

GOLD MOUNTAIN COMMUNITY SERVICES DISTRICT

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Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Adoption/Amendment of Policies

POLICY NUMBER: 1000

1000.1 Consideration by the Gold Mountain Community Services District Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director, or by the General Manager. The proposed adoption or amendment shall be initiated by a Director or the General Manager by submitting a written draft of the proposed new or amended policy to the Board Chairperson and the General Manager, which may be submitted in person or by any communication method approved by the District, and requesting that the item be included for consideration on the agenda of the next appropriate regular meeting of the Board of Directors. Any member of the Board may place an item on a future agenda by making a formal request to the General Manager at a meeting of the Board. The General Manager will place Board items on a future Board agenda when reasonable, based on the staff time and research necessary to prepare the item for Board consideration.

1000.2 Adoption of a new policy or amendment of an existing policy shall be accomplished at a regular meeting of the Board of Directors and shall require a 3/5's majority vote of the full membership of the entire Board of Directors, unless a 4/5's vote to adopt is otherwise required by California State Statute. Policies requiring a 4/5's vote of the full membership of the entire Board of Directors to adopt will include a notation in the policy of the 4/5's affirmative vote requirement.

1000.3 Copies of the proposed new or amended policy shall be included in the agenda-information packet for any meeting in which they are scheduled for consideration and listed on the agenda document. A copy of the proposed new or amended policy shall be made available to each Director for review at least 72 hours, per the Brown Act, prior to any meeting at which the policy, is to be considered.

1000.4 The requirement to review a proposed new or amended policy prior to the meeting at which adoption is to be considered may be waived by a majority vote of the full membership of the entire Board of Directors, with the agenda specifying consideration of such action.

1000.5 It is the intent of the Board of Directors to maintain a Manual of Policies. Contained therein shall be a comprehensive listing of the Board's current policies, being the rules and regulations enacted by the Board. The Manual of Policies will serve as a resource for Directors, staff and public.

1000.6 If any policy or portion of a policy contained within the Manual of Policies conflicts with rules, regulations or legislation having authority over Gold Mountain Community Services District, said rules, regulations or legislation shall prevail.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Membership in Associations

POLICY NUMBER: 1005

Purpose: This policy sets forth the rules for membership in associations and establishes who may represent the District.

1005.1 Appropriate Memberships. To take advantage of in-service training opportunities, the District may hold membership in industry related associations. Board Members and staff may attend meetings of national, state, and local associations directly related to the purposes and operations of the District. Decisions to continue, discontinue, or add new memberships shall occur through the annual budget process, or out of cycle as needed.

1005.2 Appointment of Representatives. The President shall appoint Board Members as representatives and alternates, as appropriate, to serve as contacts between the District, stakeholder groups, associations and others. The representatives and alternates shall report to the Board in a timely manner on their activities involving these associations. In some cases, members may be allowed certain expenses for travel and membership in such associations. This shall be approved by the full Board.

1005.3 District Manager Memberships. The President may designate the District Manager as the appropriate representative or alternate in connection with memberships in any association. The District Manager may recommend to the President those associations or industry specific organizations with which his/her association is necessary or desired.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Basis of Authority

POLICY NUMBER: 1010

1010.1 The Board of Directors of the Gold Mountain Community Services District is the legislative body and unit of authority within the District. Power is centralized in the elected Board collectively and not in an individual Director. Apart from his/her normal function as a part of this unit, Directors have no individual authority. As individuals, Directors may not commit the District to any policy, act, or expenditure.

1010.2 Directors do not represent any fractional segment of the community, but are, rather, a part of the body that represents and acts for the community as a whole. Routine matters concerning the operational aspects of the District are delegated to District staff members.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Claims Against the District

POLICY NUMBER: 1025

The purpose of this policy is to provide directions for District staff for processing and resolving (if possible) account adjustment requests and property damage claims against the District. Inherent in this policy is the recognition that every adjustment request or claim will be unique, and that guidelines cannot be written to accommodate every case. Therefore, staff must use discretion and good sense in handling each claim.

1025.1 Property (Land and Improvements) Damage Claims

During the District's operations – water delivery, wastewater management, etc– damage to land and improvements thereon occasionally occurs due to the proximity of the District's facilities to the private property. When District employees are aware that property has been damaged in the course of their work, property owners will be immediately notified, and restorative measures are to be taken to return the property as close to its original condition as possible.

If a property owner initiates a claim of damage to their property to a District employee (by telephone or in person), the employee will document, in writing, the time and date, and a description of the stated circumstances and allegations. Employees should respond to questions, be cordial and respectful, but refrain from commenting on liability questions.

As soon as possible, after information about the damage has been received, it shall be given to the General Manager. The general manager, or his/her designee, shall investigate the property owner's allegations.

If the owner of the damaged property informs a member of the Board of Directors, the information will be provided immediately to the General Manager. Directors should not independently investigate claims or make any representations to the property owner but may accompany staff to observe.

Investigations shall be done in a timely fashion and documented with a written report, including photographs and/or interviews, when appropriate. A copy of the report shall be submitted to the General Manager and filed per the records retention policy #2145.

If the investigating staff person is convinced that the damage was caused by District personnel, equipment, or infrastructure, he/she shall prepare a work order to have the damage repaired, subject to the following conditions:

1. General Manager approves the work order.
2. Property owner agrees that the proposed repairs are appropriate and adequate;
3. Property owner agrees to allow District personnel access to their property to perform the repair work;
4. District personnel have the necessary tools, equipment, and expertise to perform the necessary work;
5. Repair work can be accomplished within a reasonable amount of time; and,
6. Cost of material for the repairs will not exceed \$500.

If the cost of material for repairs is stated by claimant or estimated by staff to exceed \$500, the owner will be asked to submit their claim to the District in writing – see 1025.3.

The General Manager shall review the damage claim and the proposed repair work. If he/she determines that the damage is the District's responsibility and that the proposed repair work is appropriate, he/she may authorize the work if the cost of material for the repairs will not exceed \$1,500. A report shall be submitted to the Board of Directors describing the damage claim, including a description of the manner in which it was resolved.

If the cost of materials for repairs is stated by claimant or estimated to exceed \$1500 the claim will be submitted to the Board of Directors for its consideration. The Board will consider the claim during a closed session [*“anticipated litigation”*] of a regular or special meeting. Action to accept or reject the claim shall be taken in open session. The claimant shall be notified of the Board's action regarding their claim. Notification that a claim has been rejected shall be accompanied by proof of service.

The Board will not consider a claim of an amount in excess of the insurance deductible (currently \$10,000), including the cost of investigation, without prior written approval of the District's insurance company.

Claims in excess of the District's insurance deductible shall be forwarded to the insurance company, and the claimant shall be advised of this action.

Claims for personal injury/wrongful death shall not be investigated by District staff or directors but shall be immediately forwarded to the District's insurance company.

1025.2 Property (Vehicles and Unsecured Property) Damage Claims

All claims of damage to vehicles or other unsecured property shall be submitted to the General Manager. He/she shall review the damage claim and the requested restitution. If he/she determines that the damage is the District's responsibility, he/she may authorize repairs or reimbursement of expenses to an amount not to exceed \$1,500. A report shall be submitted to

the Board of Directors describing the damage claim, including a description of the manner in which it was resolved.

The claim will be processed as described above if the cost of material for repairs is estimated to exceed \$1,500.

1025.3 Written Property Damage Claims

Except for damage to land and improvements estimated to cost less than \$500, all damage claims must be submitted to the District in writing. This will ensure that a claim is valid and protect important rights of the District.

Written Claim documentation from Claimant must conform to Section 910 and Section 910.2, California Government Code. Section 910 specifies that a claim needs to show all of the following:

- The name and post office address of the claimant.
- The post office address to which the person presenting the claim desires notices to be sent.
- The date, place, and other circumstances of the occurrence or transaction which gave rise to the claim asserted.
- A general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known as the time of presentation of the claim.
- The name or names of the public employee or employees causing the injury, damage, or loss, if known.
- The amount claimed if it totals less than ten thousand dollars (\$10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage, or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

Section 910.2 of the California Government Code specifies the following:

The claim shall be signed by the claimant or by some person on his behalf. Claims against local public entities for supplies, materials, equipment or services need not be signed by the claimant or on his behalf if presented on a billhead or invoice regularly used in the conduct of the business of the claimant.

If the filed letter/claim does not meet the requirements of the California Government Code §910 and §910.2, then a letter shall be sent to the claimant informing them of this fact.

District staff shall provide no assistance to the claimant in documenting the Claim. Claimant must provide all required information and submit via US mail, FAX, or personal delivery to the District office. Upon receipt, office staff shall date-stamp the document.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Code of Ethics
POLICY NUMBER: 1030

1030.1 Background information:

Gold Mountain CSD's Code of Ethics & Values (the "Code") provides clear, positive statements of ethical behavior reflecting the core values of the District and the communities it serves. The Code includes practical strategies for addressing ethical questions and a useful framework for decision-making and handling the day-to-day operations of the District. The Code reflects the issues and concerns of today's complex and diverse society.

This Policy will be reviewed by all Staff and Board Members annually, and during "onboarding" of new staff and board members. Signed acknowledgement forms will be maintained in the District office.

1030.2 Goals of the code of ethics & values:

- a) To make Gold Mountain CSD (GMCS D) a better District built on mutual respect and trust.
- b) To promote and maintain the highest standards of personal and professional conduct among all involved in District government, District staff, volunteers, and members of the District's Board. All elected and appointed officials, officers, employees, members of advisory committees, and volunteers of the District, herein called "Officials" for the purposes of this policy.
- c) The Code is a touchstone for members of District Board and staff in fulfilling their roles and responsibilities.

1030.3 Preamble:

- a) The proper operation of democratic government requires that decision-makers be independent, impartial, and accountable to the people they serve. The GMCS D has adopted this Code to promote and maintain the highest standards of personal and professional conduct in the District's government.
- b) All Officials, and others, who participate in District governance are required to subscribe to this Code, understand how it applies to their specific responsibilities, and practice its eight core values in their work. Because we seek public confidence in the District's services and public trust of its decision-makers, our decisions and our work must meet the

most demanding ethical standards and demonstrate the highest levels of achievement in following this Code.

1030.4 Applicability:

This Code shall apply to all District Officials as defined in 1030.2 b)

1030.5 Core Values:

As participatory Officials in the District's government, we subscribe to the following Core Values:

1030.5.1 As a representative of GMCSO, I will be ethical. In practice, this value looks like:

- a) I am trustworthy, acting with the utmost integrity and moral courage. I am truthful. I do what I say I will do. I am dependable.
- b) I make impartial decisions, free of bribes, unlawful gifts, narrow political interests, financial, and other personal interests that impair my independence of judgment or action.
- c) I am fair, distributing benefits and burdens according to consistent and equitable criteria.
- d) I extend equal opportunities and due process to all parties in matters under consideration. If I engage in unilateral meetings and discussions, I do so without making voting decisions or any improper or unauthorized representations on behalf of the District.
- e) I show respect for persons, confidences, and information designated as "confidential."
- f) I use my title(s) only when conducting official District business for information purposes or as an indication of background and expertise carefully considering whether I am exceeding or appearing to exceed my authority.
- g) I will avoid actions that might cause the public or others to question my independent judgment, focusing on issues and not personalities.
- h) I maintain a constructive, creative, and practical attitude toward the District's affairs and a deep sense of social responsibility as a trusted public servant.

1030.5.2 As a representative of GMCSO, I will be professional. In practice, this value looks like:

- a) I apply my knowledge and expertise to my assigned activities and to the interpersonal relationships that are part of my job in a consistent, confident, competent, and productive manner.
- b) I approach my job and work-related relationships with a positive, collaborative attitude.
- c) I keep my professional education, knowledge, and skills current and growing.

1030.5.3 As a Representative of GMCS D, I will be service-oriented. In practice, this value looks like:

- a) I provide friendly, receptive, courteous service to everyone.
- b) I attune to and care about the needs and issues of citizens, public Officials and District workers.
- c) In my interactions with constituents, I am interested, engaged and responsive.

1030.5.4 As a representative of GMCS D I will be fiscally responsible. In practice, this value looks like:

- a) I make decisions after prudent consideration of their financial impact, considering the long-term financial needs of the District, especially its financial stability.
- b) I demonstrate concern for the proper use of District assets (e.g., personnel, time, property, equipment, funds) and follow established procedures.
- c) I make good financial decisions that seek to preserve programs and services for District residents.
- d) I have knowledge of and adhere to the District's Purchasing and Contracting and Allocation of Funds Policies.

1030.5.5 As a representative of GMCS D, I will be organized. In practice, this value looks like:

- a) I act in an efficient manner, making decisions and recommendations based upon research and facts, taking into consideration both short- and long-term goals.
- b) I follow through in a responsible way, keeping others informed and responding in a timely fashion.
- c) I am respectful of established District processes and guidelines.

1030.5.6 As a representative of GMCS D, I will be communicative. In practice, this value looks like:

- a) I positively convey the District's care for and commitment to its citizens.
- b) I communicate in various ways, that I am approachable, open-minded, and willing to participate in dialog.
- c) I engage in effective two-way communication, by listening carefully, asking questions, and determining an appropriate response which adds value to conversations.
- d) I avoid double talk, hidden agendas, gossip, backbiting, and other negative forms of interaction.

1030.5.7 As a representative of GMCS D, I will be collaborative. In practice, this value looks like:

- a) I act in a positive and cooperative manner with groups and other individuals, working together in a spirit of tolerance and understanding.
- b) I work towards consensus building and gain value from diverse opinions.
- c) I accomplish the goals and responsibilities of my individual position, while respecting my role as a member of a team.
- d) I consider the broader regional and state-wide implications of the District's decisions and issues.

1030.5.8 As a representative of GMCS D, I will be progressive. In practice, this value looks like:

- a) I exhibit a proactive, innovative approach to setting goals and conducting the District's business.
- b) I display a style that maintains consistent standards; but is also sensitive to the need for compromise, "thinking outside the box" and improving existing paradigms when necessary.
- c) I promote intelligent and thoughtful innovation to forward the District's policy agenda and District services.

1030.6 Understanding Roles.

1030.6.1 The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.

1030.6.2 Once the Board of Directors takes action, Directors should commit to supporting said action and not to create barriers to the implementation of said action.

1030.6.3 The primary responsibility of the Board of Directors is the formulation and evaluation of policy. Routine matters concerning the operational aspects of the District are to be delegated to the District General Manager.

1030.6.4 Directors should develop a working relationship with the General Manager wherein current issues, concerns and District projects can be discussed comfortably and openly.

1030.6.5 In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development, and finances, said concerns should be referred directly to the General Manager.

1030.6.6 When approached by District personnel concerning specific District policy, Directors should direct inquiries to the General Manager.

1030.6.7 Directors may approach professional staff members to obtain information needed to supplement, upgrade, or enhance their knowledge to improve legislative decision-making.

1030.6.8 In handling complaints from residents and property owners of the District, said complaints should be referred directly to the General Manager.

1030.6.9 In handling items related to safety or hazards, said complaints should be reported to the General Manager. Emergency situations should be dealt with immediately by seeking appropriate assistance.

1030.7 Enforcement:

Any Official found to be in violation of this Code may be subject to Censure by the District Board. Any member of any advisory Committee found in violation may be subject to dismissal from the Committee. In the case of an employee, appropriate action shall be taken by the General Manager or by an authorized designee.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Conflict of Interest

POLICY NUMBER: 1035

1035.1 The Political Reform Act, Government Code §81000, et seq., requires state and local government agencies to adopt and promulgate conflict-of-interest codes. The Fair Political Practices Commission has adopted a regulation, 2 Cal. Code of Regs. §18730, which contains the terms of a standard conflict of interest code. The regulation can be incorporated by reference and may be amended by the FPPC after public notice and hearings to conform to amendments in the Political Reform Act. The Board of the Gold Mountain Community Services District (GMCS D) approved and adopted the FPPC’s standard conflict of interest on 19 January 2021 per attached Resolution 2020-21-04. Therefore, the terms of 2 Cal. Code of Regs. §18730 and any amendments to it duly adopted by the FPPC are hereby incorporated by reference and, along with the attached Revised Code and associated Appendix in which members of the Board of Directors and employees are designated, and in which disclosure categories are set forth, constitute the Conflict of Interest code of the GMCS D.

1035.2 The Political Reform Act requires every local government agency to review its Conflict of Interest Code each even-numbered year, designating positions required to file Statements of Economic Interests (Form 700), and assigning disclosure categories specifying the types of interests to be reported. The Plumas County Board of Supervisors is designated as the code reviewing body of GMCS D’s Conflict of Interest Code. Pursuant to Government Code Section 87306.5 and the Plumas County Local Agency Biennial Notice, the District reviews its Conflict of Interest Code on a two year schedule to determine if it is accurate or if changes are required. As necessary, the District will amend its code by resolution, and submit a completed Local Agency Biennial Notice and if applicable, a copy of the District Resolution and Appendix to the Plumas County Board of Supervisors.

1035.3 The District Administrative Manager shall file Designated Employee Statements of Economic Interests with the Clerk of Plumas County and maintain file copies in the District office.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Correspondence to the Board

POLICY NUMBER: 1040

1040.1 All written or electronic correspondence addressed to the Board of Directors is to be sent to the District office. Copies of the written or electronic correspondence and written responses in reply thereto, if any, shall be distributed to each member of the Board, together with the next regular agenda or at the next regular meeting of the Board, depending on date of receipt or response. This correspondence should be presented by the Board Secretary, with a summary of recommended or taken action.

Individual Board members may receive correspondence addressed to him or her in their official capacity. However, Board members are not permitted to use agency resources for sending or receiving personal correspondence.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Legal Counsel
POLICY NUMBER: 1045

1045.1 The Board of Directors shall appoint a Legal Counsel to assist the Board and District in all applicable issues and activities.

1045.2 Legal Counsel shall be the legal adviser of the District, including the Board as a whole, the General Manager and department heads. Legal Counsel shall perform such duties as may be prescribed by the Board of Directors. Such duties include, but are not limited to, providing legal assistance necessary for formulation and implementation of legislative policies and projects; represent the District's interests, as determined by the District, in litigation, administrative hearings, negotiations and similar proceedings; and to keep the Board and District staff apprised of court rulings and legislation affecting the legal interest of the District. Legal Counsel is required to review and approve as to form District legal documents, such as contracts, agreements, etc. The Legal Counsel shall present and report on all legal issues and Closed Session items before the Board. The Legal Counsel shall serve at the pleasure of the Board and shall be compensated for services.

- a) The Legal Counsel reports to the Board as a whole but is available to each Director for consultation regarding legal matters particular to that Board member's participation. No Board member may request a legal opinion of legal counsel without concurrence by the Board, except as such requests relate to questions regarding that member's participation. The Legal Counsel shall be available to the District General Manager and staff, as directed by the General Manager for one time consultation on specific issues and activities.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Auditor Services
POLICY NUMBER: 1046

1046.1 The District Auditor shall be appointed by the Board by a majority vote in a public meeting. The Board shall determine the duties and compensation of the Auditor. The Auditor shall serve at the pleasure of the Board. Selection of the auditor shall be done in a noticed public meeting and at least every five years.

- a) The Board may appoint a committee to oversee the work of an independent auditor, who will report to the Board, to conduct an annual audit of the District's books, records, and financial affairs in accordance with state law and the Finance Committee Charter for Audit Compliance. The District General Manager will install and maintain an accounting system that will completely, and always, show the financial condition of the District.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: General Manager Role and Responsibilities

POLICY NUMBER: 1050

Description

1050.1 Overview: As the Executive Officer of the District, the General Manager administers the District and has exclusive management and control of the operations and works of the District, interacting with other jurisdictions and agencies, and functioning as the representative of the District. The General Manager provides expertise to support the planning, engineering and implementation of ongoing and developing Community water, wastewater and fire protection needs to meet the Board of Directors' goals and objectives within established policies and budget.

1050.2 The General Manager's Duties

The District's General Manager shall be responsible for:

- a) The implementation of policies established by the Board of Directors for the operation of the District;
- b) The planning, direction, and coordination of the day-to-day operations of the District through the appropriate department heads or managers including administration, financing, maintenance, engineering, human resources, and others to effect operational efficiency;
- c) The appointment, supervision, discipline, and dismissal of the District's employees, consistent with the employment policies established by the Board of Directors;
- d) Attending and participating in District Board meetings, preparing and presenting reports as necessary, representing the Board before external organizations including other agencies, governmental and regulatory entities, business and community groups;
- e) The supervision of the District's facilities and services;
- f) The supervision of the District's finances;
- g) Establishing and maintaining cooperative working relationships with all persons entitled to the services of the District, governmental and professional entities with whom the District has dealings, with satisfactory resolution of all public and employee complaints;
- h) Ensuring the district complies with all State laws, regulatory agency requirements and mandatory reporting requirements.

1050.3 The District's General Manager serves at the pleasure of the Board. The Board will provide policy direction and instruction to the General Manager on matters within the authority of the Board during duly-convened board meetings. Members of the Board will deal with matters within the authority of the General Manager through the General Manager and not through other District employees. Members of the Board will refrain from making requests directly to District employees (other than the General Manager) to undertake analyses, perform other work assignments, or change the priority of work assignments. As members of the public, Directors may request non-confidential, factual information regarding District operations from District employees. If requesting public records, Directors must follow the District's Request for Public Records Policy.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Legislative Advocacy Policy

POLICY NUMBER: 1055

1055 Purpose

The purpose of the policy is to guide Gold Mountain CSD officials and staff in considering legislative or regulatory proposals that are likely to have an impact on the District, and to allow for a timely response to important legislative issues. Although the expenditure of public funds for the purpose of supporting or opposing a ballot measure or candidate is prohibited, the expenditure of public funds is allowed to advocate for or against proposed legislation or regulatory actions which will affect the public agency expending the funds.

1055.1 Legislative Advocacy Goals and Priorities

The purpose for identifying Legislative Advocacy Goals and Priorities is to provide clear direction to Gold Mountain CSD staff with regard to monitoring and acting upon bills during state and federal legislative sessions. Adherence to Legislative Advocacy Goals will ensure that legislative inquiries and responses will be administered consistently with “one voice” to the identified Advocacy Priorities adopted by the Board of Directors. The Legislative Advocacy Goals and Priorities provides the Gold Mountain CSD General Manager and the Executive Committee of the Board of Directors discretion to advocate in Gold Mountain CSD’s best interests on proposed legislation consistent with the goals and priorities adopted by the Board of Directors. This policy is intended to be manageable, consistent, and tailored to the specific needs and culture of Gold Mountain CSD.

