

PERFORMANCE REPORT 2017

President and Board of Directors



Tuolumne Utilities District
January 2018



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**Tuolumne Utilities District
Vision 2032**

Tuolumne Utilities District will be

A LEADING CALIFORNIA UTILITIES AGENCY

providing

SAFE, SECURE AND HIGH QUALITY WATER;

encouraging

**RESPONSIBLE WATER RESOURCES
CONSERVATION;**

having

**EFFECTIVE COLLECTION, TREATMENT AND
DISPOSAL OF WASTEWATER;**

and providing the

**BEST USE OF TUD PROPERTIES FOR
TUD/COMMUNITY BENEFIT.**

Tuolumne Utilities District: Our Mission

The mission of TUD is to provide
RELIABLE, RESPONSIVE UTILITY SERVICES
with
DEDICATED CUSTOMER SERVICE
in a
FINANCIALLY RESPONSIBLE MANNER
and
ENVIRONMENTALLY RESPONSIBLE MANNER

Tuolumne Utilities District Goals 2022

TOP QUALITY UTILITY SERVICES



HIGH PERFORMING ORGANIZATION



FINANCIALLY RESPONSIBLE ORGANIZATION



UPGRADED INFRASTRUCTURE

Tuolumne Utilities District Policy Agenda 2017 Targets for Action

TOP PRIORITY

TWSOP Funding
Long Term Water Supply Options
Long Term Water Storage
Fire Draft Point Sites and Plan
PG&E Contract (1983)
Phoenix Lake Dredging Funding

HIGH PRIORITY

Tuolumne County Strategy/Advocacy
Electronic Mapping, Work Orders, Records
Water Tank/In-ground Master Plan
ACWA Involvement
Sonora Regional Wastewater Treatment Plant Study
Fire Protection: Office of Emergency Services

Tuolumne Utilities District Management Agenda 2017 Targets for Action

TOP PRIORITY

Water Rights Policy/Advocacy
Grants Development
Enterprise Resource Planning
Tuolumne County General Plan
Labor MOU

HIGH PRIORITY

Cryptosporidium Prevention Program
Ditch System CEQA Compliance
Hazard Tree Mitigation Plan: Implement
Formal Succession Plan
Water Conservation Plan

Tuolumne Utilities District Management in Progress 2017

1. Strategic Plan: Update
2. On Call Emergency Consulting Services
3. Ditch MID Customer Metering
4. Annual TUD Flushing Program
5. TUD Website
6. Standardized Condition of Approval for Development (with Tuolumne County)
7. Development Process: Streamline
8. District Standards Details: Updates
9. Water ESFR Capacity Chart: Update
10. Ditch Water Balance: Data Gathering/Analysis
11. Toilet Rebate Program (RCD)
12. PG&E Work Orders: Scan
13. Non-exclusive Water and Sewer Easements
14. Performance Appraisal: Training
15. Succession Planning Report
16. Safety Compliance Coordinator
17. 2017 Safety Plan
18. Field Book Improvements
19. GIS Technician
20. Communications Technician
21. Experience Modification Rating: 90% or Less
22. Budget Mid Cycle
23. Annual CAL PERS Report
24. Position Reorganization Evaluation Report
25. Financial Reserves Report
26. CIP: Update

27. Short Term Maintenance Projects
28. Fire Protection for Water Flume System
30. CIP Reports
31. Patch Paving Contract
32. Annual Dive Clean and Inspection: 15 Tanks
33. Sierra Pines Reservoir (Section 4) Land Acquisition
34. Sewer Collection System CCTV and Repairs

