

# **Agenda**

## **Sacramento Suburban Water District Facilities and Operations Committee**

3701 Marconi Avenue, Suite 100  
Sacramento, CA 95821

Wednesday, December 11, 2013  
5:30 p.m.

Public documents relating to any open session item listed on this agenda that are distributed to the Committee members less than 72 hours before the meeting are available for public inspection in the customer service area of the District's Administrative Office at the address listed above.

The public may address the Committee concerning any item of interest. Persons who wish to comment on either agenda or non-agenda items should fill out a Comment Card and give it to the General Manager. The Committee Chair will call for comments at the appropriate time. Comments will be subject to reasonable time limits (3 minutes).

In compliance with the Americans with Disabilities Act, if you have a disability, and you need a disability-related modification or accommodation to participate in this meeting, then please contact Sacramento Suburban Water District Human Resources at 679-3972. Requests must be made as early as possible and at least one-full business day before the start of the meeting.

### **Call to Order**

### **Roll Call**

### **Public Comment**

This is an opportunity for the public to comment on non-agenda items within the subject matter jurisdiction of the Committee. Comments are limited to 3 minutes.

### **Items for Discussion and Action**

- 1. Public Outreach Plan – Construction Projects**  
Review report of public outreach plan for all District construction projects.
- 2. Service Size Billing Issues – Large Lot**  
Review status of identifying large lots and service size billing.
- 3. Facility Utilization - Suite 300**  
Review report on utilization of space by District or lease/rent options.

**Adjournment**

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**Upcoming Meetings:**

Wednesday, December 11, 2013, at 3:30 p.m., Water Banking and Transfer Committee Meeting

Monday, December 16, 2013 at 6:30 p.m., Regular Board Meeting

Tuesday, December 17, 2013 at 6:30 p.m., Joint Board Meeting with San Juan Water District

Monday, January 27, 2014 at 6:30 p.m., Regular Board Meeting

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I certify that the foregoing agenda for the December 11, 2013, meeting of the Sacramento Suburban Water District Facilities and Operations Committee was posted by December 6, 2013 in a publicly-accessible location at the Sacramento Suburban Water District office, 3701 Marconi Avenue, Suite 100, Sacramento, California, and was made available to the public during normal business hours.

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Robert S. Roscoe  
General Manager/Secretary  
Sacramento Suburban Water District



## Facilities and Operations Committee

### Agenda Item: 1

**Date:** December 4, 2013

**Subject:** Public Outreach Plan - Construction Projects

**Staff Contact:** John E. Valdes, Engineering Manager – CIP  
Dave Jones, Associate Engineer

**Recommended Committee Action:**

Receive report on the District’s public outreach plan for construction projects and provide direction to staff as appropriate.

**Discussion:**

A significant amount of customer contact and outreach occurs during the design and construction phases of the District’s capital improvement projects, particularly for main replacement projects. In the past few years, the level of communication between the District and our customers has increased considerably based on feedback received from customers on previous projects. Staff has taken a fresh look at the outreach efforts in advance of the Arden Oaks Main Replacement Project, which will be under construction in 2014. Attached is a detailed Public Outreach Plan for the Arden Oaks project. If approved, this plan (now in progress) will be carried forward and used on subsequent main replacement projects.

The District has received numerous positive comments from customers regarding our customer outreach efforts. However, staff continues to explore ways to improve the District’s customer outreach and service.

**Fiscal Impact:**

None. The majority of the public outreach is currently performed by District staff.

**Strategic Plan Alignment:**

Customer Service – 3.C. Provide effective customer and community relations by communicating, educating, and providing information on District operations, drinking water issues, water conservation, resource sustainability and environmental stewardship.

Customer Service – 3.D. Solicit and respond to customer and community concerns.

This item aligns with these goals because a formal public outreach plan enables staff to effectively communicate with residents in a main replacement project area and to make sure they have input into the project.

# Arden Oaks Water Main Replacement Project Construction

## Public Outreach Plan

### **Background**

Staff began aggressively replacing the District's underground water distribution mains in 2005 upon the Board's acceptance and approval of the Water Main Replacement Plan. The plan called for the replacement of the District's 700 miles of distribution water mains over a 100-year period or 7 miles of water mains each year. The Board also approved a substantial rate increase that provided the funds for the main replacement projects on a pay as you go basis. To date, \$76 million has been spent on 22 projects consisting of approximately 60 miles of new water mains.

### **Arden Oaks Main Replacement Project**

This project consists of the installation of approximately 42,000-feet of new water mains and the convergence of over 400 flat rate water services to metered services. The project will also improve fire service by providing new fire hydrants approximately every 500 feet to meet today's fire standards. The project is located in the south service area of the District, bounded on the East by Eastern Avenue, on the West by Watt Avenue, on the south by Arden Way, and by the District boundary with Del Paso Manor Water District on the North. There are three subdivisions within the project boundary. The Arden Oaks 3 thru 6 and Arden Village 1 subdivisions are comprised of residential lots of approximately 1/5 acre in size. The other subdivision is Arden Oaks 1 with residential lots greater than 1/3 acre in size.

### **Unique Characteristics of the Arden Oaks Main Replacement Project Area**

The residential subdivisions in the project site were created in the late 1940's and early 50's. The majority of the project area is comprised of large residential estate properties. The area is accessed by a few minor roadways connecting to Watt and Eastern Avenues, and Arden Way. There are no single throughways connecting Watt, and Eastern Avenue or Arden Way. All interior roadways are narrow and winding with roadway ditches. There are no curbs, gutters or sidewalks. The emergency response providers (Fire, Sheriff, and Medical) have developed specific response plans based on the limited access in this area. There are no engineered storm drainage systems in the interior of the project. There are a series of creek drainages throughout the project area with seven roadway bridges. Landscape and natural vegetation is mature and extends to or beyond the County Right of Way. Overhead clearance is limited due to the mature tree canopies extending entirely across the right of way.

The residents in this area are active in their Homeowner Association (HOA) and are very interested in preserving and protecting their neighborhood. A private security force staffed by trained Sacramento County Sherriff deputies is employed by the HOA for neighborhood patrols and is very familiar with the residents and the neighborhood.

**Note: Another issue with this specific project area is that a large number of homeowners have been paying for a smaller service size than what they actually have in place. This is the result of the predecessor water district having poor records for several large lots and a policy for billing the same flat rate for ¾" or 1" service size, (each homeowner did however**

pay a separate “usage” fee based on the size of their lot). Staff recently conducted a field investigation in the area and found up to 98 parcels that were in this situation. Options for addressing this issue will be handled separately.

### **Proposed Public Outreach Program**

The District has provided a public outreach program for all main replacement projects for the past several years. The existing outreach program consists of several different forms of contact with the residents within a project area. It is anticipated that the current program will be modified and enhanced due to the unique nature of the Arden Oaks project. This expanded outreach program will then become the District’s standard going forward.

The proposed public outreach plan is provided below. Note that some of the outreach has already taken place.

