Second plan check submitted on 1/28/19, and redlines picked up on 1/31/19.
C0072-19-01	168 & 170 Cabrillo	Two Single Family Homes	Plans received and plan check fees paid on 1/14/19. Customer picked up redlines on 1/24/19. Customer submitted second plan check on 5/9/19.
C0073-19-01	55 Fair Drive	Vanguard University Student Center	Plans received and plan check fees paid on 1/14/19. Customer picked up redlines on 2/12/19. Second plan check submitted on 3/11/19. Third/Fourth (and final) plan check submitted on 3/14/19 and redlines picked up on 3/25/19. Final mylars submitted on 4/26/19.
C0074-19-01	2538 Oxford Lane	Single Family Home	Plans received and plan check fees paid on 11/14/18. Customer picked up redlines on 1/31/19. Second plan check submitted on 2/1/19, and redlines picked up on 2/5/19.
C0075-19-01	2942 Century Place	Commercial Building	Plans received and plan check fees paid on 1/23/19. Customer picked up redlines on 1/29/19, and redlines picked up on 2/8/19. Second plan check submitted 3/25/19, and redlines picked up on 4/2/19.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0076-19-01	2948 Randolph	Commercial Building	Plans received and plan check fees paid on 1/23/19. Customer picked up redlines on 2/1/19. Second plan check/mylars submitted on 2/11/19. Final fees paid on 2/14/19. Permit issued on 2/14/19. Precon held 2/22/19. Services installed on 3/19/19. Meter installed and backflow tested on 3/20/19.
C0077-19-01	1922 Pomona	Commercial Building	Plans received and plan check fees paid on 1/28/19. Customer picked up redlines on 2/1/19. Second plan check submitted on 2/5/19, and redlines picked up again on 2/12/19. Final fees paid on 2/27/19. Permit issued on 3/11/19. Precon meeting held on 3/19/19. Meter installed 3/28/19.
C0078-19-01	3505 Cadillac Avenue, F-5	Commercial Building New Fire Line	Plans received and plan check fees paid on 1/31/19. Customer picked up redlines on 2/5/19. Second plan check submitted on 3/8/19. Final permit fees paid on 4/2/19. Recorded easement on 4/22/19 and waiting for site visit/pre-con meeting.
C0079-19-01	1957 Newport Boulevard	Meter Upgrade	Plans received and plan check fees paid on 2/5/19. Customer picked up redlines on 2/27/19. Meeting on 3/5/19 with customer to discuss easement. Second plan check was submitted on 4/23/19 and redlines to be picked up on 5/6/19.
C0080-19-01	246 Tulane Road	Meter Upgrade	Plans received and plan check fees paid on 2/6/19. Customer picked up redlines on 2/12/19. Second plan check was submitted on 3/4/19, and redlines picked up on 3/11/19. Plan check package approved by District Engineer on 4/15/19 and provided inspection card on 4/29/19.
C0081-19-01	2060 Maple Avenue	Single Family Home	Plans received and plan check fees paid on 11/22/18. Owner put plans on hold and resubmitted on 2/5/19. Customer picked up redlines on 2/12/19. Second plan check was submitted on 2/21/19, and redlines picked up on 2/28/19. Third plan check submitted on 2/28/19, and redlines picked up on 3/5/19. Fourth (and final) plan check submitted on 3/26/19 and returned on 4/2/19. Final permit fees paid on 4/2/19 and approved by the District Engineer on 4/18/19. Precon held on 4/25/19.
C0058-19-01	585 & 595 Anton Boulevard (P2)	Apartment Complex	Plans received and plan check fees paid on 2/5/19. Customer picked up redlines on 2/8/19. Second plan check submitted 3/11/19, and redlines picked up on 3/25/19. Hydraulic Analysis received on 4/5/19.
C0082-19-01	3323 Hyland Avenue	Apartment Complex	Plans received and plan check fees paid on 2/20/19. Customer picked up redlines on 3/4/19. Second plan check submitted 3/26/19, and redlines picked up on 4/2/19.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0083-19-01	175 Costa Mesa	Meter Upgrade	Plans received and plan check fees paid on 2/20/19. Customer picked up redlines on 3/4/19. Second plan check was submitted on 4/15/19, and redlines picked up on 4/18/19. Plan check package to be approved by District Engineer on 5/2/19 and provided inspection card on 5/3/19.
C0084-19-01	410 E 17th Street	Commercial Business	Plans received and plan check fees paid on 2/20/19. Customer picked up redlines on 3/4/19.
C0085-19-01	3030 Airway Avenue, Suite B	Commercial Business	Plans received and plan check fees paid on 3/5/19. Customer picked up redlines on 3/12/19. Second plan check submitted 04/1/19, and redlines picked up on 4/8/19.
C0086-19-01	285 22nd Street	Residential Care Facility	Plans received and plan check fees paid on 3/11/19. Customer picked up redlines on 3/19/19. Second plan check submitted on 5/9/19.
C0087-19-01	1885 Anaheim Avenue	Church	Plans received and plan check fees paid on 3/15/19. Precon meeting held on 4/1/19. Meter changed out on 4/1/19 and waiting for final mylar before closing out project.
C0088-19-01	239 Knox Street	Single Family Home	Plans received and plan check fees paid on 4/2/19. 1st Plan Check submitted on 4/9/19 and redlines picked up on 4/11/19. Second plan check submitted on 4/29/19.
C0089-19-01	3160 Airport Way	John Wayne Airport Taxilot	Plans received and plan check fees paid on 4/8/19. 1st Plan Check submitted on 4/9/19. Second plan check submitted 04/19/19 and redlines picked up on 4/25/19.
C0090-19-01	2831 Bristol Street	Parking Lot	Plans received and plan check fees paid on 4/9/19. 1st Plan Check submitted on 4/11/19. Customer picked up redlines on 4/16/19. Second plan check submitted 04/19/19 and redlines picked up on 4/25/19.
C0091-19-01	368 Magnolia	Single Family Home	Plans received and meter replacement fees paid on 4/15/19. 1st Plan check submitted on 4/18/19 and redlines picked up on 4/23/19.
C0092-19-01	Harbor and Hamilton	29 New Townhomes	Plans received and plan check fees paid on 4/23/19. 1st Plan check submitted 4/23/19 and redlines to be picked up on 5/6/19.
C0093-19-01	163 Broadway	Single Family Home	Plans received and meter replacement fees paid on 4/24/19. 1st Plan check submitted on 4/24/19 and redlines picked up on 5/6/19.
C0094-19-01	272 Esther Street	Single Family Home	Plans received and plan check fees paid on 4/30/19.

