



CAMBRIA COMMUNITY SERVICES DISTRICT

I, Amanda Rice, Chairman of the Cambria Community Services District Policy Committee, hereby call a Special Meeting of the Policy Committee pursuant to California Government Code Section 54956. The Special Meeting will be held: **Thursday, August 1, 2019, 2:00 PM, 1000 Main Street Cambria, CA 93428.** The purpose of the Special Meeting is to discuss or transact the following business:

AGENDA

SPECIAL MEETING OF THE CAMBRIA COMMUNITY SERVICES DISTRICT POLICY COMMITTEE

**Thursday, August 1, 2019, 2:00 PM
1000 Main Street Cambria, CA 93428**

Copies of the staff reports or other documentation relating to each item of business referred to on the agenda are on file in the Office of the Commission Chairperson, available for public inspection during District business hours. The agenda and agenda packets are also available on the CCSD website at www.cambriacsd.org. The District Office hours are Monday - Thursday, and every other Friday from 9:00 a.m. through 4:00 p.m. Please call 805-927-6223 if you need any assistance. If requested, the agenda and supporting documents shall be made available in alternative formats to persons with a disability. The Commission Chairperson will answer any questions regarding the agenda.

A. CALL TO ORDER

B. ESTABLISH A QUORUM

C. CHAIRMAN'S REPORT

1. PUBLIC COMMENT

2. CONSENT AGENDA

- A.** Consideration to Approve June 12, 2019 Special Meeting Minutes and June 27, 2019 Regular Meeting Minutes

3. REGULAR BUSINESS

- A.** Discussion Regarding Ad Hoc Committee Recommendations for CSDA Sample Policy Handbook Section 1000

4. ADJOURN

Draft Minutes

Special Meeting of the Cambria Community Services District Policy Committee

Wednesday, June 12, 2019 4 pm

1000 Main Street, Cambria, CA 93428

All committee members in attendance: John Nixon, John Rohrbaugh, Ted Key, Mike Lyons, and Vice Chair Gordon Heinrichs. Chair Amanda Rice

CCSD Staff Liaison: Haley Dodson

Member of the public attending: Karen Dean

Committee Chair Amanda Rice called the meeting to order at 4:07 pm noting that all committee members were present as a quorum and welcoming new member Mr. Ted Key.

Ms. Rice led a discussion of agenda item 4. A. Discussion of suggestions for revision and consolidation of bylaws for all Standing Committees of the CCSD. John Nixon explained that he and fellow ad hoc committee member Mike Lyons had met and included a draft suggested format and text for eventual consideration by the CCSD board of directors.

The draft included separate and individualized “**Statement of Purpose and Authority**” for each of the three current Standing Committees (Finance, Resources & Infrastructure, and Policy) and a standardized set of bylaws for all current and future committees covering:

Statement of Responsibilities

Terms of Appointment and Offices

Duties of Committee Officers and Committee Members

Agenda Procedure

Ad Hoc Committees

Committee Procedures

Parliamentary Authority

Amendments to Bylaws

Details of the revisions to the original draft bylaws can be found in a separate document to follow.

The Policy Committee voted unanimously to approve the “Statement of Purpose and Authority” contained in the original draft submitted by the ad hoc committee. By unanimous vote the Committee

members voted to accept the changes to the updated DRAFT of the Consolidated Standing Committee Bylaws.

Agenda Item 4. B. "Discussion and Consideration of Existing CCSD Policies in Relation to the CSDA Sample Policy Handbook" was tabled by unanimous consent until the next regular meeting of the Policy Committee, scheduled for June 27, Vets Hall, at 2 pm.

Meeting was adjourned at 6:08 pm with a motion by Ted Key and second by John Nixon, and by unanimous vote of the committee.

DRAFT



POLICY COMMITTEE

REGULAR MEETING

Thursday, June 27, 2019 - 2:00 PM
1000 Main Street, Cambria, CA 93428

MINUTES

A. CALL TO ORDER

Vice Chair Heinrichs called the meeting to order at 2:13 p.m.

B. ESTABLISH QUORUM

Committee members present: Gordon Heinrichs, Mike Lyons, John Nixon, John Rohrbaugh and Ted Key.

Committee members absent: Amanda Rice

Staff present: Deputy District Clerk Haley Dodson

C. CHAIRMAN'S REPORT

There was no Chairman's report.

1. PUBLIC COMMENT

Public Comment:
None.