- **Design Letter**—This introductory letter is mailed out during the early stages of the design process. This letter goes to all residents, owners, and property managers and is the first contact with the residents within the project area. A brief discussion is provided in the letter explaining the need for the main replacement project and how it will benefit the residents. The boundaries of the project are defined and the anticipated start date of construction is also provided. A District contact number is also provided for any questions that might arise. (See **Exhibit 1** for the actual letter and map, dated October 17, 2013, that was mailed out for the Arden Oaks project.)
- **Public Meeting**—A public meeting with interested residents allows the District to convey (through a PowerPoint presentation) the concept of the project to the homeowners and Homeowners Association (HOA), if applicable. The meeting allows a chance for open dialog between the design engineer and the District’s customers to discuss potential problems and concerns during the design process. District staff has found, through previous experience, that public meetings are only useful when there is an organized homeowners group to work with. District staff and the District’s design engineer, Domenichelli & Associates (D&A), attended a meeting of the Arden Oaks HOA Board of Directors on October 2, 2013.
- **Preliminary Project Letter and Site Visits**—Each homeowner will receive a Preliminary Project Letter similar to the Design Letter described above introducing the District’s representative and discussing the purpose of his/her on-site visit in the upcoming months. The District’s representative will review each water service and meter installation location with the property owner (including residences that have been previously reviewed due to back yard water service investigations). This will give the homeowner an opportunity to participate in the design process and an additional opportunity to discuss any potential problems that may not have been discussed earlier. This visit is typically conducted with the homeowner on their property and may be outside normal business hours to accommodate the homeowner’s work schedule. (See **Exhibit 2** for the actual letter and map that was mailed to the Arden Oaks homeowners.)

Note that three personal field contact attempts are made on different days and times to complete a site visit with each homeowner. A door hanger is also left at the residence with a contact name and number in order to set an appointment, (see **Exhibit 2A**). Properties where District representatives are unsuccessful contacting the owner or an owner's representative are then reviewed by the Construction Engineer without input from the property owner to determine the meter and water service line location. Prior to construction additional attempts are made to contact the property owner prior to the meter and water service installation. If no contact is made the meter and water service are installed per the Construction Engineer direction with additional approval from the District's Engineering Manager.

- **Information Letter**—This letter is used when there is an unusual condition that needs to be addressed due to a design issue that might arise. For example, during the design process easements are identified that need to be acquired, or properties are identified that require backflow protection. In addition, billing discrepancies arise that need to be corrected or service lines need to be verified. Only those properties identified with an issue are contacted in this manner. (See **Exhibits 3A and 3B** for example correspondence.)
- **Construction Letter**—This letter identifies the District's contractors that will be under contract for construction. This letter will be mailed in January after the Contractors have been identified. Contact numbers are provided for the contractor's representatives, the District's inspector and engineer, and any necessary field personnel for direct contact by the homeowner. This allows for a rapid response to any field or construction issue that might arise. The District's contractor also sends out a letter introducing themselves while providing contact information including their Project Manager's and Foreman's telephone numbers. (See **Exhibit 4** for example of a previous correspondence).
- **Construction Signage**—As required by the Encroachment Permit from the County of Sacramento, one 4'x 8' and several 4'x 4' signs are placed at several roadway locations throughout the project area informing the public of the construction and noting the proposed beginning and end dates. (See **Exhibit 5** for an example of a previous sign posting).
- **Door Hangers**—Before work is started on a customer's property, a door hanger is placed 24 to 48 hours prior. This hanger describes the work to be completed and how long their water service may be interrupted. In the event that the work is not completed during this time frame a second door hanger will be placed reflecting the new proposed time for service interruption. (See **Exhibit 6** for an example door hanger.)
- **Face-To-Face Contact**—From this point on, contact with the homeowners will be over the phone or face to face contact in order to remedy any problem or situation that might arise. These responses will be completed in less than 24 hours after initial contact even though proposed solutions make take longer to be fully resolved.

- Construction Meetings—Throughout the project, weekly to bi-weekly construction meetings are held at the District office with District staff, contractors, District inspectors, County representatives/inspectors, and engineering consultants in attendance. Any public outreach needs or issues are discussed at these meetings. Any necessary action to be taken is assigned and appropriate action is taken.
  
- Project Completion—Nearing the end of the project, a District postage paid customer survey card is provided to all the customers within the project area. This customer survey card allows the customers to write in any problems that may have been noticed during the construction phase and final installation of the new water main or services. These comments will be processed in a timely manner and any customer with a complaint that is deemed District responsibility will be added to the Contractor’s punch list for remediation. The District will contact the homeowner on the issue at hand either with a telephone call, site visit or a letter that will notify them that the District is addressing the issue. (See **Exhibit 7** for an example survey card.)
  
- Switchover to Metered Rate—Prior to homeowner’s being converted from a flat rate to a metered rate, the District is allowing for a grace period before the new rate is enforced. During this period, the water usage and the proposed rate for each newly metered home will be provided on the homeowner’s monthly bill showing them their cost under the metered rate as compared to their current flat rate. A final letter is mailed to each property owner by the Customer Service Department prior to them being switched over to a metered rate.
  
- Warranty Period—All construction is covered by a one year warranty that begins at the date noted on the Notice of Completion filed at the County Clerk/Recorder’s Office. Any warranty issue that arises is managed by the District through the contractor of record. When a customer notifies the District of a warranty issue, contact is made with the customer within 24 hours and the issue is investigated by District forces to verify the complaint and determine any appropriate action to be taken. When verified, the District will direct the responsible contractor to make necessary repairs, and provide the customer a schedule when repairs will be made. In the past all warranty issues have been resolved within 24 hours or less.

Throughout the design process and the construction several agencies are involved. The County of Sacramento Department of Transportation, Department of Water Resources, Sacramento Area Sewer Services, and Sacramento Metro Fire District provide design plan review. The Sacramento County Construction Management and Inspection Department provides construction inspection throughout the construction period.



Exhibit 1  
Design Letter

October 17, 2013

**Dear Sacramento Suburban Water District Customer:**

Sacramento Suburban Water District (SSWD) is designing a new water distribution system in your neighborhood, known as the Arden Oaks Main Replacement Project. This water main project is bounded by Watt Avenue, Arden Way, Eastern Avenue and Maryal Drive. The project will be divided into 2 phases. A map is provided as Exhibit 1 showing the project site.

This project will replace old, undersized water mains and outdated fire hydrants. Additional fire hydrants will also be installed to meet current fire hydrant spacing requirements. These improvements will increase the reliability of water service, and improve fire flows in the area. As a part of this project, each residence will receive a new service line and, if not already metered, new water meter. The introduction of the water meter on the water service line may cause a slight loss of water pressure to the property. The District will, however continue to meet or exceed the California State Department of Public Health water pressure requirements of 20 pounds per square inch (psi).

