

**Mayor**  
Lois Wynne  
**Mayor Pro Tem**  
Jeff Chedester  
**Council Members**  
Ray Madrigal  
Eddie Neal  
William Siegel



**Office of the  
City Manager**

119 Fox Street  
Lemoore, CA 93245  
Phone (559) 924-6700  
Fax (559) 924-9003

## Staff Report

ITEM NO. 5-1

**To:** Lemoore City Council  
**From:** Andi Welsh, City Manager  
**Date:** September 9, 2015 **Meeting Date:** September 15, 2015  
**Subject:** Water Services Agreement with Cal Rural Water/Specialized Utility Services Program

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### **Proposed Motion:**

Approve a contract with Cal Rural Water/Specialized Utility Services Program in an amount not to exceed \$65,000 for up to six months of contract water service.

### **Subject/Discussion:**

State and federal laws require the City to have licensed staff to operate the City's water distribution and collection system. The City's water system requires a grade two (2) collection operator and a grade three (3) licensed operator for the distribution portion of the water system. A certified operator must be on-site a minimum of three days per week.

The City's only licensed operator with the required level of certifications retired at the end of August and the City does not currently have staff with licenses above a grade one (1).

A contract with Cal Rural Water will provide on-site management five days a week for the first three months to provide on-site management and oversight of the City's water system. This will provide an opportunity for an outside assessment of the City's water system, as well as time for the new Public Works Director to be on-site and part of the hiring process for a new certified operator.

The certification process is based on professional experience and/or education.

### **Financial Consideration(s):**

Funding for the contract will come from the Water enterprise fund. There is currently a \$72,000 in salary savings projected for the 10 months of fiscal year 2015 due to the vacancy of the Water Superintendent position.

### **Alternatives or Pros/Cons:**

#### **Pros:**

- Ensures the City is compliant with state and federal operational requirements.
- Provides an opportunity for an analysis of the City's current operations.

Cons:

- Due to the short time-frame in which to find a contractor and the short operational period, Cal Rural Water/Specialized Utility Services Program is the only vendor that provided a proposal for interim services.

**Commission/Board Recommendation:**

Not Applicable.

**Staff Recommendation:**

Approve a contract for service with Cal Rural Water in an amount not to exceed \$65,000.

**Attachments:**

- Resolution
- Ordinance
- Map
- Other \_\_\_\_\_

**Review:**

- |                                     |               |         |
|-------------------------------------|---------------|---------|
| <input checked="" type="checkbox"/> | Finance       | 9/9/15  |
| <input checked="" type="checkbox"/> | City Attorney | 9/10/15 |
| <input checked="" type="checkbox"/> | City Manager  | 9/9/15  |
| <input checked="" type="checkbox"/> | City Clerk    | 9/11/15 |

**Date:**



September 10, 2015

### **Scope of Services Agreement Contract Operations for City of Lemoore**

This is an Agreement to provide services between California Rural Water Association's (CRWA) Specialized Utility Services Program, 4131 Northgate Blvd., Sacramento, California, 95834, hereinafter referred to as **SUSP**, and City of Lemoore, 119 Fox Street, Lemoore, CA 93245, hereinafter referred to as **City**.

**1. TERM OF AGREEMENT** This Agreement shall take effect on the 21st day of September, 2015 and shall continue in effect for a period of three (3) months, including a three (3) month renewal option, unless terminated by either party prior to the end of this Agreement. In the event the City requires services sooner than the above stated effective date, SUSP will require a minimum of five (5) days' notice.

**2. PURPOSE OF AGREEMENT** The purpose of this Agreement is to provide oversight of the City's water treatment and distribution system. The parties intend that SUSP shall provide the services hereunder to the City as an independent contractor, and not as an employee or as part of any partnership or joint venture. SUSP will determine the means, methods and details of performing the services under this Agreement. SUSP retains the right to perform similar or different services for others during the term of this Agreement. SUSP shall pay all wages, salaries, and other amounts due to its employees in connection with their performance of services under this Agreement and as required by law. SUSP shall, to the extent required by Labor Code Sections 1720, et seq., and 1770, et seq., will pay to its employees rendering services hereunder prevailing wage rates.

**3. SCOPE OF SERVICES** The Scope of Services provided by SUSP to the City shall include onsite day-to-day oversight for the first three (3) months of the contract, after which SUSP shall provide three (3) onsite visits per week for the remainder of the term of the contract:

General Services:

- Operator of Record for the water treatment and distribution systems.
- Onsite day-to-day oversight of the system for the first three (3) months, then three (3) times per week after that initial period.
- Provide a system operations and maintenance assessment report for management within the first sixty (60) days from the start of the contract.
- Provide input and evaluation of current compliance-related, recordkeeping, and plant and/or source operations. Recommendations will be made within the first fifteen (15) days of contract start directly to the systems management.