Goals and Priorities:

- 1) Advocate the Gold Mountain CSD legislative interests at the State, County, and Federal levels.
- 2) Inform and provide information to the Board of Directors and district staff on key issues and legislation that could have a potential impact on the district.
- 3) Serve as an active participant with other local governments, the California Special Districts Association, and local government associations on legislative and regulatory issues that are important to the district and the region, such as Labor Practices for Small Districts, Water Quality and Usage, Fire Protection and Wastewater Management.

- 4) Seek grant and funding assistance for Gold Mountain CSD projects, services, and programs to enhance services for the community.
- 5) The decision to advocate for or against legislative must be related to, and in alignment with, GM CSD's ability to provide services as described by the District charter.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Policy Complaints
POLICY NUMBER: 1060

- 1060.1** A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal statute by which the individual has been adversely affected.
- 1060.2** The Board of Directors of the Gold Mountain Community Services District desires that public complaints be logical and systematic.
- 1060.3** The method of resolving complaints shall be as follows:
- 1060.3.1** The citizen with a complaint shall first discuss the matter with the appropriate Office Manager with the objective of resolving the matter informally.
- 1060.3.2** If the citizen registering the complaint is not satisfied with the disposition of the complaint by the Office Manager, the complaint may be filed with the General Manager. Within a reasonable time, the General Manager shall discuss the matter with the plaintiff. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. A written decision from the General Manager may be requested by the plaintiff.
- 1060.3.3** If the citizen filing the complaint is not satisfied with the disposition of the matter by the General Manager, a written complaint may be filed with the Board of Directors within ten days of receiving the General Manager's decision. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board will expeditiously resolve the matter and, as such, it will be implemented as if it were the official action of the Board. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The citizen filing the complaint may request a written decision from the Board.
- 1060.4** This policy in no way prohibits or is intended to deter a member of the community or staff from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Budget Preparation
POLICY NUMBER: 2110

2110.1 An annual budget proposal shall be prepared by the General Manager

2110.2 Before review by the Board of Directors, the Board's standing Capital Improvement and Finance Committee shall meet with the General Manager to review his/her annual budget proposal.

2110.3 The proposed annual budget as reviewed and amended by the Capital Improvement and Finance Committee shall be reviewed by the Board at its regular meeting by April/May.

2110.4 The proposed annual budget as amended by the Board during its review shall be adopted at its regular meeting in May/June.

2110.5 A mid-year budget review will be conducted by the General Manager in February, and the Board shall make any adjustments to the budget that are necessary and adopt such changes during this meeting. The General Manager will present and discuss summarized updates of actual spend compared to budget plan at every Board of Directors Meeting.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Investment of District Funds
POLICY NUMBER: 2130

2130.1 Premise:

- a) The Legislature of the State of California has declared that the deposit and investment of public funds by local officials and local agencies is an issue of statewide concern (California Government Code (GC) §53600.6 and §53630.1); and,
- b) Government Code Sections 53601, et seq., allow the legislative body of a local agency to invest surplus monies not required for the immediate necessities of the local agency; and,
- c) The Treasurer of the Gold Mountain Community Services District (GMCS D) is required to annually prepare and submit a statement of investment policy, and any changes thereto, is to be considered by the District Board of Directors at a public meeting (GC §53646(a)). The statement shall also be annually presented to the District's Auditor.
- d) For these reasons, and to ensure prudent and responsible management of the public's funds, it is the policy of the GMCS D to invest funds in a manner which will provide the District with a high investment return with the maximum security while meeting the daily cash flow demands of the District and conforming to all statutes governing the investment of GMCS D funds.

2130.2 Scope:

This investment policy applies to all financial assets of the GMCS D. These funds are as accounted for in the annual audited financial statements of the District and include:

- a) Water and Sewer Operating Account
- b) Fire Operating Account
- c) Capital Restricted Water and Sewer Reserves
- d) Water and Sewer Operating Reserves
- e) Fire Capital Reserves
- f) Special Project Accounts as required

2130.3 Delegation of Authority:

Authority to manage the investment program is derived from CGC Sections 53600, et seq. Management responsibilities for the investment program is hereby delegated to the District Treasurer, who shall establish and maintain written procedures for the operation of the investment program consistent with this investment policy. Such procedures shall include explicit delegation to the designated Financial Director, 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 District Treasurer. The Treasurer shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of the subordinate officials.

2130.4 Ethics and Conflicts of Interest:

Officers and employees involved in the investment process shall not engage in personal business activity that could conflict with the proper execution of the investment program, or which could impair their ability to make impartial investment decisions. All such personnel shall meet the requirements for ethics training under AB 1234 and be current under California Code, Government Code - GOV § 87203 Conflict of Interest disclosures.

2130.5 Objectives:

As specified in GC §53600.5, when investing, reinvesting, purchasing, acquiring, exchanging, selling, or managing public funds, the primary objectives of the investment activities, in priority order, shall be:

- a) **Safety:** Safety of principal is the foremost objective of the investment program. Investments of the District shall be undertaken in a manner that seeks to ensure the preservation of capital in the whole portfolio. To attain this objective, diversification is required in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- b) **Liquidity:** The secondary objective shall be to meet the liquidity needs of the District.
- c) **Yield:** The third objective shall be to achieve a return on the funds under the District's control.

2130.6 Prudence:

The Board of Directors and persons authorized to make investment decisions subject to these policies are fiduciaries subject to the prudent investor standard. When investing, reinvesting, purchasing, acquiring, exchanging, selling, or managing public funds, a fiduciary shall act with care, skill, prudence, and diligence under the circumstances then prevailing, including but not limited to, the general economic conditions and the anticipated needs of the District, that a prudent person acting in a like capacity and familiarity with those matters would use in the conduct of funds of a like character and with like aims, to safeguard the principal and maintain the liquidity needs of the District. Investments shall be made with judgment and care, under circumstances then prevailing, 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. Investment officers acting in accordance with written procedures and the Investment Policy objectives and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes, provided deviations from policy or expectations are reported in the next issued quarterly treasury report and appropriate actions are taken to control adverse developments. When a deviation poses a significant risk to the District's financial position, the District Treasurer shall notify the GMCSB Board immediately.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Records Retention POLICY
NUMBER: 2145

2145.1 The purpose of this policy is to: provide guidelines to staff regarding the retention or disposal of Gold Mountain Community Services District records; provide for the identification, maintenance, safeguarding and disposal of records in the normal course of business; ensure prompt and accurate retrieval of records; and, ensure compliance with legal and regulatory requirements.

2145.2 Vital and important records, regardless of recording media, are those having legal, financial, operational, or historical value to the District.

2145.3 The General Manager is authorized by the Board of Directors to interpret and implement this policy following, the attached Records Retention Schedule marked as Exhibit A, applicable law, and if necessary, after consultation with General Counsel. The General Manager is authorized to cause to be destroyed any or all such records, papers, documents records that meet the qualifications governing the retention and disposal of records.

2145.4 Under the provisions of Government Code §§ 60200 through 60204, and the guidelines prepared by the State Controller's office and the Controller's Advisory Committee for Special Districts, the following qualifications will govern the retention and disposal of records of the District.

2145.4.1 Duplicate records, papers and documents may be destroyed at any time without General Manager authorization, advice of the General Counsel, or copying to photographic or electronic media.

2145.4.2 Originals of records, papers and documents more than two years old that were prepared or received in any manner other than under State or Federal statute may be destroyed without the necessity of copying to photographic or electronic media except for permanent records of the District, as defined in this policy and under applicable law

2145.4.3 In no instance shall records, papers or documents be destroyed where there is a continuing need for such records for such matters as pending litigation, special projects, etc.

2145.4.4 Records, papers or documents which are not expressly required by law to be filed and preserved may be destroyed if all of the following conditions are met:

2145.4.4.1 The record, paper or document is photographed, micro-photographed, reproduced on film of a type approved for permanent photographic records by the National Institute of Standards and Technology of the U.S. Department of Commerce, or copied to an approved electronic media;

2145.4.4.2 The device used to reproduce such record, paper or document on film, or retrieves and prints the document from the electronic media, is one which accurately reproduces the original thereof in all details; and,

2145.4.4.3 The photographs, micro-photographs, or other reproductions on film are placed in conveniently accessible files and provisions are made for preserving, examining, and using the same, together with documents stored via electronic media.

2145.4.5 Any accounting record except the journals and ledgers which are more than five years old and which were prepared or received in any manner other than pursuant to State statute may be authorized for destruction, provided that:

2145.4.5.1 There is no continuing need for said record, i.e., long-term transactions, special projects, pending litigations, etc., and;

2145.4.5.2 There exists in a permanent file, an audit report or reports covering the inclusive period of said record, and that;

2145.4.5.3 Said audit report or reports were prepared pursuant to procedures outlined in Government Code section 26909 and other State or Federal audit requirements, and that;

2145.4.5.4 Said audit or audits contain the expression of an unqualified opinion.

2145.4.6 Any accounting record created for a specific event or action may be destroyed upon authorization five years after said event or action has in all respects terminated. Any source document detailed in a register, journal, ledger or statement may be authorized for destruction five years from the end of the fiscal period to which it applies. The following may be destroyed at any time without General Manager authorization or consultation with the General Counsel:

2145.4.6.1 Duplicated (original-subject to aforementioned requirements).

2145.4.6.2 Rough drafts, notes or working papers (except audit).

2145.4.6.3 Cards, listings, nonpermanent indices, other papers used for controlling work or transitory files.

2145.4.7 All payroll may be destroyed after seven years. Payroll include the following:

2145.4.7.1 Time cards

2145.4.7.2 Earning records and summaries

2145.4.8 All personnel records may be destroyed seven years after termination of employment. Personnel records include the following:

2145.4.8.1 Applications, changes, and terminations of employees.

2145.4.8.2 Insurance records of employees.

2145.4.8.3 Classification specifications (job descriptions). **2145.4.8.4**

Performance evaluation forms.

2145.4.8.5 Retirements.

2145.4.9 All accident, injury, and workers compensation records shall be retained 7 years following closure of claims resulting from accident or injury. Accident, injury, and workers compensation records include the following:

2145.4.9.1 Accident reports, injury claims and settlements.

2145.4.9.2 Medical histories.

2145.4.9.3 Injury frequency charts.

2145.4.10 Records of proceedings for the authorization of long-term debt, bonds, warrants, loans, etc., after issuance or execution may be destroyed if microfilmed or otherwise electronically duplicated as provided for in section 2145.4.4, above. Terms and conditions of bonds, warrants, and other long-term agreements should be retained until final payment, and thereafter may be destroyed in less than 10 years if microfilmed or otherwise electronically duplicated as provided for in section

2145.4.4, above. Paid bonds, warrant certificates and interest coupons may be destroyed after six months if detailed payment records are kept for 10 years.

2145.5 Minutes of the meetings of the Board of Directors shall be retained indefinitely in their original form. However, meeting minutes may, upon the General Manager's authorization, be destroyed if they are microfilmed or otherwise electronically duplicated as provided for in section 2145.4.4, above. Recording tapes (or other media) of Board meetings will be kept for a period of two years from the date of the recorded meeting, after which they will be destroyed.

2145.5.1 Construction records, such as bids, correspondence, change orders, etc., shall not be kept in excess of seven years unless they pertain to a project which includes a guarantee or grant and, in that event, they shall be kept for the life of the guarantee or grant plus seven years. As-built plans for any public facility or works shall be retained as long as said facility is in existence.

2145.5.2 Contracts should be retained for their lives plus seven years. Any unaccepted bid or proposal for the construction or installation of any building, structure or other public work which is more than two years old may be destroyed.

2145.5.3 Property records, such as documents of title, shall be kept until the property is transferred or otherwise no longer owned by the District.

2145.6 For records existing in paper form, retention periods apply to the original paper copy only. Drafts (i.e., initial or preliminary versions) may be disposed of at any time. Duplicate copies and electronic copies may be disposed of at any time at the discretion of the District's management, unless the original has been lost. Electronic records will be retained as if they were paper documents. Therefore, any electronic files, including emails that fall into one of the document types in this Policy will be maintained for the appropriate amount of time.

2145.7 Confidentiality. The District is committed to ensuring the security and confidentiality of all records within its custody or control containing personal, confidential, or proprietary information. When such records are due to be destroyed under this Policy, they will be shredded, erased, or otherwise modified or destroyed to make them unreadable or undecipherable through any means.

2145.8 Exceptions.

2145.8.1 Legal Requirements. To the extent that any Applicable Laws exceed the retention periods in this Policy, the Applicable Laws will control.

2145.8.2 Legal Hold. All Records required to be retained due to pending or threatened litigation or investigation shall be retained for so long as the legal hold is active.

2145.8.3 Contractual Requirements. To the extent that contractual records retention requirements exceed the retention periods in this Policy, or specify the retention of Records not listed in the Policy, the contractual requirements will control. No originals of Records related to open contracts and subject to contractual retention requirements may be destroyed without the approval of the General Manager, who will consult with other District personnel as necessary.

**Gold Mountain CSD
Records Retention Schedule**

RECORD TITLE	TOTAL	CODE SECTION
	RETENTION	REMARKS
	PERIOD	
COPIES or DUPLICATES of documents for which a department is not the office of record	D/R	Duplicates and/or copies distributed for informational purposes may be destroyed when they are no longer useful for reference. No "Request for Records Destruction" form is required.
ELECTRONIC RECORDS		Electronic copies of paper records should be kept no longer than the retention period for specified in this schedule. If electronic documents are also in a paper format both must be destroyed at the same time.
ADMINISTRATION		
District Management		
Blank Forms	S	No "Request for Destruction" form is required
General Manager Reports	5	GC34090
District Generated Informational Brochures, Publications, Newsletters	P	GC34090 Keep one for historical purposes
District-wide Policies and Procedures	P	GC34090 Keep one for historical purposes
Community Organizations	2	GC34090
Complaints	2	GC34090
Correspondence - External	2	GC34090
Correspondence - Internal	2	GC34090
Policies/ Procedures/Reports	S+5	GC34090
General Information	2	GC34090
In-House Committees	CU+5	GC34090 May be kept for research/historical purposes
Professional Associations	2	GC34090
Publications (journals, periodicals)	D/R	Not a public record. No "Request for Destruction" form is required
Staff Meeting Notes	2	GC34090
Board of Directors		
Appeals heard by the Board	P	GC34090
Appeals not heard by the Board	CL+2	GC34090
Audio/Video Recordings of meetings	After 90 days D/R	GC34090.7
Agendas & Packets	CU+10	GC34090
Board Policies & Procedures	P	GC34090 Keep one for historical purposes
Board Vacancies	CU+2	GC34090
Board Committees	CU+8	GC34090
Minutes	P	GC34090(e)
Oaths of Office	P	GC34090
Petitions to the Board	5	GC34090 Advisory, Non-election related
Proclamations	2	GC34090
Prop 218 Protest letters	P	State Constitution
Public Comment and Speaker Slips	2	GC34090
Resolutions & Ordinances	P	GC34090(e)

Gold Mountain CSD
Records Retention Schedule

Board Secretary		
Bonds	P	GC34090/CCP337.5/GC53921
Certificates of Destruction	P	GC34090 Legal Record of final disposition
Easements	P	GC34090
Election Correspondence	E+2	GC34090
Election Notices, publications, certificates	E +2	GC34090
FPPC (forms & Correspondence)	T+7	GC81009(b) / 2 CCR 18944.2(c)(3)(G)
Liens	P	GC34090
Minutes	P	GC34090
Ordinances	P	GC40806
Public Records Requests	CL +2	GC34090
Records Retention Schedule	S+5	CCP 343
Resolutions	P	GC34090
Roster of Voters	E +5	EC17300(a)
Statements of Economic Interest (87200 Filers)	T +7	GC81009(e)
Vehicle/Equipment Ownership	AE+3	GC34090
Real Estate Appraisals	CL +2	GC34090
Recorded Documents -Real Estate	P	GC34090(a)
Legal & Legislative		
Affidavits of Publication	CU +4	GC34090
Administrative Files	CU +5	GC34090
Agreements/Contracts (not shown elsewhere in this schedule)	CU +5AE	CCP337
Certificates of Posting	CU +4	GC34090
Civil Litigation	CL +10	CG34090(b)
Civil Litigation regarding Property (including settlement/releases)	P	GC34090(a)
Criminal Cases going to court	CL +5	GC34090(b)
Criminal Citations	CU +2	GC34090
Grand Jury	2	GC34090
Joint Powers Authorities	CL +10	GC34090
California Special Districts Association	2	GC34090
Lease Agreements	CL +5	GC34090
Legal Notices, Legal Ads and Display ads	CU +4	GC34090
Legislative Files	CU +2	GC34090
Liens	P	GC34090(a)
Recorded Documents (abandonments, deeds, easements)	P	CG34090
Subpeona Logs	2	GC34090
Training Certificates (AB1234, AB1825, etc.)	CL +5	CG34090 / GC 2946, / 29 USC 1113
Committees		
Agendas, Agenda Packets	10	GC34090
Membership Files	T +5	GC34090
Meeting Minutes	P	GC34090(e)

Gold Mountain CSD
Records Retention Schedule

Recordings	After 90 days D/R	GC34090.7 / GC 54953.5(b)
Recruitment Files	2	GC34090
Rosters	CU +5	GC34090
Human Resources		
Applications (unsuccessful)	CL +2	GC12946 / 29 CFR 1627.3(b)(i) / 29 CFR 1602.14 et seq. / 2 CCR 7287.0(c)(2)
DMV Records (PULL)	T +2	GC12946
Discrimination Complaint	T +5	29 USC 255(a) / 2 CCR 11013(c) / GC 12946
Employee Benefits	T +5	GC34090 / 9 CFR 1627.3(b)(2) / 29 USC 1027 / 11 CCR 560 / 28 CCR 1300.85.1
Employee Discipline	T +3	GC34090 (c)
Employee Files	T +5	45CFR10686APPA/25CFR1627.3 / 29 CFR 1602.31 & 1627.3(b)(ii) / GC §§12946, / 29
Employee Training Records	T +5	GC34090
Employment Eligibility Verification (I-9)	T +3	GC34090 (c)
Equal Employment Opportunity Reports	3	GC34090 (c)
General Correspondence	2	GC34090
Insurance/Benefits	AU +4	29CR1627.3(b)(2)
Safety	T +3	GC34090 (c)
Temporary Employees	T +5	45CFR10686APPA/25CFR1627.3
Public Information		
General Correspondence	2	GC34090
Press Releases	2	GC34090
FINANCIAL & FISCAL		
Accounts Payable		
Accounts Payable Reports	AU +5	GC34090
Accounts Payable Supporting Documents (voucher, invoice, PO)	AU+5	GC34090
Employee Reimbursements	AU +5	GC34090
Tax Reports - 1099	AU +4	41CFR50-201.501 / IRS Reg31.6001-1(e)(2)/ R&T §19530,
Accounts Receivable		
Assessment Pay-offs	AU +4	GC34090 (c)
Invoices	AU +4	GC34090 (c)
Journal Entries	AU +4	GC34090 (c)
Refunds	AU +4	GC34090(c) / GC945.6
Revenue Backup	AU +4	GC34090 ©
Banking		
Bank Statements	AU +4	GC34090
Cancelled Checks	AU +4	GC34090
Budget		

Gold Mountain CSD
Records Retention Schedule

Annual Budget	10	GC34090
Budget Amendments (requests)	10	GC34090
Financial Reports		
Audited Financial Statements	P	GC34090
Audit Work Papers	AU +7	GC34090
Bonds Payable and other Long-Term Indebtedness	T +3	GC34090 (c)/CCP337.5/GC53921
Fixed Asset Ledger	AU +5	GC34090 (c)/26CFR301-65-1(f)
Other Financial Reports	AU +4	GC34090 (c)
State Controller Reports	AU +10	GC34090 (c)
Surplus Property List	AU +4	GC34090 (c)
Grants		
Federal Grants, including FEMA/Other Agencies	CL +7	GC34090 (or pursuant to grantor requirements)
State Grants	CL +7	GC34090 (or pursuant to grantor requirements)
Payroll		
Payroll Charges	AU +5	GC34090 (c)/CFR516.2
Payroll Reports	AU +5	GC34090 (c)/CFR516.2
Tax Reports/W-2	AU +5	GC34090 (c)/CFR516.2
Time Sheets	AU +5	GC34090 (c)/CFR516.2
Purchasing & Contracting		
Bids, RFPs, RFQs (unsuccessful)	CU +2	GC34090/CCP337
Bids, RFPs, RFQs (successful)	AU +5	GC34090/CCP337
District Owned Property/Property Management	P	GC34090 (a)
General Information	2	GC34090
Surplus Property Auction/Disposal	AU+4	CCP337
Surplus Property Listing	AU +2	GC34090
Contracts	CL +5	GC34090
Billing		
Customer Files	CL +7	GC34090
Meter Reads	AU +4	GC34090
Rate Adoptions pursuant to Prop 218	P	State Constitution
Rates	AU +4	GC34090
Refunds	AU +4	GC34090
Service Requests	AU +4	GC34090
Work Orders	AU +4	GC34090
Risk Management		
Claims against the District	CL +7	GC34090
Coverage Documents	T +2	GC34090
Loss Reports	AU +5	GC34090
SDRMA Training Records	CL +5	GC34090

Gold Mountain CSD
Records Retention Schedule

Workers Comp	T +30	29CFR1910.20 / 8CCR10102 / 8 CCR3204(d)(1)
OPERATIONS		
General		
Aerial Photos	CU +10	GC34090 Keep one for historical purposes
Cost Estimates - Pubic Improvements	CU +2	GC34090
Encroachment Permits	CL +4	GC34090
Engineering Standards	P	GC34090(a)
General Correspondence/Information	2	GC34090
Hazardous Waste	CL +15	GC3090/CCP337.15
Facilities/Buildings		
Maintenance Building	10	GC34090
Maintenance & Operation	10	GC34090
Water/Wastewater		
Brochures, pamphlets, public information	S +5	GC34090 Keep one for historical purposes
Connections	P	GC34090
General Correspondence	2	GC34090
Industrial Waste Closed Permit Files	3	40CFR
Laboratory Documentation & Reports	P	40CFR / 22CCR64470 / 22CCR64690.80
Master Plans	S +10	GC34090
NPDES Permit	P	40CFR
Pre-treatment Annual Reports	P	40CFR
Sewer Leach Fields - Maintenance & Operation	CU +5	GC34090
Septic Tanks - Maintenance & Operation	CU +5	GC34090
SWRCB & NMFS Reporting	P	40CFR
SWRCB Grant & Loan Documents	CL +30	GC34090
SWRCB Rights & Permits	P	40CFR
Violations	CL +5	GC34090
Water & Wastewater Management Plans	S +5	40CFR
Water & Wastewater Studies	CL +10	GC34090
Water Quality Reports	P	GC34090
Water Treatment Plant - Dept of Public Health/EPA Reports	P	40CFR
Wells & Groundwater Infromation	P	GC34090

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Reserve of District Funds

POLICY NUMBER: 2150

2150.1 Purpose: Reserves provide foundation for the sustainable delivery of core services. The Gold Mountain Community Services District (the District) shall contribute to and maintain reserve funds to adequately provide for general operations, capital projects, infrastructure replacement and improvement, designated reserve projects (i.e. grant funding), debt service, and maintaining the District's credit worthiness. This policy establishes the fund types, responsibilities, and funding allocations to ensure appropriate reserve management and distribution. Reserve funds include reserve contributions, designated funds, grant funds (as appropriate), and earned interest in the respective account. Reserves strengthen the financial stability of the agency against present and future uncertainties in an ever-changing operating environment. This policy serves to promulgate a shared understanding of the proper level and use of reserves among the Board, staff, and rate payers.