After the design is complete, the District will award contracts to two contractors. One contractor will install the new water mains and fire hydrants. The other contractor will install water meters and new service lines from the new water main to the house or business. The contractors will, at the end of the project, sever and abandon the existing water mains and service lines. Construction is anticipated to start in early spring 2014, as weather conditions permit, and take 6-10 months to complete. Final trench paving, due to late fall weather conditions, may have to be extended into the Spring of 2015. Prior to construction, crews will be excavating small holes to verify locations of the existing utilities in the roadways. When the District has completed construction contracts, the residences of the project area will be notified of the impending construction and provided contact information for the contractors. We are coordinating with the Arden Oaks Homeowners Association and will prepare a presentation for the annual Homeowners meeting.

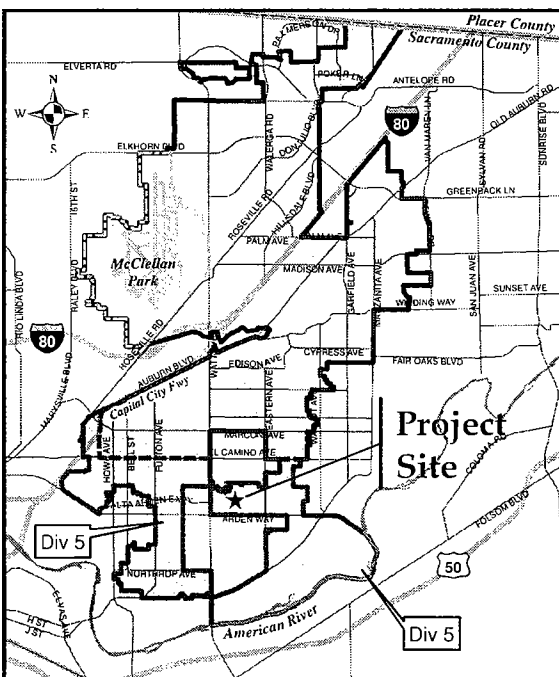
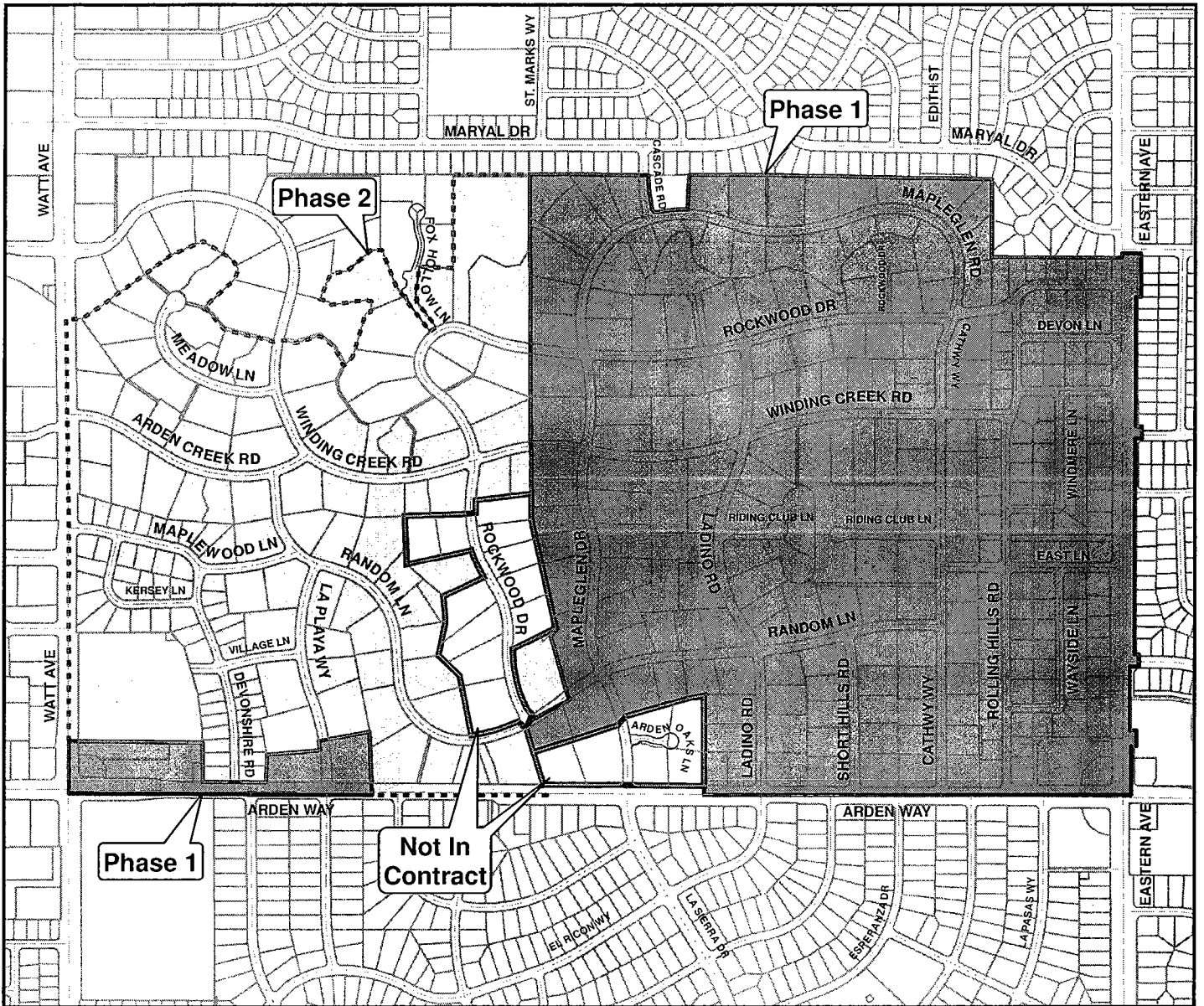
Beginning in October 2013 and throughout the remainder of the year, a District representative, Mr. Peter Reagan will be visiting all properties within the project area. Mr. Reagan, will review your property to determine a location for the new water meter and water service and show you the location of new fire hydrants close to your property. Information obtained from the site review will be used in the design of the water system. During this review, Mr. Reagan will be able to further explain the need for the project and answer questions pertaining to your water service.

After the water meter is installed, existing flat rate residential customers will see each month's water consumption on the water bill for approximately one year allowing customers to compare the metered rate to the flat rate before being converted over to a metered rate. Flat rate accounts within the project boundaries are expected to be converted from the flat rate to the metered rate beginning in November 2016. Properties already on the metered rate will remain on the metered rate. Commercial accounts will remain a metered rate and will receive additional information in the future regarding backflow prevention devices and private fire service connections.

If you have any questions related to this project, please contact me at 679.3991. Should there be any emergencies after business hours, please call 972.7171 to reach the District's answering service and the On-Call Technician.

