OTAY WATER DISTRICT
FINANCE, ADMINISTRATION AND COMMUNICATIONS
COMMITTEE MEETING
and
SPECIAL MEETING OF THE BOARD OF DIRECTORS

2554 SWEETWATER SPRINGS BOULEVARD
SPRING VALLEY, CALIFORNIA
BOARDROOM

WEDNESDAY
August 20, 2008
4:00 P.M.

This is a District Committee meeting. This meeting is being posted as a special meeting in order to comply with the Brown Act (Government Code Section §54954.2) in the event that a quorum of the Board is present. Items will be deliberated, however, no formal board actions will be taken at this meeting. The committee makes recommendations to the full board for its consideration and formal action.

AGENDA

1. ROLL CALL

2. PUBLIC PARTICIPATION – OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO SPEAK TO THE BOARD ON ANY SUBJECT MATTER WITHIN THE BOARD'S JURISDICTION BUT NOT AN ITEM ON TODAY'S AGENDA

DISCUSSION ITEMS

3. REPORT ON BOARD OF DIRECTOR'S EXPENSES FOR THE 4TH QUARTER OF FISCAL YEAR 2008 (PRENDERGAST) [5 minutes]

4. REVIEW THE 2008 RESIDENTIAL CUSTOMER OPINION AND AWARENESS, AND CALL CENTER CUSTOMER SERVICES SATISFACTION SURVEYS (BUELNA) [20 minutes]

5. ANNUAL REVIEW OF INVESTMENT POLICY (POLICY NO. 27) AND DELEGATION OF AUTHORITY FOR ALL INVESTMENT RELATED ACTIVITIES TO THE CHIEF FINANCIAL OFFICER IN ACCORDANCE WITH GOVERNMENT CODE SECTION 53607 (CUDLIP) [10 minutes]

6. 2008 FISCAL YEAR-END STRATEGIC PLAN AND PERFORMANCE MEASURES UPDATE REPORT (STEVENS) [15 minutes]

7. CONSIDERATION TO CAST THE DISTRICT'S VOTE TO ELECT A REPRESENTATIVE TO THE CALIFORNIA SPECIAL DISTRICTS ASSOCIATION BOARD OF DIRECTORS, REGION 6, SEAT C (WATTON) [5 minutes]

8. ADJOURNMENT

BOARD MEMBERS ATTENDING:
Mark Robak, Chair
Larry Breitfelder

All items appearing on this agenda, whether or not expressly listed for action, may be deliberated and may be subject to action by the Board.

If you have any disability which would require accommodation in order to enable you to participate in this meeting, please call the District Secretary at 670-2280 at least 24 hours prior to the meeting.

Certification of Posting

I certify that on August 15, 2008 I posted a copy of the foregoing agenda near the regular meeting place of the Board of Directors of Otay Water District, said time being at least 24 hours in advance of the meeting of the Board of Directors (Government Code Section §54954.2).

Executed at Spring Valley, California on August 15, 2008.

Connie Rathbone

Connie Rathbone, Asst. District Secretary

AGENDA ITEM 3

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	September 3, 2008
SUBMITTED BY:	Sean Prendergast, Payroll/AP Supervisor	W.O./G.F. NO:	DIV. NO. All
APPROVED BY: (Chief)	Joseph R. Beachem, Chief Financial Officer		
APPROVED BY: (Asst. GM):	German Alvarez, Assistant General Manager		
SUBJECT:	Director's Expenses for the 4th Quarter of Fiscal Year 2008		

GENERAL MANAGER'S RECOMMENDATION:

This is an informational item only.

COMMITTEE ACTION: _____

Please see Attachment A.

PURPOSE:

To inform the Board of the Director's expenses for the 4th quarter of Fiscal Year 2008.

ANALYSIS:

The Director's expense information is being presented in order to comply with State law. (See Attachment B for Summary and C-H for Details.)

FISCAL IMPACT: _____

None.

STRATEGIC GOAL:

Prudently manage District funds.

LEGAL IMPACT: _____

Compliance with State law.

_____
General Manager

Attachments:

A) Committee Action Form

B) Director's Expenses and per Diems

C-H) Director's Expenses Detail

ATTACHMENT A

SUBJECT/PROJECT:	Director's Expenses for the 4th Quarter of Fiscal Year 2008

COMMITTEE ACTION:

This is an informational item only.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

ATTACHMENT B

BOARD OF DIRECTORS' EXPENSES AND PER-DIEMS

FINANCE, ADMINSTRATION, AND COMMUNICATIONS COMMITEE MEETING
AUGUST 20, 2008

Policy 8 requires that staff present the Expenses and Per-Diems for the Board of Directors on a Quarterly basis:

- Fiscal Year 2008, 4th Quarter.
- The expenses are shown in detail by Board member, month and expense type.
- This presentation is in alphabetical order.
- This information was presented to the Finance, Administration, and Communications Committee on August 20, 2008.

Board of Directors' Expenses and Per-Diems
Fiscal Year 2008 Quarter 4 (Apr 08- Jun 08)

• Director Bonilla	45.00
• Director Breitfelder	$4,308.29
• Director Croucher	$1,300.00
• Director Lopez	$953.30
• Director Robak	$1,391.81
• Total	$7,953.40

Director Bonilla

Fiscal Year 2008 Quarter 4

	Apr 08	May 08	Jun 08	Qtr4
• Mileage Business				
• Mileage Commute				
• Conference/Seminars				
• Business Meetings	45.00			
• Director's Fees				
•				
• Monthly Totals	45.00	0 .00	0.00	
• Quarterly Total				45.00
• Meetings Attended				
• Meetings Paid*	0	0	0	
• Fiscal Year-to-Date 2008 (Jul 07-Jun 08)				135.00

- *Director Bonilla does not request per-diem reimbursements

Director Breitfelder

Fiscal Year 2008 Quarter 4

	Apr 08	May 08	Jun 08	Qtr4
• Mileage Business	118.01		121.68	
• Mileage Commute	45.45	51.51	45.45	
• Seminars & Travel		754.19	735.00	
• Director's Fees	700.00	700.00	800.00	
• Business Meetings	70.00	142.00	25.00	
• Monthly Totals	933.46	1,647.70	1,727.13	
• Quarterly Total				4,308.29
• Meetings Attended	10	16	10	
• Meetings Paid	7	7	8	
Fiscal Year-to-Date 2008 (Jul 07-Jun 08)				14,426.31

Director Croucher

Fiscal Year 2008 Quarter 4

	Apr 08	May 08	Jun 08	Qtr4
• Mileage Business				
• Mileage Commute				
• Director's Fees	500.00	400.00	400.00	
• Travel & Seminars				
• Business Meeting				
• Monthly Totals	500.00	400.00	400.00	
•				
• Quarterly Total				1,300.00
• Meetings Attended	5	5	4	
• Meetings Paid	5	4	4	
• Fiscal Year-to-Date 2008 (Jul 07-Jun 08)				4,955.23

Director Lopez

Fiscal Year 2008 Quarter 4

	Apr 08	May 08	Jun 08	Qtr4
• Mileage Business				
• Mileage Commute	23.23	10.10	20.20	
• Business Meetings				
• Director's Fees	400.00	200.00	300.00	
• Monthly Totals	423.23	210.10	320.20	
• Quarterly Total				953.53
• Meetings Attended	5	2	3	
• Meetings Paid	4	2	3	
• Fiscal Year-to-Date 2008 (Jul 07-Jun 08)				6,558.51

Director Robak

Fiscal Year 2008 Quarter 4

	Apr 08	May 08	Jun 08	Qtr4
• Mileage Business	18.18	33.33	16.16	
• Mileage Commute	4.04	6.06	4.04	
• Director's Fees	500.00	400.00	400.00	
• Travel				
• Business Meetings			10.00	
• Monthly Totals	522.22	439.39	430.20	
• Quarterly Total				1,391.81
• Meetings Attended	6	6	4	
• Meetings Paid	5	4	4	
Fiscal Year-to-Date 2008 (Jul 07-Jun 08)				9,048.77

Board of Directors' Expenses and Per Diems
Fiscal Year 2008 to Date (Jul 07- Jun 08)

• Director Bonilla	135.00
• Director Breitfelder	$14,426.31
• Director Croucher	$4,955.23
• Director Lopez	$6,558.51
• Director Robak	$9,048.77
• Total	$35,123.82

OTAY WATER DISTRICT
ADMINISTRATIVE EXPENSES - BOARD
July 1, 2007 - June 30, 2008

		Jul-07 1	Aug-07 2	Sep-07 3	Oct-07 4	Nov-07 5	Dec-07 6	Jan-08 7	Feb-08 8	Mar-08 9	Apr-08 10	May-08 11	Jun-08 12	Total
JAIME BONILLA (DETAILED IN SECTION D):														
5211	Mileage - Commuting	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5211	Mileage - Business	-	-	-	-	-	-	-	-	-	-	-	-	-
5212	Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214	Business meetings	-	-	-	-	-	-	-	-	-	45.00	-	-	45.00
5281	Director's fees	-	-	-	-	-	-	-	-	-	-	-	-	-
5241	Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213	Seminars and conferences	-	-	-	-	-	-	90.00	-	-	-	-	-	90.00
	Total	$ -	$ -	$ -	$ -	$ -	$ -	$ 90.00	$ -	$ -	$ 45.00	$ -	$ -	$ 135.00
LARRY BREITFELDER (DETAILED IN SECTION E):														
5211	Mileage - Commuting	$ 29.10	$ 72.75	$ 58.20	$ 43.65	$ 36.38	$ 58.20	$ 34.34	$ 30.30	$ 30.30	$ 45.45	$ 51.51	$ 45.45	$ 535.63
5211	Mileage - Business	104.76	53.35	96.52	127.07	223.46	82.21	103.53	113.12	82.82	118.01	-	121.68	1,226.52
5212	Travel	-	-	-	-	721.32	-	-	-	639.94	-	559.19	-	1,920.45
5214	Business meetings	65.00	42.00	25.00	65.00	32.00	25.00	65.00	57.00	25.00	70.00	142.00	25.00	638.00
5281	Director's fees	700.00	700.00	800.00	700.00	900.00	700.00	500.00	700.00	700.00	700.00	700.00	800.00	8,600.00
5241	Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213	Seminars and conferences	-	-	200.00	70.00	-	-	95.00	-	210.72	-	195.00	735.00	1,505.72
	Total	$ 898.86	$ 868.10	$ 1,179.72	$ 1,005.72	$ 1,913.16	$ 865.41	$ 797.87	$ 900.42	$ 1,688.78	$ 933.46	$ 1,647.70	$ 1,727.13	$ 14,426.31
GARY D. CROUCHER (DETAILED IN SECTION F):														
5211	Mileage - Commuting	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
5211	Mileage - Business	-	-	-	-	-	-	-	-	15.15	-	-	-	15.15
5212	Travel	-	-	-	-	-	-	-	-	270.08	-	-	-	270.08
5214	Business meetings	-	-	-	-	-	-	-	-	-	-	-	-	-
5281	Director's fees	400.00	500.00	400.00	200.00	300.00	300.00	300.00	400.00	400.00	500.00	400.00	400.00	4,500.00
5241	Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213	Seminars and conferences	-	-	-	-	-	-	-	-	170.00	-	-	-	170.00
	Total	$ 400.00	$ 500.00	$ 400.00	$ 200.00	$ 300.00	$ 300.00	$ 300.00	$ 400.00	$ 855.23	$ 500.00	$ 400.00	$ 400.00	$ 4,955.23
JOSE LOPEZ (DETAILED IN SECTION G):														
5211	Mileage - Commuting	$ 9.70	$ 29.10	$ 29.10	$ 22.31	$ 19.40	$ 9.70	$ 10.10	$ 10.10	$ 10.10	$ 23.23	$ 10.10	$ 20.20	$ 203.14
5211	Mileage - Business	-	32.01	25.00	-	140.65	-	-	-	-	-	-	-	197.66
5212	Travel	-	-	1,021.52	-	-	-	-	-	-	-	-	-	1,021.52
5214	Business meetings	-	20.00	-	110.00	-	-	-	-	-	-	-	-	130.00
5281	Director's fees	300.00	600.00	700.00	400.00	600.00	200.00	300.00	200.00	100.00	400.00	200.00	300.00	4,300.00
5241	Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213	Seminars and conferences	-	-	706.19	-	-	-	-	-	-	-	-	-	706.19
	Total	$ 309.70	$ 681.11	$ 2,481.81	$ 532.31	$ 760.05	$ 209.70	$ 310.10	$ 210.10	$ 110.10	$ 423.23	$ 210.10	$ 320.20	$ 6,558.51
MARK ROBAK (DETAILED IN SECTION H):														
5211	Mileage - Commuting	$ 1.94	$ -	$ 5.82	$ 3.88	$ 3.88	$ 1.94	$ -	$ 4.04	$ 4.04	$ 4.04	$ 6.06	$ 4.04	$ 39.68
5211	Mileage - Business	72.27	-	62.83	83.24	144.53	26.19	-	11.62	110.60	18.18	33.33	16.16	578.94
5212	Travel	-	-	1,119.52	-	-	-	-	-	202.15	-	-	-	1,321.67
5214	Business meetings	40.00	-	-	110.00	-	-	-	-	-	-	-	10.00	160.00
5281	Director's fees	500.00	-	800.00	800.00	800.00	400.00	300.00	300.00	500.00	500.00	400.00	400.00	5,700.00
5241	Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213	Seminars and conferences	-	-	713.48	70.00	-	-	95.00	45.00	275.00	-	-	-	1,198.48
5231	Books, Periodicals and Subscriptions	50.00												50.00
	Total	$ 664.21	$ -	$ 2,701.65	$ 1,067.12	$ 948.41	$ 428.13	$ 395.00	$ 360.66	$ 1,091.79	$ 522.22	$ 439.39	$ 430.20	$ 9,048.77
TOTALS:														
5211	**Mileage - Commuting**	**$ 40.74**	**$ 101.85**	**$ 93.12**	**$ 69.84**	**$ 59.66**	**$ 69.84**	**$ 44.44**	**$ 44.44**	**$ 44.44**	**$ 72.72**	**$ 67.67**	**$ 69.69**	**$ 778.44**
5211	**Mileage - Business**	**177.03**	**85.36**	**184.35**	**210.31**	**508.64**	**108.40**	**103.53**	**124.74**	**208.57**	**136.19**	**33.33**	**137.84**	**2,018.26**
5212	**Travel**	**-**	**-**	**2,141.04**	**-**	**721.32**	**-**	**-**	**-**	**1,112.17**	**-**	**559.19**	**-**	**4,533.72**
5214	**Business meetings**	**105.00**	**62.00**	**25.00**	**285.00**	**32.00**	**25.00**	**65.00**	**57.00**	**25.00**	**115.00**	**142.00**	**35.00**	**973.00**
5281	**Director's fees**	**1,900.00**	**1,800.00**	**2,700.00**	**2,100.00**	**2,600.00**	**1,600.00**	**1,400.00**	**1,600.00**	**1,700.00**	**2,100.00**	**1,700.00**	**1,900.00**	**23,100.00**
5241	**Telephone**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
5213	**Seminars and conferences**	**-**	**-**	**1,619.67**	**140.00**	**-**	**-**	**280.00**	**45.00**	**655.72**	**-**	**195.00**	**735.00**	**3,670.39**
5231	**Books, Periodicals and Subscriptions**	**50.00**												**50.00**
	Total	**$ 2,272.77**	**$ 2,049.21**	**$ 6,763.18**	**$ 2,805.15**	**$ 3,921.62**	**$ 1,803.24**	**$ 1,892.97**	**$ 1,871.18**	**$ 3,745.90**	**$ 2,423.91**	**$ 2,697.19**	**$ 2,877.53**	**$ 35,123.82**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT D
SECTION D

DIRECTOR'S NAME: BONILLA, JAIME

Account Name	Date	Descriptions	Amount
Business meetings			
	4/17/2008		
		WATER AGENCIES ASSOCIATION	$ 45.00
Business meetings Total			**$ 45.00**
Seminars and conferences			
	1/18/2008		
		CHULA VISTA CHAMBER OF COMMERCE 81TH INSTALLATION DINNER	90.00
Seminars and conferences Total			**$ 90.00**
Grand Total			**$ 135.00**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Business meetings			
	7/17/2007	COUNCIL OF WATER UTILITIES	$ 25.00
	7/19/2007	WATER AGENCIES ASSOCIATION	40.00
	8/16/2007	AUGUST BUSINESS AFTER HOURS	10.00
		CSDA QUARTERLY MEETING	32.00
	9/18/2007	COUNCIL OF WATER UTILITIES	25.00
	10/16/2007	COUNCIL OF WATER UTILITIES	25.00
	10/18/2007	WATER AGENCIES ASSOCIATION	40.00
	11/15/2007	CSDA QUARTERLY MEETING	32.00
	12/18/2007	COUNCIL OF WATER UTILITIES	25.00
	1/15/2008	COUNCIL OF WATER UTILITIES	25.00
	1/17/2008	WATER AGENCIES ASSOCIATION	40.00
	2/19/2008	COUNCIL OF WATER UTILITIES	25.00
	2/21/2008	CALIFORNIA SPECIAL DISTRICTS ASSOCIATION	32.00
	3/18/2008	COUNCIL OF WATER UTILITIES	25.00
	4/15/2008	COUNCIL OF WATER UTILITIES	25.00
	4/17/2008	WATER AGENCIES ASSOCIATION	45.00
	6/17/2008	COUNCIL OF WATER UTILITIES	25.00
	5/15/2008	CALIFORNIA SPECIAL DISTRICTS ASSOCIATION	37.00
	5/20/2008	COUNCIL OF WATER UTILITIES	25.00
	5/9/2008	ATTENDANCE FEE - MARIACHI SCHOLARSHIP FOUNDATION	80.00
Business meetings total			**$ 538.00**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Director's fees			
	7/10/2007	REGULAR BOARD MEETING	100.00
	7/11/2007	CAC MODEL ORDINANCE COMMISSION	100.00
	7/17/2007	COUNCIL OF WATER UTILITIES	100.00
	7/19/2007	WATER AGENCIES ASSOCIATION	100.00
	7/20/2007	JOINT AGENCIES BOARD MEETING	100.00
	7/23/2007	CONSERVATION ACTION COMMITTEE	100.00
	7/24/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	8/1/2007	REGULAR BOARD MEETING	100.00
	8/2/2007	METRO COMMISSION	-
	8/16/2007	MODEL ORDINANCE COMMITTEE MEETING	100.00
	8/20/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	8/21/2007	TAXPAYER ASSOCIATION WATER PANEL DISTRICT	100.00
	8/22/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	8/24/2007	GM CONTRACT AD HOC COMMITTEE	100.00
	8/30/2007	AD HOC MEETING - FENTON BUSINESS CENTER	100.00
	9/5/2007	REGULAR BOARD MEETING	100.00
	9/7/2007	MODEL ORDINANCE COMMITTEE MEETING	100.00
	9/14/2007	AD HOC MEETING - FENTON BUSINESS CENTER	100.00
	9/17/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
	9/18/2007	COUNCIL OF WATER UTILITIES	100.00
	9/20/2007	PATHS TO PARTNERSHIP FORUM (CONSTRUCTION OUTREACH)	100.00
	9/24/2007	WATER CONSERVATION GARDEN COMMITTEE	100.00
	9/25/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/3/2007	REGULAR BOARD MEETING	100.00
	10/9/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/12/2007	WATER CONSERVATION SUMMIT	100.00
	10/16/2007	COUNCIL OF WATER UTILITIES	100.00
	10/18/2007	WATER AGENCIES ASSOCIATION	100.00
	10/29/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	10/30/2007	AD HOC MEETING - FENTON BUSINESS CENTER	100.00
	11/6/2007	FY 09-11 DISTRICT'S STRATEGIC PLAN WITH DOUG	100.00
	11/7/2007	REGULAR BOARD MEETING	100.00
	11/15/2007	CSDA QUARTERLY MEETING	100.00
	11/19/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	11/26/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	11/27/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	11/28/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	11/29/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Director's fees	**11/30/2007**	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	12/3/2007	AD HOC GM REVIEW	100.00
	12/5/2007	REGULAR BOARD MEETING	100.00
	12/10/2007	CAC MODEL ORDINANCE COMMISSION	100.00
	12/11/2007	MEETING - STATE MODEL ORDINANCE MEETING	100.00
	12/13/2007	OTAY INFRASTRUCTURE TOUR	100.00
	12/17/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	12/18/2007	COUNCIL OF WATER UTILITIES	100.00
	1/14/2008	REGULAR BOARD MEETING	100.00
	1/15/2008	COUNCIL OF WATER UTILITIES	100.00
	1/17/2008	WATER AGENCIES ASSOCIATION	100.00
	1/22/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	1/23/2008	MEETING WITH CHULA VISTA CITY ATTORNEY	100.00
	2/5/2008	CSDA REGULAR BOARD MEETING	100.00
	2/6/2008	REGULAR BOARD MEETING	100.00
	2/19/2008	COUNCIL OF WATER UTILITIES	100.00
	2/20/2008	MODEL ORDINANCE COMMITTEE MEETING	100.00
	2/21/2008	CSDA QUARTERLY MEETING	100.00
	2/25/2008	CAC MODEL ORDINANCE COMMISSION	100.00
	2/26/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	3/5/2008	REGULAR BOARD MEETING	100.00
	3/13/2008	ALL AMERICAN CANAL TOUR	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
	3/18/2008	COUNCIL OF WATER UTILITIES	100.00
	3/19/2008	MODEL ORDINANCE COMMITTEE MEETING	100.00
	3/20/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	3/25/2008	SDRMA - SAFETY/CLAIMS EDUCATION DAY	100.00
	3/26/2008	ACWA - LEGISLATIVE DAY	100.00
	4/2/2008	REGULAR BOARD MEETING	100.00
	4/28/2008	CONSERVATION ACTION COMMITTEE	100.00
	4/10/2008	MICRO-TURBINE PROJECT DEDICATION	100.00
	4/22/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	5/2/2008	MEETING WITH OTAY AUDITORS	100.00
	5/7/2008	REGULAR BOARD MEETING	100.00
	4/15/2008	COUNCIL OF WATER UTILITIES	100.00
	4/17/2008	WATER AGENCIES ASSOCIATION	100.00
	4/29/2008	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	5/12/2008	CSDA AIRPORT	100.00
	6/28/2008	ETHICS TRAINING / AB 1234	100.00
	6/30/2008	COUNCIL OF WATER UTILITIES	100.00
	6/17/2008	COUNCIL OF WATER UTILITIES	100.00
	6/23/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	6/10/2008	REGULAR BOARD MEETING	100.00
	6/19/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	6/26/2008		

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Director's fees	**6/26/2008**	SPECIAL DISTRICT INSTITUTE CONFERENCE	100.00
	6/27/2008	SPECIAL DISTRICT INSTITUTE CONFERENCE	100.00
	5/15/2008	CSDA QUARTERLY MEETING	100.00
	5/17/2008	LANDSCAPING AWARD	100.00
	5/20/2008	COUNCIL OF WATER UTILITIES	100.00
	5/28/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
Director's fees Total			**8,600.00**
Mileage - Business			
	11/31/2007	MEETING - Nov. 6, 15, 27, 28, 29 & 30, 2007	190.61
	7/31/2007	MEETING - JULY 17, 11, 19, 20, & 23	104.76
	8/31/2007	MEETING - AUGUST 3 & 16	53.35
	9/30/2007	MEETING - SEPTEMBER 7, 18, 20 & 24	96.52
	10/31/2007	MEETING - Oct. 9, 12 & 16, 2007	127.07
	11/26/2007	ACWA - LEGISLATIVE DAY DINNER	25.00
	11/27/2007	ACWA - LEGISLATIVE DAY LUNCH	7.85
	12/11/2007	PARKING - STATE MODEL ORDINANCE MEETING	8.00
	12/31/2007	MEETING - Dec. 10, 11 & 17, 2007	74.21
	1/31/2008	MEETING - JAN 15, 17 & 23, 2008	103.53
	2/29/2008	MEETING - FEB. 5, 19, 20, 21 & 25, 2008	113.12
	3/31/2008	MEETING - MAR. 13, 18, 19, 25 & 26, 2008	82.82
	4/30/2008	MEETING - APRIL 10, 15, 17, & 28, 2008 (net of Credit $8.24)	118.01
	6/30/2008	MEETING - JUNE 17, 26, 27, 28 & 30, 2008	121.68

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
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ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Mileage - Business Total			$ 2,26.52
Mileage - Commuting			
	7/31/2007	MEETING - JULY 10 & 24, 2007	29.10
	8/31/2007	MEETING - AUGUST 2, 20, 22, 24 & 30, 2007	72.75
	9/30/2007	MEETING - SEPTEMBER 5, 14, 17 & 25	58.20
	10/31/2007	MEETING - Oct. 7, 29 & 30, 2007	43.65
	11/30/2007	MEETING - Nov. 7, 19 & 26, 2007	36.38
	12/31/2007	MEETING - Dec. 3, 5, 13, & 17, 2007	58.20
	1/31/2008	MEETING - JAN 14 & 22, 2008	34.34
	2/29/2008	MEETING - FEB. 6 & 26, 2008	30.30
	3/31/2008	MEETING - MAR. 5, & 20, 2008	30.30
	4/30/2008	MEETING - APRIL 2, 22 & 29, 2008	45.45
	5/31/2008	MEETING - MAY 2 & 7, 2008	51.51
	6/30/2008	MEETING - JUNE 10, 19 & 23, 2008	45.45
Mileage - Commuting Total			$ 535.63
Seminars and conferences			
	9/14/2007	PATHS TO PARTNERSHIP FORUM (CONSTRUCTION OUTREACH)	25.00
	9/20/2007	REGISTRATION FEE - PATHS TO PARTNERSHIPS	25.00
	9/28/2007		

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT E
SECTION E

DIRECTOR'S NAME: BREITFELDER, LARRY

Account Name	Date	Descriptions	Amount
Seminars and conferenc	**9/28/2007**	ECONOMIC SUMMIT - SEPTEMBER 28, 2007	150.00
	10/17/2007	WEFTEC CONFERENCE - SAN DIEGO CONVENTION CENTER- OCT. 13-17. 2007	70.00
	3/24/2008	MEALS - SDRMA SAFETY/CLAIMS EDUCATION TRAINING	40.72
	3/26/2008	REGISTRATION FEE - ACWA CONFERENCE MAR. 26,	170.00
	1/18/2008	CHULA VISTA CHAMBER OF COMMERCE 81TH INSTALLATION DINNER	95.00
	5/12/2008	CALIFORNIA SPECIAL DISTRICTS ASSOCIATION	195.00
	6/28/2008	REGISTRATION FEE FOR ATTENDANCE - SPECIAL DISTRICT INSTITUTE CONFERENCE JUNE 26-28,2008	735.00
Seminars and conferences Total			**1,505.72**
Travel			
	11/30/2007	HOTEL ACCOMMODATIONS - ACWA CONFERENCE NOV. 27 - 30. 2007	721.32
	3/24/2008	AIRFARE TO SACRAMENTO CA FOR SAFETY/CLAIMS EDUCATION TRAINING	174.00
		HOTEL ACCOMMODATIONS - SDRMA SAFETY /CLAIMS EDUCATION TRAINING	258.19
	3/25/2008	HOTEL ACCOMMODATIONS - ACWA CONFERENCE MAR. 26. 2008	207.75
	5/12/2008	AIRFARE TO SACRAMENTO FOR CSDA'S SPECIAL DISTRICT LEGISLATIVE	301.00
		HOTEL ACCOMODATIONS TO SACRAMENTO FOR CSDA'S SPECIAL DISTRICT LEGISLATIVE	258.19
Travel Total			**1,920.45**
Grand Total			**$ 14,426.31**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT F
SECTION F

DIRECTOR'S NAME: CROUCHER, GARY

Account Name	Date	Descriptions	Amount
Director's fees			
	7/9/2007	EMPLOYEE NEGOTIATIONS/AD HOC COMMITTEE	$ 100.00
	7/10/2007	REGULAR BOARD MEETING	100.00
	7/18/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	7/20/2007	JOINT AGENCIES BOARD MEETING	100.00
	8/1/2007	REGULAR BOARD MEETING	100.00
	8/17/2007	EMPLOYEE NEGOTIATIONS/AD HOC COMMITTEE	100.00
	8/20/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	8/21/2007	TAXPAYER ASSOCIATION WATER PANEL DISTRICT	100.00
	8/27/2007	AD HOC NEGOTIATIONS	100.00
	9/5/2007	REGULAR BOARD MEETING	100.00
	9/11/2007	MEETING WITH GENERAL MANAGER	100.00
	9/13/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	9/25/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/3/2007	REGULAR BOARD MEETING	100.00
	10/9/2007	BOARD MEETING ANNUAL REVIEW	100.00
	11/7/2007	REGULAR BOARD MEETING	100.00
	11/19/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	11/26/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	12/5/2007	REGULAR BOARD MEETING	100.00
	12/12/2007	FY 09-11 DISTRICT'S STRATEGIC PLAN WITH DOUG SPIERS OF WESTIN ENGINEERING	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT F
SECTION F

DIRECTOR'S NAME: CROUCHER, GARY

Account Name	Date	Descriptions	Amount
	12/14/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	1/10/2008	REVIEW AGENDA WITH GM AND LEGAL COUNSEL	100.00
	1/14/2008	REGULAR BOARD MEETING	100.00
	1/22/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	2/5/2008	SD COUNTY CSDA BOARD OF DIRECTOR'S MEETING	100.00
	2/6/2008	REGULAR BOARD MEETING	100.00
	2/25/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	3/5/2008	REGULAR BOARD MEETING	100.00
	3/14/2008	COMMITTEE AGENDA BRIEFING	100.00
	3/17/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	3/28/2008	LAFCO SPECIAL DISTRICTS ADVISORY COMMITTEE MEETING	100.00
	2/15/2008	ETHICS/AB1234 TRAINING	100.00
	4/2/2008	REGULAR BOARD MEETING	100.00
	4/16/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	4/30/2008	SOUTH COUNTY JOINT AGENCY GM & BOARD PRESIDENTS MEETING	100.00
	5/7/2008	REGULAR BOARD MEETING	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT F
SECTION F

DIRECTOR'S NAME: CROUCHER, GARY

Account Name	Date	Descriptions	Amount
Director's fees	**4/29/2008**		
		SD COUNTY CSDA COMMITTEE MEETING	100.00
	4/14/2008		
		COMMITTEE AGENDA BRIEFING	100.00
	5/1/2008		
		REVIEW AGENDA WITH GM AND LEGAL COUNSEL	100.00
	5/19/2008		
		ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	5/23/2008		
		BOARD MEETING ANNUAL REVIEW	100.00
	6/16/2008		
		REVIEW AGENDA WITH GM AND LEGAL COUNSEL	100.00
	6/17/2008		
		ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	6/20/2008		
		REVIEW AGENDA WITH GM AND LEGAL COUNSEL	100.00
	6/23/2008		
		SPECIAL BOARD OF DIRECTORS MEETING	100.00
Director's fees Total			**4,500.00**
Mileage - Business			
	3/31/2008		
		MEETING - MARCH 28, 2007	15.15
Mileage - Business Total			**15.15**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT F
SECTION F

DIRECTOR'S NAME: CROUCHER, GARY

Account Name	Date	Descriptions	Amount
Seminars and conferences			
	3/26/2008		
		REGISTRATION FEE - ACWA CONFERENCE MAR. 26, 2007 - UNATTENDED DUE TO LAST MINUTE CHANGE IN WORK SCHEDULE	170.00
Seminars and conferences Total			$ 170.00
Travel			
	3/24/2008		
		SURCHARGE FEE FOR CANCELLED AIRFARE TO SACRAMENTO CA FOR SAFETY/CLAIMS EDUCATION TRAINING DUE TO LAST MINUTE CHANGE IN WORK SCHEDULE	32.00
	3/27/2008		
		HOTEL ACCOMMODATIONS TO SDRMA - SAFETY/CLAIMS EDUCATION DAY - CANCELLED DUE TO LAST MINUTE CHANGE IN WORK SCHEDULE	238.08
Travel Total			270.08
Grand Total			**$ 4,955.23**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT G
SECTION G

DIRECTOR'S NAME: LOPEZ, JOSE

Account Name	Date	Descriptions	Amount
Business meetings			
	8/16/2007	AUGUST BUSINESS AFTER HOURS	$ 10.00
		SAN DIEGO EAST COUNTY MEETING	10.00
	10/16/2007	REGISTRATION FEE - WEFTEC CONFERENCE	70.00
	10/18/2007	WATER AGENCIES ASSOCIATION	40.00
Business meetings Total			**130.00**
Director's fees			
	7/9/2007	EMPLOYEE NEGOTIATIONS/AD HOC COMMITTEE	100.00
	7/10/2007	REGULAR BOARD MEETING	100.00
	7/18/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	8/1/2007	REGULAR BOARD MEETING	100.00
	8/16/2007	WATER CONSERVATION GARDEN/EAST COUNTY CHAMBER	100.00
	8/17/2007	EMPLOYEE NEGOTIATIONS/AD HOC COMMITTEE	100.00
	8/20/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	8/21/2007	WATER PANELISTS PRESENTATION	100.00
	8/31/2007	OWD TOUR-CV	100.00
	9/5/2007	REGULAR BOARD MEETING	100.00
	9/9/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/10/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/11/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/12/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/14/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT G
SECTION G

