




**CALL OF SPECIAL MEETING
OF THE BEAUMONT-CHERRY VALLEY DISTRICT
BOARD OF DIRECTORS**

The undersigned, Ryan Woll, President of the Beaumont-Cherry Valley Water District, hereby calls a Special Meeting of the Board of Directors to be held **Thursday, December 20, 2012 at 7:00 p.m.** at the District's Administrative Offices located at 560 Magnolia Avenue, Beaumont, California 92223.

The agenda for said meeting is attached.

Dated: Wednesday, December 12, 2012



Ryan Woll, President of the
Board of Directors of the
Beaumont-Cherry Valley Water District



BEAUMONT-CHERRY VALLEY WATER DISTRICT
AGENDA
BOARD OF DIRECTORS SPECIAL MEETING
560 Magnolia Avenue, Beaumont, CA 92223
Thursday, December 20th, 2012
7:00 p.m.

Call to Order, President Woll

Pledge of Allegiance, Director Ross

Invocation, Director Guldseth

Roll Call

Public Input

PUBLIC COMMENT: At this time, any person may address the Board of Directors on matters within its jurisdiction which is not on the agenda. However, any non-agenda matters that require action will be referred to Staff for a report and possible action at a subsequent meeting. To provide comments on specific agenda items, please complete a speaker's request form and provide the completed form to the Board Secretary prior to the board meeting. Please limit your comments to three minutes. Sharing or passing time to another speaker is not permitted.

1. Budget Workshop

Consideration of the 2013 Budget, Resolution and Supporting Documents**

2. Adjournment

** Information included in the agenda packet

AVAILABILITY OF AGENDA MATERIALS - Agenda exhibits and other writings that are disclosable public records distributed to all or a majority of the members of the Beaumont-Cherry Valley Water District Board of Directors in connection with a matter subject to discussion or consideration at an open meeting of the Board of Directors are available for public inspection in the District's office, at 560 Magnolia Avenue, Beaumont, California ("District Office") If such writings are distributed to members of the Board less than 72 hours prior to the meeting, they will be available from the District's Board Secretary of the District Office at the same time as they are distributed to Board Members, except that if such writings are distributed one hour prior to, or during the meeting, they can be made available from the District's Board Secretary in the Board Room of the District's Office.

REVISIONS TO THE AGENDA -In accordance with §54954.2(a) of the Government Code (Brown Act), revisions to this Agenda may be made up to 72 hours before the Board Meeting, if necessary, after mailings are completed. Interested persons wishing to receive a copy of the set Agenda may pick one up at the District's Main Office, located at 560 Magnolia Avenue, Beaumont, California, up to 72 hours prior to the Board Meeting.

REQUIREMENTS RE: DISABLED ACCESS - In accordance with §54954.2(a), requests for a disability related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting, should be made to the Board Secretary, Dawn Jorge, at least 48 hours in advance of the meeting to ensure availability of the requested service or accommodation. Ms. Marin may be contacted by telephone at (951) 845-9581, Ext. 21, email at dawn.jorge@bcvwd.org or in writing at the Beaumont-Cherry Valley Water District, 560 Magnolia Avenue, Beaumont, California 92223.



**Beaumont-Cherry Valley Water District
Special Board Meeting
December 20th, 2012**

DATE: December 12th, 2012
TO: Board of Directors
FROM: Eric Fraser, General Manager
SUBJECT: Proposed Fiscal Year 2013 Budget

Recommendation

Staff recommends the Board of Directors adopt the attached Fiscal Year 2013 Budget & associated Resolution.

Background

Attached for the Board's consideration is the proposed Fiscal Year 2013 budget, the details of which are attached to this staff report. The proposed 2013 Fiscal Year budget does not include capital improvement projects which will be presented as a separate document to the Board of Directors at a later date. The Capital Improvement Budget is based on a multi-year plan that identifies and prioritizes funding for future capital outlays based on an assessment of District-wide needs.

The proposed 2013 budget considers the 2012 budget projections and applied a 2-3% inflationary factor to most projected expense categories. This inflationary factor appears reasonable for 2013 based on the most current CPI rate. The resulting individual expenses are evaluated and adjusted total expenses within the District's revenue constraints.

This budget also includes a minor revision to the staffing plan approved at the December 22, 2011 Special Board Meeting. While the adopted staffing plan corrected the identified deficiencies detailed at last year's meeting, changes in staff and improved work processes have identified minor adjustments that would further improve operational efficiencies and effectiveness.

The proposed changes include the creation of two new classifications: Customer Service Representative Trainee and a Customer Service Representative III. The later position would be responsible for handling more complex customer service issues while pursuing District collections and assisting with the 2013 enterprise system conversion. The Trainee position will be an entry level position within the Customer Service Representative classification and will provide necessary support for the customer service operations. The Trainee will be solely dedicated to responding to the customer's needs while operating within the clearly established set of internal controls.

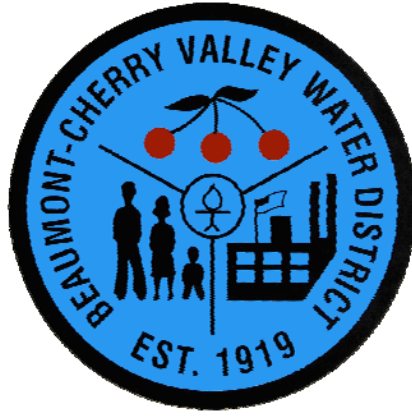


The existing organizational structure could be flexibly staffed to meet the needs of the District and remain within the proposed budget allocation.

Fiscal Impact

The total projected revenues for the year are anticipated to be, \$11,779,396 with total proposed expenditures of \$11,653,417. This provides an unallocated contingency of \$125,979 for delays in revenue receipts, unanticipated expenses or revenue shortfalls and fully funds the District's \$2,100,000 depreciation expense.

Report prepared by: Melissa Bender, Director of Finance & Administrative Services



Beaumont-Cherry Valley Water District 2013 Operating Budget



Introduction Section



Executive Summary

Honorable Board of Directors:

Staff is pleased to present the Beaumont-Cherry Valley Water District Fiscal Year 2013 Operating Budget to the Board of Directors for consideration. The fundamental theme of the document is to present a balanced budget with conservative estimates for revenue. The Capital Improvement Budget will be presented, as a separate budget, at a future Board Meeting.

The revenue numbers presented assume a conservative estimate of approximately 11,000 acre feet of water delivered to our 15,697 active customers which is an additional 797 customers from the 2012 operating budget. I feel confident with the estimates presented since they are based on actual delivery data with the meter service charges based on the prior year active services. Facilities charges and other development related revenues have been reduced to account for the continued economic downturn.

The labor and benefit costs presented include the 2.2% cost of living increase as required by the employee association MOU. Also included are the appropriate increases in health insurance and retirement costs.

It is important to note the proposed budget also fully funds \$2,100,000 in depreciation (up from \$1.85 million last year) and the entire principal and interest payment for the \$5M recycled water system capital improvement loan from Bank of America. That depreciation can then be reallocated into the capital reserve account for replacement and betterment projects.

In summary, we are proposing a budget that has estimated revenue of \$11,779,396 with expenses at \$11,653,417. This yields a net unallocated amount of \$125,979 that can be used as a contingency or contribution to reserve. The budgeted expenses include changes in insurance costs, power, benefits, COLA, postage, etc. The fiscal year 2013 budget utilizes the same assumptions as the 2012 budget with actuals which are projecting to be within 1.9%.

Cash Position Report As of November 30, 2012

Cash Balance Per Account

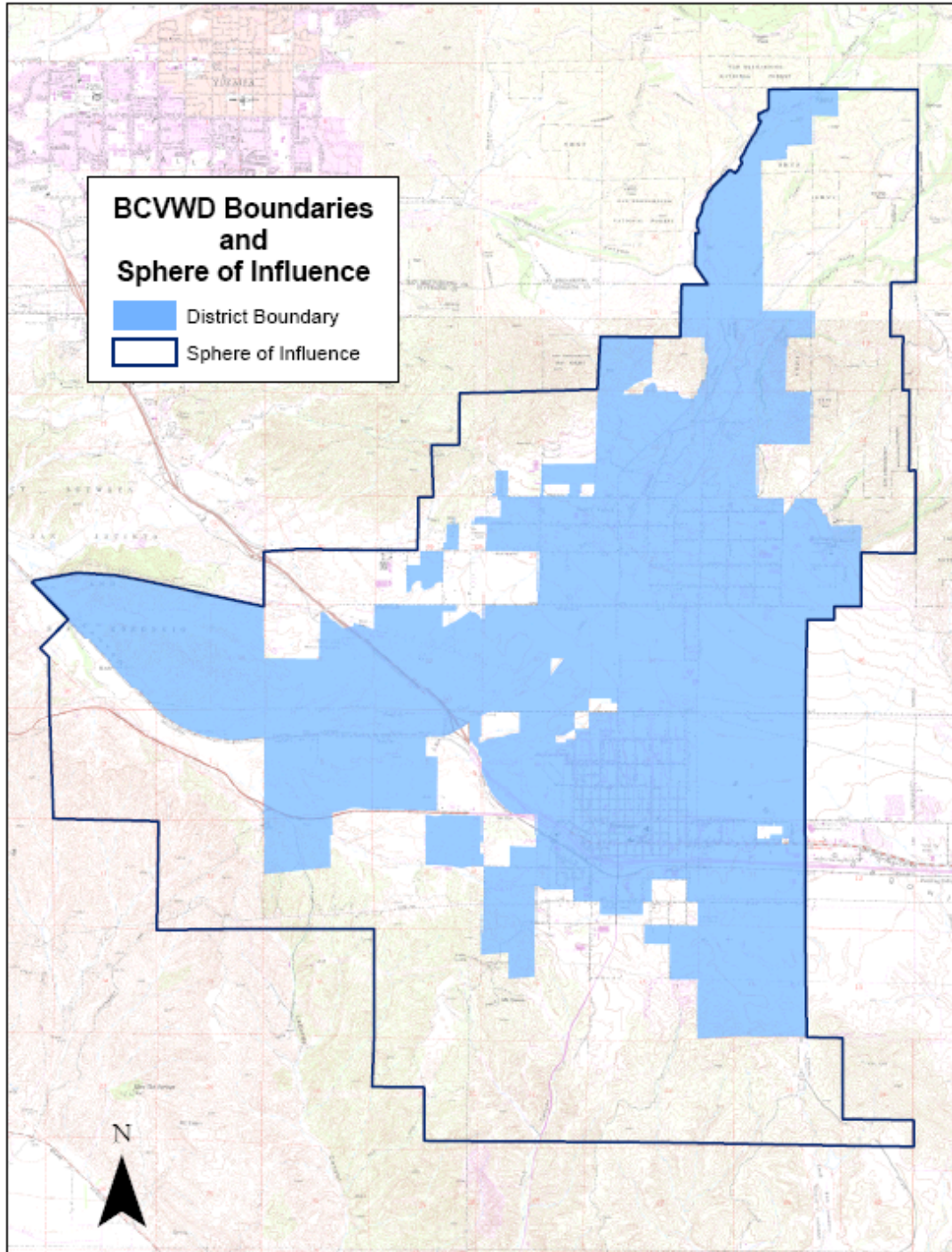
Account Name	Account Ending #	November 30, 2012	December 31, 2011
Bank Of Hemet			
Accounts Payable	8701	\$ 180,367	\$ 153,208
Customer Refunds	2501	152,243	53,110
Payroll	9101	30,640	156,827
General Fund	9501	<u>3,069,509</u>	<u>1,639,409</u>
Total Cash		<u>\$ 3,432,759</u>	<u>\$ 2,002,554</u>

Investment Summary

Account Name	November 30, 2012	December 31, 2011	Balance
Bank of Hemet: Local Agency Money Market Account	\$ 251,713	\$ 4,766,031	
Ca. State Treasurer's Office: Local Agency Investment Fund	<u>4,530,846</u>	<u>3,561</u>	
Total Investments	<u>\$ 4,782,560</u>	<u>\$ 4,769,592</u>	
Total Cash & Investments	<u>\$ 8,215,318</u>	<u>\$ 6,772,146</u>	<u>\$ 1,443,172</u>

Background

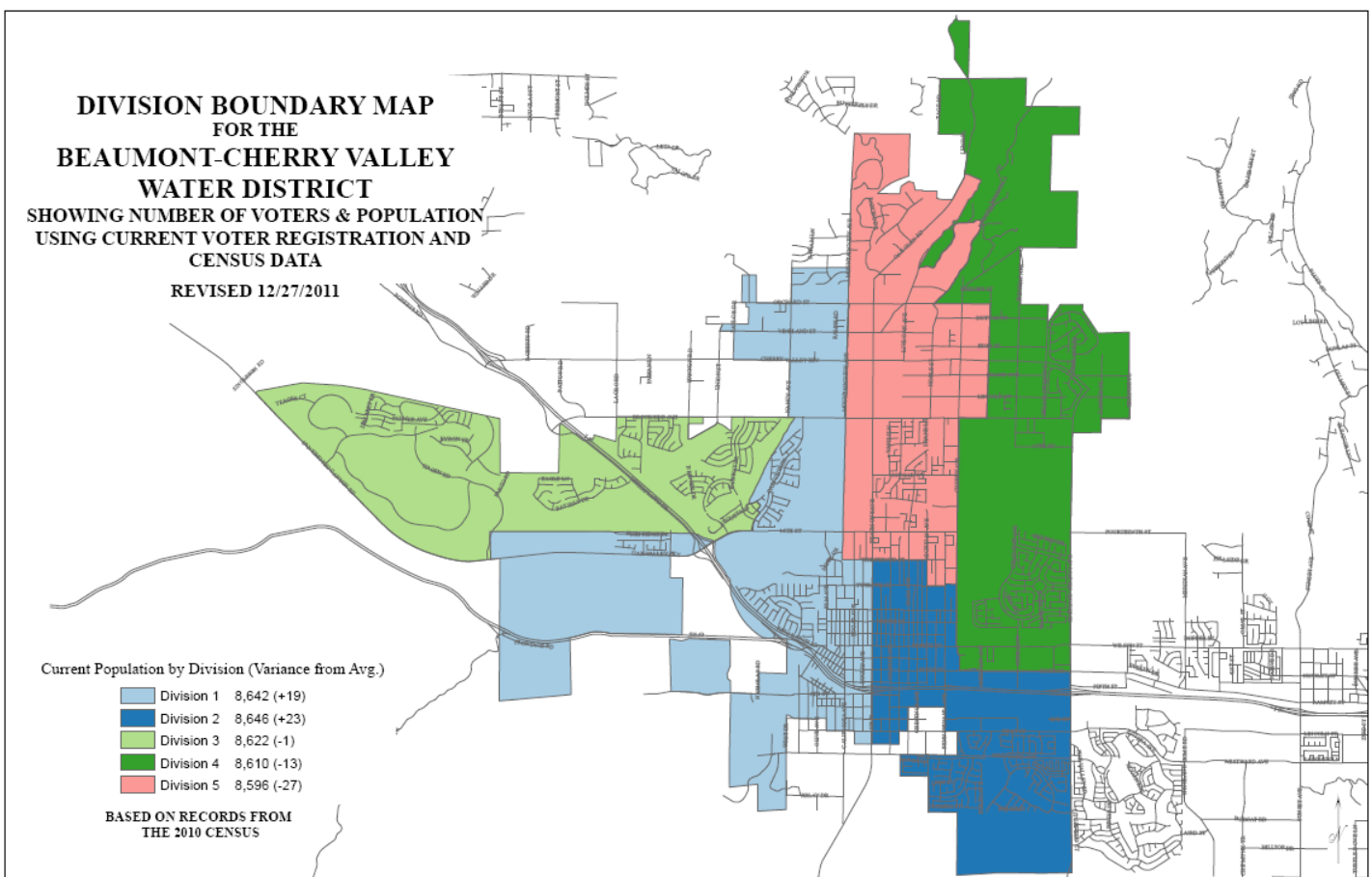
The Beaumont Irrigation District was formed in March of 1919 under the Wright Act of 1897. The District's service area is approximately 28 square miles with a majority of the area within the communities of Beaumont and Cherry Valley. The system is served exclusively by ground water using 23 wells. Recharge of the basin is accomplished using imported State Project Water at the District's recharge facilities. A total of 30 million gallons of potable and 2 million gallons of non-potable water storage provide peak demand and fire protection reserves. The water distribution system is comprised of over 100 miles of potable water lines and about 28 miles of non-potable water lines (including transmission and distribution lines) from 2 to 30 inches in diameter.