Sincerely,

Dave Jones, Associate Engineer  
Sacramento Suburban Water District  
3701 Marconi Avenue, #100  
Sacramento, CA 95842  
916.679.3991  
[www.sswd.org](http://www.sswd.org)



NO SCALE


Portion of Sacramento Suburban Water District

**EXHIBIT 1**

**Arden Oaks Phase 1 & 2**

**Location Map**

(Voting Division 5)



Base Data: Sacramento County Gis Base Map  
 Projection: CA State Plane 2, NAD83  
 Scale: No Scale  
 Prepared by: DAV, SSWD  
 Sacramento, CA - September 2013  
 Arden\_Oaks\_Loc1&2.mxd

Exhibit 2  
Preliminary Project Letter

October 17, 2013

**Dear Sacramento Suburban Water District Customer:**

Sacramento Suburban Water District (SSWD) is designing a new water distribution system in your neighborhood, known as the Arden Oaks Main Replacement Project. The first phase of the water main project is bounded by Maple Glen Road, Eastern Avenue, Arden Way and Maryal Drive and will begin construction in early spring of 2014. The second phase of the project will include the properties west of Maple Glen Road to Watt Avenue. Depending on budget requirements phase 2 will start in late summer of 2014. Please see the attached map for a more detailed description of the work area.

This project will replace old, undersized water mains and fire hydrants which will increase the reliability of water service, and improve fire flows in the area. As a part of this project, each residence will receive a new service line and if not already metered, a new water meter. The introduction of the water meter on the water service line may cause a slight loss of water pressure to the property. The District will, however continue to meet or exceed the California State Department of Public Health water pressure requirements of 20 pounds per square inch (psi).

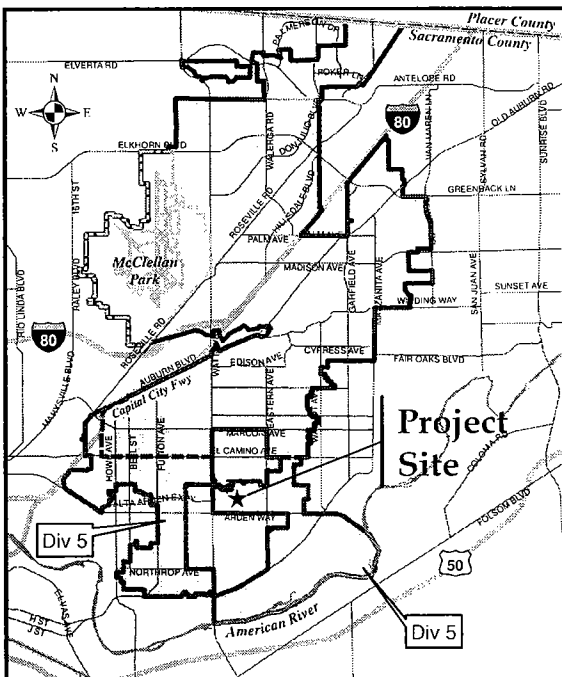
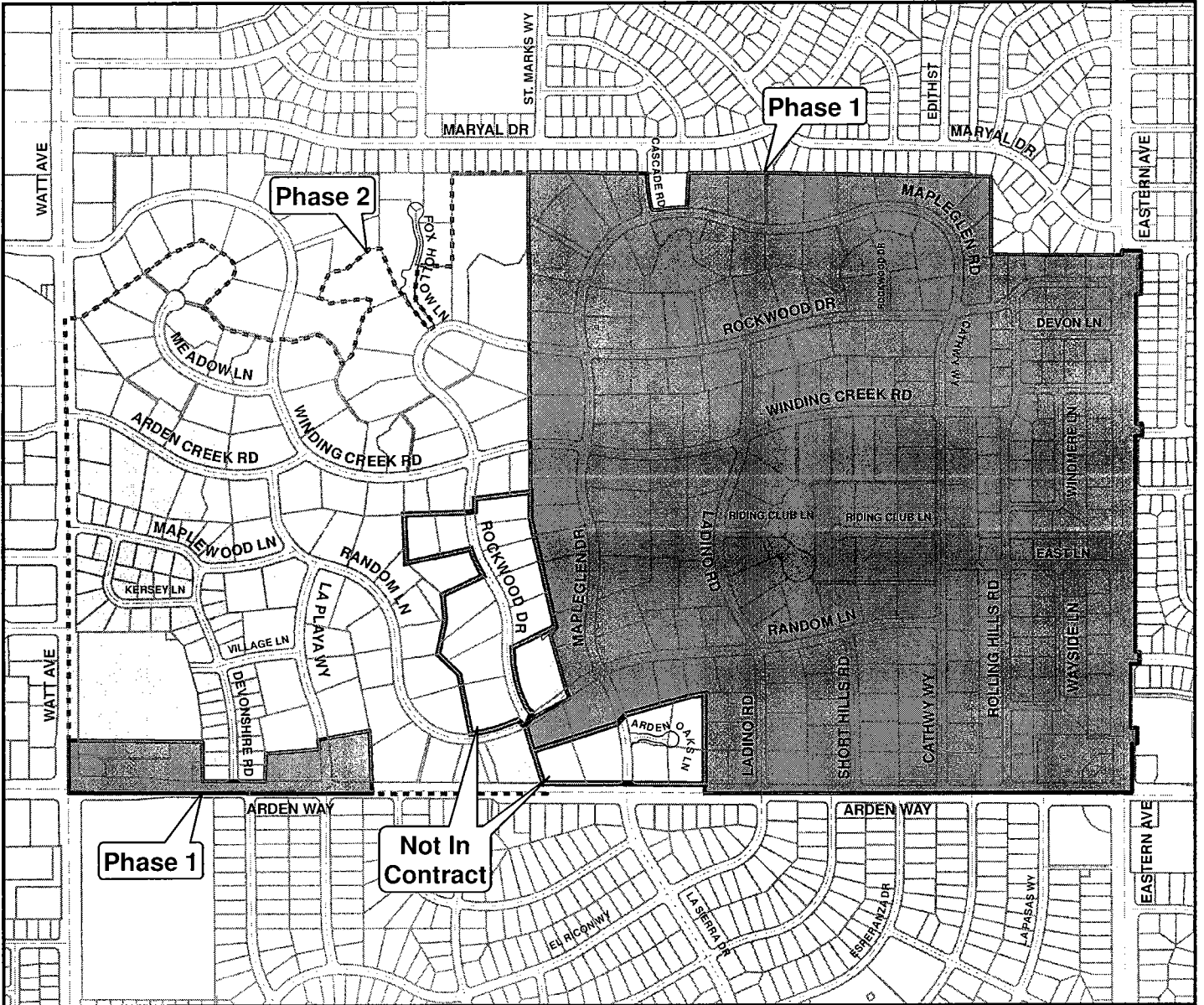
As part of the current design phase of the project it is necessary to verify the location and diameter of the water service to your property. Over the next several weeks both District crews and contractor crews will begin locating and verifying the locations of the water services in the neighborhood. They will provide a 24 hour notice via a door hanger with the date of the work and contact numbers. **Access to your backyard will be necessary.** The water services installed in the early 60's were predominately located along the rear property line. To verify the diameter of the water service it may be necessary to excavate a small hole approximately 3'x 3' and up to 4 feet deep. All excavations will be restored to pre-existing conditions.