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

Project Title: OC-44 Replacement and Rehabilitation Evaluation and Cathodic Protection Study

File No.: M 2034

Description: Evaluate potential repair and replacement options

Status: The Habitat Mitigation and Monitoring Plan (HMMP) has been updated by Michael Baker (former RBF) to reflect the USACE's process and submitted to Mesa Water for review on 1/8/16. Once the HMMP is revised and approved (1/19/16) it will be forwarded to all agencies, including the Coastal Commission. Draft 1602 Streambed Permit obtained on 12/18/15. Final 1602 Streambed Permit pending CDFW will be issued while HMMP is accepted. U.S. Army Corps of Engineers' 404 permit received on 2/10/16. Revised HMMP sent to CCC for review and approval. Project is pending CCC's approval at an upcoming hearing. On 2/29/16, a meeting with Fletcher Jones Motorcars, City of Newport Beach, MBI (former RBF), and City of Huntington Beach was held to discuss issues associated with proposed construction activities. Traffic Plan prepared and submitted to the City of Newport Beach for approval on 6/29/16. Per request of CCC a dewatering plan was prepared and submitted for approval. Mesa Water staff, MBI and CCC met on 10/6/16 and discussed mitigation conditions. Project approved at CCC Public Hearing on 12/7/16. MBI is working on finalizing the HMMP and construction plans and will submit them to CCC. Staff met with MBI on 5/1/17 and discussed comments after reviewing the draft final HMMP. New proposed mitigation criteria received from CCC on 7/5/17 reducing mitigation requirements from 1.6 acres to 0.66 acres. Coastal Development Permit for Construction is anticipated in December, 2017. The project re-start meeting was held on 9/7/17. On 10/30/17 met with City of Newport Beach and City of HB to discuss permit requirements and project access. Met w/Fletcher Jones, Skender Construction, City of HB, MBI to discuss access to the site and scheduling on November 21, 2017. Reviewing the 100% Design Plans & Specs (received on 11/28/17) along with the Pipeline Design Schedule, Construction Monitoring Treatment Plan (CMTP), and proposal for Natural Resources/Regulatory Services during construction activities. Bid solicitation is scheduled for late January 2018. Project sent out to bid on January 30, 2018. Pre-bid meeting held on 2/15/18. Construction bid solicitation was cancelled due to ongoing coordination issues for the final Coastal Development permit. Project was deferred to FY20. On 8/1/18, Orange County Public Works issued a one-year extension to the previously issued Encroachment Permit. The Caltrans Encroachment Permit extension application is under review as of 8/13/18. The CCC extended the permit a year without hearing. MBI moved forward with the amendment to reduce mitigation. The updated information was forwarded by MBI to CCC in the week of August 6, 2018 and November 2, 2018. Staff held a stakeholder coordination meeting on 1/3/2019. Request for Bids sent out to contractors on February 6, 2019. Six bids received on 3/6/19. E&O Committee recommended award of the contract to lowest bidder (E.J. Meyer Company) on 3/19/19. Kick-off meeting held on 4/25/2019. Staff is working on reviewing submittals. (5/9/19)

