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MEETING SUMMARY

Date: 7/16/2024	Time: 6:00PM – 7:30 PM
Called by: Keeler CSD	Location: Keeler, CA
Subject: Q3 Keeler CSD Community Engagement Meeting	
Attendees: Tonia Holmes, Hamish Kellam, and 8 Keeler CSD residents Online, including Dawn White, Stephen Spencer, and Amanda De Anda	

- **Community Accountability and Engagement Plan (CAEP)**
 - The CAEP is proceeding as planned, with the continuation of quarterly meetings as required.
- **Work Completed in Q3**
 - The Administrative Order for Keeler CSD has P&P contracted until February 5, 2025. The State Water Board is reviewing if the order will be extended. Hamish clarified that P&P will keep the Keeler CSD Board updated on this matter.
 - Tank cleaning was completed by CSI Services on May 21 and found the tank to be in good condition. P&P is now waiting for the inspection report and video to be completed by CSI Services.
 - McMor Water Services is roughly 1/3 through exercising the system valves and are logging the location of immobile valves that require maintenance. The P&P team stressed that residents should not exercise the valves themselves, as the maintenance of the water system is the responsibility of Keeler CSD and McMor.
 - Monthly bacteriological and contaminant sampling is up to date. PFAS (per- and polyfluoroalkyl substances) sampling was completed on May 22; P&P is awaiting the results. The most recent samples for arsenic (79 ug/L) and manganese (92 ug/L) were taken on May 6. Dawn White clarified that while manganese is currently a secondary contaminant due to aesthetic reasons, evidence shows that there is some health effects associated with it. As a result, it may be regulated as a primary contaminant in the future.
 - A well flowmeter was reinstalled at the well site on April 17, enabling P&P to record water system demand and production. One attendee asked if a flyer can be placed on the bulletin board and post office to encourage residents to be conservative with their water use.
 - Hamish reiterated that all water systems are required to inventory service line materials by October 16 in accordance with EPA Lead and Copper Rule Revisions. McMor will be investigating all service lines for inventory in the coming months.
- **Emergency Response**
 - Hamish encouraged residents to use the emergency 24/7 response phone number for Golden State Water Company for emergencies.
 - Tonia emphasized to residents that the Keeler Fire Department is permitted to test/exercise hydrants or stand in for operational checks. However, the maintenance of valves and the overall water system is the responsibility of Keeler CSD. Keeler Fire Department is permitted increased access to the water system as necessary in times of emergency.
- **Water System Performance**
 - The water system is continuing with chlorination, per standard practice. Hamish asked if residents have noticed any changes regarding the chlorination. Karen Riggs said if something is