- Provide liability insurance with the City as named insured.
- Assume the role and liability of the Operator of Record for the system.
- Assume reporting and recordkeeping duties.
- Set-up recordkeeping on an electronic format if not already doing so.
- Provide operator training to existing staff when and where necessary (see the attached training brochure).
- Emergency on-site response during normal business hours.
- Emergency response for after-hour emergencies (separate hourly charge).

*This Scope of Services is based upon our proposal dated September 4, 2015 (see **Attachment 1**)*

**4. STANDARD OF CARE** SUSP expressly represents it is qualified in the field for which Services are being provided under this Agreement and that to the extent Consultant utilizes employees, volunteers or agents, such employees, volunteers or agents are, and will be, qualified in their fields. Consultant also expressly represents that both Consultant and its employees, volunteers or agents, if any, are now, and will be throughout their performance of the Services under this Agreement, properly licensed or otherwise qualified and authorized to perform the Services required and contemplated by this Agreement. Consultant shall utilize the standard of care and skill customarily exercised by members of their profession, shall use reasonable diligence and best judgment while performing the Services, and shall comply with all applicable laws and regulations.

**5. INDEMNIFICATION** To the furthest extent allowed by law, SUSP shall indemnify, hold harmless, and defend CITY and each of its officers, officials, employees, agents, and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs, and damages (whether in contract, tort, or strict liability, including but not limited to personal injury, death at any time, and property damage), and from any and all claims, demands, and actions in law or equity (including reasonable attorney's fees and litigation expense) that arise out of, pertain to, or related to the negligence, recklessness, or willful misconduct of SUSP, its principals, officers, employees, agents, or volunteers in the performance of this Agreement.

To the furthest extent allowed by law, CITY shall indemnify, hold harmless, and defend SUSP and each of its officers, officials, employees, agents, and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs, and damages (whether in contract, tort, or strict liability, including but not limited to personal injury, death at any time, and property damage), and from any and all claims, demands, and actions in law or equity (including reasonable attorney's fees and litigation expense) that arise out of, pertain to, or related to the negligence, recklessness, or willful misconduct of CITY, its principals, officers, employees, agents, or volunteers in the performance of this Agreement.

**6. RECORDKEEPING & REPORTS** SUSP shall keep complete records showing the type of Services performed. CITY shall be given reasonable access to the records of SUSP for inspection and audit purposes. CITY will be provided with copies of all State and Federal required documents.

**7. OWNERSHIP AND INSPECTION OF DOCUMENTS** All data, tests, reports, documents, conclusions, opinions, recommendations and other work product generated by or produced for SUSP employees, volunteers or agents in connection with the Services, regardless of the medium, including written proposals and materials recorded on computer discs ("Work Product"), shall be and remain the property of City. City shall have the right to use, copy, modify, and reuse the Work Product as it sees fit. Upon City's request, SUSP shall make available for inspection and copying all such Work Product and all Work Product shall be turned over to City promptly at City's request or upon termination of this Agreement, whichever occurs first. This obligation shall survive termination of this Agreement and shall survive for four (4) years from the date of expiration or termination of this Agreement.

**8. CONFIDENTIALITY** All data, reports, conclusions, opinions, recommendations and other Work Product prepared and performed by and on behalf of SUSP in connection with the Services performed pursuant to this Agreement shall be kept confidential and shall be disclosed only to City, unless otherwise provided by law or expressly authorized by City. Consultant shall not disclose or permit the disclosure of any confidential information acquired during performance of the Services, except to its agents and employees who need such confidential information in employees, volunteers or agents to be bound to these confidentiality provisions.

**9. CONFLICTS OF INTEREST** SUSP warrants that neither SUSP nor any of its employees have an interest, present or contemplated, in the Services. Consultant further warrants that neither Consultant nor any of its employees have real property, business interests or income that will be affected by the Services. SUSP covenants that no person having any such interest shall perform the Services under this Agreement. During the performance of the Services, SUSP shall not employ or retain the services of any person who is employed by the City or a member of any City Board or Commission.

**10. NON-LIABILITY OF OFFICERS AND EMPLOYEES** No officer or employee of City shall be personally liable to SUSP, or any successors in interest, in the event of a default or breach by City for any amount which may become due SUSP or its successor, or for any breach of any obligation under the terms of this Agreement.

**11. CITY RIGHT TO EMPLOY OTHER CONSULTANTS** This Agreement is non-exclusive with SUSP. City reserves the right to employ other consultants in connection with the Services.

**12. POWER TO ACT ON BEHALF OF CITY** SUSP shall not have any right, power, or authority to create any obligation, express or implied, or make representations on behalf of City except as may be expressly authorized in advance in writing from time to time by City and then only to the extent of such authorization.

**13. FORM AND SERVICE OF NOTICES** Any and all notices or other communications required or permitted by this Agreement or by law to be delivered to, served upon, or given to either party to this Agreement by the other party shall be in writing and shall be deemed properly delivered, served or given by one of the following methods:

- a. Personally delivered to the party to whom it is directed. Service shall be deemed the date of delivery.
- b. Delivered by e-mail to a known address of the party to whom it is directed, provided the e-mail is accompanied by a written acknowledgment of receipt by the other party. Service shall be deemed the date of written acknowledgement.

