



WEST VALLEY WATER DISTRICT
855 W. Base Line Road, Rialto, CA 92376
PH: (909) 875-1804 FAX: (909) 875-1849

**POLICY REVIEW AND OVERSIGHT COMMITTEE MEETING
AGENDA**

TUESDAY, SEPTEMBER 27, 2022 - 6:00 PM

NOTICE IS HEREBY GIVEN that West Valley Water District has called a meeting of the Policy Review and Oversight Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

On March 4, 2020, Governor Newsom declared a State of Emergency resulting from the threat of COVID-19. On September 16, 2021, Governor Newsom signed Assembly Bill No. 361 into law. Assembly Bill No. 361 amends Government Code section 54953(e) by adding provisions for remote teleconferencing participation in meetings by members of a legislative body, without the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions. The West Valley Water District adopted a resolution determining, by majority vote, that, as a result of the declared State of Emergency, the District is adopting the State protocol which allows meetings in person and/or via teleconference. Accordingly, it has been determined that all Board and Workshop meetings of the West Valley Water District will be held pursuant to Assembly Bill No. 361, the Brown Act and will be conducted via teleconference and in person. Members of the public may listen and provide public comment via telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790 or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may also be submitted via email to administration@wvwd.org. If you require additional assistance, please contact administration@wvwd.org.

BOARD OF DIRECTORS

Director, Greg Young, (Chair)
Director, Kelvin Moore

I. CALL TO ORDER

II. PUBLIC PARTICIPATION

The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.

III. DISCUSSION ITEMS

1. Policy Review Updates
2. Proposed Water Service Rules & Regulations - Redline Version of Articles 14 - 19. **Pg. 3.**

IV. ADJOURN

DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Policy Review & Oversight Committee Agenda at the District Offices on September 22, 2022.



Nancy Albitre, Acting Board Secretary



**BOARD OF DIRECTORS
POLICY REVIEW AND OVERSIGHT COMMITTEE
STAFF REPORT**

DATE: September 27, 2022
TO: Policy Review and Oversight Committee
FROM: Van Jew, Acting General Manager
SUBJECT: PROPOSED WATER SERVICE RULES & REGULATIONS - REDLINE
VERSION OF ARTICLES 14 - 19

BACKGROUND:

West Valley Water District's, ("District"), Water Service Rules and Regulations ("Rules and Regulations") establish the requirements and procedures for provision of water service to our customers, and for changes in existing services, such as an increase in service size or a service abandonment. Additionally, the Rules and Regulations contain the General Provisions and Definitions for those items involved in provision of water service to the District's customers.

The District's current Rules and Regulations were last revised in May 2018, and are in need of various updates to reflect current District operating procedures and industry standards. To address these updates, staff from Operations, Engineering, and Finance met periodically over the past few months to revise the text of the Rules and Regulations

DISCUSSION:

The need to update the Rules and Regulations was discussed with the Policy Review and Oversight Committee at the February 22, 2022 meeting. At that meeting, staff was directed to prepare a redline copy of the proposed changes and bring them in increments to the Committee for review and comment.

Redline versions of Articles 1 – 4, 9 and 10 were reviewed at the August 23rd meeting. Redline versions of Articles 14 – 19 are included as **Exhibit A**.

The following table provides an overview of the project status:

