



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCS.D.COM

BOARD OF DIRECTORS REGULAR BOARD MEETING NOTICE & AGENDA

NOTICE IS HEREBY GIVEN that the Board of Directors of the Channel Islands Beach Community Services District will hold A Regular Meeting beginning at 6:00 PM on Tuesday, January 14, 2020. The Meeting will be held at the **District Office Conference Room, 353 Santa Monica Drive, Channel Islands Beach, CA 93035.** The Agenda is as follows:

A. CALL TO ORDER, ROLL CALL, PLEDGE OF ALLEGIANCE:

B. PUBLIC COMMENTS:

1. Opportunity for members of the public to address the Board on matters under the purview of the District and which are not on the agenda. (Time limit 3 minutes per speaker)

C. CONSENT CALENDAR:

1. Approve the Agenda Order
2. Financial Reports:
 - a. Cash Disbursal & Receipt Report –December 2019
3. Minutes
 - a. December 10, 2019 Regular Board Meeting

4. Authorize customer request for relief from water charges due to leaks on the property consistent with Resolution 16-06:

	Account Number	Water Relief	Sewer Relief	Total Relief
a.	03170-15	\$16.14	\$57.94	\$74.08
b.	18480-01	\$28.56	\$69.53	\$98.09
c.	05320-03	\$7.14	\$17.38	\$24.52
d.	20390-01	\$30.94	\$75.32	\$106.26
e.	00000104	\$15.52	\$46.35	\$61.87
				\$364.82

D. OPERATIONS AND MAINTENANCE REPORT:

E. ACTION CALENDAR:

1. Election of Board Officers for Calendar Year 2020

Recommendation:

- 1) Appoint new officers for Board positions, committees, outside agency appointments, and professional associations.

2. Discontinuation of Residential Water Service Policy

Recommendation:

- 1) Board to consider and approve Discontinuation of Residential Water Service Policy for Non-Payment pursuant to Senate Bill 998.

3. Accessibility Policy

Recommendation:

- 1) Consider and adopt District Policy ensuring website accessibility to people with disabilities.

F. INFORMATION CALENDAR:

1. Discussion on District Involvement with Procurement, Installation, and Maintenance of CCTV Security Cameras

2. PHWA Agenda Review

3. Report from Board Members of any meeting or conference where compensation from the District for attendance was received

G. BOARD MEMBER COMMENTS:

H. GENERAL COUNSEL & GENERAL MANAGER COMMENTS:

AGENDA POSTING CERTIFICATION

This agenda was posted Thursday January 9, 2020 by 5:00 PM. The agenda is posted at the District Office and two public notice bulletin boards, which are accessible 24 hours per day. The locations include:

- Hollywood Beach School, 4000 Sunset
- Corner Store, 2425 Roosevelt Blvd.
- District Office, 353 Santa Monica Drive

Agendas are also posted on the District's website at www.cibcsd.com.



Peter Martinez
General Manager

REQUESTS FOR DISABILITY-RELATED MODIFICATION OR ACCOMMODATION, INCLUDING AUXILIARY AIDS OR SERVICES, IN ORDER TO ATTEND OR PARTICIPATE IN A MEETING, SHOULD BE MADE TO THE SECRETARY OF THE BOARD IN ADVANCE OF THE MEETING TO ENSURE THE AVAILABILITY OF REQUESTED SERVICE OR ACCOMODATION. NOTICES, AGENDAS AND PUBLIC DOCUMENTS RELATED TO THE BOARD MEETINGS CAN BE MADE AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST.

Channel Islands Beach 2013

1/9/2020 12:34 PM

Register: 1002 · Checking Pacific Western

From 12/01/2019 through 12/31/2019

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
12/03/2019		QuickBooks Payroll ...	-split-	Created by Pay...	19,776.66			352,215.84
12/04/2019	DEP	QB:DEPOSIT	2050 - Customer Depo...	Dep 12/3			150.00	352,365.84
12/04/2019	DEP	QB:DEPOSIT	2050 - Customer Depo...	Dep 12/2			150.00	352,515.84
12/04/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/4			113.84	352,629.68
12/04/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/3			4,310.73	356,940.41
12/04/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/2			2,656.21	359,596.62
12/04/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/2			177.22	359,773.84
12/04/2019	6041	America's Tire	2000 - Accounts Payable	2012 Colorado ...	1,106.18			358,667.66
12/04/2019	6042	Badger Meter	2000 - Accounts Payable		1,666.97			357,000.69
12/04/2019	6043	CUSI	2000 - Accounts Payable		100.84			356,899.85
12/04/2019	6044	Hollister & Brace	2000 - Accounts Payable		787.50			356,112.35
12/04/2019	6045	Jarrold Lawrence	2000 - Accounts Payable		256.25			355,856.10
12/04/2019	6046	Miguel Zavalza	2000 - Accounts Payable		225.00			355,631.10
12/04/2019	6047	National Meter & Au...	2000 - Accounts Payable		10,634.91			344,996.19
12/04/2019	6048	Plumbers Depot, Inc.	2000 - Accounts Payable		2,382.69			342,613.50
12/04/2019	6049	Rob Steinmetz	2000 - Accounts Payable	CERT Open H...	324.29			342,289.21
12/04/2019	6050	Underground Service...	2000 - Accounts Payable		1.65			342,287.56
12/04/2019	6051	XIO, Inc.	2000 - Accounts Payable		865.00			341,422.56
12/04/2019	6052	ZWORLD GIS	2000 - Accounts Payable		1,665.95			339,756.61
12/04/2019	To Print	Carol J Dillon	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	Casey D Johnson	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	E.D. Brock	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	Erika F Davis	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	Keila E Wilson	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	Mark A Espinosa	-split-	Direct Deposit		X		339,756.61
12/04/2019	To Print	Peter A. Martinez	-split-	Direct Deposit		X		339,756.61
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/05			150.00	339,906.61
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/02			169.46	340,076.07
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/03			448.28	340,524.35
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/03			124.14	340,648.49
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/04			86.00	340,734.49
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/06			9,959.64	350,694.13
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 11/29			7,410.06	358,104.19
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 11/29			435.00	358,539.19
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 11/29			707.03	359,246.22
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 11/27			174.47	359,420.69
12/06/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 11/26			95.00	359,515.69
12/06/2019	ACH	Document Systems, I...	6 - Administrative Exp...	Inv. 117393	76.12			359,439.57
12/06/2019	ACH	FGL Environmental I...	1 - Water System Expe...	915676A	168.00			359,271.57
12/06/2019	ACH	Mission Linen & Uni...	5 - Salaries & Benefits:...	212508 11/30/19	181.36			359,090.21