- c. Delivery by a reliable overnight delivery service, ex., Federal Express, receipted, addressed to the addressees set forth below the signatories to this Agreement. Service shall be deemed the date of delivery.
- d. Delivery by deposit in the United States mail, first class postage prepaid. Service shall be deemed delivered seventy-two (72) hours after deposit.

**14. AMENDMENTS AND WAIVER** This Agreement shall not be modified or amended in any way, and no provision shall be waived, except in writing signed by the parties hereto. No waiver of any provision of this Agreement shall be deemed, or shall constitute, a waiver of any other provision, whether or not similar, nor shall any such waiver constitute a continuing or subsequent waiver of the same provision. Failure of either party to enforce any provision of this Agreement shall not constitute a waiver of the right to compel enforcement of the remaining provisions of this Agreement.

**15. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS** Consultant shall be responsible for and shall comply with all applicable laws, rules and regulations that are now in effect or may be promulgated or amended from time to time by the Government of the United States, the State of California, Kings County, the City and any other agency now authorized or which may be authorized in the future to regulate the services to be performed pursuant to this Agreement. Consultant represents that it currently has, and will maintain in effect all proper licensing and permits necessary to providing the Services described in Section 3. Scope of Services.

**16. INSURANCE TYPES AND LIMITS** SUSP, at its sole cost and expense, shall procure and maintain for the duration of this Agreement, the following types and limits of insurance:

Type	Limits	Form
Commercial General Liability	\$1,000,000 per occurrence. \$3,000,000 Aggregate	At least as broad as ISO CG 0001 and Property Damage.
Workers Compensation	Statutory limits.	
Employer's Liability	\$1,000,000 per accident.	

If at any time during the life of the Agreement or any extension, SUSP or any of its subcontractors fail to maintain any required insurance in full force and effect, all services and work under this Agreement shall be discontinued immediately, and all payments due or that become due to SUSP shall be withheld until notice is received by CITY that the required insurance has been restored to full force and effect and that the premiums therefore have been paid for a period satisfactory to CITY. Any failure to maintain the required insurance shall be sufficient cause for CITY to terminate this Agreement. No action taken by CITY pursuant to this section shall in any way relieve SUSP of its responsibilities under this Agreement. This phrase "fail to maintain any required insurance" shall include, without limitation, notification received by CITY that an insurer has commenced proceedings, or has had proceedings commenced against it, indicating that the insurer is insolvent.

**17. TERMINATION OF AGREEMENT** Either party may terminate this Agreement upon receipt of ten (10) days written notice from one party to the other. In the event of such termination, CITY shall pay SUSP consulting fees for all services provided by SUSP prior to the date CITY gives notice of termination.

**18. COMPENSATION** CITY shall compensate SUSP for the services provided under Scope of Services, as outlined above, for a fee of \$10,800.00 per month, payable by the 15<sup>th</sup> of the month, for the first three (3) months of this Agreement; followed by payments of \$7,700.00 per month, payable by the 15<sup>th</sup> of the month, for the remainder of this Agreement. Any additional time or emergency response, provided outside of normal working hours, will be billed at the rate of \$75.00 per hour, per person. To the extent possible, all work will be performed during normal working hours, which term is defined as Monday through Friday between the hours of 8 a.m. and 5 p.m. Any supply purchases by SUSP deemed necessary for the operation of the water distribution and treatment facilities will be reimbursed at cost by CITY. SUSP shall review proposed purchases with City Manager or her designee.

**19. INDEPENDENT CONTRACTOR** In the furnishing of the services provided for herein, SUSP is acting solely as an independent contractor. Neither SUSP, nor any of its officers, agents, or employees shall be deemed an officer, agent, employee, joint venture, partner, or associate of CITY for any purpose. CITY shall have no right to control or supervise or direct the manner or method by which SUSP shall perform its work and functions. However, CITY shall retain the right to administer this Agreement so as to verify that SUSP is performing its obligations in accordance with the terms and conditions thereof.

Please sign, date and return this Agreement to:

*SUSP, Inc., 4131 Northgate Boulevard, Sacramento, CA 95834 - Attention: Michelle MacLellan  
via Fax: 916-553-4904 or via Email: mmaclellan@calruralwater.org*

**Specialized Utility Services Program, Inc.**

Date: \_\_\_\_\_

By:  \_\_\_\_\_

Title: Dan DeMoss,  
Executive Director

**City of Lemoore**

Date: \_\_\_\_\_

By: \_\_\_\_\_

Title: Andrea Welsh,  
City Manager





SPECIALIZED UTILITY SERVICES PROGRAM

4131 Northgate Boulevard  
Sacramento, CA 95834  
toll-free: 800.833.0322  
phone: 916.553.4900  
fax: 916.553.4904  
[www.calruralwater.org](http://www.calruralwater.org)

## City of Lemoore Operations Proposal

1. Cover Letter
  
2. Required Standards
  
3. SUSP Qualifications
  - a. Corporate profile
  - b. Relevant experience
  - c. Additional capabilities
  
4. General Scope of Services
  
5. Price Proposal
  
6. Proposal Summary

Attachment "1"



1. Cover Letter

September 4, 2015

Joe Simonson  
City of Lemoore  
119 Fox Street  
Lemoore, CA 93245

Dear Mr. Simonson,

The Specialized Utility Services Program, Inc. (SUSP) is pleased to provide the following response to your request for a price proposal for oversight of the City of Lemoore's Water Distribution and Treatment operations.