2. REGULAR BUSINESS

A. Discussion and Consideration of Existing CCSD Policies in Relation to the CSDA Sample Policy Handbook

The Committee agreed to form an Ad Hoc Committee consisting of Committee member Lyons, Committee member Nixon and Committee member Rohrbaugh to review the CSDA Sample Policy Handbook section 1000 and present findings and suggested revisions to the policies at the next meeting.

B. Discussion to Develop a Plan for Policy Revision/Creation

C. Discussion and Consideration to Review the Board of Director's Proposed Bylaw Changes and Provide Any Follow-up Revisions

Committee member Lyons moved to edit the draft Policy Standing Committee bylaws dated 6/13/2019 adding in suggestions of District Counsel and send the committee report to be added as an agenda item for the CCSD Board meeting scheduled on July 18, 2019.

Committee member Key seconded the motion.

The motion was approved: 4-Ayes (Lyons, Key, Rohrbaugh, Heinrichs), 0-Nays, 1-Absent (Rice)

3. FUTURE AGENDA ITEMS

Receive findings and suggested revisions of the CSDA Sample Policy Handbook section 1000 from the Ad Hoc Committee.

4. ADJOURN

Vice Chair Heinrichs adjourned the meeting at 3:37 p.m.



CCSD Policy Committee Policy Handbook Project Prototype

August 1, 2019

The CCSD Policy Committee has been tasked with development of a policy handbook, based on existing policies found in the CCSD New Director Handbook and using the CSDA Sample Policy Handbook as a model and guide for organization and content.

The following is a prototype draft of the organizational approach the Committee proposes for the task, using portions of Section 1000 (General) from the CSDA Sample Policy Handbook.

CSDA Policy 1000: Adoption/Amendment of Policies

1000.1 Consideration by the Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director or the General Manager. The proposed adoption or amendment shall be initiated by a Director or the General Manager by submitting a written draft of the proposed new or amended policy to the Board Chairperson and the General Manager, which may be submitted in person or by any communication method approved by the District, and requesting that the item be included for consideration on the agenda of the next appropriate regular meeting of the Board of Directors.

~~Any member of the Board may place an item on a future agenda by making a formal request to the General Manager at a meeting of the Board. The General Manager will place Board items on a future Board agenda when reasonable, based on the staff time and research necessary to prepare the item for Board consideration.~~

1000.2 Adoption of a new policy or amendment of an existing policy shall be accomplished at a regular meeting of the Board of Directors in accordance with the District's state statutes regarding the constitution of a majority vote.

1000.3 Copies of the proposed new or amended policy shall be included in the agenda-information packet for any meeting in which they are scheduled for consideration (listed on the agenda). A copy of the proposed new or amended policy(ies) shall be made available to each Director for review at least 72 hours, per the Brown Act, prior to any meeting at which the policy(ies) are to be considered.

Notes: *CCSD (Policy B-02-2018 New Policy Creation) currently contains all of this content, except for deletions lined out above.*

Recommendation(s): *The Committee recommends that the Board maintain its current adoption of the CSDA policies, with the deletion. The deleted language does not reflect current practice, and, therefore is not appropriate.*

CSDA Policy 1005: Association Memberships

1005.1 Appropriate Memberships. To take advantage of in-service training opportunities, the District may hold membership in industry related associations. Board Members and staff may attend meetings of national, state, and local associations directly related to the purposes and operations of the District. Decisions to continue, discontinue, or add new memberships shall occur through the annual budget process.

1005.2 Appointment of Representatives. The President shall appoint Board Members as representatives and alternates, as appropriate, to serve as contacts between the District, stakeholder groups, associations and others. The representatives and alternates shall report to the Board in a timely manner on their activities involving these associations. In some cases members may be allowed certain expenses for travel and membership in such associations. This shall be determined and approved by the full Board.

1005.3 District Manager Memberships. The President may designate the District Manager as the appropriate representative or alternate in connection with memberships in any association. The District Manager may designate those associations or industry specific organizations with which his/her association is necessary or desired.

Notes: The Committee has found no CCSD policies pertaining to “association memberships.”

Recommendation(s): The Committee recommends that the Board consider adopting CSDA Policy 1005.

CSDA Policy 1010: Basis of Authority

1010.1 The Board of Directors is the legislative body and unit of authority within the District. Power is centralized in the elected Board collectively and not in an individual Director. Apart from his/her normal function as a part of this unit, Directors have no individual authority. As individuals, Directors may not commit the District to any policy, act, or expenditure.