Organization

Constituents of the District are represented by a five member Board of Directors from five separate divisions. Members of the community vote for all District Directors regardless of where they live in the District. The Board of Directors meets monthly on the second Wednesday.

The recently revised and adopted division boundary map is presented below.



Basis of Budgeting and Accounting

The District reports its activities as an Enterprise Fund, which is used to account for operations that are financed and operated in a manner similar to a private business enterprise. It is the intention of the District to recover for the full-costs of providing goods and/or services through the collection of user charges. Thus, user charges are commensurate with the cost to provide service.

Budgeted and actual revenues and expenses reported in this document are recognized on the accrual basis of accounting in conformity with Generally Accepted Accounting Principles (GAAP). Consequently, revenues are recognized in the accounting period in which they are earned and expenses are recognized in the accounting period incurred.

Budget Control and Amendment

The General Manager is responsible for keeping the expenses within budget allocations and may adopt budget policies necessary to carry out that responsibility. No expenditure of funds shall be authorized unless sufficient funds have been appropriated by the Board or reallocated by the General Manager as described in this budget.

The General Manager may exercise discretion in the administration of the Budget to respond to changed circumstances, provided that any single modification in excess of \$50,000 shall require approval by the Board. All budget transfers are documented and tracked in the District's computerized financial system and reported to the Finance and Audit committee at their regular meetings.

The General Manager may authorize the hiring of full-time staff as necessary, as long as the position or classification has been authorized by the Board. In addition, the General Manager may authorize the hiring of temporary or part-time staff as needed.

In the event that the General Manager determines that an emergency exists requiring immediate action, the General Manager shall have the power, without prior Board action, to enter into contracts and agreements and expend funds on behalf of the District to ensure continuity of District operations per Operations Policies and Procedures Manual 1F Emergency Preparedness Authorization During District Emergencies.

Financial Section

Budget Summary and Detail by Department



Financial Summary

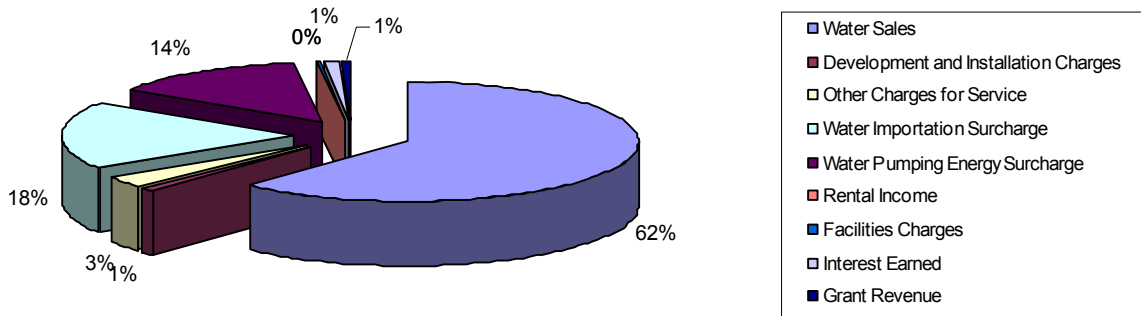
Overview

The District utilizes the accrual basis for budget and accounting, recognizing revenues and expenses in the period in which they are earned and incurred, respectively.

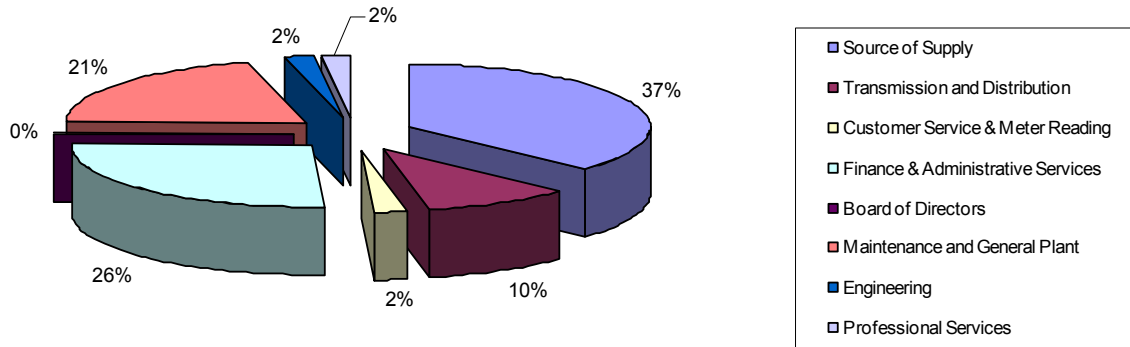
	2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	Increase/ (Decrease)
Water Sales	\$ 6,913,000	\$ 7,282,157	\$ 7,282,825	\$ 369,825
Development and Installation Charges	95,000	127,827	135,875	40,875
Other Charges for Service	363,500	364,139	342,714	(20,786)
Water Importation Surcharge	2,205,000	2,176,769	2,176,000	(29,000)
Water Pumping Energy Surcharge	1,582,000	1,642,415	1,600,000	18,000
Total Operating Revenue	\$ 11,158,500	\$ 11,593,307	\$ 11,537,414	\$ 378,914
Non-Operating Revenue				
Rental Income	\$ 22,000	\$ 21,681	\$ 21,681	\$ (319)
Facilities Charges	731,500	43,282	26,700	(704,800)
Interest Earned	18,550	118,659	118,600	100,050
Grant Revenue	75,000	0	75,000	0
Total Non-Operating Revenue	\$ 847,050	\$ 183,623	\$ 241,981	\$ (605,069)
Total Revenue	\$ 12,005,550	\$ 11,776,930	\$ 11,779,396	\$ (226,154)

	2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	Increase/ (Decrease)
Operating Expenses				
Source of Supply	\$ 4,847,600	\$ 4,718,475	\$ 4,316,600	\$ (531,000)
Transmission and Distribution	1,149,200	954,899	1,139,445	(9,755)
Customer Service & Meter Reading	253,300	237,585	274,250	20,950
Finance & Administrative Services	3,015,200	2,903,754	3,027,285	12,085
Board of Directors	54,100	72,262	37,000	(17,100)
Maintenance and General Plant	2,122,900	2,345,559	2,420,369	297,469
Engineering	217,100	186,712	200,467	(16,633)
Professional Services	239,000	325,561	238,000	(1,000)
Total Operating Expenses	\$ 11,898,400	\$ 11,744,808	\$ 11,653,417	\$ (244,983)
Total Revenue	\$ 12,005,550	\$ 11,776,930	\$ 11,779,396	\$ (226,154)
Total Expenditures	\$ 11,898,400	\$ 11,744,808	\$ 11,653,417	\$ (244,983)
Net Increase/(loss)	\$ 107,150	\$ 32,122	\$ 125,979	\$ 18,829

2013 PROPOSED TOTAL REVENUE



2013 PROPOSED EXPENSES



Operating Revenues and Expenditures Revenue Detail

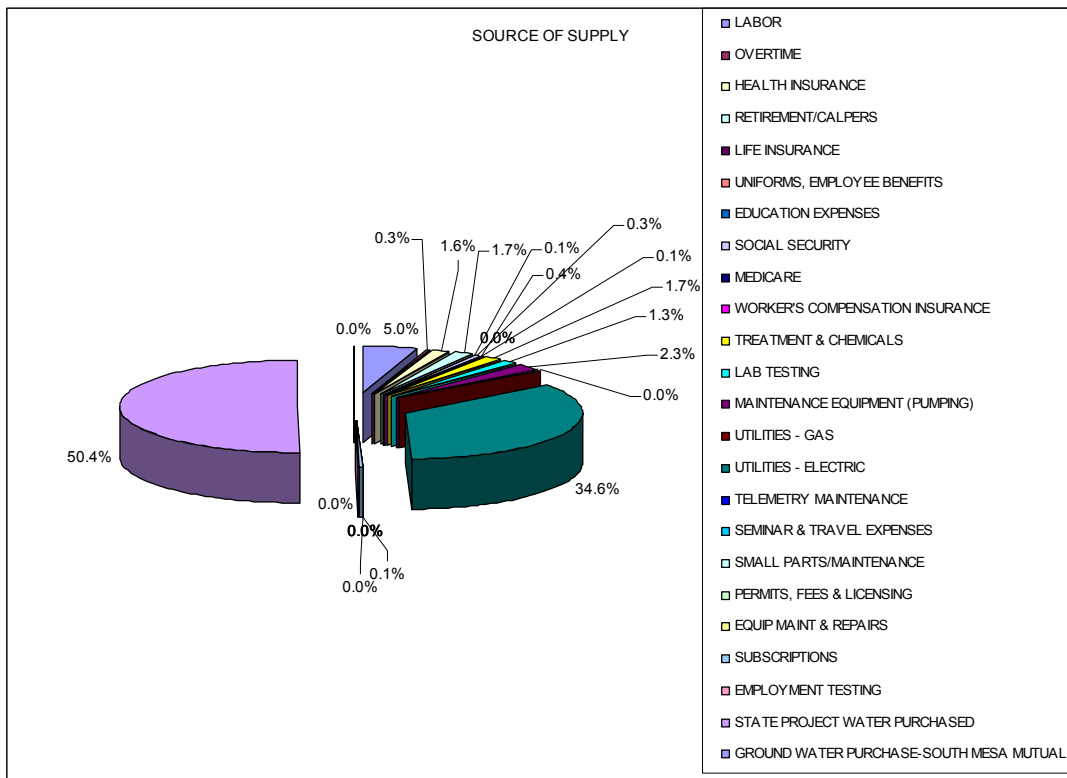
		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
OPERATING REVENUE					
Water Sales					
1-4-4010-400	FIXED METER CHARGES	\$ 2,286,000	\$ 2,279,345	\$ 2,279,345	\$ (6,655)
1-4-4010-401	DOMESTIC WATER SALES	4,550,000	4,935,480	4,935,480	385,480
1-4-4010-402	IRRIGATION WATER SALES	31,000	29,549	30,000	(1,000)
1-4-4010-403	CONSTRUCTION WATER SALES	46,000	37,784	38,000	(8,000)
		<u>6,913,000</u>	<u>7,282,157</u>	<u>7,282,825</u>	<u>369,825</u>
Development and Installation Charges					
1-4-4010-404	INSTALLATION CHARGES	45,000	87,827	75,000	30,000
1-4-4010-413	DEVELOPMENT INCOME (DEPOSITS APPLIED)	50,000	40,000	60,875	10,875
		<u>95,000</u>	<u>127,827</u>	<u>135,875</u>	<u>40,875</u>
Other Charges for Service					
1-4-4010-407	REIMB. CUST. DAMAGES/UPGRADES	10,000	7,502	7,500	(2,500)
1-4-4010-408	BACKFLOW DEVICES	24,000	24,828	24,000	0
1-4-4010-409	REIMBURSEMENT - INSURANCE	0	16,625	0	0
1-4-4010-410	RETURNED CHECK FEES	2,000	2,847	2,000	0
1-4-4010-411	MISCELLANEOUS INCOME	31,000	7,803	7,500	(23,500)
1-4-4010-414	RECHARGE INCOME (CITY OF BANNING)	72,000	67,254	67,254	(4,746)
1-4-4010-415	AFTER HOURS CALL OUT CHARGE	0	600	600	600
1-4-4010-439	REIMB - MAINTENANCE OF WELLS 24,25 & 26	20,000	0	0	(20,000)
1-4-4010-441	TURN ONS	32,000	65,000	65,000	33,000
1-4-4010-442	THIRD NOTICE CHARGE	80,000	44,520	45,000	(35,000)
1-4-4010-443	PENALTIES	88,000	103,093	100,000	12,000
1-4-4010-449	CREDIT CHECK PROCESSING FEES	4,500	5,867	5,500	1,000
1-4-4010-453	CREDIT CARD PROCESSING FEES	0	18,000	18,000	18,000
1-4-4010-454	BENCH TEST FEES	0	200	360	360
		<u>363,500</u>	<u>364,139</u>	<u>342,714</u>	<u>(20,786)</u>
Water Importation Surcharge					
1-4-4010-444	SGPWA IMPORTATION CHARGE	2,205,000	2,176,769	2,176,000	(29,000)
Water Pumping Energy Surcharge					
1-4-4010-445	SCE POWER CHARGE	1,582,000	1,642,415	1,600,000	18,000
	Total Operating Revenues	<u>11,158,500</u>	<u>11,593,307</u>	<u>11,537,414</u>	<u>378,914</u>
NON-OPERATING REVENUE					
Rental Income					
1-4-4010-412	RENTAL INCOME	1,200	0	0	(1,200)
1-4-4011-412	RENT - 12303 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4012-412	RENT - 13695 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4013-412	RENT - 13697 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4014-412	RENT - 9781 AVENIDA MIRAVILLA	2,400	2,400	2,400	0
1-4-4015-515	ELECTRIC & PROPANE-12303 Oak Glen Rd	2,100	2,823	2,823	723
1-4-4016-515	ELECTRIC & PROPANE-13695 Oak Glen Rd	2,400	2,628	2,628	228
1-4-4017-515	ELECTRIC & PROPANE-13697 Oak Glen Rd	2,700	3,912	3,912	1,212
1-4-4018-515	ELECTRIC & PROPANE-9871 Av Miravilla	4,000	2,719	2,719	(1,281)
		<u>22,000</u>	<u>21,681</u>	<u>21,681</u>	<u>(319)</u>
Facilities Charges					
1-4-4020-421	FRONT FOOTAGE & OTHER REIMB	55,000	0	0	(55,000)
1-4-4020-422	WELLS	85,000	5,163	5,000	(80,000)
1-4-4020-423	WATER RIGHTS (SWP)	255,000	3,267	3,300	(251,700)
1-4-4020-424	WATER TREATMENT PLANT	25,000	2,456	2,400	(22,600)
1-4-4020-425	FF - LOCAL WATER RESOURCES	95,000	1,293	1,200	(93,800)
1-4-4020-426	FF - RECYCLED WATER FACILITIES	35,000	3,739	3,700	(31,300)
1-4-4020-427	FF - TRANSMISSION	60,000	4,181	4,000	(56,000)
1-4-4020-428	FF - STORAGE	95,000	5,355	5,400	(89,600)
1-4-4020-429	FF - BOOSTER	6,500	371	300	(6,200)
1-4-4020-430	FACILITY FEES - PRESSURE REDUCING STATION	3,000	189	200	(2,800)
1-4-4020-431	FACILITY FEES - MISCELLANEOUS PROJECTS	3,000	165	200	(2,800)
1-4-4020-432	FACILITY FEES - FINANCING COSTS	14,000	813	1,000	(13,000)
1-4-4020-433	BONITA VISTA SYSTEM	0	16,290	0	0
		<u>731,500</u>	<u>43,282</u>	<u>26,700</u>	<u>(704,800)</u>
Interest Earned					
1-4-4020-435	INTEREST INCOME	15,000	115,000	115,000	100,000
1-4-4010-446	BONITA VISTA REPAYMENT - INTEREST	3,550	3,659	3,600	50
		<u>18,550</u>	<u>118,659</u>	<u>118,600</u>	<u>100,050</u>
Grant Revenue					
1-4-4030-600	GRANT REVENUE	75,000	0	75,000	0
		<u>847,050</u>	<u>183,623</u>	<u>241,981</u>	<u>(605,069)</u>
		<u>\$ 12,005,550</u>	<u>\$ 11,776,930</u>	<u>\$ 11,779,396</u>	<u>\$ (226,154)</u>

Operating Expenses

Source of Supply

This category represents the projected costs related to the operation and maintenance of the 23 active wells, booster stations, storage facilities, supervisory control and data acquisition (SCADA) and water quality functions.