After the data is collected and incorporated into the design plans a District representative will meet with you to discuss the new water meter and determine the best location for the meter on your property. Prior to the water main installation, all residents will be notified with a letter identifying the contractor, anticipated dates of construction and contact numbers to discuss any construction issues.

If you have any questions related to this project, please contact me at 679.3991. Should there be any emergencies after business hours, please call 972.7171 to reach the District's answering service and the on-call technician.

Sincerely,

Dave Jones, Associate Engineer  
Sacramento Suburban Water District  
3701 Marconi Avenue, #100  
Sacramento, CA 95842  
[www.sswd.org](http://www.sswd.org)



NO SCALE

Portion of Sacramento Suburban Water District

**EXHIBIT 1**

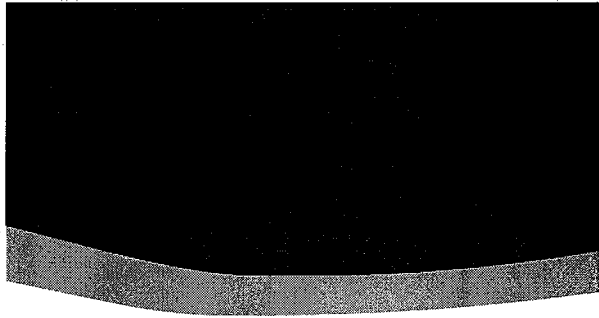
**Arden Oaks Phase 1 & 2**

**Location Map**

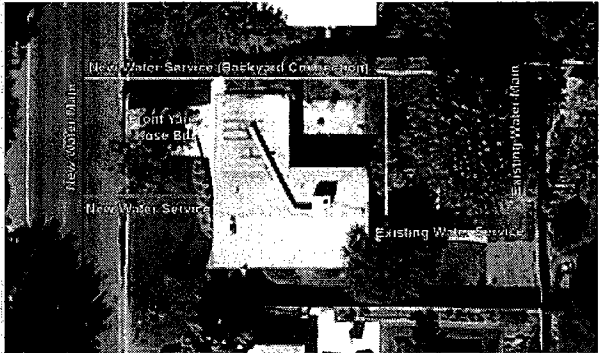
(Voting Division 5)

**SACRAMENTO SUBURBAN WATER DISTRICT**

Base Data: Sacramento County Gis Base Map  
 Projection: CA State Plane 2, NAD83  
 Scale: No Scale  
 Prepared by: DAV, SSWD  
 Sacramento, CA - September 2013  
 Arden\_Oaks\_Loc1&2.mxd



# Arden Oaks Water Main Replacement Project: Design Phase



As part of this project, Sacramento Suburban Water District has hired a contractor to meet with you and discuss the new water service to your property. Sorry we missed you. We will attempt to meet with you at a later date. If you would like to arrange a meeting, please contact Peter Reagan at (916) 529-6537.

Date: \_\_\_ / \_\_\_ / \_\_\_ Time: \_\_\_ : \_\_\_ AM  
PM

Questions? Contact Dave Jones,  
Sacramento Suburban Water District  
Project Manager  
(916) 679-3991



Exhibit 2A - Site Survey Door Tag

Exhibit 3A  
Typical Information Letter  
From a Previous Project with an Easement Need

[DATE]

Name  
Address  
Sacramento, California 85816

**Re: Water Main Extension and Easement**

Dear Sirs:

Sacramento Suburban Water District (SSWD) is in the process of designing a water main replacement project for the Highlands Oaks Subdivision and the commercial properties along Arden Way and Fulton Avenue. The new water mains will be installed in the County right of ways in the roadways along the front property lines of the residences and businesses. The existing water mains located along the rear property lines will be abandoned in place.

SSWD currently has an existing water main within an easement that extends to the east from Fulton Avenue through your property (Assessor Parcel Number 279-023-0049) between 1750 and 1732 Fulton Avenue. The water line then turns to the north along the rear property line. The new design calls for the existing line to be extended to the east across the parking lot (Assessor Parcel Number 279-023-0001), and under the slough to a connection point with another existing water main in Avondale Avenue. (See attached map.)

To accomplish the installation of the new main across your property, SSWD will have to obtain an easement from you to place the water line in, similar to the existing easement for your property at 1732 Fulton Avenue. SSWD would like to know what requirements you would have for the granting of a water pipeline easement across your property. The easement width would be 20 feet, 10 feet on either side of the pipeline.

In addition to the pipeline easement, a temporary construction easement would also be required which would be 50 feet either side of the pipeline. This increase in size is required for the tunneling operation under the slough that would be required. The construction operation would take 4 to 6 weeks to complete. The target date for the construction is in the summer of 2007.

Your response would be appreciated and if you would like, a meeting can be scheduled at your convenience to discuss this issue.

If you have any questions related to this project, please call me at (916) 679-3988, or Mr. David Jones at (916) 679- 3991.

Sincerely,

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John Valdes, Capital Improvement Program Manager

Enclosure



Exhibit 3B  
Typical Information Letter  
From a Previous Project with Backflow Need

[DATE]

Name  
Address  
Sacramento, Ca.

Subject: Installation of Backflow Prevention Assembly at:  
Address, Sacramento, CA 95821

Dear Name,

The Sacramento Suburban Water District (District) has commenced construction in your area to replace the existing water mains, which serve water to your property. The Water Main Replacement Project will abandon the existing undersized and deteriorating water mains located along the back or side property lines and install new water mains in the street right-of-ways along the frontage of the property. Included within the scope of work is the upgrade and replacement of all water services to present day codes and regulations.

This letter is to inform you that in the interest of public health and safety, and in accordance with District Regulation No. 14 Governing Water Service, California State Law Administrative Law Code Title 17, and Sacramento County Ordinance SCC-676, the water service to commercial business or properties must be equipped with an approved backflow prevention device (assembly). The purpose of the assembly is to protect the public drinking water system from possible contamination due to potential hazards, which may originate from unknown conditions within the premises of the water customer's property. Your property at 2318 Church Avenue has been identified as a property that requires backflow protection on your water service.

Since the District will be replacing the existing water facilities, including the water service to your property, any commercial property without a backflow prevention assembly will need to be upgraded with a new backflow prevention assembly at the same time. The installation will be coordinated with the relocation of your existing water meter when it is installed on the new water main.

It is District policy that the property owner is responsible for the purchase and installation of the required backflow device. However, because this work can be coordinated with the ongoing work, the cost you will be responsible to pay is for backflow assembly materials only. The District will have the backflow device installed at no cost to you. This is a cost savings of approximately \$1,248.00 for labor on a 2" backflow assembly installation. Based on the size of

your existing service, (2" water service) the cost for the materials for the assembly is **\$811.00** which will be purchased by the District from Groeniger and Company in Roseville, California. The District requires that the property owner reimburse the District for the cost of the backflow prevention assembly. The cost quoted is the actual cost incurred by the District and is passed on to the property owner without any markups. Cost information is enclosed for your review.