Channel Islands Beach 2013

1/9/2020 12:34 PM

Register: 1002 · Checking Pacific Western

From 12/01/2019 through 12/31/2019

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
12/06/2019	ACH	Cardmember Service	8000 - Suspense	11/21/2019	3,571.08			355,519.13
12/06/2019	ACH	Aflac	*2020 - Payroll Liabilit...	347571	235.70			355,283.43
12/06/2019	ACH	ACWA/JPIA Health ...	5 - Salaries & Benefits:...	0637822	900.70			354,382.73
12/06/2019	ACH	Arco	4 - Maintenance Expen...	57377277	857.50			353,525.23
12/06/2019	ACH	FGL Environmental I...	1 - Water System Expe...	914922A	245.00			353,280.23
12/06/2019	ACH	QB:DEPOSIT	1 - Water System Expe...	912730A	146.00			353,134.23
12/06/2019	6053	CSDA	2000 - Accounts Payable	2020 Dues	3,767.00			349,367.23
12/06/2019	6054	Diener's Electric, Inc.	2000 - Accounts Payable		815.13			348,552.10
12/06/2019	6055	ImageSource	2000 - Accounts Payable		124.52			348,427.58
12/06/2019	6056	LINDA ST. CLAIR	2000 - Accounts Payable	CUSTOMER ...	51.77			348,375.81
12/06/2019	6057	Nationwide Retirement	2000 - Accounts Payable	pr pd 11-16-19 ...	1,572.95			346,802.86
12/06/2019	6058	Staples	2000 - Accounts Payable		223.53			346,579.33
12/06/2019	6059	STEPHEN OR JANL...	2000 - Accounts Payable	CUSTOMER ...	100.01			346,479.32
12/06/2019	6060	United States Postal ...	2000 - Accounts Payable		5,000.00			341,479.32
12/13/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/09			6,463.26	347,942.58
12/13/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/12			7,700.28	355,642.86
12/13/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/10			13,295.38	368,938.24
12/13/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/13			27,438.21	396,376.45
12/16/2019	ACH	CalPers	-split-		2,903.47			393,472.98
12/17/2019		QuickBooks Payroll ...	-split-	Created by Pay...	2,699.88			390,773.10
12/18/2019	ACH	CalPers	-split-		10,452.87			380,320.23
12/18/2019		Mark A Espinosa	-split-	VOID: Direct ...		X		380,320.23
12/18/2019	To Print	Carol J Dillon	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	Casey D Johnson	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	E.D. Brock	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	Erika F Davis	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	Keila E Wilson	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	Peter A. Martinez	-split-	Direct Deposit		X		380,320.23
12/18/2019	To Print	Mark A Espinosa	-split-	Direct Deposit		X		380,320.23
12/19/2019	6061	A to Z Law, LLP	2000 - Accounts Payable		330.00			379,990.23
12/19/2019	6062	AWWA-California-...	2000 - Accounts Payable	AWWA Dues	445.00			379,545.23
12/19/2019	6063	CWEA	2000 - Accounts Payable	Mark Espinosa ...	192.00			379,353.23
12/19/2019	6064	EJ Harrison & Sons, ...	2000 - Accounts Payable	pr pd 10/16/19 ...	45,730.02			333,623.21
12/19/2019	6065	FGL Environmental I...	2000 - Accounts Payable		292.00			333,331.21
12/19/2019	6066	Grainger	2000 - Accounts Payable		777.67			332,553.54
12/19/2019	6067	Nationwide Retirement	2000 - Accounts Payable	pr pd 11-30-19 ...	1,581.45			330,972.09
12/19/2019	6068	Port Hueneme Marin...	2000 - Accounts Payable		1,195.14			329,776.95
12/19/2019	6069	Proven Print Services	2000 - Accounts Payable	GM business c...	289.58			329,487.37
12/19/2019	6070	Smartcover Systems	2000 - Accounts Payable	2/1/20 to 1/31/...	7,118.00			322,369.37
12/19/2019	6071	STEPHEN OR JANL...	2000 - Accounts Payable	Customer Refund	130.00			322,239.37