DIRECTOR'S NAME: LOPEZ, JOSE

Account Name	Date	Descriptions	Amount
Director's fees	9/25/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/3/2007	REGULAR BOARD MEETING	100.00
	10/9/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/12/2007	WATER CONSERVATION SUMMIT	100.00
	10/29/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	11/7/2007	REGULAR BOARD MEETING	100.00
	11/19/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	11/26/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	11/28/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	11/29/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	11/30/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	12/5/2007	REGULAR BOARD MEETING	100.00
	12/14/2007	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	1/14/2008	REGULAR BOARD MEETING	100.00
	1/22/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	2/6/2008	REGULAR BOARD MEETING	100.00
	2/25/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	3/5/2008	REGULAR BOARD MEETING	100.00
	1/28/2008	CHULA VISTA WATER TASK FORCE MEETING	100.00
	4/2/2008	REGULAR BOARD MEETING	100.00
	4/16/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	4/28/2008	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	4/10/2008	MICRO-TURBINE PROJECT DEDICATION	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT G
SECTION G

DIRECTOR'S NAME: LOPEZ, JOSE

Account Name	Date	Descriptions	Amount
	5/7/2008	REGULAR BOARD MEETING	100.00
	5/19/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	6/17/2008	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	6/23/2008	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	6/10/2008	REGULAR BOARD MEETING	100.00
Director's fees Total			4,300.00
	8/31/2007	MEETING - August 16 & 21, 2007	32.01
	9/12/2007	PARK, SHUTTLE & FLY AIRPORT PARKING	25.00
	11/30/2007	MEETING - Nov. 28, 29, & 30 2007	140.65
Mileage - Business Total			197.66
	7/31/2007	MEETING - July 10 2007	9.70
	8/31/2007	MEETING - August 1, 20 & 31, 2007	29.10
	9/30/2007	MEETING - SEPTEMBER 5, 14 & 25, 2007	29.10
	10/31/2007	MEETING - Oct. 3 & 9 2007	22.31
	11/30/2007	MEETING - Nov. 7 & 19 2007	19.40
	12/31/2007		

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT G
SECTION G

DIRECTOR'S NAME: LOPEZ, JOSE

Account Name	Date	Descriptions	Amount
Mileage - Commuting	**12/31/2007**	MEETING - Dec. 5, 2007	9.70
	3/5/2008	MEETING - MARCH 5, 2008	10.10
	1/31/2008	MEETING - JANUARY 14, 2008	10.10
	2/29/2008	MEETING - FEBRUARY 6, 2008	10.10
	4/30/2008	MEETING - APRIL 2 & 10, 2008	23.23
		MEETING - MAY 7, 2008	10.10
	6/23/2008	MEETING - JUNE 10 & 23, 2008	20.20
Mileage - Commuting Total			[illegible]
	9/8/2007	DINNER - WATEREUSE CONFERENCE	11.25
		SUPER SHUTTLE FROM AIRPORT TO HOTEL	13.00
	9/9/2007	BREAKFAST - WATEREUSE CONFERENCE	18.14
	9/11/2007	DINNER - WATEREUSE CONFERENCE	23.31
		LUNCH - WATEREUSE CONFERENCE	11.25
	9/12/2007	LUNCH - WATEREUSE CONFERENCE	12.25
	9/30/2007	REGISTRATION FEE - 22ND ANNUAL WATEREUSE SYMPOSIUM ON SEPT. 9-12, 2007	590.00
Conferences/Meetings Total			[illegible]
Travel			
	9/30/2007	HOTEL ACCOMMODATIONS - NATIONAL WATEREUSE CONFERENCE SEPT. 9-12, 2007	801.92
		AIRFARE TO ATLANTA GEORGIA FOR WATER REUSE SYMPOSIUM ON SEPT. 9-12, 2007	219.60
Travel Total			[illegible]
Grand Total			**$ 6,558.51**

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
Books, Periodicals and Subscriptions			
	7/31/2007	SUBSCRIPTION RENEWAL - WESTERN WATER YEAR 2007	$ 50.00
Books, Periodicals and Subscriptions Total			**50.00**
Business meetings			
	7/19/2007	WATER AGENCIES ASSOCIATION	40.00
	10/16/2007	REGISTRATION FEE - WEFTEC CONFERENCE	70.00
	10/18/2007	WATER AGENCIES ASSOCIATION	40.00
	6/30/2008	APPLICATION FEE- RANCHO SD JAMUL CHAMBER OF COMMERCE	10.00
Business meetings Total			**160.00**
Director's fees			
	7/10/2007	REGULAR BOARD MEETING	100.00
	7/11/2007	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	7/12/2007	METRO COMMISSION	-
	7/19/2007	WATER AGENCIES ASSOCIATION	100.00
	7/20/2007	JOINT AGENCIES BOARD MEETING	100.00
	7/24/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	9/5/2007	REGULAR BOARD MEETING	100.00
	9/6/2007	GARDEN EXECUTIVE DIRECTOR MEETING	100.00
	9/9/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/10/2007	NATIONAL WATEREUSE CONFERENCE	100.00
	9/11/2007	NATIONAL WATEREUSE CONFERENCE	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
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ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
Director's fees	**9/12/2007**	NATIONAL WATEREUSE CONFERENCE	100.00
	9/17/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	9/25/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/2/2007	MEETING WITH AUDIT AD-HOC COMMITTEE AND GARDEN AUDITOR	100.00
	10/3/2007	REGULAR BOARD MEETING	100.00
	10/4/2007	METRO COMMISSION	-
	10/9/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	10/10/2007	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	10/12/2007	2ND ANNUAL WATER CONSERVATION SUMMIT AT USD	100.00
	10/16/2007	WEFTEC CONFERENCE - SAN DIEGO CONVENTION	100.00
	10/18/2007	WATER AGENCIES ASSOCIATION	100.00
	10/29/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	11/6/2007	FY 09-11 DISTRICT'S STRATEGIC PLAN WITH DOUG SPIERS OF WESTIN ENGINEERING	100.00
	11/7/2007	REGULAR BOARD MEETING	100.00
	11/15/2007	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	11/19/2007	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	11/26/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	11/28/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
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ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
	11/29/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	11/30/2007	SEMI-ANNUAL ACWA CONFERENCE - PALM SPRINGS	100.00
	12/5/2007	REGULAR BOARD MEETING	100.00
	12/11/2007	IRRIGATION ASSOCIATION ANNUAL CONVENTION	100.00
	12/12/2007	WATER CONSERVATION GARDEN COMMITTEE	100.00
	12/17/2007	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	1/11/2008	SDCWA - COMMUNITY COLLEGE LANDSCAPE	100.00
	1/14/2008	REGULAR BOARD MEETING	100.00
	1/22/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	2/6/2008	REGULAR BOARD MEETING	100.00
	2/13/2008	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	2/26/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	3/5/2008	REGULAR BOARD MEETING	100.00
	3/12/2008	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	3/20/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	3/25/2008	WATER REUSE-ANNUAL CALIFORNIA SECTION IN NEWPORT BEACH	100.00
	3/26/2008	WATER REUSE-ANNUAL CALIFORNIA SECTION IN NEWPORT BEACH	100.00
	4/2/2008	REGULAR BOARD MEETING	100.00
	4/28/2008	SPECIAL BOARD OF DIRECTORS MEETING	100.00

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
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ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
	4/10/2008	MICRO-TURBINE PROJECT DEDICATION	100.00
	4/9/2008	WATER CONSERVATION GARDEN COMMITTEE MEETIN(	100.00
	4/22/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	5/2/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	5/7/2008	REGULAR BOARD MEETING	100.00
	5/14/2008	WATER CONSERVATION GARDEN COMMITTEE MEETIN(	100.00
	5/27/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
	6/23/2008	SPECIAL BOARD OF DIRECTORS MEETING	100.00
	6/10/2008	REGULAR BOARD MEETING	100.00
	6/11/2008	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	6/19/2008	FINANCE & ADMINISTRATIVE COMMITTEE MEETING	100.00
Director's fees Total			5,700.00
Mileage - Business			
	7/31/2007	MEETING - July 10, 11, 12 19, 20, 24 & 25 2007	72.27
	9/12/2007	PARK, SHUTTLE & FLY AIRPORT PARKING	25.00
	9/30/2007	MEETING - SEPTEMBER 5, 8, 12 & 25	37.83
	10/16/2007	PARKING - WEFTEC AT HILTON CONVENTION CENTER	10.00
	10/31/2007	MEETING - Oct. 2, 3, 4, 9, 10, 12, 16, 29 & 30 2007	73.24
	11/30/2007	MEETING - Nov. 7, 15, 19, 26, 28 & 30 2007	144.53
	12/31/2007	MEETING - Dec. 5, 11, 12, & 17 2007	26.19
	2/29/2008	MEETING - FEBRUARY 6, 13 & 26, 2008	11.62
	3/31/2008	MEETING - MARCH 5, 12, 20, 25 & 26, 2008	110.60

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
Mileage - Business	**4/30/2008**		
		MEETING - APRIL 2, 9, 10, 22 & 28, 2008	18.18
	5/31/2008		
		MEETING - MAY 2, 7, 14 & 27, 2008	33.33
	6/30/2008		
		MEETING - JUNE 10, 11, 19, & 23, 2008	16.16
Mileage - Business Total			**578.94**
Mileage - Commuting			
	7/31/2007		
		MEETING - July 10, 2007	1.94
	9/30/2007		
		MEETING - SEPTEMBER 5, 17, & 25	5.82
	11/29/2007		
		MEETING - Oct. 3 & 29, 2007	3.88
	11/30/2007		
		MEETING - Nov. 7 & 19, 2007	3.88
	12/5/2007		
		MEETING - Dec. 2007	1.94
	2/29/2008		
		MEETING - FEBRUARY 6 & 26, 2008	4.04
	3/31/2008		
		MEETING - MARCH 5, & 20, 2008	4.04
	4/30/2008		
		MEETING - APRIL 2 & 22, 2008	4.04
	5/30/2008		
		MEETING - MAY 2, 7 & 27, 2008	6.06
	6/30/2008		
		MEETING - JUNE 10 & 23, 2008	4.04
Mileage - Commuting Total			**[illegible]**
Seminars and conferences			
	9/8/2007		
		DINNER - WATEREUSE CONFERENCE	11.25
		SUPER SHUTTLE FROM AIRPORT TO HOTEL	13.00
	9/9/2007		
		BREAKFAST - WATEREUSE CONFERENCE	18.14
		DINNER - WATEREUSE CONFERENCE	15.00
	9/11/2007		
		DINNER - WATEREUSE CONFERENCE	23.31
		LUNCH - WATEREUSE CONFERENCE	11.25
	9/12/2007		

OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2007 THROUGH JUNE 30, 2008

ATTACHMENT H
SECTION H

DIRECTOR'S NAME: ROBAK, MARK

Account Name	Date	Descriptions	Amount
Seminars and conference	**9/12/2007**	A-1 TAXI & LIMO	14.00
		DINNER - WATEREUSE CONFERENCE	6.09
		LUNCH - WATEREUSE CONFERENCE	11.45
	9/30/2007		
		REGISTRATION FEE - 22ND ANNUAL WATEREUSE SYMPOSIUM ON SEPT. 9-12, 2007	590.00
	10/17/2007		
		WEFTEC CONFERENCE - SAN DIEGO CONVENTION CENTER- OCT. 13-17, 2007	70.00
	3/26/2008		
		REGISTRATION FEE FOR ATTENDANCE - WATEREUSE CONFERENCE ON MAR. 25 & 26, 2008	275.00
	2/11/2008		
		GROUNDWATER REPLENISHMENT SYSTEM AND IRVINE DESALTER PROJECT TOUR	45.00
	1/18/2008		
		CHULA VISTA CHAMBER OF COMMERCE 81TH INSTALLATION DINNER	95.00
Seminars and conferences Total			**1,198.48**
Travel			
	9/30/2007		
		HOTEL ACCOMMODATIONS - NATIONAL WATEREUSE CONFERENCE SEPT. 9-12, 2007	801.92
		AIRFARE TO ATLANTA GEORGIA FOR WATERUSE SYMPOSIUM ON SEPT. 9-12, 2007	317.60
	3/31/2008		
		HOTEL ACCOMMODATIONS - WATEREUSE CONFERENCE MAR. 25-26, 2008	202.15
Travel Total			**1,321.67**
Grand Total			**$ 9,048.77**

AB000·1B1000·2101·528101 700.00
AB000·1B1000·2101·521102 45.45

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Larry Breitfelder

Period Covered:

Employee Number: 7013

From: 4-1 **To:** 4-30-08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1.	4-2	OWD BoD		30	
2.	4	FF			
3.	10	OWD Dedication (Microturbine Dedication Event)			34
4.	15	CWU - Council of Water Utilities			84
5.	17	WAA - Water Agencies Assoc.			92
6.	22	OWD Finance Committee		30	
7.	28	CAC - Conservation Action Committee			40
8.	29	CV EDC			
9.	29	OWD Strat Plan (Special Board Meeting)		30	
10.	30	CV public policy		✓	
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12.					
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Total Meeting Per Diem: $ 700.00
($100 per meeting)

Total Mileage Claimed: 340 miles

(Director's Signature)

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RECEIPT

GM Approval: _____ Date: 5/8/2008

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $_____

ND 5-12-08

AB000 · 1B1000 · 2101 · 528101 700.00
AB000 · 1B1000 · 2101 · 54102 51.51

EXHIBIT B

OTAY WATER DISTRICT

BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay to: Larry Breitfelder

Period Covered:
From 5-1-08 to 5-30-08

Employee Number: 7013

Date	Meeting Name	Purpose / Issues Discussed	Mileage: Home to OWD / OWD to Home	Mileage: Other Locations
2	OWD Audit ~~Mtg~~		34 ✓	
6	CV City Council			
7	OWD BoD		34 ✓	
8	Castaneda Event			
9	Mariachi Festival			
~~10~~				
11	CVTA mtg re:	CV Reaker plant		
12	CSDA SAC	(airport)		34
15	CSDA Quarterly	Mtg		40
16	Spirit of the	Barrio		38
17	Landscaping Award @	Garden		
20	Council of Water	Utilities		84

24 'One' Event
27 CV Chamber EDC
~~Pam Rega Ret Event~~
~~OWD Finance Comm~~ 34 ✓
28 CV Chamber PP Comm.

TOTAL MEETING PER DIEM: $ 700.00
($145 per meeting)

TOTAL MILEAGE CLAIMED: ~~264~~ 298 miles

L Breitfelder
(Director's Signature)

6-9-08

GM ~~Approval~~ Receipt Date: 6/4/2008

FOR OFFICE USE: TO

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6/10

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AM 1B1000 · 2101 · 521102 · 45.45

EXHIBIT B

OTAY WATER DISTRICT

BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay to: Larry Breitfelder

Period Covered:
From 6-1 to 6-30-08

Employee Number: 7013

	Date	Meeting Name	Purpose / Issues Discussed	Mileage: Home to OWD / OWD to Home	Mileage: Other Locations
	6-6-08	Mtg w/ Congressman Bob Filner			
✓*	10	OWD BoD Mtg		30	
✓*	17	CWU (Council of Water Utilities)			84
✓*	19	OWD Finance		30	
✓*	23	OWD Budget Mtg		30	
✓*	26	~~CSDA~~ Special Dist. Institute Conference			28
✓*	27	~~CSDA~~ ↓			28
✓*	28	~~CSDA~~ ↓ / AB 1234 Session			28
	14	F Lib. and Mus. Event			
✓*	30	CAC (Conservation Action Committee)			40

TOTAL MEETING PER DIEM: $ 800.00
($145 per meeting)

TOTAL MILEAGE CLAIMED: 298 miles

'08 JUL 22 AM 11:15

L Breitfelder 7/22/08
(Director's Signature)

W 7-22-08

~~GM Approval~~ Receipt Date: 7/21/2008

FOR OFFICE USE: TOTAL MI

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45.45 *

Per Diems

Mileage

AB 000 · 1B3000 · 2101 · 528101 500.00

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Gary Croucher

Period Covered:

Employee Number: 7011

From: 04/01/08 **To:** 04/30/08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1	04/02	Board	Otay Board of Directors Meeting		
2	04/14	GM	Committee Agenda Review		
3	04/16	Committee	Engineering and Operations Committee meeting		
4	04/29	CSDA	SD County CSDA Committee meeting		
5	04/30	Joint Agency	South County Joint Agency GM and Board Presidents meeting		

Per Diems

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Total Meeting Per Diem: $500
($100 per meeting)

Total Mileage Claimed: 0 **miles**

(Director's Signature)

RECEIPT

GM Approval:

Date: 5/1/2008

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

AD 5.12.08

'08 MAY 12 AM 11:10

AB000-1B3000. 2101. 528101 400.00

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Gary Croucher **Period Covered:**

Employee Number: 7011 **From:** 05/01/08 **To:** 05/31/08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1	05/01	GM/Staff	Agenda review with GM and Legal		
2	05/07	Board	Regular Board of Directors meeting		
3	05/19	Committee	Engineering and Operations Committee meeting		
	05/21	Community	Meeting with Supervisor Jacob		
4	5/23	GM/Staff	Board Agenda Review		

Per Diems

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Total Meeting Per Diem: $400
($100 per meeting)

Total Mileage Claimed: 0 miles

✓ D/ 7-22-08

7/22/08

(Director's Signature)

Reviewed

GM Approval: 7/8/08 **Date:** 7-7-08

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

'08 JUL 9 AM 9:27

AB000 · 1B3000 · 2101 · 528101 400.00

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Gary Croucher **Period Covered:**

Employee Number: 7011 **From:** 06/01/08 **To:** 06/30/08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1	06/16	GM/Staff	Committee Agenda Review		
2	06/17	Committee	Engineering and Operations Committee		
3	06/20	GM/Staff	Pre Agenda Meeting – July		
4	06/23	Board	Special Board Meeting – Budget Review and Adoption		
			Per Diems		
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			400 • 00*		

Total Meeting Per Diem: $400
($100 per meeting)

Total Mileage Claimed: 0 **miles**

7/22/08
7-22-08

(Director's Signature)

'08 JUL 9 AM 9:27

GM Approval: 7/8/2008 **Date:** 7.7.08

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

AB000 · 1B4000 · 2101 · 528101 400.00
AB000 · 1B4000 · 2101 · 521102

EXHIBIT B
23.23

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Jose Lopez

Period Covered:

Employee Number: 7010

From: April 1 **To:** April 30

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
✓ 1.	04/02	OWD	Board Meeting	20	
✓ 2.	04/16	OWD	OPS + Eng Committee	Ø	
✓ 3.	04/28	OWD	Special Bd Meeting	Ø	
4.	4/28	OH. VISTA	Water Task Force Mtg	Ø	
✓ 5.	4/10	OWD	Micro Turbine Dedication	26	
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46 ×
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23.23 *

Total Meeting Per Diem: $ 400
($100 per meeting)

Total Mileage Claimed: ~~20~~ 46 **miles**

(Director's Signature)

GM Reciept:

Date: 5/20/2008

5/23
AD
5-22-08

'08 MAY 21 AM 10:54

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

AB000·1B4000·2101·528101 200.00
AB000·1B4000·2101·521102 10.10

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

JUL 15 2008

Pay To: Jose Lopez

Period Covered:

Employee Number: 7010

From: 05/01/08 To: 05/31/08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1.	05/07	OWD	Regular Board Meeting	20	
2.	05/19	OWD	Ops & Eng Committee Meeting	0	
3.					
4.					
5.				0·*	
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9.				0·*	
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15.			Mileage	20·×	
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17.				10·1*	
18.					

Total Meeting Per Diem: $200
($100 per meeting)

Total Mileage Claimed: 20 miles

7/22/08

(Director's Signature)

GM Reciept:

Date: 7/16/08

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

JUL 17 AM 7:38

7-22-08

EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Jose Lopez **Period Covered:**

Employee Number: 7010 **From:** 6-1-08 **To:** 6-30-08

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1.	6/10	OWD	Board meeting	20	
2.	6/17	OWD	OPS + Eng Committee Mtg	0	
3.	6/23	OWD	Special Board meeting	20	
4.					
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Total Meeting Per Diem: $
(S100 per meeting)

Total Mileage Claimed: miles

'08 AUG 13 AM 8:59

(Director's Signature)

GM Reciept: **Date:** 8/12/2008

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

A13000 · 1B5000 · 2101 · 528101 500.00
A13000 · 1B5260 · 2101 521102 4.04

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Mark Robak **Period Covered:**

Employee Number: 70140408 **From:** 4-1-08 **To:** 4-30-08

3217 Fair Oaks Lane, Spring Valley, CA 91978

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
✓ 1	4-2	Monthly Otay Board Meeting	General District Business	4	6
✓ 2	4-9	Water Conservation Garden	Monthly Meeting / General Business (See Exhibit A - Agenda)	0	9
✓ 3	4-10	Micro-Turbine Clean Energy Project Dedication	Ceremony at Chapman Recycling Plant in conjunction with County of San Diego	0	14
✓ 6	4-22	Finance & Administration Committee	Monthly meeting involving finance & administration issues	4	6
5	4-26	Spring Garden Festival	Annual festival at the Water Conservation Garden – **NO CHARGE**	0	0
✓ 6	4-28	Otay Special Board Meeting	Discussion of draft FY 09-11 Strategic Plan	0	11
				8 ✓	36

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5 × 100.00 = 500.00 *
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8 × 0.505 = 4.04 *

Per Diems
Mileage

Total Meeting Per Diem: $500
($100 per meeting)

Total Mileage Claimed: ~~44~~ 54 **miles**

Mark Robak
(Director's Signature)

'08 MAY 19 AM 11:15 RECEIVED

GM Approval: [signature] **Date:** 5/15/08

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $_____

✓ 5-22-08

AB000-1B5000.2101.328101 400.00
AB000.1B5000.2101.521102 6.06

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Mark Robak

Period Covered:

Employee Number: 70140508

From: 5-1-08 **To:** 5-31-08

3217 Fair Oaks Lane, Spring Valley, CA 91978

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1	5-2	Finance & Administration Committee	Meeting with Auditing Firm to discuss preliminary findings	4	6
2	5-7	Monthly Otay Board Meeting	General District Business	4	6
3	5-8	San Diego Chapter CMAA Awards dinner	Presentation of awards to Otay staff – **NO CHARGE**	0	39
4	5-14	Water Conservation Garden	Monthly Meeting / General Business (See Exhibit A - Agenda)	0	9
5	5-15	Lunch meeting with Otay GM and General Counsel	Discuss District matters – **NO CHARGE**	0	0
6	5-27	Finance & Administration Committee	Monthly meeting involving finance & administration issues	4	6
				12	66

0 * 4 × 100.00 = 400.00 * 0 * 0 * 4 + 4 + 4 + 12 * 12 × 0.5000 = 6.06 *

Per Diems

Mileage

Total Meeting Per Diem: $400
($100 per meeting)

Total Mileage Claimed: 78 **miles**

Mark Robak
(Director's Signature)

8 JUN 18 AM 9:48

Receipt
GM ~~Approval~~:

Date: 6/11/2008

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

6-20-08

H3000.13 5000.2101.528101 400.00
A3000.13 5000.2101.521.02 4.04

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Mark Robak

Period Covered:

Employee Number: 70140608

From: 6-1-08 **To:** 6-30-08

3217 Fair Oaks Lane, Spring Valley, CA 91978

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
1	6-10	Monthly Otay Board Meeting	General District Business	4	6
2	6-11	Water Conservation Garden	Monthly Meeting / General Business (See Exhibit A - Agenda)	0	9
3	6-19	Finance & Administration Committee	Monthly meeting involving finance & administration issues	0	11
4	6-23	Special Otay Board Meeting	Annual budget discussion	4	6
				8	32

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Per Diem

Mileage

Total Meeting Per Diem: $400
($100 per meeting)

Total Mileage Claimed: 40 **miles**

Mark Robak
(Director's Signature)

Date: 7/11/2008

Receipt
GM Approval:

08 JUL 14 AM 8:24

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: $

7-22-08

AGENDA ITEM 4

STAFF REPORT

TYPE MEETING:	Regular Board Meeting	MEETING DATE:	September 3, 2008
SUBMITTED BY:	Armando Buelna AB Communications Officer	W.O./G.F. NO:	DIV. NO. All
APPROVED BY:			
SUBJECT:	Residential Customer Opinion and Awareness, and Call Center Customer Services Satisfaction Surveys		

GENERAL MANAGER'S RECOMMENDATION:

That the Board of Directors receive the findings of the 2008 Residential Customer Opinions and Awareness Survey, and the 2008 Call Center Customer Services Satisfaction Survey (Attachments B & C) conducted by Rea & Parker Research Inc.

COMMITTEE ACTION:

Please see Attachment A

PURPOSE:

To present to the Board of Directors with the findings of the 2008 Residential Customer Opinions and Awareness Survey, and the 2008 Call Center Customer Services Satisfaction Survey.

BACKGROUND:

The Otay Water District's Strategic Plan calls for conducting a standardized potable and recycled water customer survey program. It also calls for expanding a quality control and audit program to ensure quality customer service. The purpose of these surveys includes obtaining data on customer satisfaction and awareness of District programs and services, with the ultimate goal of improving customer services.

Two separate scientifically reliable and repeatable surveys were conducted between May 16 and June 8, 2008, by Rea & Parker Research Inc.

As with earlier surveys, the 2008 Residential Customer Opinion and Awareness Survey (General Survey) and the Call Center Customer Services Satisfaction Survey has affirmed that customer satisfaction with the District's programs and services remains very high.

The following include highlights of the two survey projects.

- Customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service with nearly two-thirds rating the District as excellent (26 percent) or very good (37 percent). Equally high ratings were found in the 2005 and 2006 surveys.
- Sewer customer's satisfaction is comparable to water customers with 30 percent rating their service as excellent and another 35 percent rating it as very good.
- Customers have a substantial amount of trust (nearly three fourths have either a great deal of trust or a good amount of trust) in the ability of the District to provide clean, safe water. Customers are more "trustful" in 2008 than they were in the 2005 and 2006 surveys.
- Ninety percent of customers living near the proposed north district recycled water service area support expanding recycled water service to their community (70 percent strongly favor and 20 percent somewhat favor).
- One hundred percent of customers support using recycled water for irrigating landscaping along freeways, open space and golf courses.

The General Survey also indicates that substantial proportions (84 percent) of the District's customers are aware of reports that indicate San Diego County is experiencing a drought. Additionally, interest in water conservation is at least moderate among 94 percent of the District's customers. This represents a higher level of interest than seen in earlier surveys.

The report also indicates more customers are aware that water rates have increased over the past year, increasing from 33 percent in 2005 to 51 percent in this most recent survey.

More complete information on the survey's findings is contained in the General Survey's Executive Summary and the full report (Attachment B).

The Call Center survey also yields similarly high results (Attachment C). For instance,

- Customer service callers rate the overall quality of the District's Call Center staff very highly - 56 percent rate it as excellent with another 26 percent rating it as good.

This represents an improvement from the 2005 survey when 41 percent rated the Call Center as being excellent.

- Customers are also satisfied with the four service features presented in the survey including knowledge, courtesy, ability to reach a customer service representative, and satisfaction in getting their problem solved. Consistently, 80 to 86 percent of those surveyed report they were very satisfied or somewhat satisfied with each of these service features.
- This survey indicated that customers make an average of 1.6 calls per issue to customer service, a reduction from 1.8 calls in the last survey.

With regard to field service:

- Seventy-seven percent of customer callers rate their overall experience with a field service representative as either excellent (64 percent) or good (13 percent). This represents a significant improvement from the 2006 survey in which 28 percent rated their experience as excellent and 34 percent as good. Also, customers who considered their experience with a field service representative as poor decreased from 13 percent to 6 percent.

Customers also view the Otay Water District very favorably compared to other utilities that bill monthly for service. For instance, 35 percent indicated that the District is their best monthly service provider, with another 28 percent stating a high regard for the Otay Water District. This too is a 9 percent increase from the last survey.

The consultant's conclusion notes "It is clear that customers of the Otay Water District, who have made customer service calls to the District and who have had the need for field service at their property are largely satisfied with the customer service they received. It can be concluded, therefore, that there is considerable support for the efforts made by the Otay Water District to address customer issues in a timely fashion and to resolve problems to the customers' satisfaction."

Each of the two surveys contacted at least 300 customers selected at random, which resulted in a margin of error of +/- 5.6 percent at a 95 percent confidence level. The surveys were available to be administered in either English or Spanish; copies of the questionnaires are included in Attachments B and C.

FISCAL IMPACT:

No fiscal impact.

STRATEGIC GOAL:

This project is consistent with the following Strategic Plan Objectives:

1.1.1.1 Implement a standardized Potable and Recycled Water Customer Survey.

1.1.1.3 Expand a Quality Control/Audit program to ensure quality customer service.

LEGAL IMPACT:

None.

General Manager

Attached
Committee Action - Attachment A
General Customer Satisfaction and Awareness Survey - B
Call Center Customer Satisfaction and Awareness Survey - C

ATTACHMENT A

SUBJECT/PROJECT:	Residential Customer Opinion and Awareness, and Customer Services Satisfaction Surveys

COMMITTEE ACTION:

This item was presented to the Finance, Administration, and Communications Committee on August 20, 2008.

Note:

The "Committee Action" is written in anticipation of the Committee moving the item forward.

Otay Water District 2008 Residential Customer Opinion and Awareness Survey Report

OTAYWATERDISTRICT

Prepared for
Otay Water District
2554 Sweetwater Springs Blvd.
Spring Valley, CA 91978

REA& PARKER RESEARCH

Survey/Market Research
Economic Consultants

Prepared by
Rea & Parker Research
P.O. Box 421079
San Diego, CA 92142
www.rea-parker.com

August, 2008

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Introduction and Methodology	**1**
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Otay Water District 2008 Residential Customer Opinion and Awareness Survey

Executive Summary

The Otay Water District has elected to conduct a statistically reliable customer opinion and customer awareness telephone survey among residential customers. The purpose of the survey is twofold – first, to provide information concerning customer satisfaction, customer awareness of and reaction to the communication efforts of the District, customer understanding and opinions about water and sewer rates, customer concern and activities with regard to water conservation, feelings about water quality and the reliability of the District to maintain reliable sources of water, and second, to compare the results of this 2008 study with the results of the 2005 and 2006 studies where the data are comparable.

Specifically, the primary areas of interest are:

- Overall customer satisfaction
- Quality of water supply
- Reliability of water supply
- Reliability of service
- Awareness of water and sewer rates
- Awareness of formal communication efforts including website
- Awareness of conservation activities/programs
- Attitudes toward conservation
- Water recycling and attitudes about increasing the water supply
- Basic demographic statistics/sampling characteristics
- Comparison of attitudes about the value of other utilities

Rea & Parker Research was selected to conduct the study, as it was for the 2005 and 2006 studies. The purpose of the research is to:

- Obtain scientifically reliable and sufficiently robust results to determine the level of knowledge among residents of the Otay Water District concerning critical water-related issues;
- Determine water use patterns among activities that are known to consume significant quantities of water, especially with regard to outdoor irrigation.
- Determine opinions and perceptions of various issues, including:
  - Perceptions of water reliability
  - Attitudes about water and sewer rates
  - Knowledge and awareness concerning sources of water
  - Level of support for the District's efforts regarding water recycling
  - Formal District communication efforts including the official website
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public awareness programs.

- Compare the results of this survey with the results of the 2005 and 2006 surveys of District customers.

Sample

The survey was conducted by a random telephone sample of 310 respondents, which equates to a margin of error of +/-5.6% at the 95% confidence level.

Respondents are predominantly White (52 percent) and Hispanic/Latino (30 percent) and earn an annual median household income of $83,500 (30 percent earning $100,000 or more and 5 percent earning under $25,000). They have a median age of 47 years and have been customers of the Otay Water District for a median of 8 years. Among these respondents, 50 percent possess a Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are largely homeowners (88 percent) with a mean household size of 2.88.

Survey Findings

This survey report has been divided into six essential information components as follows:

- Demographic Statistics/Sampling Characteristics
- Customer Satisfaction: Water Quality, Reliability, and Cost
- Bill Payment and Water and Sewer Rates
- District Publications and Website
- Water Conservation
- Recycled Water
- Comparative Rating of Utilities: Best Value for Money Paid

Customer Satisfaction: Water Quality and Reliability

- Customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service with nearly two-thirds rating the District as excellent (26 percent) or very good (37 percent). Similarly high ratings were found in the 2005 and 2006 surveys.
- Sewer customers indicated slightly lower satisfaction (52 percent) in 2006, but are now similar to the general customer base with 65 percent rating their satisfaction with the District as excellent (30 percent) or very good (35 percent).
- Otay Water District customers have much faith (86 percent very or somewhat confident) in the District's ability to provide enough water.
- Customers have a substantial amount of trust (nearly three fourths have either a great deal of trust or a good amount of trust) in the ability of the Otay Water District to provide clean, safe water. Customers are more trustful in 2008 than they were in the 2005 and 2006 surveys.
- Drinking tap water directly without filtration is relatively uncommon (18 percent), with most customers using bottled water (43 percent) or filtered tap water (39 percent) for drinking purposes. These patterns of water quality are consistent with the findings of the 2005 and 2006 surveys.
- Customers do not wish to change their preference for bottled water even after they learn that the cost of bottled water far exceeds the cost of tap water. The preference is largely influenced by the taste of bottled water.

