

**REPORT TO THE BOARD OF DIRECTORS
BOARD MEETING OF JANUARY 11, 2022
AGENDA ITEM NO. 9**



AGENDA SECTION: OLD BUSINESS

SUBJECT: CONSIDER APPROVAL OF THE FY 2021-2022 STRATEGIC PLAN – GOALS AND OBJECTIVES

PREPARED BY: Gloria Omania, Independent Contractor – Special Projects

APPROVED BY: Adam Coyan, General Manager

BACKGROUND

On August 26, 2021, the Board of Directors reviewed the 2018 Strategic Plan and approved the following process for developing the FY 2021-2022 Strategic Plan – Goals and Objectives:



This is the final phase of the 2021 strategic planning process; however, as a living document the Plan will continue to be updated as needed. A formal review and evaluation by the Board of Directors is expected to occur at the beginning of each fiscal year.

DISCUSSION

The Final 2021-22 Strategic Plan – Goals and Objectives (Attachment 1) is submitted for the Board’s consideration of approval. With input and additional direction from the Board, the report was finalized for consideration of adoption by the Board. As a living document, the edits included the addition of “Compliance with State and Federal Mandates” discussed at the December 12, 2021, regular meeting.

FISCAL IMPACT

The expenditures associated with this process was included in the adopted FY 2021-2022 Operating Budget.

CEQA ASSESSMENT

This not a CEQA Project.

RECOMMENDED ACTION

Staff recommends the Board of Directors adopt Resolution 2022-XX approving the final Strategic Plan.

ATTACHMENTS

1. Final 2021-2022 Strategic Plan–Goals and Objectives
2. Resoution 2022-XX



GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

FY 2021-2022 STRATEGIC PLAN – GOALS AND OBJECTIVES

GDPUD MISSION STATEMENT

It is the purpose of the Georgetown Divide Public Utility District to:

- ❖ Provide Reliable water supplies.
- ❖ Ensure high quality drinking water.
- ❖ Promote stewardship to protect community resources, public health, and quality of life.
- ❖ Provide excellent and responsive customer services through dedicated and valued staff.
- ❖ Ensure fiscal responsibility and accountability are observed by balancing immediate and long-term needs.

BOARD OF DIRECTORS

Michael Saunders, President
Mitch MacDonald, Vice-President
Mike Thornbrough, Treasurer
Donna Seaman, Director
Gerry Stewart, Director

Adam Coyan,
General Manager

Adopted by the Board of Directors on January 11, 2022

Georgetown Divide Public Utility District ♦ 6425 Main Street, Georgetown, CA 95634 ♦ (530) 333-4356
Website: www.gd-pud.org

GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT
FY 2021-2022 STRATEGIC PLAN – GOALS AND OBJECTIVES

INTRODUCTION

The Board of Directors of the Georgetown Divide Public Utility District initiated a strategic planning process during the Special Board Meeting of August 26, 2021.

The process included the following elements:

- Approval of Strategic Planning Process
- Review of 2018 Goals and Objectives
- Director and General Manager Interviews conducted by the Consultant
- A Customer Survey
- A Community Strategic Planning Workshop
- A Review of the Draft Strategic Plan – Goals and Objectives
- The Adoption of a Strategic Plan – Goals and Objectives

At the direction of the Board, Staff implemented an outreach strategy to promote the Strategic Planning process and to invite community participation. The outreach strategy included the issuance of press releases, website postings, a bill insert, flyer and workshop outline, emails, availability of material at the District Office, and personal outreach by Directors, Staff and Volunteers.

The information and feedback gathered during this process has been sorted and compiled into a set of goals and objectives. This strategic plan will serve as a resource to guide the District through budget planning, prioritization of projects and development of the CIP, staff planning, work scheduling, developing policies, and defining the direction in which the District should move forward.

The Strategic Plan will be reviewed and updated at the beginning of each fiscal year.

DISTRICT BACKGROUND

The Georgetown Divide Public Utility District (District) serves communities located in western El Dorado County among the foothills of the Sierra Nevada Mountain Range, situated in the heart of the Mother Lode. The Georgetown Divide is located between the Middle and South Forks of the American River, nestled in the heart of the Sierra Nevada Foothills and Northern California's Gold Country. Access is through Highway 50 and Interstate 80, making it in close proximity to either metropolitan cities or recreational activities of Lake Tahoe. The cornerstone of the District's water supply system is the Stumpy Meadows Reservoir with a storage capacity of 20,000 acre-feet.

- Location -- 72,000 acres serving unincorporated areas of western El Dorado County
- Services -- Irrigation and domestic water supplies, on-site wastewater disposal
- Population of area served -- 15,000
- Formation Date -- June 4, 1946
- Type of District (Act) -- California Public Utility District Act
- Source of Water -- Pilot Creek and other tributary water rights
- Amount of Water Served -- Approximately 12,000 acre-feet per year
- Predecessor Agencies -- A series of private water companies dating back to 1852 and the El Dorado, Pilot and Rock Creek Canal Companies

GDPUD History

The origins of District facilities can be directly traced back to 1852 and the El Dorado, Pilot and Rock Creek Canal Companies, one of the first established water purveyors in the State of California; resulting from James Marshall's discovery of gold in nearby Coloma. Following the decline in gold production, agriculture and lumbering became the staple industries on the Divide for many years.

The focus of the District water supply system is the Stumpy Meadows Reservoir, a 20,000 acre-foot impoundment on Pilot Creek, at the eastern edge of the District. Water from this source of supply traverses through approximately 75 miles of ditch and pipeline to provide both agricultural water for customers, and raw water supplies for the District's water treatment plants, the Walton Lake Treatment Plant, and the Sweet Water Treatment Plant.

GOALS AND OBJECTIVES

The following chart of goals and objectives was developed during the course of the three-month strategic planning process, and are sorted under the following strategic plan elements:

- High Performing Board
- Hiring and Retaining an Organized and Effective Staff
- Financial Management
- Asset Management
- Infrastructure Management
- Information and Transparency
- Community Partnerships
- Compliance with State and Federal Requirements

The order of the plan elements listed above are not by priority; and all are considered to be important to achieving the mission of the District.

This Strategic Plan is a living document and additional plan elements, and goals/objectives will be added, as necessary.

**GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT
2021-2022 STRATEGIC PLAN
Goals and Objectives**

Plan Element	GOALS AND OBJECTIVES		
HIGH PERFORMING BOARD	GOAL A: Adhere to the Principles of a High Performing Board		
		Timeframe	
	<u>Objective 1: Establish five top measurable goals for the General Manager</u>		
	1.1	Learn and become fluent with Tyler accounting software to be able to train new Office/Finance Manager and provide the Board with monthly financial reports, and begin developing the FY 2022-2023 Budget.	
	1.1	Fill Office/Finance Manager position which is the hub of the District's administrative activities and the manager who promotes teaming between all departments.	
	1.3	Develop and analyze alternative revenue streams in relation to the schedule for long term CIP and maintenance.	
	1.4	Develop strong public information program to continue to improve communication and transparency.	
	1.5	Develop and retain employees to create stability through the following: 1.5.1 an employee incentive program; 1.5.2 a total compensation study; 1.5.3 an employee benefit review; and 1.5.4 review of retention pay for employees who retire.	
	1.6	Pursue revenue-producing projects: hydroelectric, microgeneration, and solar.	
	<u>Objective 2: Provide opportunities for leadership training, conference attendance, and staff assistance to meet State-required training.</u>		
	2.1	Required training: Ethics, Sexual Harassment Prevention, and Brown Act	
	2.2	New Director Orientation	
	2.3	ACWA and CSDA sponsored conferences and leadership training	
	<u>Objective 3: Provide the Board with training on the software applications.</u>		
	3.1	The Tyler accounting software to access the Board portal.	
	3.2	The automated meter customer portal.	
	3.3	The Granicus meetings management software.	
	HI GH PE RF	<u>Objective 4: Receive timely Board agenda packets and review to prepare for Board meetings.</u>	
		4.1.	Staff shall email the regular board meeting agenda packet and provide each

	Board member with an agenda binder no later than the afternoon of the first Thursday of each month for the following second Tuesday regular Board meeting, except during unforeseen circumstances.	
	4.2 Staff will email the special board meeting agenda packet at least 24-hours before the meeting. If necessary, a hard copy of the special meeting agenda packet will be provided.	
	<u>Objective 5:</u> Establish a clear and meaningful working protocol with Board committees.	
	5.1 Develop a District Policy on All Board Committees	
	5.2 Establish a logical protocol for assigning tasks and receiving feedback from the Finance Committee.	

HIRING AND RETAINING AN ORGANIZED AND EFFECTIVE STAFF	GOAL B: Provide Support toward a Stable, Organized and Effective Staff	
		Timeframe
	<u>Objective 1:</u> Continue to provide training opportunities for employees.	
	<u>Objective 2:</u> Cross train to provide depth in staff coverage and to offer opportunities for advancement (GM Goal).	
	<u>Objective 3:</u> Conduct a Total Compensation Study to determine how salaries align with other similar organizations (GM Goal).	
	<u>Objective 4:</u> Create an Employee Incentive Program (GM Goal).	
	<u>Objective 5:</u> Review Retention Pay	
	<u>Objective 6:</u> Conduct regular staff performance evaluations.	
FINANCIAL MANAGER	GOAL C: Establish a strong, and healthy financial status for the District through fiscal integrity, accuracy and accountability.	
		Timeframe

<u>Objective 1:</u> Hire Office/Finance Manager (GM Goal) to lead, coordinate, and supervise financial management activities with the District.	
<u>Objective 2:</u> Retain a CPA firm (GM Goal) to	
<u>Objective 3:</u> Complete conversion to Tyler accounting software and provide the Board and customers with training on the customer portal to provide greater transparency (GM Goal)	
<u>Objective 4:</u> Conduct external investigative audit to establish an accurate and complete base of financial information.	
<u>Objective 5:</u> Establish a contracts management process to track progress and expenditures related to construction contracts and professional services agreements.	
<u>Objective 6:</u> Provide complete and accurate monthly financial reports.	
<u>Objective 7:</u> Review the District's financial policies (i.e., vehicle maintenance program,	

ASSET MANAGEMENT	GOAL D: Complete an Asset Valuation Process and Develop an Asset Management Program	
		Timeframe
	<u>Objective 1:</u> Conduct an Asset Inventory and Valuation Study.	
	<u>Objective 2:</u> Implement an Asset Management Program to strategically sustain infrastructure assets through later stages of the facility's life cycle, specifically maintenance, rehabilitation, and replacement.	
	<u>Objective 3:</u> Use the Asset Management Plan as a guide in developing updates to the Five-Year Capital Improvement Plan (CIP).	

INFRASTRUCTURE MANAGEMENT	GOAL E: Address immediate infrastructure needs and long-term planning.	
		Timeframe
	<u>Objective 1:</u> Prepare the annual update to the CIP using the asset management plan and other planning tools.	
	<u>Objective 2:</u> Pursue revenue-producing projects: hydroelectric, microgeneration, and solar.	
	<u>Objective 3:</u> Improve irrigation delivery and cost-effectiveness.	
	<u>Objective 4:</u> Complete water tunnel inspection and lining.	
	<u>Objective 5:</u> Complete pipe replacement project.	