SOURCE OF SUPPLY	2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5200-271 LABOR	\$ 211,900	\$ 214,056	\$ 213,800	\$ 1,900
1-5-5200-272 OVERTIME	12,500	15,700	15,000	2,500
1-5-5200-281 HEALTH INSURANCE	63,800	70,998	69,400	5,600
1-5-5200-282 RETIREMENT/CALPERS	65,300	70,877	73,500	8,200
1-5-5200-283 LIFE INSURANCE	1,200	1,472	1,300	100
1-5-5200-284 UNIFORMS, EMPLOYEE BENEFITS	1,000	50	1,000	0
1-5-5200-285 EDUCATION EXPENSES	3,500	0	3,500	0
1-5-5200-291 SOCIAL SECURITY	13,200	14,257	13,300	100
1-5-5200-292 MEDICARE	3,100	3,334	3,100	0
1-5-5200-293 WORKER'S COMPENSATION INSURANCE	8,800	12,980	15,500	6,700
1-5-5200-511 TREATMENT & CHEMICALS	75,000	71,492	75,000	0
1-5-5200-512 LAB TESTING	55,000	32,126	55,000	0
1-5-5200-513 MAINTENANCE EQUIPMENT (PUMPING)	140,000	83,000	100,000	(40,000)
1-5-5200-514 UTILITIES - GAS	200	159	200	0
1-5-5200-515 UTILITIES - ELECTRIC	1,450,000	1,209,271	1,493,500	43,500
1-5-5200-517 TELEMETRY MAINTENANCE	6,000	4,712	6,000	0
1-5-5200-518 SEMINAR & TRAVEL EXPENSES	500	120	500	0
1-5-5200-544 SMALL PARTS/MAINTENANCE	100	18	100	0
1-5-5400-545 PERMITS, FEES & LICENSING	6,000	133	0	(6,000)
1-5-5200-560 EQUIP MAINT & REPAIRS	100	0	100	0
1-5-5200-562 SUBSCRIPTIONS	200	580	600	400
1-5-5200-568 EMPLOYMENT TESTING	200	0	200	0
1-5-5200-620 STATE PROJECT WATER PURCHASED	2,219,000	2,487,283	2,176,000	(43,000)
1-5-5200-623 GROUND WATER PURCHASE-SOUTH MESA	511,000	425,856	0	(511,000)
	\$ 4,847,600	\$ 4,718,475	\$ 4,316,600	\$ (531,000)



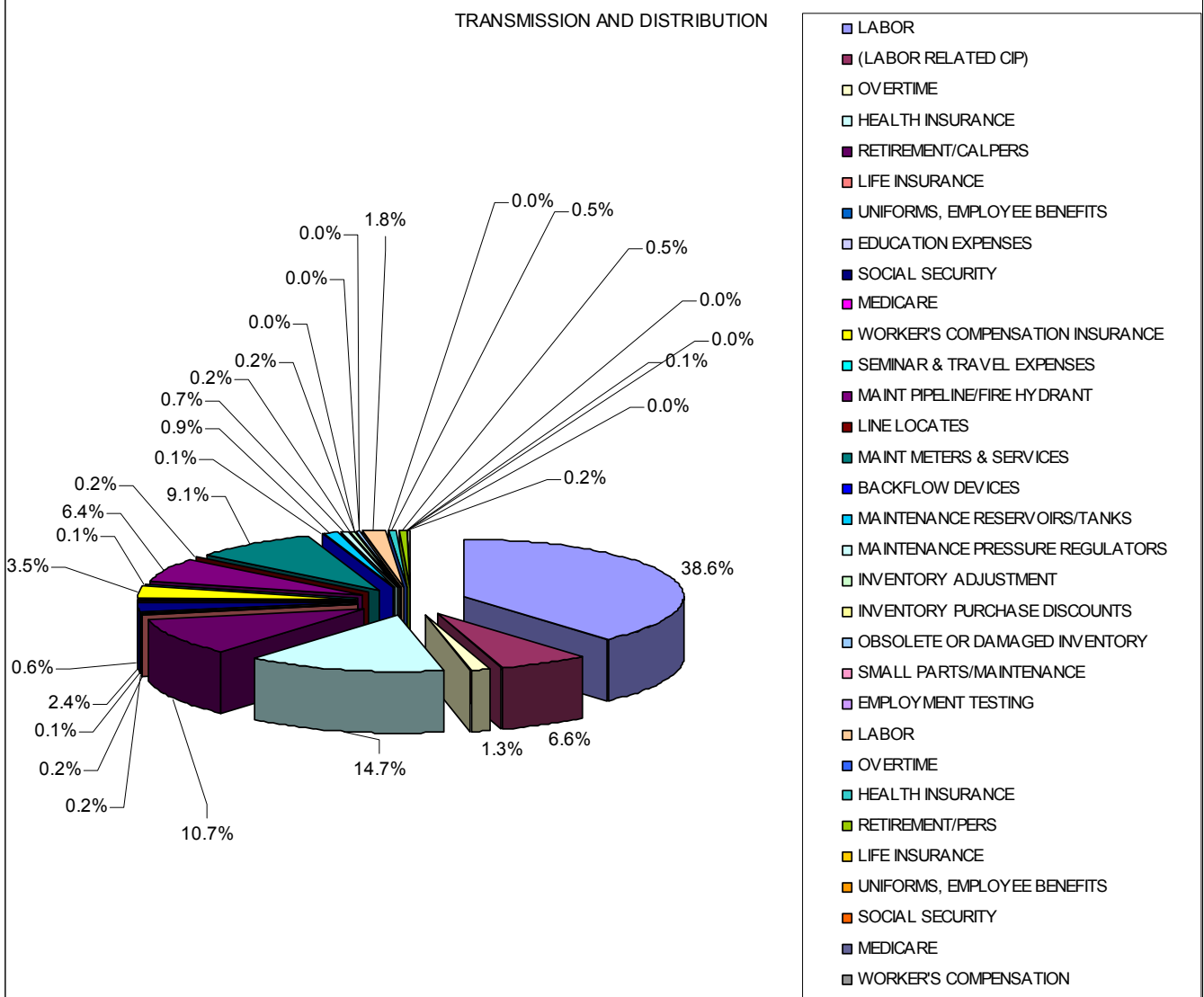
Transmission & Distribution

This department includes the maintenance of the distribution system, service connections, meters, reservoirs and pressure regulating stations that deliver water throughout the District.

This department also includes costs associated with new service requests, fire hydrants and fire services.

TRANSMISSION AND DISTRIBUTION		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5300-271	LABOR	\$ 514,100	\$ 390,003	\$ 509,700	\$ (4,400)
	(LABOR RELATED CIP)	0	0	(87,555)	
1-5-5300-272	OVERTIME	6,800	11,482	16,900	10,100
1-5-5300-281	HEALTH INSURANCE	182,100	131,054	193,900	11,800
1-5-5300-282	RETIREMENT/CALPERS	143,100	123,358	141,100	(2,000)
1-5-5300-283	LIFE INSURANCE	2,500	2,728	2,500	0
1-5-5300-284	UNIFORMS, EMPLOYEE BENEFITS	3,000	950	3,000	0
1-5-5300-285	EDUCATION EXPENSES	1,000	153	1,000	0
1-5-5300-291	SOCIAL SECURITY	31,900	24,933	31,600	(300)
1-5-5300-292	MEDICARE	7,500	5,831	7,400	(100)
1-5-5300-293	WORKER'S COMPENSATION INSURANCE	21,400	23,120	46,300	24,900
1-5-5300-518	SEMINAR & TRAVEL EXPENSES	800	0	800	0
1-5-5300-530	MAINT PIPELINE/FIRE HYDRANT	38,000	80,248	85,000	47,000
1-5-5300-531	LINE LOCATES	2,500	3,172	2,500	0
1-5-5300-534	MAINT METERS & SERVICES	128,000	49,985	120,000	(8,000)
1-5-5300-535	BACKFLOW DEVICES	1,500	629	1,500	0
1-5-5300-536	MAINTENANCE RESERVOIRS/TANKS	12,000	4,848	12,000	0
1-5-5300-537	MAINTENANCE PRESSURE REGULATORS	9,000	15,742	9,000	0
1-5-5300-539	INVENTORY ADJUSTMENT	15,000	48,876	2,500	(12,500)
1-5-5300-540	INVENTORY PURCHASE DISCOUNTS	0	(2,196)	(2,200)	(2,200)
1-5-5300-541	OBSOLETE OR DAMAGED INVENTORY	5,000	5,000	500	(4,500)
1-5-5300-544	SMALL PARTS/MAINTENANCE	100	0	100	0
1-5-5300-568	EMPLOYMENT TESTING	200	0	200	0
1-5-5350-271	LABOR	15,000	19,684	23,400	8,400
1-5-5350-272	OVERTIME	0	61	0	0
1-5-5350-281	HEALTH INSURANCE	3,000	4,773	7,000	4,000
1-5-5350-282	RETIREMENT/PERS	2,400	7,374	7,000	4,600
1-5-5350-283	LIFE INSURANCE	200	142	100	(100)
1-5-5350-284	UNIFORMS, EMPLOYEE BENEFITS	300	0	300	0
1-5-5350-291	SOCIAL SECURITY	1,400	1,347	1,500	100
1-5-5350-292	MEDICARE	400	315	300	(100)
1-5-5350-293	WORKER'S COMPENSATION	1,000	1,287	2,100	1,100
		\$ 1,149,200	\$ 954,899	\$ 1,139,445	\$ (9,755)

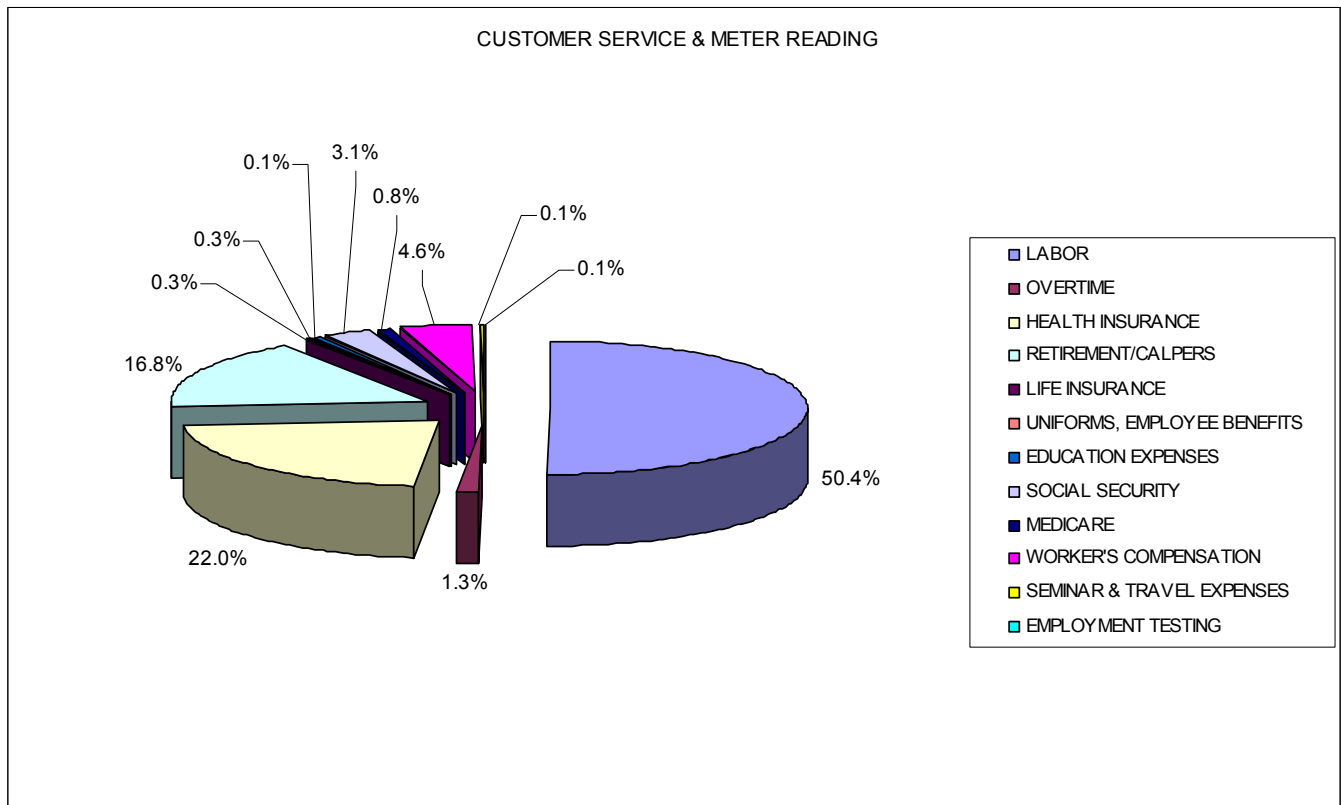
TRANSMISSION AND DISTRIBUTION



Customer Service & Meter Reading

This department conducts meter reading and field related customer service activities.

CUSTOMER SERVICE & METER READING		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5400-271	LABOR	\$ 134,400	\$ 126,892	\$ 138,200	\$ 3,800
1-5-5400-272	OVERTIME	1,100	1,727	3,700	2,600
1-5-5400-281	HEALTH INSURANCE	54,700	47,511	60,300	5,600
1-5-5400-282	RETIREMENT/CALPERS	44,500	42,129	46,100	1,600
1-5-5400-283	LIFE INSURANCE	800	930	900	100
1-5-5400-284	UNIFORMS, EMPLOYEE BENEFITS	800	800	750	(50)
1-5-5400-285	EDUCATION EXPENSES	400	0	400	0
1-5-5400-291	SOCIAL SECURITY	8,400	8,023	8,600	200
1-5-5400-292	MEDICARE	2,000	1,876	2,100	100
1-5-5400-293	WORKER'S COMPENSATION	5,600	7,696	12,600	7,000
1-5-5400-518	SEMINAR & TRAVEL EXPENSES	300	0	300	0
1-5-5400-568	EMPLOYMENT TESTING	300	0	300	0
		\$ 253,300	\$ 237,585	\$ 274,250	\$ 20,950

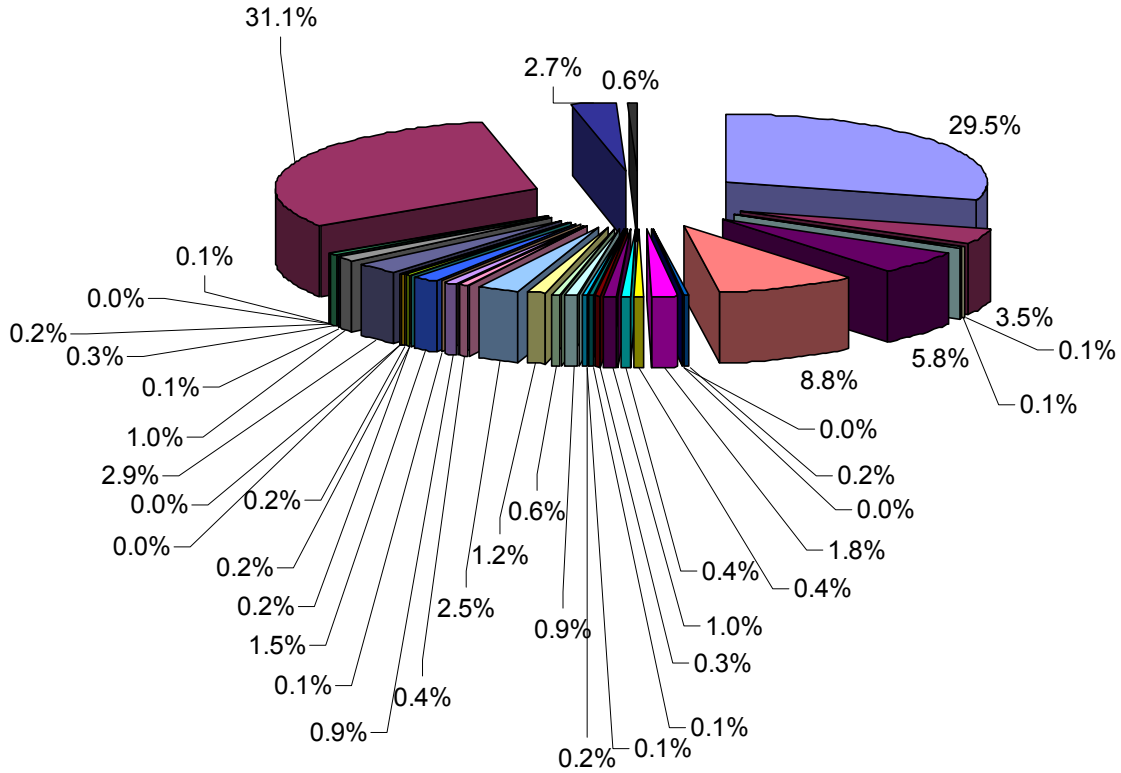


Finance & Administrative Services

This department includes all administrative salaries, employee benefits, operating supplies, property insurance and other expenses associated with the administrative, accounting and billing functions of the District.