1010.2 Directors do not represent any fractional segment of the community but are, rather, a part of the body that represents and acts for the community as a whole. Routine matters concerning the operational aspects of the District are delegated to District staff members.

Notes: The Committee has found no CCSD policies pertaining to “basis of authority.”

Recommendation(s): The Committee recommends that the Board consider adopting these CSDA Policy 1010

CSDA Policy 1015: Board Secretary

1015.1 Certain special districts may be required to have a Secretary of the Board of Directors pursuant to state law or district policy. The Board of Directors should consult its District counsel to determine whether a Secretary is required, and if not, whether it would like to have a Secretary. The Secretary performs duties including recording of minutes and actions of the Board of Directors and certifying all actions and resolutions of the Board.

1015.2 If for any reason the President and Vice-President resign or are absent or disabled, the Secretary shall perform the President's duties until the position of President is filled.

1015.3 If for any reason the President and Vice-President disqualify themselves from participating in an agenda item or become partisan in the debate on any such item, the Secretary shall perform the duties of the presiding officer.

CSDA Policy 1015: Board Secretary (continued)

1015.4 Duties of the Secretary

The Secretary of the Governing Board shall have the following duties:

- a) Certify or attest to actions taken by the Board when required;
- b) Sign the minutes of the Board meeting following their approval;
- c) Sign the documents as directed by the Board on behalf of the Authority, and sign all other items which require the signature of the Secretary;
- d) Perform any other duties assigned by the Board and the General Manager; and
- e) Perform any other duties required under law.

1015.5 Responsibilities of the Secretary

The duties of the Secretary, with assistance of the General Manager, are:

- a) Respond to routine correspondence;
- b) Prepare for Board meetings, including preparing the agenda with the advice of the General Manager and providing public notice of Board meetings in accordance with state law;
- c) Attend all Board meetings and ensure minutes of the Board of Directors meetings are recorded. These recordings are for use by the Secretary only for the purpose of preparing minutes for adoption at the next regularly scheduled meeting of the Board. Upon adoption of these minutes the recording media will be reused;
- d) Ensure accurate Minutes of each Board meeting are prepared and maintained;
- e) Maintain Board records and other documents and reports as required by law; and disseminate correspondence to Board officers addressed to them.

Notes: *CCSD does not have the Board position of secretary. However, the CSDA policy covering the position does reflect some of the duties currently assigned to CSDA staff, specifically to the District Clerk's position.*

Recommendation(s): *The Committee recommends that the Board consider reviewing and revising the position description for "Administrative Services Officer/District Clerk" (July 1, 2018). CSDA Sample Policy 1015.4 and 1015.5 may offer guidance for such a review. As an outcome of this review, the Committee recommends that the Board consider making full reference to the District Clerk's position and a complete listing of the District Clerk's responsibilities pertinent to the support of the Board as the policy section, "Board/Staff Communications" (1015).*

CSDA Policy 1020: Board/Staff Communication

Objectives: Effective governance of the District relies on the cooperative efforts of the agency's elected Board, who set policy and priorities, and the District's staff members, who analyze problems and issues, to make appropriate recommendations, and implement and administer Board policies. It is the responsibility of District staff to ensure Board members have access to information and to insure such information is communicated completely and with candor to those making the request. However, Board members should avoid intrusion into those areas that are the responsibility of District staff. Individual Board members must avoid intervening in staff decision-making, the development of staff recommendations, scheduling of work, and executing department priorities without the prior knowledge and approval of the General Manager and Board as a whole. This is necessary to protect District staff from undue influence and pressure from individual Board members and to allow staff to execute priorities given by management and the Board without fear of reprisal.

Role of the Board: As the legislative body for the agency, the Board is responsible for approving the District's budget, setting policy goals and objectives and adopting strategic plans. The primary functions of the District staff members are to execute Board policy and other Board actions and to keep the Board well informed. Individual members of the Board should not make attempts to pressure or influence staff decisions, recommendations, workloads, schedules, and department priorities, without the prior knowledge and approval of the Board as a whole. If a Board member wishes to influence the actions, decisions, recommendations, workloads, work schedule, and priorities of staff, that member must prevail upon the Board to do so as a matter of Board policy. Board members also have a responsibility of information flow. It is critical that they make extensive use of staff and agency reports and Board meeting minutes. Board members should come to meetings prepared; having read the agenda packet materials and supporting documents, as well as any additional information or memoranda provided on agency projects or evolving issues. Additional information may be requested from staff, if necessary. Individual Board members, as well as the Board as a whole, are permitted complete freedom of access to any information requested of staff and shall receive the full cooperation and candor of staff in being provided with any requested

CSDA Policy 1020: Board/Staff Communication (continued)

information. The General Manager or Legal Counsel will pass critical information to all Board members.