If you choose, you may have the reduced pressure principle backflow prevention assembly purchased and installed by someone other than the District's contractor. Please call me at the number below for a list of approved backflow installation contractors. However, coordination with your contractor and the District's contractor replacing the water facilities is required. The assembly would need to be installed per Sacramento County Standard drawing 8-8A. A copy is attached.

Please respond to this office within 15 working days of the receipt of this letter acknowledging your choice of the installation method (our forces or yours) for the reduced pressure principle backflow prevention assembly.

Regarding the billing for the new backflow device, the District would prefer that the balance be paid within 30 days of billing. The balance associated with the backflow device will be tracked separately from the water bill and will be billed to the property owner for payment upon completion of the backflow installation. However, the District understands that an unexpected expense is a burden to our customers and can cause a disruption to the management of their property. Therefore, the District will offer a 6 month grace period without interest or penalties. If an unpaid balance exists after 6 months the District will place the remaining charges on the water bill. This charge will become due and payable and subject to the District's delinquency process. Forms of payment that are acceptable are cash, money order, debit card, or credit card with the Visa or MasterCard logo. All fees and charges must be paid in order to restore water service.

The District recommends that the property owner also provide freeze protection and a locking cage to protect the backflow assembly. The freeze protection is an insulated bag that fits over the backflow assembly. The cage is a locking metal structure that also goes over the backflow assembly that protects against vandalism. The backflow assembly is the property of the property owner and it is their responsibility to maintain the backflow assembly in proper working order. A cost quote for these protective items can be obtained by contacting Groeniger & Company at 916.782.3333. If the property owner provides these items, the District will install them at no cost provided the materials are available at the time the backflow assembly is installed.

Water services with backflow devices will incur a fee of \$4.00 per month. The property owner is also required to have the device inspected annually by a certified backflow tester. The District will notify the property owner when this inspection is required and offer solutions for the inspection.

If you have any questions, please call me at 916.679.3991, or Ms. Annette O'Leary, Administrative Service Manager, at 916.679.3975. Thank you.

Sincerely,

---

Dave Jones, Associate Engineer  
Sacramento Suburban Water District

Enclosures

Exhibit 4  
Construction Letter  
To be Sent in January

[DATE] January 2014

SSWD Customer  
ADDRESS

**Re: Notification of proposed Arden Oaks Phase 1 Water Main Replacement Construction Project**

Dear Sacramento Suburban Water District Customer:

Previously the Sacramento Suburban Water District (District) provided information regarding a proposed project to replace the existing water mains, fire hydrants, and water service with new replacement facilities including new water services with meters and customer side service lines to your house or business. In 2013 the District, through competitive bidding, selected two contractors to perform this work.

Approximately 42,000 feet of water main and over 400 new water services with water meters will be installed on this project of two phases. Construction on Phase 1 is scheduled to start in mid March pending favorable weather conditions, and take approximately 8 to 10 months to complete. The District's contractor, XXXXXX (contact - XXXXXXXXXX) is under contract to install new water mains and fire hydrants within the street right of ways. **GM Construction** (contact - **Tim Wilkerson @ 916 333-2439**) will be installing water services with meters from the new water lines to your house or business. The initial work shall consist of performing small exploratory excavation (potholes) along the proposed alignment of the water mains to verify locations of the existing underground utilities. This work will begin in late January and conclude in March, weather permitting. The main construction and trench work will follow.

With the information from the exploratory excavations gathered and analyzed, the water line alignment can be confirmed and the installation of the new water mains will be installed by XXXXXX. GM Construction will follow with the installation of the new service line from the main to the water meter. After completion of the installation the water lines will be pressure tested, sanitized, flushed, sampled for water quality testing and if successfully passing the water quality test, approved for potable water use. This process will take several weeks. Once approved, new water services will be crossed over from the old water mains to the new water mains in the public right-of-ways. The contractors will, at the end of the project, disconnect and abandon in place the existing water mains and service lines. During the course of construction planned water outages will be required to make connections to the new system. It is anticipated that outages will last between 3 to 6 hours. Outages are normally scheduled on Tuesday,

Wednesday or Thursday between the hours of 9AM to 4PM. Notification of planned outages will be provided in advance.

A District representative previously inspected your property to determine a location for the new water service and meter. The purpose of the inspection was to discuss the project and determine the location of the new service. Please note the District will require access to the outside of your property throughout the project to complete the work. It is anticipated that access to the property would be no more than three or four occasions, and under no circumstances will an employee be required to enter your home. Notification will be provided prior to access to your yard by door hangers.

If you have any questions, please call either of the following personnel:

- Song Dang, Senior Inspector who will be the District's inspector on this project. Song can be reached at 916.416.5475 (cell)
- Scott Ahlstrom, Consultant Inspector Scott can be reached at 916.849.7149 (cell)
- Dave Jones, Associate Engineer who will be the Project Manager for this project. Dave can be reached at 916.679.3991 (office) or 916.804.3070 (cell)

Sincerely,  
Sacramento Suburban Water District

Dave Jones  
Associate Engineer



Exhibit 5 - County Required Project Signage

### Water Main Replacement Project

On \_\_\_\_\_

Between \_\_\_\_\_ and \_\_\_\_\_

Your water will be subject to interruption due to construction on nearby water mains or meter installation.

### Important

On the date noted above and the day after, please:

- Do not park vehicle on the street in front of your property.
- Access to your backyard is required.
- Access to your frontyard is required.

We apologize for any inconvenience.  
Thank you for your patience and understanding.


For questions or further information,  
please call:

Contractor: \_\_\_\_\_

Phone: \_\_\_\_\_



3701 Marconi Avenue, Suite 100  
Sacramento, CA 95821-5346  
916.972.7171  
sswd.org  
05/27/2011

Business Hours: 8:00 a.m. - 4:30 p.m. Monday-Friday 

### Flushing Instructions

Upon restoration of water, you may experience a small amount of sediment or cloudy water. The following are flushing instructions to help alleviate those water conditions.

- Locate and open the hose bib farthest away from the point where the water enters your home.
- Make sure the hose bib is fully open.

Allow the water to run until it is clear.

Call SSWD to schedule your Water-Wise House Call. This service assists you in using water more efficiently which may lower your water bill.

Report water waste online at [sswd.org](http://sswd.org).



\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



ATTN DAVE JONES  
SACRAMENTO SUBURBAN WATER DISTRICT  
3701 MARCONI AVE STE 100  
SACRAMENTO CA 95821-5346



Dear Customer:

Sacramento Suburban Water District (SSWD) recently completed the installation of a water meter in your yard. The District wants to hear from you concerning the work performed, restoration of existing facilities and overall opinion of the meter installation.

