

Heber Public Utility District

Report to the Board of Directors

Date: March 17, 2022
From: Laura Fischer, General Manager
Subject: General Managers Report to Board of Directors

HPUD ADMINISTRATION

Office Closed to Public Access – Staff work hours

HPUD staff are back to full schedule. We continue to follow Cal/OSHA COVID guidelines. Our office will remain closed to the public until April.

HPUD Events and Newsletter

We are happy to be starting our recreation programs up again. Please check out the Recreation Report in our Operations Report on the agenda. The newsletter is attached.

All Staff Meeting

We are planning to hold a staff meeting on Wednesday the 16th so that staff can meet with our insurance carriers, Keenan, AFLAC and New York Life. Additionally, staff will be discussing upcoming budget, operational needs and capital projects.

Training

Our Finance Manager attended the California Finance Manager Association training in San Diego. This training is put on by the California League of Cities.

Comprehensive Governance Leadership Conferences for Elected and Appointed Directors/Trustees

This conference content is based on CSDA's Special District Leadership Academy (SDLA) groundbreaking, curriculum-based continuing education program, which recognizes the necessity for the board and general manager to work closely toward a common goal. SDLA provides the knowledge base to perform essential governance responsibilities and is designed for both new and experienced special district board members.

Attend for the first time and complete all four modules of the Special District Leadership Academy:

- Governance Foundations
- Setting Directions/Community Leadership
- Board's Role in Human Resources
- Board's Role in Finance and Fiscal Accountability

NOTE: You must complete the first-time attendee track to qualify for SDLF Certificate in Special District Governance.

Memo to BOD 03/17/2022

The San Diego Conference is for the FIRST TIME TRACK ONLY. Returning Track will only be held in the Napa Conference in September.

Mandatory Training

AB 1234 training link:

<https://members.csda.net/imis1/ItemDetail?iProductCode=WEB2022ETHICS>

Harassment Training link:

<https://members.csda.net/imis1/ItemDetail?iProductCode=WEB2022SHP>

If you have difficulty accessing these training links, please contact me or Raquel. Please print the certificate of completion for the training and provide it to Raquel.

AB1234 and Harassment training must be completed every two years.

HPUD OPERATIONS

Sewer Department

HPUD staff has been cleaning sewer lines with out vactor truck. We have a large 36” sewer line that runs down Correll Road that we will have cleaned by a contractor starting next week. This company will clean the large line on Correll and some of the line on Yourman Road. The Yourman road lines were build to accommodate high volume flows, since this development has stalled our lines have low flows that don’t move through the lines easily. This company will flush the lines to help prevent build up and blockages at our regional lift station.

Sewer line flushing in the Court alleys. We sent out notices to our customers that we would be flushing the lines. This is the older sewer lines and we want to maintain them. A copy of the notice is attached.

Water Department

We have schedule some repairs at the water treatment plant that will cause low water pressure. The repairs are to remove and replace a coupling that is part of our distribution system. When this is removed and replaced our water pressure will be maintained by a by-pass. Staff will be setting up a pump that will bypass the distribution line and keep our system’s pressure above 20psi at all times.

We have prepared and sent out a notice to our customers and included the information on our website and newsletter. The work is scheduled for 11:00 pm on Tuesday, March 29th and pressure will be restored by 4:00 am on Wednesday, March 30th. Attached is the notice.



Heber Public Utility District

1078 Dogwood Rd., Suite 103 • P. O. Box H

Heber, CA 92249

TEL. (760) 482-2440 • FAX (760) 353-9951

www.heber.ca.gov

SEWER CLEANING OPERATIONS

March 07 thru March 11, 2022, from 8am – 2pm

Monday March 07, 2022 (alley of E. Hawk St & Pheasant Ct.)

Tuesday March 08, 2022 (alley of Pheasant Ct. & Mallard Ct.)

Wednesday March 09, 2022 (alley of Mallard Ct. & Dove Ct.)