Status	Article	Title
08/23/22 Committee	1	GENERAL PROVISION
08/23/22 Committee	2	DEFINITIONS
08/23/22 Committee	3	NOTICES
08/23/22 Committee	4	WATER DISTRICT
Engineering is updating to reflect current industry standards and best practices.	5	APPLICATION FOR DOMESTIC WATER SERVICE
	6	GENERAL CONDITIONS FOR INSTALLATION OF WATER FACILITIES
	7	SUBDIVISIONS
	8	GENERAL USE REGULATIONS
08/23/22 Committee	9	DOMESTIC WATER SERVICE DEPOSIT
08/23/22 Committee	10	METERS
Customer Service updating for SB998 and for requiring active acct.	11	BILLING/PAYMENT OF BILLS
	12	DISCONTINUANCE OF SERVICE
	13	COLLECTION OF UNPAID BILLS
09/27/22 Committee	14	PUBLIC FIRE PROTECTION
09/27/22 Committee	15	PRIVATE FIRE PROTECTION SERVICE
09/27/22 Committee	15A	RESIDENTIAL FIRE SPRINKLER SYSTEM
09/27/22 Committee	16	TEMPORARY SERVICE AND CHARGES
09/27/22 Committee	17	AGRICULTURAL, IRRIGATION AND GOLF COURSE WATER SERVICE
09/27/22 Committee	18	GENERAL PROVISIONS
09/27/22 Committee	19	COMPLAINTS AND DISPUTED BILLS
	20	SCHEDULE OF RATES – MONTHLY CHARGES
	21	SCHEDULE OF RATES – RATES, FEES AND DEPOSITS
	22	ANNEXATION FOR AREAS OUTSIDE OF DISTRICT TERRITORY
	23	SEWERS
	24	WATER CONSERVATION
	25	DUE PROCESS HEARING
	26	INSURANCE REQUIREMENTS PROFESSIONAL SERVICES
	Exhibit A	HOURLY LABOR RATE
	Exhibit B	HOURLY VEHICLE EQUIPMENT RATE
	Exhibit C	DEPOSITS, FEES, AND NON-RECURRING RATES
	Exhibit D	MONTHLY SERVICE AND CONSUMPTION CHARGES

FISCAL IMPACT:

There is no fiscal impact currently associated with the proposed changes.

STAFF RECOMMENDATION:

This agenda item is for informational purposes only, no action required.

Respectfully Submitted,

Van Jew

Van Jew, Acting General Manager

VJ:js

ATTACHMENT(S):

1. Exhibit A - Redlines Articles 14 -19

EXHIBIT A

Redline Versions of Articles 14 -19

ARTICLE 14. PUBLIC FIRE PROTECTION

1401. USE OF FIRE HYDRANTS. Fire hydrants are for use by the District or by organized fire protection agencies pursuant to contract with the District. Other parties desiring to use fire hydrants for any purpose must first obtain written permission approval from the District prior to use and shall operate the hydrant in accordance with instructions issued by the District. Unauthorized use of hydrants will be prosecuted according to law.

- a. There shall be no connection made to a fire hydrant without the installation of a meter and a backflow prevention assembly approved by the District. ~~(See as specified in Article 8, Sections 807, 808, 810 and 811).~~

1402. HYDRANT STANDBY CHARGE. A charge, to be determined by contract between the District and organized fire protection agencies, will be imposed for hydrant maintenance unless special arrangements have been made. No charge will be made for water used for public fire protection within the District.

1403. MOVING OF FIRE HYDRANTS. When a fire hydrant has been installed in the location specified by proper authority, the District has fulfilled its obligation. If a property owner or other party desires a change in the size, type, or location of the hydrant, he/she shall bear all costs of such change without refund. Any change in the location of a fire hydrant must be approved by the District and the appropriate fire agency.

1404. ~~UNAUTHORIZED USE OF HYDRANTS AND OTHER FIRE PROTECTION FACILITIES.~~

- a. Unauthorized Use. The District may impose a penalty; ~~see as specified in Exhibit C, for the unauthorized use of District fire hydrants or other fire protection facilities.~~ The District shall issue a written notice of imposition of such penalty to the person or entity upon whom the penalty is being imposed. The notice shall set forth that payment of the penalty shall be due thirty (30) days from the date of the notice, and the reason for imposing the penalty. The notice advises that the person upon whom the penalty is being imposed may request review of the imposition of penalty by filing a written request for a hearing pursuant to the provisions of Article 25.
- b. Tampering
 1. The District may impose a fine upon anyone who tampers with a hydrant ~~or other fire protection facility.~~ Said penalty shall be of an amount sufficient to cover the cost of repairing the hydrant ~~or facility,~~ and any associated administrative costs. The District shall issue a written notice of imposition of such penalty, which shall be due thirty

(30) days from the date of the notice. The notice shall set forth the reason for imposing the penalty. The notice shall advise that the person or entity upon whom the penalty is being imposed may request review of the imposition of that penalty by filing a written request for a hearing pursuant to the provisions of Article 25.