INFORMATION AND TRANSPARENCY	GOAL F: Develop a Public Information and Customer Outreach Strategy for Greater Transparency and Toward an Informed Customer Base	
		Timeframe
	<u>Objective 1:</u> Provide customers with important information through bill inserts.	
	<u>Objective 2:</u> Continue to issue bi-monthly newsletters.	
	<u>Objective 3:</u> Conduct community workshops on the following:	
	3.1 Automated Meter Replacement Project and Training on the Customer Portal	
	3.2 Fire Mitigation Plan/Implementation Schedule	
	3.3 Budget Workshops	
	3.4 Socrata Portal for customers via Tyler	
	3.4 Other topics as the need arises.	
	<u>Objective 4:</u> Update the website regularly.	
	<u>Objective 5:</u> Expand the Email Customer Notification list.	

COMMUNITY PARTNERSHIPS	GOAL G: Establish strong partnerships with other community organizations for the betterment of the community	
		Timeframe
	<u>Objective 1:</u> Establish an Internship Program in partnership with regional educational institutions.	
	<u>Objective 2:</u> Continue to work with El Dorado Water Agency, and other regional agencies, to pursue grant opportunities, other funding, and share cost-saving ideas.	

COMPLIANCE WITH STATE AND FEDERAL REQUIREMENTS	GOAL H: Comply with State mandates and reporting requirements, and meet established deadlines.	
		Timeframe
	<u>Objective 1:</u> Stay informed about impending legislation relevant to the work of the District.	
	<u>Objective 2:</u> Schedule community workshops to inform the public about new laws related to water conservation, drought issues, and all matters of relevance to the ratepayers of the District.	
	<u>Objective 3:</u> Provide information to the ratepayers through the newsletter, website postings, bill inserts about legislation and laws of relevance to the ratepayers of the District.	

SURVEY

The District conducted a survey to provide an expanded outreach to ratepayers for their input. The Board of Directors and Staff appreciate the 492 responses that were received as of October 21, 2021. The feedback was extremely valuable to the development of the Strategic Plan and the goals and objectives.



GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

2021 STRATEGIC PLANNING PROCESS

CUSTOMER SURVEY RESULTS

492 Respondents

At the direction of the Board of Directors, the District released a customer survey on October 21, 2021, utilizing the following outreach methods:

- Press Release
- Website
- GDPUD Customer Email Notification System
- Bill Insert to approximately 4,000 customers
- Availability of forms for pick up and drop off at the District Office
- Direct distribution by individual Directors, Staff, and Volunteers

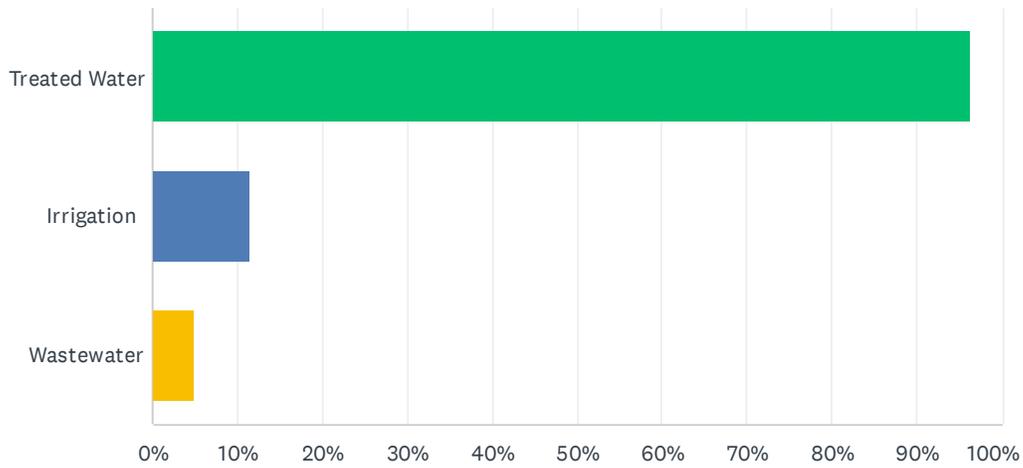
The attached Survey Results represent the analysis of completed surveys received through December 6, 2021. Although a deadline of November 12, 2021, was set, Staff continued to accept completed surveys until December 6, 2021. All these responses have been included in these final results.

As of December 6, 2021, the total number of respondents is 492. Customer feedback is valuable, was considered in the development of the 2021 Strategic Plan—Goals and Objectives. **THANK YOU** to everyone who participated in this process.

For additional information, please contact Gloria Omania by email at gomania@gd-pud.org

Q1 What service(s) do you receive from GDPUD? Check all that applies.

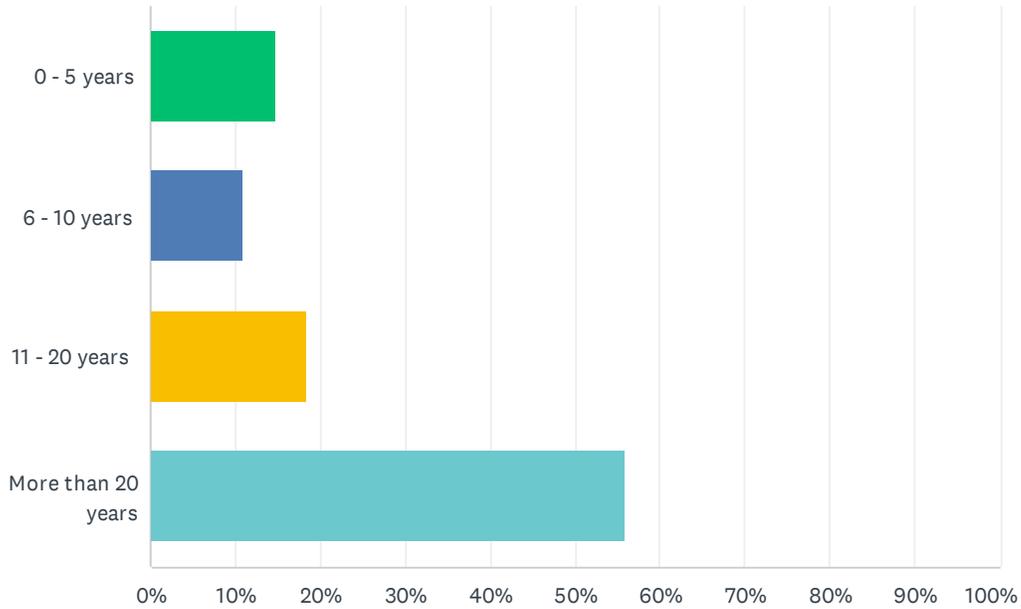
Answered: 475 Skipped: 17



ANSWER CHOICES	RESPONSES
Treated Water	96.42% 458
Irrigation	11.58% 55
Wastewater	4.84% 23
Total Respondents: 475	

Q2 How long have you been a GDPUD customer?

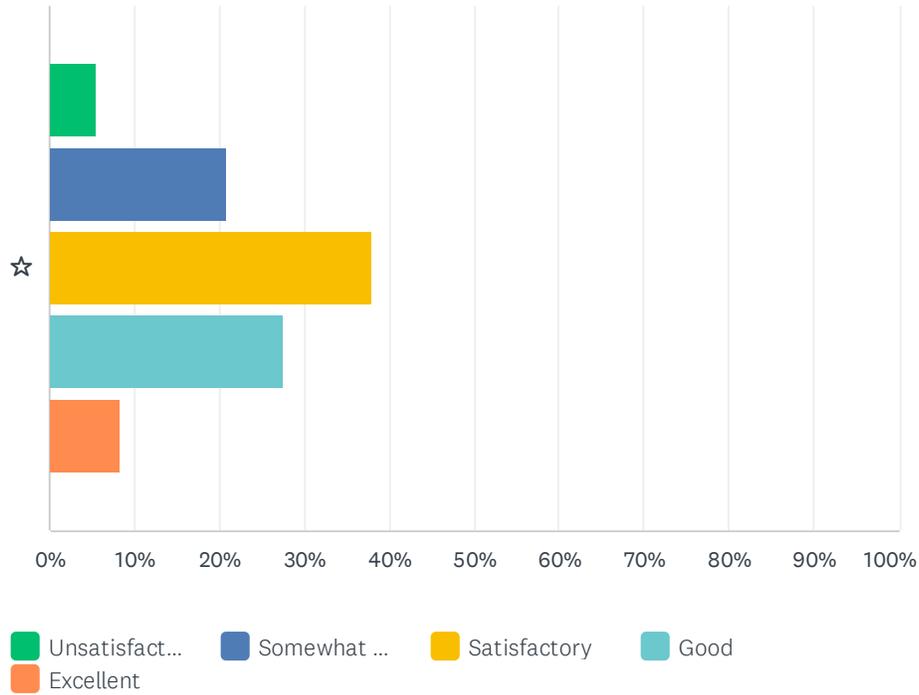
Answered: 488 Skipped: 4



ANSWER CHOICES	RESPONSES
0 - 5 years	14.75% 72
6 - 10 years	10.86% 53
11 - 20 years	18.44% 90
More than 20 years	55.94% 273
TOTAL	488

Q3 How would you rate the District's efforts to keep you informed?

