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JOSHUA BASIN WATER DISTRICT
REGULAR MEETING OF THE CITIZENS ADVISORY COMMITTEE
TUESDAY MAY 12, 2015 7:00 PM
61750 CHOLLITA ROAD, JOSHUA TREE, CA 92252

AGENDA

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. DETERMINATION OF QUORUM
4. APPROVAL OF AGENDA
5. PUBLIC COMMENTS:
This public comment portion of this agenda provides an opportunity for the public to address the Committee on items not listed on the agenda that *are of interest to the public at large* and are within the subject matter jurisdiction of this Committee. The Committee is prohibited by law from taking action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Board does not respond to public comments at this time.

Comments are to be limited to three minutes per speaker and shall not exceed a total of 20 minutes. Members of the public are expected to maintain a professional, courteous decorum during their comments. Public input may be offered on an agenda item when the item comes up for discussion and/or action. Members of the public who wish to speak shall proceed to the podium when called by the President of the Board. Please state your name and community of residence for the record.
6. CONSENT CALENDAR
 - A. Approve Minutes of January 13, 2015 Regular Meeting of the Citizens Advisory Committee
7. GENERAL MANAGER REPORT: Discussion of Implementing a Conservation program to meet the Governor's Executive Order. Staff Report in development.
8. COMMITTEE MEMBER COMMENTS/REPORTS
9. CONFIRM DATE FOR NEXT CITIZENS ADVISORY COMMITTEE MEETING
Next meeting is scheduled for Tuesday, July 14, 2015
10. ADJOURNMENT

INFORMATION

During "Public Comment", please use the podium microphone. State your name and have your information prepared and be ready to provide your comments to the Committee. The District is interested and appreciates your comments. A 3-minute time limit will be imposed. Thank you.
Any person with a disability who requires accommodation in order to participate in this meeting should telephone Joshua Basin Water District at (760) 366-8438, at least 48 hours prior to the meeting to make a request for a disability-related accommodation.

Materials related to an item on this Agenda submitted to the Board of Directors after distribution of the agenda packet are available for public inspection in the District's office located at 61750 Chollita Road, Joshua Tree, California 92252 during normal business hours.

JOSHUA BASIN WATER DISTRICT
Minutes of the
REGULAR MEETING
OF THE CITIZENS ADVISORY COMMITTEE
January 13, 2015

- 1. CALL TO ORDER** **7:00 PM**
- 2. PLEDGE OF ALLEGIANCE**
- 3. DETERMINATION OF QUORUM:**
- | | |
|-----------------|----------------------|
| Fred Klintworth | (Absent) |
| Karen Morton | (Present at 7:04 PM) |
| Karen Tracy | Present |
| Amy Fauls | Present |
| Shari Long | Present |
| Karen Sernka | Present |

STAFF PRESENT: Curt Sauer, General Manager

4. APPROVAL OF AGENDA

MSC Long/Sernka 4/4 to approve the agenda for the January 13, 2015 Regular Meeting of the Citizens Advisory Committee.

Amy Fauls	Aye
Fred Klintworth	Absent
Shari Long	Aye
Karen Morton	Absent
Karen Sernka	Aye
Karen Tracy	Aye

5. PUBLIC COMMENT

None

6. CONSENT CALENDAR

MSC Fauls/Long 5/0 to approve the draft minutes of the November 4, 2014 Special Meeting of the Citizens Advisory Committee, as amended.

Amy Fauls	Aye
Shari Long	Aye
Karen Morton	Aye
Karen Sernka	Aye
Karen Tracy	Aye

7. DEVELOPMENT PACKET

General Manager reminded CAC members of packet discussions from four months ago and presented the “final draft”. The General Manager asked that CAC members review in the next week and offer any other suggestions that would make it easier for a customer to understand the process of obtaining service to their parcel.

Two suggestions were received during the discussion. 1) explain the white space on the map and 2) in the disclaimer statement include some mention that costs also change.

During the discussion CAC members agreed that the District is not primarily responsible for educating residents about septic tanks, but since many residents don’t realize they are not on sewer, it would be nice to have a handout on septic tanks available to customers. Public comment from Tom Faul pointed out that realtors should be advising buyers of homes through the disclosure process that they are on septic. Others noted that would not inform the many renters moving here from the cities.