2150.2 Policy: Use of District Reserves is limited to available funds (not obligated by law, contract, or agreement to other uses) to meet reserve requirements defined herein. The District shall account for reserves as required by Statement 54 of the Governmental Accounting Standards Board, which defines the relative strength of the constraints that control how specific amounts can be spent. Reserve Fund types include:

- Restricted Reserves - includes funds that can be spent only for the specific purposes stipulated by external resource providers or through enabling legislation. Restricted reserves to be accounted for by line item in the Districts Capital Reserve account.
- Designated Reserves - includes funds that can be used only for the specific purposes determined by a formal action of the Board of Directors. Funds related to Capacity improvements, or specifically identified Capital Projects will be deposited to a Designated Reserve Fund. Designated reserves to be accounted for by line item in the Districts Capital Reserve account.
- Operating Reserves – the residual classification for the District's enterprise fund for water and sewer operations, and the government fund for fire operations; includes all cash and cash equivalents not Restricted or Designated or otherwise assigned in the respective Operating Checking Account.

2.150.2.1 Responsibilities.

- a. Board of Directors:
 - i. Establish Designated Reserve Funds to deposit revenues generated by Water and Sewer fees and charges, or Government Fund tax revenues, for specific uses in accordance with this policy and guided by the District's Master Plan and Rate Study.
 - ii. In collaboration with the District Treasurer and Financial Advisor, conduct a semi-annual (February and July) review of Designated Reserves and level of funding.
 - iii. Approve the transfer of certain Designated Reserves to the Capital Checking Account in support of approved Capital projects or for Board designated projects.
- b. Treasurer:
 - i. Serve as Chairman of the Finance Committee.
 - ii. Provide oversight of all reserve funds through quarterly reviews and reports to the Board of Directors.
 - iii. Serve as the backup point of contact (POC) with District's investment agent for the investment of District funds in accordance with (IAW) Policy 2130, Investment of District Funds.
 - iv. Work closely with the Accounting Contractor on the allocation and tracking of reserve funds.
 - v. Prepare Restricted Fund and Designated Reserve Fund transfer requests for Board action.
- c. Financial Advisor:
 - i. Serve on the Finance Committee.
 - ii. Function as primary POC with District's investment agent for the transfer and investment of reserve dollars IAW Policy 2130.
 - iii. Conduct quarterly independent reviews of reserve funds and report to the District Treasurer.
 - iv. Conduct a comprehensive Annual Reserve Study of all funds and report to the Board of Directors.
- d. Accounting Contractor, in conjunction with District Treasurer
 - i. Classify, track, and report fund balances by applying District accounting policies.
 - ii. Include disclosure of applicable policies in the notes to financial statements.
 - iii. Ensure the assignment of District revenues, where applicable, to the appropriate Reserve fund.
 - iv. Initiate fund transfer requests with the Treasurer and Financial Advisor via email or written memorandum.

2.150.2.2 Fund Allocations and Distributions

- a. Restricted Reserves

- i. Fee revenues accumulated from Water and Sewer Capacity fees paid to join the District's Water and Sewer systems to be accounted for in a Capacity Fund.
 - ii. Accumulation of debt service as required by bond or loan covenants or requirements of grant awards
 - iii. Fund distributions approved by the General Manager in coordination with the District Treasurer.
- b. Designated Enterprise Fund Reserves
 - i. Scheduled fund contributions/transfers for water and sewer capital projects per the approved District budget.
 - ii. Designated Reserves are allocated to specific capital infrastructure projects by Board action in accordance with the District Master Plan.
 - iii. Fund distribution by request of the General Manager with Board of Directors approval.
- c. Enterprise Operating Reserve Fund
 - i. Revenues accumulated from water and sewer operating fund annual surpluses.
 - ii. Scheduled fund contributions per the approved District budget.
 - iii. Fund objective is to maintain a minimum balance equivalent to 3 month's (one fiscal year quarter) water and sewer operational expenses.
 - iv. Operating Fund Reserve distributions by order of the General Manager in coordination with the District Treasurer.
- d. Government Fire Reserve Fund
 - i. Scheduled fund contributions per the approved District budget for designated projects.
 - ii. Revenues accumulated from Fire operating fund annual surpluses.
 - iii. Fund objective is to maintain a minimum balance equivalent to 3 month's (one fiscal year quarter) fire operational expenses.
 - iv. Operating Fund Reserve distributions by order of the General Manager in coordination with the District Treasurer.

2150.3 Reserve Monitoring and Internal Controls

- i. The General Manager, Financial Advisor, and Accounting Contractor are collectively responsible for monitoring and accountability of Reserve Funds.
- ii. Independent quarterly review conducted by Financial Advisor with report to the General Manager and Treasurer.
- iii. Semi-Annual Review of Designated Funds by the Treasurer with project designation recommendations to the Board of Directors.
- iv. Annual Comprehensive Reserve Study of all funds by the Financial Advisor with a report and recommendations to the Treasurer and Board of Directors.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Easement Acceptance
POLICY NUMBER: 2225

2225.1 Acceptance by the District of any interest in public utility easements and other easements dedicated to the District for installation, maintenance, repair, etc., of facilities, shall require approval of the Board of Directors.

2225.2 Commitments to accept easements or assurances that easements will be accepted may be provided by staff only after approval of same by the Board of Directors.

2225.2.1 Acceptance of easements shall be accomplished by the Board of Directors by adoption of a resolution.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Easement Abandonment
POLICY NUMBER: 2230

2230.1 Abandonment by the District of its interest in public utility easements and other easements dedicated to the District for installation, maintenance, repair, etc., of facilities, shall require approval of the Board of Directors.

2230.2 Commitments to abandon easements or assurances that easements will be abandoned may be provided by staff only after approval of same by the Board of Directors.

2230.2.1 Abandonment of easements shall be accomplished by the Board of Directors by adoption of a resolution.

2230.2.2 District staff will notify the easement grantee in writing of the intent to abandon the easement within 5 working days of the date of the abandonment resolution.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Customer Identity Theft Prevention & Red Flags
POLICY NUMBER: 2315

2315.1 The District shall implement reasonable policies and procedures to identify, detect, prevent and mitigate the theft of personal account information of its customers in compliance with Part 681 of Title 16 of the Code of Federal Regulations implementing Sections 114 and 315 of the Fair and Accurate Credit Transactions Act (FACTA) of 2003. This policy will identify detectors known as ‘red flags’ that will alert the District to potential fraudulent misuse or theft of customer account information. The District shall respond appropriately to any red flags that are detected by these procedures. In order to identify relevant Red Flags, the District considers both connected and standby account types that it offers and maintains, the methods it provides to open its accounts, the methods it provides to access its accounts and its previous experience with Identify theft.

2315.1.1 The District shall maintain individual accounts that allow customers to pay for utility services rendered. Customer bills are sent and payments are due on a quarterly basis. These customer accounts are covered subject to this policy.

2315.1.2 The District requires and stores the following information for each customer account:

- a. Name
- b. Mailing Address
- c. Service Address
- d. Phone Number
- e. Email Address

2315.1.3 **The District ~~does not require, request, or record~~ any information for any customer other than provided for in section 2315.1.2. This includes but not limited to: social security account numbers, credit card information, and financial account information.**

2315.2 Identification of Relevant Red Flags.

The District identifies the following red flags, in each of the listed categories:

- a. Notifications and Warnings from Credit Reporting Agencies:

Report of fraud accompanying a credit report;
Notice or report from a credit agency of a credit freeze on a customer or applicant;
Notice or report from a credit agency of an active duty alert for an applicant;
Indication from a credit report of activity that is inconsistent with a customer's usual activity.

b. Suspicious Documents:

The District does not require, request, or record any personal identification documents.

c. Suspicious Personal Identifying Information:

Changes of address or phone number.

d. Suspicious Account Activity or Unusual Use of Account

Change of address for an account followed by a request to change the account holder's name;

Payments stop on an otherwise consistently up-to-date account;

Account used in a way that is not consistent with prior use (example: very high water usage);

Mail sent to the account holder is repeatedly returned as undeliverable;

Notice to the District that a customer is not receiving mail sent by the locality;

Notice to the District that an account has unauthorized activity:

e. Alerts from Others

Notice to the District from a customer, identity theft victim, law enforcement or other person that it has opened or is maintaining a fraudulent account for a person engaged in identity theft.

2315.2.1 Detection of Red Flags on New Water and Sewer Accounts. In order to detect Red Flags identified above associated with the opening of any new account, District personnel will only accept documents from title companies that indicate a change of ownership. District personnel may check with previous owners to verify that a property transfer has taken place. If necessary, District personnel may contact the new owner as identified by the title company to verify their contact information.

2315.2.2 Detection of Red Flags on Existing Water and Sewer Accounts. In order to detect any of the Red Flags identified above for an existing account, District personnel will verify the identification of customers if they request information, whether in person, via telephone, or via e-mail, and verify the validity of requests to change billing addresses.

2315.2.3 Detection of Red Flags in the collection of parcel fire taxes. Since District parcel fire taxes are collected through County of Plumas tax rolls, the District collects and maintains no data for this purpose.

2315.3 Response to Red Flags and suspect identity theft.

In the event that District personnel detect any identified Red Flags, such personnel shall take one or more of the following steps, depending on the degree of risk posed by the Red Flag:

- Continue to monitor an account for evidence of Identify Theft;
- Contact the customer:
- Not open a new account;
- Close an existing account;
- Reopen an account with a new number;
- Notify the General Manager for determination of the appropriate step(s) to take;
- Notify law enforcement; or
- Determine that no response is warranted under the particular circumstances.

2315.3.1 In order to further prevent the likelihood of identity theft occurring with respect to water and sewer, the District will take the following steps with respect to its internal operating procedures to protect customer identifying information:

- Ensure that its website is secure if that website allows for customers to sign in;
- Ensure complete and secure destruction of paper documents and computer files containing customer information;
- Ensure that the office computers are password protected and that computer screens lock after a set period of time;
- Ensure computer virus protection is up to date; and
- Require and keep only the kinds of customer information that are necessary for utility purposes.

2315.3.2 Updating the Program. The Program shall be updated periodically to reflect changes in risks to customers or to the organization from identity theft based on factors such as:

- The experiences of the organization with identity theft;
- Changes in methods of identity theft;
- Changes in methods to detect, prevent and mitigate identity theft;
- Changes in the types of accounts that the organization offers or maintains;
- Addition in the type of Customer Information that is collected.

2315.3.3 Administration of Program. The Board of Directors shall be responsible for the development, implementation, and oversight of the Program. The District's Office Administrator shall be responsible for continued administration of the Program. The Program shall train staff, as necessary, to effectively implement the Program; and shall exercise appropriate and effective oversight of any service provider arrangements.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Public Complaints

POLICY NUMBER: 2410

- 2410.1** The Board of Directors desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.
- 2410.2** A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state, or federal statute of which the individual has been adversely affected.
- 2410.3** The method of resolving complaints shall be as follows:
- 2410.3.1** The individual with a complaint shall first discuss the matter with the office personnel, with the objective of resolving the matter informally.
- 2410.3.2** If the individual registering the complaint is not satisfied with the disposition of the complaint by the Office Manager, the complaint may be filed with the General Manager. Within a reasonable time, the General Manager shall meet with the person filing the complaint to resolve the matter. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The individual filing the complaint may request a written decision from the General Manager.
- 2410.3.3** If the individual filing the complaint is not satisfied with the disposition of the matter by the General Manager, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the General Manager's decision. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board will expeditiously resolve the matter. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The individual filing the complaint may request a written decision from the Board.
- 2410.4** This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Public Records Act Policy

POLICY NUMBER: 2425

2425.1 Purpose. The California Public Records Act (Government Code, section 6250 et seq.) grants California residents important rights to obtain access to records held by public agencies. The District adopts this policy to clarify how it will respond to requests for records under the Public Records Act.

2425.2 All requests for public records shall be in writing on a form approved by the Board of Directors (attached), submitted to the GMCS D District Office and received by the General Manager or in his/her absence, their designee. Board agendas and board packages including meeting minutes for the current and most recent Fiscal Year are available on the District's website at www.GMCS D.org or in the District office. The request for records form is available on the District's website and from the District's business office.

2425.3 Staff will respond to all requests as soon as possible after they are received, but not later than 10 days after receipt to either state whether the District has responsive records or to request an extension of up to 14 additional days to make that determination pursuant to Government Code section 6253(c). It is the expectation of the Board that Staff will cooperate fully with the request and act in a considerate and accommodating manner.

- a) Staff shall review each request and determine whether it seeks identifiable records. If not, staff shall offer to help the requestor identify records responsive to the request.
- b) Staff shall request all Directors and staff who may have the records requested to search their files. Directors and staff must report whether they have responsive records and, if so, when the records can be made available to the requestor.
- c) Staff shall respond to the requestor, advising him or her in writing of the availability of the documents, a description of the medium (paper, electronic format, etc.) and location of the records, and whether any are exempt from disclosure under the Public Records Act. To the

extent feasible, staff will provide suggestions to overcome any practical basis for denying access to the records sought.

- d) If a request is made for copies of records, staff shall also advise the requestor of the estimated copying cost. The District shall make any disclosable records it holds in electronic format available in such format when requested.
- e) The person requesting the copies shall pay the charges for the requested copies established by the Board. At present those are: \$1.00 for the first page, \$.05 each additional page, \$.10 per page for Political Reform Act materials. Staff shall not release the copies until the actual copying cost is paid.
- f) Staff shall provide copy of original form to Requestor upon completion. Original request form will be filed and maintained in the District for a period of no less than 3 years.

2425.4 In accordance with the Public Records Act, staff will provide specific, identifiable records but will not research records for particular types of information or analyze information which may be contained in public records. Staff has no obligation to create records in response to a Public Records Act request.

2425.5 Staff will respond to requests for public records in accordance with the Public Records Act as the Act now exists or may hereafter be amended, and nothing in this Policy is intended nor shall it be construed to conflict with the terms of the Public Records Act.

REQUEST FOR PUBLIC RECORDS

Date requested:	Date required:
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Please list each document, file, or record separately

- I wish to
- Review
 - Obtain copies of the following public records:

I/We, the undersigned, request documents as indicated and agree to pay the [District] for copies at the rate of \$1.00 for the first page and \$0.05 for each additional page (\$0.10 per page for documents requested pursuant to the Political Reform Act) when I receive or my representative receives them.

Name/Organization: _____

Mailing Address: _____

Phone Number: () _____ Signature: _____

FAX Number: () _____ Email: _____

FOR INTERNAL USE ONLY		
Date Request Received:		
Approved <input type="checkbox"/> Denied <input type="checkbox"/>	Approver's Signature:	
Reason, if denied:		
Disposition of Request: Documents/response provided on (date)		
By: <input type="checkbox"/> Mail <input type="checkbox"/> Pick-up <input type="checkbox"/> FAX <input type="checkbox"/> Email <input type="checkbox"/> Delivered <input type="checkbox"/> Verbal <input type="checkbox"/> Phone		
Comments:		
Date Completed:	Staff Member(s):	Staff Time:

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Accommodations for Disability

POLICY NUMBER: 3100

3100.1 The employment related provisions of the Fair Employment and Housing Act (“FEHA”) and the Americans with Disabilities Act (“ADA”) apply to all employees and job applicants seeking employment with the District. Under the ADA, a qualified individual with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the position in which the individual is employed.

3100.2 The District will attempt to provide reasonable accommodation for known physical or mental disabilities if a job applicant or employee is otherwise qualified, unless undue hardship related to the necessity of business operations would result, in accordance with federal or state law. An applicant or employee who requires accommodation in order to perform the essential functions of the job should inform the General Manager, or his or her supervisor, to request an evaluation of such an accommodation. The District will participate in the interactive process with the employee in order to determine whether or not a reasonable accommodation, which does not present undue hardship to the District, exists.

Employee or applicant should contact his or her supervisor or the General Manager for further information.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Equal Opportunity
POLICY NUMBER: 3118

3118.1 The Gold Mountain Community Services District employs persons having the best available skills to efficiently provide high quality service to the public.

3118.2 The District provides equal opportunity for all persons in all aspects of employment, including recruitment, selection, promotion, transfer, training, compensation, educational assistance, benefits, discipline, working conditions, reduction in force, reinstatement, and all other matters of employment.

Such equality of opportunity shall be based solely on job related knowledge, skills, and job performance, and shall be without discrimination because of race, color, religion, national origin, sex, age, sexual orientation, handicap, veteran status, or any other factor unrelated to job performance.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Hours of Work and Overtime
POLICY NUMBER: 3122

3122.1 This policy shall apply to all employees whose job classifications are subject to the *Fair Labor Standards Act (FLSA)*.

3122.2 The regular hours of work each day shall be consecutive except for interruptions for meal periods.

3122.3 The workweek shall consist of seven consecutive days from 12:01 o'clock A.M. Monday, through midnight Sunday.

3122.4 As approved by the General Manager, full-time employees will be assigned a regular schedule consisting of five consecutive eight-hour days, or a condensed schedule consisting of four consecutive ten-hour days.

3122.5 Holiday time is paid per District Policy 2030 Holidays.

3122.6 Overtime is defined as:

3122.6.1 Time worked in excess of 40 hours in a workweek;

3122.6.2 Time worked in excess of eight hours on a scheduled workday if a five-day, eight-hour per day workweek is in effect; or,

3122.6.3 Time worked in excess of ten hours on a scheduled workday if a four-day, ten-hour per day workweek is in effect; or,

3122.6.4 Time worked on a designated holiday.

3122.7 Other than regular hours of work, any time worked by an employee in after-hour emergency repair or after-hour emergency maintenance of facilities of the District shall be compensated at the overtime rate of pay at time and one-half of the employee's regular rate of pay.

3122.7.1 A schedule shall be maintained by the District General Manager or General Manager's appointee whereby maintenance employees shall be assigned, on a rotational basis, to be "on-call" on weekends, holidays, and other times not considered regular hours of work for District employees.

3122.7.2 When an employee is on-call, he/she shall be provided with a cell phone, radio and/or pager which will provide notification in the event of an emergency repair/maintenance work need. Said cell phone, radio and/or pager shall be kept in the on-call employee's possession during the entire on-call period. Notification of an emergency-repair/ maintenance job may also be given verbally, in person or telephonically by the District General Manager, Office Administrator, or appropriate authority, as applicable.

3122.6.3 When an employee is on-call, he/she shall be free to utilize his/her time as desired but must remain within the general Gold Mountain Community Services District area, going no farther than 60-minutes travel time away from any District facility.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Nepotism
POLICY NUMBER: 3126

3126.1 It is the policy of Gold Mountain Community Services District to seek for its staff the best possible candidates through appropriate search procedures. There shall be no bars to appointment of close relatives in any staff category in the same or different departments so long as the following standard is met:

3126.1.1 No employee shall supervise, vote for, make recommendations, or in any way participate in decisions about any personnel matter that may directly affect the selection, appointment, promotion, termination, other employment status, or interest of a close relative.

3126.1.1.1 For the purpose of this policy, "close relative" is defined as husband, wife, mother, father, son, daughter, sister, and brother.

3126.2 The Board of Directors reserves the right to consider and approve exceptions to this policy when a compelling case can be made and with proper agreements in place in writing.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Whistleblowing Policy
POLICY NUMBER: 3142

3142.1 It is the policy of Gold Mountain CSD that its employees should be free to report violations of law, abuse of authority, fraud, economic waste, or gross misconduct, incompetence, or inefficiency without fear of retaliation or retribution. This policy is based on a finding that the Gold Mountain CSD best serves itself and its membership when it can be candid and honest without reservation in conducting the business of the District.

In accordance with the California Labor Code 1102.5, the Gold Mountain CSD prohibits retaliation by employees, Board members or volunteers against any staff member, Board member or volunteer for making good faith complaints, reports, or inquiries regarding illegal or improper activities under this policy to the Gold Mountain CSD or any law enforcement agency, or for participating in a review or investigation of any such complaints under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Gold Mountain CSD reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints or reports regarding alleged illegal or improper activities, or who otherwise abuse this policy.

Therefore, the purpose of this policy is to:

(1) encourage staff, Board members and volunteers to report to the Gold Mountain CSD any credible information in their possession regarding illegal or improper activities and/or retaliation as defined herein, including violations of the Gold Mountain CSD's policies, promptly to those members of the District specified in this policy; and

(2) prohibit the District's Board of Directors, General Manager and supervising employees from retaliating against any employee who reports illegal or improper activities to the District or law enforcement agencies as provided herein; and

(3) specify a procedure by which information regarding illegal or improper activities of or retaliation by members of the Board of Directors or employees can be reported to the District and investigated; and

(4) provide a hearing process to any employee or Board member who has filed a written complaint with the District alleging actual or attempted acts of retaliation in response to having made a protected

disclosure to the Gold Mountain CSD or law enforcement protected by this policy.