Answered: 474 Skipped: 18



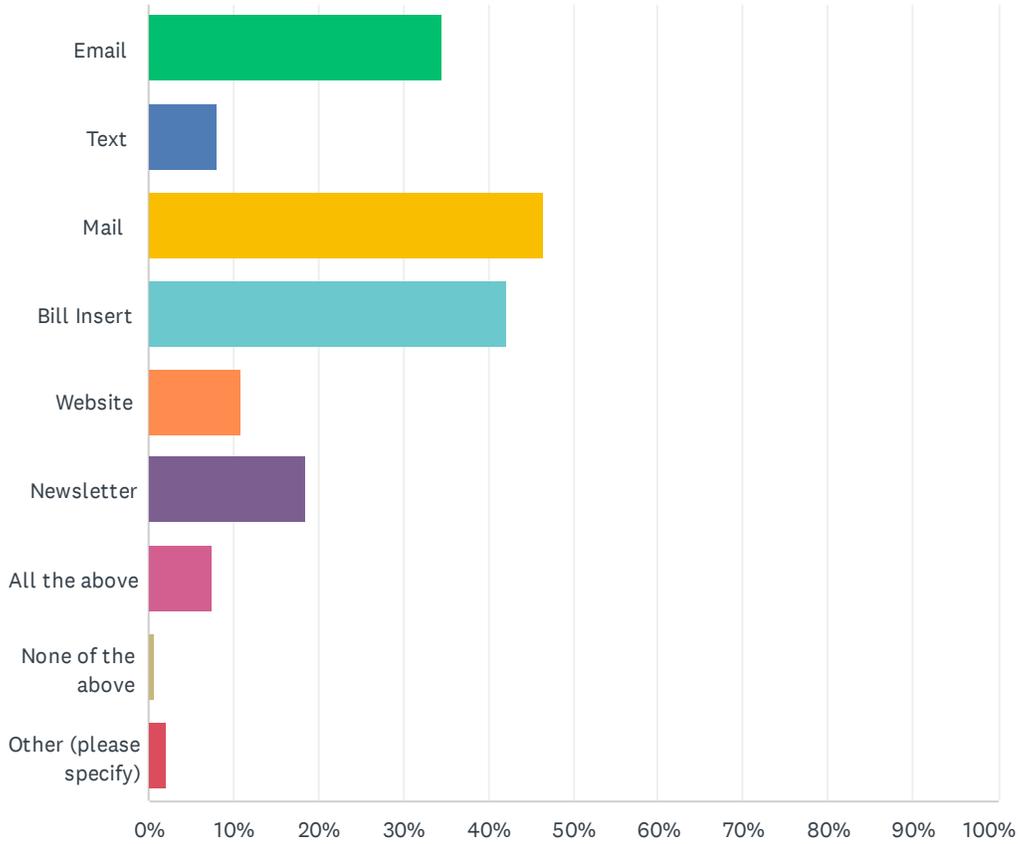
	UNSATISFACTORY	SOMEWHAT SATISFACTORY	SATISFACTORY	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	5.49% 26	20.89% 99	37.97% 180	27.43% 130	8.23% 39	474	3.12

Q3. How would you rate the District's efforts to keep you informed?

Response	Other (please specify)
Unsatisfactory	when there is a break, personnel need to SLOWLY restore water pressure to affected area, after they fix the problem. Why? Because it can damage down the line. Your personnel should know this. And maybe post on FB when something major happens.
Unsatisfactory	I don't even get my bill without going online. Let alone updates
Good	Much better now since installing new directors in 2018 and GM
Satisfactory	Things seem to be getting better
Unsatisfactory	I refuse to do zoom meetings!! Either go back to live meeting or give us a email message with a short synopsis of the meeting within a week after.
Satisfactory	improving lately!
Unsatisfactory	You sold our water during the pandemic. You are snakes.
	Previously poor, followed by dishonest, and now getting much better
Good	I'm not a customer but represent customers as the El Dorado County Association of Realtors Government Affairs Director for the last 21 years, and I keep the Association up to date with information GDPUD emails to me
	Much improved with new board members

Q4 Check below the different ways you would prefer to receive information from the District?

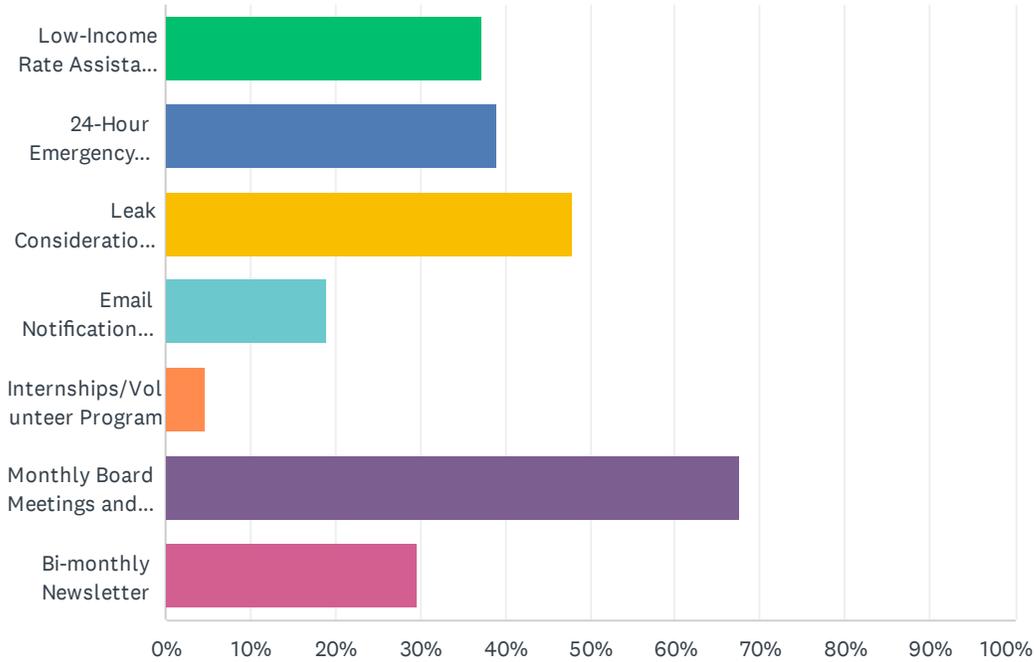
Answered: 482 Skipped: 10



ANSWER CHOICES	RESPONSES	
Email	34.44%	166
Text	8.09%	39
Mail	46.47%	224
Bill Insert	42.32%	204
Website	10.79%	52
Newsletter	18.46%	89
All the above	7.47%	36
None of the above	0.62%	3
Other (please specify)	2.07%	10
Total Respondents: 482		

Q5 Please check the services/programs from the list below that you are aware are provided by GDPUD.

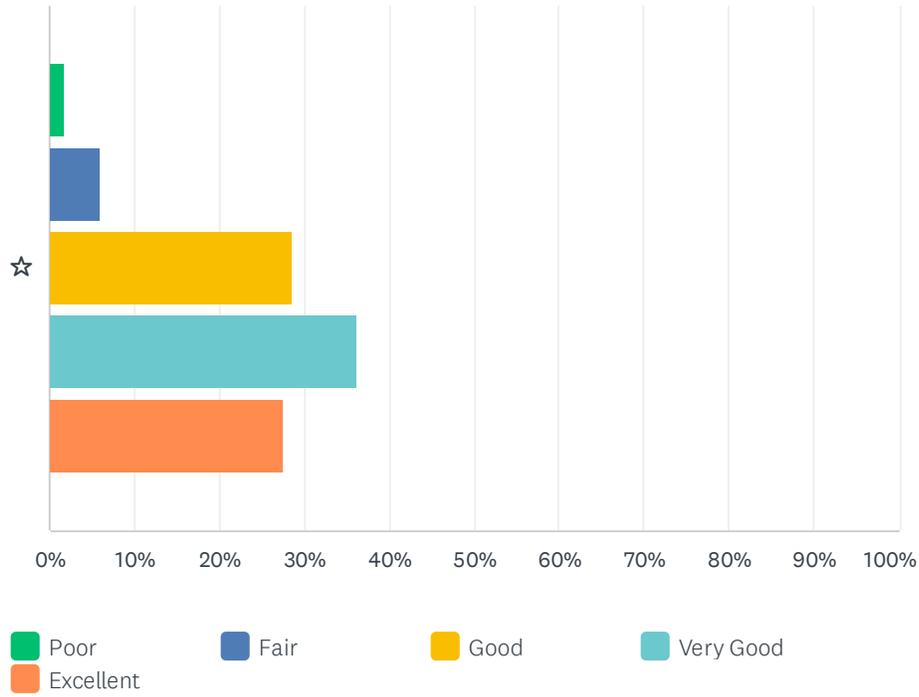
Answered: 364 Skipped: 128



ANSWER CHOICES	RESPONSES	
Low-Income Rate Assistance Program	37.36%	136
24-Hour Emergency Contact System	39.01%	142
Leak Consideration Policy	48.08%	175
Email Notification Program	18.96%	69
Internships/Volunteer Program	4.67%	17
Monthly Board Meetings and Special Meetings	67.58%	246
Bi-monthly Newsletter	29.67%	108
Total Respondents: 364		

Q7 How would you rate the quality of the water delivered by GDPUD?

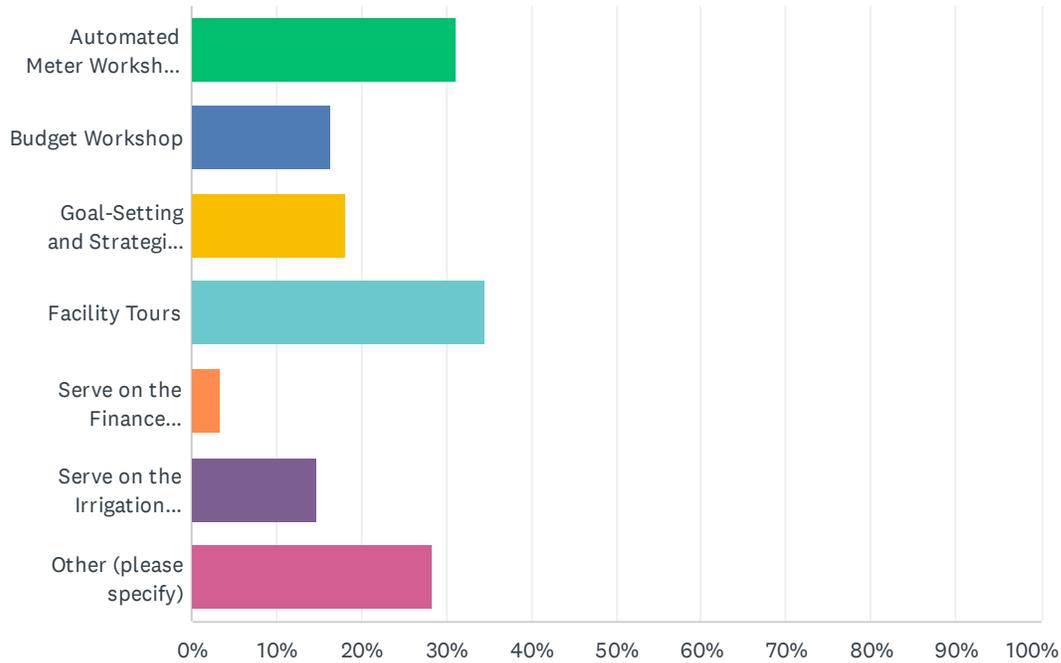
Answered: 455 Skipped: 37



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	1.76% 8	5.93% 27	28.57% 130	36.26% 165	27.47% 125	455	3.82

Q6 Which of the following are you interested in participating?