Channel Islands Beach 2013

1/9/2020 12:34 PM

Register: 1002 · Checking Pacific Western

From 12/01/2019 through 12/31/2019

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
12/19/2019	6072	SWRCB	2000 - Accounts Payable	State Water Bo...	9,930.25			312,309.12
12/19/2019	6073	Peter Martinez	2000 - Accounts Payable	1/2 Year Educa...	4,000.00			308,309.12
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/16			114.45	308,423.57
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/10			143.53	308,567.10
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/11			116.58	308,683.68
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/19			70.09	308,753.77
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/17			28,705.54	337,459.31
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/11			160.00	337,619.31
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/12			95.06	337,714.37
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/10			646.84	338,361.21
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/20			373.99	338,735.20
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/13			610.00	339,345.20
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/09			926.87	340,272.07
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/05			754.16	341,026.23
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/18			391.72	341,417.95
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/16			155.00	341,572.95
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/20			11,424.10	352,997.05
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/18			2,765.15	355,762.20
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/11			150.00	355,912.20
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/20			250.00	356,162.20
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/16			8,201.22	364,363.42
12/20/2019	DEP	QB:DEPOSIT	1200 - Accounts Recei...	Dep 12/19			20,133.82	384,497.24
12/23/2019	6074	Keila Wilson	2000 - Accounts Payable	K. Wilson, Edu...	318.53			384,178.71
12/23/2019	6079	Nationwide Retirement	2000 - Accounts Payable	VOID: pr pd 1...		X		384,178.71
12/23/2019	6079	Nationwide Retirement	2000 - Accounts Payable	pr pd 12-14-19 ...	1,584.39			382,594.32
12/27/2019		QuickBooks Payroll ...	-split-	Created by Pay...	20,431.57			362,162.75
12/30/2019	6075	Kristina N Brewer	-split-		184.70			361,978.05
12/30/2019	6076	Marcia L Marcus	-split-		184.70			361,793.35
12/30/2019	6077	Robert T Nast	-split-		184.70			361,608.65
12/30/2019	6078	Sean Debley	-split-		184.70			361,423.95
12/30/2019	To Print	Carol J Dillon	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Casey D Johnson	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	E.D. Brock	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Erika F Davis	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Jared Bouchard	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Keila E Wilson	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Mark A Espinosa	-split-	Direct Deposit		X		361,423.95
12/30/2019	To Print	Peter A. Martinez	-split-	Direct Deposit		X		361,423.95

MINUTES OF THE
CHANNEL ISLANDS BEACH COMMUNITY SERVICES DISTRICT
REGULAR BOARD MEETING, December 10, 2019

A. CALL TO ORDER, ROLL CALL, AND PLEDGE OF ALLEGIANCE:

President Brewer called the meeting to order at 6:01 P.M. and led everyone in attendance in the Pledge of Allegiance. In attendance, Vice President Nast, Director Bouchard, Director Debley, General Manager Peter Martinez, Clerk of the Board, Erika Davis, and General Counsel, Robert Congelliere.

Director Marcus was absent.

B. PUBLIC COMMENTS:

Presented after Item E Action Calendar at 6:15 p.m.

Sergeant Harris from the Sherriff's department discussed events in the area including the Corner Store robbery which the assailants were caught, the Sherriff's offer of installing the Ring to aid in video surveillance at the beach communities, the golf cart concerns on Hollywood Beach which at this point the city council is determining the legality of this situation, the La Janelle parking lot closure and the possible reopening of the parking lot in the near future, the announcement that the At Your Service Day Event will be taking place again in 2020 and the reminder to beach residents to take steps to avoid crimes of opportunity.

Captain Randy Downard from Sheriff's department introduced himself as the newly appointed captain.

C. CONSENT CALENDAR:

Director Bouchard made the motion to approve the Consent Calendar and Director Debley seconded the motion. The motion passed.

Brewer, Nast, Bouchard, Debley 4 - Yes 0 -No

D. OPERATIONS AND MAINTENANCE REPORT:

General Manager Martinez explained the Operations and Maintenance tasks for the month.

6:03 p.m. Director Marcus joins the meeting.

Using a PowerPoint presentation General Manager Martinez described the large water meter installs, the replacement of the Oxnard interconnect valve and meter, water valve replacements and preparation to service Cla Val at the turnout.

E. ACTION CALENDAR:

General Manager Martinez explained that the Holiday Schedule and Board Meeting Dates item is an action item that occurs every year. Director Bouchard made the motion to approve the Holiday Schedule as presented and approve the Board Meeting Schedule eliminating the August 11, 2020 Regular Board Meeting. Director Marcus seconded the motion. The motion passed all in favor.

Brewer, Nast, Marcus, Bouchard, Debley 5 - Yes 0 -No

F. INFORMATION CALENDAR:

1. Using a PowerPoint presentation, General Manager Martinez explained that the District performed a sampling on November 14, 2019 of the District's distribution system for PFOA and PFAS at the Panama Sample Station. The samples were sent to an Environmental Protection Agency (EPA) certified laboratory. Babcock Laboratories provided the results in the beginning of December 2019 indicating a Non-Detect result for both PFOA and PFAS. Board asked that the test results be posted on the District website.

2. General Manager Martinez, used a PowerPoint presentation updating the Board on the Ordinance that was adopted by the Fox Canyon Groundwater Management Agency on October 23, 2019. Board discussion ensued. General Manager Martinez handed out an article that discussed the repercussions in other areas and stated the positive spin on the situation is the effort being made to be ahead of the problem. Director Bouchard asked that due to the 5-year review that the Board remain engaged and supportive of Staff's involvement.

3. General Manager Martinez reviewed the PHWA agenda and stated that he received notice this afternoon that the Budget was postponed until the January 2020 meeting. Director Bouchard and Director Marcus asked General Manager Martinez to contact PHWA and suggest that the December meeting be canceled.

4. Report from Board Members of any meeting or conference where compensation from the District for attendance is received

Vice President Nast stated he attended the VRSD meeting and Al Fox was appointed Special District Committee Representative.

Director Marcus stated that she and Director Bouchard attended PHWA meeting and Peter Candy gave a very detailed presentation on the Fox Canyon Groundwater Management Agency.

G. BOARD MEMBER COMMENTS:

Vice President Nast asked that the Board agenda discussion regarding a proposal that would address hurricane fencing on the beaches to allow for sand retention and shoaling and considering hosting a forum for a presentation to the community regarding this issue.

Director Bouchard wished the Board and Staff a Happy Holiday.

President Brewer stated that the issues with Ventura County Code Compliance and the Temporary Rental Units have been quite challenging.

H. GENERAL COUNSEL & GENERAL MANAGER COMMENTS:

General Counsel commented that legally a Board needs to meet once every three months at a minimum.

General Manager Martinez informed the Board that the CUP process is moving forward, and it will be submitted in January 2020.

General Manager Martinez explained that the process of recruiting an Operations Manager has begun and he plans on flying the position over the holidays.

General Manager Martinez reminded the Board that the District email should only be used for District business.

General Manager Martinez wished everyone a Happy Holiday.

The Board Meeting adjourned at 7:41 P.M.