		2012	2012	2013	CHANGE
FINANCE & ADMINISTRATIVE SERVICES		ADOPTED	PROJECTED	PROPOSED	
1-5-5500-271	LABOR	\$ 883,200	\$ 835,162	\$ 963,400	\$ 80,200
	(LABOR RELATED CIP)	0	0	(114,916)	
1-5-5500-272	OVERTIME	0	7,647	3,000	3,000
	(OVERTIME RELATED CIP)	0	0	(3,000)	
1-5-5500-281	HEALTH INSURANCE	191,200	125,193	190,000	(1,200)
1-5-5500-282	RETIREMENT/CALPERS	262,800	239,632	285,800	23,000
1-5-5500-283	LIFE INSURANCE	5,000	4,493	5,600	600
1-5-5500-284	UNIFORMS, EMPLOYEE BENEFITS	1,000	640	1,000	0
1-5-5500-285	EDUCATION EXPENSES	500	0	500	0
1-5-5500-291	SOCIAL SECURITY	54,800	51,971	59,800	5,000
1-5-5500-292	MEDICARE	12,900	12,221	13,969	1,069
1-5-5500-293	WORKER'S COMPENSATION INSURANCE	8,900	17,435	14,520	5,620
1-5-5500-294	UNEMPLOYMENT INSURANCE	37,600	87,928	32,760	(4,840)
1-5-5500-518	SEMINAR & TRAVEL EXPENSES	2,000	1,908	10,000	8,000
1-5-5500-528	NOTARY/LIEN FEES	0	1,131	2,000	2,000
1-5-5500-547	EMPLOYER SHARE FOR RETIRED (CALPERS)	7,000	6,573	7,000	0
1-5-5500-548	ADMINISTRATIVE COSTS (CALPERS)	1,800	1,307	1,800	0
1-5-5500-549	BANK CHGS/MONEY MARKET/TRANS. FEES	30,000	24,652	30,000	0
1-5-5500-553	TEMPORARY LABOR	20,000	39,205	20,000	0
1-5-5500-555	OFFICE SUPPLIES	45,000	34,448	38,000	(7,000)
1-5-5500-556	OFFICE EQUIPMENT/SERVICE AGREEMENTS	82,000	71,657	82,000	0
1-5-5500-557	OFFICE MAINTENANCE	14,000	944	14,000	0
1-5-5500-558	MEMBERSHIP DUES	25,000	26,822	28,500	3,500
1-5-5500-560	OFFICE EQUIP.MAINT. & REPAIRS	2,500	2,634	2,800	300
1-5-5500-561	POSTAGE	49,000	43,545	49,000	0
1-5-5500-562	SUBSCRIPTIONS	5,000	4,515	5,000	0
1-5-5500-563	MISCELLANEOUS OPERATING SUPPLIES	7,700	3,886	7,700	0
1-5-5500-564	MISCELLANEOUS TOOLS/EQUIPMENT	6,500	5,839	6,500	0
1-5-5500-567	EMPLOYEE MEDICAL/FIRST AID	500	0	500	0
1-5-5500-568	EMPLOYMENT TESTING	300	247	300	0
1-5-5500-570	PROPERTY/AUTO/GEN LIABILITY INSURANCE	95,000	93,085	95,000	0
1-5-5500-572	STATE MANDATES AND TARIFFS	32,000	11,804	32,000	0
1-5-5500-573	MISCELLANEOUS EXPENSES	4,500	3,533	4,500	0
1-5-5500-574	PUBLIC EDUCATION	10,000	8,135	10,000	0
1-5-5500-575	PROPERTY DAMAGE (CUSTOMER CLAIMS)	2,000	2,000	2,000	0
1-5-5500-578	IT SUPPORT/SOFTWARE SUPPORT	10,000	15,595	5,000	(5,000)
1-5-5500-579	SHORTAGE/OVERAGE ACCOUNT	0	30	50	50
1-5-5500-587	PRINCIPAL PAYMENT	985,000	985,000	1,015,000	30,000
1-5-5500-588	INTEREST EXPENSE	113,000	114,616	87,880	(25,120)
1-5-5500-631	NOTE COST OF ISSUANCE	7,500	18,322	18,322	10,822
		\$ 3,015,200	\$ 2,903,754	\$ 3,027,285	\$ 12,085

FINANCE & ADMINISTRATIVE SERVICES

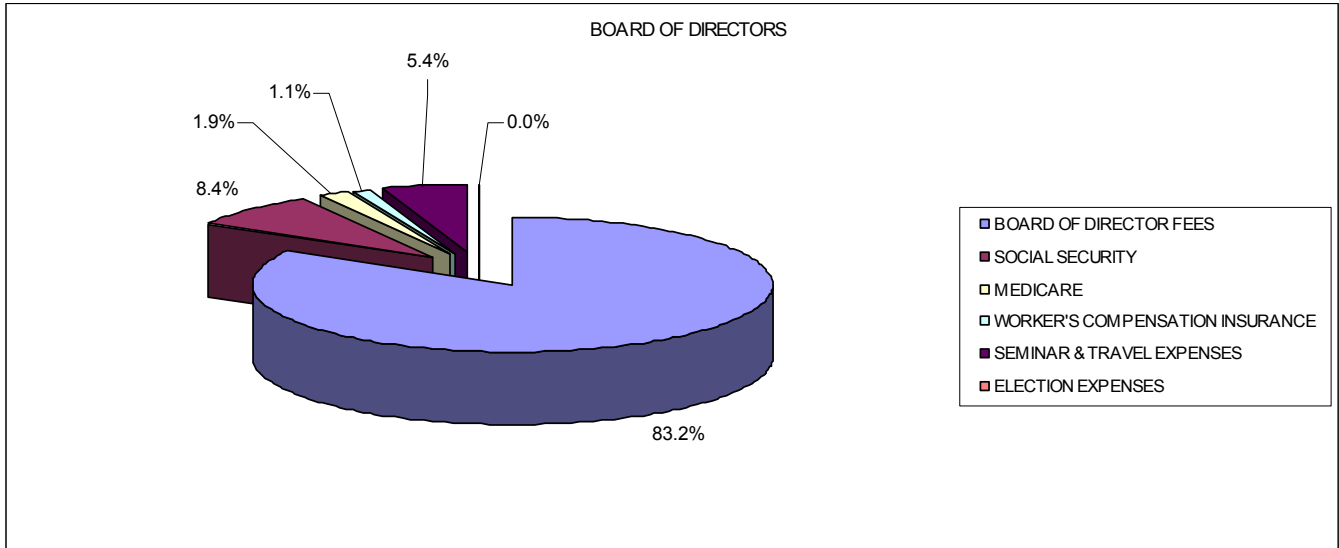


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|-----------------------------------------|-------------------------------------|---------------------------------------|
| ■ LABOR | ■ (LABOR RELATED CIP) | □ OVERTIME |
| □ (OVERTIME RELATED CIP) | ■ HEALTH INSURANCE | ■ RETIREMENT/CALPERS |
| ■ LIFE INSURANCE | □ UNIFORMS, EMPLOYEE BENEFITS | ■ EDUCATION EXPENSES |
| ■ SOCIAL SECURITY | ■ MEDICARE | ■ WORKER'S COMPENSATION INSURANCE |
| ■ UNEMPLOYMENT INSURANCE | ■ SEMINAR & TRAVEL EXPENSES | ■ NOTARY/LIEN FEES |
| ■ EMPLOYER SHARE FOR RETIRED (CALPERS) | ■ ADMINISTRATIVE COSTS (CALPERS) | □ BANK CHGS/MONEY MARKET/TRANS. FEES |
| □ TEMPORARY LABOR | □ OFFICE SUPPLIES | ■ OFFICE EQUIPMENT/SERVICE AGREEMENTS |
| ■ OFFICE MAINTENANCE | ■ MEMBERSHIP DUES | ■ OFFICE EQUIP.MAINT. & REPAIRS |
| ■ POSTAGE | ■ SUBSCRIPTIONS | ■ MISCELLANEOUS OPERATING SUPPLIES |
| ■ MISCELLANEOUS TOOLS/EQUIPMENT | ■ EMPLOYEE MEDICAL/FIRST AID | ■ EMPLOYMENT TESTING |
| ■ PROPERTY/AUTO/GEN LIABILITY INSURANCE | ■ STATE MANDATES AND TARIFFS | ■ MISCELLANEOUS EXPENSES |
| ■ PUBLIC EDUCATION | ■ PROPERTY DAMAGE (CUSTOMER CLAIMS) | ■ IT SUPPORT/SOFTWARE SUPPORT |
| ■ SHORTAGE/OVERAGE ACCOUNT | ■ PRINCIPAL PAYMENT | ■ INTEREST EXPENSE |
| ■ NOTE COST OF ISSUANCE | | |

Board of Directors

This department includes per diem paid to each Board member as well as the associated payroll tax expenses and seminar/travel expenses.

BOARD OF DIRECTORS		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5510-271	BOARD OF DIRECTOR FEES	\$ 48,900	\$ 23,800	\$ 30,800	\$ (18,100)
1-5-5510-291	SOCIAL SECURITY	3,100	1,476	3,100	0
1-5-5510-292	MEDICARE	700	345	700	0
1-5-5510-293	WORKER'S COMPENSATION INSURANCE	400	422	400	0
1-5-5510-551	SEMINAR & TRAVEL EXPENSES	1,000	1,219	2,000	1,000
1-5-5510-552	ELECTION EXPENSES	0	45,000	0	0
		\$ 54,100	\$ 72,262	\$ 37,000	\$ (17,100)



Maintenance & General Plant

This category includes utilities, auto/equipment fuel, maintenance and repairs for all residences and offices. It also includes all landscape maintenance as well as general maintenance in the canyon areas and recharge basin system as well as the recharge/recreation facility.

		2012	2012	2013	
MAINTENANCE AND GENERAL PLANT		ADOPTED	PROJECTED	PROPOSED	CHANGE
1-5-5610-515	ELECTRIC - 560 MAGNOLIA AVE	\$ 21,000	\$ 19,434	\$ 21,630	\$ 630
1-5-5610-580	TELEPHONE - 560 MAGNOLIA AVE	25,000	21,384	25,000	0
1-5-5610-581	SANITATION - 560 MAGNOLIA AVE	1,800	1,731	1,800	0
1-5-5610-582	MAINTENANCE - 560 MAGNOLIA AVE	8,000	15,494	15,494	7,494
1-5-5615-515	ELECTRIC - 12303 OAK GLEN ROAD	2,000	2,753	3,000	1,000
1-5-5615-582	MAINTENANCE/REPAIR - 12303 OAK GLEN ROAD	1,200	141	1,200	0
1-5-5615-583	PROPANE - 12303 OAK GLEN ROAD	100	70	100	0
1-5-5620-515	ELECTRIC - 13695 OAK GLEN ROAD	1,000	862	1,000	0
1-5-5620-582	MAINTENANCE/REPAIR - 13695 OAK GLEN ROAD	500	515	1,000	500
1-5-5620-583	PROPANE - 13695 OAK GLEN ROAD	1,400	1,766	2,000	600
1-5-5625-515	ELECTRIC - 13697 OAK GLEN ROAD	2,000	2,317	2,500	500
1-5-5625-582	MAINTENANCE/REPAIR - 13697 OAK GLEN ROAD	500	645	500	0
1-5-5625-583	PROPANE - 13697 OAK GLEN ROAD	2,000	1,595	2,000	0
1-5-5630-515	ELECTRIC - 9781 AVENIDA MIRAVILLA	1,500	1,726	2,000	500
1-5-5630-582	MAINTENANCE/REPAIR - 9781 AVENIDA MIRAVI	1,500	0	1,500	0
1-5-5630-583	PROPANE - 9781 AVENIDA MIRAVILLA	1,200	992	1,200	0
1-5-5635-515	ELECTRIC - 815 E. 12TH STREET	6,500	6,261	6,695	195
1-5-5635-580	TELEPHONE - 815 E. 12TH STREET	1,000	850	1,000	0
1-5-5635-581	SANITATION - 815 E. 12TH STREET	3,000	1,958	3,000	0
1-5-5635-582	MAINTENANCE/REPAIR - 815 E. 12TH STREET	5,000	4,938	5,000	0
1-5-5640-581	SANITATION - 11083 CHERRY AVE	3,200	2,787	3,200	0
1-5-5700-271	LABOR	0	6,297	7,000	7,000
1-5-5700-281	HEALTH INSURANCE	0	2,361	2,500	2,500
1-5-5700-282	RETIREMENT/CALPERS	0	1,936	2,200	2,200
1-5-5700-283	LIFE INSURANCE	0	50	50	50
1-5-5700-291	SOCIAL SECURITY	0	390	500	500
1-5-5700-292	MEDICARE	0	91	100	100
1-5-5700-293	WORKER'S COMPENSATION INSURANCE	0	392	500	500
1-5-5700-589	AUTO/FUEL	75,000	90,726	100,000	25,000
	(FUEL RELATED CIP)	0	(15,000)	(15,000)	(15,000)
1-5-5700-590	SAFETY EQUIPMENT	5,500	4,706	5,500	0
1-5-5700-591	COMMUNICATION MAINTENANCE	2,500	0	2,500	0
1-5-5700-592	REPAIR & MAINT OF GEN EQUIPMENT	15,000	1,326	15,000	0
1-5-5700-593	REPAIR VEHICLES AND TOOLS	0	1,059	1,200	1,200
1-5-5700-594	LARGE EQUIPMENT MAINTENANCE	30,000	24,757	30,000	0
1-5-5700-595	EQUIP. PREVENTATIVE MAINTENANCE	0	0	0	0
1-5-5700-596	FLEET REPAIR & MAINTENANCE	25,000	22,192	25,000	0
1-5-5700-597	MAINT GENERAL PLANT (BUILDINGS)	3,000	4,633	5,000	2,000
1-5-5700-598	LANDSCAPE MAINTENANCE	2,500	1,691	2,500	0
1-5-5700-601	RECHARGE FAC, CANYON & POND MAINTENANCE	25,000	37,633	35,000	10,000
		\$ 272,900	\$ 273,461	\$ 320,369	\$ 47,469

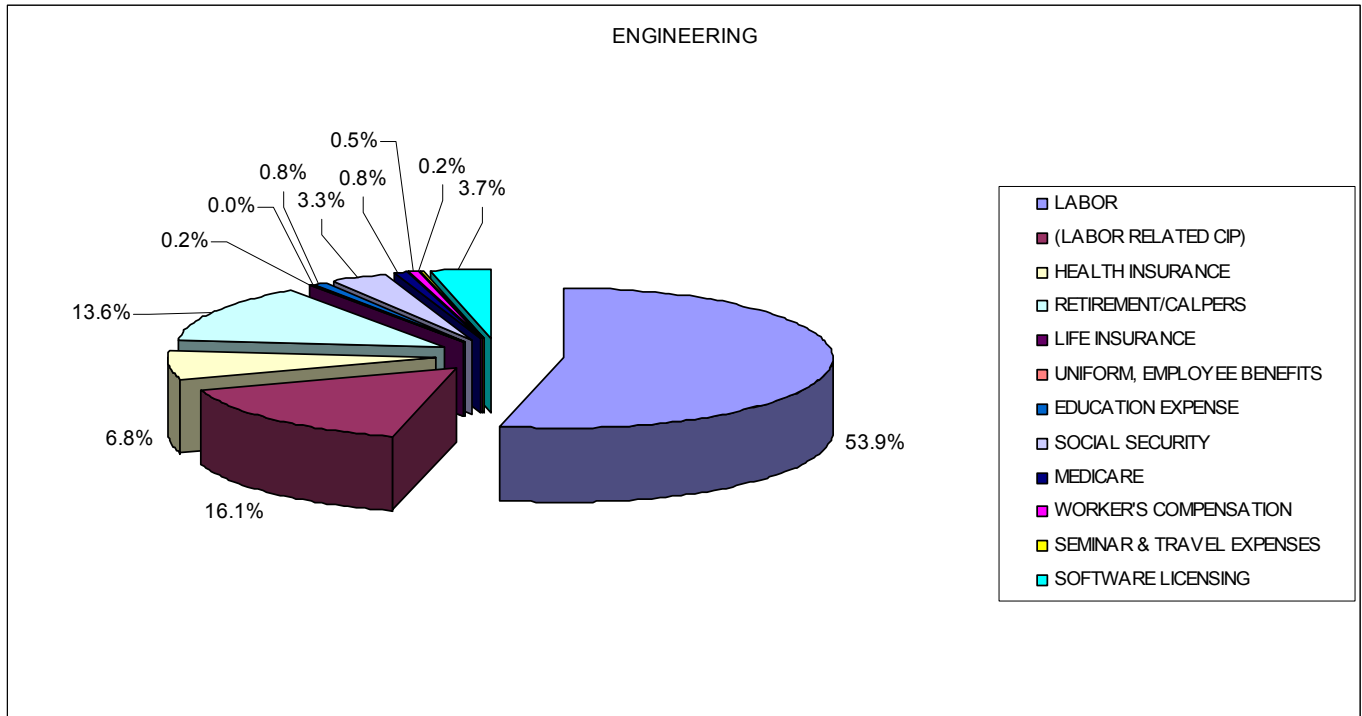
System Depreciation is omitted from the chart on the following page for clarity

1-5-5700-599	SYSTEM DEPRECIATION	\$ 1,850,000	\$ 2,072,098	\$ 2,100,000	\$ 250,000
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Engineering

This category includes a part time Engineer and the full time Director of Engineering.

