

Heber Public Utility District

Report to the Board of Directors

Date: January 19, 2023
From: Madeline Dessert, General Manager
Subject: General Managers Report to Board of Directors

Thank You!

I would like to take this opportunity, in my first General Manager's Report, to graciously thank the Heber Public Utility District Board of Directors for appointing me to the position of HPUD General Manager. I look forward to learning from you all and humbly serving the community of Heber.

HPUD Staff would also like to thank the Board President for the additional time off over the winter holidays.

Administration:

The HPUD office will be closed on January 16th in observance of Martin Luther King Jr. Day. "The time is always right to do what is right." MLK Jr.

Updated administrative fees will be go into effect February, 2023. Letter informing customers (attached) was mailed with the December Bill on January 4, 2023.

Prop 218 Process:

GM has arranged assistance from Assistant GM on the Prop 218 process. Public Hearing scheduled for March 16th during regular HPUD Board Meeting.

Fiscal:

Annual Report was submitted to the state on time.

The HPUD Audit is complete, finding the financial statements present fairly and Fiscal Year 2021-2022 ended in accordance with the accounting principles generally accepted in the United States of America.

December Events:

Proyecto Heber hosted a toy drive in conjunction with HPUD at the Recreation Center where toys generously donated by Assemblymember Eduardo Garcia were distributed to children from the community. Directors Diaz Molina and Garcia were in attendance.

HPUD hosted a Tree Lighting ceremony with the generous support of Americopr IV, Proyecto Heber, El Toro Export and Heber Little League. Event was attended by Directors Sandoval, Matus and Garcia.

Heber Meadows:

GM and Holt Group rep will meet with Chelsea Investment Corporation to discuss Heber Meadows subdivision on 1/24/2023.

December Public Comment Follow up:

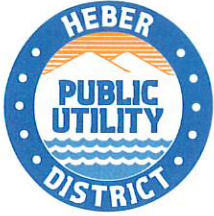
GM made call to Ms. Mora regarding water leak on 1/3/2023. Ms. Mora confirmed issue is resolved. GM and OM made call to Mr. Delgado on 1/10/2023 to ensure all information requested was received. New waterline project will solve this issue permanently. Phone call to Mr. Delgado on date,

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HPUD OPERATIONS:

Clarifier #1 at rehab project is complete.

Manhole Repair Project is complete.



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

January 3, 2023

Subject: Increase in Administrative Fees

Dear Heber Public Utility District Customer,

This letter is to inform you that as of February 1st, 2023, Heber Public Utility District will increase and/or add certain Administrative Service Fees. HPUD will now charge a credit card processing fee for utility payments made with a credit card in order to recover fees paid to the processing server. At the December 2022 regular Board meeting, the board of directors for Heber Public Utility District authorized the below changes to the fee schedule. This list is not the complete fee schedule, but represents changes that will be implemented in February 1st, 2023.

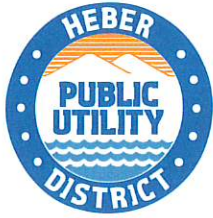
HEBER PUBLIC UTILITY DISTRICT ADMINISTRATIVE SERVICE FEE SCHEDULE ADOPTED VIA RESOLUTION 2022-23 ATTACHMENT 'A'		
TYPE OF SERVICE	FEES Adopted 12/15/22 Resolution 2022-23	FEES prior to Resolution 2022-23 Adoption
New Service Account Set Up	\$ 50.00	\$ 25.00
Disconnection Fee	\$ 70.00	\$ 60.00
Re-Connection Fee During Business Hours	\$ 70.00	\$ 60.00
Late Fee Water & Sewer	\$ 20.00	\$ 15.00
Re-Connection Fee After Hours	\$ 117.00	NEW FEE
Late Fee Trash Service	\$ 5.00	NEW FEE
Hydrant Disconnection Fee	75.00	NEW FEE
Credit Card Processing Fee	\$ 3.25	NEW FEE
Plan Check Review Fee - HPUD Staff Initial Review of County Permit Application First Review Fee and Additional Fees May be Applied if Additional Reviews are needed.	75.00	NEW FEE
Plan Check Review Fee - CONSULTANT ENGINEER/PLANNER Initial Review of County Permit Application First Review Fee and Additional Fees May be Applied if Additional Reviews are needed.	130.00	NEW FEE

The Heber Public Utility District will approve payment plans to those customers who demonstrate the need for additional time to pay their utility bill or past due balances. Please call the office at 760-482-2440 to apply for a payment plan, and we will work with you to establish a plan that is reasonable and fair. Customers on payment arrangements, who pay their current bill and deferred payments, are not subject to late fees or disconnects.

If you have questions, please contact the Heber Public Utility District office at (760) 482-2440, Monday through Friday, 8 a.m. to 4:30 p.m. or visit www.heber.ca.gov.

Sincerely,

Madeline Dessert,
 General Manager



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Enero 3, 2023

Asunto: Aumento de las tarifas administrativas

Estimado cliente del Distrito de Servicios Públicos de Heber,

Esta carta es para informarle que, a partir del 1 de febrero de 2023, el Distrito de Servicios Públicos de Heber aumentará y/o agregará ciertas tarifas de servicios administrativos. HPUD ahora cobrará una tarifa de procesamiento de tarjeta de crédito por los pagos de servicios públicos realizados con una tarjeta de crédito para recuperar las tarifas pagadas al proveedor de dicho servicio. En la Junta directiva de diciembre de 2022, los miembros de la junta directiva del Distrito de Servicios Públicos de Heber autorizaron los siguientes cambios en el programa de tarifas. Esta lista no es el programa de tarifas completo, pero representa los cambios que se implementarán el 1ro de febrero de 2023.

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El Distrito de Servicios Públicos de Heber aprobara planes de pago para aquellos clientes que demuestren la necesiten de tiempo adicional para pagar su factura de servicios públicos o saldos vencidos. Llame a la oficina al 760-482-2440 y háganos saber que desea solicitar un plan de pago y trabajaremos con usted para establecer un plan de pago que sea razonable y justo. Los clientes con arreglos de pago no están sujetos a cargos por pagos atrasados o desconexiones.

Si tiene preguntas, comuníquese con la oficina del Distrito de Servicios Públicos de Heber al (760) 482-2440, de lunes a viernes, de 8 a.m. a 4:30 p.m. o visite www.heber.ca.gov.

Sinceramente

Madeline Dessert,
Gerente General

Heber Public Utility District is an equal opportunity provider and employer