Bill Payment and Water and Sewer Rates

- Nearly 90 percent of customers pay their own water bill instead of having it paid by a third party such as a landlord or homeowner's association. This represents a slight reduction in the proportion of those who pay their own bill in the previous surveys of 2005 and 2006.
- Nearly three-fourths of the customers do not want to receive their water bill by e-mail.
- Customers perceive that there has been an upward trend in water rates. Customers in the 2005 and 2006 surveys perceived an upward trend in water rates but not to the extent as current customers.
- Over 60 percent of the respondents feel that this perceived upward trend in water rates has motivated them to conserve water.
- Sewer only customers have expressed a great deal of uncertainty about whether sewer rates have increased or stayed the same. There is much greater uncertainty than what was expressed in the 2006 survey.

District Publications and Website

- Otay Water District customers demonstrate a decline in the readership of the monthly newsletter that accompanies the water bill (from 48 percent who read it at least most months in 2006 to 31 percent who read it at least most months in 2008)
- There is a parallel decline in the readership of the annual Consumer Confidence Report.
- Respondents do not recall very much of what they read in the newsletter and Consumer Confidence Report.
- Over one-fourth of District customers have visited the Otay Water District website –an 8 percent increase from 2005, and 75 percent of those who have visited the website accessed it rate it as excellent or good. This high rating follows the pattern of the 2006 survey.

Water Conservation

- A substantial proportion (84 percent) of Otay Water District customers is aware of reports that indicate that San Diego County is presently experiencing a drought.
- Interest in water conservation is at least moderate among 94 percent of all Otay Water District customers. This represents a higher level of interest than what was expressed in the 2005 and 2006 surveys.
- Over one-half of customers indicated that their level of awareness of water conservation has increased from the previous two survey periods.
- Nearly 60 percent of customers feel that it is the responsibility of the property owner to have and maintain the water pressure regulator and over one-fourth feel it is the responsibility of the Otay Water District.
- Customers are quite mixed in terms of whether they think their property has a separate regulator from the one that controls the household's water pressure.
- Among those with lawns, nearly 60 percent could be motivated to reduce the size of their lawn by having reduced water bills and by a more easily maintained yard (over one-third could not be motivated by either of these two incentives).
- Among customers with landscaping, nearly one-fourth would be willing to replace some portion of their grass lawn with synthetic turf if they were provided with an incentive of $1 per square foot (an increase from the 2005 General Survey).

- Nearly one-half of respondents would be willing to replace their existing plants with water wise plants within the next 6 months if they were provided a $1 per square foot incentive.
- Among those with landscaping, 6 percent have a weather based controller and 80 percent have automatically controlled sprinkler systems. This is consistent with the 2006 survey. These customers have adjusted their automatic controller an average of 4.40 times during the past year.
- Over 40 percent of the District's customers have seen or heard of the Water Conservation Garden at Cuyamaca College and over 20 percent have actually visited it.
- One half of the visitors to the Garden have changed their landscaping to some extent as a result of their visit(s).
- Of those who never visited the Garden, over 40 percent indicate that they are too busy to do so.
- About two-thirds of the Otay Water District customers recall having seen or heard messages about water conservation outdoors in the past year. This represents an increase of 10 percent since the 2006 survey.
- Among those who remember seeing or hearing conservation messages, they typically responded by adjusting their sprinklers and using water only as necessary. This pattern of response is much different from the 2006 response where a large proportion of customers indicated that they were already conserving water (presumably not influenced by the messages) or they were not going to make any reductions in water use as a result of these messages.

Recycled Water

- About 40 percent of Otay Water District customers know that sewer water is wastewater used for recycling.
- Over 40 percent erroneously think that storm drain run off is wastewater to be used for recycling.
- Customers who live within a specified geographic area in the northern section of the Otay Water District were asked whether they favored or opposed the use of recycled water. Recycled water is strongly supported as a source of alternative water supply under most circumstances by customers who live in this area.
- Out of four potential uses of recycled water, two are very strongly supported, as follows:
    - Watering landscape along freeways and golf courses (100 percent either strongly favor or somewhat favor such use)
    - Watering residential front yards (96 percent—76 percent strongly)
- Using recycled water in recreational lakes received somewhat less support (80 percent favor—62 percent strongly favor and 18 percent somewhat favor with 20 percent in opposition).
- Customers do not support the use of recycled water for drinking purposes (40 percent strongly oppose and 14 percent somewhat oppose).
- While continuing to exhibit strong support for recycled water, these findings do show more support in the North District for these uses of recycled water than existed among all customers of the Otay Water District for the use of recycled water in the 2006 survey.

Comparative Rating of Utilities: Best Value for Money Paid

- Otay Water District customers rate trash collection as the utility with the best value for the money paid followed by the water utility.
- When utilities are ranked first, second, and third, water utilities have the highest composite ranking.

Conclusions

There are strong indications of support for the work of the Otay Water District and the importance of water among all utilities from the District's customer base. Residents are very willing to consider alternative sources (in particular, water conservation and increased use of desalinated seawater and recycled water) to a very significant degree in order to protect and ensure that reliability into the future.

The results of this survey should be viewed as ratification by the public of the importance and quality of the work done by the District and as an expression of the high value to the public of the work in which the Otay Water District is engaged.

Introduction and Methodology

In 1956, the Otay Water District was authorized by the State Legislature and gained its entitlement to imported water. Today, the District serves the needs of over 191,500 people by purchasing water from the Metropolitan Water District of Southern California. The Otay Water District takes delivery of the water through several connections to large pipelines owned and operated by the San Diego County Water Authority. Since its inception, the Otay Water District also has collected and reclaimed wastewater generated within the Jamacha Drainage Basin and pumped the reclaimed water south to the Salt Creek Basin where it is used for irrigation and other non-potable uses.

The Otay Water District has elected to conduct a statistically reliable customer opinion and customer awareness telephone survey among residential customers. The purpose of the survey is twofold – first, to provide information concerning customer satisfaction, customer awareness of and reaction to the communication efforts of the District, customer understanding and opinions about water and sewer rates, customer concern and activities with regard to water conservation, feelings about water quality and the reliability of the District to maintain reliable sources of water, and second, to compare the results of this 2008 study with the results of the 2006 and 2005 studies where the data are comparable.

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- Determine water use patterns among activities that are known to consume significant quantities of water, especially with regard to outdoor irrigation.

- Determine opinions and perceptions of various issues, including:

  - Perceptions of water reliability
  - Attitudes about water and sewer rates
  - Level of support for the District's efforts regarding water recycling
  - Formal District communication efforts including the official website

- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public awareness programs.

- Compare the results of this survey with the results of the 2005 and 2006 surveys of District customers.

Sample

The survey was conducted by a random telephone sample of 310 respondents in order to secure a margin of error not to exceed +/-5.6 percent @ 95 percent confidence. This figure represents the widest interval that occurs when the survey question represents an approximate 50 percent-50 percent proportion of the sample. When it is not 50 percent-50 percent, the interval is somewhat smaller. For example, in the survey findings that follow, 66.0 percent of respondent households recall having seen or heard messages about water conservation. This means that there is a 95 percent chance that the true proportion of the total population of the District's service area that has seen or heard these messages is between 60.4 percent and 71.6 percent (66.0 percent +/- 5.6 percent).

The overall survey sample consists of three separate random samples. The first sample of 50 respondents was randomly drawn from customers who are contracted with the Otay Water District to receive sewer services, the second sample of 50 respondents was randomly drawn from a specified geographic area in the Northern section of the Otay Water District where the issue of recycling is particularly relevant because the District is considering the use of recycled water in this area in the future, and the third sample of 210 respondents was drawn from the District's general customer base. For the sewer customers and the customers in the northern area, the sample size of 50 provides a margin of error of +/- 13.8 percent and the water only sample size of 210 provides a margin of error of +/- 6.7 percent – all at the 95 percent level of confidence.

These margins of error pertain to the corresponding subsamples of the population, with the +/- 5.6 percent margin of error applicable to the entire resident population.

Survey respondents were screened to exclude those who have not lived in San Diego County for at least one year. When respondents asked about who was sponsoring the survey, they were told "this project is sponsored by the Otay Water District, and it's about issues related to your household water supply." This information was provided to only 1 percent of the respondents.

The survey was conducted in both English and Spanish. Spanish language respondents comprised 9 percent of the survey population. The distribution of respondents according to gender was 51 percent male and 49 percent female.

The survey was conducted from June 2, 2008 to June 8, 2008. The total survey response rate was 30.5 percent based upon completed interviews in comparison to all eligible (and estimated to be eligible) phone numbers, including busy signals, answering machines, call backs, and no answers. Cooperation among those eligible respondents who were actually contacted was 89.4 percent (**Table 1**). The survey instrument is provided in the Appendix.

This report is divided into seven essential information components as follows:

- Demographic statistics/sampling characteristics
- Customer satisfaction: water quality and reliability
- Bill payment/Water and sewer rates
- District publications and website
- Water conservation
- Water recycling
- Comparative Rating of Utilities

Each section of the report begins with a very brief abstract, or summary of highlights within the ensuing section, in order to orient the reader to what is to follow.

Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, home ownership/rental status, household size, residential tenure in the community, different income categories, and ethnicity of residents of the service area will be presented in succinct bulleted format when statistical significance and relevance warrants such treatment.

Lists of open-ended responses to survey questions as well as the survey instrument are contained in the Appendices.

Table 1 Otay Water District 2008 Residential Customer Opinion and Awareness Survey Telephone Call Disposition Report	
Unknown Eligibility	
No Answer	**844**
Busy	**45**
Answering Machine	**661**
Call Back	**339**
Language Barrier	**19**
Total Unknown	**1932**
Ineligible	
NQ No Service Call	**11**
Disconnect	**199**
Fax/Wrong Number	**74**
Refusal	**139**
Total Ineligible	**423**
Eligible	
Complete	**310**
Mid-term	**5**
Total Eligible	**315**
Cooperation Rate: Complete/Eligible	**98.4%**
Response Rate: Complete/(Eligible + ((Eligible/Eligible + Ineligible)(Unknown)))	**27.2%**

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 2 presents selected demographic and sampling characteristics of the survey respondents. Respondents are predominantly White (52 percent) and Hispanic/Latino (30 percent) and earn an annual median household income of $83,500 (30 percent earning $100,000 or more and 5 percent earning under $25,000). They have a median age of 47 years and have been customers of the Otay Water District for a median of 8 years. Among these respondents, 50 percent possess a

Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are largely homeowners (88 percent) with a mean household size of 2.88.

Respondent characteristics for the sample surveys conducted in 2005 and 2006 differ from the 2008 respondent characteristics in the following ways:

- The median incomes in 2005 and 2008 are similar but the median income level is lower in the 2006 survey.
- The percentage of households earning an annual income under $25,000 was 2 percent in 2005 compared to 6 percent in 2006 and 5 percent in 2008.
- Nearly one fourth of respondents in 2006 and 2008 had a high school diploma or less while in 2005 14 percent had this level of education.
- The average household size in 2008 is lower than both average household sizes in 2005 and 2006.

Customer Satisfaction: Water Quality, Reliability, and Cost

SUMMARY: ***Otay Water District customers demonstrate a high level of satisfaction with the District as their provider of water service with nearly two-thirds rating the District as excellent (26 percent) or very good (37 percent). Similarly high ratings were found in the 2005 and 2006 surveys. Customers have a great deal of confidence in the ability of local water agencies to provide enough water for their customers (86 percent either very confident or somewhat confident). Otay Water District customers also have a substantial amount of trust in the ability of the District to provide clean, safe water for its customers (three-fourths have either a great deal of trust or a good amount of trust). Customers are more trustful of the Otay Water District in the current survey than they were in the two previous survey periods (2005 and 2006).***

Similar to the two previous survey years, drinking tap water directly without filtration is relatively uncommon, with most customers using bottled water or filtered tap water for drinking purposes. Upon learning that the cost of bottled water far surpasses the cost of tap water, respondents still did not wish to change their preference for bottled water – and this preference is largely rooted in the perceived taste difference between bottled and tap water.

Chart 1 shows that customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service. In fact, 63 percent rate the Otay Water District as either excellent (26 percent) or very good (37 percent). These ratings are consistent with the overall satisfaction expressed in the 2005 and 2006 General Surveys. Sewer customers indicated slightly lower satisfaction (52 percent) in 2006, but are now similar to the general customer base with 65 percent rating their satisfaction with the District as excellent (30 percent) or very good (35 percent).

Table 2 Respondent Characteristics			
Characteristic	**2008**	**2006**	**2005**
Ethnicity			
White	52%	55%	54%
Hispanic/Latino	30%	29%	24%
Asian/Pacific Islander	8%	9%	15%
Black/African-American	6%	6%	5%
Native American/Other	4%	1%	2%
Annual Household Income			
Median	$83,500	$77,500	$85,000
% over $100,000	30%	33%	34%
% under $25,000	5%	6%	2%
Age			
Median	47 years	49 years	47 years
Years Customer of Otay Water District			
Median	8 years	10 years	--
Education			
High School or Less	22%	22%	14%
At Least One Year College, Trade, Vocational School	28%	24%	33%
Bachelor's Degree	33%	35%	25%
At Least One Year of Graduate Work	17%	19%	28%
Own/Rent			
Home Owner	88%	90%	92%
Renter	12%	10%	8%
Persons Per Household			
Mean	2.88	3.27	3.43
Called Otay Water District for Service	10%	17%	19%

Chart 1
Overall Satisfaction with Otay Water District

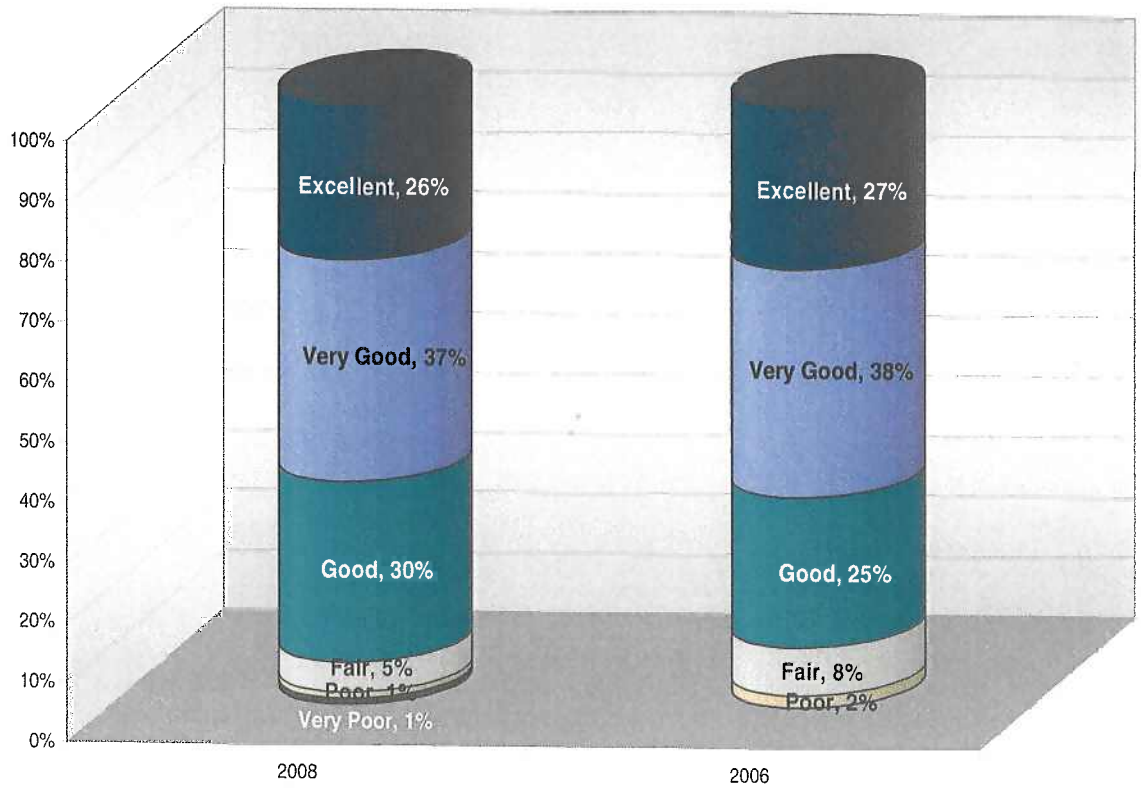


Chart 2 indicates that there is a great deal of confidence in the ability of local water agencies to provide enough water for its customers (86 percent very confident or somewhat confident and 14 percent expressing a lack of confidence). These ratings demonstrate a slight decline from the level of confidence portrayed in the 2005 and 2006 General Surveys. For example, in the 2006 survey, 94 percent expressed confidence and only 6 percent indicated a lack of confidence in the ability of local water agencies to provide enough water.

- Long term customers of 15 years or more (93 percent) are more likely to be confident in the ability of local water agencies to provide enough water than shorter term customers of less than 15 years (35 percent).

Chart 2
Confidence in Ability of Local Water Agencies to Provide Enough Water

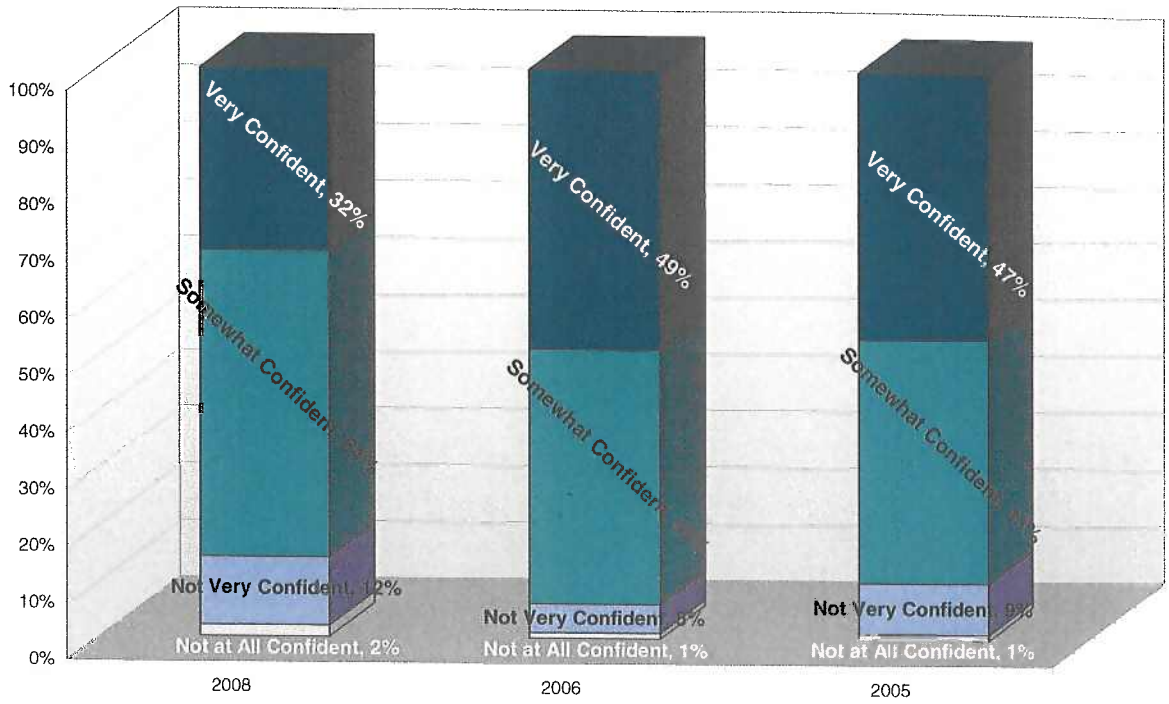
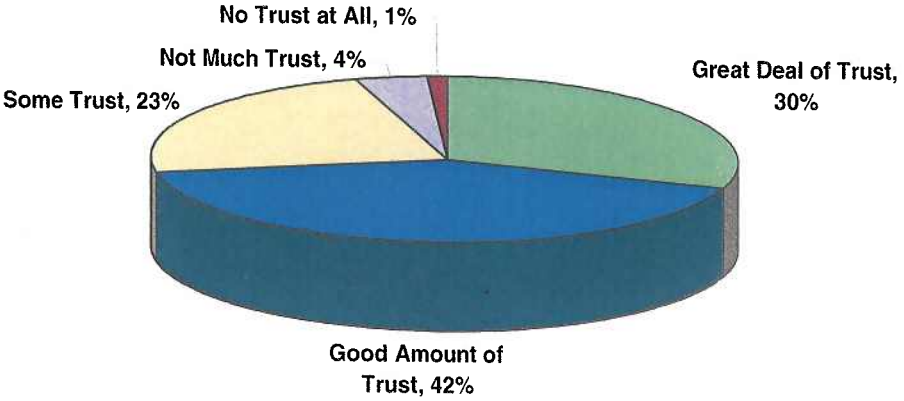


Chart 3 shows that 72 percent have a substantial amount of trust in the ability of the Otay Water District to provide clean, safe, water for it customers (30 percent a great deal of trust and 42 percent a good amount of trust). Only 5 percent expressed a lack of trust (4 percent not much trust and 1 percent no trust at all). The customers in the current survey are more trustful of the Otay Water District to provide clean water than in the previous two survey periods. For example, in 2006 and 2005, respondents were asked about their confidence in the Otay Water District to prevent contamination of the water supply. In 2006, 29 percent had "not much" or "no confidence". In 2005, that percentage was 22 percent in contrast to the 5 percent lack of trust in 2008.

- Customers who called the Otay Water District for service or other help have more trust in the Otay Water district to provide clean, safe, water for its customers than customers who have not called the District (callers: either a great deal of trust or a good amount of trust (81 percent); non-callers: either a great amount of trust or a good amount of trust (71 percent).

Chart 3
Trust in Ability of Otay Water District to Provide Clean, Safe Water



In 2006 and 2005, respondents were asked about their confidence in Otay Water District to prevent contamination of water supply. In 2006, 29% had "not much" or "no" confidence. In 2005, that percentage was 22%. It should also be noted that there was only one clearly positive option in those surveys, skipping from "great deal of confidence" to "some confidence."

Chart 4 shows that District area residents tend not to use tap water directly for drinking purposes (43 percent bottled, 39 percent filtered tap water, and 18 percent tap water). This is consistent with the pattern exhibited by District service area customers in the 2005 as well as the 2006 general surveys.

Preferences for drinking water are as follows:

- Tap water is most commonly used by smaller households of 1 or 2 persons (29 percent).
- Larger households (3 or more persons) prefer bottled water (45 percent).
- Customers who are aware of reports that indicate that San Diego County is presently experiencing a drought prefer tap water (19 percent) and filtered water (41 percent).
- Customers who are not aware of reports that indicate that San Diego County is presently experiencing a drought prefer bottled water (63 percent).
- Older customers prefer tap water and filtered water while younger customers prefer bottled water (65 and older prefer tap water (41 percent); 55 and older prefer filtered water (42 percent); 18-24 prefer bottled water (67 percent).
- Whites have the greatest preference for tap water (25 percent).
- Latinos indicate the greatest preference for bottled water (58 percent).

- Short term customers of the Otay Water District prefer bottled water (1-8 years – 53 percent)

Chart 4
Main Source of Drinking Water in Household

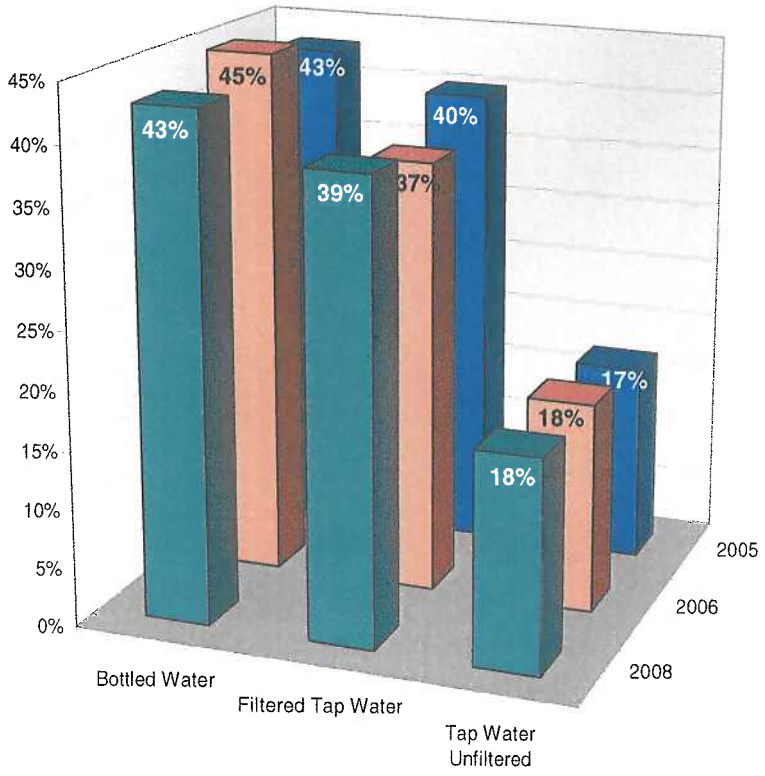


Chart 5 indicates that upon learning that bottled water costs at least $4 per gallon and the cost of tap water is less than one penny per gallon, 71 percent of respondents still did not wish to change their preference for bottled water. **Chart 6** shows that nearly three-fifths (58 percent) are largely influenced by taste, while 22 percent cited safety and cleanliness, followed by 18 percent who use bottled water for its convenience.

Chart 5
Change Drinking Water Upon Learning about Cost Differential

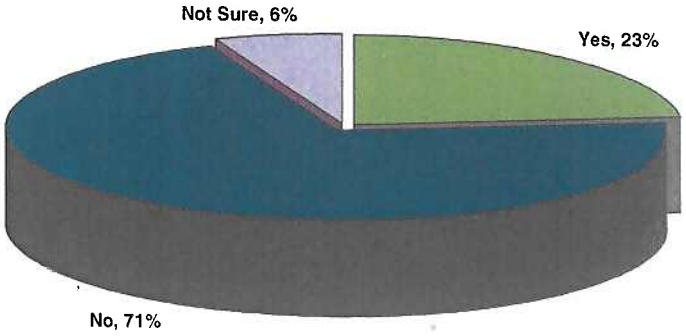
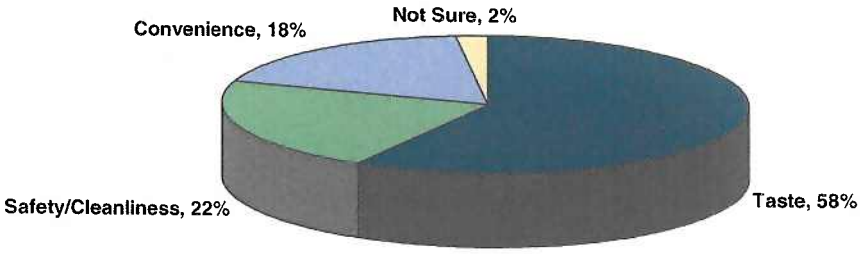


Chart 6
Reason for Not Changing Drinking Water
(among 71% who indicated that they would not change)



The following groups feel that the taste of bottled water makes it worth the extra cost:

- Home owners (64 percent) versus renters (25 percent).
- Higher income customers ($75,000 and over – 78 percent) versus lower income customers (under $50,000 -- 56 percent).
- Customers whose preferred language of interview is English (63 percent) versus customers whose preferred language of interview is Spanish (23 percent).
- Renters feel that the safety and cleanliness associated with bottled water make it worth the extra cost (renters: 50 percent; owners: 16 percent).

Bill Payment and Water and Sewer Rates

SUMMARY: ***Nearly 90 percent of customers pay their own water bill instead of having it paid by a third party such as a landlord or homeowner's association. This represents a slight reduction in the proportion of those who pay their own bill from the 2005 and 2006 surveys. Nearly three-fourths of the customers do not want to receive their water bill by e-mail.***

Customers perceive that there has been an upward trend in water rates. Customers in the 2005 and 2006 surveys also perceived an upward trend in water rates but not to the extent as current customers do. Over 60 percent of the respondents feel that this upward trend in water rates has motivated them to conserve water. Sewer only customers have expressed a great deal of uncertainty about whether sewer rates have increased or stayed the same. In fact, over one-half of sewer customers are unsure about whether or not sewer rates have changed. This represents much greater uncertainty than expressed in the 2006 survey. Also, there is a substantial decline from 2005 and 2006 results in the percentage of sewer customers who believe sewer rates have increased.

Nearly 90 percent of respondents (88 percent) pay their own water bill instead of having it paid by a landlord or homeowners association, for example. This represents somewhat of a reduction in the percentage of respondents who paid their own bill in the 2005 and 2006 General Surveys (97 percent and 95 percent, respectively--**Chart 7**). **Chart 8** shows that nearly three-fourths (74 percent) of respondents are not interested in receiving their monthly bill by e-mail.

Chart 7
Household Pays Own Water Bill

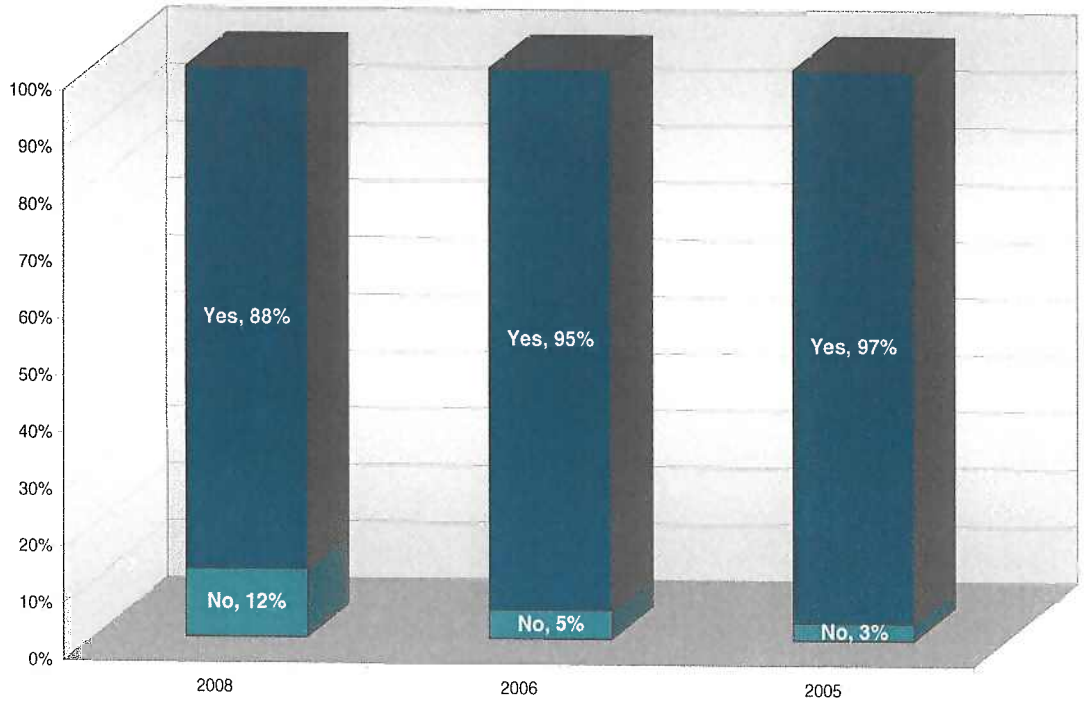
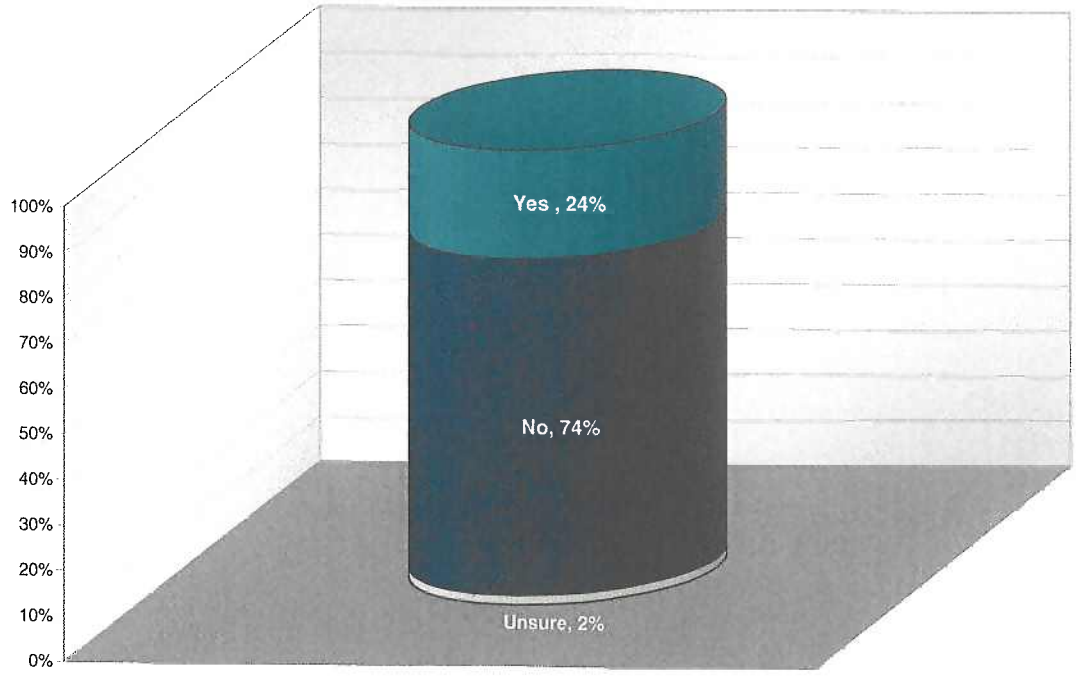


Chart 8
Interest in Receiving Monthly Bill by E-Mail

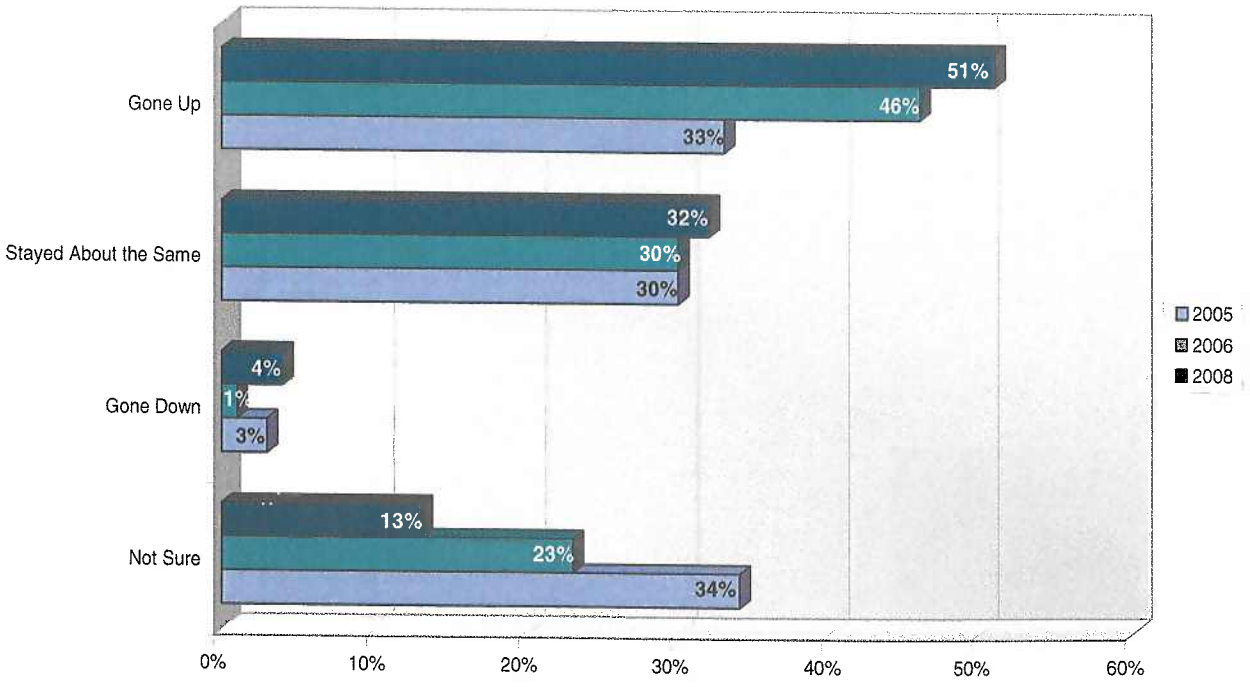


The following two relationships are significant with regard to whether someone in the household pays the water bill as opposed to another party such as a landlord.