General Manager mentioned that the PIC had just discussed this last week and the PIC was going to put a simple flyer together.

8. GENERAL MANAGER REPORT

GM Sauer mentioned a letter that several residents are receiving from a national company concerning insurance coverage for Homeowner’s Water Service Lines. Two CAC members were already aware of the mailing. It is a national company and the message is well worded to offer insurance but does not really say what the company will actually do if a customer water service line has a leak. Customers should be aware of the mailing and proceed with caution before buying this insurance.

GM Sauer asked if CAC members would be interested in a tour of the District. All 5 members present are interested and weekdays between 9:15 am and 2:30 pm would work for most with adequate notice. One member could only attend on a weekend tour. Sauer committed to arranging tours for the CAC members before it gets hot again in the late spring.

GM Sauer took some time to explain how the District will be funding and receiving recharge water over the next 28 months of FY 14/15 and 15/16. Discussions brought out the issue that the District does not yet have a policy on how much water we should be receiving/funding. Is 500 AF a year enough when we are pumping more than 1600 AF a year from the aquifer? This item is on the Board agenda for January 21.

9. COMMITTEE COMMENTS/REPORTS

Karyn Sernka would like to better understand what the Wastewater District actually is. She came on the committee after the Wastewater Treatment strategy was completed. GM Sauer supplied her with a WTS after the meeting.

Karen Tracy reminded the CAC members of their unanimous support for the “pulled meters” part of the rate study. She expects this item to be on the Board agenda again and hopes that CAC members will attend Board meetings to support implementation of the pulled meter part of the rate study.

10. CONFIRM DATE FOR NEXT CITIZENS ADVISORY COMMITTEE MEETING
The next regular meeting of the Citizens Advisory Committee is scheduled for Tuesday, -
March 10, 2015 at 7:00 pm.

11. ADJOURNMENT
MSC Faults/Tracy 5/0 the meeting was adjourned at approximately 8:08 pm.

Respectfully submitted;

Curt Sauer, General Manager

DRAFT



JOSHUA TREE WATER SERVICE LINE RESPONSIBILITY

For:

MS. PAULA H. JEANE
5420 BORDER AVE.
JOSHUA TREE, CA 92252-3520

548

Response Requested:
Within 30 days



Dear Paula H. Jeane,

Recently we wrote to you about water service line coverage available to eligible Joshua Tree homeowners. Many have decided to accept this coverage and we'd like to provide you with another opportunity to do so.

Please remember to accept coverage

Because you have not responded, we are writing again to remind you about this optional coverage and your responsibility regarding the water line on your property.

Homeowner responsibility and financial costs

Most homeowners aren't aware that they are financially responsible for the water service line buried underground on their property. Repairs can cost you thousands of dollars and could require excavation. Exterior Water Service Line Coverage from us* gives you up to \$12,000 in annual coverage (30-day wait period with a money-back guarantee), which includes multiple service calls up to your coverage amount and no deductibles. You will also have 24/7 access to our emergency hotline 365 days a year. Peace of mind for as little as \$5.49 a month. This coverage could be an important financial help if your water line suddenly fails. Water service line failures are difficult to predict and can happen at any time. Accept coverage today and rest easy knowing your finances will be protected up to the benefit amount.

Please respond by January 26, 2015

Accept this coverage by filling out and returning the attached form or calling 1-888-300-5031. For fastest processing, visit our secure website CAwaterplan.com.

Sincerely,

Neil Grant (handwritten signature)

Neil Grant
Vice President
Home Emergency Insurance Solutions
CA Lic. #0F78117

*Home Emergency Insurance Solutions, California License #0F79326, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from your local utility or community, and offers and administers this optional home protection plan as an authorized representative of AMT Home Protection Company, 2200 Highway 121, Suite 100, Bedford, TX 76021, the protection plan issuer.

ACCEPTANCE FORM

1412SHCFW5CAZ-9C99

Please correct address information below, if necessary, before submitting.

