

ALAMEDA COUNTY WATER DISTRICT

43885 So. Grimmer Boulevard
Fremont, CA 94538

FINANCE & ADMINISTRATION COMMITTEE

AGENDA

Tuesday, June 20, 2023

3:00 p.m.

ACCESSIBLE PUBLIC MEETINGS: Upon request, ACWD will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request at least 72 hours before the meeting to the District Secretary, ACWD, 43885 S. Grimmer Blvd., Fremont, CA 94538, or to gina.markou@acwd.com stating your name, mailing address, phone number, and brief description of the requested materials and preferred alternative format or auxiliary aid or service.

MEMBERS OF THE PUBLIC MAY PARTICIPATE IN THIS MEETING IN PERSON AT THE DISTRICT OFFICE LOCATED AT 43885 SOUTH GRIMMER BOULEVARD, FREMONT OR VIA WEBINAR OR TELECONFERENCE.

TO PARTICIPATE VIA WEBINAR, USE THE FOLLOWING LINK: <https://us02web.zoom.us/j/83229934459?pwd=eVZ4ejBkWE5vQWtaNFdHRTJmTWplZz09> (PASSCODE: **094289**). TO MAKE COMMENTS OR ASK QUESTIONS DURING THE MEETING, “RAISE YOUR HAND” OR USE THE CHAT OR Q&A FEATURE IN THE ZOOM APP AT ANY TIME, OR UNMUTE AND SPEAK WHEN INVITED.

TO PARTICIPATE VIA TELECONFERENCE, CALL ANY OF THE FOLLOWING PHONE NUMBERS: 1-669-900-9128 OR 1-346-248-7799 OR 1-301-715-8592 FOLLOWED BY **832 2993 4459**. TO MAKE COMMENTS OR ASK QUESTIONS DURING THE MEETING, TYPE *9 ON YOUR DIAL PAD TO “RAISE” OR “LOWER” YOUR “HAND” AT ANY TIME, OR TYPE *6 TO MUTE OR UNMUTE AND SPEAK WHEN INVITED.

THIS AGENDA AND ALL ACCOMPANYING MATERIALS CAN BE VIEWED ON THE ALAMEDA COUNTY WATER DISTRICT WEBSITE AT: www.acwd.org.

1. Customer Service Programs Update

Presenters: Katrina Bates, Customer Service & Systems Manager, and
Jacqueline Simon, Customer Service Supervisor

2. Income Statement

Presenter: Roseann Marquez, Accounting Supervisor

3. Budget Report

Presenter: Sydney Oam, Financial Analysis Supervisor

4. Public Comments

Alameda County Water District

Property Tax Roll: Collections Update

Finance & Administration Department

Presenter: Jacqueline Simon, Customer Service Supervisor

June 20, 2023

Background

On January 12, 2023, the Alameda County Water District (ACWD) Board of Directors adopted a resolution amending the Collection and Residential Water Service Termination Policy to include collection of owner occupied single-family residential account delinquent and unpaid balances on the property tax roll.
<https://www.acwd.org/717/Collection-Policy>

The Board signaled during the financial workshops in 2022 to use the property tax roll for collections.

Customer Information System

1. Worked with Customer Information System vendor to create portal criteria.
2. Identified delinquent accounts 60 days or more.
3. Capture single family owner occupied residential accounts.
4. Worked with GIS to verify APN owner information.
5. Drafted template letters and reviewed with Legal team.
6. Tested various account scenarios.
7. Involved Business Analyst in portal review and data analysis.

Alameda County Requirements

- 1) Executed service agreement
- 2) Annual proposition 218 agreement
- 3) Legend number
- 4) Administrative assignment

Planning

- Step #1 Notifying our Customers
- Step #2 Identify Eligible Accounts
- Step #3 Evaluating our Customer Information System
- Step #4 Set Timeline(s)
- Step #5 Processes

June 1, 2023

Accounts as of June 1, 2023

143 \$25 - \$100

167 \$100 - \$150

27 \$150 up

Total \$40,939.31

337 Courtesy Notices Mailed

Next Steps

- Review pending accounts for next steps
- Letter of Intent July 1, 2023
- July Board Meeting (list of accounts)
- Transfer Notice August 1, 2023
- Prepare final report of delinquent accounts
- Transfer to Alameda County Assessors

Questions



Alameda County Water District

Customer Service Report



Presenter

Katrina Bates, Customer Service & Systems Manager

Presentation Overview

Provide updates on following:

- Past Due Balances
- Electronic Billing and Automatic Payments
- My Smart Water Connect Portal Activity

