

# EID Reports



## Summary of the October 26, 2009 EID Board Meeting

El Dorado Irrigation District — serving people, agriculture, businesses, and the environment in El Dorado County since 1925

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### Customer Survey Results Are In Employees Honored for their Service; Fish Stocking to Resume at Jenkinson Lake

**Placerville, CA . . .** During the October 26 EID board meeting, general manager Jim Abercrombie presented the results of the customer survey sent in late September.

“More than seventeen percent of customers who received the survey responded,” Abercrombie said, “and that’s a great statistic by anyone’s measure. I’m also pleased with the results. Our customers are satisfied with our service, generally find our rates reasonable, and care about the same issues we do—water quality, costs, and water reliability and security.”

The survey went to 4,000 randomly selected water/wastewater customers, or approximately 20% of all EID water/wastewater customers. Of the 693 responses—a 17.3 percent return—482 marked water quality as the top priority, followed by 194 who indicated costs are very important and 162 who rated water reliability and water security as most important. Some customers rated more than one issue as their top priorities.

Abercrombie pointed out that water quality and reliability also ranked high in previous surveys sent in 2004 and 2007. But while the earlier surveys focused primarily on issues, the 2009 survey included additional questions about customer satisfaction and rates. Following is a breakdown of responses to the survey’s questions related to these topics.

- 90.8% said they are satisfied or very satisfied with their water service.
- 89.6% said they are satisfied or very satisfied with the service they receive when they call the district.
- 91.2% said the district’s field responses—compared to other utilities—are average to very good or excellent.
- 80.7% said EID’s water rates are reasonable or very reasonable.
- 63% said the wastewater rates are reasonable or very reasonable.

Abercrombie said the survey results will be incorporated into the district’s long-range financial, capital improvement, and strategic planning processes and that the district will focus on letting customers know how EID is investing in the top-rated issues. “We listen to our customers and take their comments seriously,” he said. “This year’s survey will be the benchmark for future surveys, which we intend to conduct annually.”

#### Employee Service Awards

Forty-four EID employees, including two who have worked at the district for 30 years each—received certificates in recognition of their years of service, commitment, and dedication during the October 14 and October 26 board meetings.

Board president George Wheeldon handed out the certificates and thanked the recipients for their hard work. “It’s an honor to congratulate these outstanding members of the district’s staff,” Wheeldon said in remarks to

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the employees. “I want you to know how much the board appreciates the effort you make every day of the year so that the district’s customers get the best service possible.”

Each fall, the district honors employees who have worked at EID for five years and for every five years after that. In addition to the two 30-year employees, five staff members were recognized as 20-year employees, three as 15-year employees, ten as 10-year employees, and twenty-four as 5-year employees.

### **Fish and Game Gives the Okay to Fish Plantings at Jenkinson Lake; EID Wins Statewide Award**

In his report to the board, general manager Abercrombie announced that the California Department of Fish and Game (DFG) has removed restrictions on fish restocking at Jenkinson Lake. The restrictions had been in place since November 2008. DFG has not yet published a schedule for when the lake will be stocked. Interested parties can check the EID recreation website and DFG website for updates.

Abercrombie also reported that the district won the 2009 Theodore Roosevelt Environmental Award for Excellence in Conservation and Natural Resources Management. “The title of our project is ‘A Fish Story: The Caples Lake Fisheries and Habitat Preservation Program,’” Abercrombie said. “And as you can tell from that title, we focused on fish rescues, the lake fish restocking program, and lake and downstream habitat aspects of the Caples Lake emergency repair project.”

This statewide award is presented in three categories by the Association of California Water Agencies during the Association’s annual fall conference.

### **In other business—**

- During a special board meeting convened after the regular meeting, the board approved a change order to Mark A. Suden Mining Construction in the not-to-exceed amount of \$12,896 for specialty construction services at Spillway 5 as part of the canal and flume upgrade project.
- Following the special board meeting, three of the board’s standing committees met. The meetings were for discussion purposes only; no action was taken.
  - Legal and Legislative Standing Committee. The committee heard from district staff and members of the public about local contractor preference considerations, bidding procedures, and rock clauses in construction contracts.
  - Finance, Rates, and Charges Standing Committee. The committee heard a report about a potential fee restructuring for the cross connection control and industrial pretreatment and pollution prevention programs. Existing funding for these programs is not sufficient to meet ongoing or new environmental regulatory obligations.
  - Insurance and Personnel Standing Committee. Staff presented an update on the district’s OPEB (other post-employment benefits) obligations.

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