2. If thirty days have passed from the date the notice of imposition of penalty was given, and the penalty has not been paid and no request for hearing has been filed pursuant to Article 25, the District may refer the matter to the District Attorney for prosecution as a misdemeanor or infraction.
3. If an Article 25 hearing has been requested and held, and either a statement of decision imposing the penalty becomes final, or the Board affirms imposition of the penalty, and no payment is made within thirty (30) days of said decision or order, the District may refer the matter to the District Attorney for prosecution as a misdemeanor or infraction.

~~1405. FIRE SERVICE. A non-compliance backflow prevention assembly fine shall be assessed for each month a backflow prevention assembly remains non-compliant. (See Exhibit C).~~

ARTICLE 15. PRIVATE FIRE PROTECTION SERVICE

1501. PAYMENT OF COST. An applicant for private fire protection service shall pay the total actual cost of installation of the service from the distribution main to the customer's premises, including the cost of an approved backflow prevention assembly. ~~Said service shall become the property of the District, up to the inlet side of the approved backflow prevention assembly.~~

1502. CAPACITY CHARGE. There shall be a capacity charge applied to all private fire services.

1503. MONTHLY RATES. The monthly rates for private fire protection service shall be as ~~shown-specified~~ in Exhibit D.

1504. DETECTOR METER CONSUMPTION. Any consumption recorded on the detector meter shall be investigated for illegal use. If illegal use is determined a fine shall be levied ~~as specified in Exhibit C, Section 2025.~~

1505. NO CONNECTION TO OTHER SYSTEM. There shall be no connection between a fire protection system and any other water distribution system on the premises, including the domestic system connection to the District. There shall be no connection between a fire protection system, and another fire protection system unless approved by the District.

1506. USE. There shall be no water used through the fire protection service except to extinguish fires and for the testing of the firefighting equipment. The amount of consumption registered on the detector meter for testing shall be based on the size of the service connection (please see table below.) One (1) unit of water per inch diameter shall be allowed on a monthly basis to meet fire protection system testing needs. If unauthorized consumption is found by the District, ~~one or more~~ fines may be imposed. Customers are required to notify or cause to be notified, the District prior to testing of any fire service facilities.

Allowable Usage for Testing Fire Services

Fire Protection Service Size	Allowable Consumption as registered on Detector Meter (ccf)
2"	2 hef
3"	3 hef
4"	4 hef
6"	6 hef
8"	8 hef
10"	10 hef

12"

12-~~hcf~~

1507. VIOLATION. If water is used from a private fire service in violation of these regulations, the District may at its option discontinue service and remove the connection.

1508. WATER PRESSURE AND SUPPLY. The District assumes no responsibility for loss or damage due to lack of water or pressure, either high or low, and merely agrees to furnish such quantities and pressures as are available in its general distribution system. If a customer must have a continuous supply of water the customer should construct an adequate storage facility and pressure pump at their own expense.

1509. RULES. The following rules shall apply to fire service connections:

- a. Valve. When a private fire protection service connection is installed, the valve governing same shall be closed and sealed, and remain so until a written order is received from the owner of the premises to have the water turned on.
- b. Detector Meter. All private fire protection services connected to the District's mains shall be equipped with an approved Double Check Detector Backflow Prevention Assembly (DCDA), located so as to be readily accessible to District personnel.
- c. Non-Compliance Fee. A fee will be charged for all backflow prevention assembly not in compliance as specified in Exhibit C, Section 2006.

1510. UNAUTHORIZED USE OF FIRE PROTECTION FACILITIES.

- a. Unauthorized Use. The District may impose a penalty for the unauthorized use of ~~District fire hydrants or other private~~ fire protection facilities. (~~See As specified in~~ Exhibit C, Section 2025). The District shall issue a written notice of imposition of such penalty to the person or entity upon whom the penalty is being imposed. The notice shall set forth that payment of the penalty shall be due thirty (30) days from the date of the notice, and the reason for imposing the penalty. The notice shall be served to the customer and shall advise that the person or entity upon whom the penalty is being imposed may request review of the imposition of the penalty by filing a written request for a hearing pursuant to the provisions of Article 25.
- b. Tampering.
 1. The District may impose a fine upon anyone who tampers with a ~~hydrant or other private~~ fire protection facility. Said penalty shall be of an amount sufficient to cover the cost of repairing the ~~hydrant or~~

facility, and any associated administrative costs. The District shall issue a written notice of imposition of such penalty, which shall be due thirty

(30) days from the date of the notice. The notice shall set forth the reason for imposing the penalty. The notice shall be served on the customer by registered or certified mail, and shall advise that the person or entity upon whom the penalty is being imposed may request review of the imposition of that penalty by filing a written request for a hearing pursuant to the provisions of Article 25.