1. Was water restored within the allotted time frame?  
Yes\_\_\_\_ No\_\_\_\_ Unknown\_\_\_\_
2. Were your existing facilities, landscaping and concrete restored to your satisfaction?  
Yes\_\_\_\_ No\_\_\_\_ Unknown\_\_\_\_
3. Are you satisfied with your water pressure, volume and quality?  
Yes\_\_\_\_ No\_\_\_\_ Unknown\_\_\_\_
4. Are you satisfied with the overall work performed?  
Yes\_\_\_\_ No\_\_\_\_ Unknown\_\_\_\_



Comments: \_\_\_\_\_  
\_\_\_\_\_

Please return to SSWD. Thank you for your comments

08/22/2012





## Facilities and Operations Committee

### Agenda Item: 2

**Date:** December 4, 2013

**Subject:** Service Size Billing Issues – Large Lot

**Staff Contact:** Annette O’Leary, Administrative Services Manager

**Recommended Committee Action:**

Informational item. No recommended action at this time.

**Discussion:**

As presented to the Facilities & Operations Committee on October 2, 2013, the District is preparing to begin the first phase of the Arden Oaks Main Replacement Project (Project). In the design preparation of the Project, the diameter of the existing service size for the large residential lots was questioned when several of them indicated a recorded service size of ¾”. This was unusual since the new homes being built, or existing homes being remodeled, had a typical service size of 1” to 2”. A Service Size Verification Plan (Plan) was conducted to verify the service size discrepancies between actual field verified services and the service size currently being billed. Of the 118 parcels identified in the Plan, there was a discrepancy on 98 accounts.

Due to the subject issue, the Facilities & Operations Committee directed staff to determine if a query could be conducted on large lots (1/2 acre and larger) to determine if the service size and billing rate is accurate. If not, a Plan could be conducted to verify the accurate service line size. Staff determined there are approximately 150 properties throughout the District that should be investigated to determine if the billing rate coincides with the service connection size. Staff will be conducting a Plan to investigate the connection size for large flat rate lots. If there is a discrepancy the rate will be corrected.

In regards to the Project, the billing discrepancy needs to be addressed. Staff has two options:

**Option 1:**

Adjust the customer’s rate when the meter is installed. The meter installation for this Project will occur in 2014 and 2015. The customers would stay at their current flat rate until the meter installation, at which time the flat rate would be adjusted to match the meter.

**Option 2:**

Adjust the customer's flat rate based on the size of the meter that staff and the customer agree to install. The customer's flat rate would be adjusted to the meter size that will be installed during the project. The meter size will be a 3/4-inch, 1-inch or 1-1/2-inch.

To remain consistent with current and past practice, staff will utilize Option 2.

**Fiscal Impact:**

Informational item only.

**Strategic Plan Alignment:**

Customer Service – 3.C. Operate in an open and public manner.



## Facilities and Operations Committee

### Agenda Item: 3

**Date:** December 4, 2013

**Subject:** Facility Utilization – Suite 300

**Staff Contact:** John E. Valdes, Engineering Manager - CIP

#### **Recommended Committee Action:**

Consider options suggested and direct staff as appropriate.

#### **Background:**

The Suite 300 space at the Administration Building on Marconi Avenue was previously occupied by tenants from 2000 through 2011. It consists of approximately 6,300 square feet of office space with six private offices and a separate break/lunch room. Initially the District leased Suite 300 for \$11,000 per month. The last tenant utilized approximately 50% of the office space, resulting in a lease agreement for \$5,000 a month. In August 2011, staff presented a report to the Facilities & Operations Committee to inform them that the tenant in Suite 300 was terminating their lease. Two options were recommended for moving forward: (1) the District could attempt to locate another tenant or; (2) the District could occupy the space by reassigning staff from the Walnut office location. Staff was directed to contract with a commercial leasing agent to provide leasing services for the suite. The agreement with the leasing agent expired in August 2012. Due principally to the depressed market for leasing commercial property, along with parking issues, the District was unsuccessful in leasing Suite 300.

#### **Discussion:**

Engineering staff was divided into two departments at the time of merger, with CIP/GIS housed at the Marconi facility (5 staff persons) and Engineering Services housed at the Walnut office (4 staff persons). Upon retirement of the Engineering Services Manager on December 6, 2013, there is now a single Engineering Department. Management staff has discussed occupying Suite 300 by reassigning engineering and GIS staff from both the Walnut office and Suite 100 at the Administration Building so that all engineering and GIS functions would be in one central location. This would also open up additional space at the Walnut office. Currently, a total of 19 staff persons report to the Marconi facility and 42 staff persons report to the Walnut facility. In order to properly house staff at Marconi, interior offices were modified and constructed at the time of the merger of the Arcade and Northridge Water Districts in 2002 and again during another remodel in 2008. While a number of office/department relocations have occurred at the Walnut facility since the merger, only one office has been constructed.

The following are some suggested discussion points for the purpose of establishing one central Engineering Department:

Option 1 – Utilize Suite 300 for Engineering Department

Proposed staff relocation from Walnut Office to Suite 300

- Associate Engineer
- Senior Inspector
- Senior Engineering Technician

Proposed staff relocation from Marconi Office Suite 100 to Suite 300

- Engineering Manager (Current Engineering Manager – CIP)
- Associate Engineer
- Assistant Engineer
- GIS Coordinator
- GIS/IT Technician
- Engineering Drafter
- Convert two rooms into storage areas for confidential/standard files that are in rotation to be placed into OnBase prior to being shredded

Proposed staff relocation in Marconi Office Suite 100

- Accountant currently occupying a workstation outside of the Engineering Manager – CIP's office could occupy the office vacated by that manager
- IT Manager could occupy the office vacated by the GIS Department

Proposed Modifications at Walnut Office

- Office vacated by the current Engineering Services Manager to be a conference room
- Office vacated by Senior Inspector to house water conservation material

The following information was considered in proposing these discussion points:

- The District currently stores payroll/pension files at its Antelope facility. The subject files are locked in a cabinet in the large room where the elevator is located. These files would be moved to Suite 300 for ease and convenience of accessibility by management/accounting staff. In addition, Accounts Payable files, contract files, daily deposit postings, and G/L files can be stored in Suite 300. Payroll and pension documents are retained as permanent records; the remaining files must be maintained for 3 years prior to filing in OnBase. Staff recommends taking those types of files and placing them in Suite 300 with a lock and key maintained by designated management/accounting staff. The room currently being utilized for storage at the rear of the Marconi facility can be utilized for cleaning products and restroom/kitchen supplies.

- The large room vacated by the GIS Department could be utilized by the IT Manager to store computer supplies and surplus computer equipment, and to provide space for permanent workstations for new computer/server setup, training and troubleshooting.