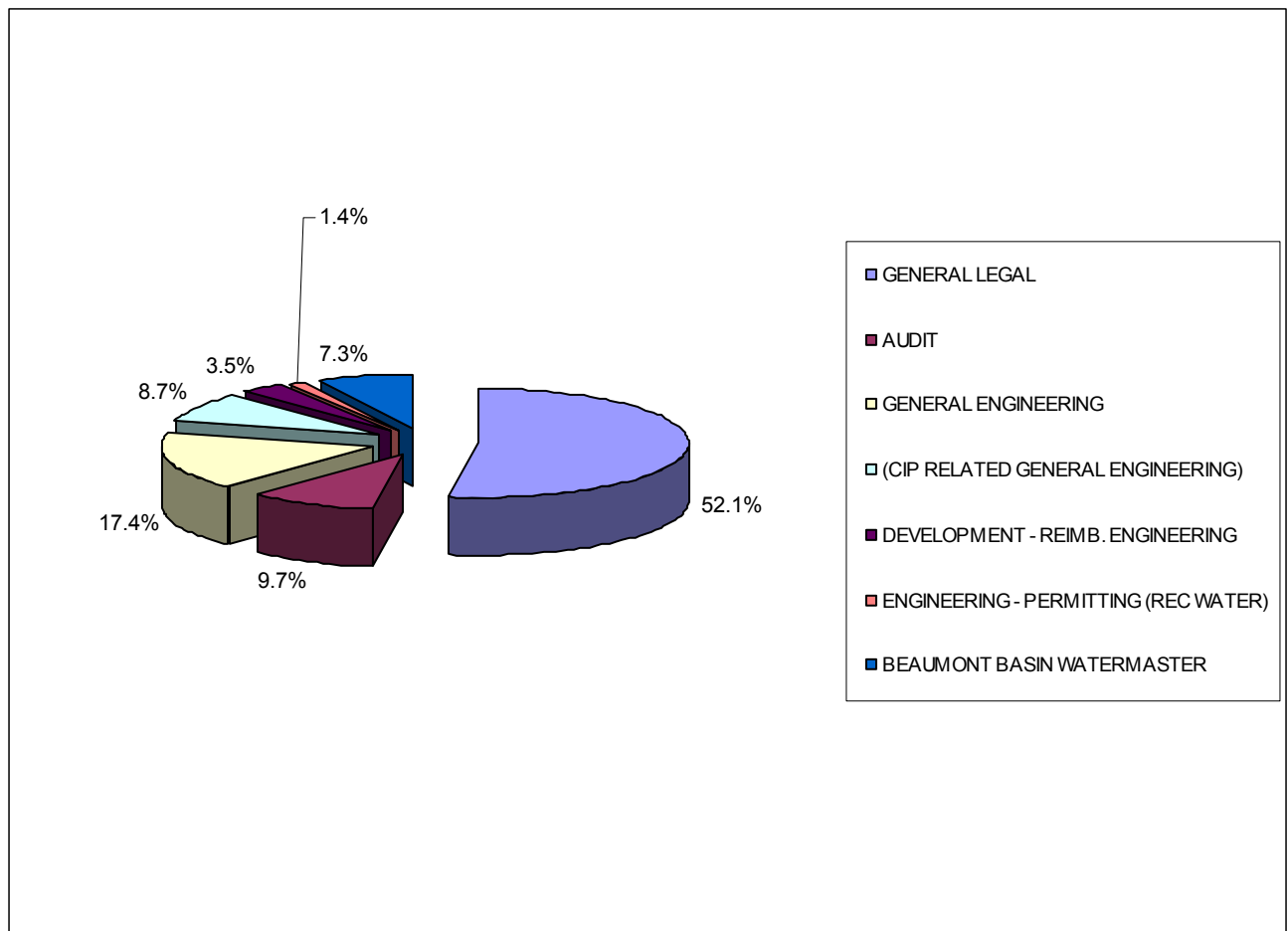
ENGINEERING		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5800-271	LABOR	\$ 133,900	\$ 128,233	\$ 159,457	\$ 25,557
	(LABOR RELATED CIP)	0	0	(47,809)	(47,809)
1-5-5800-281	HEALTH INSURANCE	18,300	12,823	20,100	1,800
1-5-5800-282	RETIREMENT/CALPERS	37,300	28,630	40,230	2,930
1-5-5800-283	LIFE INSURANCE	700	487	720	20
1-5-5800-284	UNIFORM, EMPLOYEE BENEFITS	0	36	50	50
1-5-5800-285	EDUCATION EXPENSE	2,500	0	2,500	0
1-5-5800-291	SOCIAL SECURITY	8,300	7,950	9,890	1,590
1-5-5800-292	MEDICARE	2,000	1,859	2,320	320
1-5-5800-293	WORKER'S COMPENSATION	9,600	6,694	1,510	(8,090)
1-5-5800-518	SEMINAR & TRAVEL EXPENSES	500	0	500	0
1-5-5800-546	SOFTWARE LICENSING	4,000	0	11,000	7,000
		\$ 217,100	\$ 186,712	\$ 200,467	\$ (16,633)



Professional Services

This category includes professional services from outside consultants for legal, engineering and auditing services.

PROFESSIONAL SERVICES		2012 ADOPTED	2012 PROJECTED	2013 PROPOSED	CHANGE
1-5-5810-611	GENERAL LEGAL	\$ 150,000	\$ 132,555	\$ 150,000	\$ -
1-5-5810-614	AUDIT	25,000	6,204	28,000	3,000
1-5-5820-611	GENERAL ENGINEERING (CIP RELATED GENERAL ENGINEERING)	50,000 0	166,502 0	50,000 (25,000)	0 (25,000)
1-5-5820-612	DEVELOPMENT - REIMB. ENGINEERING	10,000	85	10,000	0
1-5-5820-615	ENGINEERING - PERMITTING (REC WATER)	4,000	0	4,000	0
1-5-5820-622	BEAUMONT BASIN WATERMASTER	0	20,215	21,000	0
		\$ 239,000	\$ 325,561	\$ 238,000	\$ (1,000)



Appendix A Budget Detail



Revenues: 2012 Adopted Budget versus 2012 Year-to-Date Actuals versus 2013 Proposed Budget

Account No.	Account Name	2012 Adopted	2012 Projected	2013 Proposed	Change
1 4 4010 400	FIXED METER CHARGES	\$ 2,286,000	\$ 2,279,345	\$ 2,279,345	\$ (6,655)
1-4-4010-401	DOMESTIC WATER SALES	4,550,000	4,935,480	4,935,480	385,480
1-4-4010-402	IRRIGATION WATER SALES	31,000	29,549	30,000	(1,000)
1-4-4010-403	CONSTRUCTION WATER SALES	46,000	37,784	38,000	(8,000)
1-4-4010-404	INSTALLATION CHARGES	45,000	87,827	75,000	30,000
1-4-4010-407	REIMB. CUST. DAMAGES/UPGRADES	10,000	7,502	7,500	(2,500)
1-4-4010-408	BACKFLOW DEVICES	24,000	24,828	24,000	0
1-4-4010-409	REIMBURSEMENT - INSURANCE	0	16,625	0	0
1-4-4010-410	RETURNED CHECK FEES	2,000	2,847	2,000	0
1-4-4010-411	MISCELLANEOUS INCOME	31,000	7,803	7,500	(23,500)
1-4-4010-412	RENTAL INCOME	1,200	0	0	(1,200)
1-4-4010-413	DEVELOPMENT INCOME (DEPOSITS APPLIED)	50,000	40,000	60,875	10,875
1-4-4010-414	RECHARGE INCOME (CITY OF BANNING)	72,000	67,254	67,254	(4,746)
1-4-4010-415	AFTER HOURS CALL OUT CHARGE	0	600	600	600
1-4-4010-419	CONSTRUCTION METER MOVE CHARGE	0	0	0	0
1-4-4010-439	REIMB - MAINTENANCE OF WELLS 24,25 & 26	20,000	0	0	(20,000)
1-4-4010-441	TURN ONS	32,000	65,000	65,000	33,000
1-4-4010-442	THIRD NOTICE CHARGE	80,000	44,520	45,000	(35,000)
1-4-4010-443	PENALTIES	88,000	103,093	100,000	12,000
1-4-4010-444	SGPWA IMPORTATION CHARGE	2,205,000	2,176,769	2,176,000	(29,000)
1-4-4010-445	SCE POWER CHARGE	1,582,000	1,642,415	1,600,000	18,000
1-4-4010-446	BONITA VISTA REPAYMENT - INTEREST	3,550	3,659	3,600	50
1-4-4010-449	CREDIT CHECK PROCESSING FEES	4,500	5,867	5,500	1,000
1-4-4010-453	CREDIT CARD PROCESSING FEES	0	18,000	18,000	18,000
1-4-4010-454	BENCH TEST FEES	0	200	360	360
1-4-4011-412	RENT - 12303 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4012-412	RENT - 13695 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4013-412	RENT - 13697 OAK GLEN RD	2,400	2,400	2,400	0
1-4-4014-412	RENT - 9781 AVENIDA MIRAVILLA	2,400	2,400	2,400	0
1-4-4015-515	ELECTRIC & PROPANE-12303 Oak Glen Rd	2,100	2,823	2,823	723
1-4-4016-515	ELECTRIC & PROPANE-13695 Oak Glen Rd	2,400	2,628	2,628	228
1-4-4017-515	ELECTRIC & PROPANE-13697 Oak Glen Rd	2,700	3,912	3,912	1,212
1-4-4018-515	ELECTRIC & PROPANE-9871 Av Miravilla	4,000	2,719	2,719	(1,281)
1-4-4020-421	FRONT FOOTAGE & OTHER REIMB	55,000	0	0	(55,000)
1-4-4020-422	WELLS	85,000	5,163	5,000	(80,000)
1-4-4020-423	WATER RIGHTS (SWP)	255,000	3,267	3,300	(251,700)
1-4-4020-424	WATER TREATMENT PLANT	25,000	2,456	2,400	(22,600)
1-4-4020-425	FF - LOCAL WATER RESOURCES	95,000	1,293	1,200	(93,800)
1-4-4020-426	FF - RECYCLED WATER FACILITIES	35,000	3,739	3,700	(31,300)
1-4-4020-427	FF - TRANSMISSION	60,000	4,181	4,000	(56,000)
1-4-4020-428	FF - STORAGE	95,000	5,355	5,400	(89,600)
1-4-4020-429	FF - BOOSTER	6,500	371	300	(6,200)
1-4-4020-430	FACILITY FEES - PRESSURE REDUCING STATION	3,000	189	200	(2,800)
1-4-4020-431	FACILITY FEES - MISCELLANEOUS PROJECTS	3,000	165	200	(2,800)
1-4-4020-432	FACILITY FEES - FINANCING COSTS	14,000	813	1,000	(13,000)
1-4-4020-433	BONITA VISTA SYSTEM	0	16,290	0	0
1-4-4020-435	INTEREST INCOME	15,000	115,000	115,000	100,000
1-4-4030-452	K Hovnanian Tract 33096-5	0	0	0	0
1-4-4030-600	GRANT REVENUE	75,000	0	75,000	0
		<u>\$ 12,005,550</u>	<u>\$11,776,930</u>	<u>\$11,779,396</u>	<u>\$(226,154)</u>

Expenses: 2012 Adopted Budget versus 2012 Year-to-Date Actuals versus 2013 Proposed Budget

EXPENSES		2012	2012	2013	CHANGE
SOURCE OF SUPPLY		ADOPTED	PROJECTED	PROPOSED	
1-5-5200-271	LABOR	\$ 211,900	\$ 214,056	\$ 213,800	\$ 1,900
1-5-5200-272	OVERTIME	12,500	15,700	15,000	2,500
1-5-5200-281	HEALTH INSURANCE	63,800	70,998	69,400	5,600
1-5-5200-282	RETIREMENT/CALPERS	65,300	70,877	73,500	8,200
1-5-5200-283	LIFE INSURANCE	1,200	1,472	1,300	100
1-5-5200-284	UNIFORMS, EMPLOYEE BENEFITS	1,000	50	1,000	0
1-5-5200-285	EDUCATION EXPENSES	3,500	0	3,500	0
1-5-5200-291	SOCIAL SECURITY	13,200	14,257	13,300	100
1-5-5200-292	MEDICARE	3,100	3,334	3,100	0
1-5-5200-293	WORKER'S COMPENSATION INSURANCE	8,800	12,980	15,500	6,700
1-5-5200-511	TREATMENT & CHEMICALS	75,000	71,492	75,000	0
1-5-5200-512	LAB TESTING	55,000	32,126	55,000	0
1-5-5200-513	MAINTENANCE EQUIPMENT (PUMPING)	140,000	83,000	100,000	(40,000)
1-5-5200-514	UTILITIES - GAS	200	159	200	0
1-5-5200-515	UTILITIES - ELECTRIC	1,450,000	1,209,271	1,493,500	43,500
1-5-5200-517	TELEMETRY MAINTENANCE	6,000	4,712	6,000	0
1-5-5200-518	SEMINAR & TRAVEL EXPENSES	500	120	500	0
1-5-5200-544	SMALL PARTS/MAINTENANCE	100	18	100	0
1-5-5400-545	PERMITS, FEES & LICENSING	6,000	133	0	(6,000)
1-5-5200-560	EQUIP MAINT & REPAIRS	100	0	100	0
1-5-5200-562	SUBSCRIPTIONS	200	580	600	400
1-5-5200-568	EMPLOYMENT TESTING	200	0	200	0
1-5-5200-620	STATE PROJECT WATER PURCHASED	2,219,000	2,487,283	2,176,000	(43,000)
1-5-5200-623	GROUND WATER PURCHASE-SOUTH MESA	511,000	425,856	0	(511,000)
		4,847,600	4,718,475	4,316,600	(531,000)
TRANSMISSION AND DISTRIBUTION					
1-5-5300-271	LABOR	514,100	390,003	509,700	(4,400)
	(LABOR RELATED CIP)	0	0	(87,555)	
1-5-5300-272	OVERTIME	6,800	11,482	16,900	10,100
1-5-5300-281	HEALTH INSURANCE	182,100	131,054	193,900	11,800
1-5-5300-282	RETIREMENT/CALPERS	143,100	123,358	141,100	(2,000)
1-5-5300-283	LIFE INSURANCE	2,500	2,728	2,500	0
1-5-5300-284	UNIFORMS, EMPLOYEE BENEFITS	3,000	950	3,000	0
1-5-5300-285	EDUCATION EXPENSES	1,000	153	1,000	0
1-5-5300-291	SOCIAL SECURITY	31,900	24,933	31,600	(300)
1-5-5300-292	MEDICARE	7,500	5,831	7,400	(100)
1-5-5300-293	WORKER'S COMPENSATION INSURANCE	21,400	23,120	46,300	24,900
1-5-5300-518	SEMINAR & TRAVEL EXPENSES	800	0	800	0
1-5-5300-530	MAINT PIPELINE/FIRE HYDRANT	38,000	80,248	85,000	47,000
1-5-5300-531	LINE LOCATES	2,500	3,172	2,500	0
1-5-5300-534	MAINT METERS & SERVICES	128,000	49,985	120,000	(8,000)
1-5-5300-535	BACKFLOW DEVICES	1,500	629	1,500	0
1-5-5300-536	MAINTENANCE RESERVOIRS/TANKS	12,000	4,848	12,000	0
1-5-5300-537	MAINTENANCE PRESSURE REGULATORS	9,000	15,742	9,000	0
1-5-5300-539	INVENTORY ADJUSTMENT	15,000	48,876	2,500	(12,500)
1-5-5300-540	INVENTORY PURCHASE DISCOUNTS	0	(2,196)	(2,200)	(2,200)
1-5-5300-541	OBSOLETE OR DAMAGED INVENTORY	5,000	5,000	500	(4,500)
1-5-5300-544	SMALL PARTS/MAINTENANCE	100	0	100	0
1-5-5300-568	EMPLOYMENT TESTING	200	0	200	0
1-5-5350-271	LABOR	15,000	19,684	23,400	8,400
1-5-5350-272	OVERTIME	0	61	0	0
1-5-5350-281	HEALTH INSURANCE	3,000	4,773	7,000	4,000
1-5-5350-282	RETIREMENT/PERS	2,400	7,374	7,000	4,600
1-5-5350-283	LIFE INSURANCE	200	142	100	(100)
1-5-5350-284	UNIFORMS, EMPLOYEE BENEFITS	300	0	300	0
1-5-5350-291	SOCIAL SECURITY	1,400	1,347	1,500	100
1-5-5350-292	MEDICARE	400	315	300	(100)
1-5-5350-293	WORKER'S COMPENSATION	1,000	1,287	2,100	1,100
		1,149,200	954,899	1,139,445	(9,755)
CUSTOMER SERVICE & METER READING					
1-5-5400-271	LABOR	134,400	126,892	138,200	3,800
1-5-5400-272	OVERTIME	1,100	1,727	3,700	2,600
1-5-5400-281	HEALTH INSURANCE	54,700	47,511	60,300	5,600
1-5-5400-282	RETIREMENT/CALPERS	44,500	42,129	46,100	1,600
1-5-5400-283	LIFE INSURANCE	800	930	900	100
1-5-5400-284	UNIFORMS, EMPLOYEE BENEFITS	800	800	750	(50)
1-5-5400-285	EDUCATION EXPENSES	400	0	400	0
1-5-5400-291	SOCIAL SECURITY	8,400	8,023	8,600	200
1-5-5400-292	MEDICARE	2,000	1,876	2,100	100
1-5-5400-293	WORKER'S COMPENSATION	5,600	7,696	12,600	7,000
1-5-5400-518	SEMINAR & TRAVEL EXPENSES	300	0	300	0
1-5-5400-568	EMPLOYMENT TESTING	300	0	300	0
		253,300	237,585	274,250	20,950