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

Project Title: Well Automation and Rehabilitation

File No.: MC 2101

Description: Rehabilitate all clear water wells and add remote control SCADA capabilities

Status: Construction activities began at Well 5 on October 3, 2016 with demolition and well rehabilitation beginning in the first week. Video of Well 5 showed scale on the louvers, and potential failure of an unused sounding tube and a small area of the louvers potentially requiring swage patches. Repair completed on November 29, 2016. Well 5 rehabilitation resumed on December 3, 2016. Well 5 chemical facility pad has been constructed and is awaiting a weather forecast of 8 days with no predicted rain to apply the chemical-resistant coatings to the concrete. Well 5 pumping development began on January 4, 2017, and produced fine sand at pumping rates above 1100 gpm. Repairs were made to Well 5, and test pumping performed in February showed acceptable well production over 2500 gpm with manageable sand. Construction is substantially complete at the Well 5 site. A start up planning meeting was held on March 29, 2017. Well 5 is running as needed and producing good quality water. Well 7 rehabilitation is complete, The Well 7 pump was installed the week of August 28, 2017, and Well 7 is operational and good quality water. Construction of the Well 3 chemical facilities was begun in July 2017. The concrete for the Well 3 chemical facilities is cured and coated, and the chemical tanks and canopy are currently being installed. Well 3 rehabilitation is complete and test pumping achieved over 1600 gpm. Construction at Well 9 began in October with relocation of the backup generator and chemical facilities construction. Coating of the Well 9 chemical facilities was completed in December, and the chemical tanks and canopy are installed. Witness testing for the new pumps for Wells 3 and 9 was completed January 2018, and pumps were installed the week of June 4. Construction at Well 3 and Well 9 is substantially complete. Flushing and chlorination of Well 3 and Well 9 were conducted during in July 2018. Well 3 initial startup was on July 17, 2018. Well 9 initial startup was on July 30, 2018. Well 3 and Well 9 have completed their seven-day tests. Work at Well 1 began on August 13, 2018. The video of Well 1 showed a biofilm. Well 1 has received brushing and airlifting of fill material, as well as acid and chlorine treatment in October 2018. Pumping redevelopment produced 2,300 gallons per minute. The Well 1 chemical facilities are constructed and the chemical tanks are set. The prefabricated electrical building was delivered and set on December 10, 2018, and the Well pump was installed on December 11, 2018. Startup of Well 1 occurred on February 21, 2019, and Well 1 completed its 7-day performance test with no interruption. The Construction and Start Up phase of the project is complete, and the project is being closed out. A project close-out briefing will be provided at the June E&O meeting. (5/10/19)

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

Project Title: Pipeline Testing Program

File No.: MC 2141

Description: Implement Resolution No. 1442 Replacement of Assets to annually perform non-destructive testing of 1% of the distribution system, and destructive testing of segments that are shown to have less than 70% of original wall thickness by non-destructive testing.

