



ON TAP

TUD NEWSLETTER

TUD Providing Essential Services During COVID-19

Tuolumne Utilities District (TUD or District) continues providing essential water and wastewater services to the residents of Tuolumne County. TUD's dedicated staff is working hard under enhanced safety precautions to supply safe, reliable and plentiful water to homes and businesses and keep the wastewater and collection system operating smoothly during this critical time.

"The priority for our District is to provide uninterrupted water and sewer services to our customers, 24 hours a day, 7 days a week. The essential services that TUD provides to our customers is a vital resource for

cooking, hand washing, bathing, doing laundry and staying hydrated. I am proud of our dedicated staff as they work hard to fulfill the critical mission and essential need of water and wastewater services to our community," said General Manager Ed Pattison. TUD water and wastewater professionals often work unseen at treatment plants, ensuring that normal operations continue during this current crisis that's impacting all of us. TUD took quick steps to minimize risk to customers and employees, putting policies and procedures in place for field and office workers that make sense.



Changes to TUD Operations

In order to comply with Governor Newsom's Executive Orders related to the threat of the coronavirus COVID-19, Tuolumne Utilities District (TUD or District) has closed the TUD office and Board Chambers to the public until further notice.

TUD continues to thank its customers for their understanding and support in protecting the health and safety of the community. For the latest updates on TUD's response to COVID-19, visit TUD's website at: <https://tudwater.com/customer-service/covid19-response/>

TUD OFFICE CLOSED

The TUD office located at 18885 Nugget Blvd. is currently closed.

HOW TO CONTACT TUD

TUD staff remains available to assist customers via telephone or electronic mail (e-mail). Contact Customer Service at (209) 532-5536 or customersvc@tudwater.com.

TUD BOARD MEETING ROOM CLOSED

The TUD Office and Board Chambers are closed to the public. The TUD Board of Director meetings are being held as scheduled using Zoom video and audio conferencing. All members of the public may observe and participate in the upcoming Board meeting by following login instructions posted on the Board meeting agendas. The public may also listen and view the Board meetings by logging onto the District's website <https://tudwater.com/board-of-directors/meeting-agenda-minutes-video/>.

HOW TO PAY YOUR TUD BILL

Utility payments may be placed in the drop box (no cash please) located in the parking lot outside of the TUD office; paid electronically online at www.tudwater.com; or by calling Customer Service.

Do Not Flush Disinfecting Wipes, Paper Towels Down Toilet



The District encourages community members to follow the Centers for Disease Control recommendations to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, however it is important to discard those items in the trash, not the toilet. Wipes being flushed down a toilet is one of the leading causes of sewer system backups.

Flushing wipes, paper towels and similar products down toilets can clog sewers

and cause backups and overflows in the community's sewer collection system, creating an additional and unnecessary public health risk during the coronavirus pandemic. Even wipes advertised as "flushable," do not break down in the wastewater system like toilet paper and clog the District's collection system and wastewater treatment process. The District urges its customers, please **DO NOT FLUSH** any products other than toilet paper down the toilet.

General Manager's Corner

Edwin R. Pattison, General Manager



Each year, District staff works with the TUD Board of Directors to evaluate and update TUD priorities through a multi-step process. This comprehensive, "take a step back from day-to-day operations" discussion to examine overall priorities occurs over a series of months beginning in the new calendar year through adoption of the budget by June each year. Discussions occurs informally between management and staff, at formal Board meetings and informal Board workshops that begin with the Strategic Plan Update, followed by an update of the Capital Improvement Plan, with the product of these discussions serving as a foundation for building and adoption of the upcoming year's budget. Presently, TUD is assessing its Strategic Plan, its accomplishments, and any updates necessary to ensure efficient resource allocation and maximize value to TUD's customers. The Capital Improvement Plan update is currently underway, which will be presented to the Board by the end of April. Budget workshops will commence in the month of May. The difference this year is the COVID-19 crisis, which has far-reaching impacts for all of us.

The management team recently held a brainstorming session to determine, what if any, effects the COVID-19 crisis is having on TUD priorities. Below is a table consisting of previously identified priorities (Pre-Pandemic), and what the management team shared as additional priorities arising from the pandemic (Post-pandemic). Staff remains committed to the Pre-Pandemic priorities yet is forced to elevate the additional Post-Pandemic priorities. Many of these priorities overlap with one another and apply to multiple strategic plan goals and actions. In addition, many of these priorities contain many smaller steps and measures necessary to successfully accomplish these goals.

TUD Priorities – Current and Future (in no order of priority)	
Pre-Pandemic	Post-Pandemic
PG&E Water System Acquisition	Evolving COVID-19 Response (Fluid)
New Melones Water Supply Contract	Worker Safety (Under COVID-19)
Strategic Plan Update	New Rules, Orders, and Regulations
Capital Improvement Plan Update	Potential for Decreasing Revenues
New Labor Management Memorandum of Understanding	Potential for Increasing Expenses
Leadership => Board / Staff Development & Training	Potential Federal Stimulus Infrastructure Grant Funding
Board Continuity / General Manager Stability	Technological Advances
Worker Safety / Morale	
Emergency Response Plan / Action Plan	
Water Supply Security through Forest and Watershed Health	
Sonora Regional Wastewater Treatment Plant Design and Construction	
Sierra Pines Regional Water Treatment Plant Design and Construction	
Capital Improvement Plan Implementation	
Phoenix Lake Preservation and Restoration project	
Update District Policies	
Risk Management Program Evaluation	
Ongoing Assessment of Staffing Levels	
Identify SCADA/Telemetry Vulnerabilities/Optimization	
Complete Property Acquisition for Sonora Regional Water Treatment Plant and Commence Design	
Conduct Sullivan Creek Water Quality Monitoring	

On Tap is published to keep Tuolumne Utilities District customers informed about issues and upcoming events.

If you have any story ideas or suggestions, please mail them to Lisa Westbrook, at 18885 Nugget Blvd., Sonora, CA 95370 or email at lw Westbrook@tudwater.com. For more information about TUD, go to www.tudwater.com