The proposal provides a short review and a Statement of Qualifications (SOQ), as well as pricing for the services as outlined in this proposal and requested during a recent meeting. SUSP has an extensive staff of its own and more are available through California Rural Water Association (CRWA). Qualifications for all available staff can be provided upon request.

The contacts for this project will be myself, as Executive Director of the SUSP program; and Dennis Longhofer SUSP, as Operations Manager.

SUSP is an independent For-Profit Corporation owned by California Rural Water Association. This relationship provides a unique benefit in that SUSP can utilize the experience and relationships that CRWA has built over the last 25 years. Please feel free to contact me regarding this proposal and thank you for the opportunity for this submittal.

Sincerely,

Dan DeMoss  
CRWA/SUSP Executive Director  
4131 Northgate Blvd  
Sacramento, Ca 95834



## 2. Specialized Utility Services Program, Inc. (SUSP) – Required Standards

- The SUSP program is a subsidiary company of California Rural Water Association (CRWA) which was incorporated in 1990. CRWA established the SUSP program in 2012 to answer requests from member and non-member systems for assistance and services that require more time and resources than CRWA can provide through our technical assistance and training programs. The SUSP program is set up to provide services in contract water and wastewater operations, contract utility management, sewer collections system smoke testing, leak detection, system security assessment and training, and a variety of contract management and operator training. SUSP currently provides full and part-time operations and management services to systems located throughout California, including four cities and one Community Services District (CSD). Services are provided to cities and communities ranging in size from 500 to 15,000 in population.
- SUSP operations staff have a combined 150 years' experience in management and operation of both water and wastewater systems. SUSP has worked with major engineering firms such as NV5 and Quad Knopf. NV5 and SUSP are in the process of implementing master plan improvements, including a funding application for an Iron and Manganese removal plant, as well as addressing radiological contamination concerns. SUSP staff has provided start-up services to the new wastewater Treatment facility at the City of San Joaquin, and established standard operating procedures and testing that will keep the city in compliance with new plant permit discharge standards. SUSP staff has established Emergency Response Plans (ERP's) and procedures as needed for all the communities under contract. SUSP staff recently utilized emergency plans during an instance of a complete water lateral-line failure and was able to provide emergency services, and work with local contractors to complete the installation of approximately 1,000 feet of 4-inch water line to replace the failed portion of the system.
- In the area of the City of Lemoore, we would be able to pull in resources from existing SUSP staff and CRWA staff within in your region. SUSP onsite staff will be able to utilize other staff in emergency situations.
- SUSP operations staff have been able to work successfully with State Water Resources Control Board (SWRCB) and Local Primacy Agency (LPA) staff wherever we have worked. SUSP staff have all worked in previous roles with CRWA doing Technical Assistance and Training, and have had extensive networking with the SWRCB.
- SUSP has been able to provide electronic reporting capabilities to several systems that we have contracted with. SUSP staff, in the case of a small CSD, implemented a brand new billing system, and created a system website which gave customers the ability to pay bills online in addition to paying by phone. In doing so, we were able to reduce the number of delinquent accounts dramatically. SUSP staff utilized RVS Utility Billing software as a billing system in that particular case. We have also implemented improved record keeping onsite, and preventive maintenance programs for systems that did not have either at the time we took over the operation of the system. We utilized internal Excel programs for

tracking preventative maintenance in the systems. SUSP also performed Technical, Managerial, and Financial (TMF) capacity assessments utilizing the State's TMF format and program to assist the system in development of the TMF capacity needed for the approval of applications for State and Federal infrastructure funding programs.

- To date, SUSP has not had any OSHA Health or Safety violations. SUSP is proactive in our approach to compliance. Our first step before starting a new contract is to evaluate the current compliance record of the system or city, and then to evaluate any compliance problems, factoring in the severity and rate of occurrence. We will then develop a sampling and reporting schedule for the operator's onsite that ensures compliance based on the timeliness of samples. In the case of inherent water quality problems, i.e. arsenic, SUSP can offer possible solution and treatment ideas for the compliance issue. Our operations staff will provide this information to the City for its use and implementation. SUSP does require that a system with chronic compliance issues regarding water/wastewater quality problems implement a plan for compliance, and will assist the city or district to do so.
- SUSP will utilize the expertise and experience of CRWA training staff to train onsite operations' staff working at the City. The training will be provided onsite, as needed, and will incorporate the City's facilities so the staff is trained.
- SUSP will be able to provide needed liability and property damage coverage for the required amount of \$2,000,000.