Kristina Brewer, President



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCSD.COM

Regular Board Meeting, January 14, 2020

To: Board of Directors
From: CJ Dillon, *Office Manager*
Subject: Election of Board Officers for Calendar Year 2020
Item No. E-1

RECOMMENDATION:

1. Appoint new officers for Board positions, committees, outside agency appointments, and professional associations.

FINANCIAL IMPACT: No impact to District budget.

BACKGROUND/DISCUSSION:

At the beginning of each calendar year, the Board appoints new officers for its President and Vice President positions. In addition, the Board selects officer assignments for its three committees –

1. Finance Committee
2. Facilities Committee
3. Water Utility Rate Review Committee (WURRC)

The Board assigns two Board members each to the Finance and Facilities Committees, with the Board President typically serving as the alternate to both committees. The WURRC was established to provide a forum for the District Board and the County Harbor Administration to discuss utility rate issues. The WURRC, which has not met in recent years, was established to provide a forum for the District Board and the County Harbor Administration to discuss utility rate issues. This committee is typically served by the Board President, with the Vice President serving as the alternate.

Lastly, the Board selects appointees to seven outside agencies. These outside agencies include:

1. Association of California Water Agencies/Joint Powers Insurance Authority (ACWA/JPIA) Board of Directors
2. ACWA Region 8 Council
3. Port Hueneme Water Agency (PHWA) Board of Directors
4. Ventura County Special Districts Association (VCSDA) Board of Directors
5. Ventura Regional Sanitation District (VRSD)
6. California Special Districts Association (CSDA)
7. California Association of Sanitation Agencies

For reference, the table below summarizes all the Board, Committee, Agency seats, and Professional Association appointments that need to be filled.

Organization	Member(s)	Alternate
Board Positions		
President		n/a
Vice President		n/a
Committee Assignments		
Finance Committee		President
Facilities Committee		President
Water Rate Review Committee	President	Vice President
Agency Appointments		
ACWA/JPIA		
ACWA		
PHWA		
VCSDA		
VRSD & Committee		
CSDA		
CASA		



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCSO.COM

Regular Board Meeting, January 14, 2019

To: Board of Directors
From: Pete Martinez, *General Manager*
Subject: Discontinuation of Residential Water Service Policy
Item No. E-2

RECOMMENDATION: Board to consider and approve Discontinuation of Residential Water Service Policy for Non-Payment pursuant to Senate Bill 998.

INFORMATION:

The proposed District policy related to the discontinuation of residential water service for non-payment conforms with Senate Bill 998 requirements, which was signed into law on September 28, 2018. The new legislation will impact existing practices, policies and procedures relating to delinquent accounts and discontinuation of water service by the District. The new law applies to (1) urban and community water systems and (2) urban water suppliers. This bill requires the District to approve and adopt new policies and procedures related to the discontinuation of water service by February 1, 2020.

DISCUSSION:

In summary, SB 998 mandates the following:

- A) Urban and community water systems must adopt written discontinuation policies that are available in English, Spanish, Chinese, Tagalog, Vietnamese, Korean and any other language spoken by 10 percent or more people within the system's service area. The policies must contain certain information (listed in Section 116906(a) of the Bill) and be posted on the District's website.
- B) Urban and community water systems may not discontinue residential water service due to delinquent payment until payments are delinquent for at least 60 days. No less than 7 business days before discontinuation, the urban and community water system must attempt to provide notice to customers by telephone or in writing, and provide information about appeals, extensions and alternative repayment options which are listed in Section 116908(a) of the Bill. If the water system is not able to make contact with the customer or the mail is undeliverable, the urban and community water system must visit the residence and leave a notice in accordance with Section 116908.
- C) Urban and community water systems may not discontinue residential water service of a customer or tenant of a customer if all of the following take place: 1) a primary care

provider certifies that the discontinuation of water service will pose a serious or potentially fatal threat to a resident, 2) the customer demonstrates inability to pay within the normal billing cycle, and 3) the customer is willing to enter into an alternative payment arrangement.

A customer can demonstrate an inability to pay based on the receipt of certain public assistance by someone in the household, or a declaration from the customer that the household is below 200 percent of the federal poverty level. In exchange, the District can pick from several payment alternatives listed in 116910(b). Ultimately, however, if the customer fails to abide by the payment alternatives, residential service can be discontinued but the customer must receive information about how to restore the services.

The aforementioned policy will likely result in increased administrative staff time related to tracking, monitoring, and the billing of delinquent accounts to ensure compliance with SB 998. Staff will be exploring new ways in the current billing system to streamline these new procedures, wherever possible.

ATTACHMENTS:

1. Proposed - Discontinuation of Residential Water Service for Non-Payment Policy
2. Senate Bill No. 998

**Channel Islands Beach Community Services District
Discontinuation of Residential Water Service for Non-Payment Policy
Effective Date February 1, 2020**

Reference:

Senate Bill No. 998: Discontinuation of Residential Water Service

Purpose/Background

This policy enumerates Channel Islands Beach Community Service District's administrative actions for the collection of delinquent accounts, including notifications, fee assignments and discontinuation of service. This policy will be made available to the public on the District's website. The District can be contacted by phone at (805) 985-6021 to discuss options for averting discontinuation of water service for nonpayment under the terms of this policy.

1. Delinquent Account:

- 1.1. Delinquent accounts are hereafter identified as any account that remains unpaid (and without having made payment arrangements or established an alternative payment schedule) by close of business 21 days after issuance of the water bill. The following rules apply to the collection of delinquent accounts:

1.1.1. *Small Balance Accounts*

Any balance on a bill of \$15 or less may be carried over, and added to, the next billing period without being assessed a late fee or incurring further collection action. Failure to pay an amount of \$15 or less will not render an account "delinquent."

1.1.2. *Late Fees*

If payment for a bill of more than \$15 is not received by close of business on the 21st day after the bill is issued, a late fee of 10% of the amount past due will be assessed onto the customer's account. The due date and late fee will be displayed prominently on the customer's subsequent service bill and also appear on the Late Notice.