Ms. Paula H. Jeane, 5420 Border Ave., Joshua Tree, CA 92252-3520

Phone #: E-mail Address:

PLEASE REPLY BY:

1/26/2015

Please Complete Section A or B

A. E-Z PAY (see back of letter)

I have enclosed a check for my first payment of:

- \$5.49 per month
\$16.47 per quarter
\$65.88 per year

I authorize Home Emergency Insurance Solutions to charge my account for Exterior Water Service Line Coverage at the frequency specified and my financial institution to debit these payments from the account provided. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be renewed annually on the same payment terms selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-300-5031. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

PLEASE MAKE PAYABLE TO HOME EMERGENCY INSURANCE SOLUTIONS

SIGNATURE (required)

JEAN23787492H 1412SHCFW5CAZ-9C99

1412SHCFW5CAZ-9C99 1177-2001-AW05-14-548-96104

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior water service line may be eligible for coverage. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked exterior water service line from either the utility's water meter or your well casing, or the connection to your utility's water service line, to the external wall of your home that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any exterior water service line that branches off the main line, accidents and damage or negligence caused by you or others. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro-rata refund less any claims paid. Most basic homeowners insurance policies and local utility companies do not cover repair or replacement of this line. If you find you have similar coverage, you can contact Home Emergency Insurance Solutions to cancel and you will receive a refund of your service agreement fee, less any claims paid. Renewal: Your coverage is based on an annual contract. Regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price. Your coverage will remain in effect unless you call to discontinue. Additional exclusions apply. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-888-300-5031 or go to CAwaterplan.com. Home Emergency Insurance Solutions, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, administers Exterior Water Service Line Coverage as an authorized representative of AMT Home Protection Company, 2200 Highway 121, Suite 100, Bedford, TX 76021. It is an independent company providing emergency home repair services and protection solutions to homeowners across the U.S. If you have questions about this mailing or to be removed from our mailing list, call 1-855-321-9871.

E-Z Pay: A paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

B. CREDIT/DEBIT CARD

I authorize Home Emergency Insurance Solutions to charge my first and all future payments for Exterior Water Service Line Coverage to my credit/debit card at the frequency specified. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be renewed annually on the same payment terms selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-300-5031. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this coverage.

- \$5.49 per month
- \$16.47 per quarter
- \$65.88 per year



EXPIRATION DATE:

□□/□□

CARD NUMBER:

□□□□□□□□□□□□□□□□

SIGNATURE (required)

1177-2001-AW05-14-548-96104 12 HS ACPTW2 14125HCxx5xxx

KNOW YOUR RESPONSIBILITY

As a homeowner, you own the water service line that brings fresh tap water into your home.

You are responsible for the maintenance and repair of this line from the meter to your home. If the service line beyond the water meter to the main connection is also the responsibility of the homeowner, then it will be covered by this plan. Changing soil conditions or simply the age of your service line can cause water service line emergencies.

If your service line bursts, finding help can be difficult and time consuming.

Water service line leaks or breaks can be complicated and expensive to fix, often requiring specialized equipment to locate the leak and repair the line. If it's a difficult repair, you could be without water for a long time.

Your utility is not responsible for repairs. And basic homeowners insurance typically doesn't cover repairing or replacing the exterior water line on your property.

Let Exterior Water Service Line Coverage from Home Emergency Insurance Solutions protect your finances.

Now you can get optional coverage to help protect yourself from the costs to repair or replace this line up to the coverage limit, which could cost you thousands of dollars in unforeseen expenses. You'll have a 24-hour Emergency Repair Hotline available to you 365 days a year and peace of mind knowing you have coverage in case of a covered emergency.

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior water service line may be eligible for coverage. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking or permanently blocked exterior water service line from either the utility's water meter or your well casing, or the connection to your utility's water service line, to the external wall of your home that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any exterior water service line that branches off the main line, accidents and damage or negligence caused by you or others. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro-rata refund less any claims paid. Most basic homeowners insurance policies and local utility companies do not cover repair or replacement of this line. If you find you have similar coverage, you can contact Home Emergency Insurance Solutions to cancel and you will receive a refund of your service agreement fee, less any claims paid. Renewal: Your coverage is based on an annual contract. For E-Z Pay, credit card or debit card customers: regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price. Your coverage will remain in effect unless you call to discontinue.