With respect to the vacant offices at the Walnut office, the following should be considered:

- The vacated office of the Engineering Services Manager could be utilized as a conference room. Meetings with customers/consultants are currently held in the Walnut Safety Meeting room. This particular room is also utilized as a lunch room by staff as it is adjacent to the kitchen. Approximately 5-7 staff members utilize this room on a daily basis to eat their lunch. There have been numerous times when staff has scheduled a meeting in the early afternoon and the room has an odor of various types of lunch product. In addition, there have been times when more than one group has desired to meet in the Safety Meeting room at the same time. Having a second meeting room would provide more flexibility.
- The office currently occupied by the Senior Inspector could be utilized to store conservation materials. Currently, the conservation materials are stored at the Antelope facility. When the conservation items are needed, staff has to travel to that facility to pick up the material.

A preliminary layout and floor plan for Suite 300 is attached as Exhibit 1 to this staff report. As indicated, this preliminary plan shows a consolidated Engineering Department occupying the area using existing offices within Suite 300.

#### Option 2 – Utilize Suite 100 for All Administrative / Engineering Functions

Staff feels there is an opportunity to improve space utilization at Suite 100. There are a number of offices that currently house single employees that are large enough in size to accommodate two employees with minor improvements. By reducing the office space and reorganizing temporary workstations, there is an opportunity to have all engineering and GIS functions in one central location. Staff is in the process of developing a detailed plan with associated costs.

#### Option 3 - Contract with a Leasing Agent for the Purpose of Leasing Suite 300

With the local and national economy picking up, commercial vacancies have dropped and lease rates have increased. The leasing agent would be directed to market and show the space to interested parties. The agreement with the leasing agent would be for a period of six months. If the District is successful in leasing Suite 300, there is a need for tenant improvements. A key component for any lease negotiations is the tenant improvement allowance provided by the landlord to build-out or retrofit an office space for the tenant's specific use. The amount of the tenant improvements, as well as the length of the lease term, have a significant impact on the negotiated rental rate.

If a decision is made for staff to utilize Suite 100 or Suite 300 for all administrative and engineering functions, it is recommended that an Ad Hoc Space Planning Committee be formed to further evaluate these options.

Although Options 1 & 2 is viable, there is a potential of having to make improvements per the Americans with Disabilities Act (ADA). If improvement costs exceed \$100,000, the District will need to provide full compliance to the area of alteration to provide an accessible entrance, accessible route to the altered area, an accessible restroom for each sex, accessible drinking fountains, telephones, parking, storage and alarms. The Administration Building as a whole is estimated to be approximately 75% in compliance with ADA. In addition, if the improvements do not exceed \$100,000, the District will need to provide not more than 20% of the construction costs to improve ADA compliance.

**Fiscal Impact:**

Funds were not approved in the CY2014 Budget for the subject improvements. If options 1 or 2 are approved, staff will need to request appropriate funds. Below are approximate costs associated with each option:

Option 1 = \$50,000

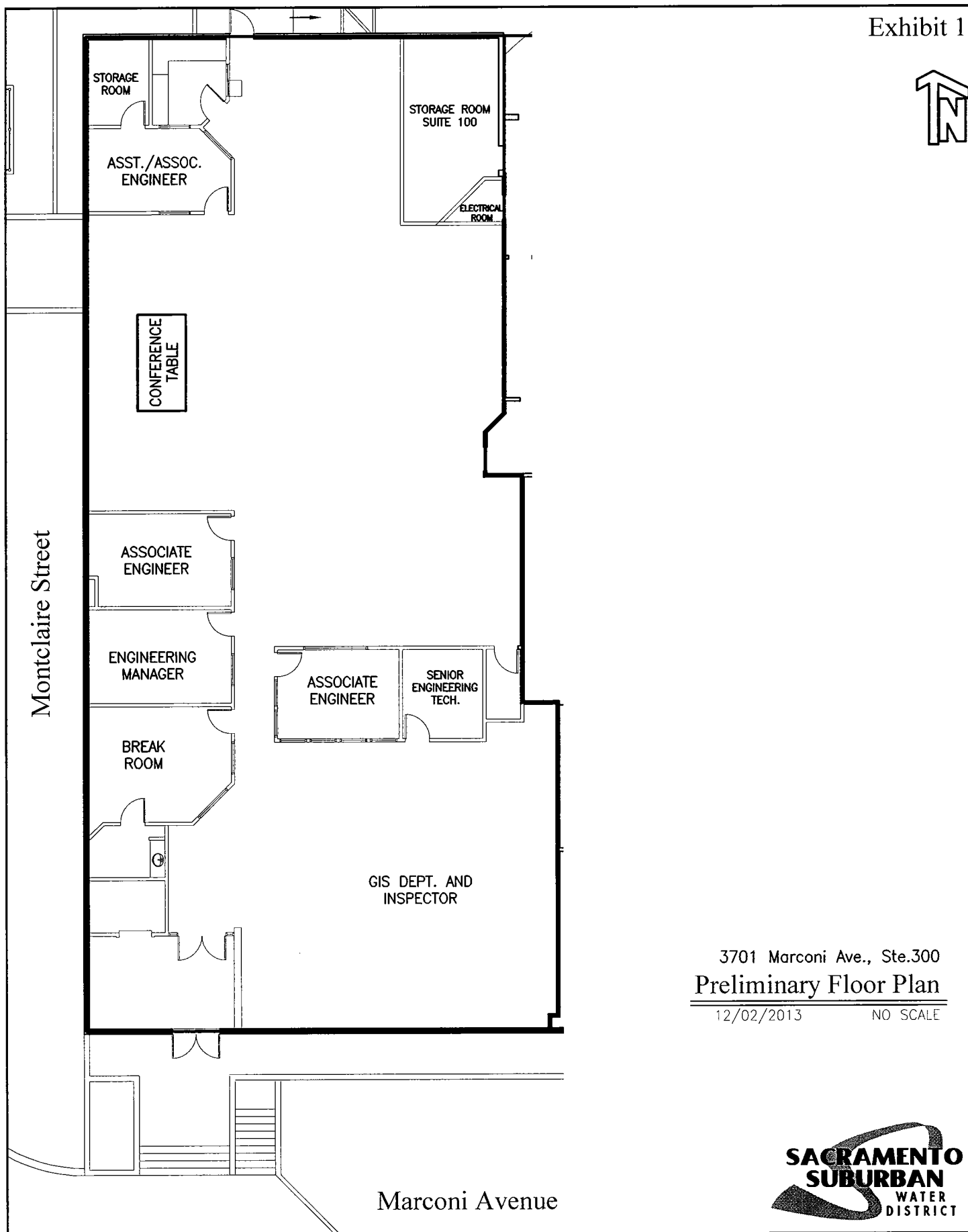
Option 2 = \$30,000

Option 3 = \$3,000 for costs associated with a leasing agent. If leased, tenant improvements would have to be negotiated.

**Strategic Plan Alignment:**

Facilities and Operations – 2.B. Monitor and improve the District’s efficiencies in operating and maintaining system infrastructure.

Leasing Suite 300 again would result in income to the District. The relocation of certain engineering and GIS staff into a central area at the Marconi office would improve staff communication and efficiency and potentially reduce the District’s operating costs.



3701 Marconi Ave., Ste.300  
**Preliminary Floor Plan**

12/02/2013 NO SCALE