- wrong, residents will call the Board to let them know; the Board has not received any calls about the chlorinated water.
- A leak was reported at a residence on April 27. Hamish clarified that this was the result of a water heater installation issue and was fixed by the homeowner.
- In early May, the system experienced a wiring issue at the tank that was disrupting the pump operation. The tank was rewired, and the issue was resolved. In mid-May, a 10-horsepower pump failed. The electrical for the pump had to be adjusted and brought back online. P&P is having an electrician inspect the system.
- A chlorine injector blew off due to calcification in late May. McMor repaired the injector that afternoon, and the chlorinator was replaced the following Monday. In June, a hydrant leak was reported after the flushing of the system; McMor repaired the leak.
- The P&P team was notified of an uncertified resident exercising valves on the system that resulted in a leak. Additionally, a line break was reported due to damage from a vehicle, resulting in a loss of pressure in the water system. Both issues were resolved by McMor.
- **Post Administrator Plan**
 - P&P submitted the draft Post-Administrator Drinking Water Service Plan to the State and is awaiting feedback. The plan currently states that the management of the water system will return to Keeler CSD. Additionally, the team is working to identify the financial and managerial resources needed to implement the long-term plan.
 - P&P is gathering input from the Keeler CSD Board and Inyo County to evaluate future challenges, feasibility, and conditions for long-term consolidation with neighboring systems. Hamish mentioned that there are hesitations with consolidations from public works employees.
- **Project & Planning Updates**
 - Hamish relayed that the P&P team completed the CAPII Grant.
 - RCAC continues to manage water bottle deliveries. P&P relayed to residents that deliveries will be scaled back to once-a-month distribution, with the full amount of water bottles delivered in one distribution cut back on costs. The budget was approved to expand the water bottle program until September 30, 2024. The P&P team is working on a contract to extend the program through late 2025.
 - Hamish provided an update on the addition of pump control wiring between the well site and tank. He relayed that P&P submitted the budget to the State Board for increased funding to conduct a radio study, and, if needed, wiring replacement.
 - Tonia provided an update on the Technical Assistance (TA) program and reviewed two treatment alternatives that are being considered for Keeler, which include separate lines for untreated and treated water. The costs of these are included in the rate study and are being considered by the State Board. Monthly calls with GHD Engineers to discuss the TA program are continuing.
- **Water Rates & Billing**
 - Initial rates for the true cost of the system have been estimated, and P&P is updating the O&M costs. P&P relayed to residents that rates would need to increase to approximately \$130 per month to pay for system and reserves as is, without treatment. A standard 5% increase per year is necessary to maintain a sustainable rate. Hamish explained that the costs being evaluated in the rate study are the true costs for operation of the water system without treatment and are not the rates being proposed or implemented without following the Proposition 218 process.
 - The draft Rate Study has been completed by Provost & Pritchard and given to the Keeler CSD Board for review. Hamish stressed the importance of the Board's input on what an affordable rate increase would be. The Board will provide comments and once finalized, the Rate Study will be made public.
 - One resident asked how Keeler CSD's rate compares to neighboring communities. Tonia mentioned that a graph comparing monthly water bills was available in the PowerPoint.
- **Financial Health**

- The cash balance is currently \$87,802 as of July 15. Keeler received a large number of reimbursements after the DFA payment freeze was placed off hold.
- The actual spending of funds last year was significantly less than budgeted; less was spent on professional services and more went toward maintenance and equipment. Part of the decrease in professional services cost is due to McMor saving travel time by stopping in Keeler on their way to another site (Bishop). Hamish also mentioned that McMor's fees are less than the previous operator, resulting in a significant decrease in operational costs.
- P&P received an increased O&M budget to address minor system improvements.
- P&P discussed delinquent accounts, relaying that they are posted to the Inyo County register. Steve from P&P announced the addresses that are delinquent, informing residents before they get submitted to be included in the county tax roll. Hamish reiterated that letters were mailed to residents who had delinquent accounts prior to March 2023. Dawn from Golden State Water Company discussed options for payment plans for current bills, stating that residents can call to discuss payment options.
- **Community Engagement**
 - The next meeting is scheduled for Tuesday, October 14, 2024.
- **Public Comment Period**
 - One attendee raised concerns about a reported water spill, stating that residents were instructed by P&P not to touch the system and had to wait for 3-4 hours for it be resolved. They mentioned that another resident exercised the valves themselves to resolve the issue due to frustration with the delay. The attendee asked Hamish and Tonia to clarify if residents can exercise the system valves.
 - Hamish emphasized that P&P was told to instruct residents refrain from exercising the valves unless there is an emergency. Tonia clarified that, while residents should refrain from intervening with the system, they can use their judgment in cases where an issue occurs on their property and believe they can safely and reasonably address it. She also stressed that any actions taken must be promptly reported to P&P.
 - P&P and attendees discussed past incidents with the water system, including instances where residents had taken it upon themselves to resolve issues.
 - Another attendee asked why McMor Water Services, based in Bakersfield, is the service provider when there are water service companies closer to Keeler. Tonia clarified that this decision was made because no closer operator is available with the capacity to manage the full operation of Keeler's water system.