

GENERAL MANAGER - STATUS REPORT

April 9, 2026

Master Plan

Updated Master Plan approved. Staff continues to close projects for FY 2024-25, as well as working on FY 2025-26 projects.

Customer Service: The District continues to maintain < 1% customer complaints. Since the rate increase, we have received very minimal negative comments.

Professional Development: All safety protocols are being utilized to promote “Zero Lost Time” due to injuries. On-going safety training continues.

Succession Planning

Training is being continued for all workers to achieve certifications above current positions.

Notice of Violation (NOV)

On 02/27/2025 we had a stoppage on Lake Gregory Drive due to a culvert that was built over our line causing a small crack that allowed root intrusion. This was a category 4, spilling about 40 gallons. It did not hit any waterways and was quickly cleaned up. It was fully cleared. This was reported to SWRCB through CIWQS. This pipe will be on the list for slip lining in 2025/26.

We had a category 2 spill (Spills greater than or equal to 1,000 gallons that do not reach surface water) on 09/03/2024. Final report was submitted to Lahontan on 09/12/2024. So far, we have not heard anything from Lahontan.

On 09/21/2023 we received a Notice of Violation letter from Lahontan in response to the spill on 03/15/2023. With the help of Rick Dever, acting Chief Plant Operator at the time, Brandon Ricksecker, Operations Manager, and Staff we were able to create a response for Lahontan, which was submitted on 10/23/2023. John Yu from Lahontan confirmed receipt. As of today, we have not received any other communication from Lahontan.

Talking Points

- Confined Space Entry Training was conducted on 03/24/2026
- Jeanette and I continue to take courses on new Bills