### 3. SUSP Operations Staff and Qualifications

#### SUSP Management Staff:

##### SUSP Executive Director: Dan DeMoss

- *May 2006 to present* – California Rural Water Association, Sacramento, CA
  - *Position* – CRWA Executive Director, SUSP Executive Director (2011 – Present)

*Duties* – Manage day-to-day operations of the Association and its subsidiaries. Ensure contract compliance with 22 field employees and 6 office staff. Answer to a 7 member board and oversee a \$4 million annual budget. Serve as one of three field trainers on-staff to train both water and wastewater operators and managers. Help establish the CRWA training calendar which offers 250-300 days of training per year throughout California. Personally provide training courses in areas such as Emergency Response Planning, Water Shortage Management Plans, Math, Water & Wastewater Certification Review courses, Rates & Rate Structure Training, and Water System Operations & Maintenance.
- *April 2002 – May 2006* – California Rural Water Association, Sacramento, CA
  - *Position* – Federal Programs Director/ EPA Training Specialist

*Duties* – Provide oversight of all federal programs and their respective contract obligations. Supervise ten field employees and two office staff, and was responsible for a \$1.2 million budget. Provide onsite technical assistance and training to public water and wastewater systems. Provide training on a variety of topics such as Math, Water System Operations & Maintenance, Rates & Rate Structures, Water Treatment and Disinfection, Wastewater Treatment, Water Distribution, and SDWA and Clean Water Act Regulations. Work with system operators onsite performing water system evaluations, and troubleshooting treatment plant and distribution system challenges.
- *March 1998 to Feb 2004* – DeMoss Contracting Services, Oregon
  - *Position* – Owner
- *Feb 1996 to March 1998* – Miox Corporation, New Mexico
  - *Position* – Field Engineer
- *Jan 1990 to Feb 1996* – Oregon Association of Water Utilities (OAWU), Oregon
  - *Position* – Manager

##### SUSP Operations Manager: Dennis Longhofer

- *2012 to present* - Specialized Utility Services Program, Inc., Sacramento, CA
  - *Position* – SUSP Operations Manager

Dennis serves as the SUSP Operations Manager. Dennis is a Grade 5 Wastewater Treatment operator, and a Grade 3 Distribution and Water Treatment plant operator. Dennis has over 30 years of experience in the water/wastewater industry.
- *May 2011 - October 2012* - PERC Water, Santa Paula, CA

- *Position* - Operations Manager
- *May 2010 - May 2011* – City of Galt, Galt, CA
  - *Position* - Utilities Superintendent
- *April 2009 – May 2010* - Broadbent and Associates, Inc. (BAI), Reno, NV
  - *Position* – Chief Plant Operator
- *March 2006 - March 2008* - Indian Hills General Improvement District, Carson City, NV
  - *Position* - General Manager
- *June 1977 - March 2006* - South Tahoe Public Utility District (STPUD), South Lake Tahoe, CA
  - *Position* - Operations Supervisor

#### **SUSP Operations Staff:**

##### **SUSP Field Specialist: Michael Lane**

- *2012 to present* – California Rural Water Association, Sacramento, CA
  - *Position* – SUSP Field Specialist
 

Michael is a Grade 5 Wastewater treatment plant operator and oversees several contracts for SUSP. Michael has over 30 years of experience in the field and has performed multiple plant start-ups and retrofits.
- *February 2010 – August 2012* - City of Hollister, San Benito County, California
  - *Position* - Project Manager/Plant Supervisor
- *January 2007 – January 2010* - Aquarion Operating Services
  - *Position* - Project Manager
- *November 2002 – December 2006* - City of Bakersfield, Kern County, California
  - *Position* - Wastewater Operations Engineering Manager
- *December 2001 – December 2002* - U.S. Filter-Exxon/Mobil, Torrance, California
  - *Position* - Project Manager
- *August 1998 – November 2001* - Lamont Public Utility District, Kern County, California
  - *Position* - General Manager
- *September 1994 – June 1998* - Terrebonne Parish, Louisiana
  - *Position* - Environmental Coordinator

- *October 1990 – September 1994* - Terrebonne Parish, Louisiana
  - *Position* - Utilities Manager
- *January 1984 – October 1990* - Houma, Louisiana
  - *Position* - City Utility Engineer

**SUSP Field Specialist: Julie Seevers**

- *2012 to present* - Specialized Utility Services Program, Inc., Sacramento, CA
  - *Position* – SUSP Field Specialist  
Julie is certified at the Grade 2 level in both Water Treatment and Distribution. Julie has over 10 years of both management and operations experience, and currently manages the normal day-to-day operations of some of the districts we contract operate. She also assists with the compliance reporting of these districts.
- 
- *2010 – 2012* – SDG&E, Alpine, CA
  - *Position* – Project Manager
- *2001 – 2010* – Jacumba Community Services District, Jacumba, CA  
*Position* – Assistant General Manager/Water Operator