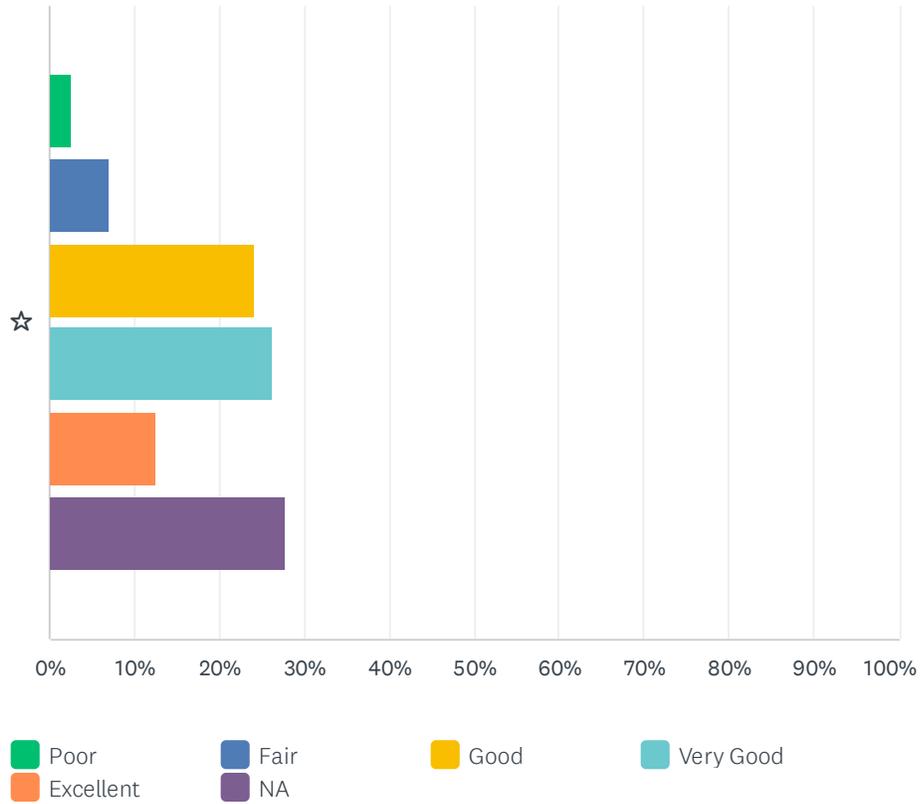
Answered: 116 Skipped: 376



ANSWER CHOICES	RESPONSES	
Automated Meter Workshop and Customer Portal Training	31.03%	36
Budget Workshop	16.38%	19
Goal-Setting and Strategic Planning Workshops	18.10%	21
Facility Tours	34.48%	40
Serve on the Finance Committee	3.45%	4
Serve on the Irrigation Committee	14.66%	17
Other (please specify)	28.45%	33
Total Respondents: 116		

Q8 How would you rate the delivery of irrigation service?

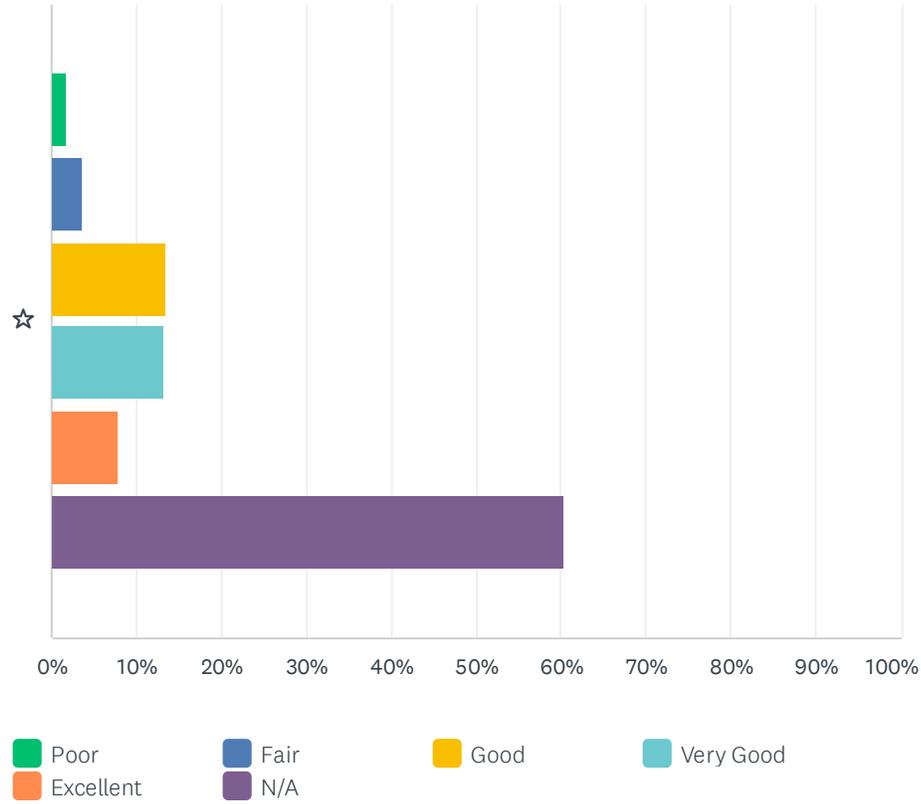
Answered: 199 Skipped: 293



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NA	TOTAL	WEIGHTED AVERAGE
☆	2.51% 5	7.04% 14	24.12% 48	26.13% 52	12.56% 25	27.64% 55	199	4.22

Q9 How would you rate the quality/safety of the community disposal services?

Answered: 395 Skipped: 97



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
☆	1.77%	3.54%	13.42%	13.16%	7.85%	60.25%	395	3.55
	7	14	53	52	31	238		

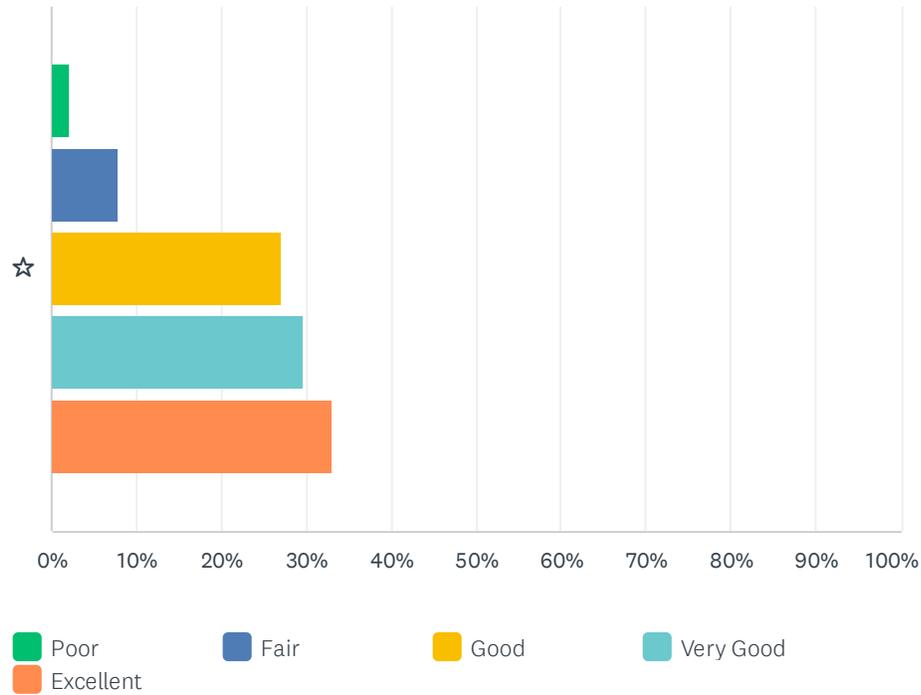
Q9. How would you rate the quality/safety of the community disposal services?

Response	Please describe your experience:
Fair	My septic lids were left without screws for 2 years without my knowledge. Thank goodness for your current guy, my child could have fallen in and drown if it weren't for him.
	Don't know what you mean by this.
	Not sure
	What community disposal service?
	? huh ?
	??? Where can I dispose of trash?
Poor	El Dorado Disposal SUCKS (if that's what you're talking about)
	Have no idea what this is
	I don't know what a community disposal service is.
	Auburn Lake Tr. did not pay to get water delivered down Bayne Rod.! Why are we paying for their turd plant?
	WHAT? Not even relevant
Very Good	Don't know a lot about this system except it's costly
	No experience
N/A	Are you referring to waste management trash pickup?
N/A	Don't know about it
Excellent	It is very helpful that you check my system yearly. Thank you!
N/A	Don't know what this is related to the water district
	Didn't know we had one
N/A	We use El Dorado Waste Management disposal service ?
N/A	What disposal service?
N/A	What disposal service?
	Disposal service?
Poor	Can't put anything in the trash—Cost id High
	?
N/A	Community disposal service??
Good	El Dorado Disposal?
	Not sure
	Garbage disposal?? Excellent
	We do not use it, but pay for it.
Fair	Need more green waste disposal
	What is this?
	What is it?

	I've never seen one on this street.
Good	The employee who inspects my tank has been very professional and helpful.
	I'm not sure what this is related to GDPUD services.
Good	I would recommend green waste curbside pick up to your customers to reduce burning during off season
Good	Placerville is too
Good	We have a large family and could use larger garbage cans
Good	It seems outrageously expensive.
Fair	Charges for wastewater are misdirected. The refund is bizarre
Very Good	
Good	If this is trash they are great
	I don't know what this means

Q10 How would you rate the courtesy/professionalism of GDPUD employees?

Answered: 417 Skipped: 75



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	2.16% 9	7.91% 33	27.10% 113	29.74% 124	33.09% 138	417	3.84

Q10. How would you rate the courtesy/professionalism of GDPUD employees?

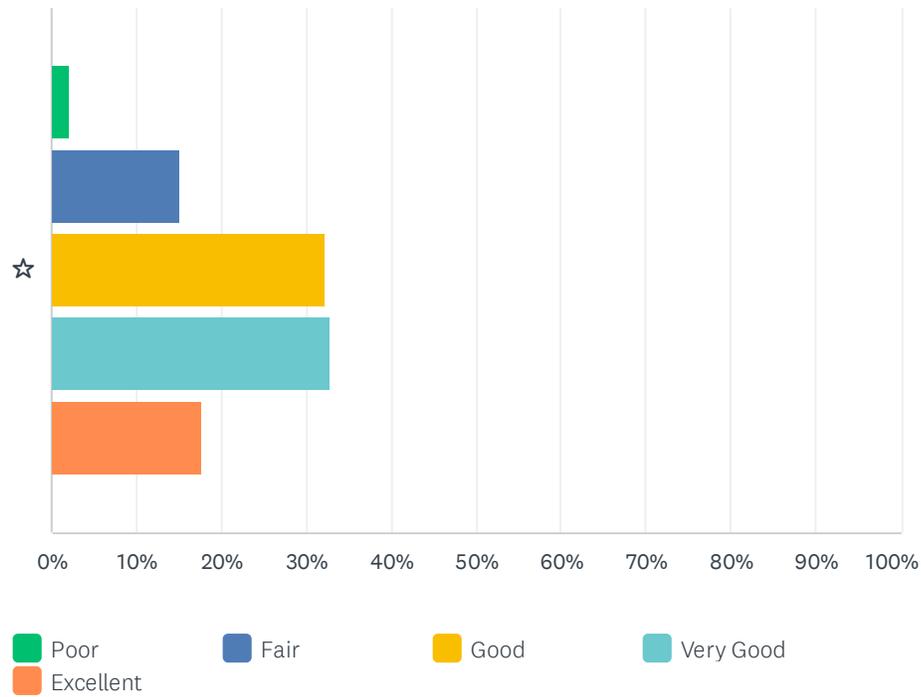
<i>Response</i>	<i>Please describe your experience:</i>
Excellent	The guys are great!! Always
	Never had to deal with them
Good	water leak, was not informed by worker who discovered it
Excellent	Office staff has been professional
Fair	Hard to reach on the phone
Good	The people with whom I've spoken have been wonderful . It's just very rare to get an answer when one calls, It seems the office is closed most of the time.
Very Good	GDPUD pipe leak. Quick response very courteous staff. Left site clean
Poor	Never get any interaction, except a bill that keeps going up
Fair	Office personnel have ONE reply for occasional high water usage! "You have a leak."
	E=Whenever I've dealt with GDPUD personnel, they've been very friendly and helpful
Good	Some better than others; ditch boys nicer than office ladies over the years not sure now—as due to COVID no contact
Good	Office staff are okay; the guy we spoke to about our water and lack of water pressure was really good
	Haven't met them
Very Good	Has improved the last few years
	Too little experience to know
Excellent	Have talked to several people who work for GDPUD, especially the water meter men
Excellent	No experience except septic testing
Excellent	Phone service on a street leak. Very nice, polite workmen.
Very Good	Have always felt well served by staff.
Very Good	Especially Darrell
Poor	This is based only on dealing with
Excellent	Adam & Brian have been very responsive and helpful to my inquiries and issues. I appreciate the "partnership" tokeep my system in good working order.
Poor	Not helpful, rude, condescending, no follow through
Excellent	Couple of field guys have poor attitudes but have had a great interaction with everyone else on the phone.
Excellent	The young man who checked our septic system was very nice
Good	I have very little need to interact with employees
Good	They always claim a water leak is from septic system and ignore leak evidence
Good	Office personnel try to help most of the time. Folks in the field are ok, but not very friendly
Excellent	When I call, they are polite and knowledgeable
Excellent	we have been customers since 1976. I have nothing negative to say about the service, water quality or price. We are extremely pleased with our great tasting and relatively inexpensivr water.
	Haven't had enough interaction with them to fairly rate