Expenses: 2012 Adopted Budget versus 2012 Year-to-Date Actuals versus 2013 Proposed Budget

FINANCE & ADMINISTRATIVE SERVICES

1-5-5500-271	LABOR	\$ 883,200	\$ 835,162	\$ 963,400	\$ 80,200
	(LABOR RELATED CIP)	0	0	(114,916)	(114,916)
1-5-5500-272	OVERTIME	0	7,647	3,000	3,000
	(OVERTIME RELATED CIP)	0	0	(3,000)	(3,000)
1-5-5500-281	HEALTH INSURANCE	191,200	125,193	190,000	(1,200)
1-5-5500-282	RETIREMENT/CALPERS	262,800	239,632	285,800	23,000
1-5-5500-283	LIFE INSURANCE	5,000	4,493	5,600	600
1-5-5500-284	UNIFORMS, EMPLOYEE BENEFITS	1,000	640	1,000	0
1-5-5500-285	EDUCATION EXPENSES	500	0	500	0
1-5-5500-291	SOCIAL SECURITY	54,800	51,971	59,800	5,000
1-5-5500-292	MEDICARE	12,900	12,221	13,969	1,069
1-5-5500-293	WORKER'S COMPENSATION INSURANCE	8,900	17,435	14,520	5,620
1-5-5500-294	UNEMPLOYMENT INSURANCE	37,600	87,928	32,760	(4,840)
1-5-5500-518	SEMINAR & TRAVEL EXPENSES	2,000	1,908	10,000	8,000
1-5-5500-528	NOTARY/LIEN FEES	0	1,131	2,000	2,000
1-5-5500-547	EMPLOYER SHARE FOR RETIRED (CALPERS)	7,000	6,573	7,000	0
1-5-5500-548	ADMINISTRATIVE COSTS (CALPERS)	1,800	1,307	1,800	0
1-5-5500-549	BANK CHGS/MONEY MARKET/TRANS. FEES	30,000	24,652	30,000	0
1-5-5500-553	TEMPORARY LABOR	20,000	39,205	20,000	0
1-5-5500-555	OFFICE SUPPLIES	45,000	34,448	38,000	(7,000)
1-5-5500-556	OFFICE EQUIPMENT/SERVICE AGREEMENTS	82,000	71,657	82,000	0
1-5-5500-557	OFFICE MAINTENANCE	14,000	944	14,000	0
1-5-5500-558	MEMBERSHIP DUES	25,000	26,822	28,500	3,500
1-5-5500-560	OFFICE EQUIP.MAINT. & REPAIRS	2,500	2,634	2,800	300
1-5-5500-561	POSTAGE	49,000	43,545	49,000	0
1-5-5500-562	SUBSCRIPTIONS	5,000	4,515	5,000	0
1-5-5500-563	MISCELLANEOUS OPERATING SUPPLIES	7,700	3,886	7,700	0
1-5-5500-564	MISCELLANEOUS TOOLS/EQUIPMENT	6,500	5,839	6,500	0
1-5-5500-567	EMPLOYEE MEDICAL/FIRST AID	500	0	500	0
1-5-5500-568	EMPLOYMENT TESTING	300	247	300	0
1-5-5500-570	PROPERTY/AUTO/GEN LIABILITY INSURANCE	95,000	93,085	95,000	0
1-5-5500-572	STATE MANDATES AND TARIFFS	32,000	11,804	32,000	0
1-5-5500-573	MISCELLANEOUS EXPENSES	4,500	3,533	4,500	0
1-5-5500-574	PUBLIC EDUCATION	10,000	8,135	10,000	0
1-5-5500-575	PROPERTY DAMAGE (CUSTOMER CLAIMS)	2,000	2,000	2,000	0
1-5-5500-578	IT SUPPORT/SOFTWARE SUPPORT	10,000	15,595	5,000	(5,000)
1-5-5500-579	SHORTAGE/OVERAGE ACCOUNT	0	30	50	50
1-5-5500-587	PRINCIPAL PAYMENT	985,000	985,000	1,015,000	30,000
1-5-5500-588	INTEREST EXPENSE	113,000	114,616	87,880	(25,120)
1-5-5500-631	NOTE COST OF ISSUANCE	7,500	18,322	18,322	10,822
		<u>3,015,200</u>	<u>2,903,754</u>	<u>3,027,285</u>	<u>12,085</u>

BOARD OF DIRECTORS

1-5-5510-271	BOARD OF DIRECTOR FEES	48,900	23,800	30,800	(18,100)
1-5-5510-291	SOCIAL SECURITY	3,100	1,476	3,100	0
1-5-5510-292	MEDICARE	700	345	700	0
1-5-5510-293	WORKER'S COMPENSATION INSURANCE	400	422	400	0
1-5-5510-551	SEMINAR & TRAVEL EXPENSES	1,000	1,219	2,000	1,000
1-5-5510-552	ELECTION EXPENSES	0	45,000	0	0
		<u>54,100</u>	<u>72,262</u>	<u>37,000</u>	<u>(17,100)</u>

MAINTENANCE AND GENERAL PLANT

1-5-5610-515	ELECTRIC - 560 MAGNOLIA AVE	21,000	19,434	21,630	630
1-5-5610-580	TELEPHONE - 560 MAGNOLIA AVE	25,000	21,384	25,000	0
1-5-5610-581	SANITATION - 560 MAGNOLIA AVE	1,800	1,731	1,800	0
1-5-5610-582	MAINTENANCE - 560 MAGNOLIA AVE	8,000	15,494	15,494	7,494
1-5-5615-515	ELECTRIC - 12303 OAK GLEN ROAD	2,000	2,753	3,000	1,000
	MAINTENANCE/REPAIR - 12303 OAK GLEN ROAD	1,200	141	1,200	0
1-5-5615-582	PROPANE - 12303 OAK GLEN ROAD	100	70	100	0
1-5-5620-515	ELECTRIC - 13695 OAK GLEN ROAD	1,000	862	1,000	0
	MAINTENANCE/REPAIR - 13695 OAK GLEN ROAD	500	515	1,000	500
1-5-5620-582	PROPANE - 13695 OAK GLEN ROAD	1,400	1,766	2,000	600
1-5-5625-515	ELECTRIC - 13697 OAK GLEN ROAD	2,000	2,317	2,500	500
	MAINTENANCE/REPAIR - 13697 OAK GLEN ROAD	500	645	500	0
1-5-5625-582	PROPANE - 13697 OAK GLEN ROAD	2,000	1,595	2,000	0
1-5-5630-515	ELECTRIC - 9781 AVENIDA MIRAVILLA	1,500	1,726	2,000	500
	MAINTENANCE/REPAIR - 9781 AVENIDA MIRAVILLA	1,500	0	1,500	0
1-5-5630-582	PROPANE - 9781 AVENIDA MIRAVILLA	1,200	992	1,200	0
1-5-5635-515	ELECTRIC - 815 E. 12TH STREET	6,500	6,261	6,695	195
1-5-5635-580	TELEPHONE - 815 E. 12TH STREET	1,000	850	1,000	0
1-5-5635-581	SANITATION - 815 E. 12TH STREET	3,000	1,958	3,000	0
	MAINTENANCE/REPAIR - 815 E. 12TH STREET	5,000	4,938	5,000	0
1-5-5640-581	SANITATION - 11083 CHERRY AVE	3,200	2,787	3,200	0
1-5-5700-271	LABOR	0	6,297	7,000	7,000
1-5-5700-281	HEALTH INSURANCE	0	2,361	2,500	2,500

Expenses: 2012 Adopted Budget versus 2012 Year-to-Date Actuals versus 2013 Proposed Budget

1-5-5700-282	RETIREMENT/CALPERS	0	1,936	2,200	2,200
1-5-5700-283	LIFE INSURANCE	0	50	50	50
1-5-5700-291	SOCIAL SECURITY	0	390	500	500
1-5-5700-292	MEDICARE	0	91	100	100
1-5-5700-293	WORKER'S COMPENSATION INSURANCE	-	392	500	500
1-5-5700-589	AUTO/FUEL	75,000	90,726	100,000	25,000
	(FUEL RELATED CIP)	0	(15,000)	(15,000)	(15,000)
1-5-5700-590	SAFETY EQUIPMENT	5,500	4,706	5,500	0
1-5-5700-591	COMMUNICATION MAINTENANCE	2,500	0	2,500	0
1-5-5700-592	REPAIR & MAINT OF GEN EQUIPMENT	15,000	1,326	15,000	0
1-5-5700-593	REPAIR VEHICLES AND TOOLS	0	1,059	1,200	1,200
1-5-5700-594	LARGE EQUIPMENT MAINTENANCE	30,000	24,757	30,000	0
1-5-5700-595	EQUIP. PREVENTATIVE MAINTENANCE	0	0	0	0
1-5-5700-596	FLEET REPAIR & MAINTENANCE	25,000	22,192	25,000	0
1-5-5700-597	MAINT GENERAL PLANT (BUILDINGS)	3,000	4,633	5,000	2,000
1-5-5700-598	LANDSCAPE MAINTENANCE	2,500	1,691	2,500	0
1-5-5700-599	SYSTEM DEPRECIATION	1,850,000	2,072,098	2,100,000	250,000
	RECHARGE FAC, CANYON & POND				
1-5-5700-601	MAINTENANCE	25,000	37,633	35,000	10,000
		2,122,900	2,345,559	2,420,369	297,469
ENGINEERING					
1-5-5800-271	LABOR	133,900	128,233	159,457	25,557
	(LABOR RELATED CIP)	0	0	(47,809)	(47,809)
1-5-5800-281	HEALTH INSURANCE	18,300	12,823	20,100	1,800
1-5-5800-282	RETIREMENT/CALPERS	37,300	28,630	40,230	2,930
1-5-5800-283	LIFE INSURANCE	700	487	720	20
1-5-5800-284	UNIFORM, EMPLOYEE BENEFITS	0	36	50	0
1-5-5800-285	EDUCATION EXPENSE	2,500	0	2,500	0
1-5-5800-291	SOCIAL SECURITY	8,300	7,950	9,890	1,590
1-5-5800-292	MEDICARE	2,000	1,859	2,320	320
1-5-5800-293	WORKER'S COMPENSATION	9,600	6,694	1,510	(8,090)
1-5-5800-518	SEMINAR & TRAVEL EXPENSES	500	0	500	0
1-5-5800-546	SOFTWARE LICENSING	4,000	0	11,000	7,000
		217,100	186,712	200,467	(16,633)
PROFESSIONAL SERVICES					
1-5-5810-611	GENERAL LEGAL	150,000	132,555	150,000	0
1-5-5810-614	AUDIT	25,000	6,204	28,000	3,000
1-5-5820-611	GENERAL ENGINEERING	50,000	166,502	50,000	0
	(CIP RELATED GENERAL ENGINEERING)	0	0	(25,000)	(25,000)
1-5-5820-612	DEVELOPMENT - REIMB. ENGINEERING	10,000	85	10,000	0
1-5-5820-615	ENGINEERING - PERMITTING (REC WATER)	4,000	0	4,000	0
1-5-5820-622	BEAUMONT BASIN WATERMASTER	0	20,215	21,000	0
		\$ 239,000	\$ 325,561	\$ 238,000	\$ (1,000)
		<u>\$ 11,898,400</u>	<u>\$ 11,744,808</u>	<u>\$11,653,417</u>	<u>\$ (244,983)</u>

Appendix B Summary of Account Descriptions



OPERATING REVENUE

1-4-4010-400 — Fixed Meter Charges — Fixed service charges for meters.

1-4-4010-401 — Domestic Water Sales — Commodity charges for commercial, residential and landscape irrigation water usage.

1-4-4010-402 — Irrigation Water Sales — Commodity charges for irrigation water usage.

1-4-4010-403 — Construction Water Sales — Commodity charges for water used for new construction and other purposes through portable fire hydrant meters.

1-4-4010-404 — Installation Charges — Charges for new service installations.

1-4-4010-407 — Reimbursement — Customers Damages/Upgrades — Reimbursements for work performed when customers/developers cause damage to District property or customer requested changes such as meter relocation charges.

1-4-4010-408 — Backflow Devices — Administrative charge for required annual backflow program administration.

1-4-4010-409 — Reimbursement — Insurance — Reimbursement from the joint-powers insurance agency of any rate stabilization refunds due to its members.

1-4-4010-410 — Returned Check Fees — Charges for payments returned by the bank as unpaid.

1-4-4010-411 — Miscellaneous Income — Receipts for miscellaneous, non-recurring revenues.

1-4-4010-412 — Rental Income — Charges for use of District properties.

1-4-4010-413 — Development Income (Deposits Applied) — Revenue earned and charged to deposits that were collected to cover engineering, legal and administrative costs associated with new development.

1-4-4010-414 — Recharge Income (City of Banning) — Income received for the recharge of imported water from San Gorgonio Pass Water Agency (SGPWA) for the City of Banning.

1-4-4010-415 — After-Hours Call Out Charge — Reimbursement charge for after-hours services provided.

1-4-4010-439 — Reimbursement – Maintenance of Wells 24, 25 and 26 — Reimbursement charges for well maintenance to the City of Banning when they take delivery of water from these jointly owned wells.

1-4-4010-441 — Turn Ons / Account Reinstatement— Fees associated with the restoration of service when disconnected due to non-payment.

1-4-4010-442 — Third Notice Charge — Fee associated with disconnection notices sent on delinquent accounts.

1-4-4010-443 — Penalties / Lien Processing Fees — Late fee assessed on delinquent accounts and lien processing fees.