**SUSP Field Specialist: John Schwartz**

- *2014 to present* – California Rural Water Association, Sacramento, CA
  - *Position* – Water Circuit Rider  
John is a Grade 3 Water treatment and distribution operator as well as a skilled training facilitator. John has over 30 years of experience in the field and is extremely proficient in many treatment and distribution techniques.
- *February 2012 – May 2014* – City of Stockton, CA
  - *Position* – Sr. Water Treatment Plant Operator
- *September 2009 – July 2011*- Water Resources Inc., CA
  - *Position* - Instructor
- *November 2008 – September 2009* – CH2MHill OMI, CA
  - *Position* – Operator II
- *July 2003 – July 2008* – City of Helena, Helena, Montana
  - *Position* – Water Production Supervisor

- *October 1980 – December 2001* - City of Riverside, CA
  - *Position* – Lead Water System Operator
- *February 1977 – June 1985* – U.S. Navy/U.S. Navy Reserve
  - *Position* – Engineman 2

**SUSP Field Specialist: Steve Dominguez**

- *2015 to present* – California Rural Water Association, Sacramento, CA
  - *Position* – Wastewater Circuit Rider/Trainer  
Steve is a Grade 5 Wastewater treatment plant operator and has over 20 years of experience in the field providing technical assistance to and overseeing operations of wastewater facilities. Steve is also an experienced training facilitator.
- *2014 – 2015* – Veolia Water/Rio Vista Project
  - *Position* – Assistant Project Manager
- *2007 – 2014* – Delta Diablo Sanitation District, CA
  - *Position* – Plant Manager
- *2004 – 2007* – Central Contra Costa Sanitary District, CA
  - *Position* – Shift Supervisor/Training Coordinator
- *2002 – 2004* – City of West Sacramento, CA
  - *Position* – WWTP Superintendent
- *1998 – 2002* – City of Vacaville, Solano County, CA
  - *Position* – Senior Wastewater Operator
- *1991 – 1998* - Delta Diablo Sanitation District, CA
  - *Position* – Lead Operator III

**SUSP Field Specialist: Pat Conway**

- *2008 to present* – California Rural Water Association, Sacramento, CA
  - *Position* – Wastewater Circuit Rider/Trainer  
Pat is a Grade 3 Water treatment and distribution operator, and a Grade 3 Wastewater treatment plant operator with over 20 years of experience in the field providing technical assistance and instruction.
- *2006 – 2008* – Sequoia and Kings Canyon National Park Service, Three Rivers, CA
  - *Position* – Utility Supervisor

- 1995 – 2006 – California Rural Water Association, Sacramento, CA
  - Position – Wastewater Trainer
- 1986 – 1995 – City of Exeter, Exeter, CA
  - Position – Utility Supervisor

#### **SUSP Administrative Staff:**

##### **Technical Assistance Coordinator: Michelle MacLellan**

- 2004 to present - California Rural Water Association/ Specialized Utility Services Program, Inc.
  - Michelle has worked on all facets of the administrative side of CRWA for over 10 years. She routinely assists water systems, in conjunction with CRWA and SUSP field staff, with requests for technical assistance, SUSP services and vendor referrals. She tracks contract deliverables for State Revolving Fund and Federal programs; works with the Controller in performing accounting duties; and performs in a Human Resources capacity. Michelle has provided SUSP with administrative support since 2012, generating reports, proposals and contracts, and invoicing; and performs MHI studies. Michelle has also performed various administrative duties for SUSP contract-operated systems, including Customer Service, billing, Monthly Operations Reports submittals, etc.

##### **Administrative Coordinator: Georgette Lynch**

- 2012 to present - California Rural Water Association/ Specialized Utility Services Program, Inc.
  - Georgette serves as an Administrative Coordinator. She has experience with the various duties on the administrative side of the SUSP operations. Georgette processes, organizes, and analyzes written and numerical data that is collected by her and other SUSP staff, and then generates reports based on that data. Georgette also assists with rate studies and MHI studies, and performs other administrative duties for SUSP contract-operated systems including compiling Board packets and materials for Board of Director meetings.

These are the principals of the SUSP program, and are the staff that our contracts typically utilize as onsite operators for the communities that we serve.

#### **a) SUSP Corporate Profile:**

Specialized Utility Services Program, Inc. is a For-Profit corporation incorporated in the State of California on September 14, 2012. The SUSP program is a subsidiary company of California Rural Water Association (CRWA) which was incorporated in 1990. CRWA established the SUSP program to answer requests from member and non-member system for assistance and services that require more time and resources than CRWA can provide to systems utilizing our technical assistance and training programs. The SUSP program is set up to provide services in contract water and wastewater operations, contract utility management, sewer collections system smoke testing, leak detection, system security assessment and training, and a variety of contract management and operator training. SUSP currently provides full and part-time operations and management services to 4 cities and 1 CSD throughout California.