- Respondents or other members of one's household who pay the water bill are more likely to have called the District for service or help (callers to the Otay Water District -- 90 percent pay own bill versus non-callers to the District -- 73 percent).
- Water bill payers are more likely to be homeowners (homeowners – 90 percent versus renters – 73 percent)

Water Rates: Chart 9 indicates that more than half (51 percent) of respondents believe that water rates have increased over the past year, 32 percent think that rates have stayed the same, and 13 percent are not sure. A smaller percentage of respondents in the 2005 and 2006 surveys thought that water rates increased than did the respondents in the 2008 survey (for example, 33 percent in 2005 or 18 percent less than the 51 percent in 2008). It is also noteworthy that the percentage of respondents who are not sure have steadily declined since the 2005 survey from 34 percent to 13 percent in 2008.

Chart 9
Trend in Water Rates Over Past Year

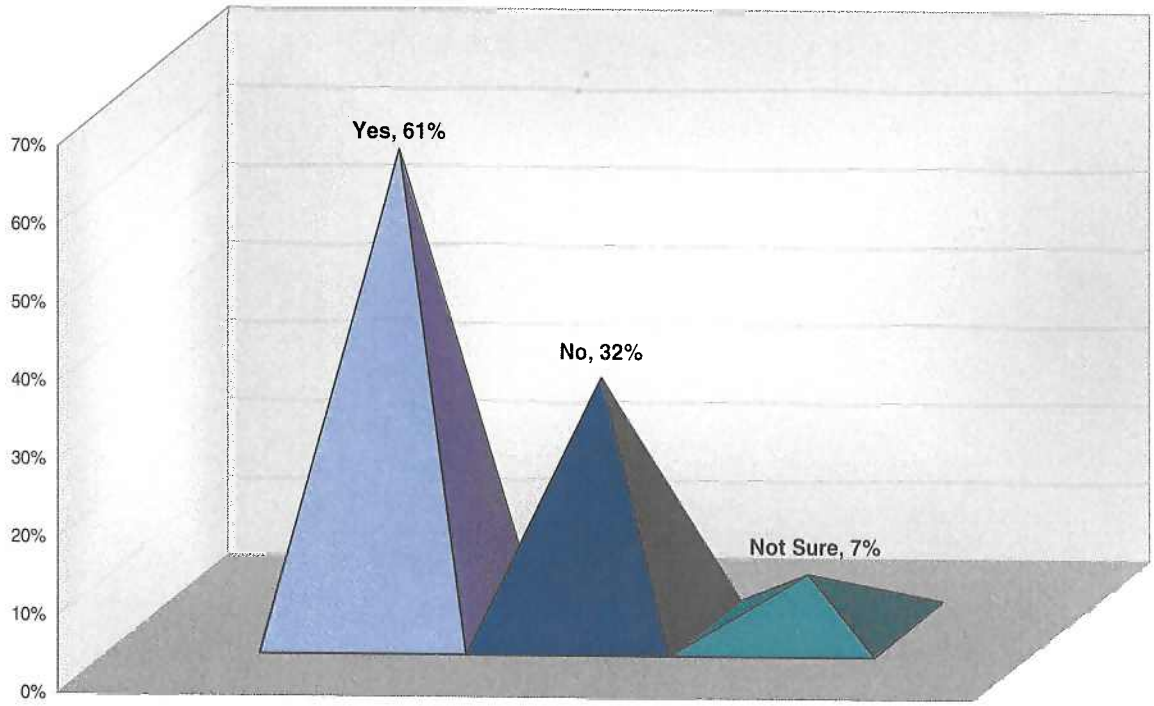


- Customer who called the Otay Water District for service or other help (64 percent) are more likely to believe that water rates have gone up in the past year than customers who have not called the District (50 percent).

Among those who think that water rates have increased, over three-fifths (61 percent) feels that these higher rates have motivated them to conserve water **(Chart 10).**

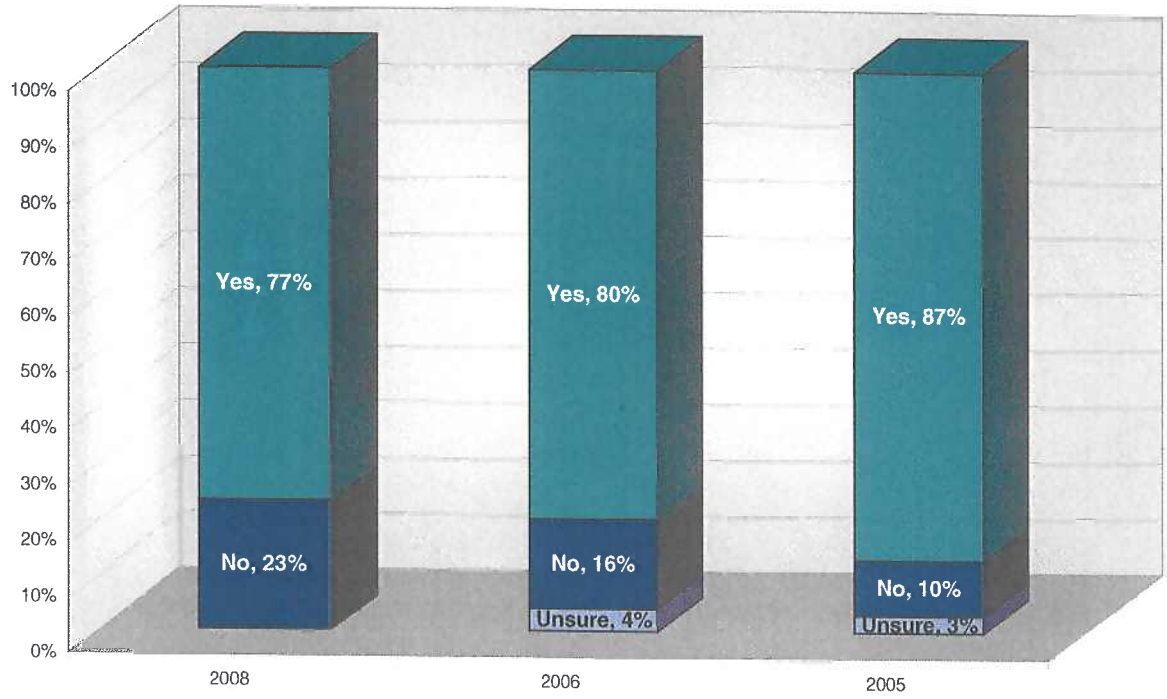
- Customers who are not aware of reports that indicate San Diego County is presently experiencing a drought are also less likely to be motivated to conserve water as a result of higher water rates (not aware of reports – 67 percent; aware of reports – 59 percent).

Chart 10
Higher Water Rates Motivated Conservation
(among 51% who thought rates had increased)



Sewer Rates: Among sewer customers of the Otay Water District, over three-fourths (77 percent) are aware that their invoice from the Otay Water District includes sewer service charges **(Chart 11).** This is similar to the results of the 2006 General Survey where 80 percent of respondents were so aware. However, this level of awareness has declined since the 2005 General Survey. In 2005, residents of Chula Vista were asked if they were aware that their monthly bill included sewer fees (The Otay Water District, in fact, collects these fees for the City of Chula Vista). In 2005, the awareness among Chula Vista residents was 87 percent -- 10 percent higher than the awareness level in the 2008 General Survey.

Chart 11
Aware that Monthly Invoice Includes Sewer Service Charges
(among sewer customers-- n= 50 in 2008, n = 75 in 2006, and n = 201 in 2005)



According to **Chart 12**, 23 percent think that sewer rates have increased, another 23 percent think that they have remained the same, and the remaining 54 percent are unsure. There has been a decline in the percentage of respondents who think sewer rates have gone up – a 9 percent decline from 32 percent in the 2005 survey and an 18 percent decline from 41 percent in the 2006 survey. It is also noteworthy that there is an increase in the percentage of those who are unsure about whether or not sewer rates have changed. – from 36 percent in 2006 to 54 percent in 2008.

- Females (30 percent) are more likely to believe that sewer rates have gone up in the last year than are males (13 percent).

Finally, among those sewer customers who think that both water and sewer rates have increased, 25 percent believe that these rates have increased equally, another 25 percent think that sewer rates have increased more than water rates, no one believes that water rates have increased more, and 50 percent are unsure **(Chart 13).**

Chart 12
Trend in Sewer Rates Over Past Year
(among sewer customers--n = 50 in 2008, n=75 in 2006 and n=201 in 2005)

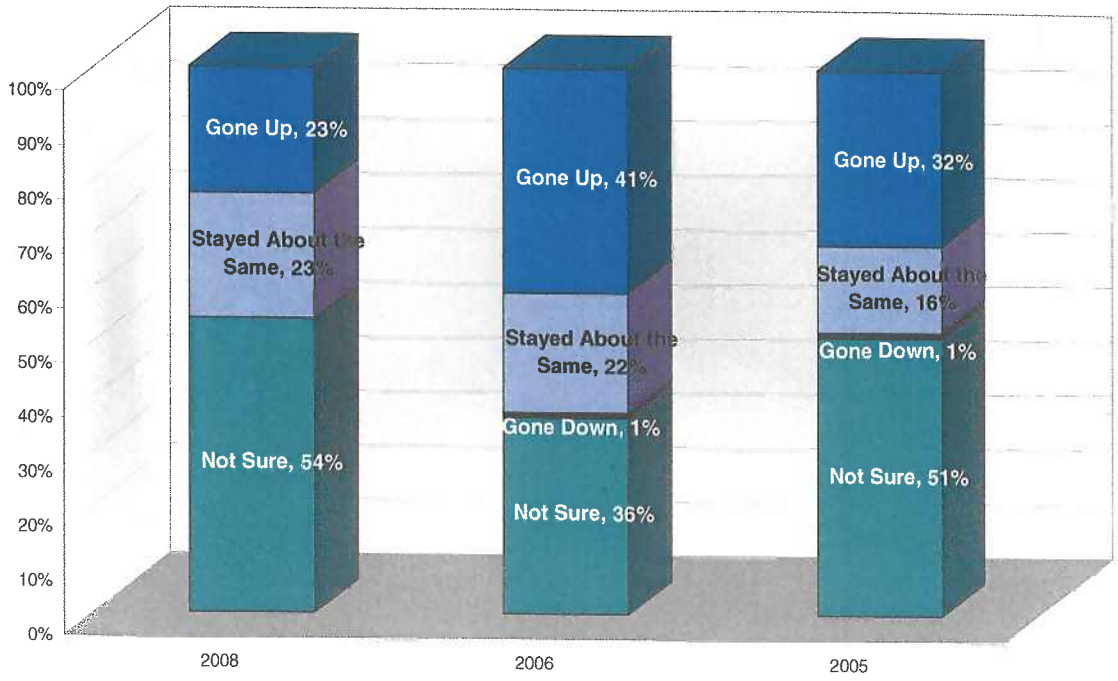
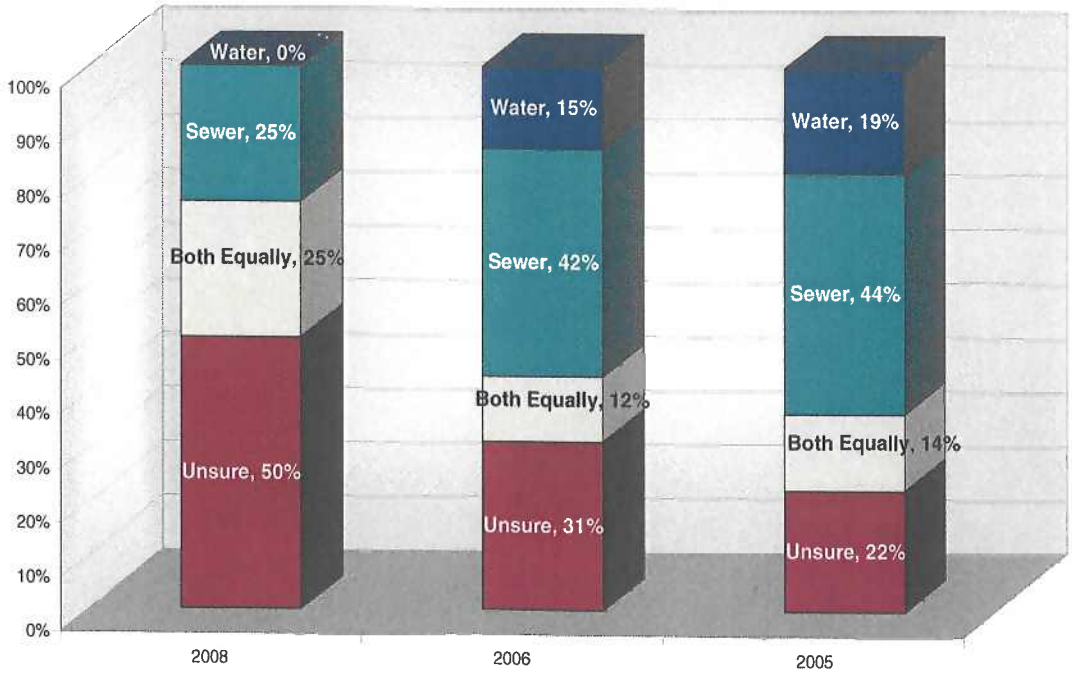


Chart 13
Which Increase Larger--Water or Sewer
(among those who thought that both had increased--n = 4 in 2008, n = 13 in 2006,and n = 36 in 2005)



These findings are substantially different from the results of the 2005 and 2006 surveys. For example, there is a 19 percent decline from 2005 to 2008 among those who think sewer rates have increased more than water rates. Also, the percentage of sewer customers, who are unsure about which rates have increased more, have increased by 28 percent from the 2005 survey (22 percent in 2005 to 50 percent in 2008).

District Publications and Website

SUMMARY: ***Otay Water District customers demonstrate a decline in the readership of the monthly newsletter that accompanies the water bill. Also, there is a parallel decline in the readership of the annual Consumer Confidence Report. Respondents indicate that they do not recall very much of what they read in the newsletter and Consumer Confidence Report.***

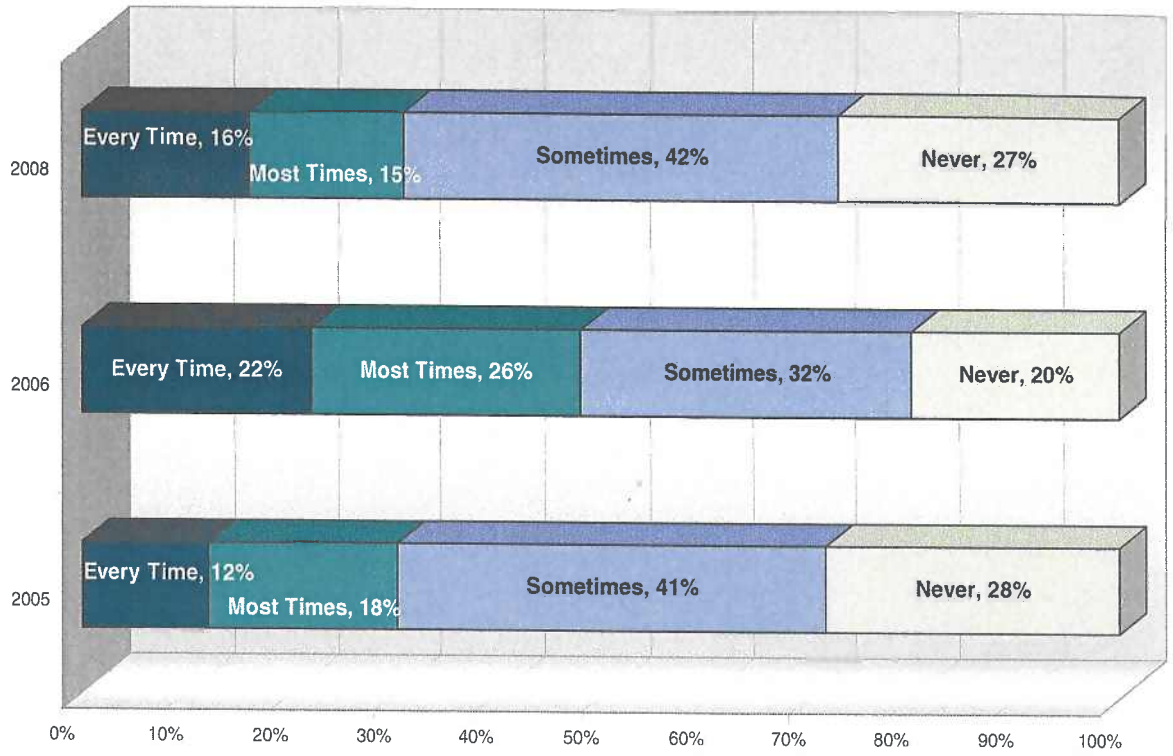
Over one-fourth of customers have visited the Otay Water District website -- an increase in the level of visitation from the previous two survey periods. Respondents give the website high ratings similar to the ratings provided in the 2005 and 2006 surveys.

Chart 14 shows that 16 percent of water bill payers always read the newsletter that accompanies the bill each month, 15 percent read it most months, and another 42 percent read it sometimes, leaving 27 percent who never read it. This readership pattern parallels the 2005 survey results but represents a decline in readership from the 2006 survey. For example, those who read the newsletter most of the time and every month declined from 48 percent in 2006 to 31 percent in 2008. Also, the percentage of customers who never read the newsletter increased by 7 percent over the 2006 survey (20 percent in 2006 to 27 percent in 2008).

The following relationships, associated with reading bill inserts either every time or most of the time, are significant.

- Customers who are aware of reports that indicate that San Diego County is presently experiencing a drought (32 percent) read bill inserts and newsletters more so than customers who are not aware of such drought reports (15 percent).
- Customers who prefer English as their language of interview (32 percent) read bill inserts more so than do customers who prefer Spanish as their language of interview (17 percent).
- Smaller households tend to read bill inserts more so than larger households (1-2 persons – 40 percent; 4 or more persons – 11 percent).
- Homeowners (33 percent) tend to read bill inserts more so than do renters (15 percent).
- Older customers are more likely to read bill inserts than are younger customers (55 and over – 43 percent); under 34 – 20 percent)
- Asians (44 percent) and Whites (39 percent) are more likely to read bill inserts than are Blacks (8 percent) and Latinos (11 percent).

Chart 14
Read Newsletter that Comes with Monthly Bill

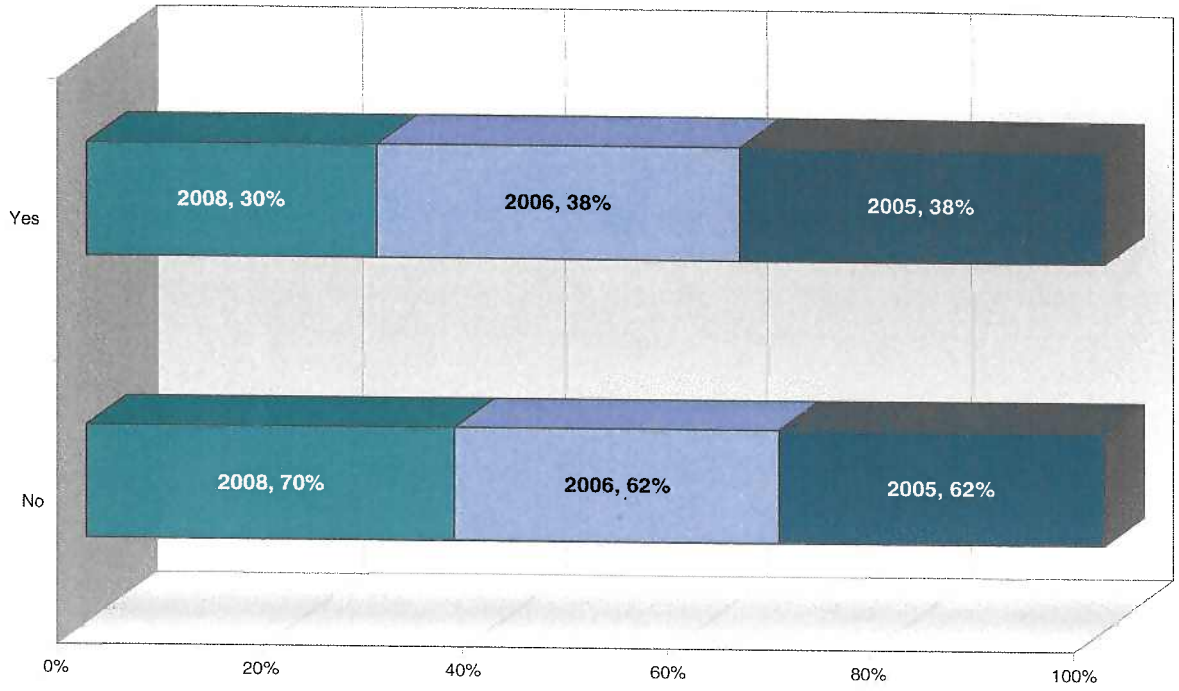


The annual Consumer Confidence Report is read by 30 percent of Otay Water District customers **(Chart 15).** This readership has declined by 8 percent from the levels found in the 2005 and 2006 surveys (38 percent in 2005 and 2006 to 30 percent in 2008).

The following relationships, associated with reading the Annual Consumer Confidence Report, are as follows:

- Homeowners (33 percent) tend to read this report more so than do renters (12 percent).
- Asians (44 percent) and Whites (40 percent) are more likely to read this report than are Blacks (18 percent) and Latinos (19 percent).
- Customers with higher incomes tend to read the Consumer Confidence Report more so than customers with lower incomes ($75,000 and over – 37 percent; under $25,000 – 20 percent).
- Customers whose preferred language of interview is English (33 percent) are more likely to read this report than are customers whose preferred language of interview is Spanish (7 percent).

Chart 15
Read Annual Consumer Confidence Report



Over 70 percent (71 percent) do not think it is important that the consumer Confidence Report and Newsletter be available in Spanish **(Chart 16).**

- It is more important for Latinos (38 percent) and Blacks (33 percent) to have these publications available in Spanish than it is for Whites (12 percent) and Asians (13 percent).
- Customers whose preferred language of interview is Spanish would like these publications to be available in Spanish more so than customers whose preferred language of interview is English (Spanish interview – 43 percent; English interview – 18 percent).
- It is more important for shorter term residents of the Otay Water District than it is for longer term residents to have the publications available in Spanish (37 percent for residents of 1-4 years; 16 percent for residents of 5 years or more).

Chart 17 shows that those respondents, who read the Newsletter and Consumer Confidence Report at least sometimes, do not recall very much of what they read. For example, over three-fifths could not recall anything they read and another 12 percent said they are unsure. Those who do recall what they read recall information about conservation (11 percent) and miscellaneous news about the Otay Water District (6 percent).

Chart 16
Important That Consumer Confidence Report and Newsletter be Available in Spanish

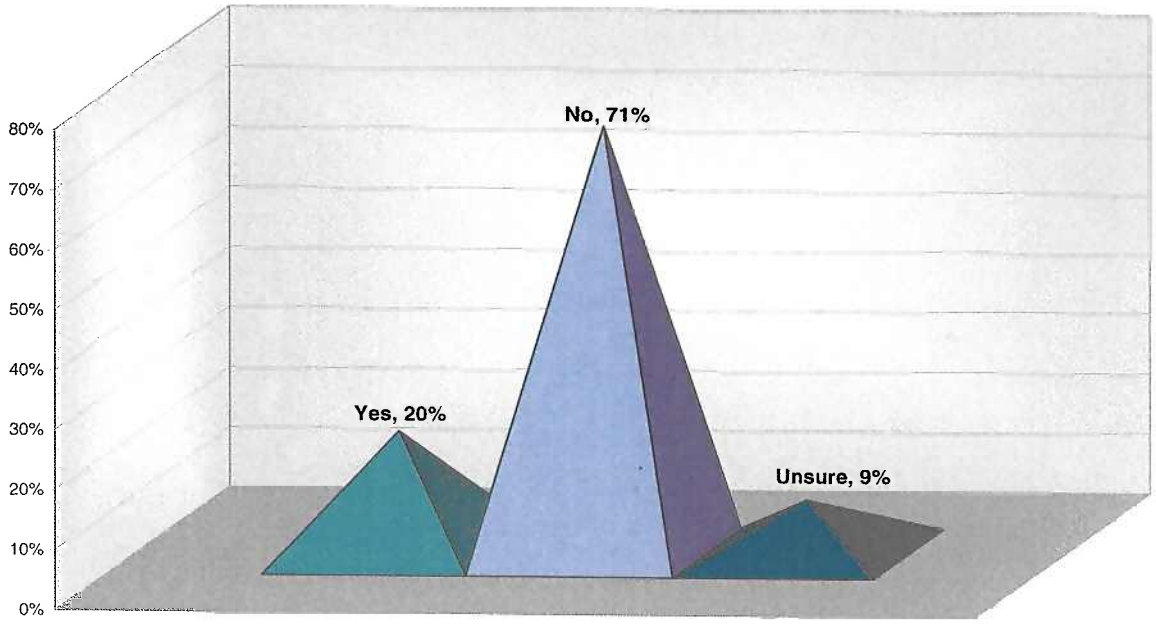


Chart 17
Subject Matter Recalled from Reading Newsletter or Consumer Confidence Report
(among n = 264 who at least sometimes read one of these publications)

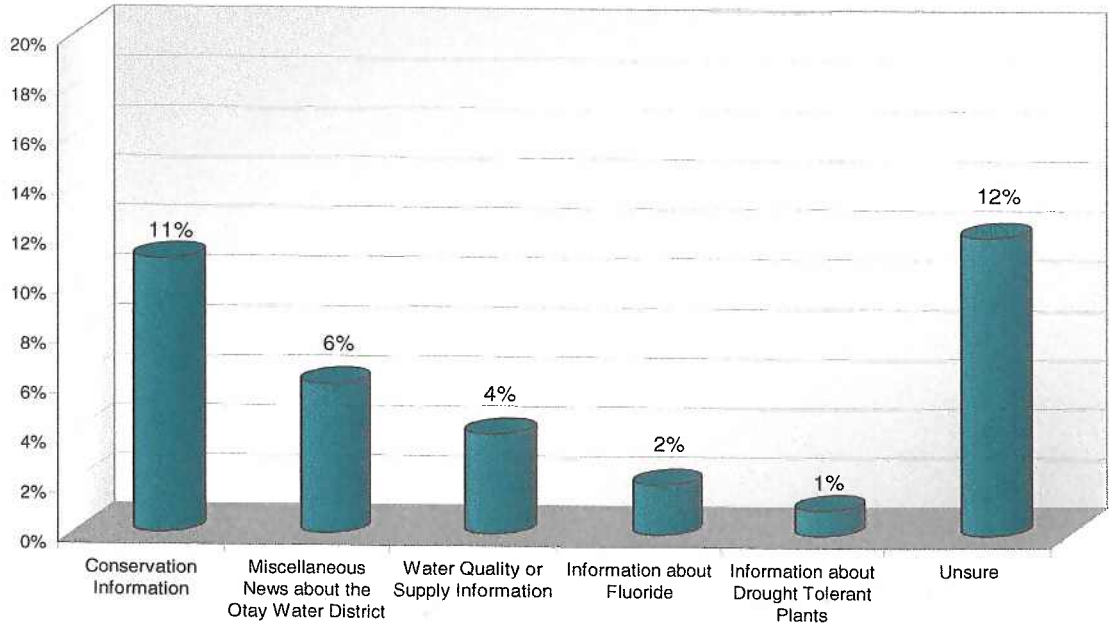


Chart 18 shows that the percentage of customers who visited the Otay Water District website in 2008 has increased from the percentage of such visitors in 2005 and 2006. In fact, there is an 8 percent increase in website users from 2005 to 2008 (19 percent in 2005 to 27 percent in 2008). **Chart 19** indicates that website visitors give the Otay Water District website high ratings—75 percent excellent or good and no one providing a rating of poor. Similar ratings were obtained in the 2005 and 2006 surveys.

Chart 18
Visited Otay Water District Website

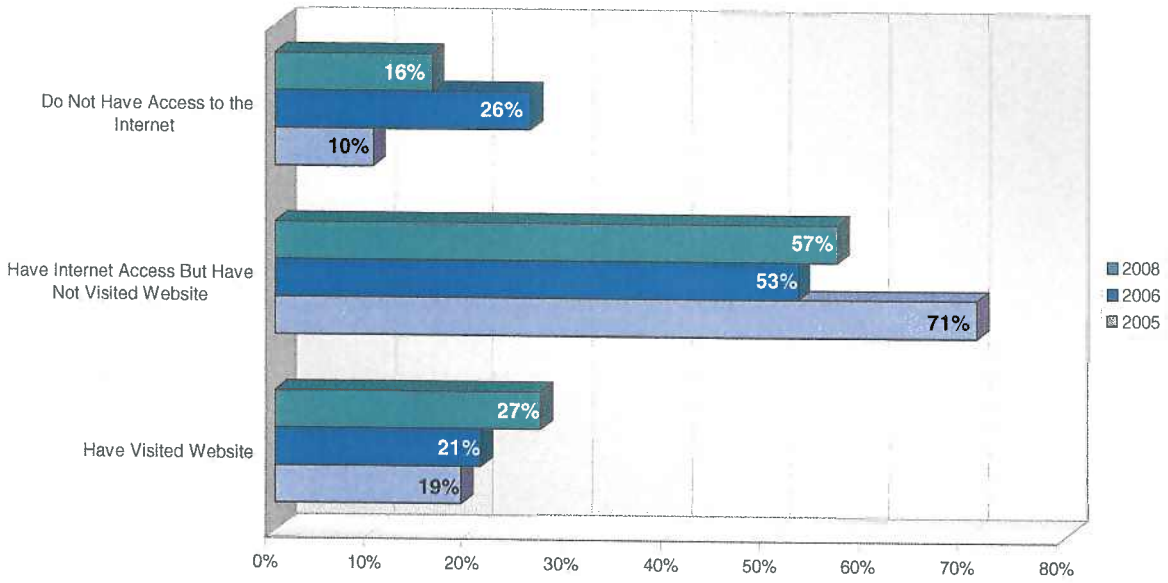
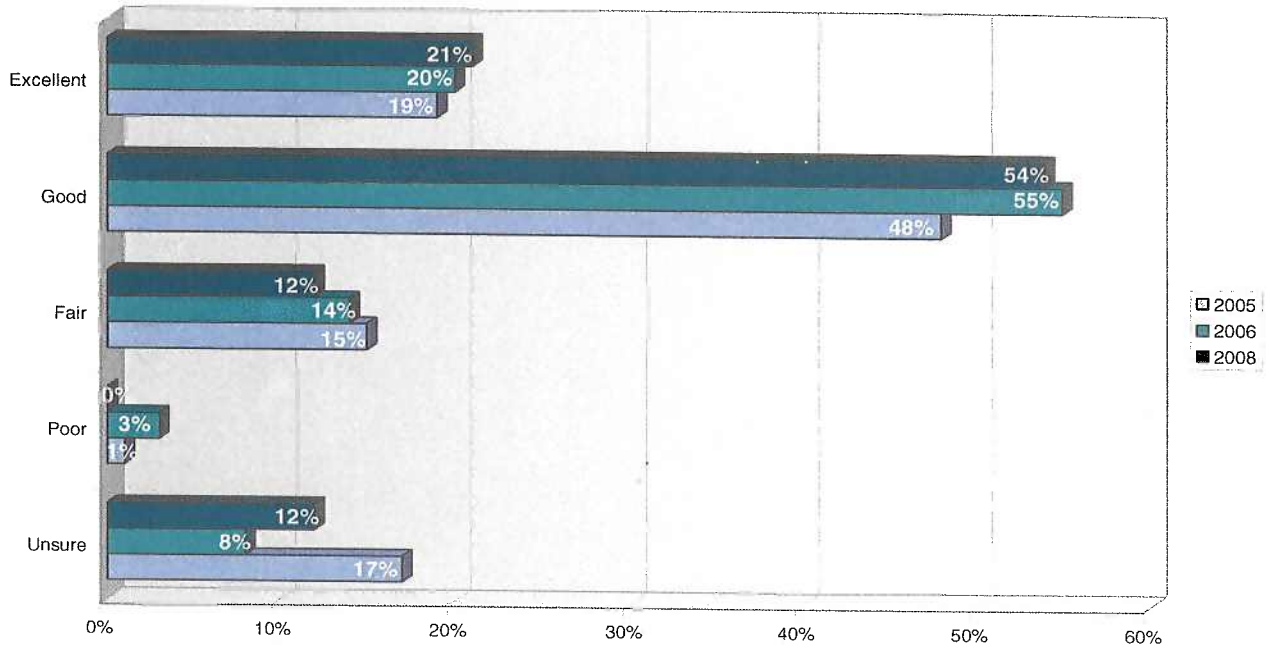


Chart 19
Quality of Otay Water District Website
(among n = 83 who have visited website)



Website visitors exhibited the following significant patterns:

- Website visitation increases with education (16 percent for customers with high school or less versus 36 percent for customers with a college education or more).
- Website visitation also increases with income (20 percent for customers who earn under $50,000 annually versus 36 percent for customers who earn $50,000 or more).
- Younger customers are the more frequent visitors of the website (50 percent for those 18-24 versus 23 percent for those 45 and older).
- Customers who prefer English as their language of interview visit the website to a greater extent than do those who prefer Spanish as their language of interview (English: 28 percent; Spanish: 17 percent).