1-4-4010-444 — SGPWA Importation Charge — Pass through charge to cover the cost of purchasing imported water.

1-4-4010-445 — SCE Power Charge — Pass through charge to cover the cost of electricity used for pumping water from wells and through the system.

1-4-4010-446 — Bonita Vista Repayment Interest — Interest income on Bonita Vista loans receivable.

1-4-4010-449 — Credit Check Processing Fees — Pass through charge to cover the cost of running a credit check.

1-4-4010-453 — Credit Card Processing Fees — Pass-through charge to cover the bank fees charged to the District for credit cards.

1-4-4010-454 — Bench Test Fees — Fees for pulling a meter and testing it.

RENT & UTILITIES

- 1-4-4011-412 — Rent — 12303 Oak Glen Road** — Rental of District residential property.
- 1-4-4012-412 — Rent — 13695 Oak Glen Road** — Rental of District residential property.
- 1-4-4013-412 — Rent — 13697 Oak Glen Road** — Rental of District residential property.
- 1-4-4014-412 — Rent — 9781 Avenida Miravilla** — Rental of District residential property.
- 1-4-4015-515 — Electric & Propane — 12303 Oak Glen Road** — Utility payments for District residential property.
- 1-4-4016-515 — Electric & Propane — 13695 Oak Glen Road** — Utility payments for District residential property.
- 1-4-4017-515 — Electric & Propane — 13697 Oak Glen Road** — Utility payments for District residential property.
- 1-4-4018-515 — Electric & Propane — 9781 Avenida Miravilla** — Utility payments for District residential property.

NON-OPERATING REVENUE

- 1-4-4020-421 Front Footage Fees & Other Reimbursement** — Charged to cover the cost of pipelines traveling along the frontage of properties requesting service.
- 1-4-4020-422 through 1-4-4020-432 Facility Fees** - These fees are paid per EDU by individual homeowners, as well as residential and commercial developers.
- 1-4-4020-435 Interest Income** — Interest earned on bank deposits and the Fairway Canyon note receivable.
- 1-4-4030-600 Grant Revenue** — Grant funding received.

OPERATING EXPENSES

SOURCE OF SUPPLY

The four digit department number 5200 seen in this section of the General Ledger refers to the expenses incurred for the operation and maintenance of wells, tanks, purchase and extraction of water.

- 1-5-5200-271 Labor** — Wage expenses for this department.
- 1-5-5200-272 Overtime** — Overtime expenses for this department.
- 1-5-5200-281 Health Insurance** — Cost of providing health benefits for employees in this department.
- 1-5-5200-282 Retirement/CalPERS** — Retirement contributions paid on behalf of employees in this department.
- 1-5-5200-283 Life Insurance** — Life insurance premiums paid on behalf of employees in this department.
- 1-5-5200-284 Uniforms & Employee Benefits** — Annual purchase of uniforms and boot allowance.
- 1-5-5200-285 Education Expense** — Education expense reimbursement.
- 1-5-5200-291 Social Security** — This category reflects the District's portion of Social Security (FICA).
- 1-5-5200-292 Medicare** — This category reflects the District's portion of Medicare.
- 1-5-5200-293 Workers' Compensation Insurance** — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5200-511 Treatment & Chemicals — Costs associated with the purchase of water treatment chemicals such as chlorine.

1-5-5200-512 Lab Testing — Costs associated with water sample analysis conducted by outside laboratories.

1-5-5200-513 Maintenance Equipment (Pumping) — The maintenance cost of pumping equipment, wells, booster and chlorination equipment.

1-5-5200-514 Utilities - Gas — Natural gas purchased for the operation of an emergency booster pump.

1-5-5200-515 Utilities - Electric — Charges for power purchased from Southern California Edison to operate District pumping facilities.

1-5-5200-517 Telemetry Maintenance — Costs associated with the maintenance and repair of the District's telemetry system.

1-5-5200-518 Seminar & Travel Expense — Cost associated with attendance to District approved seminars and conferences.

1-5-5200-545 Permits Licensing and Fees — See 1-5-5500-572

1-5-5200-560 Equipment, Maintenance & Repair — Costs associated with the equipment, maintenance and repair incurred for the operation and maintenance of wells, tanks, purchase and extraction of water.

1-5-5200-562 Subscriptions — Costs of subscriptions for regulatory and technical updates.

1-5-5200-568 Employment Testing — Costs associated with pre-employment and random drug testing.

1-5-5200-620 State Project Water Purchased — Costs associated with the purchase of imported water from the SGPWA.

1-5-5200-623 Groundwater Purchase — South Mesa Mutual — Costs associated with the purchase of groundwater rights from South Mesa Mutual.

TRANSMISSION AND DISTRIBUTION

The four digit departmental number 5300 seen in this section of the General Ledger refers to the expenses incurred for the operation and maintenance of the infrastructure used to bring water from wells to storage tanks and from storage tanks to the consumers.

1-5-5300-271 Labor — Wage expenses for this department.

1-5-5300-272 Overtime — Overtime expenses for this department.

1-5-5300-281 Health Insurance — Cost of providing health benefits for employees in this department.

1-5-5300-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5300-283 Life Insurance — Life insurance premiums paid on behalf of employees in this department.

1-5-5300-284 Uniforms & Employee Benefits — Annual purchase of uniforms and boot allowance.

1-5-5300-285 Education Expenses — Education expense reimbursement.

1-5-5300-291 Social Security — This category reflects the District's portion of Social Security (FICA).

1-5-5300-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5300-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5300-518 Seminar & Travel Expenses — Costs associated with attendance to District approved seminars and conferences.

1-5-5300-530 Maintenance Pipeline/Fire Hydrant — Expenses in this category include the maintenance and repair of pipelines and fire hydrants.

1-5-5300-531 Line Locates — Cost associated with the locating and marking of underground facilities.

1-5-5300-534 Maintenance Meters/Services — Costs associated with repair and maintenance of existing meters and services, in accordance with the District's meter change out program.

1-5-5300-535 Backflow Devices — Expenses in this category reflect maintenance done to District owned and operated backflow devices, as well as costs for the annual required testing of these devices.

1-5-5300-536 Maintenance Reservoirs/Tanks — Costs associated with the repair and maintenance of storage reservoirs and tanks.

1-5-5300-537 Maintenance Pressure Regulators — Costs associated with the repair and maintenance of pressure reducing valves (PRV's).

1-5-5300-539 Inventory Adjustment — Costs associated with change in market value on inventory using an average-cost valuation method.

1-5-5300-540 Inventory Purchase Discounts — Discounts taken on inventory purchases.

1-5-5300-541 Obsolete or Damaged Inventory — Costs associated with removing obsolete or damaged items from inventory.

1-5-5300-544 Small Parts / Maintenance — Expenses in this category include minor repairs and small parts purchases.

1-5-5300-568 Employment Testing — Costs associated with pre-employment and random drug testing.

INSPECTIONS

The four digit departmental number 5350 seen in this section of the General Ledger refers to the expenses incurred for the labor of the inspectors. These costs are typically recovered through inspection fees and development charges.

1-5-5350-271 Labor — Wage expenses for this department.

1-5-5350-272 Overtime — Overtime expenses for this department.

1-5-5350-281 Health Insurance — Cost of providing health insurance to employees in this department.

1-5-5350-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5350-283 Life Insurance — Life insurance premiums paid on behalf of employees in this department.

1-5-5350-284 Uniforms & Employee Benefits — Annual purchase of uniforms and boot allowance.

1-5-5350-285 Education Expenses — Education expense reimbursement.

1-5-5350-291 Social Security — This category reflects the District's portion of Social Security (FICA).

1-5-5350-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5350-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

CUSTOMER SERVICE AND METER READING

The four digit departmental number 5400 seen in this section of the General Ledger refers to the expenses incurred for the labor of the meter readers and the field customer service representative.

1-5-5400-271 Labor — Wage expenses for this department.

1-5-5400-272 Overtime — Overtime expenses for this department.

1-5-5400-281 Health Insurance — Cost of providing health benefits for employees in this department.

1-5-5400-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5400-283 Life Insurance — Life insurance premiums paid on behalf of employees in this department.

1-5-5400-284 Uniforms & Employee Benefits — Annual purchase of uniforms and boot allowance.

1-5-5400-285 Education Expenses — Education expense reimbursement.

1-5-5400-291 Social Security— This category reflects the District's portion of Social Security – (FICA).

1-5-5400-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5400-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5400-518 Seminar & Travel Expense — Costs associated with attendance to District approved seminars and conferences.

1-5-5400-568 Random Drug Testing — Costs associated with pre-employment and random drug testing.

FINANCE AND ADMINISTRATIVE SERVICES EXPENSES

The four digit departmental number 5500 seen in this section of the General Ledger refers to the expenses incurred for Finance and Administrative Services.

1-5-5500-271 Labor — Wage expenses for this department.

1-5-5500-272 Overtime — Overtime expenses for this department.

1-5-5500-281 Health Insurance — Cost of providing health benefits to employees in this department.

1-5-5500-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5500-283 Life Insurance — Life insurance premiums paid on behalf of employees in this department.

1-5-5500-284 Uniforms & Employee Benefits — Annual purchase of uniforms and boot allowance.

1-5-5500-285 Education Expenses — Education expense reimbursement.

1-5-5500-291 Social Security— This category reflects the District's portion of Social Security – (FICA).

1-5-5500-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5500-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5500-294 Unemployment Insurance — This category reflects District paid unemployment insurance for all District employees.

1-5-5500-518 Seminar & Travel Expenses — Costs associated with attendance to District approved seminars and conferences.

- 1-5-5500-528 Notary/Lien Fees** — Fees associated with filing and releasing liens on delinquent accounts.
- 1-5-5500-548 Administrative Costs (CalPERS)** — Administrative fees charged for CalPERS health insurance.
- 1-5-5500-549 Bank Charges/Money Market/Transaction Fees** — Fees associated with District bank accounts.
- 1-5-5500-553 Temporary Labor** — Labor expenses for the use of temporary employees.
- 1-5-5500-555 Office Supplies** — Cost of miscellaneous office supplies.
- 1-5-5500-556 Office Equipment/Service Agreements** — This category includes service and/or lease agreements for the phone system and postage & billing equipment.
- 1-5-5500-557 Office Maintenance** — This category includes items such as the cleaning service who cleans all District offices and routine maintenance such as A/C repairs and plumbing problems.
- 1-5-5500-558 Membership Dues** — Membership dues for associations including the Beaumont Chamber of Commerce, Cherry Valley Chamber of Commerce and the California Special District Association, ACWA, AWWA and finance related associations.
- 1-5-5500-560 Office Equipment/Maintenance & Repair** — This category includes funds allocated to the repair and maintenance of various office equipment including the phone system, computers, mailing equipment and copier machines.
- 1-5-5500-561 Postage** — Postage expenses include the costs of postage for regular and delinquent utility bills as well as daily correspondence.
- 1-5-5500-562 Subscription** — Costs associated with subscriptions to regulatory and technical materials. Also includes cost for accessing credit verification information.
- 1-5-5500-563 Miscellaneous Operating Supplies** — Cost of general supplies used for District operations not specifically associated with anyone project.
- 1-5-5500-564 Miscellaneous Tools/Equipment** — Cost of general tools used for District operations not specifically associated with anyone project.
- 1-5-5500-567 Employee Medical/First Aid** — Purchases in this category include supplies for First Aid kits located in District Offices.
- 1-5-5500-568 Employment Testing** — Cost associated with pre-employment and random drug testing.
- 1-5-5500-570 Property/Auto/General Liability Insurance** — Annual insurance premiums covering District properties and facilities.
- 1-5-5500-572 State Mandates and Tariffs** — Expenses in this category include NPDES permit fees and water system fees to the California Department of Public Health as well as all permits and annual reports mandated by other Regulatory Agencies.
- 1-5-5500-573 Miscellaneous Expenses** — Miscellaneous expenses include expenses which do not fall directly under another general ledger account.
- 1-5-5500-574 Public Education** — Includes costs such as the mandated Annual Consumer Confidence Report (Water Quality Report).
- 1-5-5500-575 Property Damage (Customer Claims)** — Expenses in this category include small claims on the District for property damage.
- 1-5-5500-578 IT Support / Software Support** —The District also pays an annual support fee for its municipal software which is allocated to this category.
- 1-5-5500-579 Shortage/Overage Account** — This account was created to account for cash shortages and overages at the three cashiering windows.

1-5-5500-587 Principal Payment — Principal payment expense for the note payable to Bank of America.

1-5-5500-588 Interest Expense — Interest expense for the note payable to Bank of America.

1-5-5500-631 Note Cost of Issuance — Allocation of cost of issuance expenses for the note payable to Bank of America.

BOARD OF DIRECTORS

1-5-5510-271 Board of Director Fees — Each Director can be paid per diem for attendance at meetings/days of service.

1-5-5510-291 Social Security — This category reflects the District's portion of Social Security – (FICA).

1-5-5510-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5510-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department.

1-5-5510-551 Seminar & Travel Expenses — Costs associated with the Directors attending and being reimbursed for Seminars and Conferences.

1-5-5510-552 Election Expenses — Costs associated with directorial elections.

MAINTENANCE & GENERAL PLANT

DISTRICT OFFICE – 560 MAGNOLIA AVE

1-5-5610-515 Electric - 560 Magnolia Avenue — Electricity for the main District Office.

1-5-5610-580 Telephone 560 Magnolia Ave — Phone and communication services for office and field operation.

1-5-5610-581 Sanitation - 560 Magnolia Ave — Sewer and Refuse for the main District Office.

1-5-5610-582 Maintenance/Repair - 560 Magnolia Ave — Maintenance and repairs performed at the District Office. Routine maintenance to A/C unit and plumbing issues which arise make up the expenses in this category.

DISTRICT PROPERTY - 12303 OAK GLEN ROAD

1-5-5615-515 Electric - 12303 Oak Glen Rd — Electricity for District residence.

1-5-5615-582 Maintenance/Repair - 12303 Oak Glen Rd — Maintenance and repairs performed at District residence.

1-5-5615-583 Propane - 12303 Oak Glen Rd — Propane purchased for District residence.

DISTRICT PROPERTY - 13695 OAK GLEN ROAD

1-5-5620-515 Electric - 13695 Oak Glen Rd — Electricity for District residence.

1-5-5620-582 Maintenance/Repair - 13695 Oak Glen Rd — Maintenance and repairs performed at the District residence.

1-5-5620-583 Propane - 13695 Oak Glen Rd — Propane purchased for District residence.

DISTRICT PROPERTY - 13697 OAK GLEN ROAD

1-5-5625-515 Electric - 13697 Oak Glen Rd — Electricity for District residence.

1-5-5625-582 Maintenance/Repair - 13697 Oak Glen Rd — Maintenance and repairs performed at the District residence.

1-5-5625-583 Propane - 13697 Oak Glen Rd — Propane purchased for District residence.

DISTRICT PROPERTY - 9781 AVENIDA MIRAVILLA

1-5-5630-515 Electric - 9781 Avenida Miravilla— Electricity for District residence.

1-5-5630-582 Maintenance/Repair - 9781 Avenida Miravilla — Maintenance and repairs performed at the District residence.

1-5-5630-583 Propane - 9781 Avenida Miravilla — Propane purchased for District residence.

DISTRICT FIELD OFFICE - 815 E. 12TH STREET

1-5-5635-515 Electric - 815 E. 12th Street — Electricity for the field office.

1-5-5635-580 Telephone - 815 E. 12th Street — There are both internet services (telemetry and District network) and fax services at the field office.

1-5-5635-581 Sanitation - 815 E. 12th Street — Sewer/Refuse and trash bin for field office.

1-5-5635-582 Maintenance/Repair - 815 E. 12th Street — Maintenance and Repair performed at the field office, including monthly cleaning services.

DISTRICT PROPERTY - 11083 CHERRY AVENUE

1-5-5640-581 Sanitation - 11083 Cherry Ave — Trash bin located at Cherry Yard.

MAINTENANCE AND GENERAL PLANT

1-5-5700-271 Labor — Wage expenses for this department.

1-5-5700-272 Overtime — Overtime expenses for this department.

1-5-5700-281 Health Insurance — Cost of providing health benefits to employees in this department.

1-5-5700-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5700-283 Life Insurance — Life insurance premiums paid on behalf of employees in this department.