There are limited restrictions when information cannot be provided. Draft documents (e.g. staff reports in progress, etc.) are under review and not available for release until complete and after review by District staff. In addition, there are legal restrictions on the agency's ability to release certain personnel information even to members of the Board. Any concerns Board members may have regarding the release of information or the refusal of staff to release information, should be discussed with Legal Counsel for clarification.

Policies: There shall be mutual respect from both staff and Board members of their respective roles and responsibilities at all times. There is a need for access to staff by Directors and at the same time, unlimited access could result in work priority conflicts for staff.

Purpose: The purpose of the policies listed below is to facilitate Board/staff communications consistent with these principles.

1020.1 All requests for information or questions by the Board to staff outside of a Board or Committee meeting, shall be directed to the General Manager, Legal Counsel, or the Clerk of the Board as appropriate and shall include the desired time and date for receiving the information. Staff will confirm the date they can provide the information. So that all Board members are equally informed, all written informational material requested by any Director shall be submitted by staff to all Board members with the notation indicating which Board member requested the information. If a Board member requests information from any other member of the staff, staff may either direct the matter to the General Manager or may ask the Board member to contact the General Manager directly.

1020.2 Individual Directors cannot directly assign work to staff members. Board initiated projects will follow organizational channels, through the General Manager, unless there is an emergency. As no formal procedure will answer all cases, the following should be considered as a guide and used with restraint and judgment:

CSDA Policy 1020: Board/Staff Communication (continued)

1020.2 Individual Directors cannot directly assign work to staff members. Board initiated projects will follow organizational channels, through the General Manager, unless there is an emergency. As no formal procedure will answer all cases, the following should be considered as a guide and used with restraint and judgment:

- a) Directors should clear all short-term requests of Staff with the General Manager prior to contacting individual members of the staff and, in most cases, the General Manager should direct and handle the request for the Director.
- b) For long-term, involved studies or where the matter includes confidential material, the General Manager should be contacted and the subject matter discussed with the full Board at a Board meeting prior to staff working on the assignments.
- c) In the event that staff is a participant or representative of a Committee or Work Group of the Board, the Board may contact the staff member directly to request or provide information or confer regarding matters of the Committee or Work Group.

1020.3 At Board meetings and other public meetings, respectful communication is expected. Staff is encouraged to give their professional recommendations, and the Board should recognize that staff may make recommendations that could be viewed as unpopular with the public and with individual Board members. Board members may request clarification and ask questions of staff at public meetings, and Directors are encouraged to participate in healthy discussions amongst each other regarding items under discussion on the Agenda. However, Directors should refrain from debate with staff at Board meetings about staff recommendations or other items being discussed. Staff must recognize that the Board, as the decision maker, is free to reject or modify a staff recommendation and that the Board's wishes will be implemented by staff even if it was contrary to a staff recommendation.

1020.4 Directors shall not attempt to coerce or influence staff, included in the making of recommendations, the awarding of contracts, the selection of consultants, the processing of any projects or applications, or the granting of permits. Directors shall not attempt to change or interfere with the

CSDA Policy 1020: Board/Staff Communication (continued)

operating policies and practices of any district department through interaction with staff. Individual Directors may discuss these items with the General Manager to get clarification or raise concerns.

1020.5 Board members should not make public comments critical of the performance of a District staff member. Any concerns by a Director over the behavior or work of a district employee during a Board meeting should be directed to the General Manager privately to ensure the concern is resolved. All complaints about employees from Directors should be submitted privately to the General Manager or, if a complaint concerns the General Manager, to Legal Counsel.

1020.6 Staff will respect the right of Directors to refuse to provide information or answers to staff and recognize that Directors may be bound by other rules of law or procedure that do not permit the Director to speak about the subject matter presented. If a Director violates any of the policies regarding communications as stated in this policy, any member of staff has the right to request that the Director speak directly with the General Manager about the subject matter presented without any fear of reprisal.

