

**DUBLIN SAN RAMON SERVICES DISTRICT
MINUTES OF A REGULAR MEETING OF THE BOARD OF DIRECTORS**

October 7, 2025

1. CALL TO ORDER

A regular meeting of the Board of Directors was called to order at 6 p.m. by President Goel.

2. PLEDGE TO THE FLAG

3. ROLL CALL

Boardmembers present at start of meeting: President Arun Goel, Vice President Richard M. Halket, Director Dinesh Govindarao, and Director Georgean M. Vonheeder-Leopold.

District staff present: Jan Lee, General Manager/Treasurer; Michelle Gallardo, Administrative Services Director; Steve Delight, Engineering Services Director/District Engineer; Ken Spray, Finance Director; Dan Gill, Operations Director; Douglas E. Coty, General Counsel; and Vivian Chiu, Management Analyst II/Acting District Secretary.

4. SPECIAL ANNOUNCEMENTS/ACTIVITIES

4.A. New Employee Introductions
Hayden Jackson, Maintenance Worker I
Gabriel Curtis, Mechanic I
Scott Lyda, Mechanic I

5. PUBLIC COMMENT (MEETING OPEN TO THE PUBLIC) – 6:02 p.m. No public comments received.

6. AGENDA MANAGEMENT (CONSIDER ORDER OF ITEMS) – No changes made.

7. CONSENT CALENDAR

Director Vonheeder-Leopold MOVED for approval of the items on the Consent Calendar.
Director Govindarao SECONDED the MOTION, which CARRIED with FOUR AYES.

- 7.A. Approve Regular Meeting Minutes of September 16, 2025 – Approved
- 7.B. Affirm No Changes to Utility Billing Leak Adjustments Policy – Approved
- 7.C. Authorize Amendment No. 1 to Task Order No. 1 with Kennedy/Jenks Consultants, Inc. for Design Services for the Reservoir 2 Recoating Project (CIP 18-W003) – Approved
- 7.D. Approve Salary Range for New Water Quality Operator Classification – Approved – Resolution No. 28-25
- 7.E. Approve Revised Salary Range for Water/Wastewater Systems Operator II Classification and Abolish Water/Wastewater Systems Operator II (On-Call) Classification – Approved – Resolution No. 29-25
- 7.F. Adopt Pay Schedule in Accordance with California Code of Regulations, Title 2, Section 570.5, Requirement for a Publicly Available Pay Schedule and Rescind Resolution No. 17-25 – Approved – Resolution No. 30-25

8. BOARD BUSINESS

8.A. Consider Appointment of Edward R. Duarte to Fill the Board Vacancy in Division 2

General Manager Lee reviewed the item for the Board.

Acting District Secretary Chiu announced that District Secretary Nicole Genzale received personal communication on October 6, 2025 from former Boardmember Ann Marie Johnson expressing her full support for Edward Duarte being appointed to fill the remainder of the term.

The Board expressed that given Mr. Duarte's previous experience on the Board, he will serve the District well.

Director Vonheeder-Leopold MOVED to adopt Resolution No. 31-25, Appointing Edward R. Duarte to Fill the Vacancy in Division 2 on the District Board of Directors. Director Govindarao SECONDED the MOTION, which CARRIED with FOUR AYES.

Director Duarte was immediately sworn in and seated.

8.B. Receive Presentation on Utility Billing Operations and Delinquency Management Procedures

Finance Director Spray reviewed the item for the Board and gave a presentation (handed out to the Board and posted to the website as supplemental materials). The presentation included an overview of how the Utility Billing and Customer Services (UBCS) Division manages billing and delinquent accounts, and an evaluation of potential improvements and procedural changes in response to questions posed by the Board on July 22, 2025, following a public hearing on delinquent water and sewer charges. The Board and staff discussed staff's recommended procedural changes and ways to provide payment convenience for the customers, reduce the District's payment processing costs, enhance customer communications, and improve cash flow.

The Board agreed with staff's recommendation to keep the e-check payment option at no cost to customers for now but requested that staff evaluate having customers assume the e-check processing fee in the future and whether the processing fee could be waived for customers with hardships. The Board also requested that staff coordinate with the cities to provide information on the property owner's responsibility for utility bills to landlords of rental properties; include a property owner notice when the late payment notice goes to the customer, in addition to the recommended property owner notice coupled with the shutoff notice; start a campaign to convert customers to automated clearing house (ACH) as a means to reduce payment processing fees for both the District and customer; and continue to explore monthly billing to improve cash flow. Staff advised that the current priority is optimization of the Tyler Munis utility billing system implemented earlier this year. Staff will incorporate the Board's suggestions into future efforts and return to the Board at a later date with an update on e-check processing fees. The Board thanked staff for the comprehensive and thorough presentation.

9. REPORTS

9.A. Boardmember Items

9.A.1. Joint Powers Authority and Committee Reports.
DERWA Board Meeting of September 22, 2025

President Goel invited comments on recent JPA activities. Directors felt the available staff reports adequately covered the many matters considered at the meeting and commented on some of the meeting activities.

9.A.2. Submittal of Written Reports for Day of Service Events Attended by Directors

Director Vonheeder-Leopold submitted a written report to Management Analyst II/Acting District Secretary Chiu. She reported that she attended the California Association of Sanitation Agencies Board of Directors retreat on September 25–26 in Lafayette. She summarized the activities and discussions at the meeting.

Vice President Halket submitted a written report to Management Analyst II/Acting District Secretary Chiu. He reported that he attended the WaterReuse California Annual Conference on September 21–23 in San Diego. He summarized the activities and discussions at the meeting.

President Goel submitted written reports to Management Analyst II/Acting District Secretary Chiu. He reported that he also attended the WaterReuse conference on September 21–23 and that he attended the Water Environment Federation Technical Exhibition and Conference (WEFTEC) on September 27–October 1 in Chicago where DSRSD was 1 of 41 organizations to receive the 2025 Utility of the Future Today recognition, for the District's work on water reuse. He summarized the activities and discussions at the meetings.

President Goel then announced that October 4–12 is Water Professionals Appreciation Week in California.

9.A.3. Request New Agenda Item(s) for a Future Board or Committee Agenda – None.

9.B. Staff Reports

General Manager Lee reported on the following items:

- The Tri-Valley Mayors' Summit will be held on Wednesday, October 15, at Casa Real at Ruby Hill Winery in Pleasanton.
- The Tri-Valley Water Liaison Committee meeting will be hosted by City of Livermore on Monday, October 20, at 4 p.m.

10. CLOSED SESSION

At 6:59 p.m. the Board went into Closed Session.

- 10.A. Conference with Legal Counsel – Consideration of Initiation of Litigation Pursuant to Government Code Section 54956.9(d)(4): One Case

11. REPORT FROM CLOSED SESSION

At 7:36 p.m. the Board came out of Closed Session. President Goel announced that there was no reportable action.

12. ADJOURNMENT

President Goel adjourned the meeting at 7:36 p.m.

Submitted by,

Vivian Chiu, MMC
Management Analyst II/Acting District Secretary

FOR: Nicole Genzale, CMC
Executive Services Supervisor/District Secretary