<i>Response</i>	<i>Please describe your experience:</i>
Excellent	Leak consideration twice. Each time your folks were courteous and helpful
Good	Depends on the employee
Very Good	Every time I help report a leak from my travels, the crew gets right on it and fixes the problem. Great job!
Very Good	When I can actually talk to someone at GDPUD, they are helpful and friendly. Usually have to call for days to get through to the office.
Good	Except for the times my meter was not accurately reading over 4 months, and I was lied to when I questioned the excessive amounts used ending with 3 zeros each time. Very unlikely! Now, I read my meter monthly
Very Good	When PDPUD H2O pipe found leaking, customer service responded quickly and sent technician out to resolve
Good	Good team, do a good job when clean ditch and I always compliment with a phone call
Good	Changed the meter and corrected GDPUD leak
	No Experience
Poor	The field meter readers are rude, inconsiderate of property, do not replace covers as they were found. Not anywhere near as professional as they were as a group 30 years ago.
Very Good	Just an occasional phone call
Good	It used to be a friendly place
Good	The office staff act like you are bothering them. The office not being open or answering the phone is extremely poor. When people come out to read the meter, they don't even say hello. Answer the phone.
Poor	historically. No recent contact
	The office hasn't been open for over a year
	Haven't had any contact with employees
Fair	They are not interested in any criticism or input from us, the customer
Good	Need to open the office
Excellent	Needed septic work and GDPUD was patient as could not complete within 30 days
Fair	More green waste options; green waste options on a regular basis; sacking and bundling green waste is not functional or reasonable and is very wasteful and impossible to do. We have acreage to maintain, not just a bag of lawn clippings.
Fair	It has been very bad in the past I'm hopeful that continues to improve
Good	Twice we've had broken pipes; employees helpful.
Very Good	Regular contact with employees working on irrigation ditch.
Excellent	Septic evaluation technician was excellent.
Very Good	had a leak at 6 AM, called got immediate service. thank you.
Fair	hard to get to a person on the phone system.
	I paid my bill in person once and the office ladies were really nice and helpful.
Excellent	I had a main line break and the person that helped was great.

<i>Response</i>	<i>Please describe your experience:</i>
Fair	I was ignored and dismissed as a nuisance call years ago after each report I made on a bad leak from an irrigation ditch that was coming out to our property...until I went in person and asked for Vector Control because of the swarms o mosquitoes. Wasted water? Didn't seem to care.
Very Good	When I called to get set up at new rental house, the female was very happy to assist.
Excellent	Employees worked above and beyond the call of duty during recent pipe failure on Big Strider in ALT. Staff are always friendly and helpful year round.
Excellent	Office staff were so helpful. The two ladies I dealt with occasionally deserve my sincere praise and an immediate pay raise/promotion. Always professional and listened to what I had to say. Unusual these days. Thanks.
Good	Meter error corrected in reasonable time
Very Good	The GDPUD rep that checked for leaks in our sprinkler system was very professional.
Good	Darrell, Stephanie, Kyle and many of the field crew I have met are great.
Good	over the years I've had many time when I needed to interact with GDPUD and that experience has gone both very positive and negative. Sometimes the representative needs to be reminded that "we are not the enemy that needs avoiding at all costs."
Fair	Has been hard to get a response back from the appropriate people.
	Very Good
Poor	My one employee experience was fucking insulting.
Very Good	Employees are very considerate.
Very Good	Encounters have always been courteous and friendly
Poor	Office staff demeaned a customer in front of me.
Excellent	I've contacted people in the office when I have questions, and everyone has been helpful have always
Fair	Much improved with new board members
Fair	Secretive, defensive, mostly uninformative

Q11 How would you rate the speed/ease of doing business with GDPUD?

Answered: 417 Skipped: 75



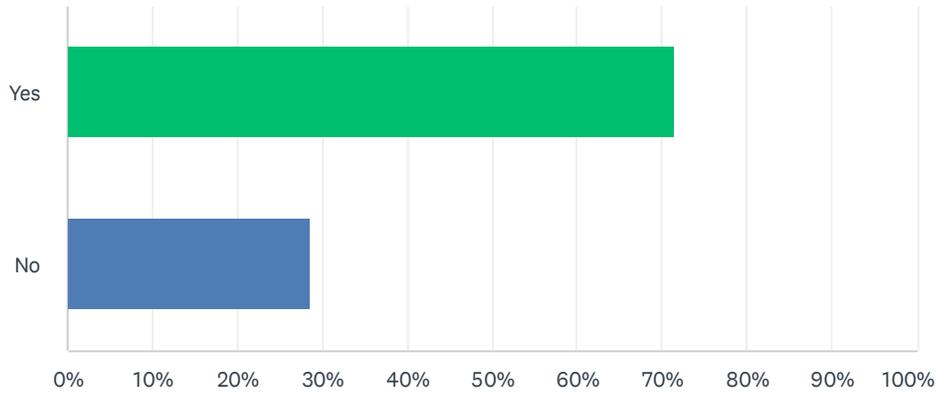
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	2.16% 9	15.11% 63	32.13% 134	32.85% 137	17.75% 74	417	3.49

Q11. How would you rate the speed/ease of doing business with GDPUD?	
<i>Response</i>	<i>Please describe your experience:</i>
Good	I like the old on-line payment method better
Fair	Extra cost for online bill pay in 2021 is absurd! Where is my irrigation H2) option?
Excellent	We reported a leak on the street side of our property, and it was repaired in a reasonable time
	Office workers not efficient
	Bill paying is the only contact. I hate the bill design, tearing off the top of the bill is awkward
Fair	My impression is that the office personnel just want me to "GO AWAY."
Fair	It took years for a separate meter
Fair	We just got this survey when it was overdue!
Very Good	Big improvement last few years. Friendly staff & workers
Very Good	This is my first bill
Fair	It would be nice to have a pay on-line option that doesn't have fees, like paying through one's bank, etc.
Excellent	Talked about leaks
Poor	Never got answers to any questions
Poor	The rate increases are not adequately publicized, and public engagement is always done last minute
	HAVEN'T HAD A NEED
Fair	Difficult to get answers over the phone. Don't get call back if question not by office personnel
Good	Office people great. Some of the men in the field really, some not to nice
	The only service, business is now a duplex
Good	Takes until the end of the month to cash my check
Fair	Timely notice has been lacking
Fair	Waiting for someone to open that door to get into the office is not working
Very Good	Always asked to leave a message when I can get through, then no one calls back
Fair	Need e-billing and payment
Excellent	Staff is very responsive and helpful
Fair	They would not forward my bill over the summer when I was out of town on family business
Fair	I send money and you keep it, no other contact recently
Good	When return call is needed, takes a long time—days or weeks
Good	For some reason, I can't use my bank billing
Fair	Free on-line bill paying would be really great.
Very Good	Bills received and payments recorded promptly.
Fair	only because of the incident in #10 -- no one seemed to care about all the wasted water.
Very Good	I call and ask, and they help.
Fair	Website difficult
Good	Seems fine. My business has been bill pay and tank inspection so far.
Fair	In the past, GDPUD does not return calls in a timely manner or at all.

<i>Response</i>	<i>Please describe your experience:</i>
Good	Fixed leaks quickly
	Good
Fair	leaks in the ditch over the years not fixed timely; shows lack of concern
Good	Disappointed that I have to pay an additional \$7.00 to pay my bill on line
Good	As expected
Poor	Have tried several times to stop into office but it was always closed to public
Very Good	checking up on my bill by phone
Good	There is one real estate Broker that has trouble gaining information on vacant parcels about whether the water infrastructure lines are available to particular vacant parcels and if not, what would need to be done to bring water to the parcels. As Realtors, we need this information for potential Buyers of vacant land.
Poor	When attempting to obtain information less than informative, pass you onto someone else with no follow up on success.
Very Good	Liked having a real person answer the phone.
Very Good	Very good by phone contact.

Q12 In the past six months, have you seen, heard, or read anything from GDPUD?

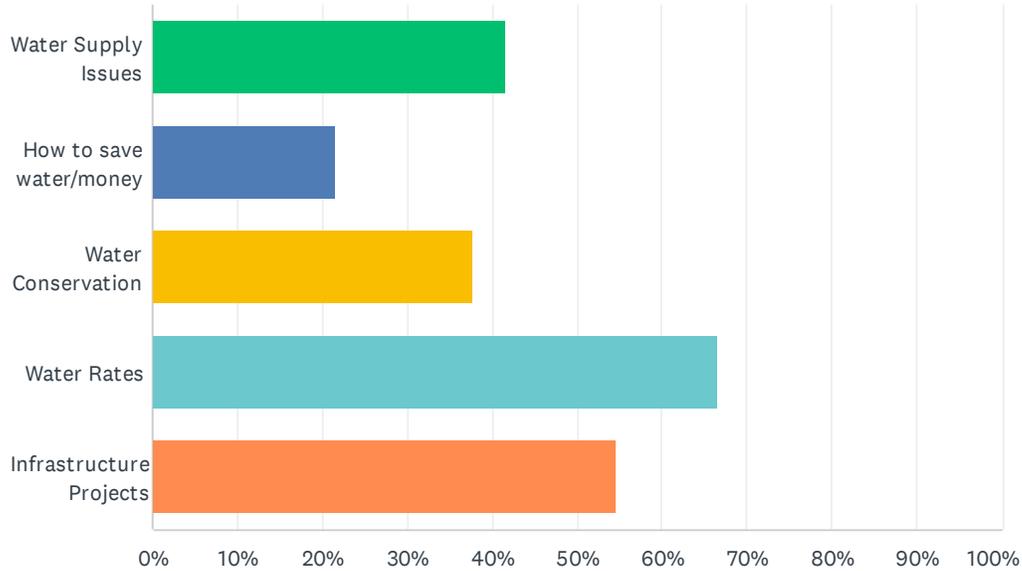
Answered: 434 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	71.43%	310
No	28.57%	124
TOTAL		434

Q13 Please select the topics you remember seeing, hearing, or reading about GDPUD. Please check all that apply.