Water Conservation

SUMMARY: ***A substantial proportion of Otay Water District customers (84 percent0 are aware of reports that indicate that San Diego County is presently experiencing a drought. Interest in conservation is at least moderate among 94 percent of all Otay Water District customers (58 percent high interest and 36 percent moderate interest). This represents a higher level of interest than what was expressed in the 2005 and 2006 surveys. Over one-half of customers indicated that their level of awareness of water conservation has increased from the previous two survey periods.***

Nearly 60 percent of customers feel that it is the responsibility of the property owner to have and maintain the water pressure regulator and over one-fourth feel it is the responsibility of

the Otay Water District. Customers are quite mixed in terms of whether they think their property has a separate regulator from the one that controls the household's water pressure.

Among those with lawns, nearly 60 percent could be motivated to reduce the size of their lawn by having reduced water bills and by a more easily maintained yard. It is noteworthy that over one-third of those with lawns could not be motivated to reduce the size of their lawn by these two incentives. Nearly one –fourth of those with landscaping would be willing to replace some portion of their grass lawn with synthetic turf if they were provided with an incentive of $1 per square foot. This represents an increase from the 2005 General Survey. Nearly one-half of respondents would be willing to replace their existing plants with water wise plants within the next 6 months if they were provided a $1 per square foot incentive.

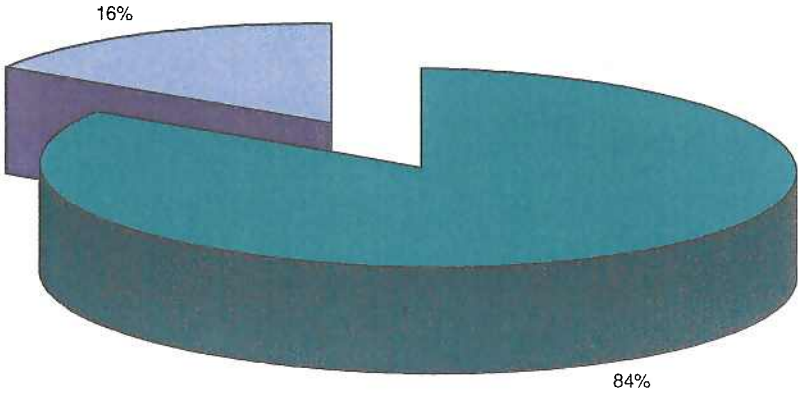
Among those with landscaping, 6 percent have a weather based controller and nearly 80 percent have automatically controlled sprinkler systems. Those with automatic systems adjusted them an average of 4.40 times during the past year. These findings are consistent with the 2006 survey.

Over 40 percent of the District's customers have seen or heard of the Water Conservation Garden at Cuyamaca College and over 20 percent have actually visited it. For over one-half of the visitors, their visitation entailed a formal tour. Nearly one–half of those who visited the Garden made changes to their landscaping. Of those who never visited the Garden, over 40 percent indicated that they are too busy to do so.

About two-thirds of the Otay Water District customers recall having seen or heard messages about water conservation outdoors in the past year. This represents an increase of 10 percent since the 2006 survey. Among those who have heard or seen such messages, they typically responded by adjusting their sprinklers and using water only as necessary. This level of response is much different from the 2006 response where a large proportion of respondents indicated that they were already conserving water (presumably not influenced by the water conservation messages) or they were not going to make any reductions in water use as a result of these messages.

A series of questions was posed to residents of the Otay Water District service area concerning water usage and conservation. When residents were asked if they are aware of reports indicating that San Diego County is presently experiencing a drought, they responded affirmatively (84 percent) **(Chart 20).**

Chart 20
Awareness of Reports of Drought in San Diego County



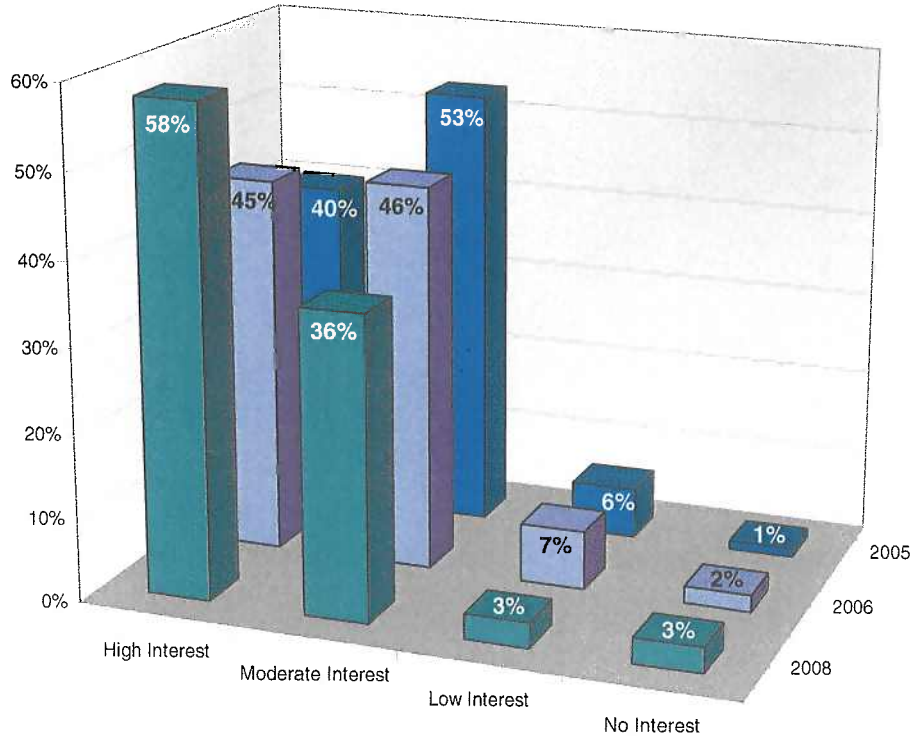
The following relationships, associated with awareness of drought reports, are significant:

- Homeowners (87 percent) are more likely to be aware of drought reports than are renters (63 percent).
- Awareness of drought-related reports increases with education (74 percent for customers with high school or less versus 94 percent for customers with a college education or more).
- Older customers are more aware of drought-related reports than are younger customers (55 and over – 93 percent; 18-34 – 57 percent).
- Whites (93 percent), Asians (91 percent), and Blacks (88 percent) tend to be aware of drought-related reports more so than are Latinos (70 percent).
- Customers who earn $75,000 or more annually (93 percent) tend to be more aware of drought-related reports than are customers who earn less than $75,000 (75 percent).
- Customers whose preferred language of interview is English are more likely to be aware of drought-related reports than are customers whose preferred language of interview is Spanish (English: 88 percent; Spanish: 55 percent).

Respondents were asked about their level of interest in conserving water with no indication about whether this question pertained to indoor or outdoor usage – 58 percent of households characterized their level of interest as high, 36 percent as moderate, 3 percent as low, and another 3 percent have no interest. This represents a higher level of interest than was expressed in the

2005 survey (40 percent expressed high interest) and in the 2006 survey (45 percent expressed high interest) (**Chart 21**).

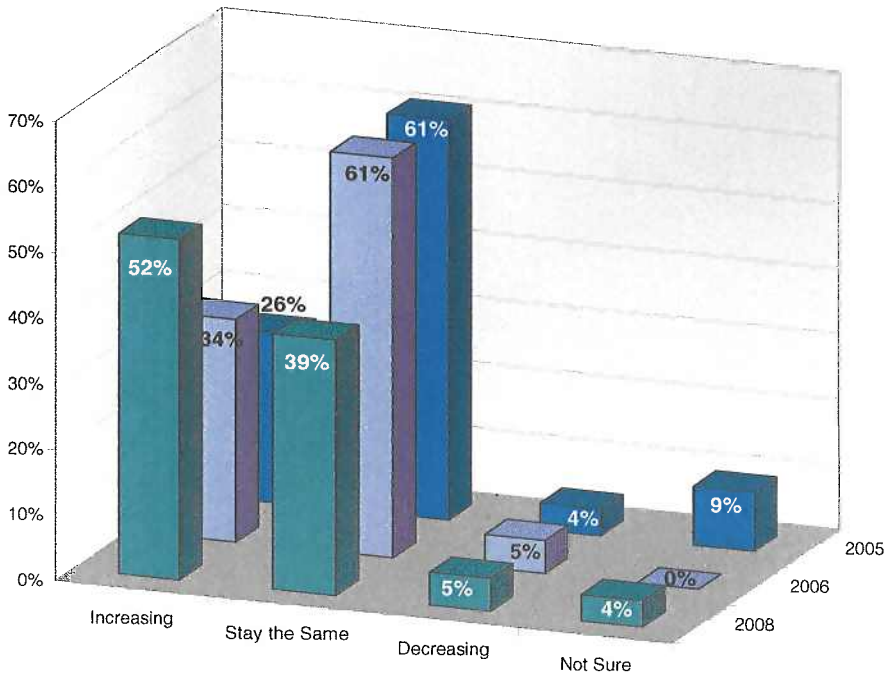
Chart 21
Household's Level of Interest in Conserving Water



When asked how their awareness of water conservation had changed during the past year, a majority (52 percent) indicated that it had increased while 39 percent said that it had remained the same **(Chart 22).** It is clear that the level of awareness has increased substantially over the previous surveys (34 percent felt that their awareness of water conservation increased in 2006 and only 26 percent felt this way in 2005.

- Customers who are aware of reports that indicate that San Diego County is presently experiencing a drought are more likely to indicate that their household's awareness of water conservation has been increasing during the past year (aware of reports: 55 percent; not aware of reports: 33 percent).

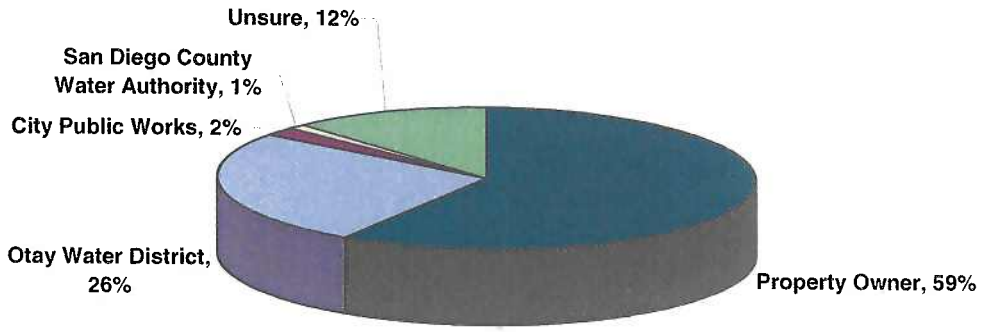
Chart 22
Household's Awareness of Water Conservation During Past Year



It was explained to the respondents that residential plumbing codes require that a pressure regulator be installed. They were told that regulators are typically installed with the initial construction of the home and are set to control water pressure for the property at normal level for residential uses. **Chart 23** shows that nearly three-fifths (59 percent) of the respondents feel that it is the responsibility of the property owner to have and maintain the water pressure regulator and over one-fourth of the respondents (26 percent) feel that it is the responsibility of the Otay Water District.

- Males (64 percent) are more likely to feel that is the responsibility of the property owner to have and maintain the water pressure regulator more so than do females (54 percent).
- Longer term residents of the Otay Water District tend to feel that the pressure regulator is the responsibility of the property owner more so than do shorter term residents (9 or more years of residency – 69 percent; 8 or fewer years – 51 percent).

Chart 23
Party Responsible for Water Pressure Regulator



Considerable attention was devoted in this survey to outdoor water usage and conservation. **Chart 24** shows that 84 percent of customers have some landscaping area for which their household is responsible.

The following relationships indicate the subgroups that have the greatest responsibility for landscaping:

- Income level over $75,000 (96 percent)
- Asians (94 percent) and Whites (92 percent)
- Those who have resided in the Otay Water District or 5 years or more (89 percent).
- Homeowners (87 percent)
- English preferred as language of interview (87 percent)

Chart 24
Household is Responsible for Maintaining Landscaping

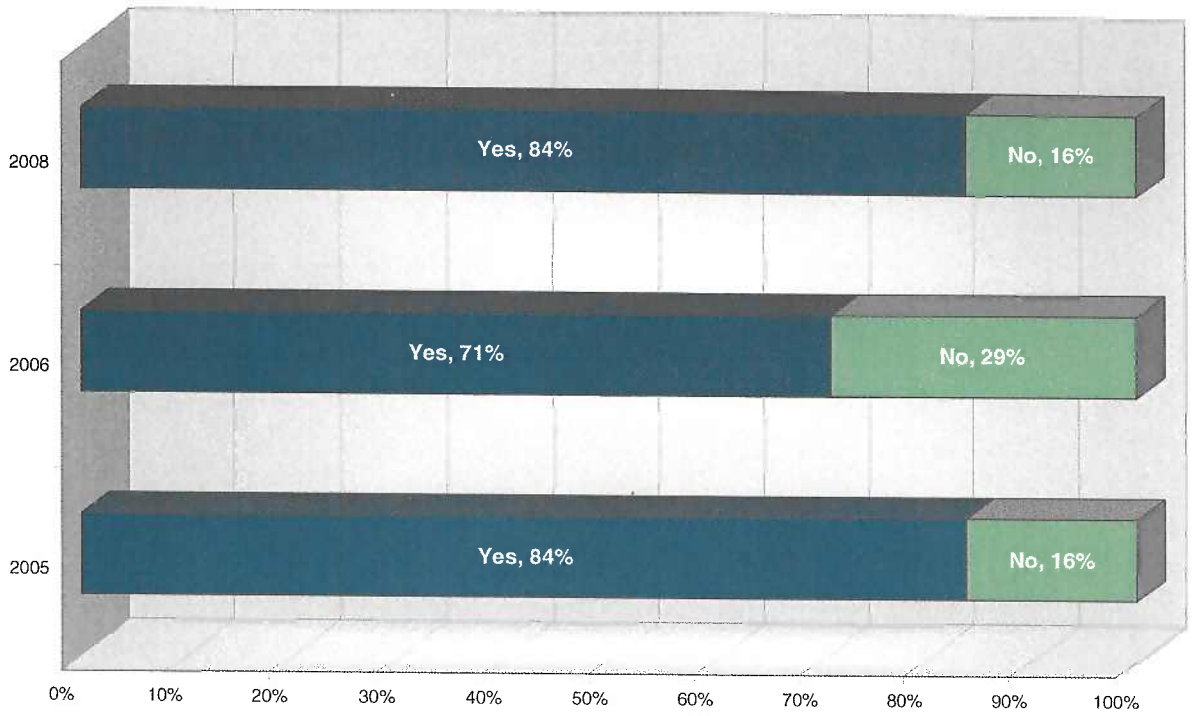


Chart 25 indicates that respondents are very mixed about whether their property has a separate pressure regulator from the one that controls the household's water pressure. While over one-third of the respondents (37 percent) answered this question affirmatively, another one-third answered no, and the remaining respondents are unsure (30 percent).

- Customers who called the Otay Water District for service or other help believe that the irrigation and household pressure regulators are different more so than do customers who did not call the District (callers: 44 percent); non-callers: 36 percent).
- Older customers believe that the household and irrigation pressure regulators are different more so than do younger customers (35 and over: 40 percent; under 35: 22 percent).
- Longer term customers of the Otay Water District believe that the water pressure regulators are different more so than do shorter term customers (9 years or longer: 74 percent; 8 years or fewer: 60 percent).

Chart 25
Separate Pressure Regulator for Irrigation System

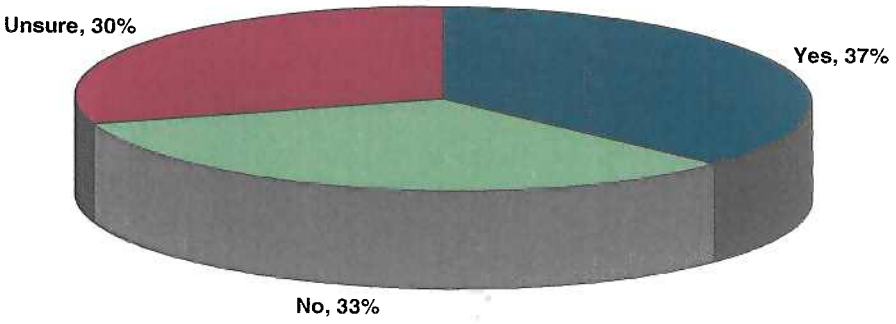


Chart 26 demonstrates that among those with landscaping, 88 percent have a lawn and almost three-fifths (58 percent) of those with lawns could be motivated to reduce the size of their lawn by having reduced water bills (32 percent) and by a more easily maintained yard (26 percent). Neither of these two incentives would motivate 34 percent of the customers to reduce their lawn area. In general, customers are less motivated to reduce the size of their lawns than they were in the 2006 survey.

The following subgroups are more likely to have landscaping that includes a lawn:

- Males (93 percent) are more likely to have landscaping that includes a lawn than are females (81 percent).
- Larger households tend to have landscaping that includes a lawn more so than do smaller households (4 persons and over: 94 percent); 3 persons and under: 83 percent).

The following relationships, associated with the motivation to reduce the size of lawns, are significant:

- Customers who are aware of drought-related reports are more likely to be motivated to reduce the size of their lawn by a reduced water bill more so than are customers who are not aware of such reports (aware of reports: 33 percent; not aware of reports: 22 percent).
- Customers who are aware of drought-related reports are more likely to be motivated to reduce the size of their lawn by a more easily maintained yard than are customers who

are not aware of these reports (aware of reports: 27 percent; not aware of reports: 17 percent).

Chart 26
Incentives to Reduce Size of Lawn

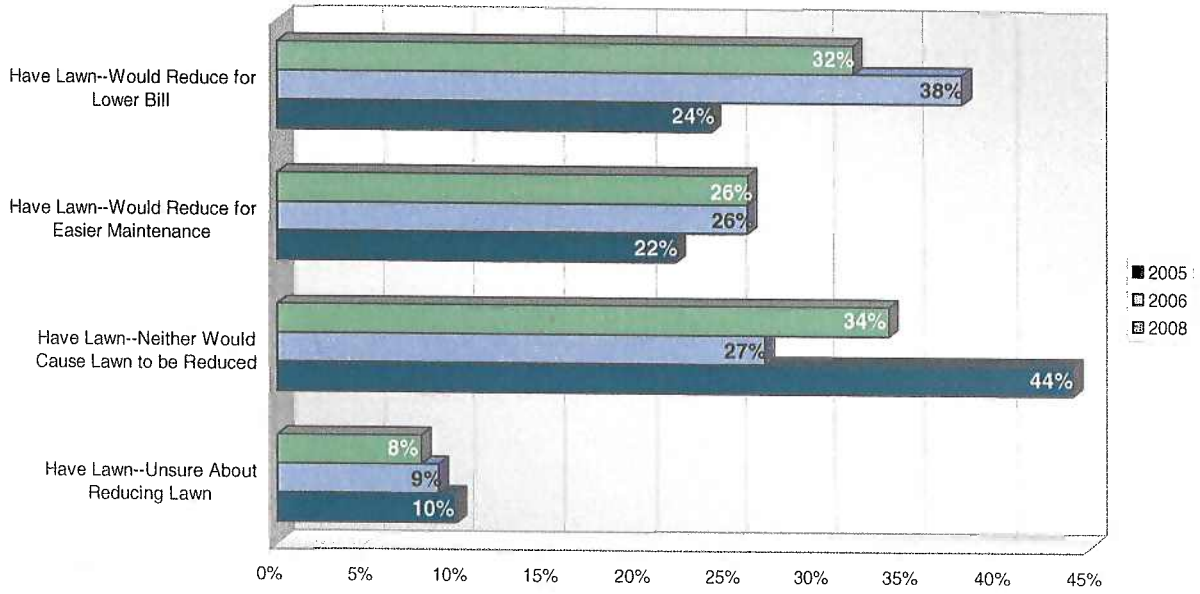


Chart 27 shows that 23 percent of those with landscaping would be willing to replace some portion of their grass lawn with synthetic turf if they were provided an incentive of $1 per square foot. About one third of these respondents would do so at the end of three months (8 percent), another third at the end of 6 months (7 percent), and another third after 12 months (8 percent). This represents an increase from the 2005 survey where only 17 percent were so inclined to replace some of their lawn in response to the $1 per square foot incentive.

- Males (12 percent) are more likely to respond to the monetary incentive within the next 3 months than are females (3 percent).

Chart 28 indicates that less than one-half (45 percent) of the respondents are willing to replace their existing plants with water-wise plants within the next 6 months if they were provided a $1 per square foot incentive.

Chart 27
% for Whom $1 Per Square Foot Incentive Would Cause Replacement of Some Portion of Grass Lawn with Synthetic Turf

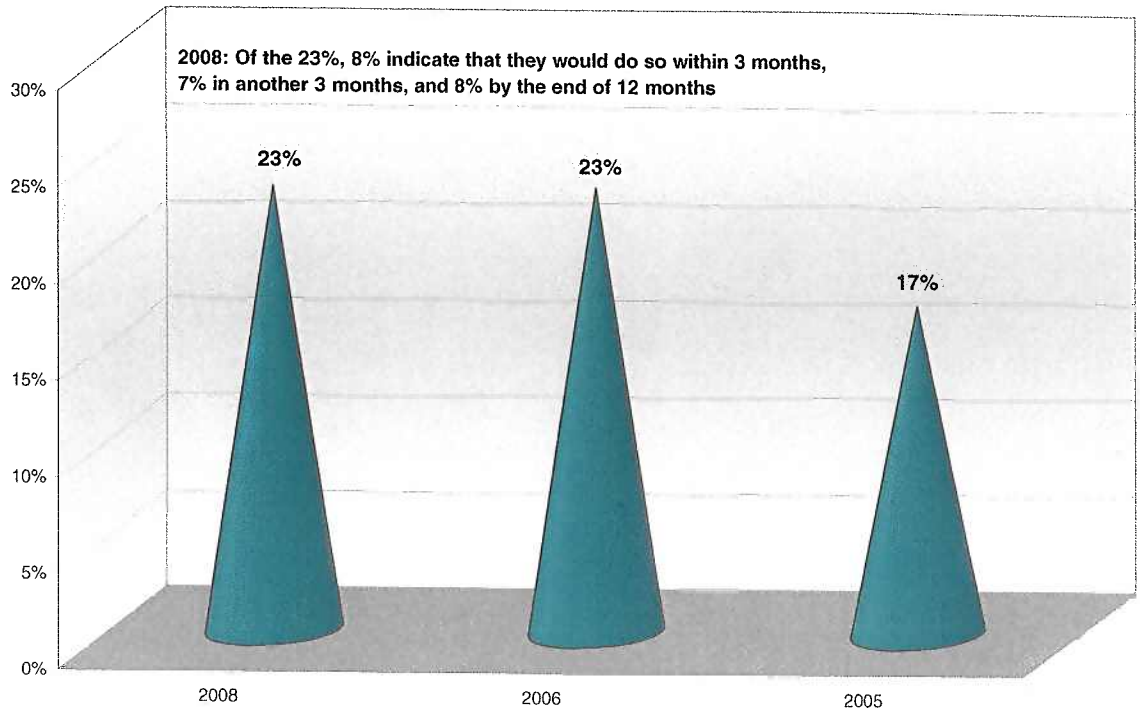
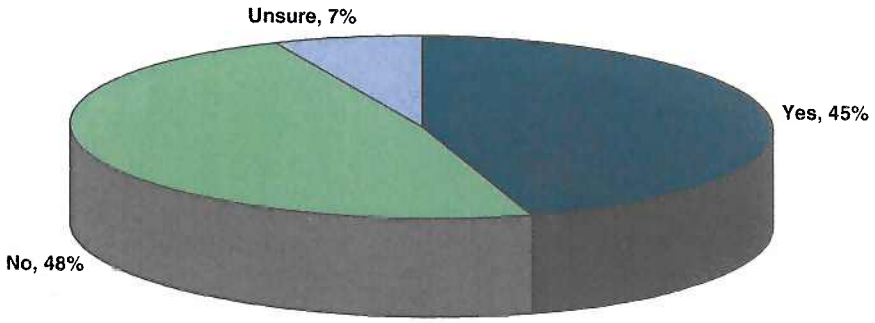


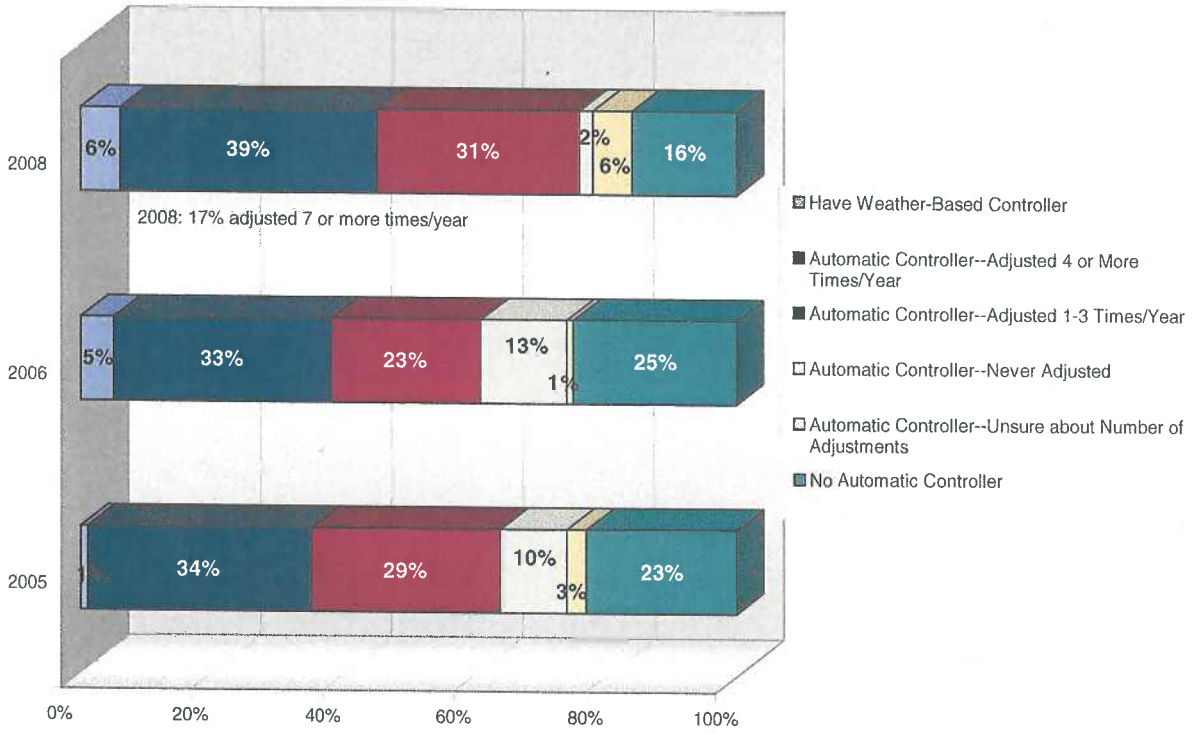
Chart 28
% for Whom $1 per Square Foot Incentive Would Cause Replacement of Existing Plants with Water-Wise Plants



In **Chart 29**, it is demonstrated that 6 percent of the respondents have a weather-based controller 78 percent have automatic sprinklers. This finding is consistent with the 2006 survey. Customers with automatic sprinklers adjust their sprinklers an average of 4.40 times per year. The following relationships, associated with making adjustments in automatic sprinkler systems, are significant:

- Customers who are aware of drought-related reports are more likely to make adjustments to their automatic sprinklers than are customers who are not aware of such reports (aware of reports: 87 percent; not aware of reports: 60 percent).
- Males (91 percent) are more likely to make adjustments to their automatic sprinklers than are females (76 percent).

Chart 29
Automatic Sprinkler System Adjustments

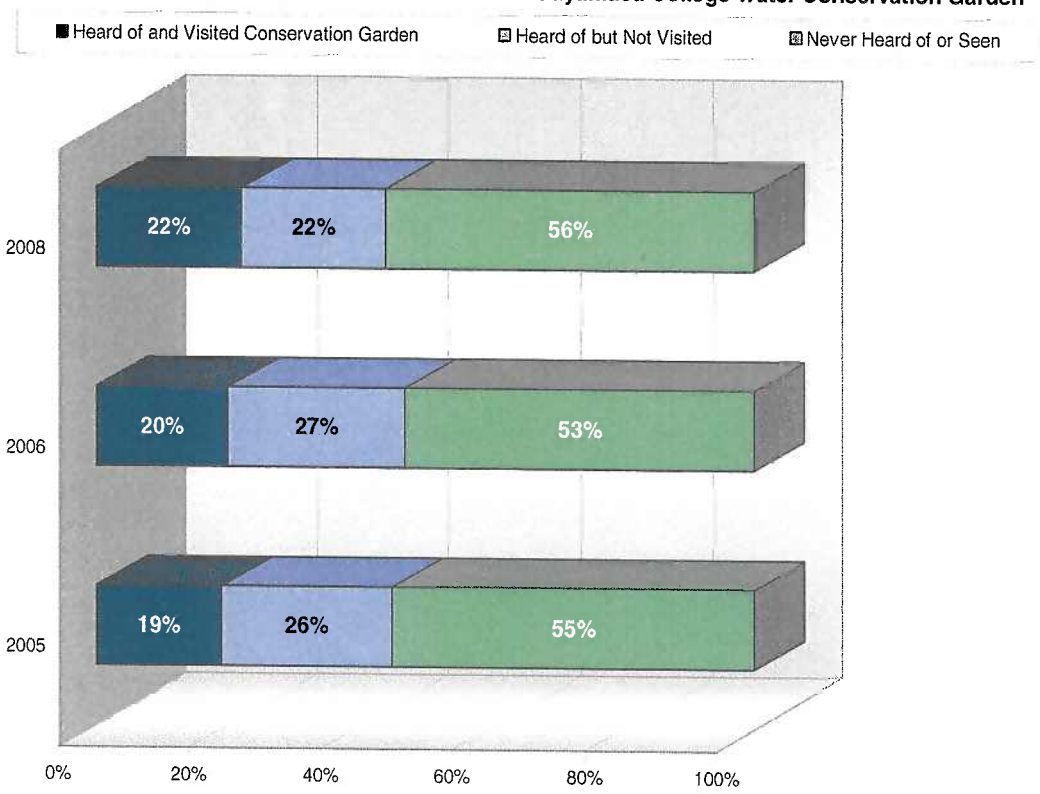


A Water Conservation Garden is located at Cuyamaca College in El Cajon. The Garden demonstrates various drought resistant and water efficient plants in an attractive and educational environment. Respondents were asked if they had ever seen or heard about the Garden and 44 percent responded in a positive fashion; 22 percent of all respondents have, in fact, visited the garden. This is consistent with the visiting patterns found in the 2005 and 2006 surveys (**Chart 30**).

The following groups are most likely to have seen or heard about the Cuyamaca Garden:

- Respondents who are 45 years of age and over (57 percent) compared to those under the age of 45 (30 percent).
- Homeowners (48 percent) compared to renters (21 percent).
- Blacks (65 percent) and Whites (60 percent).
- Longer term residents of the Otay Water District compared to shorter term residents (9 or more years: 54 percent; 8 years or fewer – 34 percent).