Additional exclusions apply. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-888-300-5031 or go to CAwaterplan.com. Home Emergency Insurance Solutions, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, administers Exterior Water Service Line Coverage as an authorized representative of AMT Home Protection Company, 2200 Highway 121, Suite 100, Bedford, TX 76021. It is an independent company providing emergency home repair services and protection solutions to homeowners across the U.S. If you have questions about this mailing or to be removed from our mailing list, call 1-855-321-9871.

12_HS_NRW_BRO_CA

HOMEOWNERS WATER SERVICE LINE

RESPONSIBILITIES EXPLAINED

Take the Worry Out of **REPAIRS**

Local, Licensed and Insured **CONTRACTORS**

24-hour Emergency Repair **HOTLINE**

**EXTERIOR WATER SERVICE
LINE COVERAGE**

▶ PROTECT YOUR WATER SERVICE LINE

WITH COVERAGE YOU RECEIVE:

NO BILLS TO PAY FOR COVERED REPAIRS

- Don't pay any bills for covered repairs up to the coverage limit. Exterior Water Service Line Coverage provides up to \$12,000 annually (30-day wait period with a money-back guarantee) to repair or replace your covered water service line.
- You have multiple service calls, up to your annual benefit amount.

24-HOUR, 365 DAY-A-YEAR REPAIR HOTLINE

- 24-hour Emergency Repair Hotline is available to you 365 days a year.
- Priority response—a local and insured contractor will be dispatched promptly to your home.
- Enjoy professional, reliable assistance from a locally licensed and insured contractor.

30-DAY MONEY-BACK GUARANTEE

Accept Exterior Water Service Line Coverage and, if in the first 30 days you decide that this coverage is not for you, you can cancel and receive a complete refund.

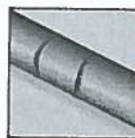
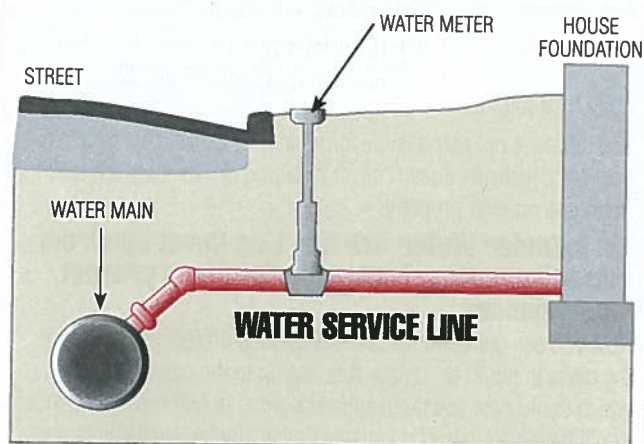
ONE-YEAR GUARANTEE

All covered repairs are guaranteed for one full year against defects in materials and workmanship.

▶ The illustration shows the exterior water service line that is your responsibility as a homeowner. Also shown are repairs that are performed on this line and how much a licensed and insured contractor would typically charge a homeowner for repairs.

HOW WOULD YOU COPE IF IT HAPPENED TO YOU?

With optional Exterior Water Service Line Coverage from Home Emergency Insurance Solutions, it's not something you have to worry about; you'll benefit from a priority response and no bill to pay for covered repairs, up to \$12,000 per year!



▶ Replace water service line **\$2,223**
PLAN MEMBERS: NO CHARGE!†



▶ Locate, excavate and repair leak **\$416**
PLAN MEMBERS: NO CHARGE!†

Coverage is for the water service line and extends from either the utility's water meter or your well casing, or the connection to your utility's water service line, to the external wall of your home. If the service line beyond the water meter to the main connection is also the responsibility of the homeowner, then it will be covered by this plan.

†HomeServe USA Repair Management Corp. (also known as Home Emergency Insurance Solutions) national average repair costs as of April 2013. No charge for covered repairs up to your annual benefit amount.

CALL TOLL-FREE 1-888-300-5031

AVAILABLE: MON-FRI 9AM-8PM EST
OR VISIT CAWATERPLAN.COM