1.1.3. *Waiver of Late Fees*

At the request of the customer, the District may waive a late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding 12 months. The District shall only waive one late fee in a 12-month period.

1.2. Notice for Delinquent Accounts

1.2.1. *Late Notice for Delinquent Accounts*

The District shall provide the customer a “Late Notice” informing the customer that the account remains past due and is now deemed delinquent. The Late Notice shall also inform the customer that termination of service will be forthcoming if the bill remains delinquent for more than 60 days. A Late Notice shall be sent as soon as the customer’s account is deemed delinquent.

The Late Notice shall include all of the following:

- Customer’s name and address
- Amount that is past due
- Date by which payment or payment arrangements are required to avoid discontinuation of service
- Description of the process to apply for an amortization plan
- Description of the process to dispute or appeal the bill and past due amount
- The District’s phone number and a web link to the District’s discontinuation of residential service policy

1.2.2. When Service Address is Different than Customer’s Billing Address

If the customer’s billing address for residential service is different than the service address, the District shall also send a Late Notice to the service address, addressed to “Occupant” or name of the occupants if known to the District.

1.2.3. When a Late Notice is Returned to District

The District assumes no responsibility for phone or email contact information that has not been kept up to date by the customer. If the written notice is returned through mail, the District will make a reasonable, good faith effort to notify the customer by placing the Late Notice in a conspicuous place on the residential property.

1.2.4. Residential Service for Tenants with Delinquent Landlords

If the “Occupant” of the service address is a tenant, and the customer of record is the tenant’s landlord, the tenant may opt to become the customer of record to whom service will then be billed. However, **the tenant may only become the customer of record if the landlord’s account for the service address has been deemed delinquent.**

The tenant must agree to the terms and conditions of service and meet the requirements of service. The District may request proof of prompt payment of rent or other credit obligation that the District deems acceptable.

If the tenant becomes the customer of record, the tenant is not required to pay any amount which may be due on the landlord’s account for the service address. However, the landlord is still liable for their past due amount and will be required to pay the amount past due in order to remain in good standing with the District.

1.3. Alternative Payment Arrangements for Delinquent Accounts

Any customer who is unable to pay for water service within the normal payment period may request an alternative payment arrangement to avoid late fees or disruption of service. The

District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted.

1.3.1. Amortization Plan

Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed 12 months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan.

1.3.2. Alternative Payments When Discontinuation Poses Serious Health & Safety Risk

Residential service will not be discontinued, and the customer will be offered an alternative payment arrangement if **all** of the following conditions (1,2, and 3) are met:

1. Certification by a Primary Care Provider

Certification by a Primary Care Provider (General Practitioner, Obstetrician/Gynecologist, Pediatrician, Family Practice Physician, Primary Care Clinic, Hospital, or Outpatient Clinic) who certifies that the termination will be life-threatening or pose a serious threat to the health and safety of any resident of the premises where water is provided will obligate the District to enter an amortized repayment plan.

2. Evidence that the Customer is Unable to Pay

The customer demonstrates that he or she is financially unable to pay for residential service within the normal billing cycle. The customer is deemed financially unable to pay for service if:

- a. Any member of the customer's household is a recipient of:
 - CalWORKS
 - CalFresh
 - General assistance
 - Medi-Cal
 - Supplemental Security Income/State Supplementary Payment Program
 - California Special Supplemental Nutrition Program for Woman, Infants and Children;

OR

- b. The customer declares that the household annual income is less than 200 percent of the federal poverty level

3. Customer is Willing to Enter into Alternative Payment Arrangements

The customer must be willing to enter into an amortization agreement, alternative payment schedule, or a plan for a deferred or reduced payment.

1.3.3. *Default on Alternative Payment Arrangements*

Failure to comply with the terms of an alternative payment or amortization plan within a billing cycle will deem the account delinquent and result in the issuance of a Late Notice, pursuant to Paragraph 1.2.

Failure to comply with the terms of an alternative payment or amortization plan for more than 60 days will result in the issuance of a Door Hanger Notice, pursuant to Paragraph 2.1, notifying the customer of imminent discontinuation of service.

2. Discontinuation of Service for Nonpayment

2.1. Written Notice of Discontinuation of Service

The District shall not discontinue water service for non-payment until payment by the customer has been delinquent for more than 60 days. The District shall contact the customer in writing, in the form of a door hanger tag (“Door Hanger Notice”) at least seven (7) business days before the discontinuation of water service for non-payment.

2.1.1. *Door Hanger Notice Fee*

When a Door Hanger Notice is delivered, an additional \$15.00 fee is applied to the customer’s account balance. All applicable fees must be paid in order to avoid service disconnection and/or restore those services in the event they are disconnected.

2.2. Disconnection Deadline

All delinquent water service charges and associated fees must be received by the District by 4:30 p.m. on the day specified in the Late Notice (see Paragraph 1.2).

2.3. Disconnection of Water Service for Non-Payment

The District will disconnect water service by turning off, and in some cases locking off, the meter. Before service is disconnected, the customer will be notified by a Door Hanger Notice at least 7 business days prior to termination of service, as provided in Section 2.1 of this Policy.

At the time service is discontinued and terminated to the customer, the District shall place a “Reestablishment Notice” in a conspicuous place at the service address. The Reestablishment Notice shall provide the customer information on how to restore residential service.

2.4. Reporting of Discontinuations of Residential Service

The District shall report the number of annual discontinuations of residential service for inability to pay on the District’s website, pursuant to Health & Safety Code § 116918.

3. Reestablishment of Service

In order to resume or continue service that has been disconnected for non-payment, the customer must pay a re-establishment fee. The District will endeavor to reconnect service as

soon as practicable but, at a minimum, will restore service before the end of the next regular working day following payment of any past due amount and delinquent fees attributable to the termination of service. Water service that is turned on by any person other than District personnel or without District authorization may be subject to fines or additional charges or fees. Any damages that occur as a result of unauthorized restoration of service are the responsibility of the customer.