Thursday March 10, 2022 (alley of Dove Ct. & Crane Ln.)

Friday March 11, 2022 (alley of Crane Ln. & Main St.)

Dear Resident,

The Heber Public Utility District will be in your neighborhood completing preventative cleaning and maintenance. This work is necessary to provide reliable sewer service and meet District mandated cleaning requirements.

During this process, we will insert a nozzle in the sewer lines and internally pressure-wash the system. This work can occasionally create "burping" sounds in your residential lateral as air is attempting to escape the system during the process. You may notice an odor from the sewer and in rare case some water may splash out of drains.

There are a few things you can do prior to cleaning, to minimize these small disruptions:

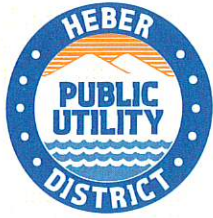
- Close your toilet lid, this way if water does splash it will remain in the bowl.
- Place a towel around ground – level toilets and drains, this will help to prevent any leakage from the pressurization of the lines.
- Remove your sewer cleanout cap, on many properties a cap may exist approximately 3 feet from the house near the homeowners' sewer line. Removing the cap and making sure its clean will ensure any odors can escape, please remember to replace the cap after the cleaning.
- Run water after the cleaning is finished, this will refill the drain traps and prevent any odors from rising through the pipes.

We apologize for any inconvenience this may cause. Thank you for your understanding. If You have any questions, please call us during regular business hours at (760)482-2440 or after hours at (760)353-0457.

Thank You for your understanding and cooperation.

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Heber Public Utility District is an equal opportunity provider and employer



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OPERACIONES DE LIMPIEZA

Línea de Drenaje principal del Distrito

Del 7 al 11 de Marzo del 2022 de 8am - 2pm

Lunes 07 de Marzo del 2022 (Callejón de E. Hawk St & Pheasant Ct.)

Martes 08 de Marzo del 2022 (Callejón de Pheasant Ct. & Mallard Ct.)

Miércoles 09 de Marzo del 2022 (Callejón de Mallard Ct. & Dove Ct.)

Jueves 10 de Marzo del 2022 (Callejón de Dove Ct. & Crane Ln.)

Viernes 11 de Marzo del 2022 (Callejón de Crane Ln. & Main St.)

Estimado Residente,

El Distrito de Servicios Públicos de Heber estará en su vecindario realizando la limpieza y mantenimiento preventivo. Este trabajo es necesario para proporcionar un servicio de alcantarillado confiable y cumplir con los requisitos de limpieza requeridos por el Distrito.

Durante este proceso, insertaremos una boquilla en las líneas principales del drenaje y lavaremos internamente el sistema a presión. Este trabajo ocasionalmente puede crear sonidos de "eructos" en la línea de drenaje a medida que el aire intenta escapar del sistema durante el proceso. Puede notar un olor de la alcantarilla y en ocasiones, salpicar algo de agua de los desagües.

Hay algunas cosas que puede hacer antes de la limpieza para minimizar estas pequeñas interrupciones:

- Cierre la tapa de su inodoro, de esta manera si el agua salpica, permanecerá en el tazón.
- Coloque una toalla alrededor de los inodoros y desagües a nivel del suelo, esto ayudará a prevenir cualquier fuga de la presurización de las líneas.
- Retire su tapa de limpieza de drenaje, en muchas propiedades puede existir una tapa aproximadamente a 3 pies de la casa cerca de la línea de drenaje de los propietarios. Quitar la tapa y asegurarse de que esté limpia asegurará que cualquier olor pueda escapar, recuerde reemplazar la tapa después de la limpieza.
- Haga correr agua después de que termine la limpieza, esto rellenará las trampas de drenaje y evitará que los olores se eleven a través de las tuberías.

Pedimos disculpas por cualquier inconveniente que esto pueda causar. Gracias por su comprensión.

