

Clearlake Oaks County Water District

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August 16, 2013

Honorable Stephen O. Hedstrom
Presiding Judge of the Superior Court
County of Lake
255 North Forbes Street
Lakeport, Ca 95453

RE: Response to 2012-2013 Grand Jury Final Report

Dear Honorable Judge Hedstrom,

Please find the Clearlake Oaks County Water District's responses to the recommendations found in the 2012-2013 Grand Jury Final Report pertaining to Complaint C-22.

R 1. The District Board of Directors establish written policies and procedures for situations such as discontinuation of water service; i.e. when, how, etc. (F1)

Response: While the District has standard procedures for service turn on and turn off's staff will work toward more descriptive policies pertaining to emergency, standard and special case discontinuations of service. These policies will be approved by the Board of Directors prior to being enforced.

R 2. The District Board of Directors establish written policies and procedures dealing with disabled residents in situations such as inability to pay bills and or repair leaks. (F4)

Response: At this time District Staff does their best to provide customers with a list of outside agencies that may be able to assist them financially when a hardship is presented. However, as a public agency we do not have the ability to provide preferential treatment to individual customers as this would be considered a gift of public funds.

R 3. The date as well as the time be included on the Notice left at the residence. (F2)

Response: It appears that field staff failed to follow standard documentation procedures. Management will review this with staff immediately so that proper documentation is on all notices provided to the customers residence.

Board of Directors

Iris Hudson
President

Judith Heeszal
Vice President

Harry Chase
Director

Dena Barron
Director

Robert Kiser
Director

R 4. The District Board of Directors establish a policy requiring that contact phone number be obtained for each account. The application would state that the customer is responsible for updating this information as necessary. (F3)

Response: At this time the Districts application for service and tenant transfer authorization form requests a current phone number from all new owners and/or tenants; as well Customer Service staff makes an attempt to obtain updated contact information whenever possible. To advise customers of their responsibility a statement will be added to both the application for service and our tenant transfer authorization form advising customers to update all personal information.

We thank you for your time.

Respectfully,

Clearlake Oaks County Water District Board of Directors



Iris R. Hudson, Board President

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