3.1. Re-establishment of Service During Business Hours

If District water service has been disconnected, an additional re-establishment fee of \$50.00 and all outstanding balances shall be paid prior to service being restored.

3.2. Re-establishment of Service After Business Hours

Service restored after 5:00 p.m. Monday through Friday, weekends, or holidays will be charged an after-hours re-establishment fee. Service will not be restored after regular business hours unless the customer has been informed of the after-hours re-establishment fee and has signed an agreement acknowledging the fee and agreeing to contact the District office no later than noon the following business day to pay the subject fee. If the customer requests re-establishment of water service outside of regular business hours, the fee to restore service shall be \$105.00, instead of the \$50.00 fee listed above, plus all other outstanding balances on the account.

4. Returned Checks

4.1. Notification of Disposition of Returned Check

Upon receipt of a returned check taken as payment on a delinquent account, the District will deem the account unpaid and the account will remain delinquent. The District will make a reasonable, good-faith effort to notify the customer by phone or email of the returned check.

If the account is more than 60 days delinquent at the time the District received a returned check, a Door Hanger Notice for discontinuation of service will be placed at the service address notifying the customer that service will be discontinued in seven (7) business days.

Water service will be disconnected if the amount of the returned check and the returned check charge are not paid on or before the date specified in the Door Hanger Notice.

4.2. Returned Checks for Previously Disconnected Service

In the event a customer tenders a returned check as payment to restore water service previously disconnected for non-payment and the District restores service, the District may promptly disconnect service without providing further notice. No 48-hour notice of termination will be given in the case of a returned check tendered for payment of water charges that were subject to discontinuance.

Any customer issuing a returned check as payment to restore service turned off for non-payment will be required to pay cash, money order or cashier's check to restore future service disconnections for a period of 12 months from the date of the returned payment.

4.3. Multiple Returned Checks

After three returned checks on a single customer account, all amounts paid must be in money orders, cashier's checks, or cash.

5. Disputes and Appeals

If a customer wishes to dispute a charge on a bill, the customer has the right to appeal as follows:

5.1. Appeal to Office Manager

The appeal must be in writing, legible, and received by the Office Manager within 15 calendar days of the date the bill the customer seeks to appeal was issued to the customer.

The appeal shall include:

- a. The basis for the appeal; and
- b. Evidence supporting the basis for the appeal; and,
- c. A suggestion for resolution of the dispute, if any.

Upon receipt, the Office Manager will notify the customer of confirmation of receipt of the appeal and, within fifteen (15) calendar days the Office Manager shall provide the customer an independent determination of the disputed bill, provided to the customer in writing.

5.2. Appeal of Office Manager's Determination

The Office Manager's determination may be appealed to the General Manager within fifteen (15) calendar days of the mailing date of the Office Manager's determination. The appeal of the Office Manager's determination shall be heard and considered by the General Manager within 30 calendar days from the General Manager's receipt of an appeal, but no public hearing is required. The General Manager shall provide the applicant notice of the time and place for the appeal hearing. The General Manager may, in his or her discretion, affirm, reverse, or modify the determination accordingly. The General Manager's decision shall be final.

5.3. Pending Appeals

The District may not disconnect a customer's residential water service while the customer has an appeal pending.

Senate Bill No. 998

CHAPTER 891

An act to add Chapter 6 (commencing with Section 116900) to Part 12 of Division 104 of the Health and Safety Code, relating to water.

[Approved by Governor September 28, 2018. Filed with Secretary of State September 28, 2018.]

LEGISLATIVE COUNSEL'S DIGEST

SB 998, Dodd. Discontinuation of residential water service: urban and community water systems.

Existing law, the California Safe Drinking Water Act, requires the State Water Resources Control Board to administer provisions relating to the regulation of drinking water to protect public health. Existing law declares it to be the established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.

Under existing law, the Public Utilities Commission has regulatory authority over public utilities, including water corporations. Existing law requires certain notice to be given before a water corporation, public utility district, municipal utility district, or a municipally owned or operated public utility furnishing water may terminate residential service for nonpayment of a delinquent account, as prescribed.

This bill would require an urban and community water system, defined as a public water system that supplies water to more than 200 service connections, to have a written policy on discontinuation of water service to certain types of residences for nonpayment available in prescribed languages. The bill would require the policy to include certain components, be available on the system's Internet Web site, and be provided to customers in writing, upon request. The bill would provide for enforcement of these provisions, including making a violation of these provisions punishable by a civil penalty issued by the board in an amount not to exceed \$1,000 for each day in which the violation occurs, and would require the enforcement moneys collected by the board to be deposited in the Safe Drinking Water Account. The bill would prohibit an urban and community water system from discontinuing residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. The bill would require an urban and community water system to contact the customer named on the account and provide the customer with the urban and community water system's policy on discontinuation of residential service for nonpayment no less than 7 business days before discontinuation of residential service, as prescribed.

This bill would prohibit residential service from being discontinued under specified circumstances. The bill would require an urban and community

water system that discontinues residential service to provide the customer with information on how to restore service. The bill would require an urban and community water system to waive interest charges on delinquent bills for, and would limit the amount of a reconnection of service fee imposed on, a residential customer who demonstrates, as prescribed, to the urban and community water system household income below 200% of the federal poverty line. The bill would require an urban and community water system that furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit structure, mobilehome park, or permanent residential structure in a labor camp, and that the owner, manager, or operator of the dwelling, structure, or park is the customer of record, to make every good faith effort to inform the residential occupants by written notice that service will be terminated and that the residential occupants have the right to become customers, as specified. The bill would require an urban and community water system to report the number of annual discontinuations of residential service for inability to pay on its Internet Web site and to the board, and the bill would require the board to post on its Internet Web site the information reported. The bill would require an urban water supplier, as defined, or an urban and community water system regulated by the commission, to comply with the bill's provisions on and after February 1, 2020, and any other urban and community water system to comply with the bill's provisions on and after April 1, 2020. The bill would provide that the provisions of the bill are in addition to the provisions in existing law duplicative of the bill and that where the provisions are inconsistent, the provisions described in the bill apply.