Our tax identification number is 46-1147856. The principal contact for SUSP is Dan DeMoss, Executive Director. Our location information is:

Specialized Utility Services Program, Inc.  
4131 Northgate Boulevard  
Sacramento, CA 95834  
Telephone: 916-553-4900  
Fax: 916-553-4904

(Please see **Attachment A** for CRWA Organizational Chart for CRWA/SUSP)

**b) Relevant Experience and References:**

SUSP currently has operations contracts with the following districts or cities:

- *City of Red Bluff* – (contract ongoing) SUSP currently has an Operator of Record and training contract with the City. We are responsible for the operation of the City’s wells and distribution system, as well as the reporting and compliance of the system.
- *City of San Joaquin* – (contract ongoing) SUSP provides an Operator of Record and onsite operations of the City’s water and wastewater system. The wastewater system is an activated sludge facility, commonly referred to as an Oxidation Ditch. We also operate the City’s water system and well system with storage facilities, and do all reporting and compliance work.
- *City of Lindsay* - (contract ongoing) SUSP provides an Operator of Record for the City’s water and wastewater system, as well as onsite oversight of the City’s operations staff. SUSP staff reports to the Public Works Director on a weekly basis. SUSP has assisted the City in implementing an ERP, in addition to working with staff on finding ways to encourage water conservation. SUSP operates the well sites, surface water treatment plant, and the activated sludge wastewater treatment plant. The City also relies on SUSP for all reporting and compliance related to the operations of the facility.
- *City of Huron* – (contract ongoing) SUSP provides operation and management of the City’s water and wastewater system, as well as the Public Works Department. SUSP provides staff that performs maintenance and operations, as well as all reporting and compliance. SUSP staff also perform all duties related to Public Works.
- *Descanso Community Services District (DCWD)* – (contract ongoing) SUSP provides operation and management of the District, and performs all the functions of the District on a day to day basis. DCWD is a community with 330 connections located just outside of Alpine, California. SUSP reads meters, does all billing, mailings, and record-keeping functions, as well as maintains the customer service phone lines and communications during normal business hours. SUSP provides emergency response in all aspects of the

operation of the District, as well as applies for grants and loans of behalf of the District in support of the system's master plan and compliance-related needs of the District.

- *Graton CSD* – (contract ongoing) SUSP provides interim General Manager and Chief Plant Operator services, including oversight of plant operations, wastewater treatment and collection systems.
- *Limoneira Company* – (contract ongoing) SUSP provides Operator of Record services and onsite operation of Limoneira's wastewater treatment plant. Services include all reporting and compliance, and Operator in Training oversight.
- *St. Helena's Hospital* - (contract ongoing) SUSP provides Operator of Record services and oversight of the Hospital's wastewater facility. Services include all reporting and compliance, and Operator in Training oversight.
- *Fee for Services contracts* – SUSP currently has multiple contracts to provide fee-for-services in areas such as Leak Detection/Line Location, Rate studies, MHI Studies, and Operator Training.

#### c) **Additional Capabilities**

SUSP provides multiple services for water systems. These services include Leak Detection and Line Location, Rate Studies, and Median Household Income (MHI) Studies. We also provide water and sewer plant evaluations, smoke testing for sewer collection systems, and energy efficiency evaluations for facilities. SUSP will provide loan and grant application services to those systems that do not qualify for assistance from the State or current CRWA programs. SUSP provides operation and management training via the Academy of Water Education (AWE) for Continuing Education Units and California-required contact hours.

Through CRWA's Preferred Provider Program, SUSP can offer engineering services with one of our Preferred Providers. These services are separate from the contract and could be provided to the City for prices not included in the contract operations service.

#### 4. City of Lemoore Contract Scope of Services

##### General Services:

SUSP will provide the following Services in the scope of work:

- Operator of Record for the water treatment and distribution systems.
  - Onsite day-to-day oversight of the system for the first three (3) months, then three (3) times per week after that initial period.
  - Provide a system operations and maintenance assessment report for management within the first sixty (60) days from the start of the contract.
  - Provide input and evaluation of current compliance-related, recordkeeping, and plant and/or source operations. Recommendations will be made within the first fifteen (15) days of contract start directly to the systems management.
  - Provide liability insurance with the City as named insured.
  - Assume the role and liability of the Operator of Record for the system.
  - Assume reporting and recordkeeping duties.
  - Setup recordkeeping on an electronic format if not already doing so.
  - Provide operator training to existing staff when and where necessary (see the attached training brochure).
  - Emergency on-site response during normal business hours.
  - Emergency response for after- hour emergencies (separate hourly charge).
- 

5. **City of Lemoore Contract Price Proposal**

SUSP will provide the General and Direct services as outlined under the proposal Scope of Services. We will provide onsite operators at appropriate certification levels, with supervision and direct responsible charge being taken on by the designated SUSP Operations Supervisor. SUSP will provide appropriate weekend coverage for the system as well.