Collections Activity

Water Revenue Aging Report:

Past Due Balances

- Prior to pandemic, averaged about \$300,000 in past due balances
- Height of the pandemic, averaged about \$1.4M, peaked at \$1.9M
- As of June 1st, down to about \$644,000

Past Due Accounts

- Prior to pandemic, average was around 3,000 accounts past due
- Height of the pandemic, averaged about 3,500 accounts, maxed at 4,227 accounts past due
- As of June 1st, down to 2,321 accounts past due



Billing and Payments

As of June 1, 2023:

- Registered Online – 59,279
 - After Go-Live – 3,354
- Automatic Payment Sign Ups – 48,953
 - After Go-Live – 5,916
- eBilling Sign Ups – 38,357
 - After Go-Live – 2,370



My Smart Water Connect – Usage

As of June 1, 2023:

- App Downloads – 6,832
 - iOS App Store – 5,566
 - Android Play Store – 1,266
- Access via Mobile App – 49% of users
- Access via Web Portal – 51% of users



My Smart Water Connect – Chats

As of June 1, 2023:

- Chat Request – 11,282
- Avg Number of Chats Monthly – 1,612
- Avg Length of Chat Conversations – 52 minutes



My Smart Water Connect - Alerts

As of June 1, 2023:

- Leak Alerts Sent – 3,558 Accounts
- High Usage Alerts Sent – 2,038 Accounts



Alameda County Water District



Questions?

Alameda County Water District			
Statements of Revenues, Expenses and Changes in Net Position			
(In thousands)			
	As of Period 11 (May 2023) of FY22-23	As of Period 11 (May 2022) of FY21-22	Change
OPERATING REVENUES:			
Water sales	99,387	96,530	2,856
Facilities connection charges	10,127	6,698	3,429
Fees and rental	2,145	1,970	175
Other	549	1,279	(730)
Total operating revenues	112,207	106,478	5,730
OPERATING EXPENSES:			
Sources of supply:			
Water purchases	34,791	28,983	5,808
Pumping	1,843	1,459	384
Other	7,374	6,681	693
Total sources of supply	44,008	37,123	6,885
Water treatment	13,743	13,198	545
Transmission and distribution	16,794	15,657	1,137
Administration of customer accounts	4,689	4,314	376
Administration and general	17,322	18,389	(1,067)
Depreciation and amortization	13,754	13,693	61
Total operating expenses	110,311	102,374	7,938
Operating income (loss)	1,896	4,104	(2,208)
NONOPERATING REVENUES (EXPENSES):			
Investment income (incl. year end fair market value adj)	9,970	(855)	10,825
Property taxes	13,476	12,808	668
Other nonoperating revenues (expenses)	828	595	233
Other settlements	-	-	-
Gain (loss) on disposal of capital assets	217	21	195
Cost of issuance expense	(40)	(540)	500
Interest expense	(1,480)	(1,029)	(452)
Total nonoperating revenues (expenses)	22,971	11,001	11,970
Income (loss) before capital contributions	24,868	15,106	9,762
Capital contributions	7,805	4,060	3,745
Changes in net position - favorable (unfavorable)	32,673	19,165	13,507
NET POSITION			
Beginning of current period	589,919	542,350	47,570
End of current period	\$ 622,592	\$ 561,515	\$ 61,077