The people of the State of California do enact as follows:

SECTION 1. The Legislature finds and declares as follows:

- (a) All Californians have the right to safe, accessible, and affordable water as declared by Section 106.3 of the Water Code.
- (b) It is the intent of the Legislature to minimize the number of Californians who lose access to water service due to inability to pay.
- (c) Water service discontinuations threaten human health and well-being, and have disproportionate impact on infants, children, the elderly, low-income families, communities of color, people for whom English is a second language, physically disabled persons, and persons with life-threatening medical conditions.
- (d) When there is a delinquent bill, all Californians, regardless of whether they pay a water bill directly, should be treated fairly, and fair treatment includes the ability to contest a bill, seek alternative payment schedules, and demonstrate medical need and severe economic hardship.
- (e) The loss of water service causes tremendous hardship and undue stress, including increased health risks to vulnerable populations.
- (f) It is the intent of the Legislature that this act provide additional procedural protections and expand upon the procedural safeguards contained

in the Public Utilities Code and Government Code as of January 1, 2018, relating to utility service disconnections.

SEC. 2. Chapter 6 (commencing with Section 116900) is added to Part 12 of Division 104 of the Health and Safety Code, to read:

CHAPTER 6. DISCONTINUATION OF RESIDENTIAL WATER SERVICE

116900. This chapter shall be known, and may be cited, as the Water Shutoff Protection Act.

116902. For the purposes of this chapter, the following definitions apply:

- (a) "Board" means the State Water Resources Control Board.
- (b) "Public water system" has the same meaning as defined in Section 116275.

(c) "Residential service" means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

(d) "Urban and community water system" means a public water system that supplies water to more than 200 service connections.

(e) "Urban water supplier" has the same meaning as defined in Section 10617 of the Water Code.

116904. (a) An urban water supplier not regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020.

(b) An urban and community water system regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. The urban and community water system regulated by the Public Utilities Commission shall file advice letters with the commission to conform with this chapter.

(c) An urban and community water system not described in subdivision (a) or (b) shall comply with this chapter on and after April 1, 2020.

116906. (a) An urban and community water system shall have a written policy on discontinuation of residential service for nonpayment available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least 10 percent of the people residing in its service area. The policy shall include all of the following:

- (1) A plan for deferred or reduced payments.
- (2) Alternative payment schedules.
- (3) A formal mechanism for a customer to contest or appeal a bill.
- (4) A telephone number for a customer to contact to discuss options for averting discontinuation of residential service for nonpayment.

(b) The policy shall be available on the urban and community water system's Internet Web site, if an Internet Web site exists. If an Internet Web site does not exist, the urban and community water system shall provide the policy to customers in writing, upon request.

(c) (1) The board may enforce the requirements of this section pursuant to Sections 116577, 116650, and 116655. The provisions of Section 116585

and Article 10 (commencing with Section 116700) of Chapter 4 apply to enforcement undertaken for a violation of this section.

(2) All moneys collected pursuant to this subdivision shall be deposited in the Safe Drinking Water Account established pursuant to Section 116590.

116908. (a) (1) (A) An urban and community water system shall not discontinue residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. No less than seven business days before discontinuation of residential service for nonpayment, an urban and community water system shall contact the customer named on the account by telephone or written notice.

(B) When the urban and community water system contacts the customer named on the account by telephone pursuant to subparagraph (A), it shall offer to provide in writing to the customer the urban and community water system's policy on discontinuation of residential service for nonpayment. An urban and community water system shall offer to discuss options to avert discontinuation of residential service for nonpayment, including, but not limited to, alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal.

(C) When the urban and community water system contacts the customer named on the account by written notice pursuant to subparagraph (A), the written notice of payment delinquency and impending discontinuation shall be mailed to the customer of the residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the address of the property to which residential service is provided, addressed to "Occupant." The notice shall include, but is not limited to, all of the following information in a clear and legible format:

- (i) The customer's name and address.
- (ii) The amount of the delinquency.
- (iii) The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.
- (iv) A description of the process to apply for an extension of time to pay the delinquent charges.
- (v) A description of the procedure to petition for bill review and appeal.
- (vi) A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges, consistent with the written policies provided pursuant to subdivision (a) of Section 116906.

(2) If the urban and community water system is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the urban and community water system shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and the urban and community water system's policy for discontinuation of residential service for nonpayment.

(b) If an adult at the residence appeals the water bill to the urban and community water system or any other administrative or legal body to which such an appeal may be lawfully taken, the urban and community water system shall not discontinue residential service while the appeal is pending.

116910. (a) An urban and community water system shall not discontinue residential service for nonpayment if all of the following conditions are met:

(1) The customer, or a tenant of the customer, submits to the urban and community water system the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.

(2) The customer demonstrates that he or she is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.

(3) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with the written policies provided pursuant to subdivision (a) of Section 116906, with respect to all delinquent charges.

(b) (1) If the conditions listed in subdivision (a) are met, the urban and community water system shall offer the customer one or more of the following options:

(A) Amortization of the unpaid balance.

(B) Participation in an alternative payment schedule.

(C) A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.

(D) Temporary deferral of payment.

(2) The urban and community water system may choose which of the payment options described in paragraph (1) the customer undertakes and may set the parameters of that payment option. Ordinarily, the repayment option offered should result in repayment of any remaining outstanding balance within 12 months. An urban and community water system may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case.

(3) Residential service may be discontinued no sooner than 5 business days after the urban and community water system posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:

(A) The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more.

(B) While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential service charges for 60 days or more.

116912. An urban and community water system that discontinues residential service for nonpayment shall provide the customer with information on how to restore residential service.

116914. (a) For a residential customer who demonstrates to an urban and community water system household income below 200 percent of the federal poverty line, the urban and community water system shall do both of the following:

(1) Set a reconnection of service fee for reconnection during normal operating hours at fifty dollars (\$50), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. For the reconnection of residential service during nonoperational hours, an urban and community water system shall set a reconnection of service fee at one hundred fifty dollars (\$150), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(2) Waive interest charges on delinquent bills once every 12 months.

