



# Hidden Valley Lake Community Services District

## Special Meeting Report Strategic Planning Workshop

DATE: March 23, 2013  
TIME: 9:00 a.m.  
PLACE: Hidden Valley Lake CSD  
Administration Office, Boardroom  
19400 Hartmann Road  
Hidden Valley Lake, CA

1) CALL TO ORDER:

Special Meeting of the Hidden Valley Lake Community Services District Board of Directors called to order on March 23, 2013 at the hour of 9:00 a.m. by Director Mirbegian at 19400 Hartmann Road, Hidden Valley Lake, California.

2) PLEDGE OF ALLEGIANCE:

3) ROLL CALL:

Present – Directors Graham, Freeman, Herndon, Lieberman and Mirbegian. Also present: Michael Wright, The Results Group, Roland Sanford, General Manager and Tami Ipsen, Administrative Assistant.

4) APPROVAL OF AGENDA:

Director Freeman moved, Director Herndon seconded to approve the March 23, 2013 agenda.

Motion approved by unanimous vote.

5) **DISCUSSION OF MISSION AND CORE VALUES See attached HVLCSD Board Planning Session1: Notes**

- a) Development of vision statement
- b) Development of revised mission statement
- c) Identification of core values

6) **WORK PLAN FOR DEVELOPING STRATEGIC PLAN See attached HVLCSD Board Planning Session1: Notes**

- a) Define role of Board, staff, facilitator, public and stakeholders
- b) Define work tasks and establish project schedule

7) PUBLIC COMMENTS:

There were none.

8) ADJOURNMENT:

The meeting was adjourned at 2:32 on motion by Director Herndon, seconded by Director Freeman, and unanimously carried.

*Judy Bourbegan 4-16-13*

*[Signature] 4-16-13*

## HVLCSD Board Planning Session 1: Notes

### MISSION STATEMENT

The mission of the Hidden Valley Lake Community Services District is to innovatively manage the natural resources with which the District is entrusted – to provide reliable, safe, high quality water and wastewater services in an economically and environmentally responsible manner.

### FIVE YEAR VISION

In 2018, as the community has grown, so have Hidden Valley Lake Community Services District's services. The District continues to provide the best level of service possible using up-to-date technology and industry best practices. It has developed the infrastructure to meet changing community needs, and maintains low rates compared to other districts its size. This is possible because the District has:

- Continuously invested in ongoing capital improvements and infrastructure replacement.
- Maintained prudent financial reserves.
- Taken steps to ensure a secure water supply to maintain quantity and quality for its customers.
- Expanded its sphere of influence to cover anticipated growth for the next 50 years.
- Continued to earn the respect and loyalty of its customers by providing service that is fast, friendly, and professional.
- Added innovative revenue-generating activities utilizing its natural resources and organizational expertise, as well as strategic partnerships with other public and private entities.
- Implemented an effective resource conservation program, not only with its customers, but also in its internal operations.

### CORE VALUES

<i>Public Health</i>	We provide a safe reliable water supply and wastewater treatment.
<i>Stewardship</i>	We protect our natural resources and the environment
<i>Integrity</i>	We conduct business with high ethical standards, promoting transparency and trust.
<i>Cost-Effectiveness</i>	We deliver the highest value at the lowest cost to ensure reasonable rates.
<i>Reliability</i>	We maintain and update infrastructure to ensure reliable service.
<i>Innovation</i>	We utilize our assets (infrastructure, natural resources and people) to maximize the value to the community and generate revenue to keep rates affordable.
<i>Organizational Excellence</i>	We practice good governance and support District employees to be productive and motivated.
<i>Customer Service</i>	We deliver customer-focused service and are responsive to our ratepayers.

## Opportunities

### TECHNOLOGY:

- Water and wastewater
- Administrative
- Social Media

### POLITICAL TRENDS, ALLIANCES, AND NEW LEGISLATION:

- Nexus of water, energy, and greenhouse gasses
- District allies and organizational affiliations

### REVENUE GENERATION:

- Broader geographic service area
- Potential for new development over next 5 years
- Additional services offerings and revenue generating ventures:
  - Charter services
  - Provide our expertise and intellectual capital to other organizations:
    - > Lab sampling/ water quality lab services
    - > Billing services
    - > Consulting services
  - Rent out our heavy equipment
  - Utilize sludge
  - Rainwater recapture lending
  - Solar financing/installation for homeowners
  - Expand solar for our use and/or sale back to PG&E
  - Become an energy provider to our customers (Community Aggregate Program)
  - Become an Internet Service Provider (ISP)

## Threats/Challenges

- Rising costs – health care, energy, etc.
- Regulatory
- Litigation
- Aging workforce
- Regional economy
- Climate change
- Water rights
- Terrorism

## Strengths

- Organization – staff and board
- Water supply
- Facilities and assets
- Financial
  - Manageable debt
  - Balanced budget
  - Low delinquency rate
  - Positive audits
- Full use of discharge (Golf Course)
- Political geography, relationships, and organizational affiliations
- Solar array
- Low rates
- Defined, locked-in ratepayer community
- GH has clear priorities for next 6 months

## Weaknesses

- Aging infrastructure/ I & I
- Underfunded reserves
- Lack of administrative infrastructure:
  - Data collection and analysis
  - Policies and procedures
- Small size
- Lack of succession plan
- Artificially low water rates
- Geography – access to service providers we need, lack of competitive pricing/bidding