Tuolumne Utilities District Major Projects 2017

1. Tank Ladder Replacement
2. Cuesta Heights Storage Tanks
3. Ditch Meter Installation
4. Law and Justice Sewer Lift Station
5. Annual Sewer Pipeline Project
6. Gold Springs Forcemain
7. Sonora Water Treatment Plant Rate Value Project
8. Techite Pipe Replacement
9. Matelot Pipeline: Right of Way Acquisition
10. Phoenix Lake Preservation and Restoration
11. Upper Columbia Spill #1
12. Upper Columbia Shoot Pipeline
13. Annual Ditch Maintenance Projects
14. Jamestown Reservoir Replacement Project
15. Quartz/Stent Water Main Extension
16. Curtis Creek Elementary School Intertie
17. Columbia County Estates Sewer Lift Station
18. Pedro Wye Utility Relocation
19. Sonora Regional Wastewater Treatment Plant Improvements
20. Tuolumne Water Treatment Plant: Westside Reservoir Cleaning and Improvements

Tuolumne Utilities District Successes for 2017 Board of Directors' Perspective

1. Phoenix Lake Project: Progress: CEQA Adopted, Landowner Agreements 60% Plans; Earthwork Resolution – \$1.6 Million Saving, Living in Watershed
2. Grants for TUD: Wastewater Grants, Water Main Extension, Hazard Tree, FEMA (2)
3. Tree Cutting/Vegetation Removal by Flume: Ongoing Program, Collaboration with Fire Organization, Grant Funding, Working with CCC, Short Window
4. TWSOP: Progress, Grant Request, Board Decision – Re-Focused, Looking at our System Link to County Growth, Direction, Narrowed Scope
5. Engineering Capacity: Expansion, Selected Three Engineering Firms – On Call Extension of TUD Staffing
6. Board Leadership, Teamwork and Focus: Good Discussion, Supporting Decision, Talent and Experience, Responded to Challenging Issues, Addressed “Red Flags”, Open Minded
7. Board Conference Attendance: Board Desire to Understanding – Governance and Water Issues Board Engaged and Learning from other Agencies
8. General Plan: TUD Participation and Input, Collaboration with County, TUD Financial Interest, Water – Element, Ability to Expand System, Framework for Future
9. Water System Extensions: Driven by Development
10. Climate Strategy and Action Plan: Conservation Program
11. Capital Project: Significant Progress, Columbia County Estate, Columbia Clear Well, Regional Wastewater Plant, Sewer Collection Lining, Cuesta Height – Design, Developer Deeded Land, Pipeline to Springfield Tank, San Diego Dam Outlet, Law and Justice Development, Jamestown Tank, Maplo Pipeline, Reporting to Board, Under Budget
12. iPads for Board Members

**Departmental Successes
Tuolumne Utilities District
2017**

DEPARTMENTAL SUCCESSES 2017

Tuolumne Utilities District

January 2018

DEPARTMENT: Engineering

Please list your department's most important achievements that were completed during 2017 under "Success." Under "Impacts", please explain what the benefits to the District and to a resident were as a result of each achievement.

Success: Quartz Water Main Extension Project

Impacts: 45 property owners with failing wells have access to treated water

Success: Finish Gold Springs Sewer Forcemain Project

Impacts: Installation of over 1 mile of new forcemain. Improved reliability and reduction in labor responding to ruptures.

Success: Finalize Design and 90% construction of Columbia Country Estates LS

Impacts: Abandonment of old facility that has exceeded its useful life. Improved reliability.

Success: Adopt Master Mitigated Negative Declaration for Ditch Maintenance

Impacts: Resumes District's ability to maintain its ditches.

Success: Acquire Easement for Construction of Saratoga Lift Station

Impacts: Allows for District to reconstruct the facility on an adjacent site at minimal cost

Success: Completed Transmission Main Construction to Pedro Y Tank

Impacts: Will allow for better use of the existing tank and avoid future utility relocation costs associated with the County's Pedro Y intersection improvements.

Success: Obtained Grant for Tuolumne City Water Main

Impacts: Replace single feed asbestos cement pipe to the town of Tuolumne. Grant will allow rate payer dollars to be leveraged to complete more capital projects.

Success: Completed Design for Jamestown Reservoir Replacement

Impacts: With a completed design we will bid to construct next year.