(b) An urban and community water system shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.

116916. (a) This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

(b) If an urban and community water system furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp as defined in Section 17008, and the owner, manager, or operator of the dwelling, structure, or park is the customer of record, the urban and community water system shall make every good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become

customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

(c) The urban and community water system is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the urban and community water system's rules and tariffs. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the urban and community water system, or if there is a physical means legally available to the urban and community water system of selectively terminating service to those residential occupants who have not met the requirements of the urban and community water system's rules and tariffs, the urban and community water system shall make service available to those residential occupants who have met those requirements.

(d) If prior service for a period of time is a condition for establishing credit with the urban and community water system, residence and proof of prompt payment of rent or other credit obligation acceptable to the urban and community water system for that period of time is a satisfactory equivalent.

(e) Any residential occupant who becomes a customer of the urban and community water system pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the urban and community water system for those services during the preceding payment period.

(f) In the case of a detached single-family dwelling, the urban and community water system may do any of the following:

(1) Give notice of termination at least seven days prior to the proposed termination.

(2) In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

116918. An urban and community water system shall report the number of annual discontinuations of residential service for inability to pay on the urban and community water system's Internet Web site, if an Internet Web site exists, and to the board. The board shall post on its Internet Web site the information reported.

116920. (a) The Attorney General, at the request of the board or upon his or her own motion, may bring an action in state court to restrain by temporary or permanent injunction the use of any method, act, or practice declared in this chapter to be unlawful.

(b) For an urban and community water system regulated by the Public Utilities Commission, the commission may bring an action in state court to restrain by temporary or permanent injunction the use by an urban and community water system regulated by the commission of any method, act, or practice declared in this chapter to be unlawful.

116922. All written notices required under this chapter shall be provided in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by 10 percent or more of the customers in the urban and community water system's service area.

116924. Where provisions of existing law are duplicative of this chapter, compliance with one shall be deemed compliance with the other. Where those provisions are inconsistent, the provisions of this chapter shall apply. Nothing in this chapter shall be construed to limit or restrict the procedural safeguards against the disconnection of residential water service existing as of December 31, 2018.

116926. This chapter does not apply to the termination of a service connection by an urban and community water system due to an unauthorized action of a customer.

O



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCS.D.COM

Regular Board Meeting, January 14, 2020

To: Board of Directors
From: CJ Dillon, *Office Manager*
Subject: Accessibility Policy
Item No. E-3

RECOMMENDATION:

Consider and adopt District Policy ensuring website accessibility to people with disabilities.

FINANCIAL IMPACT: No financial impact to the District

BACKGROUND DISCUSSION:

California SB 929 passed in 2018, going in to effect January 2020 requires all Special Districts to have a website that includes contact information related to District website accessibility. Section 508 of the Rehabilitation Act ensures that all people have equal access to goods, services and communication. Web Content Accessibility Guidelines (WCAG) 2.1 defines how to make Web content more accessible to people with disabilities. These disabilities cover a wide range of issues, including visual, auditory, physical, speech, cognitive, language, learning and neurological.

The District's website host, Streamline, works closely with the WCAG 2.1 guidelines and the World Wide Web Consortium (W3C) to ensure all Special Districts meet the requirements.

It is strongly suggested that the District adopt a policy noticing our use of WCAG 2.1 and W3C to be posted on our website.

ATTACHMENT:

1. Proposed - Accessibility Policy

**Channel Islands Beach Community Services District
Web Content Accessibility for People with Disabilities Policy
Effective Date January 15, 2020**

Reference:

Senate Bill 929 - Web Content Accessibility Guidelines (WCAG) 2.1

Background:

Web Content Accessibility Guidelines (WCAG) is developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally.

Channel Islands Beach Community Services District is committed to ensuring the District website is accessible to people with disabilities. We strive to ensure all the pages on our website meet W3C Web Content Accessibility Guidelines 2.1, Level AA conformance, however, if you have any problems accessing content on our site, please use the form below to report any issues. We'll do our best to address them as quickly as possible.

You're also welcome to contact the district at (805) 985-6021.



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCSD.COM

Regular Board Meeting, January 14, 2020

To: Board of Directors
From: Peter Martinez, *General Manager*
Subject: Discussion on District Involvement with Procurement, Installation, and Maintenance of CCTV Security Cameras
Item No. F-1

RECOMMENDATION:

1. Provide feedback and direction to General Manager.

DISCUSSION:

This item is to allow Board discussion on whether to direct District staff to investigate potential liability, cost (installation and ongoing maintenance) and potential location(s) for CCTV security cameras to be installed within the District's service area. If direction is given to move forward, staff will collaborate with the County of Ventura Sheriff's Department on a potential joint project and return with the necessary information for the Board to consider.



Board of Directors:

KRISTINA BREWER, President
BOB NAST, Vice President
MARCIA MARCUS, Director
JARED BOUCHARD, Director
SEAN DEBLEY, Director

PETER MARTINEZ
General Manager

353 Santa Monica Drive · Channel Islands Beach, CA · 93035-4473 · (805) 985-6021 · FAX (805) 985-7156
A PUBLIC ENTITY SERVING CHANNEL ISLANDS BEACHES AND HARBOR · CIBCSD.COM

Regular Board Meeting, January 14, 2020

To: Board of Directors
From: Pete Martinez, *General Manager*
Subject: PHWA Agenda Review
Item No. F-2

INFORMATION:

The following items are slated for consideration at the next PHWA Board Meeting. The following is not an official agenda or notice and is subject to change.

Date: Tuesday, January 21, 2020

Time: 4:00 PM

Location: City Council Chambers - 250 North Ventura Road, Port Hueneme, CA 93041

Items for Consideration:

1. BWRDF Operational Report
2. Adoption of FY 2019 – 2020 Budget
3. Variance Process Update