Chart 30
Heard of and/or Seen and Visited Cuyamaca College Water Conservation Garden



Among the 22 percent who have visited the Garden, over one-half (55 percent) have taken a formal tour of the Water Conservation Garden, 17 percent have taken classes at the Garden, and over one-third (36 percent) brought a child with them to the Garden (**Chart 31**).

Chart 31
Activities Engaged in at Conservation Garden (among 22% who have visited)

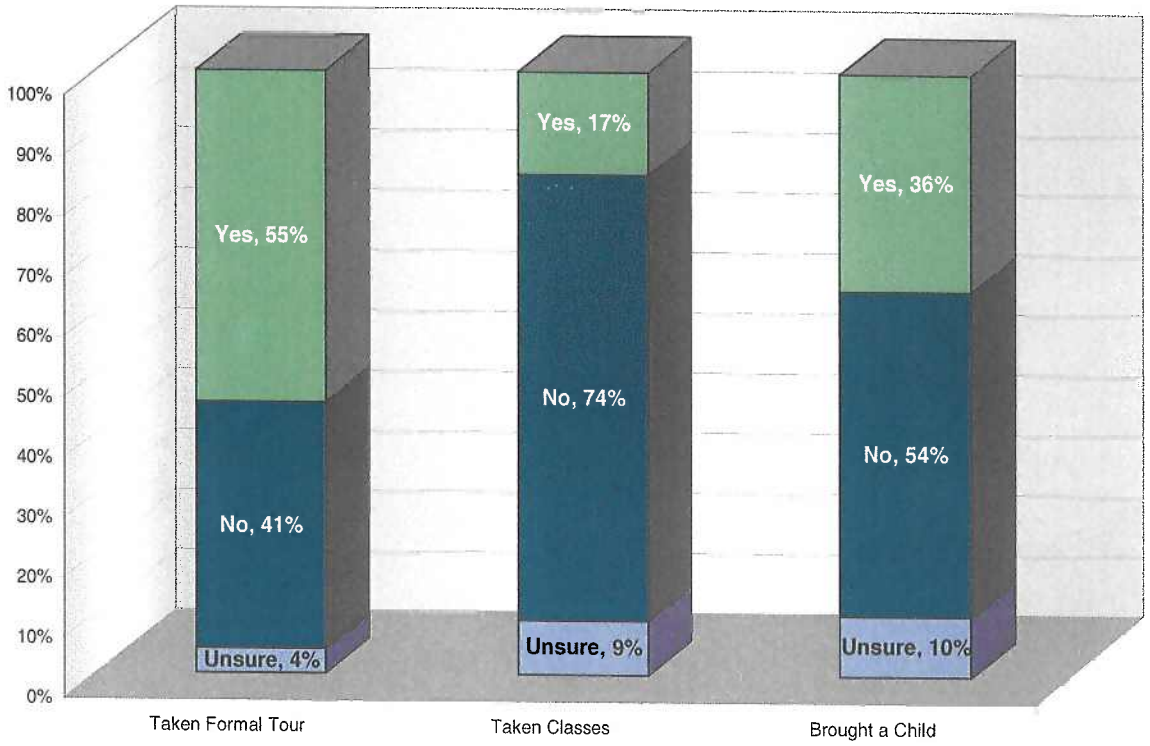


Chart 32 shows that nearly one-half (48 percent) of those, who visited the Cuyamaca Water Conservation Garden, made changes to their landscaping that resulted from that visit.

- Higher income respondents are more likely to make changes to their landscaping as a result of visiting the Garden than are lower income respondents ($50,000 and over: 56 percent; under $50,000: 27 percent).

Among the 78 percent who have not visited the Garden, 41 percent indicated that they did not do so because they are too busy, 18 percent were not interested, and another 18 percent could offer no specific reason for not visiting the Garden (**Chart 33**).

In recent years, water agencies have asked local media to request that residents and businesses take steps to conserve water used outdoors. **Chart 34** shows that 66 percent of the Otay Water District customers recall having seen or heard such messages – an increase of 10 percent over the 2006 survey.

Chart 32
Changes Made to Landscaping Resulting from Visiting Conservation Garden

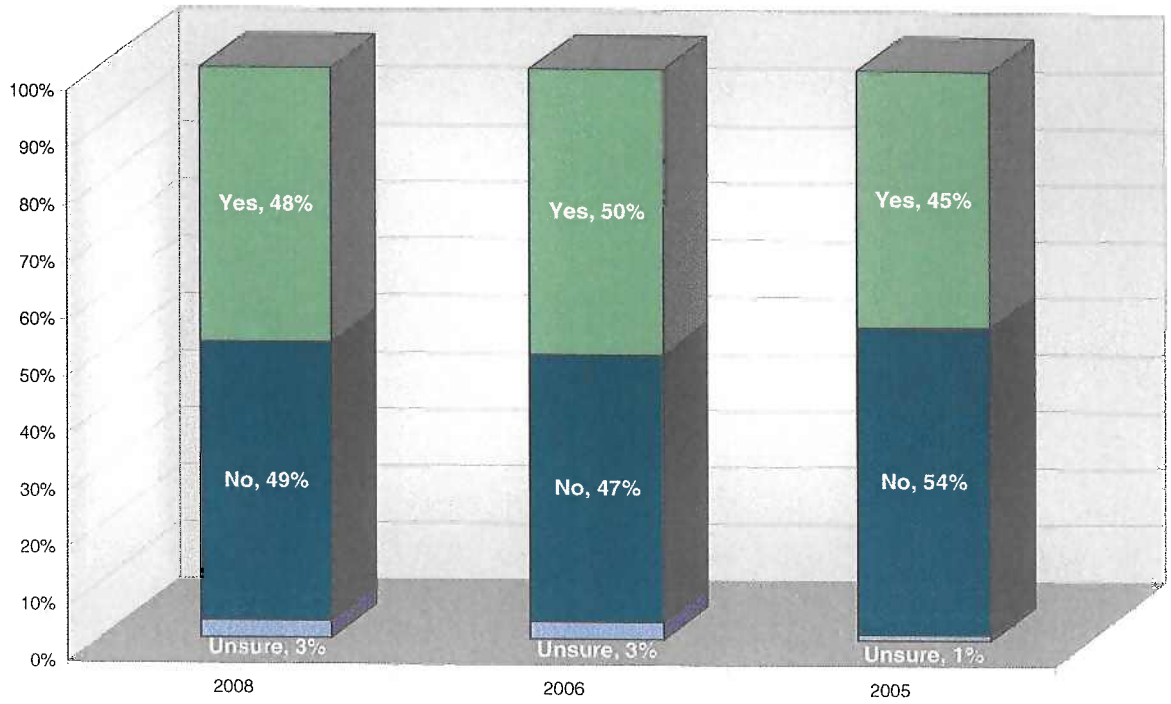


Chart 33
Reason for Not Visiting Conservation Garden
(among 78% who have not visited)

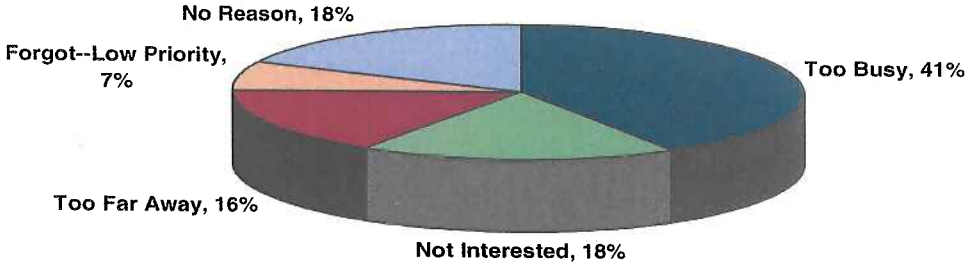
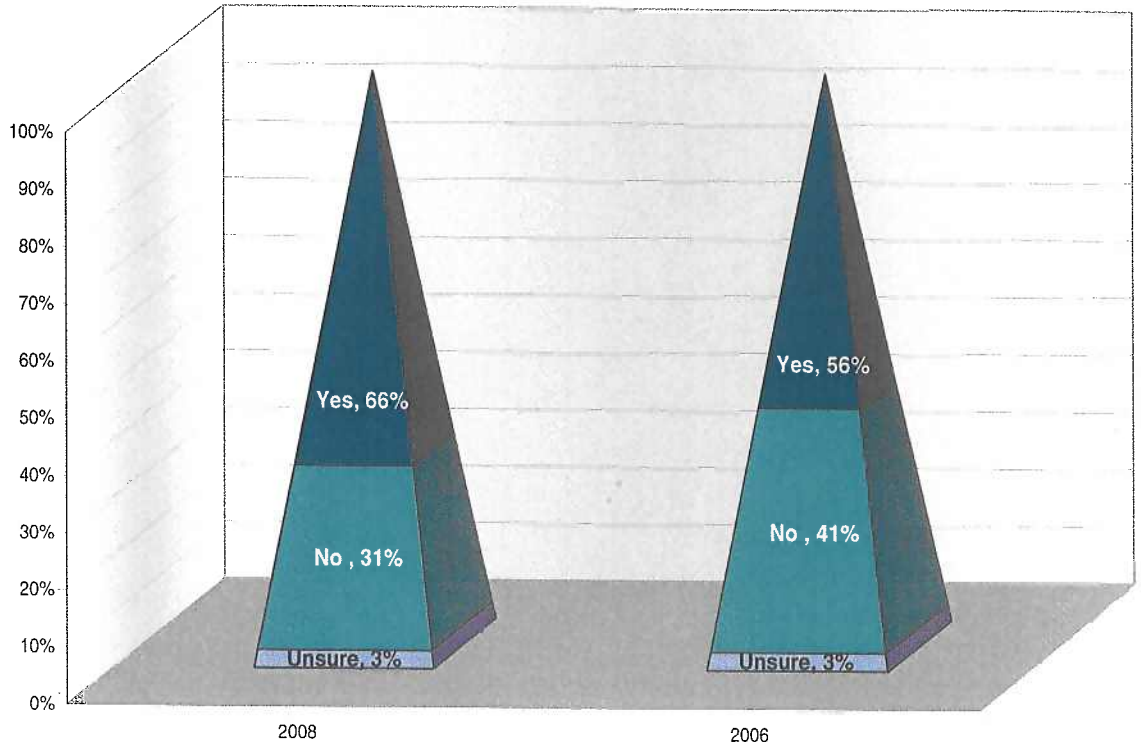


Chart 34
Recall Seeing or Hearing Messages about Outdoor Water Conservation



The following subgroups are most likely to have heard or seen outdoor water usage conservation messages during the past year.

- Homeowners (69 percent) compared to renters (41 percent)
- Whites and Blacks (each 75 percent)
- Respondents who elected to complete the survey in English (68 percent) compared to those who elected to complete the Spanish version (47 percent).
- Customers who are aware of reports that indicate that San Diego County is presently experiencing a drought (70 percent) compared to those who are not aware of these reports (41 percent).

Among the 66 percent who recall having seen or heard these messages, 30 percent indicated that they have responded by adjusting their sprinklers in terms of the length of time and time of day the sprinklers run, 23 percent said they now only use water as necessary, 10 percent reduced their lawn and/or added drought tolerant plants, 15 percent made no reduction in their water use, and 2 percent indicated that they were already conserving water. This pattern of conservation represents a substantial difference from the 2006 survey. In 2006, 35 percent said they were already conserving (presumably not influenced by the messages), 20 percent indicated that they

were not going to make any reductions in water use as a result of these messages, and only 18 percent (12 percent less than in 2008) adjusted their sprinklers in response to the conservation messages (**Chart 35**).

Chart 35
Major Step Taken in Response to Outdoor Conservation Messages
(among 66% in 2008 and 56% in 2006 who recall messages)

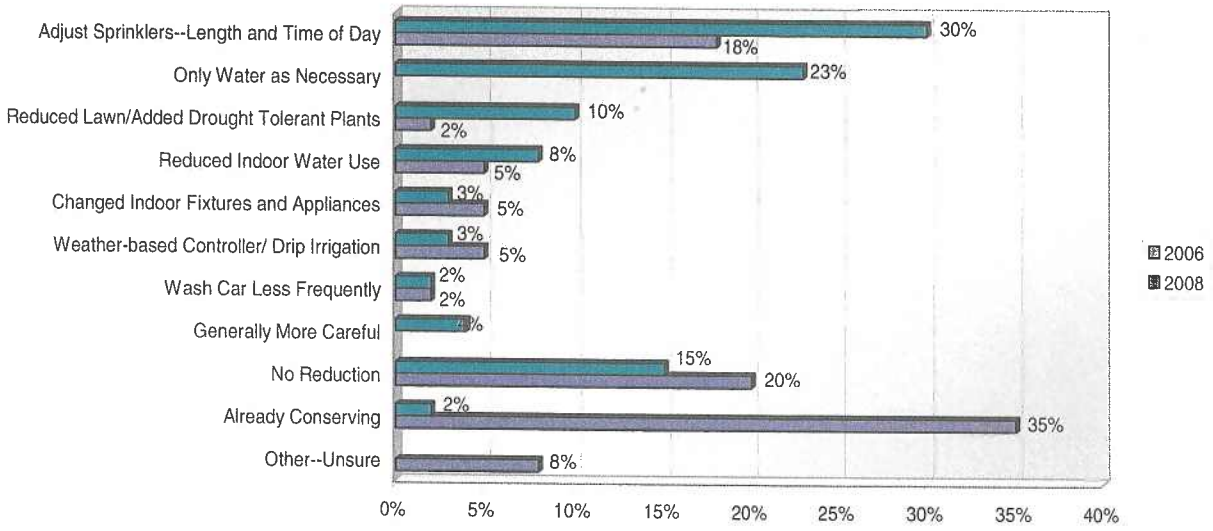
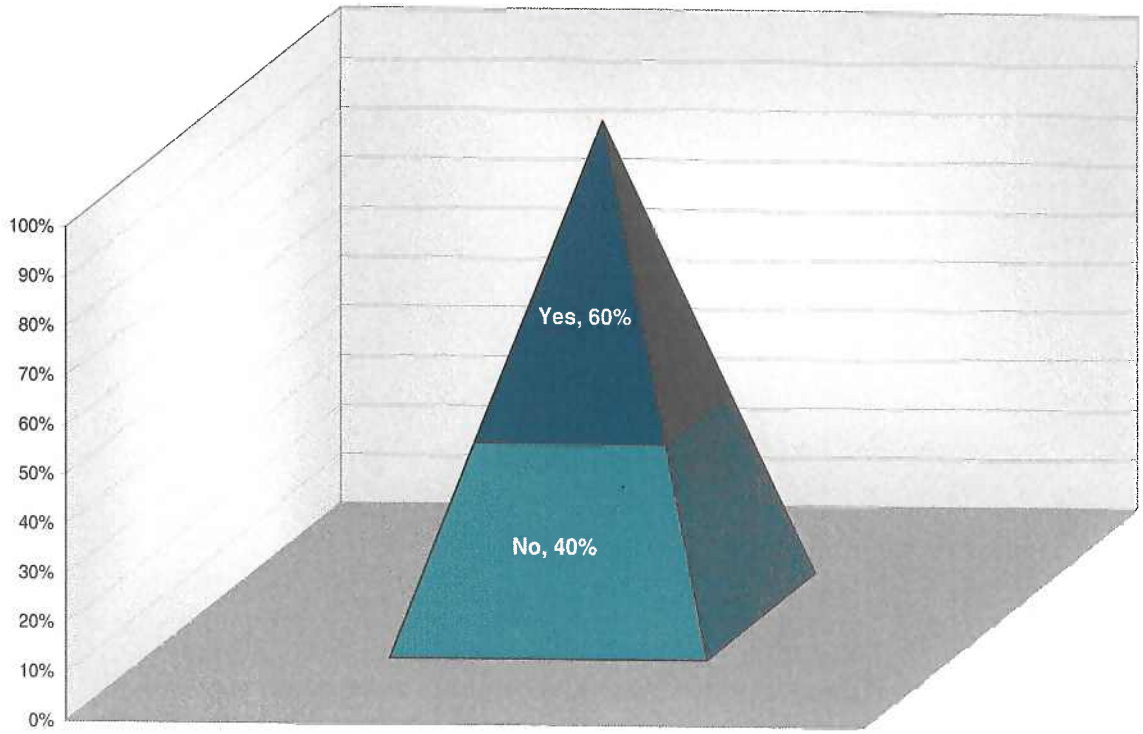


Chart 36 shows that 60 percent of the respondents recall messages about the 20 Gallon Challenge._The following subgroups were most likely to have heard or seen messages about the 20 Gallon Challenge:

- Longer term residents of the Otay Water District compared to shorter term residents (9 years or more – 50 percent; 8 or fewer years (31 percent)
- Males (44 percent) compared to females (35 percent).
- Those who elected to complete the survey in English (42 percent) compared to those who elected to complete the Spanish version (16 percent).

Chart 36
Recall Messages about 20 Gallon Challenge



Recycled Water

SUMMARY: *Only 40 percent of the Otay Water District customers know that sewer water is wastewater used for recycling. Over 40 percent erroneously think that storm drain run-off constitutes the wastewater used in the recycling process. This level of knowledge is consistent with the 2006 results.*

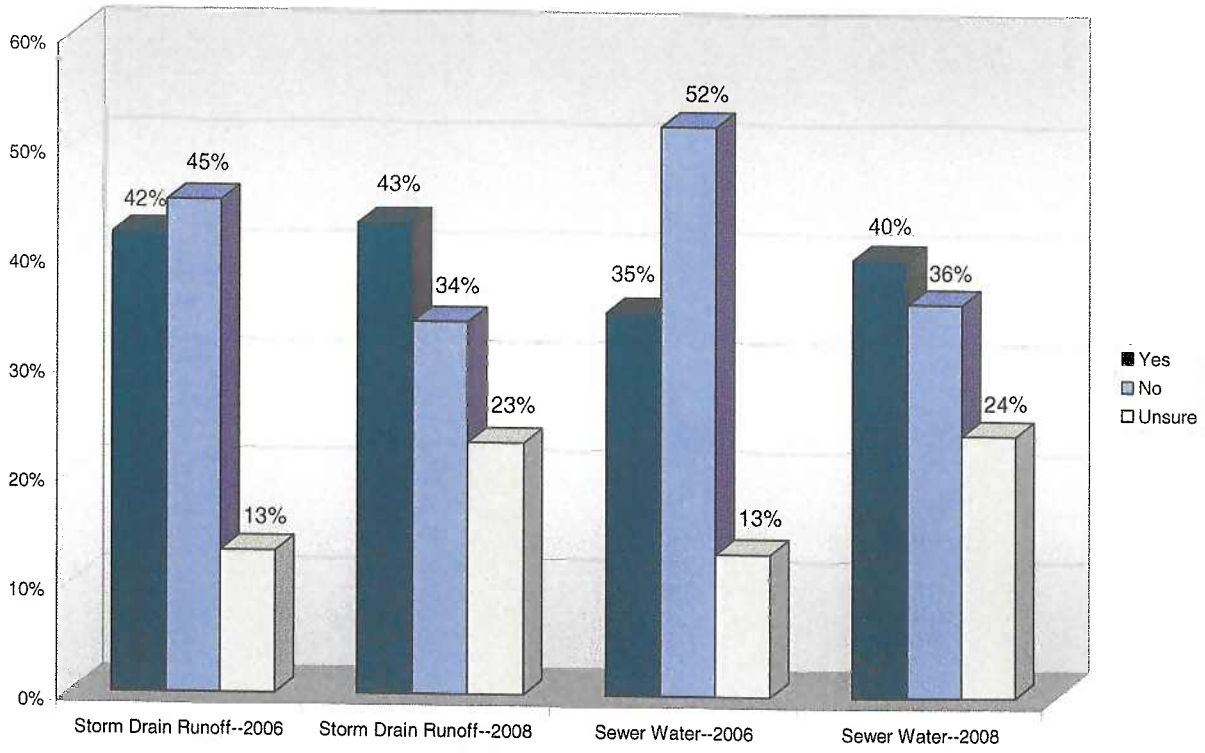
Customers who live within a specified geographic area in the northern section of the Otay Water District were asked whether they favored or opposed expanding the use of recycled water. These customers were selected for this series of questions because the District is considering the use of recycled water in this area in the future. Recycled water is strongly supported by customers in this northern area as a source of alternative water supply under most circumstances. The strongest support for recycled water occurs when it is used for watering landscape along freeways and golf courses and watering residential front yards. There is less support for replenishing recreational lakes with recycled water. There is little support for using recycled water as an alternative source of drinking water. While continuing to exhibit strong support for recycled water, these findings do show more support in the North District for these uses of recycled water than existed among all customers of the Otay Water District for the use of recycled water in the 2006 survey.

Chart 37 indicates that 40 percent of the Otay Water District customers know that sewer water is wastewater that is used for recycling. On the other hand, 43 percent think that storm drain run-off constitutes the wastewater used in the recycling process. While the level of knowledge is consistent with the 2006 results, nearly one-fourth of the respondents expressed uncertainty about the composition of wastewater (10 percent more than expressed uncertainty than in 2006).

The following groups tend to be more aware that sewer water is wastewater used for recycling:

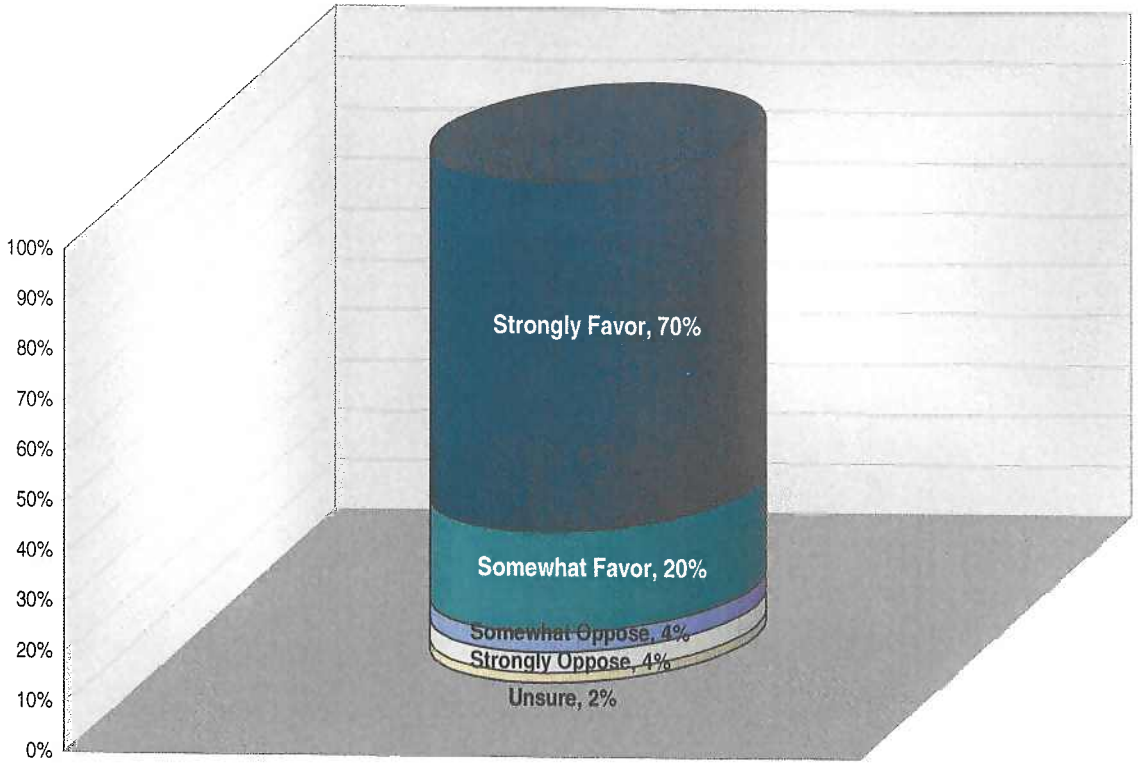
- Males (48 percent) compared to females (32 percent)
- Household members who pay their own water bill (42 percent) versus paid by landlords or other parties (27 percent)
- Customers who are aware of reports that indicate that San Diego County is presently experiencing a drought (44 percent) compared to those who are not aware of these reports (19 percent)
- Those who elected to complete the survey in English (41 percent) compared to those who elected to complete the Spanish version (29 percent).

Chart 37
Recycled Water Consists of ...



Customers who live within a specified geographic area in the northern section of the Otay Water District were asked whether they favored or opposed expanding the use of recycled water. These customers were selected for this line of questions because the District is considering the use of recycled water in this area in the future. **Chart 38** shows that 90 percent of those who live in the northern part of the Otay Water District either strongly favor (70 percent) or somewhat favor (20 percent) expanding the use of recycled water to include irrigating landscape in public areas such as parks, playgrounds, and schools.

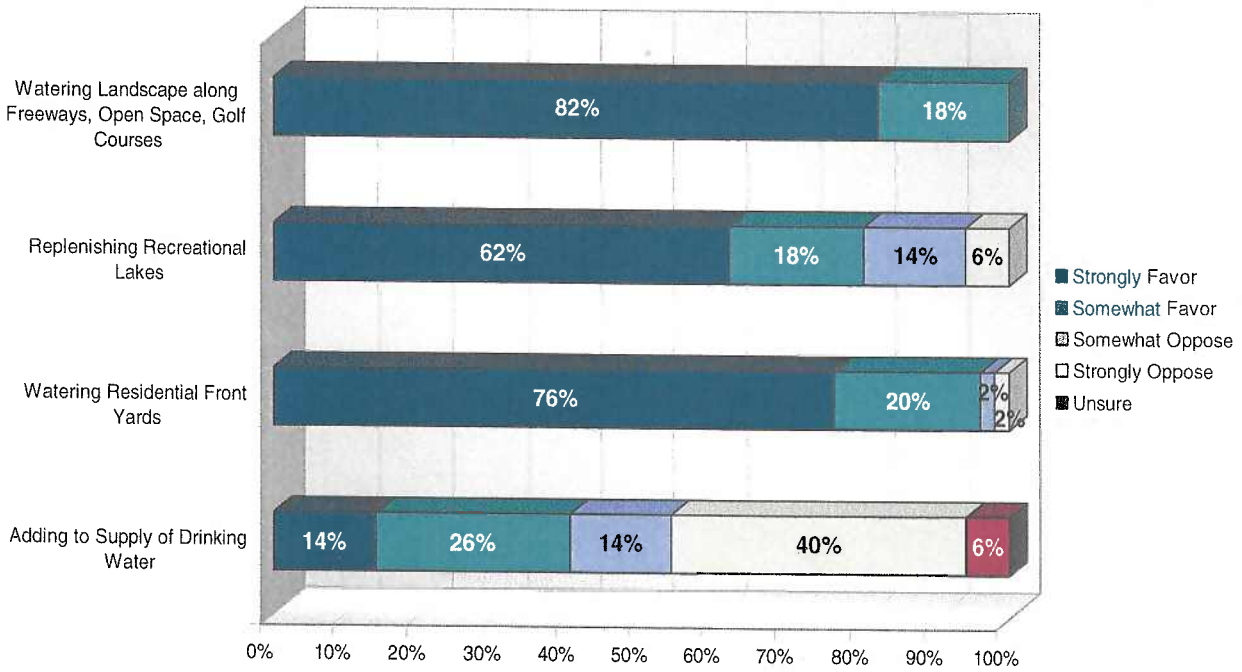
Chart 38
Favor or Oppose Expansion of Use of Recycled Water into Northern Part of Otay Water District
(n = 50 residents of North District)



Recycled water is strongly supported as a source of alternative water supply under most circumstances. **Chart 39** shows that the strongest support for recycled water occurs when it is used for watering landscape along freeways and golf courses (100 percent -- 82 percent strongly

favor) and watering residential front yards (96 percent – 76 percent strongly). Use of recycled water for replenishing recreational lakes is less supported (80 percent – 62 percent strongly). There is little support for using recycled water as a source of drinking water – 54 percent of customers either strongly oppose or somewhat oppose this potential use of recycled water. While continuing to exhibit strong support for recycled water, these findings do show more support in the North District for these uses of recycled water than existed among all customers of the Otay Water District for the use of recycled water in the 2006 survey.

Chart 39
Favor or Oppose Recycled Water for...



Comparative Rating of Utilities: Best Value for Money Paid

SUMMARY: ***Otay Water District customers rate trash collection as the utility with the best value for the money paid by customers followed by water utilities. Using a composite ranking that takes first, second, and third rankings for each utility into account, water becomes the utility with the best value followed closely by trash collection. Customers rate the other utilities far below trash collection and water provision in terms of value.***

Chart 40 indicates that 34 percent of Otay Water District customers rate trash collection as the utility with the best value for the money paid followed by the water utility (27 percent). **Chart 41** further analyzes the customers' ratings regarding the utility with the best value by accounting for second and third rankings. Using a composite ranking that takes first, second, and third rankings for each utility into account, water becomes the utility with the best value followed closely by trash collection. Other utilities are far behind by comparison.

- Customers whose preferred language of interview is Spanish feel that their water is the best value for the money more so than do those who preferred English (Spanish: 36 percent; English: 25 percent).

Chart 40
Utility Cited as Best Value by Otay Water District Customers

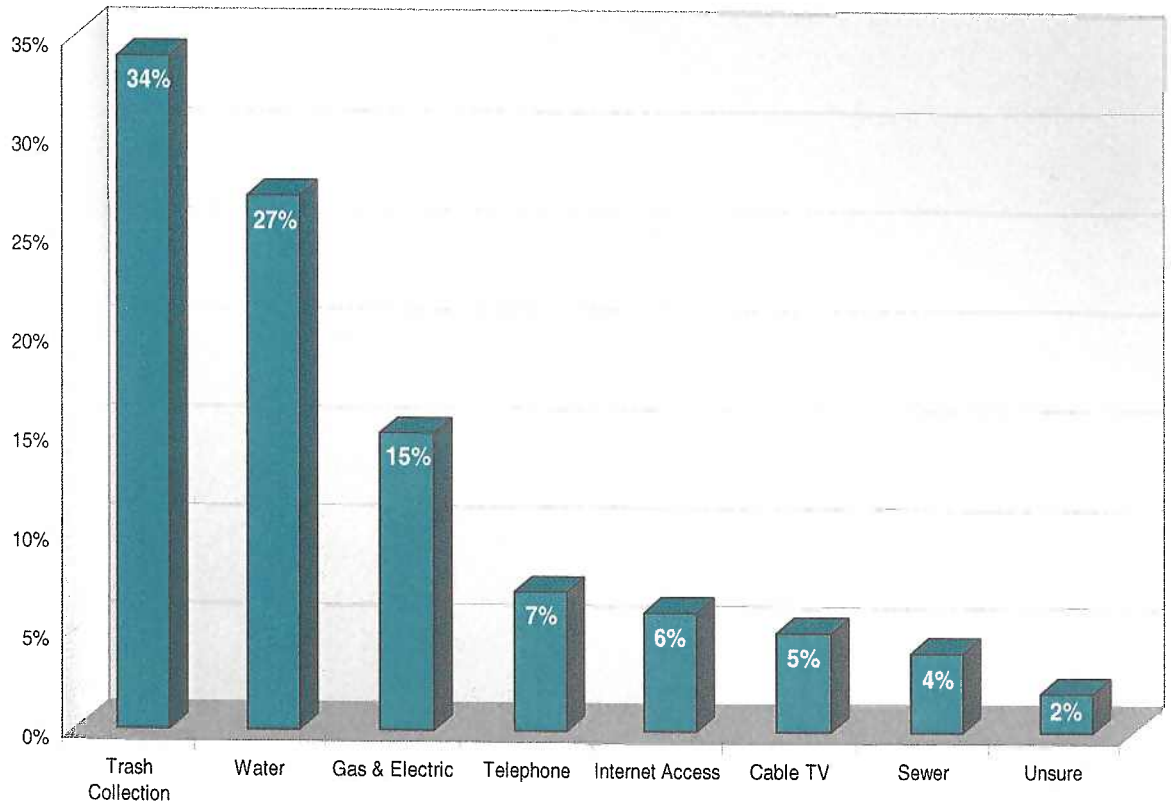
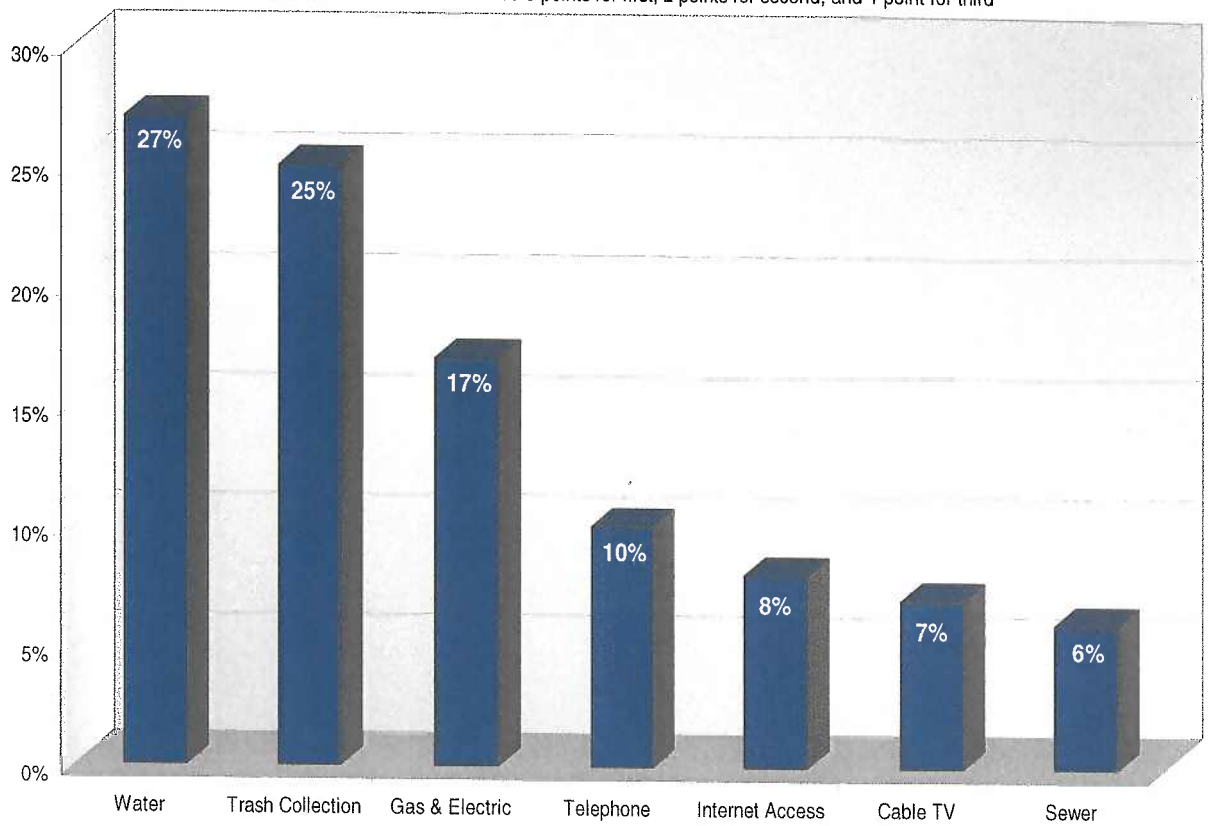


Chart 41
Weighted Ranking of Utilities for Best Value

Utilities ranked 1-2-3 and tallied 3 points for first, 2 points for second, and 1 point for third



Conclusions

There are strong indications of support for the work of the Otay Water District and the importance of water among all utilities from the District's customer base. Residents are very willing to consider alternative sources (in particular, water conservation and increased use of desalinated seawater and recycled water) to a very significant degree in order to protect and ensure that reliability into the future.