ALAMEDA COUNTY WATER DISTRICT

BUDGET REPORT

Month Ending May 31, 2023

Year to Date Percentage 91.67%

	FY 2022-23			FY 2021-22		
	Year to Date Total	Amended Budget	Percent of Budget	Prior Year to Date Total	Adopted Budget	Percent of Budget
BEGINNING CASH BALANCE	\$ 208,870,136	\$ 202,375,000		\$ 195,300,933	\$ 189,893,000	
REVENUE						
Water Revenue				107,214,150	120,600,000	88.9%
Service Charges	38,481,859	39,193,629	98.2%			
Commodity Charges	64,836,199	74,634,371	86.9%			
Stage Rate Water Revenue	10,258,787	11,281,000	90.9%	1,967,102	-	0.0%
Ground Water Revenue	587,374	577,000	101.8%	442,752	579,000	76.5%
1% Tax Allocation	7,511,000	7,613,000	98.7%	6,872,170	7,360,000	93.4%
State Water Contract Tax	6,091,750	5,924,000	102.8%	6,052,049	6,090,000	99.4%
Interest Revenue	2,811,742	3,720,000	75.6%	3,447,460	2,664,000	129.4%
Facilities Connection Charges - FIF	6,513,107	1,050,000	620.3%	4,412,237	1,980,000	222.8%
Facilities Connection Charges - FRF	3,627,657	590,000	614.9%	2,293,365	1,020,000	224.8%
Customer Jobs Revenue	3,181,340	5,090,000	62.5%	2,490,555	940,000	265.0%
Grants, Reimbursements	5,452,986	8,744,000	62.4%	6,837,211	11,628,000	58.8%
Other Revenue	1,695,429	1,205,000	140.7%	1,215,631	1,208,000	100.6%
TOTAL REVENUE	151,049,228	159,622,000	94.6%	143,244,682	154,069,000	93.0%
EXPENSES						
Source of Supply						
Water Purchases	38,204,825	33,581,000	113.8%	32,080,976	33,263,000	96.4%
Operation of Supply System	8,081,181	10,906,000	74.1%	7,316,086	9,641,000	75.9%
Pumping	2,019,831	2,626,000	76.9%	1,563,361	2,495,000	62.7%
Water Treatment	14,304,250	19,294,000	74.1%	13,631,770	17,334,000	78.6%
Transmission & Distribution	15,103,255	17,881,000	84.5%	14,271,900	14,654,000	97.4%
Customer Accounts	4,730,233	5,948,000	79.5%	4,330,527	5,501,000	78.7%
Administrative & General*	25,364,118	22,933,000	110.6%	27,143,574	22,457,000	120.9%
Expense Projects	3,949,879	5,878,000	67.2%	4,097,795	4,104,000	99.8%
TOTAL EXPENSES	111,757,572	119,047,000	93.9%	104,435,989	109,449,000	95.4%
CAPITAL EXPENDITURES	25,977,399	46,324,000	56.1%	30,269,797	43,655,000	69.3%
CUSTOMER JOBS	3,603,195	4,459,000	80.8%	2,758,861	4,348,000	63.5%
DEBT SERVICE	1,746,368	5,965,000	29.3%	3,730,555	5,479,000	68.1%
TOTAL EXPENSES & CAPITAL EXPENDITURES	143,084,534	175,795,000	81.4%	141,195,202	162,931,000	86.7%
NET OF REVENUE & EXPENSES	7,964,694	(16,173,000)		2,049,480	(8,862,000)	
Debt Proceeds				10,000,000	9,750,000	
Reconciling Time Difference	5,400,864			(200,007)		
ENDING CASH BALANCE						
General Fund	144,182,133	120,347,000		135,292,057	125,983,000	
Facilities Improvement Fund (FIF)	77,552,582	65,855,000		71,858,349	64,798,000	
Facilities Renewal Fund (FRF)	500,978	-		-	-	
	\$ 222,235,694	\$ 186,202,000		\$ 207,150,406	\$ 190,781,000	

* Administrative & General includes full CalPERS UAL prepayment (\$5.6m), OPEB UAAL (\$3.1m), pension advanced funding (\$5.6m), and OPEB Normal Cost (\$1.5m)

ALAMEDA COUNTY WATER DISTRICT
RESERVE REPORT

Month Ending May 31, 2023

	FY 2022-23			FY 2021-22		
	Year to Date Total	Amended Budget	Bench Mark	Actual 6/30/2022	Adopted Budget	Bench Mark
ENDING CASH BALANCE						
<u>RESERVE:</u>						
Management Retirement Bonus	\$ 1,079,000	\$ 1,079,000	\$ 1,079,000	\$ 1,078,833	\$ 1,157,000	\$ 1,079,000
Emergency	10,000,000	10,000,000	10,000,000	10,000,000	10,000,000	10,000,000
Operations & Maintenance (O&M)	30,827,000	30,827,000	30,827,000	29,554,931	29,868,000	28,704,000
Capital	15,000,000	14,499,000	14,499,000	14,499,000	76,853,000	14,499,000
Rate Stabilization Reserve	6,616,000	6,616,000	6,616,000	6,423,680	8,105,000	6,424,000
General Fund Reserves	63,522,000	63,021,000	63,021,000	61,556,444	125,983,000	60,706,000
Capital Projects Sinking Fund	54,182,000	54,182,000		66,354,231	-	
Operations Contingency Fund	26,478,133	3,144,000		7,518,616	-	
Total General Fund Balance	144,182,133	120,347,000		135,429,291	125,983,000	
Facilities Improvement Fund Reserve	77,552,582	65,855,000		73,440,845	64,798,000	
Facilities Renewal Fund Reserve	500,978	-		-	-	
Total District	<u>\$ 222,235,694</u>	<u>\$ 186,202,000</u>		<u>\$ 208,870,136</u>	<u>\$ 190,781,000</u>	