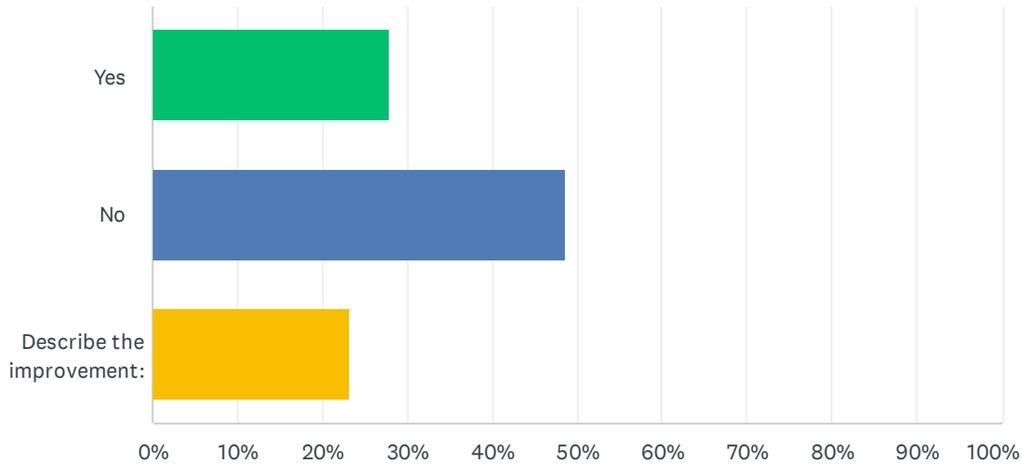
Answered: 334 Skipped: 158



ANSWER CHOICES	RESPONSES
Water Supply Issues	41.62% 139
How to save water/money	21.56% 72
Water Conservation	37.72% 126
Water Rates	66.47% 222
Infrastructure Projects	54.49% 182
Total Respondents: 334	

Q14 Have you seen an improvement in communication and transparency since 2018?

Answered: 343 Skipped: 149



ANSWER CHOICES	RESPONSES	
Yes	27.99%	96
No	48.69%	167
Describe the improvement:	23.32%	80
TOTAL		343

Q14. Have you seen an improvement in communication and transparency since 2018?

Describe the improvement:

About the same
Always been good
Have not had Communication other than mailings
More mailed documents
Don't like supplement fee
Greater on both issues
Notices of meetings and different things on FB
Seams the same
Glad to hear less bickering and fighting
When I spoke to the folks to whom I pay my check
Efficiency, potential problem solving approach to issues. Selling water creates revenue, but we need to keep an adequate supply for droughts. Wind and solar have draw backs
Same
We might not have paid attention
Some
Communication
Who would know anymore
The men who work for GDPUD are always out in case of a leak
Unsure, but seems improved
Due to previous Board, good communication. was set up. Just glad to see it continuing—sorry t see Darrell Creeks leaving. I hope after 18 months this GM is treated with respect.
Sorry, I don't remember
Please replace the damaged cement cover over my meter. Stop the in-fighting. What has happened to Michael Saunders?
Yes, new office managers have been great.
I like the newsletter because it tells me about projects, broad needs. The color gets my interest so I read it. I like the contact info.
No improvement at all. All we get is bills—no outreach notices, no opportunity to be engaged in business decisions that affect our water. Even this notice arrived within only 4 days to return.
Much improved and billing statement
Not sure because of COVID—office closed for most part and difficult to get answers
transparency :)
Paper bill
More notifications on rates and quality
I think the communication is still vague and inaccurate. Topics addressed are easily misrepresented
Not sure
I attend all the meetings so I know what is going on
N/A too new to know or tell
Definitely no more surprises at Board meetings; no disrespect toward customers.
Site posts meeting minutes

<i>Describe the improvement:</i>
No difference since we moved here
Good service, did not have any problems
Only moved into property mid-September 2021
I used to pay \$25 a month, It is now a major expense for me on a limited income. It is very expensive, and I try to conserve as best I can
Feedback, emails, etc
More information is coming directly to me instead of waiting until something happens. Proactive actions.
Definitely
You should mail newsletters
Email letter to my attention. Feel like I'm getting more truthful communication
New GM seems to be going in the right direction, finally.
Website has improved; formerly very basic (boring).
Newsletter.
Have no idea since the rats are sky high I kind of dropped out on terms of being involved.
Newsletter or info in bill.
Newsletters
Sell surplus water in high water years.
GDPUD does a good job of communicating.
It didn't get better than years ago when the office ladies called me the day before they shut off my water.
Thanks to Cindy Garcia and Michael Saunders we are now aware off how dysfunctional the Board has been. There must be written guidelines for every position with which to hold Board members accountable.
Haven't lived here log, but the water guys fixed a busted pipe on our property. they did great.
Seems like in this past year customers are provided more information and opportunities for input. Thank you!
Would like to pay bill on a automatic recurring basis using credit card for free.
only in the last six or eight months. once we voted out Lon and Dane, things began to get better
seems info more daily available
Need more information about the ridiculous rate hikes
More communication/transparency.
Communication has been worse since December 2020. Some Board members used to post regularly about what happened at the Board meetings and posted information about outages, breaks, etc. That does not happen anymore. In addition, in 2021 there have been many special meetings, which have less public notice and make it hard to take informed. I noticed previous Boards did their work during regular meetings. Why the change? Finally, I heard the Board settled some lawsuit and paid a settlement to their supporters. However, I don't see anything about that on the GDPUD website? Isn't that information a public document? Thanks for the opportunity to comment.
Darnell was a good communicator and very helpful.
not here in 2018
flyer
N/A New to the neighborhood as of August 2021

<i>Describe the improvement:</i>
Has gotten worse in last 2 years
none, you sold our water.
More openness to information both in and out
have not looked for anything - just get a bill
Unknown. I do receive many emails from the District and read them, but cannot recall whether the current communications are greater than or less than prior to 2018.
I have only been here for 1 year
Links to web meetings I cannot join
I see no difference but trust more with changes in personnel.

Q15 The General Manager has discussed ways to increase revenue; including hydroelectric sales and solar. What ideas do you have for increasing revenue for the District?

Answered: 119 Skipped: 373

#	RESPONSES	DATE
1	Solar is great.	12/6/2021 10:44 AM
2	Do not sell our water to other districts please. Charge customers that benefit from the Cool service plant the actual cost of service—NOT THOSE CUSTOMERS THAT HAVE ZERO BEBENEFIT!! unfair tax to non—beneficiary's . I understand it was bond voted on by district users, but unfair to the minority vote!!	12/6/2021 10:34 AM
3	Selling Water Do not sell water outside the district	12/1/2021 2:25 PM
4	Selling Water Sounds fine as long as you're not selling off our water rights	12/1/2021 2:22 PM
5	Rates Lower water bill would be great	11/30/2021 2:13 PM
6	Increase Revenue Selling Water Surplus water sales. Telecom leases for cell towers on district property	11/30/2021 10:01 AM
7	No idea No idea	11/30/2021 9:49 AM
8	GM Reduce General Managers rate of pay	11/30/2021 9:35 AM
9	Water Quality *MAKE WATER TASTE BETTER*	11/30/2021 9:33 AM
10	Budgeting Take a pay cut	11/30/2021 9:27 AM
11	GM Have tine General Manager take a pay cut more in line with the district he serves	11/30/2021 9:18 AM
12	Irrigation Give me irrigation or stop having me subsidize those who get irrigation water	11/30/2021 9:15 AM
13	No idea None	11/30/2021 9:04 AM
14	Rates Raise fees	11/30/2021 8:58 AM
15	Increase Revenue hydroelectric would be great, powered by solar	11/30/2021 8:55 AM
16	Selling Water Do not sell our water	11/30/2021 8:49 AM
17	Rates Water Quality Just ensure we have clean healthy water at a reasonable rate. Thx for your service	11/30/2021 8:46 AM
18	Increase Revenue Solar would be great! How about hydroelectric: pumps water uphill using solar to storage during the day and releases water at night to produce electric power. Basically, a closed system pumping water up to ponds/tanks/tanks and releasing same amount of water to produce power. I know that GDPUD is water only and not power but what is the effectiveness of revenue generation through hydroelectric. Could the ditches be integrated into this concept?	11/24/2021 2:02 PM
19	Rates P.S. Th3 20 year fee F...ing SUCKS. So did the \$12 late fee with no leniency	11/23/2021 3:21 PM
20	Irrigation Adjust irrigation rates to bottom cover cost	11/23/2021 3:07 PM
21	Rates We seriously use little to no water and our bill is still \$100/mo. You're charging for a meter that was already paid for when installed and now, you want todo new meters. I suggest GDPUD stop spending money unnecessarily.	11/23/2021 3:02 PM
22	See above	11/23/2021 2:54 PM
23	Budgeting Selling Water Have no idea what the GDPUD budget is. I am opposed to selling water outside the district.	11/23/2021 2:41 PM