3142.2 Definitions:

- a) "Illegal Order" means a directive to violate or assist in violating a federal, state, or local law, rule or regulation, or an order to an employee to work or cause others to work in conditions outside of their scope of duty that could unreasonably threaten the health and safety of employees or the public.

- b) "Illegal or Improper Activity" means an activity by a member of the Board of Directors, an employee, or a volunteer of the Gold Mountain CSD that is undertaken in the performance of that person's duties that is either:
 - (1) a violation of any state or federal law or regulation including, but not limited to, corruption, malfeasance, bribery, theft of property, fraud, coercion, conversion, abuse of property or willful omission to perform a duty; or
 - (2) violates Gold Mountain CSD policies, is economically wasteful, or involves gross misconduct, incompetency, or inefficiency.

Illegal or Improper Activity includes alleged financial, accounting or audit improprieties and alleged ethical violations by employees or Board members.

POLICY HANDBOOK

POLICY TITLE: Telecommuting Policy
POLICY NUMBER: 3144

3144.1 Telecommuting, also called “telework,” or performing work for one’s employer from home or a remote location allows employees the freedom to perform their job in locations other than on Gold Mountain Community Services District (GMCS D or District) property. Telecommuting under normal circumstances shall not be considered a standard work arrangement, these arrangements will be situational and in line with the needs of the District. Telecommuting may be necessary to effectively continue business as part of a disaster recovery or emergency response plan.

The purpose of this Policy is to:

- (1) enable employees to effectively work from home or another remote location;
- (2) develop a uniform policy for employees who work remotely; and
- (3) ensure that all telecommuting arrangements are in full compliance with applicable laws governing workplace safety, employee rights and responsibilities, and GMCS D policies.

3144.2 Eligibility

Only employees who can perform their job duties away from the GMCS D office may participate in a telecommuting arrangement. Other criteria shall be considered in determining whether to grant a specific request for telecommuting, including but not limited to whether the employee can reliably provide alternative workspace; whether the employee’s absence from the primary work location will disrupt the workflow of other employees; and whether the employee can demonstrate full understanding of the requirements of this policy. Supervisors may use other reasonable criteria in addition to these examples.

Employee participation in telecommuting is voluntary and granted only at the discretion of the General Manager and the employee’s immediate supervisor. GMCS D has the right to refuse to make telecommuting available to any employee. GMCS D has no obligation to allow one employee to telecommute merely because another employee who performs the same or similar job duties has been approved for telecommuting. Except in declared emergencies, an employee may decline a suggestion to telecommute made by a supervisor.

3144.3 Work Schedule

All telecommuting work schedules are at management’s discretion and shall be consistent with the

operational needs of the District. As with any work schedule, management has the discretion to change or eliminate telecommuting arrangements.

Telecommuters shall maintain regular contact with supervisors and co-workers by phone and e-mail while they are telecommuting. Unless granted express permission by the employee's immediate supervisor, employees shall be expected to adhere to a regular workday schedule as if they were present in the office and shall be in communication by phone and e-mail during those hours.

3144.4 Benefits and Compensation

The District will not make any distinction of benefits and compensation between telecommuting and onsite employees. All applicable contracts, agreements and policies governing an employee's position shall continue to apply in a telecommuting arrangement.

3144.5 GMCS D Policies

Employees who telecommute are bound by all GMCS D policies as if they were working onsite or on GMCS D property.

3144.6 Health and Safety

GMCS D is committed to ensuring a safe worksite in compliance with the rules and guidelines set forth by the Division of Occupational Safety and Health (Cal/OSHA). Employees who telecommute are responsible for designating an area in their home as the worksite and certifying that the space presents a safe and healthy work environment. If an employee incurs an injury or illness in the course or scope of employment while telecommuting, Workers' Compensation laws apply. Employees must immediately notify their supervisor and complete all necessary paperwork as required by GMCS D.

Actions that the telecommuter may take during break periods from working and actions not directly related to the approved remote worksite will not be covered under Workers' Compensation. These non-covered actions include, but are not limited to, all actions that the employee would not be able to perform in his or her GMCS D office, such as caring for children or pets, domestic tasks, yard work, retrieving the mail, cooking, exercising and interacting with non-GMCS D employees for non-business purposes. GMCS D shall in no instance be liable for injuries to third persons, including members of the telecommuting employee's family, who enter the employee's worksite or otherwise interact with the employee or use his or her home office equipment.

3144.7 Business Expenses and Reimbursement

Expenses incurred because of telecommuting will not be reimbursed by GMCS D unless they are normally reimbursable pursuant to GMCS D policies, or pre-approved in advance at the sole discretion of the employee's supervisor. Telecommuting employees may use GMCS D office equipment and supplies at any time, according to need. It is not anticipated that employees garner any out-of-pocket

expenses for supplies. The District will not reimburse expenses unless by prior approval of Employee's manager.

3144.8 Use of Computers, Smart Phones and Other Technology

All policies governing employee usage of GMCSO computers, internet connections and mobile devices shall apply to telecommuting employees when they are using their personal equipment in the course and scope of employment, and when they are using GMCSO technology at any time. Employees using GMCSO technology or conducting GMCSO business on personal devices have no expectation of privacy. All GMCSO issued technology equipment remains the property of the District and must be returned to the District upon request. The computer, software, and any other equipment or supplies provided by the District are provided for the use on District assignments and must be treated/handled as they would at the District's worksite. Other household members or anyone else shall not use the District equipment and software. District-owned software or data may not be duplicated except as formally authorized. District will be responsible for insurance and maintenance of all District provided materials. The employee will keep any District materials taken home in the designated work area and will not make materials or equipment accessible to others. Employees may use personal equipment/Smartphones for remote work purposes. In such cases, Employee will be responsible for maintenance/replacement required for personal equipment.

3144.9 Equal Opportunity and Harassment-Free Workplace

This policy does not alter GMCSO's commitment to maintaining an equal opportunity, discrimination, and harassment-free workplace. All GMCSO policies, as well as all state and federal laws, governing GMCSO's anti-discrimination policy apply uniformly to telecommuting and onsite employees.

3144.10 Procedure

Prior to receiving authorization to telecommute, employees shall review and sign the GMCSO Telecommuting Guidelines and Agreement form acknowledging provisions of this policy.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Lactation Accommodation Policy
POLICY NUMBER: 3146

3146.1 Gold Mountain CSD recognizes the need to promote a work environment that is supportive of breastfeeding employees who wish to continue nursing their infant children when they return to work. This policy establishes guidelines for promoting a breastfeeding friendly work environment and supporting lactating employees.

3146.2 Gold Mountain CSD will provide an environment that will enable employees to express their milk in a private, appropriate space. Such space will meet the requirements of the California Labor Code including a surface to place a breast pump and personal items, a place to sit, and access to electricity. Lactating employees will also be provided access to a sink with running water, and access to a refrigerator for storing breast milk.

3146.3 An employee may request an accommodation for reasonable lactation breaks by informing her supervisor in writing (preferably by electronic mail). The supervisor and the employee will discuss an appropriate break schedule for lactation. The lactation break time will, if possible, run concurrently with the employee's regular paid break time already provided. Any time in excess of a normal lunch or paid break time will not be paid. Gold Mountain CSD will respond, in writing, if lactation space or additional break time, as described in this policy, cannot be provided.

3146.4 Harassment of and/or discrimination against lactating employees is prohibited. It is also prohibited to retaliate against lactating employees who request time to express breast milk at work. Any harassment of and/or discrimination against a lactating employee, should be immediately reported to the District General Manager.

Employees have the right to file a complaint with the Labor Commissioner for any violation of rights provided under Chapter 3.8 of the California Labor Code regarding lactation accommodations.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Family and Medical Leave

POLICY NUMBER: 3425

3425.1 The purpose of this policy is to clarify how Gold Mountain CSD will implement the Family and Medical Leave Act of 1993 (FMLA).

3425.2 Eligibility. To be eligible for leave under the FMLA, an employee must have: (1) been employed by Gold Mountain CSD for at least 12 months within a 5-year period, which need not be consecutive; and (2) worked for Gold Mountain CSD at least 1,250 hours during the 12 months immediately preceding the commencement of leave.

3425.3 Leave Benefit.

- a) Eligible employees will be provided with up to 12 weeks of unpaid leave in a 12-month period to care for a newborn, adopted, or foster child or for a child, parent, or spouse with a serious health condition. In addition, employees who are unable to perform the functions of their position because of a serious health condition will also be entitled to 12 weeks of unpaid leave. "Serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that entails
 - 1) Inpatient care in a hospital, hospice, or residential medical care facility; or,
 - 2) Continuing treatment by a health care provider.
- b) The employee may use applicable accrued paid leave permitted by the District, including vacation leave and sick leave for the first part of the 12-week statutory leave. Paid leave may not be added to the end of the 12 weeks of unpaid leave without the General Manager's prior approval. If a husband and wife are both employed by Gold Mountain CSD, the total number of work weeks of leave to which both may be entitled shall be limited to 12 weeks if leave is taken for the birth, adoption, or foster placement of a child or for the purpose of caring for a seriously ill parent.
- c) Employees on leave who were previously covered by Gold Mountain CSD's health benefit shall continue to be covered at the level and under the conditions that coverage would have been provided if the employee were continuing to work.
- d) At the end of the leave the employee will be reinstated to his/her previous position or to an equivalent job with equivalent pay, benefits, and working conditions. However, the employee will not accrue seniority or employment benefits during the leave period. Gold Mountain CSD may also require the employee to obtain medical certification that they are able to resume work.

3425.4 Employee Obligations

- a) If the event necessitating the leave is foreseeable, the employee must provide the General Manager with at least 30 days' prior written notice. However, if 30 days advance notice for foreseeable leave is not practical; the employee must provide the General Manager with as much notice as practicable.
- b) Employees seeking leave on account of pregnancy disability or serious health condition must provide the General Manager with medical certification regarding their condition. "A healthcare provider certification may also be required for leave to care for a serious health condition for a child, parent or spouse and before the leave is granted. The General Manager may require employees to obtain, at Gold Mountain CSD's expense, a second opinion. If the second opinion differs from the first, the General Manager may require a third opinion from a mutually agreed on health care provider."

3425.5 For most leaves, employees will not be permitted to take their leave intermittently or on a reduced-leave schedule without the General Manager's approval. However, intermittent leave or a reduced-leave schedule may, if medically necessary, be taken by the employee because of a serious health condition. An employee who seeks intermittent leave or leave on reduced-leave schedule because of planned medical treatment may be required to transfer temporarily to a different position, with equivalent working conditions and benefits, which accommodates recurring periods of leave.

3425.6 Employee Military Families:

For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent or next of kin may also take up to 26 weeks FMLA leave in a single 12-month period to care for the service member with a serious injury or illness. An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule. Employees may choose, or the General Manager may require, use of accrued paid leave when taking FMLA leave.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Holidays

POLICY NUMBER: 3430

3430.1 This policy shall apply to all regular and probationary full-time employees, as defined in Policy 2080 “Employee Status”, in any job classification.

3430.2 All full-time employees are entitled to eight paid holidays each calendar year. The following days shall be recognized and observed as paid holidays and the Gold Mountain CSD office shall otherwise be closed for regular business on these days and on Saturdays and Sundays):

New Years Day;

Memorial Day;

Independence Day;

Labor Day;

Veteran's Day;

Thanksgiving Day;

Christmas Day;

Personal Choice Day (floating holiday)*

* must be scheduled and taken in the calendar year or be lost

3430.3 The number of hours represented by a holiday or paid time off (PTO) is equal to 8 hours, based on the number of hours in a “traditional” day of work for the District. All regular work shall be suspended, and all full-time employees shall receive 8 hours pay for each of the holidays listed above. Eligibility is also granted if the employee was on vacation or had notified the General Manager or other approval authority and received permission to be absent from work on that day or days.

3430.4 Whenever a holiday falls on Saturday or regular Friday off, the preceding normal workday shall be observed as the holiday. Whenever a holiday falls on Sunday or regular Monday off, the following normal workday shall be observed as the holiday.

3430.4.1 If a staff member is working a compressed work schedule with four ten-hour workdays, a holiday applies to eight of the ten hours of the observed holiday. The employee has the option of taking the remaining two hours as PTO or working two additional hours at the regular hourly rate on a selected day(s) during the time-period in which the holiday is observed. This allows for equitable benefit of holiday time for all in the work environment.

3430.5 When an employee is taking an authorized leave with pay when a holiday occurs, said holiday hours shall not be charged against said leave with pay.

3430.6 If any employee is required to work on any of the holidays listed above, he/she shall, in addition to his/her holiday pay, be paid for all hours worked at the rate of time and one-half (1½) his/her regular rate of pay, or as otherwise specified under Policy #3122, "Hours of Work and Overtime" provided the employee is in an FLSA non-exempt pay classification.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Leave for Crime Victims and Family Members
POLICY NUMBER: 3440

3440.1 An employee who is a victim of a crime, a member of a crime victim's immediate family (spouse, child, stepchild, sibling, stepsibling, parent, or stepparent), a registered domestic partner of a crime victim, or the child of a registered domestic partner of a crime victim shall be allowed to be absent from work in order to attend judicial proceedings related to that crime, subject to the District's General Manager determining that work requirements may be maintained during the absence.

3440.2 "Victim" means a person against whom one of the following crimes has been committed:

- a) A violent felony, as defined in subdivision (c) of Section 667.5 of the Penal Code;
- b) A serious felony, as defined in subdivision (c) of Section 1192.7 of the Penal Code; or
- c) A felony provision of law proscribing theft or embezzlement.

3440.3 Prior to an employee being absent from work, the employee must provide the District with a copy of the official notice provided to the victim of each scheduled proceeding.

3440.4 An employee absent from work to attend a scheduled proceeding may elect to use accrued vacation leave, sick leave, compensatory time off, or unpaid leave time.

3440.5 The District shall keep confidential any records regarding an employee's absence from work pursuant to this Policy.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Military Leave
POLICY NUMBER: 3445

3445.1 Military leave is a form of a personal leave of absence subject to applicable federal and state laws and regulations. Leaves of absence and re-employment resulting from service in the National Guard or U.S. Military Armed Forces will be in accordance with applicable State and Federal laws. A copy of the applicable, official military orders for training or active duty must accompany an employee's request for a leave of absence.

3445.2 An employee who is assigned to an U.S. Military Armed Forces Reserve organization and is subject to active or inactive duty training will be granted leaves of absence without pay, generally for up to two (2) weeks per calendar year unless additional time is approved by the General Manager.

3445.3 The following conditions also apply: The employee may remain in paid status while using appropriate accrued leave balances (vacation) to supplement his/her military pay to maintain the equivalent of full salary.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Pregnancy Disability Leave
POLICY NUMBER: 3450

3450.1 Any female employee planning to take Pregnancy Disability Leave (PDL) should advise their supervisor as soon as possible. The employee should also inform their supervisor when such leave is expected to begin and how long it will likely last. The employee should make arrangements with their supervisor regarding the scheduling of any planned medical treatment or appointments in order to minimize disruption to the operations of Gold Mountain CSD.

3450.2 Upon the request of an employee and recommendation of the employee's health care provider, the employee's work assignment may be modified if necessary, to protect the health and safety of the employee and her child.

3450.3 The following conditions also apply:

3450.3.1 PDL begins when ordered by the employee's health care provider. The employee must provide their supervisor with a certification from a health care provider containing:

- a) The date on which the employee became disabled due to pregnancy;
- b) The probable duration of the period or periods of disability; and
- c) A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
- d) Return to work from PDL will be allowed only when the employee's health care provider endorses a release that must be submitted to the employee's supervisor.

3450.3.2 The duration of the leave will be determined by the employee's health care provider, in accordance with all state and federal regulations, may be for not more than 17 1/3 weeks or 693 hours. Regular part-time employees are entitled to leave on a pro rata basis. The 17 1/3 weeks or 693 hours of available leave includes any period of time for actual disability caused by the employee's pregnancy, childbirth, or related medical condition. Examples of this include, but are not limited to severe morning sickness, prenatal care, postnatal appointments, etc.

3450.3.3 The employee will remain in paid status while using appropriate accrued leave (sick or vacation) during a PDL to satisfy any disability waiting periods and/or to supplement disability benefits in order to maintain the equivalent of full salary.

3450.3.4 The employee will be in non-paid status after exhaustion of appropriate accrued leave balances or at the employee's election not to use accrued leave benefits.

3450.3.5 During the period of PDL, Gold Mountain CSD will continue payment of all premiums for employee benefit plans in place at the time the leave begins. Gold Mountain CSD will also continue the employer contribution for employee benefit premiums as if the employee were not in leave status, as required by law or regulations. The employee must reimburse Gold Mountain CSD for any portion of benefits they would have paid through payroll deduction. Such reimbursement must be received by Gold Mountain CSD within 30 days of the date of the invoice or written notification. If Gold Mountain CSD does not receive the reimbursement from the employee within 30 days, Gold Mountain CSD may cancel any policies and/or plans for which they have not been reimbursed.

3450.4 Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a PDL, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a PDL has no greater right to reinstatement than if the employee had been continuously employed.

Gold Mountain Community Services District



POLICY TITLE: Sick Leave
POLICY NUMBER: 3460

3460.1 This policy shall apply to probationary and regular full-time employees in all job classifications.

3460.2 Sick leave is defined as absence from work due to illness, non-industrial injury, or quarantine due to exposure to a contagious disease. In addition, dentist and doctor appointments and prescribed sickness prevention measures shall be subject to sick leave provided prior notice is provided to the General Manager or other approval authority.

3460.3 Eligible employees shall earn sick leave at the rate of one working day per month cumulative to a maximum of 60 days. The determination of total accumulated sick leave days shall be made on January 2 of each year.

3460.4 Sick leave is not a privilege that an employee may use at his/her discretion, but shall be allowed only in case of necessity and actual sickness or disability of the employee, or because of illness in his/her immediate family.

3460.4.1 The definition of "immediate family" shall be the same as specified in Section 2050.3 of the *Bereavement Leave* policy (#2050).

3460.5 In order to receive compensation while on sick leave, the employee shall notify his/her supervisor prior to the time for beginning the regular work day, or as soon thereafter as practical.

3460.6 If absence from duty by reason of illness occurs, satisfactory evidence may be required by the General Manager or other approval authority.

3460.7 Unused sick-leave time shall lapse and not be paid off at the time of termination for any reason.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Time Off for Children - School Activities

POLICY NUMBER: 3470

3470.1 California Law allows a parent or guardian to take up to a total of 40 hours of time off each calendar year (but no more than 8 hours in one month) without pay to participate in their children's activities at school (grades K through 12) or licensed childcare provider. The absence is subject to all of the following conditions:

3470.1.1 Employees planning to take time off for school visits must provide as much advance notice as possible and all requests must be approved by the employee's supervisor.

3470.1.2 If both parents are employed by the District, the first employee to request such leave will receive the time off. The other parent will receive the time off only if the leave is approved by his or her supervisor.

3470.1.3 Employees must use accrued vacation time to receive compensation for this time off.

3470.1.4 Employees who do not have accrued vacation time available will take the time off without pay.

3470.2 Suspension - If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert his or her supervisor as soon as possible before leaving work. In compliance with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes time off for this purpose.

3470.2.1 Employees must use accrued vacation to receive compensation for this time off.

3470.2.2 Employees who do not have accrued vacation time or compensatory time off available will take the time off without pay.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Vacations
POLICY NUMBER: 3490

3490.1 This policy shall apply to regular and probationary full-time and regularly scheduled part-time employees in all job classifications.

3490.2 Paid vacations shall be accrued according to the following schedule on an annual basis*:

- a. After the first year of continuous work, five days;
- b. Two through five years of service, ten days;
- c. Six through ten years of service, 15 days;
- d. After ten years of service, one additional day of paid vacation for each additional year of service to a maximum of 30 days.
- e. Regularly scheduled part-time employees will accrue hours in proportion to their assigned work schedule (i.e., half-time employees would accrue 2.5 days after their first year)

* Recognition *may* be granted for directly related job experience in lieu of regular service.

3490.3 Eligible employees who have completed one year in regular status may take their vacation time all at once, or gradually in as few as one-day increments. No vacation may be taken until the employee has completed at least one year in regular employee status.

3490.4 Vacation time may be accumulated or postponed only upon specific written approval by the General Manager or other approval authority. The total accumulated vacation time shall not exceed that amount earned annually by the employee. Only one week of accumulated vacation may be used in addition to regular vacation time during any given year (see section 3490.10 below for further reference).

3490.5 At termination of employment for any reason, the District shall compensate the employee for his/her accumulated unused vacation time at his/her straight time rate of pay at the time of termination.

3490.6 The District will not require an employee to take vacation time in lieu of sick leave or leave of absence during periods of illness. However, the employee may elect to take vacation time in case of extended illness where sick leave has been fully used.

3490.7 If a holiday falls on a workday during an employee's vacation period, that day shall be considered as a paid holiday and not vacation time.

3490.8 Vacations may be scheduled at any time during the year upon approval of the General Manager or other approval authority.

3490.9 Probationary employees shall not accrue vacation time during the probationary period. However, if a probationary employee becomes a regular employee of the District, after 12 months of employment with the District, the period which the employee occupied probationary status shall be included in calculating his/ her entitlement to vacation with pay.

3490.10 Vacations are provided by the District to employees as a period of exemption from work with pay for the purpose of rest, relaxation and recreation. This respite is a benefit and is intended as an aid in maintaining the long-term and consistent productivity and contentment of the employee. As such, pay in lieu of vacation time away from work shall not be permitted nor will vacation time be routinely accumulated or postponed into another calendar year unless there are extenuating circumstances acknowledged by written approval by the General Manager or other approval authority.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Workers' Compensation Leave
POLICY NUMBER: 3495

3495.1 If an employee is injured at work and is temporarily unable to perform his or her usual and customary work, the employee will be allowed to take an unpaid leave of absence while receiving workers' compensation benefits. Certification from a recognized medical professional confirming the necessity of the leave must be provided to Gold Mountain CSD within fourteen (14) days after the leave begins. The duration of the leave will be determined on a case-by-case basis, considering both the injured employee's medical condition and Gold Mountain CSD business needs.