The results of this survey should be viewed as ratification by the public of the importance and quality of the work done by the District and as an expression of the high value to the public of the work in which the Otay Water District is engaged.

Otay Water District
General Survey 2008

INT. Hello, my name is _____. I'm calling on behalf of the Otay Water District. We're conducting a study about some issues having to do with your household water supply and we're interested in your opinions. **[IF NEEDED:]** Are you at least 18 years of age or older? **[IF 18+ HOUSEHOLDER NOT AVAILABLE NOW, ASK FOR FIRST NAME AND MAKE CB ARRANGEMENTS]**

VER. **[VERSION OF INTERVIEW:]** 1 - VERSION A 2 - VERSION B*

*** = RESPONSE OPTIONS REVERSED ON VERSION B FOR ALL QUESTIONS INDICATED**

IC. Let me assure you that no names or addresses are associated with the telephone numbers, and all of your responses are completely anonymous. The questions take about ten minutes. To ensure that my work is done honestly and correctly, this call may be monitored. Do you have a few minutes right now?

[IF ASKED ABOUT MONITORING:] My supervisor randomly listens to interviews to make sure we're reading the questions exactly as written and not influencing answers in any way.

TOP. **[ONLY IF ASKED FOR MORE INFORMATION ABOUT TOPIC OR WHO'S SPONSORING IT?:]** This project is sponsored by the Otay Water District, and it's about some issues related to your household water supply. **[IF SPONSOR INFORMATION GIVEN TO RESPONDENT, *"TOPIC"=1*]**

CUST. How long have you been a customer of the Otay Water District? **[IF LESS THAN ONE YEAR, THANK AND CODE *NQR-RES*]**

_____ YEARS
0 ----------> ***"NQR-RES"***
99 - DK/REF, BUT AT LEAST ONE YEAR

SEX. **[RECORD GENDER OF RESPONDENT:]**

1 - MALE
2 - FEMALE

---------- ***QUALIFIED RESPONDENT: QUOTAS CHECKED; DATA SAVED*** ----------

LP. **[IF INDICATED BY ACCENT:]** Would you prefer that we speak in...

1 - English or
2 - Spanish?

Q1. These first few questions deal with the use of water in your household. Which of the following is currently the main source of drinking water in your home...

1 - tap water, ----------> **GO TO Q2**
2 - tap water that you filter at home----------**GO TO Q2**
3 - bottled water?
4 - OTHER VOLUNTEERED, SPECIFY: _____ ------> **GO TO Q2**
9 - DK/REF ----------> **GO TO Q2**

Q1a. If you were to learn that the cost of bottled water is at least $4 per gallon and that the cost of tap water is less than a penny a gallon, would that change your choice of drinking water?

1 – YES---------- **GO TO Q2**
2 – NO ---------- **GO TO Q1b**
9 – DK/REF----------**GO TO Q2**

Q1b. **[If Q1a = 2]** What is it about bottled water that you feel makes it worth the extra cost? **DO NOT VOLUNTEER**

1 - TASTE,
2 - CONVENIENCE
3 – SAFETY/CLEANLINESS
8 - OTHER VOLUNTEERED, SPECIFY: _____
9 - DK/REF

Q2. How would you describe your household's level of interest in conserving water at home? Would you say...*

1 - a high level of interest,
2 - a moderate level,
3 - a low level, or
4 - no interest at all?
9 - DK/REF

Q3. During the past year, would you say your household's awareness of water conservation has been...* **[REVERSE 1 - 3 ONLY]**

1 - increasing,
2 - staying about the same,
3 - decreasing,
4 - or are you not sure? [INCLUDES DK/REF]

Q4. These next questions are related to the water supply in San Diego County. How confident are you in the ability of local water agencies to provide enough water to the district? Would you say...* **[REVERSE]**
1 - very confident,
2 - somewhat confident,
3 - not very confident,
4 - not at all confident,
5 - or are you not sure? [INCLUDES DK/REF]

Q5. How much trust do you have in the ability of the Otay Water District to provide clean, safe water to the district? Would you say...* **[REVERSE]**

1 – a great deal of trust,
2 – a good amount of trust,
3 – some trust,
4 -- not much trust,
5 – no trust at all?
9 -- not sure [INCLUDES DK/REF]

Q6. Does your household pay its own water bill, or does someone else, like a landlord or homeowners' association, pay the water bill for you?

1 - RESPONDENT/OTHER MEMBER OF HOUSEHOLD PAYS
2 - LANDLORD/HOMEOWNERS' ASSOC./OTHER ----------> **GO TO Q9**
9 - DK/REF ----------> **GO TO Q9**

[ASK Q6a TO Q6j IF Q6 = 1 - HH PAYS WATER BILL:]

Q6a. In the past year, do you believe that your water rates have...

1 - gone up,
2 - gone down,
3 - stayed about the same,
4 - or are you not sure?
9 - REF

Q6b. Have **[for Q6a=1]**/ Would **[for Q6a >1]** higher water rates motivate(d) you to conserve more water?

1 – YES
2 - NO
9 - DK/REF

Q6c. **[IF RESIDENT WITH OTAY SEWER—OTHERWISE, GO TO Q6f]**

Are you aware that your monthly invoice from the Otay Water District includes charges for your sewer service?

1 - YES
2 - NO
9 - DK/REF

Q6d. In the past year, have your <u>sewer</u> rates...

1 - gone up,
2 - gone down, ----------> **GO TO Q6f**
3 - stayed the same, ----------> **GO TO Q6f**
4 - or are you not sure? ----------> **GO TO Q6f**
9 - REF ----------> **GO TO Q6f**

Q6e. **[IF Q6a = 1 and Q6d = 1 - GONE UP:]** Which increase do you believe has been larger...* **[REVERSE 1-2 ONLY]**

1 - sewer,
2 - water,
3 - both equally,
4 - or are you not sure?
9 - REF

Q6f Would you be interested in receiving your monthly bill from the Otay Water District by e-mail instead of through the Postal Service?

1 - YES
2 - NO
9 - DK/REF

Q6g. Do you read the newsletter or bill inserts that come in the mail with your monthly water bill...

1 - every time,
2 - most times,
3 - sometimes, or
4 - never?
9 - DK/REF

Q6h The Otay Water District provides each customer household with an annual Consumer Confidence Report before July 1st of each year. Have you ever read this report?

1 - YES
2 – NO
9 - DK/REF

[IF Q6g >3 <u>and</u> Q6h >1, GO TO Q7, otherwise continue with Q6i]

Q6i. Is it important to you that these publications be made available in Spanish?

1 - YES
2 – NO
9 - DK/REF

Q6j. Can you tell me anything that you might recall reading in these newsletters or in the Consumer Confidence Report? **[RECORD UP TO 2 RESPONSES]**

_____

_____

Q7. Residential plumbing codes require that a pressure regulator be installed. Regulators are typically installed with the initial construction of the home and are set to control water pressure for your property at a normal level for residential uses.

Whose responsibility do you think it is for your having and maintaining the water pressure regulator? **[ROTATE]**

1—Otay Water District
2---City Public Works Department
3---The property owner
4—San Diego County Water Authority
5---Someone else, specify_____
9—DK/REF

Q8. These next few questions deal with saving water outdoors. Does your residence have any outdoor landscaping that someone in your household is directly responsible for maintaining?

1 - YES
2 - NO/APT/CONDO/NO YARD RESPONSIBILITIES ----------> **GO TO Q9**
9 - DK/REF ----------> **GO TO Q9**

Q8a. **[IF Q8 = 1:]** Does your irrigation system have a separate pressure regulator from the one that controls your household's water pressure?

1—YES
2—NO
9—DK/REF

Q8b. Does your landscaping include a lawn?

1 - YES
2 - NO ----------> **GO TO Q8e**
9 - DK/REF ----------> **GO TO Q8e**

Q8c. **[IF YES}** Reducing the size of your lawn helps save water. Which of the following would be <u>most</u> likely to motivate you to reduce the size of your lawn:...*

1 - having a reduced water bill due to using less water,
2 - having a more easily maintained yard,
3 - or neither?
9 - DK/REF

Q8d. The Otay Water District offers a $1 per square foot financial incentive to install synthetic turf and take out your grass lawn. Would you be likely to remove any of your grass lawn and replace it with synthetic turf under this rebate program in the next

[IF NECESSARY, USE TERM "ARTIFICIAL TURF"]

	1=YES	2=NO	9=DK/REF
1. 3 months	**IF YES, GO TO Q8e, IF NO CONTINUE TO Q8d2**		
2. 6 months	**IF YES, GO TO Q8e, IF NO CONTINUE TO Q8d3**		
3. 12 months			

Q8e. **[IF Q8 = 1 and Q8b > 1. OTHERWISE GO TO Q8f]** The District offers a $1 per square foot financial incentive for you to install water-wise, drought tolerant plants. Are you likely to remove any of your existing plants and replace them with water-wise plants under this program within the next 6 months?

1-YES
2-NO
9-DK/REF

Q8f. Do you have an automatically-controlled sprinkler system for your landscaping?

1 - YES
2 - NO ----------> **GO TO Q9**
9 - DK/REF ----------> **GO TO Q9**

Q8g. **[IF YES:]** During the past 12 months, how often has anyone made adjustments to the automatic controller for your sprinkler system?

1 - NOT AT ALL
2 - 1 TO 3 TIMES
3 - 4 to 6 TIMES
4 –7 OR MORE TIMES
5 - USE WEATHER-BASED CONTROLLER
9 - DK/REF

Q9a-g. I am going to mention six utilities that serve the needs of residents and businesses in the region. Considering only those utilities that you pay for, which would you say is the best value for the amount of money that you pay. Which ones are second and third? **[ROTATE LIST]**

	MOST	SECOND	THIRD
a. Trash collection	1	1	1
b. Water	2	2	2
c. Sewer	3	3	3
d. Telephone	4	4	4
e. Cable or Satellite TV	5	5	5
f. Internet access	6	6	6
g. Gas & Electric	7	7	7

ASK EVERYONE:

Q10. Have you ever seen or heard anything about the Water Conservation Garden at Cuyamaca College?

1 - YES
2 - NO----------> **GO TO Q11**

9 - DK/REF ----------> **GO TO Q11**

Q10a. **[IF YES:]** Have you ever visited the garden?

1 - YES
2 - NO ----------> **GO TO Q10f**
9 - DK/REF ----------> **GO TO Q10f**

Q10b-d. Have you or other of your household members during these past 6 years

1=YES 2=NO 3=DK/REF

b. taken a formal tour of the garden?

c. taken one of the classes offered?

d. taken a child to the garden with you?

Q10e. Have you made any changes to your watering or landscaping practices as a result of visiting the Garden?

1 – YES
2 - NO
9 - DK/REF

GO TO Q11

Q10f. Why have you not visited the Garden?

_____

_____

[ASK Q11 ONLY IF Q6 = 1 (HH responsible for landscaping)

Q11. **[ASK Q11 ONLY IF Q6 = 1 (HH responsible for landscaping) Otherwise, GO TO Q12**

Do you recall having seen or heard any OUTDOOR water usage conservation messages during the past year?

1 - YES
2 - NO ----------> **GO TO Q12**
9 - DK/REF ----------> **GO TO Q12**

Q11a. **[IF Q11=1:]** What is the major step your household has taken to reduce outdoor water usage as a response to these messages?
[PROBE FOR AND RECORD ONLY <u>ONE</u> STEP]

99 - DK/REF

Q12. Do you recall seeing or hearing messages about the 20 Gallon Challenge?
1 - YES
2 – NO
9 - DK/REF

Q13: How would you rate your overall satisfaction with the Otay Water District as your water service provider?
1---Excellent
2---Very Good
3—Good
4---Fair
5—Poor
6---Very Poor
9—DK/REF

Q14. Have you ever visited the Otay Water District website?

1 - YES
2 – HAVE ACCESS TO INTERNET, BUT HAVE NOT VISITED WEBSITE --------> **GO TO Q15**
3—DO NOT HAVE ACCESS TO THE INTERNET----------→**GO TO Q15**
9 - DK/REF ----------> **GO TO Q15**

Q14a. **[IF YES:]** How would you rate the website? Would you say...

1 - excellent,
2 - good,
3 - fair, or
4 - poor?
9 - DK/REF

Q15a-b. These next questions are about recycled water, which is wastewater that has been highly treated and is used for a variety of purposes other than drinking water. Which of the following would you think makes up the wastewater that is used for recycling?

	1=Yes	2=No	3=DK/REF
a. sewer water			
b. storm drain runoff			

Q16. **[IF RESIDENT OF NORTH DISTRICT—OTHERWISE, GO TO Q18]**

The Otay Water District is exploring the expansion of recycled water into your part of the district for use in irrigating landscape in public areas such as parks, playgrounds and schools, thereby freeing up more drinking water for residential use. Would you favor or oppose such a plan? **[CLARIFY:]** Do you strongly or somewhat {favor/oppose} that?

1—strongly favor

2—somewhat favor

3—somewhat oppose

4—strongly oppose

9—DK/REF

Q17a-d. The use of recycled water is another way to increase our water supply. Would you favor or oppose the use of recycled water for the following types of uses...
[CLARIFY:] Do you strongly or somewhat {favor/oppose} that?

Do you favor or oppose using recycled water...	strgly favor	smwt favor	smwt oppose	strgly oppose	DK/ REF
a) for watering landscaping along freeways open space, parks and golf courses?	1	2	3	4	9
b) for replenishing recreational lakes?	1	2	3	4	9
c) for watering residential front yards?	1	2	3	4	9
d) as an addition to the supply of drinking water	1	2	3	4	9

ASK ALL:

Q18. Are you aware of reports that indicate that San Diego County is presently experiencing a drought?

1 – YES
2 – NO
9 - DK/REF

In closing, these questions are for comparison purposes only.

CALL Have you called the Otay Water District for service or other help during the past 6 months?

1 - YES
2 - NO
9 - DK/REF

PPH. How many persons, including yourself, live in your household?

_____
99 - DK/REF

TEN. Is your residence owned by someone in your household, or is it rented?

1 - OWN
2 - RENT/OTHER STATUS
9 - DK/REF

EDU. What is the highest grade or year of school that you have completed and received credit for...

1 - high school or less,
2 - at least one year of college, trade or vocational school,
3 - graduated college with a bachelor's degree, or
4 - at least one year of graduate work beyond a bachelor's degree?
9 - DK/REF

AGE. Please tell me when I mention the category that contains your age...

1 - 18 to 24,
2 - 25 to 34,
3 - 35 to 44,
4 - 45 to 54,
5 - 55 to 64, or
6 - 65 or over?
9 - DK/REF

ETH. Which of the following best describes your ethnic or racial background...

1 - white, not of Hispanic origin;
2 - black, not of Hispanic origin;
3 - Hispanic or Latino;
4 - Asian or Pacific Islander;
5 - Native American; or
6 - another ethnic group? [SPECIFY:] _____
9 - DK/REF

INC. Now, we don't want to know your exact income, but just roughly, could you tell me if your annual household income before taxes is...

1 - under $25,000,
2 - $25,000 up to but not including $50,000,
3 - $50,000 up to (but not including) $75,000,
4 - $75,000 up to (but not including) $100,000, or
5 - $100,000 up to but not including $150,000?
9 - DK/REF

LAN. **[LANGUAGE OF INTERVIEW:]** 1 - ENGLISH 2 - SPANISH

Otay Water District 2008 Call Center Customer Services Satisfaction Survey is posted as a separate document

AGENDA ITEM 5

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	September 3, 2008
SUBMITTED BY:	James Cudlip, Finance Manager	W.O./G.F. NO:	DIV. NO. All
APPROVED BY: (Chief)	Joseph R. Beachem, Chief financial Officer		
APPROVED BY: (Asst. GM):	German Alvarez, Assistant General Manager		
SUBJECT:	Annual Review of Investment Policy (Policy No. 27) and Delegation of Authority		

GENERAL MANAGER'S RECOMMENDATION:

That the Board receives the District's Investment Policy (Policy #27) for review, and to re-delegate authority for all investment related activities to the Chief Financial Officer (CFO) in accordance with Government Code Section 53607.

COMMITTEE ACTION: _____

See Attachment A.

PURPOSE:

Government Code Section 53646 recommends that the District's Investment Policy be rendered to the Board on an annual basis for review. In addition, Government Code Section 53607 requires that for the CFO's delegation of authority to remain effective, the governing board must re-delegate authority over investment activities on an annual basis.

ANALYSIS:

The primary goals of the investment policy are to assure compliance with the California Government Code, Sections 53600 et seq, and to protect the principal of the funds. The code provides a broad range of investment options for local agencies, including Federal Treasuries, Federal Agencies, Callable Federal Agencies, the State Pool, the County Pool, high-grade corporate debt, and others. Over the past two years, the size of the District's portfolio has fluctuated between $69 million and $111 million due to large outlays for construction projects, and the influx of bond proceeds from the COPS-2007 funding.

There have been no changes to the policy since the Board's previous annual review at the September 5, 2007 regular board meeting. The policy is consistent with the current law and the overall objectives of the policy are being met.

FISCAL IMPACT:

None.

STRATEGIC GOAL:

Demonstrate financial health through formalized policies, prudent investing, and efficient operations.

LEGAL IMPACT:

None.

General Manager

Attachments:

A) Committee Staff Report
B) Investment Policy #27
C) Portfolio Management: Portfolio Summary, June 30, 2008
D) Copy of Investment Policy Presentation Slides

ATTACHMENT A

SUBJECT/PROJECT:	Annual Review of Investment Policy (Policy No. 27) and Delegation of Authority

COMMITTEE ACTION:

The Finance, Administration, and Communications Committee receives the Investment Policy (Policy No. 27) for review, and to re-delegate authority for all investment related activities to the Chief Financial Officer in accordance with California Government Code Section 53607.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

OTAY WATER DISTRICT
BOARD OF DIRECTORS POLICY

Subject	Policy Number	Date Adopted	Date Revised
DISTRICT INVESTMENT POLICY	27	9/15/93	9/6/06

1.0: POLICY

It is the policy of the Otay Water District to invest public funds in a manner which will provide maximum security with the best interest return, while meeting the daily cash flow demands of the entity and conforming to all state statues governing the investment of public funds.

2.0: SCOPE

This investment policy applies to all financial assets of the Otay Water District. The District pools all cash for investment purposes. These funds are accounted for in the District's audited Comprehensive Annual Financial Report (CAFR) and include:

- 2.1) General Fund
- 2.2) Capital Project Funds
  - 2.2.1) Designated Expansion Fund
  - 2.2.2) Restricted Expansion Fund
  - 2.2.3) Designated Betterment Fund
  - 2.2.4) Restricted Betterment Fund
  - 2.2.5) Designated Replacement Fund
- 2.3) Other Post Employment Fund (OPEB)
- 2.4) Debt Reserve Fund

Exceptions to the pooling of funds do exist for tax-exempt debt proceeds and deferred compensation funds. Funds received from the sale of general obligation bonds, certificates of participation or other tax-exempt financing vehicles are segregated from pooled investments and the investment of such funds are guided by the legal documents that govern the terms of such debt issuances.

3.0: PRUDENCE

Investments should be made with judgment and care, under current prevailing circumstances, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

The standard of prudence to be used by investment officials shall be the "Prudent Person" and/or "Prudent Investor" standard (California Government Code 53600.3) and shall be applied in the context of managing an overall portfolio. Investment officers acting in accordance with written procedures and the investment policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes,

provided deviations from expectations are reported in a timely fashion and appropriate action is taken to control adverse developments.

4.0: OBJECTIVE

As specified in the California Government Code 53600.5, when investing, reinvesting, purchasing, acquiring, exchanging, selling and managing public funds, the primary objectives, in priority order, of the investment activities shall be:

4.1) Safety: Safety of principal is the foremost objective of the investment program. Investments of the Otay Water District shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio. To attain this objective, the District will diversify its investments by investing funds among a variety of securities offering independent returns and financial institutions.

4.2) Liquidity: The Otay Water District's investment portfolio will remain sufficiently liquid to enable the District to meet all operating requirements which might be reasonably anticipated.

4.3) Return on Investment: The Otay Water District's investment portfolio shall be designed with the objective of attaining a benchmark rate of return throughout budgetary and economic cycles, commensurate with the District's investment risk constraints and the cash flow characteristics of the portfolio.

ATTACHMENT A

SUBJECT/PROJECT:	Annual Review of Investment Policy (Policy No. 27) and Delegation of Authority

COMMITTEE ACTION:

The Finance, Administration, and Communications Committee receives the Investment Policy (Policy No. 27) for review, and to re-delegate authority for all investment related activities to the Chief Financial Officer in accordance with California Government Code Section 53607.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

5.0 DELEGATION OF AUTHORITY

Authority to manage the Otay Water District's investment program is derived from the California Government Code, Sections 53600 through 53692. Management responsibility for the investment program is hereby delegated to the Chief Financial Officer (CFO), who shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials and their procedures in the absence of the CFO.
The CFO shall establish written investment policy procedures for the operation of the investment program consistent with this policy. Such procedures shall include explicit delegation of authority to persons responsible for investment transactions. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the CFO.

6.0: ETHICS AND CONFLICTS OF INTEREST

Officers and employees involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial investment decisions. Employees and investment officials shall disclose to the General Manager any material financial interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. Employees and officers shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of the District.

7.0: AUTHORIZED FINANCIAL DEALERS AND INSTITUTIONS

The Chief Financial Officer shall maintain a list of financial institutions authorized to provide investment services. In addition, a list will also be maintained of approved security broker/dealers who are authorized to provide investment services in the State of California. These may include "primary" dealers or regional dealers that qualify under Securities & Exchange Commission Rule 15C3-1 (Uniform Net Capital Rule). No public deposit shall be made except in a qualified public depository as established by state laws.

All financial institutions and broker/dealers who desire to become qualified bidders for investment transactions must supply the District with the following, as appropriate:

- Audited Financial Statements.

- Proof of National Association of Security Dealers (NASD) certification.
- Proof of state registration.
- Completed broker/dealer questionnaire.
- Certification of having read the District's Investment Policy.
- Evidence of adequate insurance coverage.

As annual review of the financial condition and registrations of qualified bidders will be conducted by the CFO. A current audited financial statement is required to be on file for each financial institution and broker/dealer in which the District invests.

8.0: AUTHORIZED AND SUITABLE INVESTMENTS

From the governing body perspective, special care must be taken to ensure that the list of instruments includes only those allowed by law and those that local investment managers are trained and competent to handle. The District is governed by the California Government Code, Sections 53600 through 53692, to invest in the following types of securities, as further limited herein:

8.01) United States Treasury Bills, Bonds, Notes or those instruments for which the full faith and credit of the United States are pledged for payment of principal and interest. There is no percentage limitation of the portfolio which can be invested in this category, although a five-year maturity limitation is applicable.

8.02) Local Agency Investment Fund (LAIF), which is a State of California managed investment pool, may be used up to the maximum permitted by State Law (currently $40 million). The District may also invest bond proceeds in LAIF with the same but independent maximum limitation.

8.03) Bonds, debentures, notes and other evidence of indebtedness issued by any of the following government agency issuers:

- Federal Home Loan Bank (FHLB)
- Federal Home Loan Mortgage Corporation (FHLMC or "Freddie Mac")
- Federal National Mortgage Association (FNMA or "Fannie Mae")
- Government National Mortgage Association (GNMA or "Ginnie Mae")
- Student Loan Marketing Association (SLMA or "Sallie Mae")
- Federal Farm Credit Bank (FFCB)

There is no percentage limitation of the portfolio which can be invested in this category, although a five-year maturity limitation is applicable.

8.04) Interest-bearing demand deposit accounts and Certificates of Deposit (CD) will be made only in Federal Deposit Insurance Corporation (FDIC) insured accounts. For deposits in excess of the insured maximum of $100,000, approved collateral shall be required in accordance with California Government Code, Section 53652. Investments in CD's are limited to 15 percent of the District's portfolio.

8.05) Commercial paper, which is short-term, unsecured promissory notes of corporate and public entities. Purchases of eligible commercial paper may not exceed 10 percent of the outstanding paper of an issuing corporation, and maximum investment maturity will be restricted to 270 days. Investment is further limited as described in California Government Code, Section 53601(g). Purchases of commercial paper may not exceed 15 percent of the District's portfolio.

8.06) Medium-term notes defined as all corporate debt securities with a maximum remaining maturity of five years or less, and that meet the further requirements of California Government Code, Section 53601(j). Investments in medium-term notes are limited to 15 percent of the District's portfolio.

8.07) Money market mutual funds that invest only in Treasury securities and repurchase agreements collateralized with Treasury securities, and that meet the further requirements of California Government Code, Section 53601(k). Investments in money market mutual funds are limited to 15 percent of the District's portfolio.

8.08) The San Diego County Treasurer's Pooled Money Fund, which is a County managed investment pool, may be used by the Otay Water District to invest excess funds. There is no percentage limitation of the portfolio which can be invested in this category.

8.09) Under the provisions of California Government Code 53601.6, the Otay Water District shall not invest any funds covered by this Investment Policy in inverse floaters, range notes, interest-only strips derived from mortgage pools, or any investment that may result in a zero interest accrual if held to maturity. Also, the

borrowing of funds for investment purposes, known a leveraging, is prohibited.

9.0: INVESTMENT POOLS/MUTUAL FUNDS

A thorough investigation of the pool/fund is required prior to investing, and on a continual basis. There shall be a questionnaire developed which will answer the following general questions:

- A description of eligible investment securities, and a written statement of investment policy and objectives.
- A description of interest calculations and how it is distributed, and how gains and losses are treated.
- A description of how the securities are safeguarded (including the settlement processes), and how often the securities are priced and the program audited.
- A description of who may invest in the program, how often, and what size deposits and withdrawals are allowed.
- A schedule for receiving statements and portfolio listings.
- Are reserves, retained earnings, etc., utilized by the pool/fund?
- A fee schedule, and when and how is it assessed.
- Is the pool/fund eligible for bond proceeds and/or will it accept such proceeds?

10.0 COLLATERALIZATION

Collateralization will be required on certificates of deposit. In order to anticipate market changes and provide a level of security for all funds, the collateralization level will be 102% of market value of principal and accrued interest. Collateral will always be held by an independent third party with whom the entity has a current custodial agreement. A clearly marked evidence of ownership (safekeeping receipt) must be supplied to the entity and retained. The right of collateral substitution is granted.

11.0: SAFEKEEPING AND CUSTODY

All security transactions entered into by the Otay Water District shall be conducted on a delivery-versus-payment (DVP) basis. Securities will be held by a third party custodian designated by the District and evidenced by safekeeping receipts.

12.0: DIVERSIFICATION

The Otay Water District will diversify its investments by security type and institution, with limitations on the total amounts invested in each security type as detailed in Paragraph 8.0, above, so as to reduce overall portfolio risks while attaining benchmark average rate of return. With the exception of U.S. Treasury securities, government agencies, and authorized pools, no more than 50% of the District's total investment portfolio will be invested with a single financial institution.

13.0: MAXIMUM MATURITIES

To the extent possible, the Otay Water District will attempt to match its investments with anticipated cash flow requirements. Unless matched to a specific cash flow, the District will not directly invest in securities maturing more than five years from the date of purchase. However, for time deposits with banks or savings and loan associations, investment maturities will not exceed two years. Investments in commercial paper will be restricted to 270 days.

14.0: INTERNAL CONTROL

The Chief Financial Officer shall establish an annual process of independent review by an external auditor. This review will provide internal control by assuring compliance with policies and procedures.

15.0: PERFORMANCE STANDARDS

The investment portfolio shall be designed with the objective of obtaining a rate of return throughout budgetary and economic cycles, commensurate with the investment risk constraints and the cash flow needs.

The Otay Water District's investment strategy is passive. Given this strategy, the basis used by the CFO to determine whether market yields are being achieved shall be the State of California Local Agency Investment Fund (LAIF) as a comparable benchmark.

16.0: REPORTING

The Chief Financial Officer shall provide the Board of Directors monthly investment reports which provide a clear picture of the status of the current investment portfolio. The management report should include comments on the fixed income markets and economic conditions, discussions regarding restrictions on percentage of investment by categories, possible changes in the portfolio structure going forward and thoughts on investment strategies. Schedules in the quarterly report should include the following:

- A listing of individual securities held at the end of the reporting period by authorized investment category.
- Average life and final maturity of all investments listed.
- Coupon, discount or earnings rate.
- Par value, amortized book value, and market value.
- Percentage of the portfolio represented by each investment category.

17.0: INVESTMENT POLICY ADOPTION

The Otay Water District's investment policy shall be adopted by resolution of the District's Board of Directors. The policy shall be reviewed annually by the Board and any modifications made thereto must be approved by the Board.

18.0: GLOSSARY

See Appendix A.

APPENDIX A: GLOSSARY

ACTIVE INVESTING: Active investors will purchase investments and continuously monitor their activity, often looking at the price movements of their stocks many times a day, in order to exploit profitable conditions. Typically, active investors are seeking short term profits.

AGENCIES: Federal agency securities and/or Government-sponsored enterprises.

BANKERS' ACCEPTANCE (BA): A draft or bill or exchange accepted by a bank or trust company. The accepting institution guarantees payment of the bill, as well as the issuer.

BENCHMARK: A comparative base for measuring the performance or risk tolerance of the investment portfolio. A benchmark should represent a close correlation to the level of risk and the average duration of the portfolio's investments.

BROKER/DEALER: Any individual or firm in the business of buying and selling securities for itself and others. Broker/dealers must register with the SEC. When acting as a broker, a broker/dealer executes orders on behalf of his/her client. When acting as a dealer, a broker/dealer executes trades for his/her firm's own account. Securities bought for the firm's own account may be sold to clients or other firms, or become a part of the firm's holdings.

CERTIFICATE OF DEPOSIT (CD): A short or medium term, interest bearing, FDIC insured debt instrument offered by banks and savings and loans. Money removed before maturity is subject to a penalty. CDs are a low risk, low return investment, and are also known as "time deposits", because the account holder has agreed to keep the money in the account for a specified amount of time, anywhere from a few months to several years.

COLLATERAL: Securities, evidence of deposit or other property, which a borrower pledges to secure repayment of a loan. Also refers to securities pledged by a bank to secure deposits of public monies.

COMMERCIAL PAPER: An unsecured short-term promissory note, issued by corporations, with maturities ranging from 2 to 270 days.

COMPREHENSIVE ANNUAL FINANCIAL REPORT (CAFR): The official annual report for the Otay Water District. It includes detailed financial information prepared in conformity with generally accepted accounting principles (GAAP). It also includes supporting schedules necessary to demonstrate compliance with finance-related legal and contractual

provisions, extensive introductory material, and a detailed statistical section.

COUPON: (a) The annual rate of interest that a bond's issuer promises to pay the bondholder on the bond's face value. (b) A certificate attached to a bond evidencing interest due on a set date.

DEALER: A dealer, as opposed to a broker, acts as a principal in all transactions, buying and selling for his own account.

DEBENTURE: A bond secured only by the general credit of the issuer.

DELIVERY VERSUS PAYMENT: There are two methods of delivery of securities: delivery versus payment and delivery versus receipt. Delivery versus payment is delivery of securities with an exchange of money for the securities. Delivery versus receipt is delivery of securities with an exchange of a signed receipt for the securities.