*Contract Pricing*

	<b>Per Month</b>
First 3 months	\$10,800.00
Remainder of Contract: 2-3 days per week	\$7,7000.00

6. **Proposal Summary**

This is a price proposal and a more formal contract will be submitted upon an agreement on this proposal. We are flexible in providing services, so please feel free to discuss any aspect of this price proposal with me for clarification. If you would like to see changes in the scope of services we will be glad to discuss any ideas or options that you might want to bring to the table. This proposal was put together at the request of the City Manager. Please understand that this is a price proposal and that final contract documents will reflect more specific terms. If you are in agreement with this price proposal and Scope of Services, please sign, date and return this proposal to:

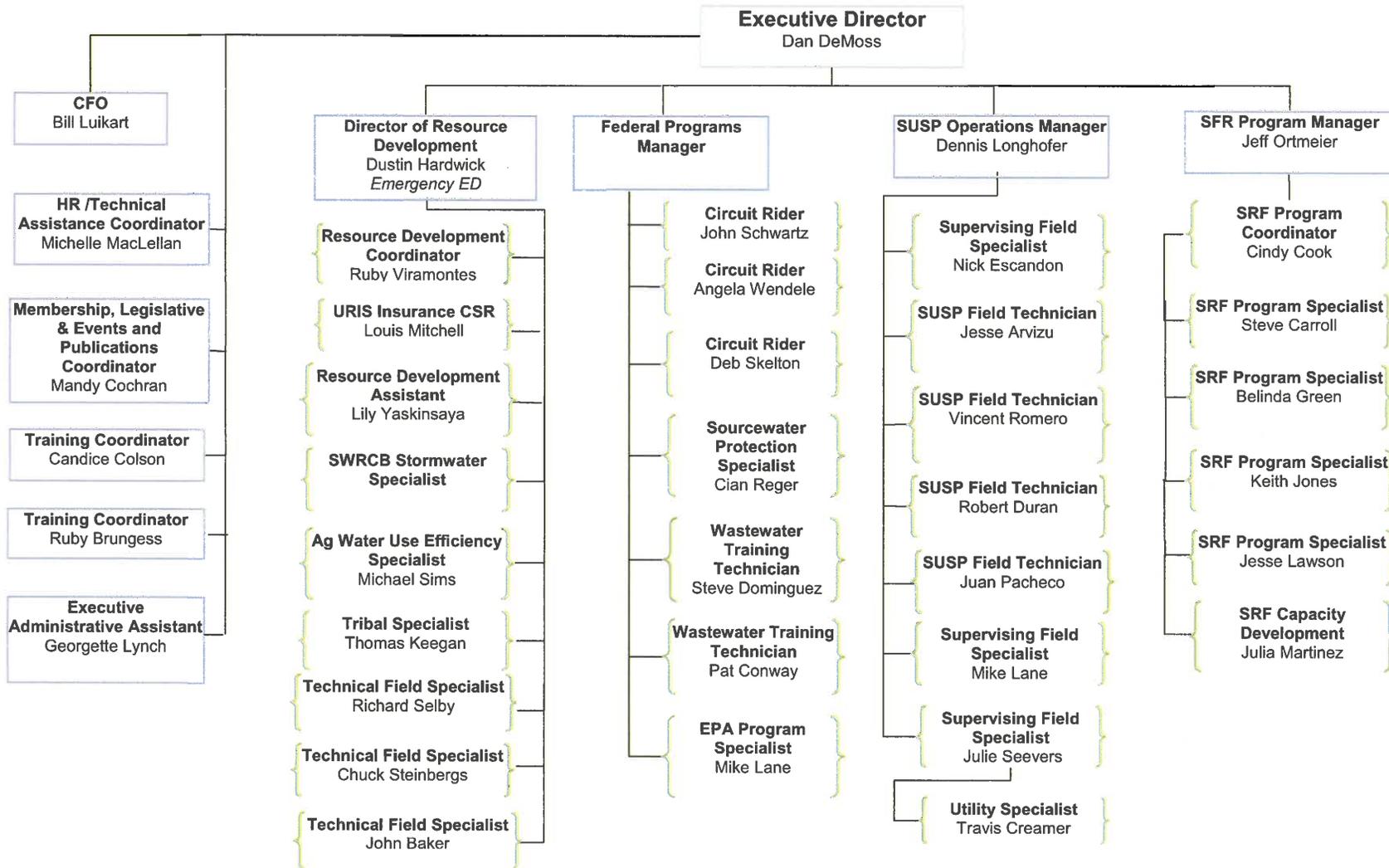
*SUSP, Inc., 4131 Northgate Boulevard, Sacramento, CA 95834 - Attention: Michelle MacLellan  
via Fax: 916-553-4904 or via Email: mmaclellan@calruralwater.org*

X \_\_\_\_\_  
 City of Lemoore: Joe Simonson \_\_\_\_\_  
Date

X \_\_\_\_\_  
 SUSP, Inc: Dan DeMoss,  
 Executive Director \_\_\_\_\_  
Date



# 2015 CRWA/SUSP Organizational Chart



Attachment "A"