2. If thirty (30) days have passed from the date the notice of imposition of penalty was given, and the penalty has not been paid and no request for hearing has been filed pursuant to Article 25, the District may refer the matter to the District Attorney for prosecution as a misdemeanor or infraction.
3. If an Article 25 hearing has been requested and held, and either a statement of decision imposing the penalty becomes final, or the Board affirms imposition of the penalty, and no payment is made within thirty (30) days of said decision or order, the District may refer the matter to the District Attorney for prosecution as a misdemeanor or infraction.

1511. PRIVATE FIRE PROTECTION TURN ON FEE. A fee will be charged ~~for~~to turn off ~~of~~ private fire protection systems for emergency and/or planned repairs of said system. (~~See~~As specified in Exhibit C, Section 2005).

1512. DISTRICT RESPONSIBILITY. The District's responsibility ends at the connection between the branch pipeline and the ninety degree (90°) elbow preceding the backflow device for the fire service.

ARTICLE 15A. RESIDENTIAL FIRE SPRINKLER SYSTEM

1501A. RESIDENTIAL FIRE SPRINKLER SYSTEM. The term “Residential Fire Sprinkler System” shall mean a fire sprinkler system required by California Residential Code, Title 24, Part 2.5 which is incorporated as part of the Customer Service Line.

1502A. CONNECTION REQUIREMENTS. A single Permanent Service Connection shall provide water service for both the domestic water and Residential Fire Sprinkler portions of the Customer Service Line. The customer will provide the District with the required domestic water and Residential Fire Sprinkler water demands and minimum pressures at the time of application for service. The District shall size the single Permanent Service Connection to meet the foregoing demands and pressure requested.

For purposes of this Article 15A, each initially capitalized term set forth herein shall have the following meaning:

- a. The term “Service Connection” shall mean [the District’s facilities including, pipe, fittings, meter, meter box and check valve or backflow prevention assembly and gate valve, extending from the District’s domestic water main to the outlet of the gate valve downstream of the meter, check valve or backflow prevention assembly.]
- b. The term “Permanent Service Connection” shall mean a service connection that is intended to provide continuous domestic water service.
- c. The term “Customer Service Line” shall mean a customer’s facilities including pipe, fittings and appurtenances extending from the outlet of the gate valve downstream of the District’s meter, check valve or backflow prevention assembly.

1503A. NO LIABILITY OF DISTRICT.

~~a.~~ The District assumes no responsibility for loss or damage due to lack of water or pressure, either high or low, and merely agrees to furnish such quantities and pressures as are available in its general distribution system. The [service] is subject to shutdowns and variations required by the operation of the District’s distribution system. California law provides that the District is immune from liability for personal injury or property damage which may result from the presence or absence of water for the extinguishment of a fire or for any other purpose including, but not limited to the pressure or absence of water. In a fire sprinkler system located in or about any property or structure, such immunity shall apply regardless of whether any absence of water is the result of a malfunction, in any system or from the termination of water

service due to a delinquent water bill.

b.a. All Residential Fire Sprinkler Systems are required by California Residential Code, Title 24, Part 2.5. The customer is responsible for any residential fire sprinkler system on the customer's property or premises, including, but not limited to, operations, maintenance, and standard inspection to ensure that any such system functions properly. The customer acknowledges that there is the potential for hazardous conditions which may be created by potentially having fire protection service discontinued as a result of service interruption or termination and that any such injury or damage is the responsibility of the customer and not the District. Customer acknowledges that District will provide a single Service Connection to customer's property identified in this application ("Property"). In the event District discontinues water service to the Property for any reason set forth in District's rules and regulations ("Regulations"), including, but not limited to, failure to make payment when due, District may, in accordance with the Regulations, discontinue water service to the Property. If District discontinues water service to the Property, there is no water service for the residential sprinkler system. Customer, during customer's ownership of the Property, assumes all risk of loss and damage to the Property, including the residential unit located on the Property or injury to persons arising out of the termination of such water service and hereby waives all claims in respect thereof against District, including losses arising from or in connection with the loss of residential fire sprinkler protection. In addition to the foregoing, customer, during customer's ownership of the Property, assumes all risk of loss or damage to personal and real property due to backflow from the fire sprinkler system portion of the Customer Service Line into the domestic portion of the Customer Service Line for any reason whatsoever, including without limitation, any water quality exceedances. Customer acknowledges that District shall have no obligation nor responsibility with respect to the design, construction, testing (including inspection to ensure that such system is operational), operation, maintenance, repair or replacement of the residential fire sprinkler system on customer's Property which shall be customer's responsibility and customer shall bear all risk of loss or damage thereto and/or thereby, by whatever cause inflicted which shall be customer's responsibility.