3495.2 The employee may elect during such absence to apply sick leave on a prorated basis to such absence and receive compensation in an amount equal to the difference between compensation received as regular salary and the amount received as Workers' Compensation benefits, not to exceed the amount of available accrued sick leave. Similarly, the employee may elect to use any accrued paid leave time and accrued time off at the prorated basis after the sick leave is exhausted.

3495.3 The employee may return to work only after a recognized medical professional certifies that the employee can resume all the essential functions of the employee's position. Gold Mountain CSD may, in its discretion, provide modified or light duty work if the employee's release contains such limitation. If the employee has been released without limitation, the employee will be offered the same position he or she held previously, unless the job no longer exists or has been filled so that Gold Mountain CSD can operate safely and efficiently or the employment relationship has otherwise been terminated.

3495.4 Workers' compensation leave will run concurrently with any family and medical leave. During the period of leave, Gold Mountain CSD will continue payment of all premiums for employee benefit plans in place at the time the leave begins. Gold Mountain CSD will also continue the employer contribution for employee benefit premiums, as if the employee were not in leave status, for the duration of the leave. The employee must reimburse Gold Mountain CSD for any portion of benefits they would have paid through payroll deduction. Such reimbursement must be received by Gold Mountain CSD within 30 days of the date of the invoice or written notification. If Gold Mountain CSD does not receive the reimbursement from the employee within 30 days, Gold Mountain CSD can cancel any policies and/or plans for which they have not been reimbursed.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Illness and Injury Prevention Program
POLICY NUMBER: 3510

3510.1 Program Goal and Outline

The goal of the District is to provide safe and healthful working conditions for all employees and volunteers. Therefore, the District will maintain a safety and health program conforming to the best practices of agencies of this type. The District's safety and health program will include:

- 3510.1.1** Providing mechanical and physical safeguards to the maximum extent possible.
- 3510.1.2** Conducting a program of safety and health inspections to find and eliminate unsafe working conditions or practices, to control health hazards, and to comply fully with the safety and health standards and law for every job.
- 3510.1.3** Training all employees and volunteers in good safety and health practices.
- 3510.1.4** Providing necessary personal protective equipment, and instructions for use and care.
- 3510.1.5** Developing and enforcing safety and health rules and requiring that employees cooperate with these rules as a condition of employment and volunteers as a condition of service.
- 3510.1.6** Investigating promptly and thoroughly, every accident, to determine its cause and correct the problem so it will not happen again.
- 3510.1.7** Developing plans and procedures for addressing infectious diseases, including contamination, spread and prevention measures, in the workplace and in the community.
- 3510.1.8** Developing a system of recognition and awards for outstanding safety service and/or performance.

3510.2 Program Responsibilities

Although the District recognizes that the responsibility for safety and health is shared, the General Manager shall be responsible and have full authority for implementing this policy and all elements of the District's Injury and Illness Prevention Plans.

3510.2.1 The District accepts responsibility for leadership of the safety and health program, for its effectiveness and improvements, and for providing the safeguards required to ensure safe conditions.

3510.2.2 Supervisory personnel are responsible for developing proper attitudes toward safety and health for themselves and those they supervise and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel and volunteers involved, including themselves.

3510.2.3 No employee or volunteer will be required to work at a job he/she knows is not safe or healthy. Employees and volunteers are responsible for wholehearted, genuine operation of all aspects of the safety and health program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: SMOKE-FREE WORKPLACE

POLICY NUMBER: 3125

3125.1 Purpose: The Gold Mountain Community Services District (GMCS D) is dedicated to providing a smoke-free work environment to protect all employees and visitors from secondhand smoke, an established cause of cancer and respiratory disease. This smoke-free workplace policy further intends to mitigate wildfire risk within the District.

The standards set forth below are effective for all GMCS D locations and vehicles. Compliance with the smoke-free standard is mandatory for all employees and visitors, with no exceptions.

3125.2 Definition: “*Smoking*” refers to the inhaling, exhaling, burning, vaping, carrying, or possession of a lighted cigarette, cigar, pipe, or other equipment for tobacco, marijuana, or other smokable substance. Chewing and smokeless tobacco products are also prohibited under this policy.

3125.2.1 Definition: A “*public area*”, includes all GMCS D indoor and outdoor facilities, including but not limited to walking paths in or around District maintenance buildings; pump houses, leach fields, septic tanks, or other worksites.

3125.3 Smoking is *prohibited* within the buildings, facilities, and vehicles owned or operated by GMCS D. Those who smoke are requested to do so outdoors provided it is a minimum of 20-foot from the entrance or operable window of any GMCS D public area.

3125.4 Personnel that use tobacco or smoke products shall only do so during regularly scheduled break and meal periods and are required to always adhere to this policy while on GMCS D public areas; a designated smoking area *may* be established by the General Manager.

3125.4.1 Tobacco products shall always be disposed of in a safe and responsible manner. Proper disposal receptacles will be provided if the General Manager establishes a designated smoking area for staff.

3125.4.2 Personnel may be exposed to potentially flammable substances or fumes, thus smoking is prohibited while working to mitigate harm to personnel and reduce fire risk to the district.

3125.5 Smoking is allowed in non-District (private) vehicles.

3125.6 Gold Mountain CSD complies with all Federal, state, county, and local regulations pertaining to tobacco use and smoking in the workplace.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Workplace Violence Prevention Policy
POLICY NUMBER: 3525

3525.1 Purpose: The purpose of this policy is to maintain a zero-tolerance standard of violence in the workplace. This policy provides District employees with guidance that will maintain an environment at and within District premises and facilities as well as events that are free of violence and the threat of violence. This policy applies to all full-time and part-time employees and includes Board Members, volunteers, temporary and provisional employees as well as contracted employees.

3525.2 Policy: The District prohibits violent behavior of any kind or threats of violence, either implied or direct, in District premises and facilities as well as at District sponsored events. Such conduct by a District employee will not be tolerated. An employee who exhibits violent behavior may be subject to criminal prosecution and shall be subject to disciplinary action up to and including termination. Violent threats or actions by a non-employee may result in criminal prosecution. The District will investigate all complaints filed and will also investigate any possible violation of this policy of which District management are made aware. Retaliation against a person who makes a good-faith complaint regarding violent behavior or threats of violence made to him/her is also prohibited.

3525.3 Definitions:

- a) Workplace Violence: Behavior in which an employee, former employee or visitor to a workplace inflicts or threatens to inflict damage to property, serious harm, injury or death to others at the workplace.
- b) Threat: The implication or expression of intent to inflict physical harm or actions that a reasonable person would interpret as a threat to physical safety or property.
- c) District premises or District facilities: Means all property of the District including, but not limited to the offices, facilities and surrounding areas on District-owned or -leased property, parking lots, and storage areas. The term also includes District-owned or -leased vehicles and equipment wherever located, as well as, pump station, sites, sewer line, excavation sites.”
- d) Intimidation: Making others afraid or fearful through threatening behavior.
- e) Zero-tolerance: A standard that establishes that any behavior, implied or actual, that violates the policy will not be tolerated.

- f) Court Order: An order by a Court that specifies and/or restricts the behavior of an individual. Court orders may be issued in matters involving domestic violence, stalking or harassment, among other types of protective orders, including Temporary Restraining Orders.

3525.4 Prohibited Behavior:

- a) Violence in the workplace may include, but is not limited to the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:
 - 1) Direct threats or physical intimidation.
 - 2) Implications or suggestions of violence
 - 3) Stalking, including following to and from work.
 - 4) Possession of weapons of any kind on District premises, including parking lots, other exterior premises or while engaged in activities for District in other locations, or at District sponsored event
 - 5) Assault of any form.
 - 6) Physical restraint or confinement.
 - 7) Dangerous or threatening horseplay.
 - 8) Loud, disruptive or angry behavior or language that is clearly not part of the typical work environment.
 - 9) Blatant or intentional disregard for the safety or well-being of others.
 - 10) Commission of a violent felony or misdemeanor on District premises.
 - 11) Any other act that a reasonable person would perceive as constituting a threat of violence. Records shall be maintained of steps taken to establish and maintain the District's Injury and Illness Prevention Program. They shall include:

- b) Domestic violence, while often originating in the home, can significantly impact workplace safety and the productivity of victims as well as co-workers. For the purposes of this document, "domestic violence" is defined as abuse committed against an adult or fully emancipated minor. Abuse is the intentional or reckless attempt to cause bodily injury, sexual assault, threatening behavior, harassment, or stalking, or making annoying phone calls to a person who is in any of the following relationships:
 - 1) Spouse or former spouse;
 - 2) Domestic partner or former domestic partner;
 - 3) Cohabitant or former cohabitant and or other household members;
 - 4) A person with whom the victim is having, or has had, a dating or engagement relationship;
 - 5) A person with whom the victim has a child.

The District recognizes that domestic violence may occur in relationships regardless of the marital status, age, race, or sexual orientation of the parties.

3525.5 Required Actions/Procedures

- a) Reporting Acts or Threats of Violence: An employee who:
 - 1) is the victim of violence, or
 - 2) believes they have been threatened with violence, or
 - 3) witnesses an act or threat of violence towards anyone else shall take the following steps:
 - i. If an emergency exists and the situation is one of immediate danger, the employee shall contact the Police Department by dialing 9-1-1 and take whatever emergency steps are available and appropriate to protect himself/herself from immediate harm, such as leaving the area.
 - ii. If the situation is not one of immediate danger, the employee shall report the incident to the appropriate supervisor or manager as soon as possible and complete the District's Workplace Violence Incident Report Form.

- b) Procedures for Future Violence:
 - 1) Employees who have reason to believe they, or others, may be victimized by a violent act sometime in the future, at the workplace or as a direct result of their employment with the District, shall inform their supervisor immediately so appropriate action may be taken. The supervisor shall inform the General Manager and the local law enforcement officials.
 - 2) Employees who have signed and filed a restraining order, temporary or permanent, against an individual due to a potential act of violence, who would be in violation of the order by coming near them at work, shall immediately supply a copy of the signed order to their supervisor. The supervisor shall provide copies to the General Manager and to the Police Department.

- c) Incident Investigation:
 - 1) Acts of violence or threats will be investigated immediately in order to protect employees from danger, unnecessary anxiety concerning their welfare, and the loss of productivity. The General Manager will initiate an investigation into potential violation of work rules/policies. Simultaneously, the General Manager will refer the matter to local police for their review of potential violation of civil and/or criminal law.
 - 2) Procedures for investigating incidents of workplace violence include:
 - Visiting the scene of an incident as soon as possible.
 - Interviewing injured and threatened employees and witnesses.
 - Examining the workplace for security risk factors associated with the incident, including any reports of inappropriate behavior by the perpetrator.

- Determining the cause of the incident.
 - Taking mitigating action to prevent the incident from recurring.
 - Recording the findings and mitigating actions taken.
- 3) In appropriate circumstances, the District will inform the reporting individual of the results of the investigation. To the extent possible, the District will maintain the confidentiality of the reporting employee and the investigation but may need to disclose results in appropriate circumstances; for example, in order to protect individual safety. The District will not tolerate retaliation against any employee who reports workplace violence.
- d) Mitigating Measures: Incidents which threaten the security of employees shall be mitigated as soon as possible following their discovery. Mitigating actions include:
- 1) Notification of law enforcement authorities when a potential criminal act has occurred.
 - 2) Provision of emergency medical care in the event of any violent act upon an employee.
 - 3) Post-event trauma counseling for those employees desiring such assistance.
 - 4) Assurance that incidents are handled in accordance with the Workplace Violence Prevention policy.
 - 5) Requesting District Counsel file a restraining order as appropriate.
- e) Training Instruction:
- 1) The District shall be responsible for ensuring that all employees, including managers and supervisors, are provided training and instruction on general workplace security practices. Managers and supervisors shall be responsible for ensuring that all employees are provided training and instructions on job specific workplace security practices.
 - 2) Training and instruction shall be provided as follows:
 - To all current employees when the policy is first implemented. Employees will be required to sign a written acknowledgment that the policy has been received and read.
 - To all newly hired employees, supervisors and managers, Employees will be required to sign a written acknowledgment that the policy has been received and read within 30 days of hire.
 - To affected employees whenever management is made aware of a new or previously unrecognized hazard.
 - 3) Workplace security training and instruction includes, but is not limited to, the following:

- Preventive measures to reduce the threat of workplace violence, including procedures for reporting workplace security hazards.
 - Methods to diffuse hostile or threatening situations.
 - Escape routes.
 - Explanation of this Workplace Violence Prevention Policy.
- f) Specific instructions shall be provided to all employees regarding workplace security hazards unique to their job assignment.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Attendance at Meetings
POLICY NUMBER: 4100

4100.1 Members of the Board of Directors of the Gold Mountain Community Services District shall attend all regular and special meetings of the Board unless there is good cause for absence.

4100.2 A vacancy shall occur if any member ceases to discharge the duty of his/her office for the period of three (3) consecutive months except as authorized by the Board of Directors.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Committees of the Board of Directors
POLICY NUMBER: 4105

4105.1 Temporary Advisory Committees/Ad-Hoc Committees:

The Board President shall appoint such ad hoc committees as may be deemed necessary or advisable by himself/herself and/or the Board. The duties of the ad hoc committees shall be outlined at the time of appointment, and the committee shall be considered dissolved when its final report has been made.

4105.1.2 A temporary advisory committee shall be comprised solely of members of the Board, and shall consist of less than a majority of Board Members.

4105.1.3 All Temporary Advisory Committees/Ad-Hoc Committees shall develop a Committee Charter and present the Charter to the board for adoption.

4105.1.4 A temporary advisory committee may make recommendations to the Board. The Board may not delegate any decision-making power to a temporary advisory committee.

4105.1.5 A temporary advisory committee shall meet on an as needed basis and shall not have a meeting schedule fixed by charter, ordinance, resolution, or formal action of the Board.

4105.1.6 Temporary Advisory/Ad-Hoc Committees shall comply with the Brown Act which states:

“The Brown Act does not apply to ad hoc committees consisting solely of less than a quorum of the legislative body, provided they are composed solely of members of the legislative body and provided that these ad hoc committees do not have some “continuing subject matter jurisdiction,” and do not have a meeting schedule fixed by formal action of a legislative body. Thus, ad hoc committees would generally serve only a limited or single purpose, they are not perpetual, and they are dissolved when their specific task is completed.”

4105.2 Standing Committees:

The following shall be standing committees of the Board: Executive Committee; Finance Committee; Fire Protection Services Committee; and FireWise Committee. Standing committees may be assigned to review District functions, activities, and operations pertaining to their designated concerns. meetings of standing committees are subject to the requirements of all applicable open meeting laws, including but not limited to the Brown Act.

4105.2.1 Committee assignments may be made by the Board President, a majority vote of the Board, or on their own initiative. Any recommendations from standing committees shall be submitted to the Board via a written or oral report.

4105.2.2 The Board's standing committees may be assigned to review District functions, activities, and/or operations pertaining to their designated concerns, as specified below. Said assignment may be made by the Board President, a majority vote of the Board, or on their own initiative. Any recommendations resulting from said review should be submitted to the Board via a written or oral report.

4105.2.3 All Standing Committees of the board shall develop a Committee Charter and present the Charter to the board for adoption.

4105.2.4 All meetings of standing committees shall conform to all open meeting laws (e.g., "Brown Act") that pertain to regular meetings of the Board of Directors.

4105.2.5 Standing Compliance shall comply with the Brown Act which states:
"Standing committees of a legislative body, which consist solely of less than a quorum of the body, are subject to the requirements of the Brown Act. Standing committees exist to make routine and regular recommendations on a specific subject matter, they survive resolution of any one issue or matter, and are a regular part of the governmental structure.

Standing committees may, but are not required to, have regular meeting schedules. Even if such a committee does not have a regular meeting schedule, its agendas should be posted at least 72 hours in advance of the meeting (Section 54954.2). If this is done, the meeting is considered to be a regular meeting for all purposes. If not, the meeting must be treated as a special meeting, and all the limitations and requirements for special meetings apply."

4105.2.5 Standing Committee Descriptions:

4105.2.5.1 The Executive Committee shall be concerned with the formulation of plans for arranging, realizing, and/or achieving District goals. Committee shall be concerned

with proposed ordinances, resolutions, and District policies. This Committee shall be concerned with the GM contract, performance reviews and compensation.

4105.2.5.2 The Finance Committee shall be concerned with the financial management of the District, including the preparation of an annual budget and major expenditures.

4105.2.5.3 The Fire Protection Services Committee shall be concerned with the emergency fire and emergency medical service response within the District, how it is provided and the performance of the providers.

4105.2.5.4 The FireWise Committee shall be a joint committee with the Nakoma Community Association (HOA) to maintain the community's FireWise designation and work with and educate owners to take fire resiliency and mitigation steps and prepare for emergencies and emergency evacuation.

4105.3 Standing Committee Charters

Committee Charters adopted January, 2022 follow:



Executive Committee Charter
A Standing Committee of the Board

PURPOSE: The Executive Committee is established as a standing committee of the Board of Directors to oversee Board effectiveness and general personnel matters, excepting those that are privileged and confidential. The committee works to ensure the Board is fully formed and operating effectively to meet its obligations to the District, with direct responsibility for board member recruitment sourcing and compliance with current law. The committee shall consider General Manager performance and advise on human resource policies, programs, and plans, employee development, and succession plans. The Executive Committee shall act in an advisory capacity to the General Manager on any organizational topics that the General Manager may bring to the Committee.

MEMBERSHIP & TERM: The Committee is comprised of two directors; one of which shall be the Board President. The Committee may establish such subcommittees as it believes are necessary to fulfill its purpose.

The term for the Board member who is President shall run with the time he or she is President of the Board. The term for the second Director shall be two years.

MEETINGS: Meetings of the Gold Mountain CSD Executive Committee are subject to the *Brown Act* meeting and notice requirements. Subject to compliance with noticing requirements, the Committee shall meet as often as the Chair of the Committee deems necessary or desirable. Meeting minutes are required and posted to the district's website.

RESPONSIBILITIES: The Committee shall keep itself generally aware of District matters and of the General Manager's performance relative to his/her duties. The Committee's primary responsibilities include:

- Oversee the Board's hiring process for the General Manager position and all other matters regarding the General Manager's employment.
- Assure that a succession plan for the General Manager position is in place, and that the General Manager has a management plan in place adequate to fulfill the District's responsibilities.
- Oversee the Board's process of setting annual goals for the General Manager and the District.

- Providing regular and specific feedback to the General Manager on his/her personal performance against goals and expectations.
- Lead annual performance review process for General Manager, including solicitation of input, development of written document, delivery of feedback and compensation recommendation to the Board.
- Provide general organizational feedback as needed.
- Partner with the General Manager during the annual budget for the District's personnel costs to the Board, including overall budget for wages, benefits, and bonuses. The General Manager shall be responsible for allocating the approved personnel budget to District employees, including wages, salary increases, bonuses, etc.
- The Committee may from time to time recommend to the Board that a study be conducted to assure that the District's salaries and benefits are appropriately competitive with similar Districts in the area. Historically, the District has completed a competitive wage analysis every three years.
- Periodically review the District's personnel policies and Employee Handbook and recommend any changes to the Policy Committee and/or Board, including regulatory requirements or other amendments that the Committee deems appropriate.
- Act in an advisory capacity to the General Manager on any personnel and organizational related matters that the General Manager wishes to bring to the Committee.
- Lead the search and vetting process to fill vacancies on the Board of Directors as needed.
- Establish and ensure board members are meeting obligations for attendance, participation, etc.
- Identify and lead efforts around Board effectiveness, including feedback on meeting process.
- Partner with General Manager to ensure required board member training is completed as required and on time.
- Lead new board member onboarding process and maintain accuracy of new board member reference guide.

Standing Committee Compliance with the Brown Act:

Standing committees of a legislative body, which consist solely of less than a quorum of the body, are subject to the requirements of the Brown Act. Standing committees exist to make routine and regular recommendations on a specific subject matter, they survive resolution of any one issue or matter, and are a regular part of the governmental structure.

Adopted by the Gold Mountain CSD Board of Directors

Signed: _____

Signed: _____

Date: _____ January 21, 2022 _____



GMCS D FINANCE COMMITTEE CHARTER
A Standing Committee of the Board

PURPOSE:

The Finance Committee is established as a standing committee of the Board of Directors (BOD) to review, discuss and make recommendations to the District Board of Directors on matters related to the District's finances.

MEMBERSHIP & TERM:

Membership: The committee is comprised of two Directors, the District GM, and Treasurer.

Term: Annual

MEETINGS:

Meetings of the committee are subject to the Brown Act meeting and notice requirements. Subject to compliance and noticing requirements, the party will meet semi-annually, or as often as necessary or desirable. Meeting minutes are required for each meeting and posted to the District's website.

RESPONSIBILITIES:

Individual Committee members shall remain conversant with the District finances and keep themselves generally aware of District performance to budget. The Committee shall bring findings, concerns, and recommendations to the board. Responsibilities include:

- Investment of district reserves to ensure safety, liquidity, and acceptable yield
- Ongoing rate analysis of user, non-user, consumption, and connection fees
- Development of fiscal policies regarding debt issuance and service
- Review capital improvement plans and major system refurbishment/repairs
- Provide guidance and recommendations regarding District audits
- Ongoing financial analysis of current budgets as related to operational requirements, maintenance needs, capital improvements, and long-term community projects.
- Develop and maintain a set finance procedures and policies in line with this committee charter.

Standing Committee Compliance with the Brown Act:

Standing committees of a legislative body, which consist solely of less than a quorum of the body, are subject to the requirements of the Brown Act. Standing committees exist to make routine and regular recommendations on a specific subject matter, they survive resolution of any one issue or matter, and are a regular part of the governmental structure.

Standing committees may, but are not required to, have regular meeting schedules. Even if such a committee does not have a regular meeting schedule, its agendas should be posted at least 72 hours in advance of the meeting (Section 54954.2). If this is done, the meeting is considered to be a regular meeting for all purposes. If not, the meeting must be treated as a special meeting, and all the limitations and requirements for special meetings apply.

Adopted by the Gold Mountain CSD Board of Directors

Signed: _____

Signed: _____

Date: _____ March 18, 2022 _____



FIRE PROTECTION COMMITTEE CHARTER
A Standing Committee of the Board

PURPOSE:

The Fire Protection Committee (FPC) is established as a standing committee of the Board of Directors (BOD) to oversee the Fire and Emergency Services under contract to the District. The Committee works to ensure the BOD is fully informed of the contractor's performance against contractual obligations and to identify and review contracting alternatives.