CCSD Board Bylaw 7: Director Guidelines

7.1 Board Members, by making a request of the General Manager, shall have access to information relative to the operation of the CCSD. If the General Manager cannot provide the requested information in a timely manner the General Manager shall inform the individual Board Member why the information is not or cannot be made available.

72. Individual Board Members should not involve themselves in the day-to-day operations of the District. Their principle role is to participate in the process of establishing the District's policies and goals. Individual Board Members should also not involve themselves or interfere in personnel matters. This is especially true if there is any potential that a personnel matter could subsequently be heard by the Board as an appeal of discipline. Therefore, personnel matters and other operational issues that may be of concern to individual Board Members should be addressed through the General Manager.

CCSD Board Bylaw 7: Director Guidelines (continued)

Individual Board Members should also refrain from giving orders or instructions to the General Manager or any subordinates of the General Manager. The General Manager shall take directions and instructions from the Board of Directors, as a body, when it is sitting in a duly convened meeting. When presented with questions of complaints from citizens or staff related to operational or personnel matters, Board Members should listen to the concerns expressed and either: (1) confer with the General Manager or District Counsel, as appropriate; or (2) refer the individual to the General Manager for resolution of their concerns.

Notes: *CCSD Board Bylaw 7. only minimally covers the more detailed Policy 1020 in the CSDA manual.*

Recommendations: **The Committee recommends that the Board consider adopting CSDA Policy 1020. Policy 1020 amplifies, but in no way contradicts, CCSD Board Bylaw 7.**

CSDA POLICY 1025: Claims against the District

Purpose: The purpose of this policy is to provide direction to District staff for processing and resolving (if possible) account adjustment requests and property damage claims against the District. Inherent in this policy is the recognition that every adjustment request or claim will be unique, and that guidelines cannot be written to accommodate every case. Therefore, staff must use discretion and good sense in handling each claim.

1025.1 Property (Land and Improvements) Damage Claims

In the course of the District's operations – [list several examples of routine district operations or services] – damage to land and improvements thereon occasionally occurs due to the proximity of the District's facilities to private property. When District employees are aware that property has been damaged in the course of their work, restorative measures are to be taken to return the property as close to its original condition as possible.

When a property owner informs a District employee of damage to their property (by telephone or in person), the employee receiving the claim will document in writing the time and date and a description of the stated circumstances and allegations. Employees should respond to questions, be cordial and respectful, but refrain from commenting on liability questions.

As soon as possible after information about the damage has been received, it shall be given to the appropriate division manager [replace position title with appropriate position title for your district]. The division manager, or his/her designee, shall investigate the property owner's allegations.

If the owner of damaged property informs a member of the Board, the information will be given to the General Manager. Directors should not independently investigate claims or make any representations to the property owner, but may go with staff to observe.

Investigations shall be done in a timely fashion and documented with a written report, including photo-graphs and/or interviews, when appropriate. A copy of the report shall be submitted to the General Manager.

If the investigating staff person is convinced that the damage was caused by District personnel, equipment, or infrastructure, he/she shall prepare

a work order to have the damage repaired, subject to the following conditions:

- a) General Manager approves the work order;
- b) Property owner agrees that the proposed repairs are appropriate and adequate;
- c) Property owner agrees to allow District personnel access to their property to perform the repair work;
- d) District personnel have the necessary tools, equipment, and expertise to perform the necessary work;
- e) Repair work can be accomplished within a reasonable amount of time; and
- f) Cost of material for the repairs will not exceed five hundred dollars (\$500).

If the cost of material for repairs is stated by claimant or estimated by staff to exceed five hundred dollars (\$500), the owner will be asked to submit their claim in writing on a District claim form.

The General Manager shall review the damage claim and the proposed repair work within a reasonable amount of time. If he/she determines that the damage is the District's responsibility and that the proposed repair work is appropriate, he/she may authorize the work if the cost of material for the repairs will not exceed one thousand five hundred dollars (\$1,500). A report shall be submitted to the Claims Committee [standing board committee assigned to review claims of this nature] describing the damage claim, including a description of the manner in which it was resolved. The claimant shall be notified of any action by the Committee regarding their claim.