e.b. The District may discontinue water service in accordance with the District's Rules and Regulations. The District shall not be liable for any damage, which may result from said discontinuance of service.

Customer shall assume the defense of, indemnify and hold harmless District from and against all actions, causes of action, damages, demands, liabilities, costs (including, but not limited to reasonable attorneys' fees), claims, losses and expenses of every type and description (collectively, "Costs") to which it may be subjected or put, by reason of, or resulting from: (i) the design, construction, testing (including inspection to ensure that such system is operational), operation,

maintenance, repair and replacement of the residential fire sprinkler system located

on the Property; (ii) the performance of or failure to perform of the residential fire sprinkler system located on the Property during customer's ownership of the Property; (iii) backflow from the fire sprinkler system portion of the Customer Service Line into the domestic portion of the Customer Service Line for any reason whatsoever, including without limitation, any water quality exceedances during customer's ownership of the Property; and (iv) any death, injury, property damage, accident or casualty caused or claimed to be caused by the discontinuance of water service to the Property for any reason set forth in District's Regulations, including, but not limited to, failure to make payment when due, including any Costs arising from or in connection with the loss of the use of the residential fire sprinkler system on the Property during customer's ownership of the Property. District shall make all decisions with respect to its representation in any legal proceeding concerning this Section. Customer hereby waives all claims and demands against District for any such Costs.

ARTICLE 16. TEMPORARY SERVICE AND CHARGES

1601. APPLICABILITY AND DURATION OF SERVICE. Applicable to all temporary services, including highlines and hydrant connections, of a non-permanent nature for construction or other purposes. All temporary service connections shall be reviewed and approved by the District. Service shall be disconnected and terminated within six (6) months after installation. Extension of use shall require renewal of the permit and inspection of the backflow protection device. The District reserves the right to terminate a temporary service connection at any time without notice to the customer.

1602. DEPOSITS.

- a. Meter, Reduced Pressure Principle Backflow Prevention Assembly (RP) & Service Deposit. The applicant shall deposit in advance the estimated cost of installing and removing the facilities required to furnish said service exclusive of the cost of salvageable material, as determined by the District. Upon discontinuance of service the actual cost shall be determined and an adjustment made as an additional charge, refund, or credit. If service is supplied through a fire hydrant, the applicant will be charged as specified in ~~accordance with~~ Exhibit C and Exhibit D).

~~Should the meter, RP, and other facilities be damaged, stolen or lost, the deposit shall be forfeited in whole or in part. (See Article 16, Section 1604 and Exhibit C).~~

1603. INSTALLATION AND OPERATION. ~~The District shall provide all facilities for temporary service to the customer connection.~~ The customer shall install all facilities at their expense and shall operate the facility in accordance with these rules and regulations ~~the District policy and approval.~~

1604. RESPONSIBILITY AND INSTALLATION. All hydrant meters and RPs, will be secured to the hydrant by the District. The District reserves the right to allow the customer to secure the meter with their own protection devices but accessibility must be maintained for District personnel. The customer shall use all possible care to prevent damage to any loaned facilities of the District, which are involved in furnishing the temporary service. Should the meter or other facilities be damaged, lost or stolen, the cost of replacement or making the necessary repairs shall be the responsibility of the customer and shall be deducted from the Deposit as specified in Exhibit C, Section 2003. Requests to relocate a hydrant meter will be granted within two (2) business days. Relocation and backflow prevention assembly testing fees apply.

1605. SUPPLY FROM FIRE HYDRANT. An applicant for temporary use of water from a fire hydrant must secure an application from the District and pay the required deposits.