MEMBERSHIP & TERM:

Membership: The committee is comprised of two directors, the GM, and the Fire and Emergency Services Coordinator.

Term: Annual

MEETINGS:

Meetings of the committee are subject to the Brown Act meeting and notice requirements. Subject to compliance and noticing requirements, the party will meet annually, or as often as necessary or desirable. Meeting minutes are required for each meeting and posted to the District's website.

RESPONSIBILITIES:

Individual Committee members shall remain conversant with the District's Fire and Emergency Services contract and keep themselves generally aware of fire services and emergency services matters. The Committee shall bring findings, concerns, and recommendations to the board. Responsibilities include:

- Overseeing contract performance
- Negotiating contract changes, amendments, and modifications to existing contracts
- Drafting future contract requirements
- Bringing recommendations to the board

Standing Committee Compliance with the Brown Act:

Standing committees of a legislative body, which consist solely of less than a quorum of the body, are subject to the requirements of the Brown Act. Standing committees exist to make routine and regular

recommendations on a specific subject matter, they survive resolution of any one issue or matter, and are a regular part of the governmental structure.

Standing committees may, but are not required to, have regular meeting schedules. Even if such a committee does not have a regular meeting schedule, its agendas should be posted at least 72 hours in advance of the meeting (Section 54954.2). If this is done, the meeting is considered to be a regular meeting for all purposes. If not, the meeting must be treated as a special meeting, and all the limitations and requirements for special meetings apply.

Adopted by the Gold Mountain CSD Board of Directors

Signed: _____

Signed: _____

Date: _____ March 18, 2022 _____



NAKOMA COMMUNITY FIREWISE CHARTER
A Standing Committee of the Board

PURPOSE: The mission of the Nakoma Community Firewise Committee is to support and encourage activities which reduce hazardous fire fuel loads in our community. In all cases we want to preserve the natural beauty of Nakoma Community while taking prudent steps to reduce the risk of devastating wildfire damage.

MEMBERSHIP & TERM: The Nakoma Community Firewise Committee is a joint committee of the HOA and CSD and is comprised of community volunteers who collaborate with local, state, and federal fire officials to identify and support implementation of sound fire safe programs that are focused on community member safety and wildfire resiliency programs. The Committee should be comprised of one Chair and volunteers from the Nakoma Community.

MEETINGS: Meetings shall be open to all Nakoma Community members. Outside resources should be encouraged to attend in order to give input on programs and topics that are important to keeping our community Firesafe and Firewise. Meetings shall be announced in advance through GMCSO office email. There shall be no less than one meeting, an Annual meeting, to review where our community has acted and what more needs to be done going into the future

RESPONSIBILITIES:

GOALS: The priority Nakoma Community goals for wildfire safety are educating community members in best Firewise resources and actions which include:

- 1.) Public and firefighter safety
- 2.) Protection of developed resources such as homes and infrastructure
- 3.) Protection of natural resources such as watersheds, mature tree stands, views and habitats

Standing committees may, but are not required to, have regular meeting schedules. Even if such a committee does not have a regular meeting schedule, its agendas should be posted at least 72 hours in

advance of the meeting (Section 54954.2). If this is done, the meeting is considered to be a regular meeting for all purposes. If not, the meeting must be treated as a special meeting, and all the limitations and requirements for special meetings apply.

Adopted by the Gold Mountain CSD Board of Directors

Signed: _____

Signed: _____

Date: _____ March 18, 2022 _____

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Code of Ethics
POLICY NUMBER: 4120

4120.1 The Board of Directors of the Gold Mountain Community Services District is committed to providing excellence in legislative leadership that results in the provision of the highest quality of services to its constituents. In order to assist in the government of the behavior between and among members of the Board of Directors, the following rules shall be observed.

4120.1.1 The dignity, style, values and opinions of each Director shall be respected.

4120.1.2 Responsiveness and attentive listening in communication is encouraged.

4120.1.3 The needs of the District's constituents should be the priority of the Board of Directors.

4120.1.4 The primary responsibility of the Board of Directors is the formulation and evaluation of policy. Routine matters concerning the operational aspects of the District are to be delegated to professional staff members of the District, namely the District General Manager.

4120.1.5 Directors should commit themselves to emphasizing the positive, avoiding double talk, hidden agendas, gossip, backbiting, and other negative forms of interaction.

4120.1.6 Directors should commit themselves to focusing on issues and not personalities. The presentation of the opinions of others should be encouraged. Cliques and voting blocks based on personalities rather than issues should be avoided.

4120.1.7 Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions, but without being disagreeable. Once the Board of Directors takes action, Directors should commit to supporting said action and not to create barriers to the implementation of said action.

4120.1.8 Directors should practice the following procedures:

4120.1.8.1 In seeking clarification on informational items, Directors may directly approach professional staff members to obtain information needed to supplement, upgrade, or enhance their knowledge to improve legislative decision-making.

4120.1.8.2 In handling complaints from residents and property owners of the District, said complaints should be referred directly to the General Manager.

4120.1.8.3 In handling items related to safety, concerns for safety or hazards should be reported to the General Manager or to the District office. Emergency situations should be dealt with immediately by seeking appropriate assistance.

4120.1.8.4 In presenting items for discussion at Board meetings, see Policy #5020.

4120.1.8.5 In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development, finances, and programming, said concerns should be referred directly to the General Manager.

4120.1.9 When approached by District personnel concerning specific District policy, Directors should direct inquiries to the Office Manager/Secretary or the General Manager. The chain of command should be followed.

4120.2 The work of the District is a team effort. All individuals should work together in the collaborative process, assisting each other in conducting the affairs of the District.

4120.2.1 When responding to constituent requests and concerns, Directors should be courteous, responding to individuals in a positive manner and routing their questions through appropriate channels and to responsible management personnel.

4120.2.2 Directors should develop a working relationship with the General Manager wherein current issues, concerns and District projects can be discussed comfortably and openly.

4120.2.3 Directors should function as a part of the whole. Issues should be brought to the attention of the Board as a whole, rather than to individual members selectively.

4120.2.4 Directors are responsible for monitoring the District's progress in attaining its goals and objectives, while pursuing its mission.

Gold Mountain Community Services District



POLICY TITLE: Members of the Board of Directors
POLICY NUMBER: 4120

4120.1 Directors shall thoroughly prepare themselves to discuss agenda items at meetings of the Board of Directors of the Gold Mountain Community Services District. Information may be requested from staff or exchanged between Directors before meetings.

4120.1.1 Information that is exchanged before meetings shall be distributed through the District General Manager, and all Directors will receive all information being distributed.

4120.2 Directors shall at all times conduct themselves with courtesy to each other, to staff, and to members of the audience present at Board meetings.

4120.3 Directors shall defer to the chairperson for conduct of meetings of the Board, but shall be free to question and discuss items on the agenda. All comments should be brief and confined to the matter being discussed by the Board.

4120.4 Directors may request for inclusion into minutes brief comments pertinent to an agenda item only at the meeting that item is discussed (including, if desired, a position on abstention or dissenting vote).

4120.5 Directors shall abstain from participating in consideration on any item involving a personal or financial conflict of interest. Unless such a conflict of interest exists, however, Directors should not abstain from the Board's decision-making responsibilities.

4120.6 Requests by individual Directors for substantive information and/or research from District staff will be channeled through the General Manager.

Gold Mountain Community Services District



POLICY TITLE: Training, Education, and Conferences
POLICY NUMBER: 4125

4125.1 Members of the Board of Directors of the Gold Mountain Community Services District are encouraged to attend educational conferences and professional meetings when the purposes of such activities is to improve District operation. Hence, there is no limit as to the number of Directors attending a particular conference or seminar when it is apparent that their attendance is beneficial to the District subject to majority action of the Board of Directors at a regular District meeting.

4125.1.1 "Junkets" (a tour or journey for pleasure at public expense), however, will not be permitted.

4125.2 It is the policy of the District to encourage Board development and excellence of performance by reimbursing expenses incurred for tuition, travel, lodging and meals as a result of training, educational courses, participation with professional organizations, and attendance at local, state and national conferences associated with the interests of the District.

4125.2.1 The Office Manager is responsible for making arrangements for Directors for conference and registration expenses, and for per diem. Per diem, when appropriate, shall include reimbursement of expenses for meals, lodging, and travel. All expenses for which reimbursement is requested by Directors, or which are billed to the District by Directors, shall be submitted to the Office Manager, together with validated receipts.

4125.2.2 Attendance by Directors of seminars, workshops, courses, professional organization meetings, and conferences shall be subject to majority action of the Board of Directors at a regular District meeting prior to incurring any reimbursable costs.

4125.2.3 Expenses to the District for Board of Directors' training, education and conferences should be kept to a minimum by utilizing recommendations for transportation and housing accommodations put forth by the General Manager and by:

4125.2.3.1 Utilizing hotel(s) recommended by the event sponsor in order to obtain discounted rates.

4125.2.3.2 Directors traveling together whenever feasible and economically beneficial.

4125.2.3.3 Requesting reservations sufficiently in advance, when possible, to obtain discounted air fares and hotel rates.

4125.3 A Director shall not attend a conference or training event for which there is an expense to the District, if it occurs after they have announced their pending resignation, or if it occurs after an election in which it has been determined that they will not retain their seat on the Board. A Director shall not attend a conference or training event when it is apparent that there is no significant benefit to the District.

4125.4 Upon returning from seminars, workshops, conferences, etc., where expenses are reimbursed by the District, Directors will either prepare a written report for distribution to the Board, or make a verbal report during the next regular meeting of the Board. Said report shall detail what was learned at the session(s) that will be of benefit to the District. Materials from the session(s) may be delivered to the District office to be included in the District library for the future use of other Directors and staff.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Voluntary Candidate Expenditure Ceiling
POLICY NUMBER: 4130

4130.1 In accordance with Government Code 85400§ (Proposition 208), the voluntary expenditure ceiling for candidates for the Board of Directors of Gold Mountain Community Services District, and controlled committees of such candidates, shall be one dollar (\$1) per resident for each election in which the candidate is seeking election to the Board of Directors.

4130.2 Proposition 208 establishes a two-tiered scheme of campaign contribution limitations applicable to candidates running for local office based on whether the recipient candidate accepts or rejects the voluntary expenditure ceiling established by the local jurisdiction. The decision by a candidate as to whether to accept the ceiling must be made before a candidate accepts any contributions.

4130.2.1 If a candidate for the Board of Directors elects to abide by the ceiling, he/she may accept contributions from businesses, political action committees (PAC's), or individuals in an amount up to \$250.

4130.2.2 If a candidate for the Board of Directors elects not to abide by the ceiling, he/she may accept contributions from businesses, political action committees (PAC's), or individuals in an amount up to \$100.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Board Meetings
POLICY NUMBER: 4200

4200.1 Regular meetings of the Board of Directors of the Gold Mountain Community Services District shall be held at a date, time, and place to be determined by the Board. Regular meetings will generally be scheduled every other month, but in no case less than once in a three month period. The schedule for the next six month period shall be reconsidered and approved twice per year by the Board during December and June Board meetings. If there is no meeting held in December or June, then during the first meeting thereafter. Each time the Board meeting schedule has been updated it shall be posted on the District website.

4200.2 Special meetings (non-emergency) of the Board of Directors may be called by the Board President.

4200.2.1 All Directors, the District General Manager, District Counsel, if applicable, and District Staff shall be notified of the special Board meeting and the purpose or purposes for which it is called. Said notification shall be in writing, delivered to them at least 24 hours prior to the meeting.

4200.2.2 Property owners who have requested notice of special meetings in accordance with the Ralph M. Brown Act (California Government Code §54950 through §54926) shall be notified by a mailing unless the special meeting is called less than one week in advance, in which case notice, including business to be transacted, will be given by telephone during business hours as soon after the meeting is scheduled as practicable.

4200.2.3 An agenda shall be prepared as specified for regular Board meetings in Policy #5020 and shall be delivered with the notice of the special meeting to those specified above.

4200.2.4 Only those items of business listed in the call for the special meeting shall be considered by the Board at any special meeting.

4200.3 Special Meetings (emergency). In the event of an emergency situation involving matters upon which prompt action is necessary due to the disruption or threatened disruption of public facilities, the Board of Directors may hold an emergency special meeting without complying with the 24-hour notice required in 4200.2.1, above. An emergency situation means a crippling disaster which severely impairs public health,

safety, or both, as determined by the General Manager, Board President or Vice President in the President's absence.

4200.3.1 Newspapers of general circulation in the District, radio stations and television stations which have requested notice of special meetings in accordance with the Ralph M. Brown Act (California Government Code §54950 through §54926) shall be notified by at least one hour prior to the emergency special meeting. In the event that telephone services are not functioning, the notice requirement of one hour is waived, but the General Manager, or his/her designee, shall notify such newspapers, radio stations, or television stations of the fact of the holding of the emergency special meeting, and of any action taken by the Board, as soon after the meeting as possible.

4200.3.2 No closed session may be held during an emergency special meeting, and all other rules governing special meetings shall be observed with the exception of the 24-hour notice. The minutes of the emergency special meeting, a list of persons the General Manager or designee notified or attempted to notify, a copy of the roll call vote(s), and any actions taken at such meeting shall be posted for a minimum of ten days in the District office as soon after the meeting as possible.

4200.4 Adjourned Meetings. A majority vote by the Board of Directors may terminate any Board meeting at any place in the agenda to any time and place specified in the order of adjournment, except that if no Directors are present at any regular or adjourned regular meeting, the General Manager may declare the meeting adjourned to a stated time and place, and he/she shall cause a written notice of adjournment to be given to those specified in 4200.2.2 above.

4200.5 Annual Organizational Meeting. The Board of Directors shall hold an annual organizational meeting at its regular meeting in December, or if no meeting is held in December, at the first regular meeting thereafter. At this meeting the Board will elect a President, Vice President and Treasurer from among its members to serve during the coming calendar year, and will appoint a Board Secretary.

4200.6 The President of the meetings described herein shall determine the order in which agenda items shall be considered for discussion and/or action by the Board.

4200.7 The President and the General Manager shall insure that appropriate information is available for the audience at meetings of the Board of Directors, and that physical facilities for said meetings are functional and appropriate.

Gold Mountain Community Services District



POLICY TITLE: Board Actions and Decisions
POLICY NUMBER: 4202

4202.1 Actions by the Board of Directors of the Gold Mountain Community Services District include but are not limited to the following:

4202.1.1 Adoption or rejection of regulations or policies;

4202.1.2 Adoption or rejection of a resolution;

4202.1.3 Adoption or rejection of an ordinance;

4202.1.4 Approval or rejection of any contract or expenditure;

4202.1.5 Approval or rejection of any proposal which commits District funds or facilities, including employment and dismissal of personnel; and,

4202.1.6 Approval or disapproval of matters that require or may require the District or its employees to take action and/or provide services.

4202.2 Action can only be taken by the vote of the majority of the Board of Directors. Three (3) Directors (of a 5-member Board) represent a quorum for the conduct of business. Actions taken at a meeting where only a quorum is present, therefore, require all three votes to be effective (unless a 4/5 vote is required by policy or other law).

4202.2.1 A member abstaining in a vote is considered as absent for that vote.

4202.2.1.1 Example. If three of five Directors are present at a meeting, a quorum exists and business can be conducted. However, if one Director abstains on a particular action and the other two cast "aye" votes, no action is taken because a "majority of the Board" did not vote in favor of the action.

4202.2.1.2 Example. If an action is proposed requiring a two-thirds vote and 2 Directors abstain, the proposed action cannot be approved because 4 of the 5 Directors would have to vote in favor of the action.

4202.2.1.3 Example. If a vacancy exists on the Board and a vote is taken to appoint an individual to fill said vacancy, three Directors must vote in favor of the appointment for it to be approved. If two of the four Directors present abstain, the appointment is not approved.

4202.3 The Board may give directions that are not formal action. Such directions do not require formal procedural process. Such directions include the Board's directives and instructions to the General Manager.

4202.3.1 The Chairperson shall determine by consensus a Board directive and shall state it for clarification. Should any two (2) Directors challenge the statement of the Chairperson, a voice vote may be requested.

4202.3.2 A formal motion may be made to place a disputed directive on a future agenda for Board consideration, or to take some other action (such as refer the matter to the General Manager for review and recommendation, etc.).

4202.3.3 Informal action by the Board is still Board action and shall only occur regarding matters that appear on the agenda for the Board meeting during which said informal action is taken.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Board Meeting Agenda
POLICY NUMBER: 4205

4205.1 The General Manager, in partnership with the Board President of the Gold Mountain Community Services District, shall prepare an agenda for each regular and special meeting of the Board of Directors in accordance with the Brown Act. Any Director may contact the General Manager and request an item to be placed on the agenda no later than 5:00 P.M. on the day that is 48 hours prior to the closing of the agenda for the next meeting date.

4205.2 Public requests. Any member of the public may request that a matter directly related to District business be placed on the agenda of a regularly scheduled meeting of the Board of Directors, subject to the following conditions:

4205.2.1 The request must be in writing and be submitted to the General Manager together with supporting documents and information, if any, at least seven business days prior to the date of the meeting.

4205.2.2 The General Manager shall be the sole judge of whether the public request is or is not a "matter directly related to District business."

4205.2.3 The General Manager shall determine the timing of when the item will be placed on the agenda.

4205.2.4 The public member requesting the agenda item may appeal the General Manager's decision at the next regular meeting of the Board of Directors. Any Director may request that the item be placed on the agenda of the Board's next regular meeting.

4205.2.5 No matter which is legally a proper subject for consideration by the Board in closed session will be accepted under this policy.

4205.2.6 The Board of Directors may place limitations on the total time to be devoted to a public request issue at any meeting, and may limit the time allowed for any one person to speak on the issue

at the meeting.

4205.3 Agendas shall include a clear and unambiguous description of each item on the agenda to be discussed, including closed session items. The General Manager shall ensure that the description gives notice to the public of the essential nature of business to be considered.

4205.4 Agenda posting. Agendas for regular meetings shall be posted 72 hours in advance of the meeting and agendas for special meetings shall be posted 24 hours in advance of the meeting. The posting must occur in a place that is freely accessible to the public (GMCSO office and at the Clio, CA and Portola, CA Post Offices) and on the District's website. The internet posting shall occur on the District's primary website homepage through a prominent link to the current agenda.

4205.5 Agenda packages. When distributing agenda packages and other materials to members of the Board of Directors, those materials should be provided to all members at the same time. Agenda packages, except for closed session materials, should also be made available to the public once distributed to the Board.

4205.6 Public comment.

4205.6.1 For regular meetings the Board shall provide the public with an opportunity to address not only any item on the agenda but any item within the subject matter jurisdiction of the District.

4205.6.2 For special meetings, the Board shall provide the public with an opportunity to address any item on the agenda.

4205.6.3 The Board may not prohibit public criticism, but shall control the order of the proceedings, including placing reasonable time limits on public comment.

4205.6.4 The Board may not require members of the public to give names or sign a register as a condition of attendance or speaking.

4205.6.5 The Board may require public comment specific to items on the agenda be made at the time when the agenda item is considered.

4205.7 Closed sessions. The Board may conduct a closed session during a noticed meeting for certain matters, as identified on the agenda, where it is necessary to conduct business in private. Major reasons for permissible closed sessions, as authorized by the Brown Act, include real property transactions, labor negotiations, pending litigation, and the performance review of the General Manager. The Board shall allow public comment on any closed session item before going into closed session.

4205.8 Items not on the agenda. The Board shall not discuss or act on any item that does not appear on the posted agenda except that the Board may act on items not on the agenda to address emergency situations, subsequent need items, and hold-over items from a continued previous meeting held within the prior five days. The Board may also respond to public comments and make announcements.

Gold Mountain Community Services District



POLICY TITLE: Board Meeting Conduct
POLICY NUMBER: 4210

4210.1 Meetings of the Board of Directors of the Gold Mountain Community Services District shall be conducted by the Chairperson in a manner consistent with the policies of the District. Policy No. 5070, “Rules of Order for Board and Committee Meetings”, shall be used as a general guideline for meeting protocol.

4210.2 All Board meetings shall commence at the time stated on the agenda and shall be guided by same.

4210.3 The conduct of meetings shall, to the fullest possible extent, enable Directors to:

4210.3.1 Consider problems to be solved, weigh evidence related thereto, and make wise decisions intended to solve the problems; and,

4210.3.2 Receive, consider and take any needed action with respect to reports of accomplishment of District operations.

4210.4 Provisions for permitting any individual or group to address the Board concerning any item on the agenda of a special meeting, or to address the Board at a regular meeting on any subject that lies within the jurisdiction of the Board of Directors, shall be as follows:

4210.4.1 Five minutes may be allotted to each speaker and a maximum of 20 minutes to each subject matter.

4210.4.2 No boisterous or inconsiderate conduct shall be permitted at any Board meeting. Persistence in boisterous or inconsiderate conduct shall be grounds for summary termination, by the Chairperson, of that person's privilege of address.

4210.4.3 No oral presentation shall include charges or complaints against any District employee, regardless of whether or not the employee is identified in the presentation by name or by another reference which tends to identify. All charges or complaints against employees shall be submitted to the Board of Directors under provisions contained in Policy #1030.

4210.5 Willful disruption of any of the meetings of the Board of Directors shall not be permitted. If the Chairperson finds that there is in fact willful disruption of any meeting of the Board, he/she may order the room cleared and subsequently conduct the Board's business without the audience present.

4210.5.1 In such an event, only matters appearing on the agenda may be considered in such a session.

4210.5.2 After clearing the room, the Chairperson may permit those persons who, in his/her opinion, were not responsible for the willful disruption to re-enter the meeting room.

4210.5.3 Duly accredited representatives of the news media, whom the Chairperson finds not to have participated in the disruption, shall be admitted to the remainder of the meeting.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Brown Act Compliance
POLICY NUMBER: 4215

4215.1 The Brown Act. The Legislature adopted the Brown Act, commonly referred to as California’s “Open Meetings Laws” in 1964. The Brown Act is contained in Government Code section 54950 et seq. The Brown Act is broadly construed and compliance is constitutionally mandated.