Status: Extraction of six sections of ACP and two sections of CIP are in process for 2017 destructive testing. ACP samples were sent to WSP Canada for destructive testing. Results were received on August 1, 2017. CIP samples will be sent to McWane Ductile's lab in Ohio for destructive testing. Results were received on June 30, 2017. A Request for Qualifications for consulting services for the Pipeline Integrity Testing Program was released in May 2017. Four Statements of Qualifications were received and a recommendation for contract award to HDR was approved by the E&O Committee on July 20, 2017. ACP test results were received on July 31, 2017. Results have been analyzed, and were presented at the November Committee meeting. Average ACP total useful life is expected to be approximately 142 years. A process for determining when a pipeline has reached the end of its useful life and how much of the pipeline to replace was implemented. One 8" ACP line in Harbor Boulevard from Wilson to 19th Street was recommended for replacement. Kickoff meeting for a close interval survey of the 12" Cast Iron Pipe in 19th Street was held on December 28, 2017, and the Consultant has completed the field work. The report is expected in April 2018. Operations staff has collected four ACP pipe samples during valve replacement projects, and one during an AC mainline repair. The samples have been sent to a laboratory for remaining wall thickness measurements, and the reports show that while they have lost structural thickness, the remaining useful life is still 35 - 53 years. The mainline break sample showed the smallest remaining useful life and shortest total useful life of any AC sample. Additional AC pipe samples from valve replacements are being collected. Echologics performed three miles of non-destructive wall thickness measurements during the week of February 12, 2018. A report of the results was received in March 2018. All non-destructive and destructive test data were added to GIS in April and May 2018. The mainline break map in GIS is currently being updated. A comprehensive review of cathodic protection test stations was performed in April and May 2018. The report and recommendations was received on June 20, 2018, and recommendations are being reviewed. Five AC pipe samples and nine soil samples collected during valve replacements in 2018 were delivered by the contractor and sent to labs for pipe wall thickness measurements and soil corrosivity analysis. Results show that the expected total useful life of AC pipe is approximately 138 years. Two AC pipe samples were collected during valve replacements in November 2018 and sent to the lab for wall thickness measurements. Results were received on January 10, 2019. One sample is being further analyzed. Three miles of AC pipe constructed in 1956 were selected for non-destructive wall thickness measurement, which occurred during the week of January 14, 2019. The report was received on February 8, 2019. Five AC pipe samples are planned to be collected and sent for wall thickness measurements as part of routine valve replacements in April 2019. Samples were sent to the testing lab in May 2019, and the wall thickness measurement report is expected in July 2019.
(5/10/19)

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

Project Title: Mesa Water Administration Building Improvements & HVAC Replacement/Operation Building Repair Projects

File No.: MC 2171

Description: Evaluate the existing HVAC system, provide recommendations for improved efficiency and operations of the system, provide design, construction management, and construction.

Status: Request for proposals for providing Construction Management during construction was sent out to nine consultants on 8/15/18. Three proposals received on 8/28/18. Held interviews with all three proposers on 9/4/18. Jett Construction Management's (JCM) approach appeared to be the most comprehensive given their proposed project staff and HVAC and roof construction experience. Bid set documents for construction have been finalized and sent out to bid on 9/6/18. Three bids were received on 10/4/18. The lowest responsive bid was approximately \$1M over the Engineer's Estimate. On 10/22/18 Board cancelled the bid and authorized staff to negotiate with lowest bidder. On 10/26/18 RFB for Operations Building Repair Project sent out to bid with the bid opening date 11/5/18. On 11/5/18 staff finalized negotiations with the low bidder (Snyder Langston). On 11/8/18 the Board approved the Administration Building Improvements & HVAC Replacement/Operations Building Repair Projects with Snyder Langston. The contracts with Snyder were signed on 11/13/18 and Notices for Proceed issued on 12/6/18. On 2/11/19 Snyder completed painting, carpeting and concrete floor polishing, installation of interior portion of the HVAC system, ceiling tiles and baseboards, rehabilitation of the upstairs and downstairs restrooms, overall cleaning. Also the furniture in supervisors and water quality office were reassembled. The Administration Staff started moving to the temporary office trailer. The contractor continued working on the roof of the Operations Building on installation of ducts and preparing for the upcoming rain. Starting from February 15 the contractor worked on the HVAC replacement on the second floor of the Administration building and EOC. The work included demolishing of old ducted HVAC piping, blocking for HVAC units, installation of HVAC units, installation of refrigerant and condensate piping, electrical work, painting, installation of the ceiling and carpet tiles, new water fountains and partial demolition of roofing for HVAC platform installation. The work on the second floor was completed on 4/24/2019 and the contractor started working on the first floor on 4/30/2019. The work included installation of HVAC units, installation of refrigerant and condensate piping, electrical work, and plumbing. At the same time the design for the Boardroom Improvements has been completed and demolishing activities started on 5/8/2019. Project in progress. (5/9/19)

