

Response to Grand Jury Report Form

Report Title: RATE SETTING AS A WATER CONSERVATION TOOL

Report Date: 2010-2011

Responding Entity: TEMPLETON CSD

FINDINGS

- I (we) agree with the findings numbered: 3
- I (we) disagree wholly or partially with the findings numbered: 6
(Attach a statement specifying any portions of the findings that are disputed; include an explanation of the reasons.)

RECOMMENDATIONS

- Recommendations numbered _____ have been implemented.
(Attach a summary describing the implemented actions.)
- Recommendations numbered 3 have not yet been implemented, but will be implemented in the future.
(Attach a timeframe for the implementation.)
- Recommendations numbered 6 require further analysis.

(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.)

- Recommendations numbered _____ will not be implemented because they are not warranted or are not reasonable.

(Attach an explanation.)

Date: 12 October 2011 Signed: [Signature]

Number of pages attached 2

BOARD OF DIRECTORS

John T. Gannon, Jr.
PRESIDENT

Kevin Hunt
VICE-PRESIDENT

Robert Bergman
DIRECTOR

Judith Dietch
DIRECTOR

Greg O'Sullivan
DIRECTOR



STAFF

Jeffrey W. Hodge
GENERAL MANAGER

Laurie A. Ion
ASSISTANT TO
GM/BOARD
SECRETARY

Jay Short
UTILITIES SUPERVISOR

Jim Langborg
FIRE CHIEF

Tina Mayer
DISTRICT ENGINEER

TEMPLETON COMMUNITY SERVICES DISTRICT

P.O. BOX 780 • 420 CROCKER STREET • TEMPLETON, CA 93465 • (805) 434-4900 • FAX: (805) 434-4820

October 12, 2011

Presiding Judge Charles S. Crandall
Superior Court of California
1050 Monterey Street
San Luis Obispo, California 93408

San Luis Obispo County Grand Jury
P.O. Box 4910
San Luis Obispo, California 93402
GrandJury@co.slo.ca.us

**SUBJECT: TEMPLETON COMMUNITY SERVICES DISTRICT RESPONSE TO 2010/2011 REPORT
RE: GRAND JURY REPORT - "RATE SETTING AS A WATER CONSERVATION TOOL"**

Templeton Community Services District shares in the Grand Jury's interest and concern regarding water conservation within the County and, specifically, within the Templeton District. It is the shared goal of the District to maintain clear communication with our customers in order to increase water awareness.

The findings of the Grand Jury's Report entitled "Rate Setting as a Water Conservation Tool" recommend appropriate suggestions to increase customer knowledge of the District's rate structure and how it pertains to individual consumption. Please find below, the District's response to the findings and recommendations of the Grand Jury's report.

Finding 3 – "Only Atascadero MWC bills show rate tiers, tier consumption and tier charges."

Recommendation 3 – "...Templeton CSD should consider revising water bills to show rate tiers, water usage for each tier and the charges for each tier."

Response 3 – The District agrees that the result of incorporating a table showing the rate tiers and associated usages and rates would be a useful tool for increasing the awareness of our customers. The District is willing to make this change to our water and sewer bills. At this time, the District has recently undergone a total billing and accounting overhaul. The District does intend to work with the software developers to incorporate this suggestion into the billing system within the limitations of this new software. It is unclear at this time, as to what those limitations will be and how long it will take to make this transition.

Finding 6 – "Residential sewer providers that base charges on volume of water consumed do not clearly indicate on their bills that water volume affects sewer charges, with the exception of the City of San Luis Obispo."

Recommendation 6 – “[Templeton CSD] should consider revising sewer bills to show that water usage affects sewer charges.”

Response 6 – There is a conflict within the report. Under “Required Responses”, Templeton Community Services District was asked to respond to Recommendations 3 and 6. However, under the “Findings & Recommendations” section, Recommendation 6 does not include Templeton. The District has a fixed capacity sewer fee. Water usage does not affect sewer charges at this time; therefore this recommendation would not be effective.

Thank you for your consideration of these responses.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey W. Hodge", written in a cursive style.

Jeffrey W. Hodge

General Manager, Templeton Community Services District