GDPUD Customer Survey

24	Irrigation Rates	There has always been a discrepancy in rates for treated and ditch water. Why should treated customers pay so much more than pond fillers? Especially since untreated water consumes 70% of our water available	11/23/2021 2:18 PM
25	Selling Water	Quit selling water if my rates are going to increase!!	11/23/2021 2:12 PM
26	Rates	I live in a 600 sq. foot cabin, my bill is almost \$200 every other month—5 years ago, it was \$40. Totally SUCKS.	11/23/2021 2:06 PM
27	Rates	Lower your rates. Usage would increase, ergo you make more money	11/23/2021 1:47 PM
28	Rates	Aren't the base charge and supplement fee enough revenue?? Our actual water usage is 1/3 the bimonthly bill.	11/23/2021 1:23 PM
29	Good job!	Keep up the good work.	11/23/2021 1:03 PM
30	Political	Get rid of the stupid Trump supporters	11/23/2021 12:58 PM
31	Irrigation	increase the amount of irrigation customers.	11/23/2021 11:39 AM
32	No idea	None	11/23/2021 11:29 AM
33	Rates	Stop over charging us	11/23/2021 11:10 AM
34	Grants Increase Revenue Rates	Small increase of 3-5% annually to keep consistent and even revenue for on-going monthly expenses. Hydro-electric and solar are also good as strategic additions for oh so much deferred maintenance. Grants for specific projects, but as these are not on-going should not be used for on-going service expenses.	11/23/2021 10:56 AM
35	Selling Water	Water sale, recreation us of facilities/reservoirs except for users. Users shouldn't have to pay use fees.	11/23/2021 10:45 AM
36	Rates	Reduce your costs	11/23/2021 10:37 AM
37	Selling Water	During this time of drought, I am wary of community water for GDPUD to stay independent and not sold to a larger water entity. sale to outside entities. However, it is vital for	11/23/2021 10:17 AM
38	No idea	No	11/23/2021 10:05 AM
39	Rates	Lower rates	11/23/2021 9:55 AM
40	No idea	unclear	11/18/2021 4:07 PM
41	Selling Water	I don't know. But selling our water is not one of them. Explaining why there are new surcharges would be useful. Communication is completely lacking.	11/17/2021 1:58 PM
42	Automated Meters Increase Revenue Rates	Love the idea of hydroelectric and solar. Automated meters should also help with this. Also, this won't be popular but a small rate increase yearly or every other year.	11/16/2021 7:20 PM
43	Rates	Because there is such a variety of incomes in he area, you can understand that raising the rates gets a lot push back! But we need to keep the infrastructure in top shape. Accounting for funds needs more visibility in the newsletter.	11/15/2021 4:19 PM
44	Irrigation	More irrigation hook ups!	11/15/2021 3:55 PM
45	Grants	Obtain drought funding from the state or feds or water infrastructure grants.	11/15/2021 3:52 PM
46	No idea	Haven't thought about it	11/15/2021 3:44 PM
47	Staffing	Merge with another district and cut salary/benefit/overhead by 40%	11/15/2021 3:11 PM
48	Selling Water Water supply	Do not sell our H2O again!! Cover the ditches to avoid evaporation when you can. Fix leaks! Stop illegal gathering of water for growers.	11/15/2021 3:06 PM
49	Rates	Olease alleviate our monthly water rates. Thank you.	11/15/2021 2:54 PM
50	Water Conservation	Saving runoff after it rains	11/15/2021 2:51 PM
51	Water Conservation	Conserve water. Keep it on the Divide	11/15/2021 1:42 PM
52	Rates	Require only ALT residents to pay for the ALT treatment plant	11/15/2021 1:40 PM

GDPUD Customer Survey

53	Grants Irrigation	Applying for grants / Voluntary donations for specific items or programs / Extending the irrigation season for improved fire mitigation	11/15/2021 1:37 PM
54	Selling Water	Selling our water is stupid. Reserve—without water is foolish. Our last Board majority sold water the year before a really dry year, so we removed them	11/15/2021 1:33 PM
55	Staffing	Musical chairs of GM don't provide consistency for visions	11/15/2021 1:24 PM
56	Irrigation	Charge more for irrigation water. Not fair most of irrigation is used for fire protection only	11/15/2021 1:16 PM
57	Staffing	Quit paying employees so much for the little amount of work they do	11/15/2021 1:04 PM
58	Increase Revenue	I agree with the GM. Increase customer base, work on 2nd & 3rd water supply. Pumping station American River Confluence to Cool. Pumping station Rubicon River to east end of Stumpy Meadows near Pilot Creek inflow	11/15/2021 12:56 PM
59	Water Conservation	Ideas on water conservation; assistance on leaks	11/15/2021 12:43 PM
60	Water supply	Increase H2O storage	11/15/2021 11:56 AM
61	Increase Revenue	Both sound good	11/15/2021 11:50 AM
62	Rates	Sure, raise prices for seniors on Fixed income	11/15/2021 11:38 AM
63	Water Quality	Better drinking water, I buy bottled water	11/15/2021 11:28 AM
64	Increase Revenue	Hydroelectric sales and solar	11/15/2021 11:20 AM
65	Rates	I'm being over charged as it is. More than \$200 of my bill is nothing but GDPUD fees, nothing to do with water usage. Ridiculous!	11/15/2021 11:13 AM
66	No idea	?	11/15/2021 10:57 AM
67	Billing process GM	Every meter should pay on time. General Manager should manage wisely	11/15/2021 10:53 AM
68	Rates	Stop sucking me dry!	11/15/2021 10:50 AM
69	Increase Revenue	Solar does not pay back	11/15/2021 10:44 AM
70	Water Quality	We have the best water in California and it is difficult when I can smell the chlorine, so I filter my drinking water	11/15/2021 10:28 AM
71	Billing process GM	Please do not sell our water off to others. It should be for our homes and recreation. Easy paying bills on line; bills on line when requested; skip the paper and USPS. I hope keeping the office closed for almost 2 years has saved. Keep the office closed or work from home. Have appointments available when needed. Answer the phone***	11/15/2021 10:17 AM
72	Increase Revenue Selling Water	Sell more water to grape vineyards; put solar panels on roof of GDPUD building; put a solar farm on GDPUD property—sell power to PG&E	11/15/2021 9:48 AM
73	Increase Revenue Selling Water	Don't sell our water. Don't giveaway assets. We cant really increase our revenue w/o hurting customers. It's already gone up DOUBLE.	11/15/2021 9:39 AM
74	Rates	Increased rates based on increased usage; no bulk use discounts	11/15/2021 9:24 AM
75	Increase Revenue	I agree with hydroelectric and solar.	11/15/2021 9:15 AM
76	Board Stipend	Cancel \$400 Board Stipend	11/15/2021 9:15 AM
77	Budgeting	Budget based on known expenses and projected expenses.	11/14/2021 7:45 AM
78	Selling Water	Do not sell our water!!! We should have a vote--did we?	11/14/2021 7:29 AM
79	Increase Revenue	Sounds good.	11/14/2021 7:27 AM
80	Water Conservation	Quit wasting ditch water -- sell excess water at a preium to those who don't have it; collect rain water instead of having it runoff.	11/13/2021 7:25 PM
81	No idea	None. Sorry.	11/13/2021 7:19 PM
82	Increase Revenue	I agree with solar.	11/13/2021 7:14 PM

GDPUD Customer Survey

83	Increase Revenue	Solar. Smart water meters.	11/13/2021 7:11 PM
84	Water Quality	Given the excellent quality, an onsite e.g. Lake Edson/Reservoir treatment and bottling business. Over time eliminate out of area bulk sales and focus on local customers and Georgetown bottled water. No tanker truck. Must be local.	11/13/2021 5:43 PM
85	Irrigation Rates	Charge more for irrigation water - residential customers are subsidizing irrigation water with no benefit to us.	11/13/2021 5:39 PM
86	Increase Revenue Rates	All this will do is raise the user's rates, if this program will lessen our rates, that's fine. if not, why bother.	11/13/2021 10:46 AM
87	Increase Revenue	I agree with the new GM. hydroelectric sales could be a good source of income for the district...providing we do not sell or waste our water.	11/12/2021 3:16 PM
88	Selling Water	Sell water to other counties in the state.	11/12/2021 9:39 AM
89	No idea	none	11/11/2021 8:27 PM
90	Increase Revenue	Those ways sound great. Look forward to seeing additional analysis and data about how that would work.	11/11/2021 12:46 PM
91	Increase Revenue	Raising the dam height on Stumpy Meadows for more storage during the good years as well as more hydro electric activity for the upcoming increase in electric needs of society	11/10/2021 11:11 PM
92	Increase Revenue Rates	Give priority to and charge more for commercial irrigation use (over ponds and home use).	11/8/2021 5:45 PM
93	No idea	Do something that doesn't screw us	11/8/2021 5:32 PM
94	Selling Water	Water Transfer	11/8/2021 4:25 PM
95	Irrigation	Not delivering irrigation water would save a lot but is not a feasible or workable solution. Read Death of a Water District.	11/8/2021 1:15 PM
96	Increase Revenue	A bake sale with chocolate chip cookies Maybe a really good apple pie.	11/8/2021 11:34 AM
97	Efficiency Irrigation Rates	First, the limited time for a response to your survey is absurd. I received the mailer and would have less than 2 days to complete it IF I were to send it in with consideration for the length of time associated with the US Postal Service. I suggest the GM take that into consideration next time. I know he answers to the board, but seriously, get to know the community as well as the board. Secondly, to raise revenue, an increase in fees to irrigation customers associated with irrigation costs is appropriate. Irrigation costs supplemented by treated water customers is unfair to those treated water customers generally and, for instance, those who may be on a fixed income. What you have now is treated water customers paying for the system they use in addition to paying to supplement irrigation water customers. If irrigation water customers are also on a well for potable water uses, that would blatantly unfair to retirees and, indeed, all treated water users.	11/8/2021 7:24 AM
98	Increase Revenue	Partner with Northern California Power Agency	11/8/2021 6:44 AM
99	No idea	none	11/7/2021 12:30 PM
100	Water supply	Raise the Stumpy Dam to increase containment	11/6/2021 5:51 PM
101	Irrigation Rates	higher rates for ditch water	11/6/2021 3:53 PM
102	Increase Revenue	Wind	11/4/2021 12:45 PM
103	Increase Revenue	I favor the green energy way of producing electricity.	11/4/2021 12:24 PM
104	Increase Revenue	Haven't heard anything about those suggestions.	11/3/2021 9:54 PM
105	Rates	Better rate schedule. Charge for actual cost of water and keep rates at level dwpt is self-sufficient and not working from reserves.	11/3/2021 6:07 PM
106	Rates	raise rates	11/3/2021 1:45 PM
107	Infrastructure	replacing ditches for pipe as opportunities arise	11/2/2021 10:33 PM
108	Rates	Rate increases at a small % annually...	11/2/2021 9:24 PM

GDPUD Customer Survey

109	Water Conservation Fix water leaks, it save money & water.	11/2/2021 5:30 PM
110	Selling Water Do not sell our water!	11/2/2021 5:04 PM
111	Efficiency Improve efficiency	11/2/2021 4:46 PM
112	Increase Revenue I believe the state and federal governments support hydroelectric sales and solar, so I recommend you attempt to do any and all projects that will meet their approval and agendas. I also believe you should increase your endeavors to work with the EDC Water Agency, EID, and other water agencies near you, including Placer County Agencies, to brainstorm on other ways you can increase revenue through working and sharing resources with such agencies.	11/2/2021 4:34 PM
113	Selling Water Sales of water not used	11/2/2021 3:12 PM
114	Rates \$30/month off irrigation season to pay for ditch police and other.	11/2/2021 2:13 PM
115	Selling Water Do Not sell water ever again!!	11/2/2021 1:02 PM
116	Water Conservation Selling water when rainfall permits it. I like that you did that recently.	11/2/2021 12:59 PM
117	Efficiency Review existing Contracts and Vendors	11/2/2021 12:57 PM
118	Increase Revenue Good question for thought.	11/2/2021 12:55 PM
119	Billing process First, stop making it more costly for customers by adding on not one, but two extra charges when paying by credit card. Then, whatever will work that will not raise our costs--we are already covering for lack of proper maintenance in the past. Once we get past paying 3X as much as before the big increase give us a break, THEN if we need to keep up for these projects, we need to do what's necessary.	11/2/2021 12:53 PM

Q15. The General Manager has discussed ways to increase revenue; including hydroelectric sales and solar. What ideas do you have for increasing revenue for the District?