Project Title: Chandler & Croddy Wells and Pipeline Project

File No.: M18-113

Description: Design, documentation, and permitting for two new wells located on Chandler Avenue and Croddy Way in the City of Santa Ana and the distribution pipeline connecting the wells to Mesa Water's supply system.

Status: Tetra Tech has been contracted to complete the design, documentation, and permitting for the Chandler and Croddy Wells and Pipeline Project. Initial data request

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

sent to Tetra Tech on September 7, 2017. Met with Division of Drinking Water regarding well locations on September 20, 2017. Preliminary hydrological evaluation received on September 29, 2017. Board approved demolition of existing structures and dedicated well facility with option to evaluate long-term lease potential as market conditions dictate at both sites at November 2017 E&O. Butier Engineering has been contracted to provide Construction Management Services. Preliminary Design Report (PDR) for the distribution pipeline was reviewed and returned on March 6, 2018. Well site layouts were presented to the Board in May. DDW waiver for 50-foot control zone is currently being drafted. The revised PDR for the pipeline and the well sites was received in June 2018. A workshop to discuss review comments was held on August 14, 2018. 50% design for the Croddy Pipeline was received and the design review workshop occurred on November 26, 2018. 50% design for the wells is scheduled for submittal in February 2019. The draft CEQA Mitigated Negative Declaration was received on January 22, 2019, and filed for 30-day public comment on February 20, 2019 and completed on March 22, 2019. Four agencies submitted minor comments. A public meeting to adopt the Mitigated Negative Declaration has been noticed for the April 11, 2019 Board of Directors meeting. The revised Preliminary Design Report for the Chandler and Croddy Wells was received on March 5, 2019, and is being reviewed by staff. 50% design documents for the existing building demolitions and well drilling were received on April 16, 2019, and are being reviewed by staff. (5/10/2019)

Project Title: Santa Ana Pressure Reducing Station Refurbishment Project

File No.: M17-002A

Description: The work will involve replacement of three (3) butterfly valves, one (1) existing pressure relief valve, precast concrete discharge structure, reconfiguring four (4) Cla-Val control valves, general refurbishments to the vault interior, and site work.

Status: Mesa Water has contracted with Michael Baker International to perform the design of the project. The design was completed in late January 2018 and the bid package was sent out to bid on February 8, 2018. Pre-bid meetings and site walk were held on 2/20/18 and 3/6/18, respectively. Three bids were received on March 13, 2018. Staff has recommended that the construction contract be awarded to J.R. Filanc, Inc., as the lowest bidder. E&O Committee recommended awarding contract to J.R. Filanc, Inc. on March 20, 2018 and Board approved it on April 12, 2018. The contract was finalized (5/1/18) and signed on 5/3/18. The kick-off meeting was held on May 21, 2018. Electrical work was completed the week of 10/15/18. Concrete work completed in the week of 11/12/18. Pipeline shutdown took place between 11/26/18 and 12/1/18. Final testing and acceptance completed on February 6, 2019. The contractor is working on providing replacement actuators for the existing plug valves and on refurbishment of the 6" bypass cla-valve. The replacement actuators have been ordered by the contractor. On 3/8/19 the contractor replaced damaged micro switch on train No. 4. Project in progress. (5/9/19)

Project Title: Meter Technology Evaluation

File No.: MC 2248

Description: The lifespan of a water meter is approximately 15 years. As a meter ages, the accuracy drops off due to wear. In preparation for its annual water meter

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

May 2019

replacement, staff has been reviewing water meter technology determining what water meter and reading solutions would be the best fit for Mesa Water's aging register technology. With today's technology, there are several types of meters and meter reading solutions available. The most common are as follows: Fixed Network, Automatic Meter Reading (AMR) System, Handheld or Touch Technology, and Advanced Metering Analytics - Cellular Endpoint.