Success: Completed Trickling Filter Ventilation Improvements at RWWTP

Impacts: Intended to improve trickling filter performance and effluent quality

Success: Completed Design, Bidding, and Started Construction on Columbia Clearwell Rehab

Impacts: Improve reliability of critical component of the water treatment process and also for water storage

Success: Submitted CDBG Application with City of Sonora

Impacts: If funded, will result in \$1.4 million in water and sewer improvements in the City.

Success: Completed Raw Water Balance for Submission to SWRCB

Impacts: Document to support the SWRCB's Pinecrest Lake Level Modification CEQA.

Success: Bid and Completed Hazard Tree Removal Projects

Impacts: Over one thousand dead and/or diseased trees removed that pose a hazard to TUD facilities.

Success: Completed Surveying and Started Design for Lakewood Dam Repair

Impacts: Repair damage to dam in order to proceed with transferring future ownership and maintenance to the Lakewood Park Association.

Success: Installed Temporary Pump Station for Lakewood during Ditch Outage

Impacts: Maintain water service to customers in the area. Eliminates need to use Lakewood Pond

DEPARTMENTAL SUCCESSES 2017

Tuolumne Utilities District

January 2018

DEPARTMENT: Finance

Please list your department's most important achievements that were completed during 2017 under "Success." Under "Impacts", please explain what the benefits to the District and to a resident were as a result of each achievement.

Success: Training of new hire district operator/dispatch.

Impacts: Critical position, voice of the District, exemplary customer service.

Success: Creation and filling of new position – Information Technology & Systems Administrator, elimination of contracted consultant.

Impacts: System evaluation to ensure security and performance with recommended upgrades, as well as maintenance of web and exchange servers for customer communications. Position will be critical in implementation of new software system, specifically data conversion.

Success: Another year of implementation of new rates for both water and sewer customers per adopted five-year rate study/plan.

Impacts: Customer communications and improved cash flow.

Success: Monthly internal management financial reports, and quarterly budget status reports and full accrual financial statements presented to board, both delivered in timely manner. Also, another unqualified annual audit completed. Additionally, completed and presented first mid-cycle biennial budget review.

Impacts: Transparency and for management use.

Success: Another year of meeting or exceeding budgeted results, and continued repayment of advances from sewer fund by the water fund.

Impacts: Fiscal responsibility and control of costs.

Success: Again completed timely performance evaluations for all finance department staff.

Impacts: Define personal goals and organizational priorities.

Success: Completion of the day to day, week to week, month to month, and year to year duties and responsibilities; including, but not limited to meter reading, billing, collection payroll, accounts payable, inventory, reporting, and budgeting.

Impacts: Mission critical to all.

DEPARTMENTAL SUCCESSES 2017

Tuolumne Utilities District

January 2018

DEPARTMENT: General Manager

Please list your department's most important achievements that were completed during 2017 under "Success." Under "Impacts", please explain what the benefits to the District and to a resident were as a result of each achievement.

Success: TWSOP (Treated Water System Optimization Plan) Funding

Impacts: Applications were prepared and submitted to the state, but funding was not allocated. Board approved use of District funds to complete the study.

Success: Long-term Water Supply Options

Impacts: Board received a report on water supply options in concert with Action Agenda item Long term water storage. Board direction is to pursue a secure conveyance between Lyons and Twain Harte to protect both the water supply and access to the main Lyons Reservoir. Staff submitted a grant to CalOES for design, permitting and environmental review for a secure conveyance.

Success: Long-term Water Storage

Impacts: Board considered a potential Sierra Pines Reservoir, but eliminated the idea based on feasibility study. Additionally, Board received a report on water supply options in concert with Action Agenda item Long term water storage. Board direction is to pursue a secure conveyance between Lyons and Twain Harte to protect both the water supply and access to the main Lyons Reservoir. Staff submitted a grant to CalOES for design, permitting and environmental review for a secure conveyance.

Success: Fire Draft Point Sites and Plan

Impacts: Staff developed a draft point list of 23 locations with GPS information and submitted to county fire agency. Staff included proposed goal of for draft points in the 2018 update to the County-wide Hazard Mitigation Plan.