4215.2 Compliance with Brown Act. All meetings of the Board of Directors (the legislative body) shall comply with all aspects of the Brown Act, including but not limited to the following:

4215.2.1 Meetings occur whenever the majority of the Board of Directors meets to discuss District business.

4215.2.2 Member of the Board includes newly elected and appointed officials prior to assuming office.

4215.2.3 All Board meetings shall be open and freely accessible to the public, including those with disabilities. Closed sessions may be called for specific purposes as allowed under the Brown Act, if duly agendaized using “Safe Harbor” language listed in Government Code Section 54954.7.

4215.2.4 Meetings using intermediaries, serial communications, or emails are prohibited.

4215.2.5 The Board shall only take action during a properly noticed meeting.

4215.3 Committees. Committees created by formal action of the Board shall comply with the Brown Act.

Gold Mountain Community Services District



POLICY TITLE: Minutes of Board Meetings

POLICY NUMBER: 4220

4220.1 The Secretary or Deputy Secretary of the Board of Directors of the Gold Mountain Community Services District shall keep minutes of all regular and special meetings of the Board. Approved Minutes shall be posted to the District web site and archived per Retention Policy #2145.

It is the responsibility of the General Manager to ensure that accurate Minutes are drafted and distributed prior to the subsequent board meeting and that approved Meeting Minutes are posted to the District's web site and archived per Retention Policy #2145.

4220.1.1 Copies of a meeting's minutes shall be distributed to Directors as a part of the information packet for the next regular meeting of the Board, at which time the Board will consider approving the minutes as presented or with modifications. Once approved by the Board, the official minutes ***shall be kept in a locked filing cabinet and all official files shall be backed up to a Cloud server for safekeeping.***

4220.1.2 Motions, resolutions or ordinances shall be recorded in the minutes as having passed or failed, and individual votes will be recorded unless the action was unanimous. ***Such motions, resolutions and/or ordinances shall also be backed up and safeguarded in the same manner as described above for meeting minutes.*** All resolutions and ordinances adopted by the Board shall be numbered consecutively, starting new at the beginning of each year. In addition to other information that the Board may deem to be of importance, the following information (if relevant) shall be included in each meeting's minutes:

- Date, place and type of each meeting
- Directors present and absent by name
- Administrative staff present by name
- Call to order time
- Time and name of late arriving Directors
- Time and name of early departing Directors
- Names of Directors absent during any agenda item upon which action was taken
- Summarial record of staff reports

- Summarial record of public comment regarding matters not on the agenda
- Approval of the minutes or modified minutes of preceding meetings
- Approval of financial reports
- Complete information as to each subject of the Board's deliberation
- Record of the vote of each Director on every action item for which the vote was not unanimous
- Resolutions and ordinances described as to their substantive content and sequential numbering
- Record of all contracts and agreements, and their amendment, approved by the Board
- Approval of the annual budget
- Approval of all polices, rules, or and/or regulations
- Approval of all dispositions of District assets with value greater than GM's signing authority
- Approval of all purchases of District assets with value greater than GM's signing authority
- Time of meeting adjournment

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Billing Policy
POLICY NUMBER: 5005

5005.1 Overview. Gold Mountain Community Services District (GMCS D) is responsible for water delivery; wastewater collection and disposal (sewer); fire prevention and suppression; and emergency medical response service (EMS) to properties within the District boundaries. GMCS D provides quarterly statements for water and sewer services, and additionally collects the fire tax included on the Plumas County property tax roll for fire prevention, fire suppression and EMS response services.

5005.2 Definitions. In accordance with the 2022 Rate Schedules, passed and adopted under the Proposition 218 process, the District assesses service rates for all parcels under two categories:

1. **Connected Customers** – customers connect to and who use water and sewer services
2. **Unconnected Customers** – customers that have not installed a water meter and/or septic system for the handling of wastewater

5005.3 Owner/Tenants. California law allows tenants to apply for a utility account in their own name. The CSD requires a copy of the signed lease to apply for such account. The property owner remains ultimately responsible for utility payments and late fees. In the event of any delinquency, as detailed in the following sections, all notices of delinquency will be sent to both the tenant and the owner of record. Delinquency proceedings will be conducted with the owner of record.

The Special Fire Tax is always invoiced to the owner of record and recorded in the County Assessor’s office.

5005.4 Water and Sewer Billing: In accordance with California Government Code Section 61115, the following policy and procedures are in effect on the date of the adoption of this policy regarding the collection of water and sewer service revenue for services rendered for all customers. Parcel Accounts are considered “Connected” when the System Capacity Fee has been paid in full.

5005.5 Temporary Water Meters. Customers that request a temporary water meter be installed for tree falling, fire safety H.F.R. lot clean up, irrigation, or other temporary services, are charged for all water usage in addition to meter fees according to Fee Schedule (see Exhibit A).

5005.6 Quarterly Statements. The District bills water and sewer fees on a quarterly basis with balances due and payable on 1 October, 1 January, 1 April, and 1 July. Fees received after the first of the following month, 1 November, 1 February, 1 May, and 1 August, are considered late and the District will start delinquency procedures. Customers may choose to make payments in advance, quarterly, semi-annually, annually or a lump sum. ***Customers are reminded that they are responsible for quarterly water and sewer payments whether or not they receive an actual bill.***

5005.7 Water and Sewer charges. Definitions and additional details regarding utility charges can be found in the Water Rate Policy (#5010) and Sewer Rate Policy (#5020):

Water Service Charge – flat quarterly fee for upcoming quarter as defined in Water Rate Policy #5010

Sewer Service Charge – flat quarterly fee for upcoming quarter as defined in Sewer Rate Policy #5020

Water Usage Charge – all customers with an installed water meter are billed for use based on Metered Consumption, on the following schedule:

- Statements Due January 1 include Sept, Oct, and Nov usage from prior year
- Statements Due April 1 include Dec, Jan, and Feb usage
- Statements Due July 1 include Mar, Apr, and May usage
- Statements Due Oct 1 include June, July, and Aug usage

5005.8 Late Fees: The District adds a penalty late fee of 10% to any account with a balance owed on the first day of the subsequent month after due date. These charges will appear on the next GM CSD account statement.

5005.9 Interest Penalties: The District charges ongoing monthly penalties of 1% per month to the previous month's unpaid water and sewer balance on the first day of each subsequent month for which there is an outstanding balance. These charges appear on the next GM CSD statement.

5005.10 Fire Tax Billing: Tax Measure A., confirmed by Plumas County BOS Resolution 2006-07-01, authorizes collection of a voter approved Special Fire tax on the Plumas County Tax Roll, and authorizes a 2% annual GMCSO Special Tax increase. The District Board of Directors adopted

the special tax per GMCS D Resolution 2006-07-01 on July 18, 2006. The District direct bills the fire tax for certain combined parcels which are more efficiently collected in this manner.

5005.11 Bi-Annual County Tax Statements: Plumas County tax statements for property within the GMCS D boundaries include a specific line item under Voter Approved Taxes for the Gold Mountain Community Services District Special Fire Tax. Upon receipt of payment, Plumas County Tax Department remits payment to the GMCS D. Plumas County Tax Collector assesses a small processing fee for each parcel billed. The County assesses a penalty for late or unpaid fees and rolls the balance over to the next statement.

5005.12 Direct Billed Fire Tax Fees: The District invoices Fire Tax Fees for select community owned parcels and parcels with multiple ownership. The District invoices these fees on an annual basis and assesses a late fee of 10% for any late or unpaid fee each quarter until balance is paid.

5005.13 Delinquency and Water Shutoff Procedures: Refer to Policy 5006 for the procedures the District follows in the event of delinquencies and possible water shutoff proceedings.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Delinquency and Water Shutoff Policy
POLICY NUMBER: 5006

5006.0 Overview

Gold Mountain Community Services District (GMCS D) invoices water and sewer fees on a quarterly basis with balances due and payable on January 1, April 1, July 1, and October 1. Fees received after the first of the following month, February 1, May 1, August 1, and November 1 are considered late and the District will start delinquency and possible water shutoff procedures in accordance with SB 998, the Water Shutoff Protection Act.

The GMCS D collects the District's Special Fire Tax for fire prevention, suppression, and emergency medical response service (EMS) on the Plumas County property tax roll for most properties. For select combined parcels and multi owner parcels, the District invoices the Fire Tax on an annual basis. Both methods of collection include penalties for late or unpaid taxes.

5006.1 Owner/Tenants. California law allows tenants to apply for a utility account in their own name. The CSD requires a copy of the signed lease to apply for such account. The property owner remains ultimately responsible for utility payments and late fees. In the event of any delinquency, as detailed in the following sections, all notices of delinquency will be sent to both the tenant and the owner of record. Delinquency proceedings will be conducted with the owner of record.

The Special Fire Tax is always invoiced to the owner of record and recorded in the County Assessor's office.

5006.2 Water and Sewer Delinquencies: In accordance with California Government Code Section 61115 and SB998, the following policy and procedures are in effect on the date of the adoption of this policy regarding the collection of water and sewer delinquencies and possible water shutoff proceedings.

5006.3 Quarterly Statements. The District invoices water and sewer fees on a quarterly basis with balances due and payable on January 1, April 1, July 1 and October 1. Fees received after the first of the following month, February 1, May 1, August 1, and November 1 are considered late and the District will start delinquency procedures. Customers may choose to make payments in advance, quarterly, semi-annually, annually or a lump

sum. **Customers are reminded that they are responsible for quarterly water and sewer payments whether or not they receive an actual bill.**

5006.4 Late Fees: The District adds a penalty late fee of 10% to any account with a balance owed on the first day of the subsequent month after due date. These charges will appear on the next GM CSD account statement.

5006.5 Interest Penalties: The District charges ongoing monthly penalties of 1% per month to the previous month's unpaid water and sewer balance on the first day of each subsequent month for which there is an outstanding balance. These charges appear on the next GM CSD statement.

5006.6 Late Payments: A payment is considered late on the last day of the "payment due month" (January 31, April 30, July 31, and October 31). The District assesses a late fee and sends a Past Due Notice on the first business day of the 2nd month of the quarter via USPS. The Past Due Notice begins the 60-day process outlined by SB 998 by which water/sewer service may be terminated for non-payment.

5006.6.1 Past Due Notice shall include information to allow customers to:

1. Arrange to make deferred or reduced payments;
2. Establish alternative payment schedule;
3. File a complaint or request an investigation regarding service charges;
4. Contact District employee or representative to discuss options to avoid service disconnection due to non-payment.

5006.6.2 Default Accounts. Failure to pay any portion of the invoice within thirty (30) days of the mailing date of the Past Due Notice will be considered a default on the account and water shut off procedures will be implemented.

5006.6.2.1 If payment has not been received within thirty (30) days after the mailing date of the Past Due Notice, the District shall send a Notice of Intent to Shut Off Service by Certified Mail, Return Receipt Requested. The notice must be mailed to address of record. The District shall charge a fee of \$25.00 to the delinquent account in connection with this Notice.

For residential service only: If the address of record is not the service address, the District shall post an additional notice addressed to "Occupant," at the property where service is received. The District shall charge an additional \$25 charge for this hand delivered notice. The notice will include:

1. Customer's name and address;
2. Amount of delinquency;
3. Date by which payment or arrangement for payment is required to avoid discontinuation of service;

4. Description of the process to apply for an extension of time to pay the amount owing;
5. Description of the procedure to petition for review and appeal of the bill associated with the delinquency.
6. Description of the procedure by which the customer can request a deferred, amortized, reduced or alternative payment schedule.
7. Information about tenants' rights to establish service with GMCSO in their name for future bills. If payment is not received within ten (10) days from the mailing date of the Final Notice of intent to Shut Off Service, the District shall shut off service to the property. The District assesses a \$50 fee to shut service off.

5006.6.2.2 With completion of one of the following actions, the District will restore service upon payment of a \$50 Shut Off Restoral fee:

1. Payment of the entire balance (including late fees and interest)
2. Payment of all past due amounts
3. Payment of the \$50 severance fee and establishing a payment agreement
4. Establish formal payment arrangements

5006.6.2.3 Billing for services will continue whether or not service is terminated and will accrue additional late and interest fees per this schedule.

5006.6.2.4 Details related to processes relating to: Temporary Deferral of Payments, Reduction of Late Penalties, Alternate Payment Schedule, Amortization of the Unpaid Balance, Appeal Process, and Service Involving Landlord/Tenant Relationships may be found in Attachment A.

5006.7 Property Liens: If the delinquency extends beyond 90 calendar days, the District may begin the lien filing process against the owner's property, per California Government Code Section 6066. Liens require Board approval. The following steps shall be followed:

The District notifies the property owner by U.S. postal service certified mail with return receipt that the lien process is pending, and a public notice is also posted. The District provides the property owner 15 days from the receipt of the certified letter to contact the District and arrange full payment, or to appear at a public hearing to be set at a date at least 15 days from the date of the mailing of the letter.

If payment is not received or the District is not satisfied at public hearing, the District will initiate the process of filing a lien against the property and or pursuing owed monies through a collection agency.

The lien process can be stopped, or if a lien has been filed can be removed, when the property owner pays the entire balance due (including late fees and interest), as well as all actual costs incurred by the District

associated with the filing of the lien, including lien filing service fees, recording fees, attorney fees, advertising expenses.

The lien shall have the force, effect, and priority of a judgment lien. Within 30 days of receipt of payment for all amounts due, including the District paid recordation fees, the District shall record a release of the lien.

5006.8 The District may pursue collection of delinquent bills through the County tax roll or via a collection agency and may report the delinquency to any and all credit agencies.

5006.9 Partial Payments: The District will apply partial payments first to the accumulated late fees if any, then to the accumulated interest penalties if any, and last to outstanding water and sewer fees, oldest first.

5006.10 Prohibitions on Discontinuation of Residential Water Service: There are two conditions that would prohibit the discontinuation of residential water service for non-payment:

5006.10.1 If the customer appeals its water bill to the District or to any other administrative or legal body; the District will not discontinue service while that appeal is pending.

5006.10.2 The District will not discontinue residential water service if any of the following conditions are met:

A. Health Conditions – the customer or tenant of the customer submits certification of a primary care provider that discontinuation of water service would, to any resident at the property, (i) be life threatening, or (ii) pose a serious threat to a resident’s health and safety.

B. Financial Inability – the customer demonstrates he or she is financially unable to pay for water service within the water system’s normal billing cycle. The customer is deemed “financially unable to pay” if any member of the customer’s household is: (is) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children; or (ii) the customer declares the household’s annual income is less than 200% of the federal poverty level. The Act does not require the customer to show any proof relating to that income declaration.

C. Alternative Payment Arrangements – the customer is willing to enter into an alternative payment arrangement approved and documented in writing by the GMCS D General Manager.

5006.11 Fire Tax Delinquencies: The GMCS D collects the District’s Special Fire tax in two installments on the Plumas County Tax Roll for the majority of parcels within the district. For select combined parcels and multi owner parcels, the District invoices the Fire Tax directly on an annual basis.

5006.12 Bi-Annual County Tax Statements: The first County tax installment is due along with property tax payment on December 10th, and the second installment on April 10th, with penalties assessed for late or unpaid fees per County policy. The balance is rolled over to the next tax statement. The County may initiate tax sale proceeding for tax payments in arrears more than 5 years.

5006.13 Direct Billed Fire Tax Fees: The District invoices Fire Tax Fees for select community owned parcels on an annual basis and assesses a late fee of 10% for any late or unpaid fee each quarter until balance is paid. The District follows procedures aligned to Section 5005.3 to collect delinquent and unpaid direct billed fire taxes and lien unpaid parcels.

5006.14 Will Serve Requests for Property in Arrears: The District will not issue a "Will Serve" letter to property owners who are in arrears on either water and sewer fees or fire taxes on any property held in their name. Prior to issuing the Will Server letter, the customer is required to:

1. Bring their account current including all fees, taxes, penalties, and amounts past due
2. Pay all connection and capacity fees in advance with a Cashier's Check or Wire Transfer, or incur a seven-day waiting period if paid by personal check

5006.15 Account Transfer due to Change in Property Ownership: Upon notification that a property is in escrow, District field staff will conduct a "final meter read" as close to the final escrow date as possible to prepare and distribute a final bill for water usage (consumption) to the existing Customer of Record.

It is the responsibility of the new owner to contact the GMCSO office to provide account information, including owner/s name, email address, mailing address and emergency contact information. Water and sewer and emergency fire response services begin the day following closing of escrow and costs will be prorated and billed in the subsequent regular billing cycle.

5006.16 Annual Reporting: GMCSO is required to report the number of annual discontinuations of residential service for inability to pay to the Board of Directors. The District posts this report on the GMCSO website per California Senate Bill 998.

ATTACHMENT A

Temporary deferral of payment

A customer may request a deferral of a payment, up to ninety (90) days from the original due date. Should the customer not be able to make subsequent current bill payments, the deferred amount shall be due and payable immediately, and the disconnection notice resulting from failure to meet the terms of the deferral plan will be in the form of either a door hanger or other physical document posted to the premises no less than five (5) business days in advance of the discontinuance of service.

Reduction of late penalties

At the request of the customer, the District may waive the late fee if there are extenuating circumstances and the customer has not been assessed a late fee for delinquent payment in the preceding six (6) months.

Alternative payment schedule

The District will offer alternative payment arrangements for any customer who is unable to pay for services within the normal payment period and requests an alternative payment arrangement to avoid late fees or disruption of service. The District will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted. Alternative payment options include:

Amortization of the unpaid balance

Payment arrangements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. An amortization plan will amortize the unpaid balance over a period defined by the customer, not to exceed twelve (12) months from the original date of the bill. The amortized payments will be combined with, and subject to the due date of, the customer's regular bill. The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with

the terms of an amortization plan will result in the issuance of a written disconnection notice. The disconnection notice resulting from failure to meet the terms of an amortization plan will be in the form of either a door hanger or other physical document posted to the premises not less than (5) business days in advance of discontinuance of service.

Appeal process

Customers may request a formal appeal of their bill payment by submitting a written request for appeal within (15) calendar days of the bill date. The District will not discontinue service pending the outcome of the appeal. The appeal will be submitted to the General Manager, who upon timely receipt of the appeal, will review the aspects of the billing dispute or appeal and will communicate the determination to the customer in writing. The customers obligation to pay undisputed and subsequent charges continues pending resolution of the appeal.

Service involving Landlord/Tenant Relationships

If the District provides service to residential occupants of a residential structure and the owner, manager or operator of the structure is the customer of record, the District shall make a good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that the service will be terminated at least ten (10) days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become customers to whom the service will be billed without being required to pay any amount which may be due on the delinquent account.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: EXCAVATION CLEARANCE REQUIREMENT

POLICY NUMBER: 5010

5010.1 Prior to any excavation on roads or roadsides in Gold Mountain, there is a requirement that the party doing the excavation to mark the boundaries of the excavation site, make a list of affected operators of underground facilities, and make a request to USA North on-line or by calling 811 to coordinate underground utility operator inspections. Use white paint or chalk on roads and less permanent type marking like flags, stakes, or whiskers on unpaved surfaces to mark the boundaries of the excavation. A USA North request must be called in 2 to 14 working days before the desired date of excavation. USA North will not notify any operator who is not a member of the USA North Program. It is therefore the responsibility of the party doing the excavation to notify non-USA North Members for them to mark their underground lines.

5010.2 The following Gold Mountain operators of utilities shall mark the locations of their underground lines before any excavation can start on any Gold Mountain Property:

- electric PSREC (member)
- propane Nakoma (non-member)
- phone AT&T (member)
- internet PST (member)
- water GMCS D (member)
- sewer GMCS D (member)
- fire GMCS D (member)

5010.3 Marks made by the utility operators must not be compromised during the excavation. If they are no longer visible during the excavation, the excavating party is to stop work and make a new request to USA North for re-marking.

5010.4 All excavation needs to be by hand starting 24" from the outside of the marked facility. Facilities that are in conflict of your excavation are to be located by appropriate hand tools before any

power tools can be used. If any operator's utilities are damaged by any contact, nick, scratch, dent, or scrape, it is the responsibility of the excavating party to notify the utility operator of such damage.

5010.5 In the event of damage to a utility line that was accurately marked, it will be the responsibility of the excavating party that caused the damage to co-ordinate with the damaged utility party to facilitate the repair. The party that damaged the utility will be responsible financially for the repair.

5010.6 In the event of damage to a utility line that was not accurately marked, it will be the responsibility of the utility that inaccurately marked their lines to make the repair at their expense.

5010.7 More detailed instructions on how to use the USA North service can be found on line at usanorth811.org/

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: WATER SERVICE

POLICY NUMBER: 5100 (replaced 2101)

5100. Overview: The Gold Mountain Community Services District (the GMCS D) owns the water rights underlying all residential and community property within the GMCS D boundaries. Water is a precious and sometimes scarce resource in California. Studies show that metering, when coupled with an effective pricing structure, reduces water use by 15% to 20%. Additional water savings are possible through improved water system management, particularly by identifying and repairing leaks in the distribution system. In compliance with the intent of the [2005 California Water Code, Section 525](#), the GMCS D requires a water meter on each service connection. The water meter serves as the service connection (point of delivery) for the GMCS D's water services to the customer, and after installation, it remains the property of the GMCS D.

5100.1 New Connections. The GMCS D will review building design plans to ensure all GMCS D requirements are met. Prior to County building approval, GMCS D General Manager (GM) will provide an embossed seal stamp for the County of Plumas displaying GMCS D GM review and approval of plans. GMCS D staff will provide feedback within 30 days of the Application submission.

Upon payment of the current Capacity and Connection fees and signing the GMCS D's Irrevocable License to allow GMCS D employees access to the property for inspection, service, and meter reads, the GMCS D will authorize the installation of an appropriately sized water meter.

5100.2 Residential customers. Each of the 427 residential units as defined in Plumas County Development Permit for Gold Mountain Ranch, dated June 3, 1996, and defined in Plumas County Map Book 13, is equipped with a meter set supporting the connection of a 1" residential meter. The GMCS D will define and install the appropriate residential water meter.

All Residential Customers must follow GMCS D *Policy #5101, Potable and Non-potable Outdoor Water Use* for outdoor water use.

5100.2.1 Family Residential Connection. Each single-family residential property is allowed a single 1" primary water meter, accounted for in the

GMCS D's current capacity planning at the time of installation. Larger meter sizes or additional primary meters require a capacity review by the GMCS D's engineer and approval of the General Manager. The cost of engineering and installation of any such meters by GMCS D field staff and/or contracted services is billable to the customer, including excavation, road repairs, materials, and installation.