Status: Mesa Water is preparing a Technical Memo which would include information of the existing aging metering technology in comparison with proposed new meter reading solutions. Technical memo is presented in this packet. (4/8/19)

Project Title: Reservoirs 1 & 2 Chemical Systems Design

File No.: M18-117

Description: Improve disinfection and mixing in both reservoirs to improve water quality and minimize nitrification.

Status: Final Design Contract awarded to Hazen & Sawyer on February 14, 2018. 50% design report received on July 17, 2018. Design review workshop took place in September 2018. A site visit to Laguna Beach County's El Morro reservoirs occurred on November 8, 2018, to evaluate the Vortex mixing system. Staff met with the designer on December 5, 2018, to incorporate design-for-reliability and design-for-maintainability principals into the mixing system design. The consultant is working with the mixer supplier to ensure that the reliability and maintainability requirements will be met at both the reservoir sites. The consultant provided a Technical Memo summarizing the maintainability and reliability of the mixer on April 4, 2019. (5/10/2019)

Water Quality Call Report

April 2019

Date: 4/1/2019
Source: Counter
Address: 2089 West Place
Description: A homeowner stopped by the customer service counter to discuss his new tenant's concern for sulfur odor in the shower. The unit was vacant for three months.

Outcome: Recommended that customer flush all fixtures for 10 to 15 minutes. Advised customer to maintain water heater and flush it. Also explained to customer about the possibility of the drain(s) off gassing when water is turned on and can be resolved by disinfecting the drains. Customer will try the recommendations and contact us if the problem continues.

Date: 4/2/2019
Source: Phone /Visit
Address: 1627 Tustin
Description: Customer called to inquire about hardness levels for water softening system.

Outcome: Provided customer the hardness levels and explained that the data is also in the Annual Water Quality Report. Sent customer a copy per customer's request.

Date: 4/13/2019
Source: Phone
Address: 2887 Clubhouse Road
Description: Customer called to inquire if the water is contaminated due to slab leak.

Outcome: During site visit, water was collected from the front hose bib. Water was clear and had a normal chlorine residual. Assured customer that the water meets all state and federal drinking water standards. She then mentioned that she's concerned about a slab leak at her house. Recommended customer contact a plumber.

Date: 4/18/2019
Source: Phone
Address: Declined to provide
Description: Customer called to ask about the effect on the body from drinking bottled water processed through reverse osmosis but not fortified with the proper minerals.
Outcome: Recommended customer contact a health professional for answers to his questions.

Date: 4/22/2019
Source: Phone
Address: 939 19th Street B4
Description: Customer wants to know the pH and chlorine residual levels and how they affect PEX pipe.
Outcome: Provided customer with the average pH and chlorine residual levels from the Annual Water Quality Report. Recommended customer contact PEX pipe manufacturer for answers.

Date: 4/23/2019
Source: Phone
Address: 903 W. 17th Street
Description: Manager of a mobile home park contacted Mesa Water regarding a tenant who is frequently sick. The tenant reported that their doctor had the water tested and wanted to know more about our levels of arsenic and uranium.
Outcome: Showed the caller (manager) how to access the Annual Water Quality Report online and view the water quality data. Explained to her that although low levels of arsenic and uranium has been detected in the groundwater, the levels are well below the state and federal maximum contaminant level.

Date: 4/23/2019
Source: Phone
Address: 249 Magnolia Street
Description: Customer wanted to know why he has experienced harder water in the

last 6-9 months.

Outcome: Explained to customer that each well has different water quality including the level of hardness. The two wells with low hardness have been running less during the last few months.