If the cost of material for repairs is stated by claimant or estimated to exceed one thousand five hundred dollars (\$1,500), the claim will be submitted to the Claims Committee. The Claims Committee shall review the claim and receive input from staff in closed session [qualifies as "anticipated litigation" under the Brown Act]. After reviewing the damage claim, the Committee may authorize the work if the cost of material for the repairs will not exceed three thousand dollars (\$3,000) or may make a recommendation to the Board of Directors. A report shall be submitted to the Board describing the damage claim, including a description of the

manner in which it was resolved, or a recommendation for Board action. The claimant shall be notified of any action by the Committee regarding their claim.

If the cost of material for repairs is stated by claimant or estimated to exceed three thousand dollars (\$3,000), the claim will be submitted to the Board of Directors for its consideration. The Board will consider the claim during a closed session [“anticipated litigation”] of a regular or special meeting. Action to accept or reject the claim may be taken in open or closed session. The claimant shall be notified of the Board’s action regarding their claim. Notification that a claim has been rejected shall be accompanied by proof of service.

The Board will not consider a claim of an amount in excess of the [insurance deductible] 00), including the cost of investigation, without prior written approval of the District’s insurance company.

Claims in excess of the District’s insurance deductible shall be forwarded to the insurance company, and the claimant shall be advised of this action.

Claims for personal injury/wrongful death shall not be investigated by District staff or directors but shall be immediately forwarded to the District’s insurance company.

1025.2 Property (Vehicles and Unsecured Property) Damage Claims

All claims of damage to vehicles, or other unsecured property, shall be submitted to the General Manager. He/she shall review the damage claim and the requested restitution. If he/she determines that the damage is the District’s responsibility, he/she may authorize repairs or reimbursement of expenses to an amount not to exceed one thousand five hundred dollars (\$1,500). A report shall be submitted to the Claims Committee describing the damage claim, including a description of the manner in which it was resolved.

The claim will be processed as described above if the cost of material for repairs is estimated to exceed the applicable thresholds.

1025.3 Property Damage Claims on District Form

Except for damage to land and improvements estimated to cost less than five hundred dollars (\$500), all damage claims must be submitted in

writing on a District claim form. This will ensure that a claim is valid and protect important rights of the District.

If an individual does not wish to file a claim on the District form, he/she may present the claim by letter if it conforms to Section 910 and Section 910.2, of the California Government Code. Section 910 specifies that a claim needs to show all of the following:

- a) The name and post office address of the claimant;
- b) The post office address to which the person presenting the claim desires notices to be sent;
- c) The date, place, and other circumstances of the occurrence or transaction which gave rise to the claim asserted;
- d) A general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known as the time of presentation of the claim;
- e) The name or names of the public employee or employees causing the injury, damage, or loss, if known; and
- f) The amount claimed if it totals less than ten thousand dollars (\$10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage, or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

Section 910.2 of the California Government Code specifies the following:

The claim shall be signed by the claimant or by some person on his behalf. Claims against local public entities for supplies, materials, equipment or services need not be signed by the claimant or on his behalf if presented on a billhead or invoice regularly used in the conduct of the business of the claimant.

If the filed letter/claim does not meet the requirements of the California Government Code Section 910 and Section 910.2, then a letter shall be sent to the claimant informing them of this fact.

District staff shall provide no assistance to the claimant in filling out the claim form. Claimant must fill out the claim form in its entirety and submit it via mail, fax or personal delivery to the District office. Upon receipt, office staff shall date-stamp the document.

1025.4 Account Adjustment Requests (Appropriate for Utility-Type Districts)

The General Manager or the Finance Division Manager [Business Manager, Chief Financial Officer, Treasurer or other appropriate position title], in his/her absence, is authorized to adjust a customer's water service [sewer, garbage, electricity, etc.] account when their bill reflects usage that is significantly greater than normal, due to accidental loss of water through broken pipes or when faucets are turned on in the owner's absence, etc. [or other type of abnormal account cost], subject to the following conditions:

- a) The customer requests the account adjustment in writing;
- b) A similar request has not been made within the past 12 months;
and
- c) The account shows no record of being delinquent for more than 60 days during the past 24 months.

Notes: CCSD does not have a policy regarding claims against the District, but staff members follow state statutes with regard to the review and response to claims.

Recommendations: The Committee recommends that the Board consider adopting CSDA Policy 1025 with any revisions that might be advised following a review by legal counsel. We suggest that having a clearly stated set of procedures for the review and response to claims would be a useful policy to include in the Director Handbook, even if these strictly parallel existing state statutes.