

## Kelly Molloy

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**From:** Cynthia Garcia  
**Sent:** Tuesday, October 13, 2020 11:21 AM  
**To:** Kelly Molloy; General Manager  
**Cc:** Cynthia Garcia; David Souza  
**Subject:** Fwd: Irrigation problems and No response from GM

Good morning Jeff,

Would you please ask Kelly to make this email from Ms. Seaman part of the meeting minutes for today's BOD meeting for the permanent record? I plan to go over this email with you today during the meeting to ask about your follow up with this customer. Just wanted to give you a heads up. Thank you for taking care of this issue and adding this information to the permanent record for today's BOD meeting. Cindy

Sent from my iPhone

Begin forwarded message:

**From:** Donna Seaman <dmchamp57@gmail.com>  
**Date:** October 12, 2020 at 7:59:26 AM PDT  
**To:** Dave Halpin <dave@gd-pud.org>, Dane Wadle <dane@gd-pud.org>, "dsousa@gd-pud.org" <dsousa@gd-pud.org>, Michael Saunders <msaunders@gd-pud.org>, Cynthia Garcia <cgarcia@gd-pud.org>  
**Subject:** Fwd: Irrigation problems and No response from GM

I sent this email to the GM 5 days ago, with no response. The previous GM would respond within 24hrs. I wanted to bring this to your attention and have it read during the meeting as my public comment.

It was also brought to my attention that Cherry Acres ditch was lined this year. Did the district ask the irrigation customers if they are seeing any improvement? No they have not. It appears that this work was not looked at completely so that it would give customers some relief from the days of no water, low water and mud for what is termed and paid for as a water service called irrigation. Please clarify why irrigation customers are not given the same benefits as potable water customers? A reliable water source free of debris and notifications of changes to the system and flow.

Please read below my frustration with this district and its lack of customer service to the irrigation customers. I apologize for the typos.

Donna Seaman  
Irrigation customer w/ a 2" service.

----- Forwarded message -----

**From:** Donna Seaman <dmchamp57@gmail.com>  
**Date:** Wed, Oct 7, 2020 at 9:02 AM  
**Subject:** Irrigation problems and No response from GM  
**To:** <gm@gd-pud.org>

It was brought to my attention that you had not received my phone messages on September 24th. I called the district at 9:25 am and went thru the message and found no indication of where to leave a message for irrigation. I left a message on the GM's phone. I called back to the district again at 11 am, accidentally hit finance and got another recording. I called back and left a message again on the GM's recording.

At 1pm I went to facebook trying to understand why the district does not respond to their phone calls. I then received multiple posts, ON DISTRICT TIME, by employees on their personal accounts. (I'm sure you have a policy on employees misusing their district time) So by now I had that district phone ring 3 times and no one answered. Darrell posted to call extension 102, so I did immediately. Again I got the answering machine. So I left a message on Darrell's voicemail. I also went to the post he did and responded to that. I find it interesting that district employees can read and "like" social media posts on district time.

I received a call for Darrel on Friday Sept 25th. We went over again yearly, frustrating problems with the irrigation. He stated that he has an employee cleaning and checking daily the boxes. He stated that he had a guy going out immediately. Darrel and I chatted back and forth all day and when the box got cleaned I received a slug of mud which lasted almost an hour. Clearly the box is not being checked or cleaned daily.

For four years I have called, had employees come out and received no resolution to the fact that I am not receiving the water I am paying for. I can understand minor flow changes but I have had my water off for 3 to 4 days, water barely coming thru the sprinklers, being told I should be happy with only two sprinklers running, I have the wrong sprinklers. The reasons go on and on and ON!. I now understand when I get mud the district is probably cleaning the box. Clearly, once in a while, is not enough. I have also been told it's my responsibility to tell the district when to clean the boxes. The box is not on my property.

I'm assuming the district charges the irrigation account all of the time spent driving around and not cleaning boxes, making the costs appear to be larger than they are. Since none of the previous board or current board have irrigation none of them have any reason to be considering anything to benefit the current customers.

I am tired of hearing how 'cheap' this water is when I can't get what I am paying for, notifications when it is being shut off or cleaned. Potable water customers would not stand for this type of treatment if it was happening to them. The previous and partial current board, plus the past GM has told me that I should just be happy I'm getting this water. Basically telling me to shut up and be happy with what I'm getting and how cheap it is. This water supports habitat and a pond to dip water from during fire season. Two years ago this water saved the Cherry Acres area from fire. The helicopter dipped into ponds for water. If there is no value in that then everyone at the district needs to get re-evaluated. We are customers. GPUD is a public entity. Not for personal gain by anyone in the district. Customer service should be number one. I have worked in the CA public sector in water, inspection, environmental crimes and wastewater for over 21 years and I have worked public sector environmental for the federal govt for over 12. I was proud to work for the people and provide them a service and realize that they were my employers not the ones who signed the paycheck. I wish GPUD would understand that because clearly GPUD feels they are doing the public a favor for being there, not the other way around. I've watched at board meetings time and time again. No one cares about the customer.

I worked for a city that during financial trying times laid off all management and hired more field staff until the city became financially stable. That was a very hard call to make but he took responsibility for the city and did his job to make it viable again. The city was a lot larger then the GPUD customer base

and size. It took a couple of years but he was able to cut costs where they needed to be cut and correct past irresponsible management decisions.

I apologize for the ranting but I am clearly frustrated that you claimed you did not receive any customer phone calls and your employees clearing should not be on social media during work hours. I am also frustrated that I have been paying for a service that I have not received full benefit from since I have been a customer and also asked to do GPUD work for them. Until the irrigation system is fixed it is very hard to understand costs that are incurred for poor management. Also why is the district hiring management when the problem is in the infrastructure.

Donna Seaman  
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Cool  
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