COMMITTEE POLICY & RESOLUTION REVIEW

ENGINEERING and OPERATIONS COMMITTEE

Policy Assignments for 2019

Policy Name	Resolution No.	Date Adopted	Revision Schedule	Last Reviewed
Replacement of Assets Including Pipeline and Well Rehabilitation	1442	03/15/14	Review and update every 3 – 5 years	03/15/14
Rules and Regulations for Water Service	1514	07/12/18	Review and update as needed	07/12/18
Standard Specifications and Standard Drawings		05/03/18	Review and update as needed	05/03/18
Urban Water Management Plan	1477	06/09/16	Review and update as required every 5 years	06/09/16

Water Operations Status Report
July 1, 2018 - April 30, 2019

Operations Department Status Report	Wk Unit	Plan Days	Act Days	Plan Qty	Act Qty	Plan Cost	Actual Cost
01 - HYDRANTS							
WD-0101 - HYDRANT MAINTENANCE	HYDRANTS	140	116	2808	2226	\$56,730	\$41,891
WD-0102 - HYDRANT PAINTING	HYDRANTS	12	0	351	1	\$4,686	\$56
WD-0103 - HYDRANT REPAIR	HYDRANTS	43	29	50	20	\$14,017	\$15,255
Program 01 TOTAL		195	145			\$75,433	\$57,202
02 - VALVES							
WD-0201 - DISTRIBUTION VALVE MAINTENANCE	VALVES	100	105	1996	2054	\$41,015	\$40,818
WD-0202 - NIGHT VALVE MAINTENANCE	VALVES	14	0	165	0	\$5,971	\$0
Program 02 TOTAL		114	105			\$46,986	\$40,818
03 - METERS							
WD-0301 - NEW METER INSTALLATION	METERS	21	23	154	211	\$50,528	\$97,595
WD-0302 - RAISE REPLACE METER BOX	BOXES	10	5	47	10	\$7,921	\$1,945
WD-0303 - METER LEAK INVESTIGATION/REPAIR	INV/REP	34	30	260	235	\$9,631	\$13,875
WD-0305 - ANGLE STOP/BALL VALVE REPLACE	REPLACE	60	73	119	138	\$35,154	\$26,675
WD-0306 - LARGE METER TEST/REPAIR - C	TESTS	19	4	97	11	\$8,072	\$1,373
Program 03 TOTAL		144	135			\$111,306	\$141,463
04 - MAIN LINES							
WD-0401 - MAIN LINE REPAIR	REPAIRS	100	28	17	7	\$45,454	\$11,496
WD-0402 - AIR VAC MAINTENANCE/REPAIR	REPAIRS	22	20	132	113	\$8,315	\$6,700
WD-0403 - UNIDIRECTIONAL FLUSHING	FEET	0	0	307877	0	\$0	\$0
Program 04 TOTAL		122	48			\$53,769	\$18,196
05 - SERVICE LINES							
WD-0501 - SERVICE LINE REPAIR	REPAIRS	47	61	17	28	\$19,002	\$24,217
Program 05 TOTAL		47	61			\$19,002	\$24,217
06 - CAPITAL							
CAP AV - CAPITAL AIR VACUUM REPLACE	AIR VACS	30	0	5	0	\$12,239	\$0
CAP BI - CAPITAL BYPASS & METER INSTALL	REPLACE	12	1	1	1	\$6,388	\$253
CAP FH - CAPITAL HYDRANT UPGRADE	HYDRANTS	113	122	17	17	\$90,986	\$80,404
CAP LM - CAPITAL LARGE METERS	METERS	50	29	119	91	\$138,361	\$51,596
CAP MV - CAPITAL MAINLINE VALVE REPLACE	VALVES	94	114	17	22	\$70,257	\$59,193
CAP SL - CAPITAL SERVICE LINE REPLACE	SERVICES	31	25	8	5	\$15,650	\$9,594
CAP SM - CAPITAL SMALL METERS	METERS	97	114	1211	1283	\$115,610	\$149,901
CAP SS - CAPITAL SAMPLE STATION REPLACE	STATIONS	5	13	5	5	\$2,108	\$4,548
Program 06 TOTAL		432	418			\$451,599	\$355,489
TOTAL						\$758,095	\$637,385



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Engineering and Operations Committee
FROM: Stacie Sheek, Customer Services Manager
DATE: May 21, 2019
SUBJECT: Elite Customer Service

RECOMMENDATION

Recommend that the Board of Directors amend the professional services contract with Moran Consulting, Inc. for \$92,348 for a total amount not to exceed \$431,341 to perform customer service quarterly audits and to provide supporting elite customer service training; and authorize execution of the contract.