Success: PG&E Contract (1983)

Impacts: Board received a study session briefing breaking down the various sections of the 1983 PG&E contract, highlighting how water delivery is conducted and water supply calculated. Better understanding of contractual relationship for water with PG&E.

Success: Phoenix Lake Dredging Funding

Impacts: Staff and District technical consultant completed the California Environmental Quality Act (CEQA) review for the dredging portion of the project. Board approved the CEQA document. Staff and consultant continue to work on obtaining permits for the work from the regulatory agencies, including Army Corps of Engineers.

Success: Tuolumne County Strategy/Advocacy

Impacts: Provided the Tuolumne County Water Policy Advisory Committee with comprehensive overview of Boards goals and objectives for 2017. Highlighted goals related to fire water draft points. Working on joint meeting of TUD Board and Board of Supervisors.

Success: Electronic Mapping, Work Orders, Records

Impacts: Historic PG&E work orders have all been scanned into district computer storage system for wide-spread access. Scanning of District flat files is underway. Scanning of District files underway with considerable progress made.

Success: Water Tank/In-ground Master Plan

Impacts: Water Division is compiling an assessment of water storage facilities and rating their condition. Dive, clean and inspection (DCI) is underway for all tanks to be inspected on a five-year frequency.

Success: Association of California Water Agencies (ACWA) Involvement

Impacts: Staff provided the Board with the requested comprehensive report on ACWA and other associations to which TUD belongs including the goals, objectives and benefits of such membership.

Success: Sonora Regional Wastewater Treatment Plant Study

Impacts: Board authorized a technical consultant contract to evaluate the Regional WWTP processes and recommend improvements. Consultant obtained a \$490,000 grant from state to fund the study.

Success: Fire Protection: Office of Emergency Services

Impacts: TUD participates in annual County Office of Emergency Services coordinating meeting of all county-wide agencies to highlight fire protection efforts and response. TUD began flume protection work in 2017 with a grant of approximately \$500,000 received from Sierra Nevada Conservancy.

DEPARTMENTAL SUCCESSES 2017

Tuolumne Utilities District

January 2018

DEPARTMENT: Human Resources/Risk Management/Safety

Please list your department's most important achievements that were completed during 2017 under "Success." Under "Impacts", please explain what the benefits to the District and to a resident were as a result of each achievement.

Success: Recruitment, Retention and Succession Planning. Nine (9) open, public recruitments resulting in three (3) internal promotions, and six (6) external new hires. Additional four (4) internal promotions resulting from advanced qualifications, journey level status and years of experience.

Impacts: Replacement of critical positions upon retirement, hire of newly developed high priority position, retention of high performing employees and opportunities for open, public recruitments and local job opportunities in conformance with the TUD merit system rules and applicable employment law.

Success: 15/15 Credit Incentive Program Points earned in Workers' Compensation Program.

Impacts: Received 15% discount resulting in a savings of \$54,936.34 off the District's Workers' Compensation Contribution rate.

Success: 13/15 Credit Incentive Program Points earned in the Property/Liability Program.

Impacts: Received 13% discount resulting in a savings of \$9,630.97 off of the District's Property/Liability Contribution rate.

Success: Just two minor, but recordable injuries in 2017 with only one day lost time.

Impacts: Indirect cost savings due to increased productivity and employee morale, and direct future cost savings in the District's Workers' Compensation Program rates.

Success: Adoption of TUD Hazard Mitigation Plan 5-year update, as part of the Tuolumne County Multijurisdictional Hazard Mitigation Plan.

Impacts: Strengthened partnership with Tuolumne County and other local agencies, and ensures eligibility to receive federal mitigation/relief funds following natural disasters and to apply for mitigation grants before disasters strike.

Success: Partnership with Motherlode Job Training for Wastewater OIT, Storm Grant workers and office assistant assigned to critical document scanning.

Impacts: Community partnership resulting in productivity and labor with minimal direct costs, reduced liability, opportunities for TUD staff to mentor and coach temporary workers and completion of work that otherwise would have been left undone.