Si tiene alguna pregunta, llámenos durante el horario regular al (760)482-2440 o después de las horas hábiles al (760)353-0457. Gracias por su comprensión y cooperación.

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March 2022

IMPORTANT MESSAGE FROM OUR WATER DEPARTMENT

The Heber Public Utility District (HPUD) will be making repairs to our water treatment plant that will cause us to lower water pressure for the entire Heber area. The repairs will be made starting at 11:00 pm on Tuesday, March 29th and pressure will be restored by 4:00am on Wednesday, March 30th.

We Thank You for your understanding and apologize for any inconvenience this may cause. Should you have any questions or concerns about the water pressure reduction during our maintenance repairs, please call our office at (760) 482-2440. If after hours, please call our on-call water operator at (760) 353-0457.

MENSAJE IMPORTANTE DE NUESTRO DEPARTAMENTO DE AGUA

El Distrito de Servicios Públicos de Heber (HPUD) hará reparaciones a nuestra planta de tratamiento de agua que nos harán bajar la presión del agua para toda el área de Heber. Las reparaciones se realizarán a partir de las 11:00 pm del Martes 29 de Marzo y la presión se restablecerá a las 4:00 am del Miércoles 30 de Marzo.

Le agradecemos su comprensión y le pedimos disculpas por cualquier inconveniente que esto pueda causar. Si tiene alguna pregunta o inquietud sobre la reducción de la presión del agua durante nuestras reparaciones de mantenimiento, llame a nuestra oficina al (760) 482-2440. Si es después de horas hábiles, llame a nuestro operador de guardia al (760) 353-0457.

OFFICE CLOSED TO THE PUBLIC

Due to the pandemic, our office is closed to customers. We continue to take card payments over the phone, quick pay and bill pay on our website at www.heber.ca.gov, and you can drop off payments in our mail boxes outside of the office located at 1078 Dogwood Road, Suite 103, Heber, CA 92249. Call our office during business hours to make payment over the phone. Thank you for your understanding.

OFICINA CERRADA AL PÚBLICO

Debido a la pandemia, nuestra oficina está cerrada a los clientes. Continuamos aceptando pagos con tarjeta por teléfono, pago rápido y pago de facturas en nuestro sitio web en www.heber.ca.gov, y puede dejar los pagos en nuestros buzones de correo fuera de la oficina ubicada en 1078 Dogwood Road, Suite 103, Heber, CA 92249. Llame a nuestra oficina durante el horario hábiles para realizar el pago por teléfono. Gracias por su comprensión.

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Easter Egg Hunt

Thursday, April 14th

EASTER EGG HUNT AND MOVIE NIGHT ON APRIL 14TH AT TITO PARK

HPUD will once again host the Easter Egg Hunt. This family friendly event will be held on Thursday, April 14th at 6:00pm at Tito Park located at 1165 Palm Avenue, Heber. Kids will have the opportunity to find hidden Easter Eggs throughout the park, participate in free Easter themed crafts, and watch a free outdoor movie. The event will also have craft vendors and plenty of food and drinks available for purchase.

BÚSQUEDA DE HUEVOS DE PASCUA Y NOCHE DE CINE EL 14^{DE} ABRIL EN TITO PARK

HPUD otra vez será anfitrión de la Búsqueda de Huevos de Pascua en Tito Park. Este evento familiar se llevará a cabo el Jueves 14 de abril a las 6 pm en Tito Park ubicado en 1165 de la Avenida Palm. Los niños tendrán la oportunidad de encontrar huevos de Pascua escondidos en todo el parque, participar en manualidades de Pascua y ver una película al aire libre gratuitamente. El evento también tendrá vendedores de artesanías, mucha comida y bebidas disponibles para su compra.