1-5-5700-284 Uniforms & Employee Benefits — Annual purchase of uniforms and boot allowance.

1-5-5700-285 Education Expenses — Education expense reimbursement.

1-5-5700-291 Social Security— This category reflects the District's portion of Social Security (FICA).

1-5-5700-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5700-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5700-589 Auto/Fuel — Fuel purchased for District fleet vehicles.

1-5-5700-590 Safety Equipment — This would include barricades, safety vests, etc. District keeps on-hand inventory, purchases would be only to replenish worn out items.

1-5-5700-591 Communication Maintenance — Cost of repair and maintenance of District radio equipment.

1-5-5700-593 Repair Vehicles and Tools — Cost of repairs to vehicles and small tools.

1-5-5700-594 Large Equipment Maintenance — This category applies to the maintenance of District tractors, etc.

1-5-5700-595 Equipment Preventative Maintenance — This category applies to the preventative maintenance performed on District equipment.

1-5-5700-596 Fleet Repair and Maintenance — This includes all oil changes, preventative maintenance, etc. for all fleet vehicles, as well as the car cleaning service which cleans all District fleet vehicles.

1-5-5700-597 Maintenance General Plant (Buildings) — Maintenance work performed on the various District owned buildings (wells, pressure regulation stations, booster pumps, etc.).

1-5-5700-598 Landscape Maintenance — This is the landscape maintenance performed at the various District facilities.

1-5-5700-598 System Depreciation — Annual depreciation expenses on capital assets.

1-5-5700-601 Recharge Facility, Canyon & Pond Maintenance — This category includes the maintenance necessary for the basins at the recharge project and basins located in Edgar Canyon.

ENGINEERING

The four digit departmental number 5800 seen in this section of the General Ledger refers to the expenses incurred for the labor of the Engineering staff.

1-5-5800-271 Labor — Wage expenses for this department.

1-5-5800-281 Health Insurance — Cost of providing health benefits to employees in this department.

1-5-5800-282 Retirement/CalPERS — Retirement contributions paid on behalf of employees in this department.

1-5-5800-283 Life Insurance — District paid life insurance through Standard Life Insurance offered to each full time employee. This category total reflects activity for this department only.

1-5-5800-284 Uniforms & Employee Benefits — Yearly each employee is given a boot allowance of \$130 as well as seven uniforms to be cleaned, mended and maintained by employees. This category total reflects activity for this department only.

1-5-5800-285 Education Expenses — Education expense reimbursement.

1-5-5800-291 Social Security— This category reflects the District's portion of Social Security – (FICA).

1-5-5800-292 Medicare — This category reflects the District's portion of Medicare.

1-5-5800-293 Workers' Compensation Insurance — This category includes standard charges paid for employees in this department to the District's insurance carrier.

1-5-5800-518 Seminar & Travel Expenses — The District compensates employees who attend field related seminar/hands on training. This category total reflects activity for this department only.

1-5-5800-546 Software Licensing — This category total reflects software licensing activity for this department only.

PROFESSIONAL SERVICES

The four digit departmental number 5810 & 5820 seen in this section of the General Ledger refers to the expenses incurred for Professional Expenses. .

1-5-5810-611 Attorney (general legal) — Costs associated with day to day operations may include litigation expenses not associated with Capital Improvements (property acquisitions etc.).

1-5-5810-612 Development - Reimbursement (Legal) — This section includes costs associated with any legal costs that the District may have caused by the development of special conditions that may be contained in development agreements including annexation or Main Extension and Facility Construction Agreements.

1-5-5810-614 Audit — Includes costs associated with audits of District financials.

1-5-5820-611 General Engineering — This section includes any contract engineering work performed by outside vendors.

1-5-5820-612 Development - Reimbursement Engineering — This section includes all engineering required to be reimbursed by development for plan checks and plan processing.

1-5-5820-615 Engineering – Permitting (Rec Water) — This includes all engineering costs associated with non-potable water.

1-5-5820-617 Grant & Loan Procurement (Rec Water) — This section includes all procurement costs for grants and loans.

1-5-5820-622 Beaumont Basin Watermaster — This section accounts for the District's cost of participation in the Beaumont Basin Watermaster.

RESOLUTION 2012-11

**2013 BUDGET AND SALARY RESOLUTION
OF THE BOARD OF DIRECTORS OF THE
BEAUMONT-CHERRY VALLEY WATER DISTRICT**

WHEREAS, the Board of Directors of the Beaumont-Cherry Valley Water District has reviewed the staff report, draft budget and associated materials distributed for the December 20th, 2012 Special Meeting of the Board of Directors; and

NOW, THEREFORE BE IT RESOLVED,

1. **RESOLVED**, that in all aspects the recitals stated above are true and correct. Furthermore, staff's presentation, including the General Manager's Staff Report dated December 12th, 2012, and all of its associated documents are also incorporated herein by reference, approved, and adopted as findings.
2. **RESOLVED**, that the General Manager is directed to implement the intent of this resolution as soon as reasonable following applicable procedures.
3. **RESOLVED**, that in accordance with District Policy and other applicable laws, rules, and regulations, the Board of Directors finds and determines the layoffs identified in the submitted materials are necessary for the efficient, economical, and effective operations of the District.
4. **RESOLVED**, The Board of Directors determines and adopts the proposed organizational structure as outlined in the staff report, budget, and associated documents.
5. **RESOLVED**, The Board of Directors creates the positions listed in the attached report and approves the submitted job descriptions for each position.
6. **RESOLVED**, The Board of Directors adopts and approves the submitted budget for 2013 and the salary table attached hereto as Exhibit "A" while authorizing and reaffirming the General Manager's management authority to recruit and appoint positions within the limits of said table and the approved budget without further Board action and repeals any prior salary tables.

ADOPTED, SIGNED AND APPROVED, this 20th Day of December, of 2012 by the following votes:

AYES:

NOES:

ABSENT:

ABSTAIN:

Ryan Woll, President of the
Board of Directors of the
Beaumont-Cherry Valley Water District

Dr. Blair Ball, Secretary to the
Board of Directors of the
Beaumont-Cherry Valley Water District

Beaumont-Cherry Valley Water District Salary Schedule

Effective: January 1, 2013 Classification	Hourly Rates					Annual Range	
	1	2	3	4	5		
Customer Service Representative Trainee	9.00	9.50	10.02	10.57	11.15	18,720.00	23,190.80
Water Utility Person I	14.42	15.17	15.97	16.81	17.69	29,991.81	36,805.10
Customer Service Representative I	14.90	15.69	16.51	17.38	18.29	30,993.76	38,051.97
Production Maintenance I	17.38	18.30	19.27	20.27	21.33	36,159.39	44,375.41
Water Utility Person II	17.38	18.30	19.27	20.27	21.33	36,159.39	44,375.41
Customer Service Representative II	17.71	18.64	19.62	20.65	21.73	36,827.36	45,199.24
Production Maintenance II	19.35	20.37	21.43	22.58	23.76	40,256.27	49,429.71
Water Utility Person III	19.35	20.37	21.43	22.58	23.76	40,256.27	49,429.71
Customer Service Representative III	22.93	24.19	25.52	26.92	28.40	47,685.20	59,073.60
Transmission & Production Supervisor	26.23	27.61	29.06	30.58	32.20	54,550.81	66,975.03
Production Supervisor	26.23	27.61	29.06	30.58	32.20	54,550.81	66,975.03
Grade Checker (1000 HR)	20.00	24.50	29.00	32.38	38.00	41,600.00	79,040.00
Heavy Equipment Operator (1000 HR)	25.00	28.25	31.50	33.94	38.00	52,000.00	79,040.00
Accountant III	31.33	32.98	34.71	36.54	38.46	65,160.50	80,000.00
Information Systems Manager	33.29	35.05	36.89	38.83	40.88	69,249.32	85,020.00
Sr. Finance and Administrative Analyst	36.65	38.58	40.61	42.75	45.00	76,237.79	93,600.00
Field Superintendent	37.44	39.41	41.49	43.67	45.97	77,875.20	95,617.60
Director of Operations	52.86	55.64	58.57	61.66	64.90	109,951.83	134,992.00
Director of Engineering	52.86	55.64	58.57	61.66	64.90	109,951.83	134,992.00
Director of Finance and Administrative Services	52.86	55.64	58.57	61.66	64.90	109,951.83	134,992.00



FLSA STATUS Non-Exempt	TITLE Customer Service Representative III Job Description	ISSUE DATE 12/10/12	REVISION DATE
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JOB SUMMARY

This class is the advanced/lead level in the Customer Service Representative series, and is differentiated from the Customer Service Representative I/II in that incumbents are expected to work with greater independence and serve at an advanced/lead level. Incumbents perform complex technical customer service related tasks and reports, handles difficult customer complaints and issues, and has responsibility for providing support and technical assistance to the other Customer Service Representative positions.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

1. Serves as a counter representative or telephone representative, accepting applications for service, closing accounts, answering customer account inquiries, and providing routine changes to accounts within established standards and guidelines; provides a professional image to customers, co-workers, and other agencies.
2. Leads and/or oversees the maintenance of customer account records and files; participates in handling the more difficult technical or sensitive public contacts.
3. Participates in processing of customer accounts, preparing and recording changes in service, closing of customer accounts, completing new customer account information and closing of customer accounts.
4. Collects and processes night drop payments, computer payments, and payments received from the mail.
5. Interprets customer accounts and applies knowledge of applicable District rules and guidelines, in order to assist customers in resolving the more complex account related problems.
6. Assists customers with delinquent balances to understand the District's policies relating to delinquent accounts.
7. Researches status and provides current information on customer accounts as requested using full proficiency of the computer system.
8. Prepares clear and concise correspondence and advanced level spreadsheets for most complex issues.
9. Sorts and processes all incoming and outgoing mail.
10. Issues appropriate work orders and dispatches field personnel by two-way radio.



FLSA STATUS Non-Exempt	TITLE Customer Service Representative III Job Description	ISSUE DATE 12/10/12	REVISION DATE
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11. Assists the Director of Finance & Administrative Services with special projects and assignments.
12. Researches and resolves the most difficult and complex customer service issues.
13. Trains Customer Service Representatives I/II and trainees.
14. Performs all of the duties of Customer Service Representatives I and II, as required.
15. Cross trains to assist in billing and accounting functions as necessary.
16. Initiates programs that improve customer service.
17. Prepares a variety of regularly required reports; reviews documents, records and reports for accuracy, completeness and conformity to District standards.
18. Modifies, develops, and implements policies and procedures as needed to meet the operational needs of the District.
19. Researches assigned topics.
20. Manages the District's collection program including processing of advance collection techniques, transfer balances and liens.
21. Performs other related duties, as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, methods and practices of financial and customer account record keeping work.
2. Effective customer service methods, practices and techniques.
3. District policies, rules, procedures and regulations involved in the establishment/termination of customer accounts, customer billing and account collections.
4. Application of various business solutions to enhance operational efficiency and District collection of accounts receivable.
5. Purpose, methods and practices of financial record keeping work.
6. Principles of accounting, cashiering, internal controls, billing, collection methods, bank transactions and auditing.



FLSA STATUS Non-Exempt	TITLE Customer Service Representative III Job Description	ISSUE DATE 12/10/12	REVISION DATE
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7. Personal computer operation and related software applications including basic level Microsoft Office, e-mail, and web-based communication tools.
8. Research techniques, methods and procedures.
9. Safe work practices.

Ability to:

1. Examine source documents and review for accuracy and discrepancies in order to establish/terminate customer accounts.
2. Use independent judgment in maintaining and adjusting a variety of financial and statistical records related to customer accounts.
3. Interpret customer accounts and explain District policies, rate ordinances and services.
4. Handle the most difficult and complex customer service issues.
5. Enter and verify data; utilize computer system with advanced proficiency; update and maintain a variety of records.
6. Assemble data, prepare accurate reports and maintain detailed records.
7. Prepare business correspondence. Communicate clearly and concisely, orally and in writing.
8. Establish and maintain cooperative working relationships with others.
9. Be tactful and courteous to the public.
10. Operate standard office equipment, personal computers, and related customer service, accounting and billing software.
11. Analyze data; prepare and maintain accurate delinquent listings and collection records.
12. Use independent judgment in following through with instructions concerning the maintenance of customer records.
13. Develop, interpret, apply and explain District policies and procedures related to Finance and Billing activities.
14. Analyze problems; identify, recommend, and implement solutions.



FLSA STATUS Non-Exempt	TITLE Customer Service Representative III Job Description	ISSUE DATE 12/10/12	REVISION DATE
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15. Manage projects and achieve established goals.

Training & Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

A minimum of five (5) years of progressively responsible professional experience in a computerized billing and accounting customer service function for a governmental or special district agency. Ideal candidate will have experience in the following: accounts receivable, accounts payable, collections, customer service, utility billing and the ability to train on existing processes.

Licenses, Certificates, Special Requirements:

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles and ability to maintain insurability under the District's Vehicle Insurance Policy.

Physical and Mental Demands and Work Environment:

The physical and mental demands and the work environment characteristics described here are representative of those required for the performance of job duties.

Physical Demands:

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and establish and maintain effective working relationships with others encountered in the course of work.

Work Environment:

The employee works under typical office conditions and the noise level is usually quiet.



Beaumont-Cherry Valley Water District

FLSA STATUS Non-Exempt	TITLE Customer Service Representative III Job Description	ISSUE DATE 12/10/12	REVISION DATE
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GM Approval: _____



FLSA STATUS Non-Exempt	TITLE Customer Service Representative Trainee Job Description	ISSUE DATE 12/10/12	REVISION DATE
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JOB SUMMARY

This class is the entry/training level in the Customer Service Representative series. Incumbents will be assigned to the counter with responsibility for a cash drawer, with other related customer service duties. This class is differentiated from the Customer Service Representative I/II in that incumbents in the higher level class are expected to work with greater independence, and have responsibility for intermediate to moderately difficult and complex duties.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

1. Serves as a counter representative or telephone representative, accepting applications for service, closing accounts, answering customer account inquiries, and providing routine changes to accounts within established standards and guidelines; provides a professional image to customers, co-workers, and other agencies.
2. Assists in collecting and processing night drop payments.
3. Learns to interpret customer accounts and to apply knowledge of applicable District rules and guidelines, in order to assist customers in resolving account related problems.
4. Answers all incoming telephone calls and transfers to the appropriate department; assists in providing a variety of information to customers both in person and on the telephone on District policies and services.
5. Accurately files account records and documents.
6. Prepares new sign-up packages, mail to customers, and keep materials stocked.
7. Performs other related duties, as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Effective customer service methods, practices and techniques including cash handling.
2. Basic English usage, spelling, grammar and punctuation.
3. Modern office practices, equipment, and procedures.



FLSA STATUS Non-Exempt	TITLE Customer Service Representative Trainee Job Description	ISSUE DATE 12/10/12	REVISION DATE
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4. Personal computer operation and related software applications including basic level Microsoft Office, e-mail, accounting and web-based communication tools.
5. Safe work practices.

Ability to:

1. Handle and process cash in accordance with the District’s internal controls.
2. Learn to interpret customer accounts and explain District policies, rate ordinances and services.
3. Enter and verify data; update and maintain a variety of records.
4. Follow direction in assembling data, preparing accurate reports and maintaining detailed records.
5. Prepare routine business correspondence, under guidance and review.
6. Establish and maintain cooperative working relationships with others.
7. Communicate clearly and concisely, orally and in writing.
8. Be tactful and courteous to the public.

Training & Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

A high school diploma or satisfactory equivalent, preferably supplemented by the completion of at least two (2) college level courses in accounting, finance, business administration, or related subjects; and Previous experience in customer service, cashiering, data entry and/or accounting related work is highly desirable.

Licenses, Certificates, Special Requirements:

Must possess an appropriate valid, Class “C” Driver’s License issued by the California State Department of Motor Vehicles and ability to maintain insurability under the District’s Vehicle Insurance Policy.

Physical and Mental Demands and Work Environment:

The physical and mental demands and the work environment characteristics described here are representative of those required for the performance of job duties.



Beaumont-Cherry Valley Water District

FLSA STATUS	TITLE	ISSUE DATE	REVISION DATE
Non-Exempt	Customer Service Representative Trainee Job Description	12/10/12	

Physical Demands:

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and establish and maintain effective working relationships with others encountered in the course of work.

Work Environment:

The employee works under typical office conditions and the noise level is usually quiet.

GM Approval: _____