5100.2.2 Multi-Unit Residential Connections. Multi-unit residential buildings constructed after 2022 shall have a separate primary meter installed for each dwelling unit (DU). The GMCS D will provide a single 1" primary water meter for each DU. Larger meter sizes or additional primary meters require a capacity review by the GMCS D's engineer and approval of the General Manager. The cost of engineering and installation of any such meters by GMCS D field staff and/or contracted services is billable to the customer, including excavation, road repairs, materials, and installation.

5100.3 Commercial Customers. The GMCS D will work with commercial customers and the GMCS D's engineer to determine the appropriate size and number of water service connections and meters for each project, consistent with applicable County building code requirements.

For service connections larger than 1-inch, commercial customers shall purchase and install the required meters at their expense during project construction.

The GMCS D shall assess applicable connection fees for each commercial account, including GMCS D engineering, inspection, and related administrative costs.

5100.4 Modification, Movement, and Changes. Relocating the meter set or modifying a primary meter installation requires GMCS D approval. The cost of engineering and installation of any such meters by GMCS D field staff and/or required contracted services billable to the customer, including excavation, road repairs, material, and installation. (See *GMCS D Policy #5115, Service Connection Expense Reimbursement*)

5100.5 Submeters. Owners are allowed to install submeters for a guest house, irrigation, or outbuildings at their expense. The GMCS D has no responsibility for the maintenance or reading of secondary meters. Owners remain fully responsible for water usage as recorded on the primary meter.

5100.6 Temporary Meters. Upon request, the GMCS D will install a temporary water meter to support construction, undeveloped lot irrigation, or for other approved purposes. The GMCS D will charge a \$500 deposit for the meter and bill the requesting party for the cost of making the connection to include all necessary materials. The GMCS D will bill all water usage while the meter is installed. The GMCS D shall refund

the deposit at such time that the service is no longer required, and the meter is returned in good working condition.

5100.7 Water Meter Replacement. The GMCS D reserves the right to change meter types at the GMCS D's expense at any time warranted by current GMCS D requirements. The GMCS D will pay to replace any meter that requires replacement due to normal wear and tear during its service life. Meters requiring repair due to negligence, tampering, or damage outside of the GMCS D's control will be replaced at the customer's expense.

5100.8 Meter Maintenance and Testing. Once installed, the GMCS D takes responsibility for water connections from the water main to and including the meter. GMCS D field workers maintain the meter and perform periodic testing to the manufacturer's specifications.

5100.9 Leakage. The property owner is responsible for preventing and correcting any leakage from the primary meter onward within the property. *GMCS D Policy #5105, Billing*, outlines GMCS D requirements for owners to maintain their systems in good repair.

The GMCS D monitors water usage to promote conservation and system reliability. When excessive use is identified, the GMCS D will collaborate with the property owner to determine the cause. If the excessive use is determined to be a negligent discharge under *Policy #5105*, the GMCS D will issue written notice requiring repair.

Failure to correct the conditions within ten (10) days of notice may result in temporary suspension of water service until repairs are completed.

5100.10 Tampering and Theft. Tampering with utility equipment or stealing service will be subject to discontinuation of utility service, charges for repairs, and may result in a fine and/or legal action.

5100.10.1 Theft of Service. Tampering and theft of service shall include, but not be limited to, the following:

5100.10.1.1 Opening valves or meters that have been turned off by GMCS D personnel.

5100.10.1.2 Removing, disabling, or adjusting meter registers.

5100.10.1.3 Breaking, picking, or damaging cut-off locks or bypassing meters in any way.

5100.10.1.4 Taking unmetered water from hydrants by anyone other than an authorized fire department official for any purpose other than firefighting, testing or flushing of hydrants.

5100.10.1.5 Use of GMCS D provided fire sprinkler system water for any purpose other than fire protection.

5100.10.1.6 Connecting to or intentionally damaging water lines, valves, or other appurtenances or damaging utility equipment

5100.10.1.7 Gaining access to, climbing upon, or in other ways trespassing on the GMCS D's water storage tanks or utility infrastructure

5100.11 Billing Adjustments. If the GMCS D determines theft of service has occurred, it reserves the right to adjust the customer's current bill and the bills for the past twelve (12) months of usage. If the approximate amount of service stolen cannot be reasonably determined, the customer's usage will be set at two to four times the minimum bill, as determined on a case-by-case basis by the General Manager based on the facts of each case.

5100.12 Meter Reads. To ensure compliance with California State code, GMCS D Field Staff read all customers' primary and temporary water meters monthly. The GMCS D currently uses Automatic Meter Reading (AMR) technology for residential customers, with field staff driving throughout the community to collect meter readings. AMR enables meter reading collection in all weather conditions. Commercial accounts and temporary meters use a combination of AMR and manual read meters.

5100.12.1 Field staff collect meter reads between the 25th and 31st of each month. Severe inclement weather may prevent meter reading collection on some meters until a later date. If, for any reason, a meter read cannot be completed on the last monthly meter read of the billing quarter, the GMCS D will estimate the last month's read based on the prior two months' usage. Usage data will be updated and recorded as part of the first month's read in the following billing quarter.

5100.12.2 Field staff will repair or replace any meter found defective during the meter read process.

5100.12.3 The Office Administrator collates monthly data into a quarterly report for billing in accordance with GMCS D *Policy #5005, Billing*. Quarterly statements include water consumption for the previous water use quarter as follows:

5100.12.3.1 July 1 statement includes Mar, April, and May usage

5100.12.3.2 October 1 statement includes June, July, and August usage

5100.12.3.3 January 1 statement includes September, October, and November usage

5100.12.3.4 April 1 statements include December, January, and February usage

Date approved: 07.15.22

Date mod: 03.20.26

Date reviewed: 03.20.26

5100.12.4 GMCS D customers may request an emailed monthly water consumption report after the 5th of the month. Customers may also request a re-read of their meter or a water-use consultation.

5100.13 Cross Connections. No cross-connection or direct physical connection shall be allowed between the GMCS D's potable water supply system and any non-potable water source or system. This prohibition includes, but is not limited to, wells, springs, ponds, recycled water systems, graywater systems, rainwater harvesting systems, or external water storage tanks used for firefighting or other non-potable purposes.

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Policy to Promote Home Defensible Space Compliance

POLICY NUMBER: 5310

5310.1 The Board of Directors of the Gold Mountain Community Services District (GM CSD) desires that all property owners be aware of the extreme dangers of wildland fires in the area in which we live; education is a first step in achieving this understanding; for homeowners on developed lots, education includes knowing and understanding homeowner responsibilities under California State Law – Public Resources Code 4291 – Defensible Space and the actions that they must take to ensure individual compliance. The GM CSD further desires to take those affirmative steps to ensure and encourage all property owners participate in making the Gold Mountain Community a more fire safe community.

The intent of California Public Resource Code 4291 includes minimizing the threat of wildfires for all California homeowners. Anyone who owns a home in Gold Mountain has a substantial investment that is put at risk unless reasonable precautions are taken to deter the spread of a wildfire within the development. Such an outcome can only be realized with the full cooperation of all GM homeowners. It is with this goal in mind that the Gold Mountain Fire Safe Committee (GM FSC) continues its effort to educate homeowners of their responsibilities under this Code.

5310.2 As a first step in the education of homeowner responsibilities under Public Resources Code 4291, the following actions are outlined:

5310.2.1 At the beginning of the 2007 fire season, and continuing thereafter as needed, the GM FSC, a formally sanctioned committee of the Gold Mountain Community Services District, will continue to notify all Gold Mountain homeowners by mail that they will be contacted to schedule a review of their home relative to wildland fire safety and compliance with the 'Gold Mountain Fuel Reduction Guidelines' and Public Resources Code 4291 (utilizing the "Defensible Space Survey");

5310.2.2 All homeowners will continue to be contacted by phone by a volunteer representing the GM FSC to be scheduled for this review. These reviews will be conducted in early spring to late fall. All homeowners will be encouraged to be present in order to fully learn and benefit from this review. However, it is not required that they be present. If the homeowner either declines to participate or cannot attend in person after a reasonable timeframe (as determined by the GM FSC), the GM FSC will, on a timely basis, proceed to make the "Defensible Space Survey" which is consistent with the Gold Mountain CC&R's that allow accesses to private property for appropriate inspections. In this instance, the GM FSC will forward to the homeowner a certified letter indicating that the "Defensible Space Survey" will take place no sooner than ten (10) days from the date of the certified letter.

5310.2.3 During the review, a team of at least two “professionally trained volunteers” (see Section 5310.5, below, for definition) will make a written evaluation of each home using the attached ‘Gold Mountain Defensible Space & Wildland Fire Safe Checklist’. There will be no expense either to the homeowner or to the GM CSD. Owners of newly constructed homes will also be contacted and scheduled for a review to take place no later than the first fire season or after landscaping has been reviewed by the Gold Mountain Design Review Committee (GM DRC), whichever comes first.

5310.2.4 After each review is completed, the homeowner will be given or mailed a copy of the completed checklist indicating any fuel reduction deficiencies to be acted on in order to be consistent with state law along with a recommendation that any such deficiencies that are considered by the GM FSC to pose a **serious hazard to fire safety** be rectified by the homeowner within the ensuing sixty (60) days. **The GM FSC’s main goal is not only to help each homeowner better understand and meet the spirit of the current California statute pertaining to “defensible space” (also known as Public Resources Code 4291) but also to actually reduce the risk of fire to the homeowner and to the community.**

5310.2.5 Within this process any deficiencies that are considered by the GM FSC to pose a serious hazard to fire safety **will** be re-inspected for improvement within sixty (60) days of the original checklist being mailed. If, after a second inspection the GM FSC feels that a serious condition continues to exist, the GM FSC will request a meeting with the homeowner to discuss the problem, a potential resolution, and an equitable timeline agreeable to the homeowner.

5310.2.6 It is expected that this effort will help familiarize all homeowners with defensible space statute compliance, home wildland fire safety, and hazardous fuel reduction. It is hoped that this familiarity would create momentum towards further community-wide efforts. Any resulting improvements made by homeowners in defensible space or fire safety to their properties would help protect their property value and be beneficial to themselves, their neighbors, and to the community at large.

5310.3 If the steps described in Section 5310.2, above, result in achieving the desired results of the elimination of serious hazards to fire safety, **or reasonable progress is being made with the homeowner to achieve that end**, then the intent of this policy will have been accomplished that will benefit the homeowner and the Gold Mountain community. Other follow up actions are described below.

5310.3.1

After each inspection is completed and the property has passed all aspects of the survey, the homeowner will be provided a copy of the defensible space checklist. Additionally, the GM FSC will mail a form letter of appreciation and reminder that Defensible Space is an ongoing maintenance requirement.

5310.3.2

After each inspection is completed and the property failed to pass any aspect of the survey, a re-inspection **shall** be scheduled to occur within sixty (60) days of the homeowner being provided a copy of the defensible space checklist. The 60 day schedule may be shortened by mutual agreement of the homeowner and the GM FSC. The 60 day schedule may be extended by the GM FSC if the scope of the work to be done exceeds that time

table or due to the time of year, i.e. on-set of winter. The GM FSC will discuss the deficiencies with the homeowner in an effort to provide a clear understanding of defensible space requirements under California Public Resource Code 4291. As a reminder, the homeowner will be notified by mail using a form letter of the date and time of the re-inspection.

5310.3.3

In cases requiring re-inspection, the GM FSC will provide the homeowner a newly completed defensible space checklist noting any changes in the status of any previously documented hazard(s).

If all of the previously documented hazards have been satisfactorily abated, the GM FSC will provide the homeowner with the defensible space checklist documenting that the property has passed all aspects of the re-inspection. Additionally, the GM FSC will send the homeowner a form letter thanking them for their participation and co-operation and reminding them of the on-going maintenance requirements relative to defensible space re: PRC 4291.

5310.3.4

Defensible space fuel reduction is an on-going issue and needs to be monitored annually by homeowners. It is the goal of the GM FSC to conduct follow-up property visits every three (3) years but such visits may be done more frequently in the case of a potential new violation.

5310.4 Enforcement Action Should Voluntary Action Fail

In the event the previously documented hazards have not been satisfactorily abated within sixty (60) days of the initial inspection, or any extensions thereof, the GM FSC will notify the homeowner by U.S. postal service certified mail, return receipt, that, in the view of the GM FSC, that all reasonable attempts to seek voluntary compliance with this policy have failed. The letter will provide the homeowner fifteen (15) days from the receipt of the certified letter to contact **the Gold Mountain Community Services District (District)** in writing to either state their specific intentions and a timeline for compliance with the findings of the Defensible Space Survey or to appear at a public hearing to be set at a date at least fifteen (15) days from the mailing of the letter. If such written response is not forthcoming and/or the homeowner fails to appear or the District is not satisfied at the public hearing, the District will begin the process of formally contacting the California Department of Forestry (CalFire) to request State enforcement action to the extent provided by California law under PRC 4291.

5310.5 Definitions

5310.5.1 “Professionally Trained Volunteers” are those members of the GM FSC who have completed a classroom and field-based training course that meets the criteria of the California Division of Forestry - Cal Fire - for the understanding of and compliance with Public Resource Code 4291, Defensible Space and is the equivalent of Cal Fire's "Volunteers in Action" training program. This training must be administered by a professional organization that deals with the threat of wildfire in wild-urban-interface communities and is recognized by Cal Fire, such as USDF, California Fire Safe Council, Firewise Communities, local Fire Authorities, and/or Cal Fire itself. All volunteers must be field trained and must undergo refresher training no less than every five (5) years.

References and Attachments to this Policy:

- 1) California Public Resource Code 4291
- 2) Gold Mountain CC&Rs sections:
3.05 Easements
4.17 Planting and Landscaping
- 3) Joint GMHOA & GMCSD Resolution
Requiring Mandatory Consultation on Hazardous Fuel Reduction Guidelines
Adopted September 30, 2006
- 4) Gold Mountain Hazardous Fuel Reduction Guidelines
- 5) Gold Mountain Hazardous Fuel Reduction Procedures
- 6) Gold Mountain Defensible Space & Wildland Fire Safe Checklist

Gold Mountain Community Services District

POLICY HANDBOOK

POLICY TITLE: Septic System Design, Installation, and Maintenance Policy
POLICY NUMBER: 5400

5400.1 System Authorization. The Gold Mountain Community Services District (District) is authorized under California Government Code section 61100(b) to collect, treat, and dispose of sewage, and, in conformance with the requirements of Article XIII D of the California Constitution, to impose and collect fees sufficient to provide reliable service. In accordance with the State Water Resources Control Board (SWRB) General Order 2014-0153-DWQ -R2523 dated 17 November 2017, the District operates a Septic Tank Effluent Pumping (STEP) system for wastewater collection (Exhibit A). Plumas County Environmental Health Department (PCEHD) maintains required system specifications and issues a Sewage Disposal System permit as part of the County permitting process for new construction. In accordance with the Sewage Disposal System permit, each dwelling, commercial facility, or discharging facility is required to install an approved STEP system to include an appropriately sized concrete interceptor tank, an integral pump, control floats, and control panel to separate and retain solids and export liquids to the district owned pressurized sanitary sewer systems. The purpose of this policy is to define the standards the District applies to the design, approval, installation, maintenance, and repair of approved septic systems. By Plumas County Code, only STEP systems are authorized for use within the District.

5400.2 System Ownership. The property owner is responsible for the purchase, installation, and maintenance of the wastewater system, including all components from the generating facility to the District's wastewater main sewer connection, to include laterals, valving, controls, and STEP system components as detailed throughout this policy. Property owners who construct facilities and connect to the District's wastewater facilities are required to enter into an irrevocable license agreement with the District (Exhibit B) established by District Ordinance Number 99-912. This license gives the District the right to access private property without prior notification in order to inspect, service, and maintain portions of the wastewater infrastructure as detailed in Section 5400.4.

5400.3 System Design and Installation. The District maintains a New Construction Package outlining requirements for installation of water and sewer systems within the District. The Package, available from the District office, contains the following key documents applicable for septic system planning and design:

- a) Guidelines for Septic Tank Installation and Connection to the Sanitary Sewer System
- b) Septic Tank Effluent Pump (STEP) System Installation Requirements
- c) Irrevocable License to allow District access to the property for system maintenance and emergencies in accordance with District Ordinance #99-192

- d) Material List for Complete Gold Mountain STEP Package (JENSEN Precast)
- e) Community Services District Septic Tank Installation Record
- f) Septic Tank Final Inspection Checklist
- g) Owner's Guide detailing the property owner responsibilities and instructions for the operation and maintenance of the system components

5400.3.1 District and County Approvals. Plumas County requires a District Will Serve letter, before issuing a County Building Permit and associated Sewage Disposal System permit for construction within District boundaries. The District requires owner/builders complete the following requirements prior to issuing a Will Serve letter:

- a) For construction within the confines of the Nakoma Community Association (NCA), the property owner must provide a letter from the Design Review Committee (DRC) stating that the plans have been finalized and approved by the DRC.
- b) For all construction within the district, Provide the CSD with a plot plan showing the proposed location of the septic tank and associated control panel.
- c) Meet with a District field representative onsite to check the proposed physical location for access and proper drainage.
- d) Sign and notarize the irrevocable license for property access.
- e) Pay the District's current System Development Charge (SDC) in full.

5400.3.2 Septic Tank Location. The septic tank shall be located within the front 50% of the DRC defined Building Zone, herein classified as the Septic Zone, ten (10') to thirty (30') feet from all proposed structures in accordance with Exhibit C. To allow access for routine maintenance and periodic pumping, the tank shall be located no more than 60' from the edge of the driveway or a paved road in any direction. The septic tank may not have riser greater than 36" tall. the septic tank may not be buried more than 36" underground. Case by case exceptions will be considered for site specific conditions.

5400.3.3 Site Preparation. Root incursions represent the greatest threat to septic tank life and operation. Prior to installation, all trees within twenty (20') feet of the tank's location shall be removed. During landscape planning, only plants listed in the Gold Mountain HOA/Nakoma Community Association current Approved Plant List (APL) shall be considered with the following restrictions.

- No trees (including those listed in APL T1-T29) shall be planted within twenty (20') feet of the tank
- No shrubs (as listed in APL S1-S59) shall be planted within ten (10') feet of the tank
- No perennials or ornamental grasses (as listed in APL P1-P12 or OG 1-4) shall be planted within three (3') feet of tanks risers and lids.
- Whole house Water softeners are not allowed to discharge into septic tank.
- The CSD recommends the use of dry-scape materials in the direct vicinity of the septic tank and risers.

5400.3.4 STEP Control Panel Location. The Property Owner shall locate their STEP control panel including system controls, on-off switch, and visual/audible alarms, outside of any building or structure, clearly visible to allow visual and audible alarm detection. The panel shall be located no more than 60' from the STEP tank and within direct sight of the tank.

5400.3.5 Septic Tank Permitting. Upon completion of all approval requirements and receipt of the irrevocable license, the District will send a letter to Plumas County Environmental Health approving the tank location, necessary for the county to issue the Sewer Disposal System permit. This sets off a string of inspections culminating in a final approval of the sewer system installation by the District and Plumas County as outlined in the New Construction Package.

5400.4 Septic Tank Operations, Maintenance, and Repair. The District and property owners share responsibility for the operation and maintenance of the property owner's STEP system.

5400.4.1 Septic Alarms. Each STEP installation includes an alarm and control panel. Should the system detect a problem state within the STEP system, an audible alarm will sound, and a light will flash on the control panel. As the alarms are not directly connected to the CSD, the property owner should immediately notify the CSD by calling the CSD business office or afterhours numbers. The audible alarm may be silenced in accordance with your STEP system Owner's Guide. Upon notification, the CSD will conduct a septic inspection within 12 hours of notification.

5400.4.2 Property Owner Responsibilities. The property owner is responsible for the following:

- Obtaining all system permitting
- Purchase and correct Installation of District approved STEP System
- Maintaining the sewer lateral from the waste generating facilities to the District's wastewater main to include cleaning and keeping service laterals and tank free of obstructions and root infestation.
- Repair service laterals and components located outside the public right of way or on the customer side of the District's point of service connection
- In cases where District facilities must be installed in other than streets, rear service roads, or dedicated public easements, property owners shall furnish dedicated public utility easements to the District for installation, operation, maintenance, repair, or replacement of District facilities
- Maintaining unobstructed physical access to Interceptor Tank and STEP system control panel for the purpose of inspection, tank pumping, and system control
- Maintaining surface grading away from access lids of Interceptor Tank prevent surface water incursion
- Maintaining system plumbing and electrical connections from the generating facility to the tank, and from the tank to the District's sewer system main line, including an approved, operable circuit breaker

- Vegetation control and root abatement in the vicinity of the tank and sewer connections to prevent root incursion into the system
- Any maintenance, repair, or replacement of the tank, to include tank excavation and landscape repair should the tank be compromised for any reason including root abatement
- Proper operation of the tank in accordance with the Owners Handbook

5400.4.3 District Responsibilities. Under the provisions of the irrevocable license, the District is responsible for the following activities without prior notification:

- Maintaining the Interceptor Tank Control Panel
- Maintaining STEP interior components including the repair and replacement of tank floats, switches, pumps, and electrical components.
- Repair of service laterals within the public right of way for broken lines, joint separations, or line replacement.
- Conducting periodic State required septic tank inspection using a checklist to determine if repairs or pumping may be required.
- Contracting for tank pumping and disposal services to remove solids when needed
- Promptly repairing maintenance issues falling under District responsibility.
- Providing the property owner with an inspection report should any owner responsibility maintenance issues or root incursion be identified.
- Partnering with property owners to ensure any necessary repairs falling under owner responsibility are promptly addressed and meet CSD standards and is connected to system properly.

5400.4.4 Force Repairs. If the maintenance issue presents a health hazard and/or has an adverse impact on the District's wastewater system, and the property owner cannot or will not correct it, the District may correct or mitigate the issue at the owner's expense.

5400.4.5 Property Owner Requested Inspections. Should a property owner request a septic tank inspection and/or tank pumping, such as when it is a condition of sale, and when the most recent record of inspection is not adequate for said purpose, the CSD will perform a special inspection, prepare an inspection report, and order a tank pumping as appropriate. The District will assess additional charges for these out of cycle services.