HEBER CLEAN UP DAY – MARCH 6TH The Heber Public Utility District and CR&R will be holding a clean-up day on Saturday, March 6th from 7:00am until 12:00pm (noon). Bring your unwanted large bulky items to 1184 Rockwood Avenue, which is located across the street from the sewer plant and just north of Gibson & Schaffer. You can drop off all types of furniture, yard waste, appliances, e-waste, and car tires. We will not accept construction debris or material from businesses. This event is for Heber PUD customers only and you must show proof of residency, which may include your driver's license and water bill. For questions about the event or what you can drop off, please call CR&R at (760) 482-5655.

DÍA DE LIMPIEZA DE HEBER – 6^{DE} MARZO El Distrito de Servicios Públicos de Heber y CR&R llevarán a cabo un día de limpieza el sábado 6 de marzo de 7:00 a.m. a 12:00 p.m. (mediodía). Lleve sus artículos grandes no deseados al 1184 de la Avenida Rockwood, que se encuentra al otro lado de la calle de la planta de drenaje y justo al norte de Gibson & Schaffer. Puede dejar todo tipo de muebles, desechos de jardín, electrodomésticos, desechos electrónicos y neumáticos de automóviles. No aceptaremos escombros o material de construcción o material de empresas. Este evento es solo para clientes de Heber PUD y se deberá mostrar comprobante de residencia, la cual puede ser su licencia de conducir y su factura de agua. Para preguntas sobre el evento o lo que puede dejar, llame a CR&R al (760) 482-5655.

SATURDAY, MARCH 6TH FROM 7AM TO NOON – 1184 ROCKWOOD AVE., HEBER

HEBER PUBLIC UTILITY DISTRICT'S NEW COMMUNICATION SYSTEM

HPUD recently upgraded a communication system to improve our ability to contact our customers with newsletters, notice of water outages, community events etc. For us to add you to our new system we are asking that you contact our office and provide your Name, Address, Phone Number and Email. We will update this information in our system and send you emails or texts with important updates. You can also sign up on our website for paperless billing and provide this information online. **www.heber.ca.gov**

NUEVO SISTEMA DE COMUNICACIÓN DEL DISTRITO DE SERVICIOS PÚBLICOS DE HEBER

El Distrito de Servicios Públicos de Heber recientemente actualizó el sistema de comunicación para mejorar nuestra capacidad de comunicar a nuestros clientes con boletines informativos, avisos de interrupción del servicio de agua, eventos comunitarios, etc. Para poder agregarlo al nuevo sistema favor de comunicarse a nuestra oficina y proporcione su nombre, dirección, número de teléfono y correo electrónico. Actualizaremos esta información en nuestro sistema y le enviaremos correos electrónicos o mensajes de texto con actualizaciones importantes. También puede registrarse en nuestra página de internet para facturación electrónica y proporcionar esta información en línea. **www.heber.ca.gov**

NOTICE TO HEBER PUBLIC UTILITY DISTRICT CUSTOMERS ABOUT YOUR UTILITY BILL

Please remember that the Heber Public Utility District has started to apply late fees. Your bill is due 21 days after you receive it, and if late a \$15 late fee will be applied to your bill. If you are experiencing financial issues and can't pay your utility bill or if you need additional time, please contact our office and we can make payment arrangements. Should you have any questions or need more information on establishing a payment plan, please don't hesitate to contact our office at (760) 482-2440.

AVISO A LOS CLIENTES DEL DISTRITO DE SERVICIOS PÚBLICOS DE HEBER SOBRE SU FACTURACION

Recuerde que el Distrito de Servicios Públicos de Heber ha comenzado a aplicar cargos por pago atrasado. Su factura vence 21 días después de recibirla, y se aplicará un cargo por pago atrasado de \$ 15 a su factura. Si tiene problemas financieros y no puede pagar su factura de servicios públicos o si necesita tiempo adicional, comuníquese a nuestra oficina y podemos hacer arreglos de pago. Si tiene alguna pregunta o necesita más información sobre cómo establecer un convenio de pagos, no dude en comunicarse a nuestra oficina al (760) 482-2440.