Success: Implementation of 2017 Safety Plan of Action

Impacts: Maintains a safe workplace, reduces injuries and associated costs, increased productivity, and compliance with local, state and federal workplace safety and labor laws.

Success: Development of Whistleblower Policy

Impacts: Encourages employees and others to make good faith reports of suspected fraud, corruption, or other improper governmental activity within the District to appropriate District officials and to describe the process that will be followed by the District in evaluating and investigating such reports.

DEPARTMENTAL SUCCESSES 2017

Tuolumne Utilities District

January 2018

DEPARTMENT: Operations

Please list your department's most important achievements that were completed during 2017 under "Success." Under "Impacts", please explain what the benefits to the District and to a resident were as a result of each achievement.

Success: Tree Mortality

Impacts: The District has been able to take down about 1600 dead and dying trees that threaten infrastructure including ditches, water plants, tanks, wells, and sewer pump stations.

Success: Trickling Filter Center Can Replacement

Impacts: This is one of many improvements to be made at the regional sewer plant. This will accomplish two things: 1) It will give operators of the plant some ability to properly dose the trickling filters for enhanced performance; 2) it will eliminate or reduce a hydraulic restriction and will allow more water to pass through without causing major plant issues during significant storm events.

Success: Sewer Manhole Lid Liners Installed

Impacts: The collections division installed 1200 Lid Liners in the collection system in effort to reduce inflow of rain water seeping into the manholes. This will help to keep stored water level at Quartz reservoir manageable.

Success: Replaced 400' of the Shaws Flat raw water pipe line.

Impacts: This has will save water. Reduce the number of staff hours spent on making repairs. Will eliminate rate payers and public complaints of water leaking onto their property.

Success: Ditch CEQA was completed

Impacts: This provides and environmental analysis game plan for making much needed repairs and maintenance on the ditch system.

Success: THCS D Intertie Pump Station

Impacts: District is able to reliably supply potable water to our rate payers in the Lakewood and Brentwood areas during the annual Main Canal outage in October.

Success: 14" Production meter installed at the Sonora WTP

Impacts: Reliable water meter

Success: Removed the old Columbia WTP building. (1989)

Impacts: Completion of a short-term maintenance item that had been deferred for many years

Success: Removed the old Tuolumne WTP buildings (2012)

Impacts: Completion of a short-term maintenance item and enhancement of facilities.

Success: Replaced the 18" Quartz release valve.

Impacts: A facility and safety improvement

Success: Lakewood Spillway was safely removed

Impacts: Averted a potentially catastrophic event for persons or property downstream of the Lakewood Dam if it had failed.

Success: New forced air ventilation added to the Trickling Filters

Impacts: Improved performance of the Trickling Filters

Success: All of our tanks have approved ladders for safe access.

Impacts: 3-year project to outfit our tanks with OSHA approved ladders for safe access.

Success: Replaced 500' of 12" sewer main that was in very poor condition on Southgate road.

Impacts: This main trunk line that carries a major portion of the sewer to the plant was in very poor condition and was in eminent failure.

Success: Replaced 1000' of 4" and 6" sewer main that was in very poor condition in Sonora.

Impacts: Improved sewer collection system in the Sonora area.

Success: Cleaned and improved the Westside Reservoir that is the supply for the Tuolumne WTP (3000 yards of sediment)

Impacts: Restored capacity, improved raw water quality,

Success: Cleaned the Twain Harte Sewer plant effluent pond. (300 yards of sediment)

Impacts: Facility maintenance enhancement

Success: Installed 2000' of 10" water main from Sawmill Flat road to the Pedro Y tank for the Cuesta Heights Tank Project

Impacts: Critical phase of the Cuesta Heights Tank consolidation project.

Success: Irrigation season

Impacts: Irrigated 1,963 acre feet of reclamation water. About 300 more than previous years.

Success: CalSPA sewer video project completed on time

Impacts: Meet District's settlement obligation and provide useful data on condition of sewer infrastructure