STRATEGIC PLAN

Goal #5: Attract and retain skilled employees.
Goal #6: Provide outstanding customer service.

PRIOR BOAD ACTION/DISCUSSION

At its July 14, 2016 meeting, the Board of Directors (Board) awarded a contract to Moran Consulting, Inc. (Moran) for \$99,043 and a 10% contingency for a total not-to-exceed amount of \$108,947 to develop and provide elite customer service training at Mesa Water District (Mesa Water®).

At its April 13, 2017 meeting, the Board amended the professional services contract with Moran for \$145,300 and a 10% contingency for a total not-to exceed amount of \$159,830 to develop an elite customer service program to be implemented District-wide.

At its August 10, 2017 meeting, the Board received a presentation on the performance tools to be implemented for measuring and elevating customer service to an elite level.

At its April 12, 2018 meeting, the Board received a presentation on an overview of the Customer Service Department Activity and recommendations for improvements to elevate customer service to an elite level.

At its August 9, 2018 meeting, the Board received a presentation on the first Customer Service Audit; and amended the professional services contract with Moran for \$94,650 for a total not-to-exceed amount of \$338,993 to perform customer service quarterly audits and provide supporting elite customer service training.

At its March 7, 2019 workshop, the Board received a presentation on the second Customer Service Audit.

DISCUSSION

In 2016, Moran Consulting, Inc. (Moran) was selected through a competitive bid process to evaluate Mesa Water District's (Mesa Water®) customer service processes. Based on their findings, Moran developed and implemented a training program to elevate customer service to an



elite level. To ensure this high level of customer service continues to be provided by Mesa Water, an accountability program that includes routine audits and additional training was also developed.

To measure the strength of key performance indicators that have been identified as most important to the customer, Moran has completed the first and second quarter audits for Fiscal Year 2019. The audits consist of analyzing data collected from the following key performance indicators:

- Customer Satisfaction
- First Call Resolution
- Call Quality
- Speed to Access
- Call Abandonment

Overall scores of 88% and 87% were achieved for the first and second quarter audits, respectively. The aggregate Fiscal Year 2018 score was 81%. These scores indicate an upward trend in the level of service provided by Mesa Water District (Mesa Water®) staff. The District is focused on achieving an Elite Customer Service score of at least 90%.

Over the course of the past two audits, a gold performance level was achieved and maintained in overall Customer Satisfaction which is based on customer feedback provided via phone and walk-in surveys. In the second quarter audit, staff achieved a gold performance level for the first time in overall Call Quality which is based on the Customer Services Manager's review and evaluation of recorded customer phone calls and validated further by Mesa Water's third party auditor.

In addition to identifying and mitigating challenges associated with Mesa Water's goal of progressing to an elite customer service performance level, Moran will continue to perform quarterly audits and monthly training to the Customer Service staff to ensure long-term success.

Additionally, over the next 12-months Moran will facilitate a 2-day training for new hires and assist with implementation and training for the new phone system.

Staff recommends that the Board consider amending the professional services contract with Moran for an additional \$92,348 for a total amount not to exceed \$431,341. Moran Consulting Inc.'s Scope of Work and Cost Proposal is available upon request.

FINANCIAL IMPACT

In Fiscal Year 2019, \$94,650 is budgeted for Elite Customer Service; \$87,785 has been spent to date. Requested funding of \$92,348 will be included in the proposed Fiscal Year 2020 Budget.



	Project Estimate <u>Amounts</u>	Project Cost <u>Amounts</u>
Initial Project Estimate (FY 2017)	\$ 99,043	
Original Contract		\$ 99,043
Amendment #1		\$ 145,300
Amendment #2		\$ 94,650
Amendment #3		\$ 92,348
Revised Contract		<u>\$ 431,341</u>
Actual Spent to Date		\$ 298,324
Revised Project Estimate	\$ 431,341	

ATTACHMENTS

None.

REPORTS:

7. REPORT OF THE GENERAL MANAGER

REPORTS:

8. DIRECTORS' REPORTS AND COMMENTS