

# News from the GM

## MARIANA RANCHOS COUNTY WATER DISTRICT

### SOMETHING NEW IN YOUR BILL!

#### SPECIAL POINTS OF INTEREST:

- This month's Regular Board meeting is Tuesday, February 14th at 12:00 p.m.
- We are also having a Special Meeting on February 7th at 6:00 p.m.
- Office CLOSED 20th thru the 24th this month.
- Please call the office with any questions or to receive financial assistance with your bill.

I'm pretty sure you have already seen your bill for this month. If you haven't, please take a look before you continue reading. You will find multiple credits this month. Let me explain why:

We had a slight issue with our notice delivery for the public hearing that was held back in August of 2011. In an effort to remain completely transparent and honest in all transactions, the Board of Directors felt it was necessary to rescind Resolution # 11-11, which sets our fees and charges for the year, and refund everything collected up to now as a credit.

Our average customer will be receiving a \$10.00 credit under the "Water Charges Refund" column and a \$10.00 credit under the "Security Charge" column. Only the fixed rate charges were affected by Resolution # 11-11. Our Multiple and Inactive Meter Rate folks will be receiving a 100% refund as a credit on their account. These new categories were also affected by Resolution # 11-11.

Please understand, there was nothing wrong with any of these charges, we just did not follow protocol in the way the notices were handled. All of these items have been revisited by the Board of Directors and will be voted on at the next scheduled public hearing on March 28th, 2012 at 12:00p.m., here at the District office. All comments will be heard on the upcoming fees and rate increases that the rollback took away. After deliberation and careful consideration, the Board will vote for the rates and fees that are in the District's best interest. Please come out and share your views and feeling with the Board. The public hearing is designed for YOU!

In the mean time, I would like to suggest that you leave the credits in your account. If the vote is taken in the best interest of the District, then the rates and fees will be back, and higher than they were in December. We should be billing for the new rates and fees with the April 1st billing. Until then, we are left billing at our 2009 rates, with no additional categories for multiple or inactive service connections.

Please try to attend the Regular and Special Meetings of the Board. You will find all kinds of information available to you. But most importantly...the Board will find all kinds of information in YOU!

### OFFICE CLOSURES FOR THIS MONTH

In the month of February, the office will be closed on the 2nd for Board and staff training down the hill. We will also be closed the 20th thru the 24th. This allows the District to save money on electricity and gas by keeping most of the employees in the field during the hours the office is normally open. Please call the emergency line if you have a problem.

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EMERGENCY AND AFTER HOURS  
PLEASE CALL 760-912-9400



**M A R I A N A R A N C H O S  
C O U N T Y W A T E R  
D I S T R I C T**

**James Hansen**  
General Manager

**Heather Aguayo**  
Office Assistant

9600 Manzanita Street  
Apple Valley, California 92308

Phone: 760-247-9405

Fax: 760-247-1205

E-mail: [gm@mrcwd.org](mailto:gm@mrcwd.org)

[www.marianaranchoscwd.org](http://www.marianaranchoscwd.org)

**Office Hours: 8:30a.m.-1:30p.m. M-F**  
**Closed the 3rd week of every month**

**Agenda Items from the January Regular Meeting of the  
Board of Directors**

Board Approved the teleconferencing requirements.  
Board Rescinded Resolution # 11-11  
Rate and Fee structure increases were gone over and  
then tabled to the January 18th Special Meeting.  
Board was reorganized as follows:  
Robert Critzman—President  
Ken Rayburn—Vice-President

**Agenda Items for the February Special Meeting of the  
Board of Directors**

**Tuesday, February 7th, 2012 @ 6:00 p.m.**

Discuss and Approve Teleconferencing requirements and  
software purchase.  
On Going discussions for the Capital Improvements Pro-  
gram implementation.

The agendas for these meetings are always available  
online at our website. You can view them 1 day in ad-  
vance for a Special meeting and 3 days in advance for a  
Regular meeting.

**W A T E R D I S T R I C T M A I N T E N A N C E**

First things first...I would like to welcome my new assistant Heather Aguayo to the family. She is here to, unfortunately, replace Becky Sipes, my assistant for over two years. Becky has left the District to return to being a stay at home mom. I don't think it's an even trade on the work load though...I would have stayed here! Heather is still undergoing training and will be coming up to speed in the next few weeks, but she's eager, and ready to help. Stop by and say Hi. Let's welcome her to the District and show her that the folks in the Marianas are some of the best anywhere!

Next is the maintenance schedule. As usual, we are having challenges with the earthquake couplers being installed on the Sagebrush tanks. It seems that the problems we are experiencing above ground get even worse underground. Things were not put together as well as they should have been and now have to be refitted and or replaced to work with the new couplings. At least one thing is certain. When this project is done we will have drawings, maps, pictures and all the measurements you could ever want. The District won't be in the dark on it's tanks anymore. We'll be a lot safer too!

As always, if you have a question or a problem...please call, email or better yet, drop by and visit with us about it. I'll make sure that you are taken care of.

***"The mission of the Mariana Ranchos County Water District is to efficiently serve our  
customers with the highest quality water, 24/7."***