DERIVATIVES: (1) Financial instruments whose return profile is linked to, or derived from, the movement of one or more underlying index or security, and may include a leveraging factor, or (2) financial contracts based upon notional amounts whose value is derived from an underlying index or security (interest rates, foreign exchange rates, equities or commodities).

DISCOUNT: The difference between the cost price of a security and its maturity when quoted at lower than face value. A security selling below original offering price shortly after sale also is considered to be at a discount.

DISCOUNT SECURITIES: Non-interest bearing money market instruments that are issued at a discount and redeemed at maturity for full face value, e.g., U.S. Treasury Bills.

DIVERSIFICATION: Dividing investment funds among a variety of securities offering independent returns.

FEDERAL CREDIT AGENCIES: Agencies of the Federal government set up to supply credit to various classes of institutions and individuals, e.g., S&L's, small business firms, students, farmers, farm cooperatives, and exporters.

FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC): A federal agency that insures deposits in member banks and thrifts, currently up to $100,000 per deposit.

FEDERAL FARM CREDIT BANK (FFCB): The Federal Farm Credit Bank system supports agricultural loans and issues securities and bonds in

financial markets backed by these loans. It has consolidated the financing programs of several related farm credit agencies and corporations.

FEDERAL FUNDS RATE: The rate of interest at which Fed funds are traded. This rate is currently pegged by the Federal Reserve through open-market operations.

FEDERAL HOME LOAN BANK (FHLB): Government sponsored wholesale banks (currently 12 regional banks), which lend funds and provide correspondent banking services to member commercial banks, thrift institutions, credit unions and insurance companies.

FEDERAL HOME LOAN MORTGAGE CORPORATION (FHLMC or Freddie Mac): A stockholder owned, publicly traded company chartered by the United States federal government in 1970 to purchase mortgages and related securities, and then issue securities and bonds in financial markets backed by those mortgages in secondary markets. Freddie Mac, like its competitor Fannie Mae, is regulated by the United States Department of Housing and Urban Development (HUD).

FEDERAL NATIONAL MORTGAGE ASSOCIATION (FNMA or Fannie Mae): FNMA, like GNMA was chartered under the Federal National Mortgage Association Act in 1938. FNMA is a federal corporation working under the auspices of the Department of Housing and Urban Development (HUD). It is the largest single provider of residential mortgage funds in the United States. Fannie Mae is a private stockholder-owned corporation. The corporation's purchases include a variety of adjustable mortgages and second loans, in addition to fixed-rate mortgages. FNMA's securities are also highly liquid and are widely accepted. FNMA assumes and guarantees that all security holders will receive timely payment of principal and interest.

FEDERAL RESERVE SYSTEM: The central bank of the United States created by Congress and consisting of a seven member Board of Governors in Washington, D.C., 12 regional banks and about 5,700 commercial banks that are members of the system.

GOVERNMENT NATIONAL MORTGAGE ASSOCIATION (GNMA or Ginnie Mae): A government owned agency which buys mortgages from lending institutions, securitizes them, and then sells them to investors. Because the payments to investors are guaranteed by the full faith and credit of the U.S. Government, they return slightly less interest than other mortgage-backed securities.

INTEREST-ONLY STRIPS: A mortgage backed instrument where the investor receives only the interest, no principal, from a pool of mortgages. Issues are highly interest rate sensitive, and cash flows vary between

interest periods. Also, the maturity date may occur earlier than that stated if all loans within the pool are pre-paid. High prepayments on underlying mortgages can return less to the holder than the dollar amount invested.

INVERSE FLOATER: A bond or note that does not earn a fixed rate of interest. Rather, the interest rate is tied to a specific interest rate index identified in the bond/note structure. The interest rate earned by the bond/note will move in the opposite direction of the index. An inverse floater increases the market rate risk and modified duration of the investment.

LEVERAGE: Investing with borrowed money with the expectation that the interest earned on the investment will exceed the interest paid on the borrowed money.

LIQUIDITY: A liquid asset is one that can be converted easily and rapidly into cash without a substantial loss of value. In the money market, a security is said to be liquid if the spread between bid and asked prices is narrow and reasonable size can be done at those quotes.

LOCAL AGENCY INVESTMENT FUND (LAIF): The aggregate of all funds from political subdivisions that are placed in the custody of the State Treasurer for investment and reinvestment.

MARKET VALUE: The price at which a security is trading and could presumably be purchased or sold.

MASTER REPURCHASE AGREEMENT: A written contract covering all future transactions between the parties to repurchase/reverse repurchase agreements that establish each party's rights in the transactions. A master agreement will often specify, among other things, the right of the buyer-lender to liquidate the underlying securities in the event of default by the seller borrower.

MATURITY: The date upon which the principal or stated value of an investment becomes due and payable.

MONEY MARKET: The market in which short-term debt instruments (bills, commercial paper, bankers' acceptances, etc.) are issued and traded.

MUTUAL FUNDS: An open-ended fund operated by an investment company which raises money from shareholders and invests in a group of assets, in accordance with a stated set of objectives. Mutual funds raise money by selling shares of the fund to the public. Mutual funds then take the money they receive from the sale of their shares (along with any money made from previous investments) and use it to purchase

various investment vehicles, such as stocks, bonds, and money market instruments.

MONEY MARKET MUTUAL FUNDS: An open-end mutual fund which invests only in money markets. These funds invest in short term (one day to one year) debt obligations such as Treasury bills, certificates of deposit, and commercial paper.

NATIONAL ASSOCIATION OF SECURITIES DEALERS (NASD): A self-regulatory organization of the securities industry responsible for the operation and regulation of the NASDAQ stock market and over-the-counter markets. Its regulatory mandate includes authority over firms that distribute mutual fund shares as well as other securities.

PASSIVE INVESTING: An investment strategy involving limited ongoing buying and selling actions. Passive investors will purchase investments with the intention of long term appreciation and limited maintenance, and typically don't actively attempt to profit from short term price fluctuations. Also known as a buy-and-hold strategy.

PRIMARY DEALER: A designation given by the Federal Reserve System to commercial banks or broker/dealers who meet specific criteria, including capital requirements and participation in Treasury auctions. These dealers submit daily reports of market activity and positions and monthly financial statements to the Federal Reserve Bank of New York and are subject to its informal oversight. Primary dealers include Securities and Exchange Commission registered securities broker/dealers, banks, and a few unregulated firms.

PRUDENT PERSON RULE: An investment standard. In some states the law requires that a fiduciary, such as a trustee, may invest money only in a list of securities selected by the custody state—the so-called legal list. In other states the trustee may invest in a security if it is one which would be bought by a prudent person of discretion and intelligence who is seeking a reasonable income and preservation of capital.

PUBLIC SECURITIES ASSOCIATION (PSA): A trade organization of dealers, brokers, and bankers who underwrite and trade securities offerings.

QUALIFIED PUBLIC DEPOSITORIES: A financial institution which does not claim exemption from the payment of any sales or compensating use or ad valorem taxes under the laws of this state, which has segregated for the benefit of the commission eligible collateral having a value of not less than its maximum liability and which has been approved by the Public Deposit Protection Commission to hold public deposits.

RANGE NOTE: An investment whose coupon payment varies and is dependent on whether the current benchmark falls within a pre-determined range.

RATE OF RETURN: The yield obtainable on a security based on its purchase price or its current market price. This may be the amortized yield to maturity on a bond the current income return.

REGIONAL DEALER: A securities broker/dealer, registered with the Securities & Exchange Commission (SEC), who meets all of the licensing requirements for buying and selling securities.

REPURCHASE AGREEMENT (RP OR REPO): A holder of securities sells these securities to an investor with an agreement to repurchase them at a fixed price on a fixed date. The security "buyer" in effect lends the "seller" money for the period of the agreement, and the terms of the agreement are structured to compensate him for this. Dealers use RP extensively to finance their positions. Exception: When the Fed is said to be doing RP, it is lending money that is increasing bank reserves.

SAFEKEEPING: A service to customers rendered by banks for a fee whereby securities and valuables of all types and descriptions are held in the bank's vaults for protection.

SECONDARY MARKET: A market made for the purchase and sale of outstanding securities issues following their initial distribution.

SECURITIES & EXCHANGE COMMISSION: Agency created by Congress to protect investors in securities transactions by administering securities legislation.

SEC RULE 15C3-1: See Uniform Net Capital Rule.

STRUCTURED NOTES: Notes issued by Government Sponsored Enterprises (FHLB, FNMA, SLMA, etc.), and Corporations, which have imbedded options (e.g., call features, step-up coupons, floating rate coupons, derivative-based returns) into their debt structure. Their market performance is impacted by the fluctuation of interest rates, the volatility of the imbedded options and shifts in the shape of the yield curve.

STUDENT LOAN MARKETING ASSOCIATION (SLMA or Sallie Mae): A federally established, publicly traded corporation which buys student loans from colleges and other lenders, pools them, and sells them to investors.

TREASURY BILLS: A non-interest bearing discount security issued by the U.S. Treasury to finance the national debt. Most bills are issued to mature in three months, six months, or one year.

ATTACHMENT C

OTAY
Portfolio Management
Portfolio Summary
June 30, 2008

Investments	Par Value	Market Value	Book Value	% of Portfolio	Term	Days to Maturity	YTM 360 Equiv.	YTM 365 Equiv.
Corporate Notes	2,000,000.00	2,051,704.10	2,026,807.12	2.35	1,111	883	4.340	4.401
Federal Agency Issues- Callable	58,704,100.00	58,630,802.60	58,703,215.78	68.09	930	817	3.590	3.640
Certificates of Deposit - Bank	1,079,108.00	1,079,108.00	1,079,108.00	1.25	393	195	4.728	4.793
Local Agency Investment Fund (LAIF)	12,228,136.57	12,228,059.53	12,228,136.57	14.18	1	1	2.854	2.894
San Diego County Pool	12,177,099.49	12,219,100.73	12,177,099.49	14.12	1	1	3.329	3.375
Investments	**86,188,444.06**	**86,208,774.96**	**86,214,366.96**	**100.00%**	**665**	**580**	**3.481**	**3.529**
Cash								
Passbook/Checking (not included in yield calculations)	1,579,602.22	1,579,602.22	1,579,602.22		1	1	1.604	1.627
Total Cash and Investments	**87,768,046.28**	**87,788,377.18**	**87,793,969.18**		**665**	**580**	**3.481**	**3.529**

Total Earnings	June 30 Month Ending	Fiscal Year To Date	Fiscal Year Ending
Current Year	252,713.83	4,424,034.62	4,424,034.62
Average Daily Balance	**88,753,538.41**	**97,220,507.83**	
Effective Rate of Return	**3.46%**	**4.54%**	

I hereby certify that the investments contained in this report are made in accordance with the District Investment Policy Number 27 adopted by the Board of Directors on January 19, 2000. The market value information provided by Interactive Data Corporation. The investments provide sufficient liquidity to meet the cash flow requirements of the District for the next six months of expenditures.

Joseph Beachem, Chief Financial Officer

Attachment D

DISTRICT INVESTMENT POLICY

Policy # 27

September 3, 2008

POLICY REVIEW

- **Purpose:**
  - Annual Review
  - Delegation of Investment Authority
- **Analysis:**
  - No policy changes at this time
  - Policy last changed 09-06-06

INVESTMENT POLICY GUIDELINES

A. California Government Code:

- Sections 53600 through 53692

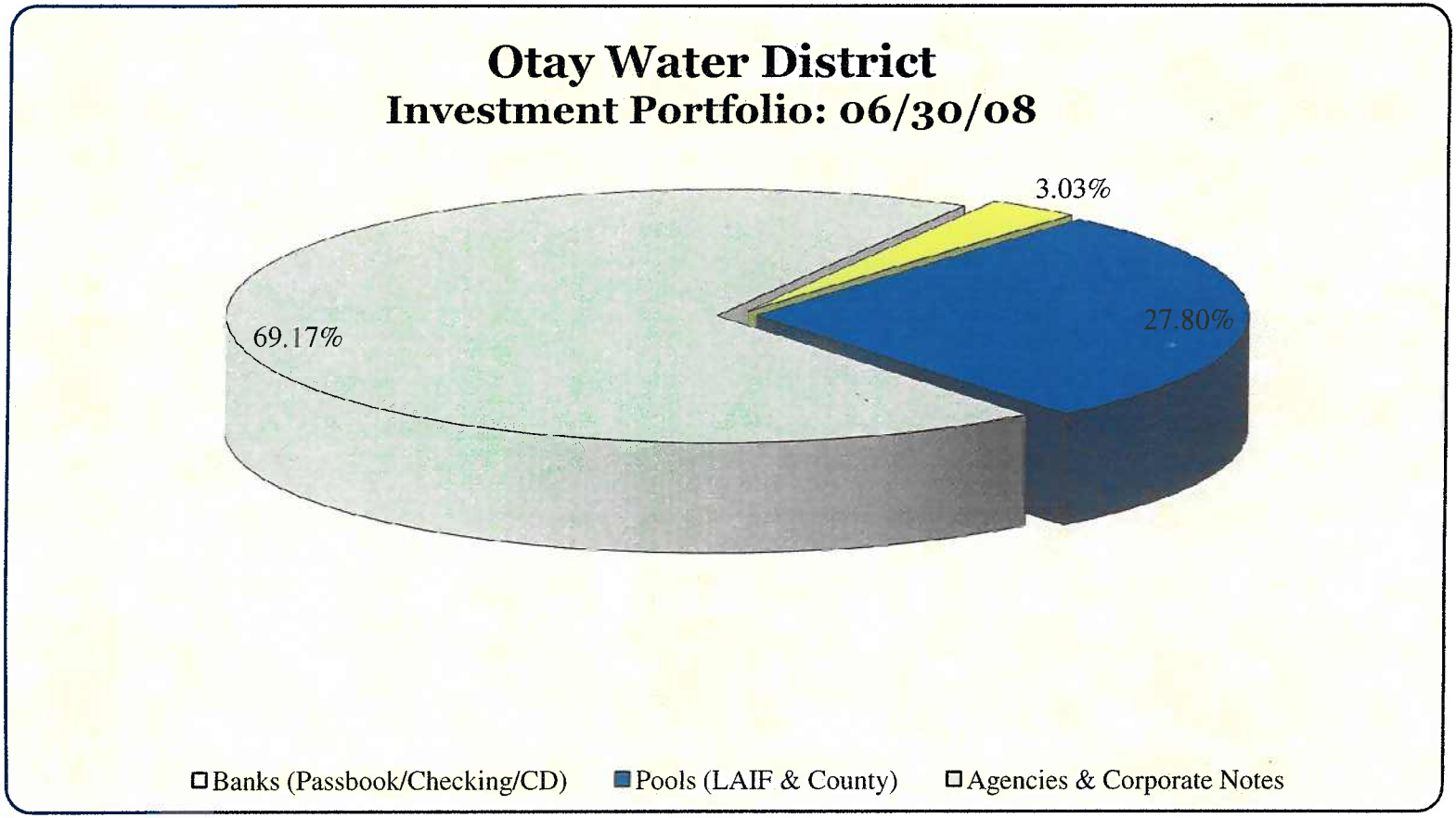
B. Investment Policy Certification:

- Association of Public Treasurers of the United States & Canada (APT US&C)

INVESTMENT PORTFOLIO: 6/30/08

	$('000s)	Auth $ / %	Actual %
LAIF (State of California)	$12,228	$40 Mil	13.93%
Govt. Agency Bonds	$58,704	100%	66.89%
Corporate Notes	$ 2,000	30%	2.28%
Bank Deposits & CDs	$ 2,659	15%	3.03%
San Diego County Pool	$12,177	100%	13.87%
Total:	$87,768		

INVESTMENT PORTFOLIO: 6/30/08



INVESTMENT PERFORMANCE

Fund Objectives

- Safety
- Liquidity
- Return on Investment

Fund Performance:	FY-08	FY-07
OTAY:	4.54%	4.95%
LAIF:	4.33%	5.12%

REQUESTED BOARD ACTION

Re-delegate authority for all investment related activities to the Chief Financial Officer (CFO), in accordance with Government Code Section 53607.

AGENDA ITEM 6

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	September 3, 2008
SUBMITTED BY:	Geoffrey Stevens, Chief Information Technology and Strategic Planning	W.O./G.F. NO:	DIV. NO.
APPROVED BY: (Chief)	German Alvarez, Assistant General Manager, Administration and Finance		
APPROVED BY: (Asst. GM):			
SUBJECT:	FY 2008 Strategic Plan and Performance Measures Report		

GENERAL MANAGER'S RECOMMENDATION:

No recommendation. This is an informational item only.

COMMITTEE ACTION: _____

See Attachment A.

PURPOSE:

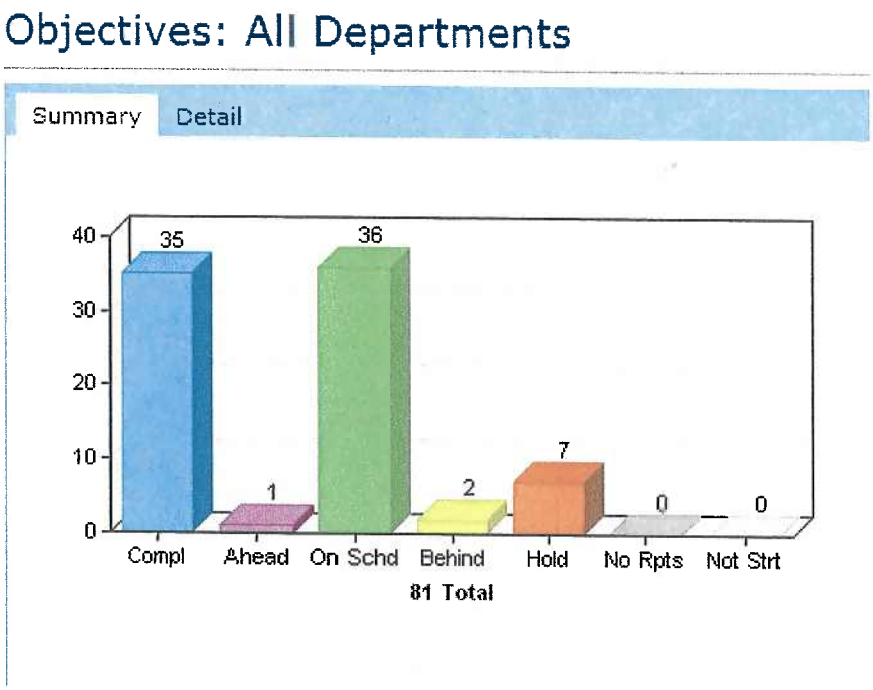
To provide a fiscal year-end report on the District's Strategic Performance Plan.

ANALYSIS:

The District has completed the final year of the Strategic Plan for FY 2006 to FY 2008. Overall, results continue to be positive with the District exceeding its target for both strategic plan objectives (at least 90% complete or on track) and performance measures (at least 75% on target). Detailed information on each objective and measure is also available electronically on the Board Extranet. Looking at these results in more detail:

Strategic Plan Objectives- Changing to Meet Future Needs

Strategic plan objectives are designed to ensure we are making the appropriate high-level changes necessary to move the agency in the planned direction to meet new challenges and opportunities. Overall performance of strategic plan objectives is positive with 72 of 74 objectives (97%) complete, ahead of or on schedule. Seven items are on hold and are thus excluded from the calculation. Two items are behind schedule.

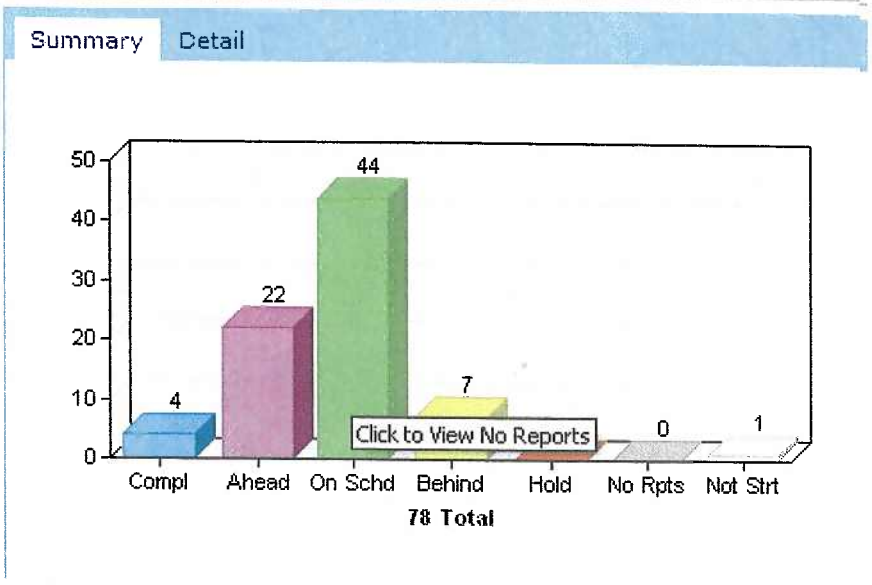


Performance Measures - Monitoring Day-To-Day Performance

Performance measures are designed to track the day-to-day performance of the District. Sometimes referred to as a "dash board", these items attempt to measure the effectiveness and efficiency of daily operations. The overall goal is that at least 75% of these measures be rated "on target". District results in this area are also positive with 70 0f 78 (90%) items achieving the desired level or better.

FY 08 Performance Measures

Measures: All Scorecard Areas



70/78 Measures on or ahead of schedule (90%).
Target is 75%.

Balanced Scorecard - External View

The Balanced Scorecard methodology is designed to ensure that a company is performing consistently on a wide range of measures necessary to ensure both short-term and long-term improvements. From this perspective the results are also positive. In seven of the eight categories the District is on or ahead of schedule or target. In the one area where we are behind (Learning and Growth - Objectives) is due to delay experienced in completing the employee survey.

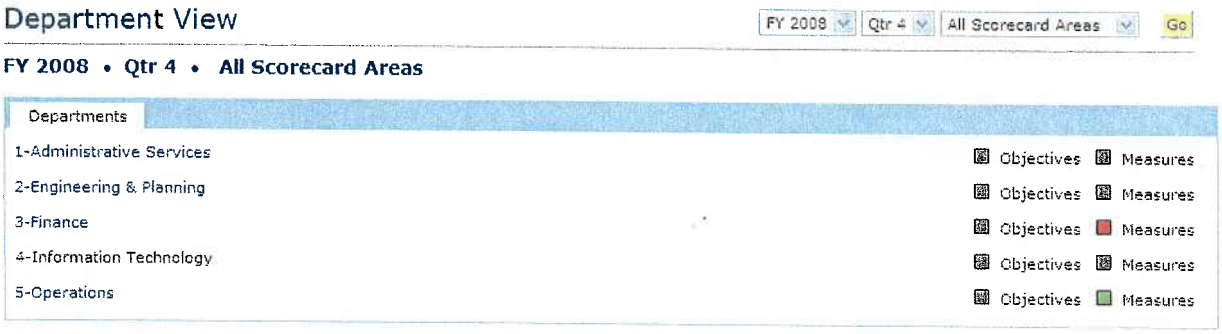
Balanced Scorecard Perspective

FY 2008 • Qtr 4 • All Departments

Green = meets or exceeds/ Red = does not meet

Departmental Perspective - Internal View of Performance

The departmental perspective, that is breaking down performance objectives and measures by the responsible internal departments, is also positive. The only items not on target are the financial and customer service measures, specifically answer rate, billing accuracy, O&M cost per account, and overtime percentage. These areas are being examined as part of the new FY09-FY11 Strategic Plan.



Green = meets or exceeds/ Red = does not meet

Next Steps

The District is now implementing the Board Approved FY09-FY11 Strategic Plan which is a significant upgrade from the FY06-FY08 plan. This new plan provides more detail on specific objectives and will set three year targets for a smaller number but more relevant subset of performance measures.

FISCAL IMPACT:

None at this time.

STRATEGIC GOAL:

Strategic Plan and Performance Measure reporting is a critical element in providing performance reporting to the Board and staff.

LEGAL IMPACT:

None

General Manager

ATTACHMENT A

SUBJECT/PROJECT:	FY 2008 Strategic Plan and Performance Measures Report

COMMITTEE ACTION:

The Administration and Finance Committees and the Engineering and Operations Committee met in August and reviewed this item. Based upon this discussion the Committees recommend that the Board receive that attached information.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

AGENDA ITEM 7

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	September 3, 2008
SUBMITTED BY:	Mark Watton, General Manager	W.O./G.F. NO:	DIV. NO. All
APPROVED BY:			
SUBJECT:	California Special Districts Association (CSDA) Region 6 Board Election		

GENERAL MANAGER'S RECOMMENDATION:

That the Board consider casting a vote to elect a representative to the California Special Districts Association (CSDA) Board of Directors, Region 6, Seat C.

PURPOSE:

To present for the board's consideration the ballot to elect a representative to Region 6, Seat C, of CSDA's Board of Directors.

COMMITTEE ACTION:

N/A.

ANALYSIS:

CSDA is holding an election to fill Seat C of Region 6 on its Board of Directors. Mr. Dewey Ausmus, North County Cemetery District, is the incumbent and is seeking re-election. Ms. Brenda Dennstedt of Western Municipal Water District, Mr. Richard A. Olson of North County Fire Protection District, and Mr. Paul Rodriguez of Lee Lake Water District are also seeking election to the seat. Each regular member (district) is entitled to one (1) vote for each seat to represent its region. There are a total of six [6] regions with each region having three seats on the Board.

Attached is a copy of the mail-in ballot and the candidates' Statement of Qualifications. The ballot must be mailed and received by CSDA by 5:00 p.m. on Thursday, September 18, 2008.

FISCAL IMPACT:

None.

STRATEGIC GOAL:

Participating would support the strategic goal of maintaining effective communications with other cities, special districts, State and Federal governments, community organizations and Mexico.

LEGAL IMPACT:

None.

General Manager

ATTACHMENT A

SUBJECT/PROJECT:	California Special Districts Association (CSDA) Region 6 Board Election

COMMITTEE ACTION:

The Finance, Administration and Communications Committee reviewed this item at their meeting held on August 20, 2008 and suggested that the ballot be presented to the full board for consideration.

JUL 28 2008

CALIFORNIA SPECIAL DISTRICTS ASSOCIATION

2008 BOARD ELECTIONS

MAIL BALLOT INFORMATION

Dear Member:

A mail ballot has been enclosed for your district's use in voting to elect a representative to the CSDA Board of Directors in Region 6, Seat C. Each of CSDA's six (6) regional divisions has three seats on the Board. Each of the candidates is either a board member or management-level employee of a member district located in your geographic region. Each Regular Member (district) in good standing shall be entitled to vote for one (1) director to represent its region.

We have enclosed the candidate statements for each candidate who submitted one. Please vote for **only one** candidate to represent your region in Seat C and be sure to sign, date and fill in your member district information (*in some regions, there may only be one candidate*). If any part of the ballot is not complete, the ballot will not be valid and will not be counted.

You may choose to send back the ballot via either certified or first class mail. Please utilize the enclosed return envelope to return the completed ballot. Ballots must be received at the CSDA office at 1112 I Street, Suite 200, Sacramento, CA 95814 by **5:00pm on Thursday, September 18, 2008.**

Please mail in your ballot to:
California Special Districts Association
Attn: 2008 Board Elections
1112 I Street, Suite 200
Sacramento, CA 95814

Please contact Diana Zavala toll-free at 877.924.CSDA or dianaz@csda.net with any questions.

RE-ELECT
DEWEY AUSMUS
TO
CSDA BOARD OF DIRECTORS

Please re-elect me to the Board of Directors of CSDA. I am dedicated to supporting CSDA's role in educating the general public, legislators and their constituents to the important role that special districts play in California.

Over the past 29 years, I have been fortunate to participate in many of the achievements made by CSDA and California Association of Public Cemeteries (CAPC). If re-elected, I will continue to bring both diverse experience and strong enthusiasm to the CSDA Board and to be an involved and contributory Director.

As a CSDA Board Member and the only Director currently from cemetery districts, I have been a primary source of information and support for the unique operational and financial problems of small special districts.

I am a certified Special District Administrator with 28 years experience as General Manager of a California Public Cemetery District. I have served on the Board of Directors and as President of the California Association of Public Cemeteries and as the CAPC Executive Director since 1999, and am recognized statewide as an authority on Public Cemetery District Law and operational procedures.

Experience:

- U. S. Navy, Seaman Recruit to Chief Warrant Officer (W-4) 1956-1979
- General Manager, North County Cemetery District 1979-2006
- Certified "Special District Administrator" 2006
- CSDA Board of Directors 1993-2002 2007-present
- Special District Risk Management Authority Board of Directors 1996-2003
- CSDA Finance Corporation Board of Directors
- CSDA Investment Pool (MBIA), Investment Advisor
- California Association of Public Cemeteries (CAPC) Board of Directors
- CAPC President 1987-1989
- CAPC Executive Director 1999-Present
- Special District Leadership Foundation Board of Directors from conception to present
- Special District Advisory Committee to San Diego LAFCO
- Completion of Special District Governance Academy 2004
- Escondido History Center Board of Directors 2007-Present

Primary Awards:

CSDA William Hollingsworth Award for Excellence
CAPC Cemeterian of the Year 1991
CAPC Ruben Siemens-Wayne Byington Award 2006

Thank you for your consideration.

Dewey L. Ausmus, SDA

CSDA 2008 Election
Board of Directors – Region 6
Candidate Statement:

Brenda Dennstedt, Director, Western Municipal Water District

Special Districts leaders dedicated to delivering high quality services understand the challenges facing special districts seem to grow more difficult and complex by the day.

Nowhere are these challenges more evident than in CSDA Region 6 - Southwestern California -- where resources of many small special districts are hard pressed to handle the transition of our communities from rural to urban land uses, changes in levels and types of service demands, LAFCO issues, and demographic upheaval. I know from first-hand experience how overwhelming these challenges can be, and how important it is to elect leaders who are flexible, creative, and forward-thinking. As your Region 6 Director, I will bring these perspectives and leadership skills to the CSDA Board.

As a Director of Western Municipal Water District, I am dedicated to defending special districts from the State Legislature's endless attempts to erode the independence of special districts. I want to end the state grabs of our property taxes -- financial resources paid by local property owners for vital local services provided by special districts. Western was one of the first special districts in the state to endorse the LOCAL coalition which eventually led to the passage of Prop 1A. Our district has been active on the CSDA Legislative Committee since 2003, and on the CSDA Finance Corporation since 2006. Western continues to be recognized as the state leader in this critical fight, and as a Board member representing Region 6, you can be assured I will remain focused on defending special districts from Sacramento.

Your vote for me as Region 6 representative will elect a solution-oriented leader known equally for peaceful resolution of local conflicts, and for supporting highly successful advocacy for special district interests at the state level. Feel free to call: 951-789-5000.

Director Richard Olson

Director Olson was elected to the Board of Directors for North County Fire Protection District in November of 2004. Director Olson's term ends in November 2008.

He was elected to serve as President of the Board for four terms (2003 through 2006), with his last term ending in December 2006. He served as Vice President of the Board for the year 2007.

Director Olson is currently serving his second four year term.

Background:

Employment: President and Chairman of IMS-ESS, a NASA Licensee that manufactures In-Flight De-Icing Systems for aircraft, primarily military aircraft.

Education: University of California at Berkeley; major in Criminology, minor in Engineering.

Community Service/Other Boards:

- San Diego County LAFCO Special Advisory Committee since 2007.
- Trustee, Bonsall Union School District for past 16 years.
- Director, North County Dispatch Joint Power Authority.
- Past Director, North County Boys & Girls Club.

Candidate Statement for Paul Rodriguez, Region 6

I have served as an elected Board Member on the Lee Lake Water District for more approximately 10 years and wish to increase my contribution to the region through CSDA Board participation. Lee Lake Water District is a small agency serving customers in the Temescal Valley, located between the cities of Corona and Lake Elsinore in southern California. As a small district, we are often challenged to receive the attention our larger neighbors enjoy. My interest in CSDA is agenda-free. I have no political aspirations but see this as an opportunity to continue the fine work we've accomplished at Lee Lake but on a larger scale.

My professional role is in transportation policy and financing. I am a Principal in a prominent transportation planning and traffic analysis. Prior to joining the firm in 2003, I served as a lead analyst for the regional transportation planning agency in Orange County and was responsible for selecting and funding roadway improvement projects for 35 jurisdictions. My education background includes a degree in advertising and a master's degree in business administration.

I believe that special districts have a unique opportunity to improve the quality of life in our respective communities. As a result we have a responsibility to act in good faith and preserve the fine legacy established by current and previous CSDA leadership. It is my intent to continue to foster a positive public perception of special districts while promoting improved governance practices where needed. I have participated in a variety of leadership courses offered by CSDA and have found them to be top-notch and consistent with how a well run district should operate.

Please contact me at 951/505-7241 if you have any questions about my candidacy or about Lee Lake Water District.

OFFICIAL BALLOT

CSDA BOARD OF DIRECTORS ELECTION 2008

ALL FIELDS MUST BE COMPLETED FOR BALLOT TO BE COUNTED.

(Please vote for only one.)

REGION SIX

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Seat C - term ends 2011

- ☐ **Dewey Ausmus***
  North County Cemetery District
- ☐ **Brenda Dennstedt**
  Western Municipal Water District
- ☐ **Richard A. Olson**
  North County Fire Protection District
- ☐ **Paul Rodriguez**
  Lee Lake Water District

* *incumbent*

Signature:_____ Date:_____

Member District:_____

Must be received by 5pm, September 18, 2008 CSDA, 1112 I Street, Suite 200, Sacramento, CA 95814