~~During periods of high system demand, the District at its sole discretion may only issue out 3-inch hydrant meters, require hydrant meters to be throttled down to 200 gallons per minute, and direct customer to either reduce or cease use for a period of time as identified by the District. The applicant shall provide himself with a hydrant wrench necessary to operate such hydrant, and pay for the water used in accordance with the meter readings, at the rates prescribed by the District.~~

1606. RATE. Rates and charges for temporary water service shall be furnished ~~at the rates prescribed by the Districts specified in Exhibit C.~~

~~ARTICLE 17. AGRICULTURAL, IRRIGATION AND GOLF COURSE WATER SERVICE~~

~~1701. AGRICULTURAL OR IRRIGATION WATER~~

- ~~a. — Shall be that water delivered from the District's pressurized pipelines into the applicant's irrigation system, and shall be used in the commercial production of agricultural crops.~~

~~It shall be the policy of the District that no agricultural water be served for irrigation purposes on parcels of land totaling five (5) acres or more, except at domestic rate.~~

- ~~b. — All irrigation water will be delivered through a meter connection with an approved backflow prevention assembly.~~
- ~~c. — The District reserves the right to terminate irrigation service in the event of a drought or natural disaster.~~
- ~~d. — If a commercial crop is not being produced for a period of six months, irrigation service is subject to termination.~~

~~1702. TERMINOLOGY.~~

- ~~a. — An irrigation head shall normally be fifty (50) miners inches unless otherwise arranged.~~
- ~~b. — Length of irrigation run shall be the number of continuous hours arranged for at time application is made.~~

~~1703. **GOLF COURSE WATER.** Shall be that water delivered from the District's concrete gravity flow pipelines or the district's pressured pipelines into the applicant's irrigation system, and shall be used solely for irrigation purposes.~~

- ~~a. — Water Rate. See Exhibit D.~~
- ~~b. — Domestic Use. Any domestic use of water delivered to a golf course shall comply with those Sections of this Resolution pertaining thereto.~~
- ~~c. — Water Quality. The irrigation water delivered for golf course use is considered non-potable and the District accepts no responsibility or liability for water deliveries.~~

ARTICLE 18. GENERAL PROVISIONS

1801. TANKS. When an abnormally large quantity of water is desired for filling a tank or for other purposes, arrangements must be made with the District prior to taking such water. Permission to take water in unusual quantities will be given only if it can be safely delivered through the District's facilities and if other consumers are not inconvenienced thereby. District Facilities must be protected by an ~~Air Gap~~ air gap and/or backflow prevention assembly.

1802. RESPONSIBILITY FOR EQUIPMENT. The customer shall at his/her own risk and expense furnish, install, and keep in good and safe condition all equipment that may be required for receiving, controlling, applying and utilizing water. The District shall not be responsible for any loss or damage caused by the improper installation of such equipment; nor the negligence, or wrongful act of the customer or of any of its permittees in installing, maintaining, operating or interfering with such equipment. The District shall not be responsible for damage to property caused by faucets, valves, and other equipment that are open when water is turned on at the meter, either originally or when turned on after temporary shutdown.

1803. BOOSTER DEVICE. The District hereby reserves the right to approve the use of any booster pump to a service on the customer's side of the meter and the use of any other method whereby the customer's share of available water through the main to which the meter is attached is increased beyond the amount of which would otherwise normally be delivered through such meter.

ARTICLE 19. COMPLAINTS AND DISPUTED BILLS

1901. GENERAL. Should the customer have a complaint with regard to water service, or dispute the correctness of a bill for water service, he/she should contact the District office prior to the bill becoming delinquent to endeavor to arrive at an understanding.

1902. COMPLAINTS. Any written, formal complaint shall be submitted to the General Manager. Should a customer be unable to have his/her complaint satisfied by the District's General Manager or Staff, he/she may either submit his/her complaint in writing with a full and detailed explanation to the District's Board of Directors for settlement, or he/she may appear in person before the Board at its regular meeting to seek a solution. In any event, action by the Board shall not be delayed more than to the time of the next regular meeting for the receipt of special reports on the complaint, unless further delay is freely and willingly agreed to by the customer. The decision of the Board shall be final.

1903. CLAIMS. All claims will need to be submitted to the Human Resources Department.