Open-Ended Response
Solar is great.
Do not sell our water to other districts please. Charge customers that benefit from the Cool service plant the actual cost of service—NOT THOSE CUSTOMERS THAT HAVE ZERO BEBENEFIT!! unfair tax to non—beneficiaries . I understand it was bond voted on by district users, but unfair to the minority vote!!
Do not sell water outside the district
Sounds fine as long as you're not selling off our water rights
Lower water bill would be great
Surplus water sales. Telecom leases for cell towers on district property
No idea
Reduce General Managers rate of pay
MAKE WATER TASTE BETTER
Take a pay cut
Have the General Manager take a pay cut more in line with the district he serves
Give me irrigation or stop having me subsidize those who get irrigation water
None
Raise fees
hydroelectric would be great, powered by solar
Do not sell our water
Just ensure we have clean healthy water at a reasonable rate. Thx for your service
Solar would be great! How about hydroelectric: pumps water uphill using solar to storage during the day and releases water at night to produce electric power. Basically, a closed system pumping water up to ponds/tanks/tanks and releasing same amount of water to produce power. I know that GDPUD is water only and not power but what is the effectiveness of revenue generation through hydroelectric. Could the ditches be integrated into this concept?
P.S. Th3 20 year fee F...ing SUCKS. So did the \$12 late fee with no leniency
Adjust irrigation rates to bottom cover cost
We seriously use little to no water and our bill is still \$100/mo. You're charging for a meter that was already paid for when installed and now, you want todo new meters. I suggest GDPUD stop spending money unnecessarily.
See above
Have no idea what the GDPUD budget is. I am opposed to selling water outside the district.
There has always been a discrepancy in rates for treated and ditch water. Why should treated customers pay so much more than pond fillers? Especially since untreated water consumes 70% of our water available
Quit selling water if my rates are going to increase!!
I live in a 600 sq, foot cabin, my bill is almost \$200 every other month—5 years ago, it was \$40. Totally SUCKS.
Lower your rates. Usage would increase, ergo you make more money

Aren't the base charge and supplement fee enough revenue?? Our actual water usage is 1/3 the bimonthly bill.
Keep up the good work.
Get rid of the stupid Trump supporters
increase the amount of irrigation customers.
None
Stop over charging us
Small increase of 3-5% annually to keep consistent and even revenue for on-going monthly expenses. Hydro-electric and solar are also good as strategic additions for oh so much deferred maintenance. Grants for specific projects, but as these are not on-going should not be used for on-going service expenses.
Water sale, recreation us of facilities/reservoirs except for users. Users shouldn't have to pay use fees.
Reduce your costs
During this time of drought, I am wary of community water for GDPUD to stay independent and not sold to a larger water entity. sale to outside entities. However, it is vital for
No
Lower rates
unclear
I don't know. But selling our water is not one of them. Explaining why there are new surcharges would be useful. Communication is completely lacking.
Love the idea of hydroelectric and solar. Automated meters should also help with this. Also, this won't be popular but a small rate increases yearly or every other year.
Because there is such a variety of incomes in the area, you can understand that raising the rates gets a lot of push back! But we need to keep the infrastructure in top shape. Accounting for funds needs more visibility in the newsletter.
More irrigation hook ups!
Obtain drought funding from the state or feds or water infrastructure grants.
Haven't thought about it
Merge with another district and cut salary/benefit/overhead by 40%
Do not sell our H2O again!! Cover the ditches to avoid evaporation when you can. Fix leaks! Stop illegal gathering of water for growers.
Please alleviate our monthly water rates. Thank you.
Saving runoff after it rains
Conserve water. Keep it on the Divide
Require only ALT residents to pay for the ALT treatment plant
Applying for grants / Voluntary donations for specific items or programs / Extending the irrigation season for improved fire mitigation
Selling our water is stupid. Reserve—without water is foolish. Our last Board majority sold water the year before a really dry year, so we removed them
Musical chairs of GM don't provide consistency for visions
Charge more for irrigation water. Not fair most of irrigation is used for fire protection only
Quit paying employees so much for the little amount of work they do

I agree with the GM. Increase customer base, work on 2nd & 3rd water supply. Pumping station American River Confluence to Cool. Pumping station Rubicon River to east end of Stumpy Meadows near Pilot Creek inflow
Ideas on water conservation; assistance on leaks
Increase H2O storage
Both sound good
Sure, raise prices for seniors on Fixed income
Better drinking water, I buy bottled water
Hydroelectric sales and solar
I'm being over charged as it is. More than \$200 of my bill is nothing but GDPUD fees, nothing to do with water usage. Ridiculous!
Every meter should pay on time. General Manager should manage wisely
Stop sucking me dry!
Solar does not pay back
We have the best water in California, and it is difficult when I can smell the chlorine, so I filter my drinking water
Please do not sell our water off to others. It should be for our homes and recreation. Easy paying bills online; bills online when requested; skip the paper and USPS. I hope keeping the office closed for almost 2 years has saved. Keep the office closed or work from home. Have appointments available when needed. Answer the phone***
Sell more water to grape vineyards; put solar panels on roof of GDPUD building; put a solar farm on GDPUD property—sell power to PG&E
Don't sell our water. Don't giveaway assets. We cant really increase our revenue w/o hurting customers. It's already gone up DOUBLE.
Increased rates based on increased usage; no bulk use discounts
I agree with hydroelectric and solar.
Cancel \$400 Board Stipend
Budget based on known expenses and projected expenses.
Do not sell our water!!! We should have a vote--did we?
Sounds good.
Quit wasting ditch water -- sell excess water at a premium to those who don't have it; collect rain water instead of having it runoff.
None. Sorry.
I agree with solar.
Solar. Smart water meters.
Given the excellent quality, an onsite e.g. Lake Edson/Reservoir treatment and bottling business. Over time eliminate out of area bulk sales and focus on local customers and Georgetown bottled water. No tanker trucks. Must be local.
Charge more for irrigation water - residential customers are subsidizing irrigation water with no benefit to us.
All this will do is raise the user's rates, if this program will lessen our rates, that's fine. if not, why bother.
I agree with the new GM. hydroelectric sales could be a good source of income for the district...providing we do not sell or waste our water.

Sell water to other counties in the state.
none
Those ways sound great. Look forward to seeing additional analysis and data about how that would work.
Raising the dam height on Stumpy Meadows for more storage during the good years as well as more hydroelectric activity for the upcoming increase in electric needs of society
Give priority to and charge more for commercial irrigation use (over ponds and home use).
Do something that doesn't screw us
Water Transfer
Not delivering irrigation water would save a lot but is not a feasible or workable solution. Read Death of a Water District.
A bake sale with chocolate chip cookies Maybe a really good apple pie.
First, the limited time for a response to your survey is absurd. I received the mailer and would have less than 2 days to complete it IF I were to send it in with consideration for the length of time associated with the US Postal Service. I suggest the GM take that into consideration next time. I know he answers to the board, but seriously, get to know the community as well as the board. Secondly, to raise revenue, an increase in fees to irrigation customers associated with irrigation costs is appropriate. Irrigation costs supplemented by treated water customers is unfair to those treated water customers generally and, for instance, those who may be on a fixed income. What you have now is treated water customers paying for the system they use in addition to paying for to supplement irrigation water customers. If irrigation water customers are also on a well for potable water uses, that would blatantly be unfair to retirees and, indeed, all treated water users.
Partner with Northern California Power Agency
none
Raise the Stumpy Dam to increase containment
higher rates for ditch water
Wind
I favor the green energy way of producing electricity.
Haven't heard anything about those suggestions.
Better rate schedule. Charge for actual cost of water and keep rates at level dwpt is self-sufficient and not working from reserves.
raise rates
replacing ditches for pipe as opportunities arise
Rate increases at a small % annually...
Fix water leaks, it saves money & water.
Do not sell our water!
Improve efficiency
I believe the state and federal governments support hydroelectric sales and solar, so I recommend you attempt to do any and all projects that will meet their approval and agendas. I also believe you should increase your endeavors to work with the EDC Water Agency, EID, and other water agencies near you, including Placer County Agencies, to brainstorm on other ways you can increase revenue through working and sharing resources with such agencies.
Sales of water not used
\$30/month off irrigation season to pay for ditch police and other.
Do Not sell water ever again!!

Selling water when rainfall permits it. I like that you did that recently.
Review existing Contracts and Vendors
Good question for thought.
First, stop making it more costly for customers by adding on not one, but two extra charges when paying by credit card. Then, whatever will work that will not raise our costs--we are already covering for lack of proper maintenance in the past. Once we get past paying 3X as much as before the big increase give us a break, THEN if we need to keep up for these projects, we need to do what's necessary.

RESOLUTION NO. 2022-XX

**OF THE BOARD OF DIRECTORS OF THE
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT**

ADOPTING FISCAL YEAR 2021-2022 STRATEGIC PLAN - GOALS AND OBJECTIVES

WHEREAS, the Board of Directors (“Board”) of the Georgetown Divide Public Utility District (“District”) conducted a workshop on August 26, 2021, to review the FY 2018-2019 Strategic Plan and to approve a process for a strategic planning process; and

WHEREAS, the Board conducted a community workshop on November 18, 2021, themed, “Building on Stability and Planning for the Future” and facilitated by Dr. Bill Mathis of Mathis Consulting Group through a Professional Services Agreement; and

WHEREAS, the District conducted a customer survey and received nearly 500 responses which was taken into consideration in the development of the Strategic Plan; and

WHEREAS, this goal setting process is an important activity in order to clarify direction for staff, and to assess progress towards achieving the District’s mission; and

WHEREAS, the Strategic Plan will be reviewed annually by the Board to evaluate the District’s progress; and

WHEREAS, District staff has prepared the FY 2021-2022 Strategic Plan – Goals and Objectives based on input collected during the three-month process.

NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE GEORGETOWN PUBLIC UTILITY DISTRICT that the Fiscal Year 2021-2022 Strategic Plan – Goals and Objectives are hereby approved.

PASSED AND ADOPTED on this 11th day of January 2022, by the following vote:

AYES:

NOES:

ABSENT/ABSTAIN:

Michael Saunders, President
Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

ATTEST:

Adam Cohan, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

CERTIFICATION

I hereby certify that the foregoing is a full, true, and correct copy of Resolution 2020-XX, duly and regularly adopted by the Board of Directors of the Georgetown Divide Public Utility District, County of El Dorado, State of California, on the 11th day of January 2022.

Adam Coyan, Clerk and Ex officio
Secretary, Board of Directors
GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT