



5880 Oak Street, Anderson, CA 96007  
Phone: (530) 357-2121 Email: cccsd@clearcreekcsd.org

**Board of Directors: Scott McVay - Chair**  
**Logan Johnston, Vice Chair**  
**Directors – Pam Beaver, Beverly Fickes, Terry Lincoln**

**General Manager: Dale Mancino**

**REGULAR MEETING: January 21, 2026 at 6:00PM: District Office Board Room**

### **AGENDA**

#### **CALL TO ORDER**

#### **PLEDGE OF ALLEGIANCE**

#### **ROLL CALL**

- a. **Selection of Chair and Vice Chair**
- b. **Committee Assignments**

**OPEN TIME/PUBLIC COMMENT:** Pursuant to Gov. code §54950, persons wishing to address the Board of Directors on matters not listed on the agenda should notify the Secretary prior to the start of the meeting. To speak at this time and for any item listed on the agenda – raise your hand, and when recognized by the Chair – proceed to the podium to address the Board.

#### **CONSENT AGENDA (Action)**

The following items are expected to be routine. Any interested party may comment or request an item be removed from the consent agenda for separate discussion/action.

- 1. Minutes from Meetings: December 10, 2025**
- 2. Bills Paid: 12/15/25 – 1/15/26**
- 3. Activity P&L Report: December 2025**

#### **REGULAR AGENDA (Discussion/Action)**

- 4. Account Clerk Step Increase (Discussion/Action)**
- 5. Answering Service (Discussion/Action)**

#### **ADA Related Disabilities:**

Contact the front office and speak with a Staff Member if special consideration is needed to attend any public meeting for disability related accommodations or aide is needed. Please give 72 hours - notice prior to the meeting to allow staff to meet your requests appropriately.

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- 6. Centerville Contract Update** (Discussion)
- 7. Mid-Year Budget Update** (Discussion)
- 8. General Managers Report**
- 9. Operations Oral Report**

## **10. STANDING COMMITTEES & AD HOC COMMITTEES REPORT OUTS**

- a. **Agriculture Committee –**
- b. **Finance Committee –**
- c. **Planning/Steering Committee –**
- d. **Personnel Committee –**
- e. **Centerville Contract Ad Hoc Committee –**
- f. **Proposition 218 Advisory Committee -**

## **11. BOARD ITEMS**

## **12. ADJOURN THE MEETING**

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**Directors – Pam Beaver, Beverly Fickes, Terry Lincoln**

**General Manager: Dale Mancino**

**REGULAR MEETING: December 10, 2025 at 6:00PM: District Office Board Room**

### **MINUTES**

**CALL TO ORDER: 6:00 PM**

**PLEDGE OF ALLEGIANCE:** *Led by Director Beaver*

**ROLL CALL:** *Director McVay, Director Fickes, Director Beaver, Director Johnston, General Manager Dale Mancino, Administrative Assistant Emily King, Bookkeeper Shireen Erlei, Distribution Supervisor Morgan Rau. Director Lincoln - Absent*

### **OPEN TIME/PUBLIC COMMENT:**

*Sandy Winters announced that the next Fire Wise meeting is scheduled for the fourth Thursday in January at the Community Hall Center. She inquired about the Cross Connection letter she received and questioned whether the correct parts had been purchased. General Manager Dale Mancino explained the new state laws regarding cross-connection requirements and provided the timeline for compliance with the mandated regulations.*

*John Wallace addressed the Board regarding three major breaks that occurred at his water meter over the past year and a half, which resulted in significantly high monthly water bills. He stated that he attempted to work with the District to resolve the issue, noting that the broken component was part of the District-owned meter. During this process, the outstanding balance was placed as a lien on his property.*

*Mr. Wallace reported that he paid the bill in full immediately upon receiving notice of the lien; however, he believes he should be held liable for only half of the charges, as the failure involved District equipment. He further explained that he had been working with the District office, but due to high staff turnover, the matter was not resolved. Mr. Wallace presented the broken meter components to the Board for review.*

*Following Board discussion, the Board directed the General Manager to work with Mr. Wallace regarding a billing adjustment or possible reimbursement, as the excessive water usage was attributed to District equipment failure.*

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## CONSENT AGENDA

- 1. Minutes from Meetings:** Regular Meeting Minutes 11/19/2025
- 2. Bills Paid:** 11/11/2025 – 12/5/2025

*Item 3 was pulled and moved to the Regular Agenda.*

*Director Beaver, 2nd Director Fickes*

*Vote 4-0*

## REGULAR AGENDA

### **3. Activity P&L Report**

*Director Johnston stated that he was having difficulty discerning the Profit and Loss Report. Director Fickes questioned whether the report reflected the entire month of November, noting that PG&E did not appear on the report. In response, Bookkeeper Ms. Erlei stated that the report was for the entire month; however, she was unsure why PG&E was not showing on the report. Director McVay asked several questions and stated that he would like the Profit and Loss Report to be clearer. A motion was made to reject the Profit and Loss Report and return it to staff for clarification.*

*Director Beaver, 2nd Director Fickes*

*Vote 4-0*

### **\* Immediate Action Item – First Amendment to Water Treatment Plant Dedicated-Capacity Contract**

*General Manager Dale Mancino explained that the agenda was posted prior to the realization of the urgency for Board approval. Mr. Mancino stated that the amendment would provide Centerville and Clear Creek CSD with an additional six months to draft a new contract for Board approval.*

*A motion was made to accept the immediate action item on the agenda.*

*Director Beaver, 2nd Director Johnston*

*Vote 4-0*

*A motion was made to accept and sign the First Amendment to Water Treatment Plant Dedicated Capacity Contract*

*Director Johnston, 2nd Director Beaver*

*Vote 4-0*

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#### **4. Revision of Payable Dates**

*Bookkeeper Shireen Erlei reviewed the importance and benefits of moving the payables date, noting that it would create a more consistent schedule throughout the month, with payables being processed approximately every two weeks. In response to Director McVay's question, Ms. Erlei stated that this change would not affect the accuracy of the Profit and Loss reports.*

*Director Fickes, 2nd Director Johnston  
Vote 4-0*

#### **5. Approval of 2024 Independent Audit Engagement and Cost Proposal**

*General Manager Dale Mancino presented the 2024 Independent Audit Agreement and cost proposal. In response to a question from Director McVay, Bookkeeper Shireen Erlei stated that the auditing firm will provide a timeline for completion once the contract is signed.*

#### **6. Prop 218 Advisory Committee Interview**

*The Applicant Paula Cozzi was not present at the Board Meeting as requested for an interview resulting in the Board pulling the application.*

#### **7. Addition to Cell Phone, Technology and Communication Policy – District-Issued Cell Phones for Operations Staff**

*In response to Director Johnston, Administrative Assistant Emily King stated that cell phones will be taken home by staff and will replace the current on-call phone. Director Johnston stated that he is a strong supporter of Water Treatment and Distribution staff having company-issued phones. Director McVay expressed concern that staff may use the phones for personal purposes. Administrative Assistant Emily King explained that employees are not able to add applications to the phones, as stated in the attached policy, and that the phones include unlimited minutes, text messages, and data; therefore, occasional personal use would not impact the District. Director Beaver stated that providing company cell phones is more cost-effective than providing staff with cell phone stipends.*

*Director Beaver, 2nd Director Fickes  
Vote 4-0*

#### **8. General Managers Report**

*Distribution Supervisor Morgan Rau discussed the history of the system breaks and stated that new equipment has made preventative maintenance possible.*

*General Manager Dale Mancino reported that the Back Wash Pond Project is 99% complete; it is currently being sealed and will be tested for leaks in the coming weeks.*

*Director Fickes asked Mr. Mancino whether he and Jim Wadleigh had met with the Water Board. Mr. Mancino stated that they did meet; however, they were directed to a different department that may be able to provide further assistance. He also reported that the median household income (MHI) study is still in progress, which will assist with obtaining grants.*

*Public comment was provided by Sandy Winters, who stated that in the past the District was unable to obtain grants and loans due to the community being too poor, and she expressed a lack of confidence in attempts to lower the MHI*

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for future grants and loans with RCAC. Director Fickes explained that RCAC has assisted with loans in the past and assured the community that RCAC has new staff who have shown considerable promise; however, their performance will be monitored closely.

## **9. Operations Oral Report**

Director Fickes asked if staff knew what caused the increase in arrears accounts for the month. Administrative Assistant Emily King stated that the increase was due to the Board meeting being moved earlier in the month, which required the report to be run before recurring credit card payments were processed. General Manager Dale Mancino reviewed current work at the Water Treatment Plant and reported that Pond #3 has been repaired. Discussion followed regarding the remaining funds from the grant, and Bookkeeper Shireen Erlei explained the interest earned and the small remaining balance. Distribution Supervisor Morgan Rau outlined recent and upcoming training for the Distribution crew. Director Beaver announced that Administrative Assistant Emily King has identified a new local linen service that is saving the District money and noted that a new, more efficient and cost-effective answering service will be brought forward for consideration at a future meeting.

## **10. STANDING COMMITTEES & AD HOC COMMITTEES REPORT OUTS**

- a. **Agriculture Committee** – Not met.
- b. **Finance Committee** – Not met - will be early January 2026.
- c. **Planning/Steering Committee** – Not met.
- d. **Personnel Committee** – Not met.
- e. **Centerville Contract Ad Hoc Committee** – Met Monday December 8<sup>th</sup> and have a staff meeting the following week to work on ideas.

## **11. BOARD ITEMS**

Director McVay requested that the Prop 218 Advisory Committee be added to the agenda as Item 10)F. Director Johnston praised the Distribution Crews for their excellent work on the fire hydrant replacement on Hopekay Lane and also thanked the administrative staff for their efforts in updating the website and providing water outage notifications. Director McVay announced that the first Prop 218 Advisory Committee meeting is tentatively scheduled for January 20. Director McVay expressed interest in having the Board approve a policy establishing protocols for how meetings are conducted. Director Fickes stated that she prefers more informal meetings, as they encourage greater public involvement, and noted that the Board already complies with the Brown Act. Administrative Assistant Emily King asked Director McVay if he was recommending that the policy be added to the Directors Handbook, to which he responded that staff could potentially work with the Planning and Steering Committee to discuss the matter further.

## **12. ADJOURN THE MEETING: 7:22 PM**

### **ADA Related Disabilities:**

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11:25 AM

01/16/26

Accrual Basis

## Clear Creek Community Services District

## Transaction Detail by Account

December 15, 2025 through January 15, 2026

Type	Date	Num	Name	Memo	Amount
<b>8000 - Accounts Payable</b>					
Bill Pmt -Check	12/16/2025	34572	Wallace, John	Customer Ref...	-791.19
Bill Pmt -Check	12/17/2025	EFT	CalPERS 1800 Health Ins	12/25 Health I...	-25,242.48
Bill Pmt -Check	12/22/2025	Auto P...	Pacific Gas & Electric	5880 Oak/Ga...	-1,454.92
Bill Pmt -Check	12/22/2025	Auto P...	Pacific Gas & Electric	Wells 1 & 2	-239.17
Bill Pmt -Check	12/22/2025	34573	A Plus Safety LLC	CPR/First Aid ...	-640.00
Bill Pmt -Check	12/22/2025	34574	Ace Hardware - Acct # 2186	2186	-95.88
Bill Pmt -Check	12/22/2025	34575	Apex Automotive, Inc.	Dist: Vehicle ...	-209.22
Bill Pmt -Check	12/22/2025	34576	AT&T	Well Field Bo...	-4.43
Bill Pmt -Check	12/22/2025	34577	Beaver, Patricia A		-150.00
Bill Pmt -Check	12/22/2025	34578	Borges & Mahoney Inc.	7475	-115.87
Bill Pmt -Check	12/22/2025	34579	Cintas Corporation	22228100	-100.35
Bill Pmt -Check	12/22/2025	34580	Com-Pair Services	10117	-110.00
Bill Pmt -Check	12/22/2025	34581	Computer Logistics Corp	Jan 2026 IT S...	-685.88
Bill Pmt -Check	12/22/2025	34582	Fasteners Inc	373	-88.71
Bill Pmt -Check	12/22/2025	34583	Ferguson Waterworks	409921	-3,937.44
Bill Pmt -Check	12/22/2025	34584	Fickes, Beverly		-150.00
Bill Pmt -Check	12/22/2025	34585	J.F. Shea Construction, Inc.	Dist: Acct #14...	-185.71
Bill Pmt -Check	12/22/2025	34586	Johnston, Logan	12.10.25 Reg ...	-100.00
Bill Pmt -Check	12/22/2025	34587	McVay, Scott	12.10.25 Reg ...	-100.00
Bill Pmt -Check	12/22/2025	34588	MidAmerica	CCREEKCSO...	-225.00
Bill Pmt -Check	12/22/2025	34589	Mission Linen Supply	Uniforms/Mat ...	-84.61
Bill Pmt -Check	12/22/2025	34590	RCAC-Loan Fund (Dump ...	VOID: This is ...	0.00
Bill Pmt -Check	12/22/2025	34591	Shasta Mosquito and Vect...	SA10039	-182.07
Bill Pmt -Check	12/22/2025	34592	Napa Auto Parts	1931	-157.60
Bill Pmt -Check	12/23/2025	Auto P...	RCAC-Loan Fund (Dump ...	6332-CCCSD...	-1,696.07
Bill Pmt -Check	12/24/2025	Auto P...	Wells Fargo Vendor Finan...	Customer #10...	-258.40
Bill Pmt -Check	12/25/2025	Auto P...	Verizon	242343122-0...	-38.86
Bill Pmt -Check	12/29/2025	34593	State Water Resources Co...	Water Treatm...	-90.00
Bill Pmt -Check	01/01/2026	Auto P...	UNUM Life Insurance of Co.	Acct #014206...	-1,347.77
Bill Pmt -Check	01/01/2026	Auto P...	Humana - Dental Ins	412851-001	-1,054.57
Bill Pmt -Check	01/02/2026	Auto P...	Waste Management	3-99477-15008	-410.61
Bill Pmt -Check	01/02/2026	34594	Ability Answering & Paging...	05-1-8495	-497.73
Bill Pmt -Check	01/02/2026	34595	AT&T	WTP 530-246...	-607.09
Bill Pmt -Check	01/02/2026	34596	Badger Meter, Inc.	41827	-134.88
Bill Pmt -Check	01/02/2026	34597	Cintas Corporation	22228100	-1,663.89
Bill Pmt -Check	01/02/2026	34598	Gasket Specialties-SFX	WTP: Gasket...	-608.86
Bill Pmt -Check	01/02/2026	34599	Harvest Printing Company	Customer Billi...	-3,635.91
Bill Pmt -Check	01/02/2026	34600	HydroCorp LLC	Dist: Dec 202...	-490.27
Bill Pmt -Check	01/02/2026	34601	Leo S Jones Propane Svc	Tank Rental 5...	-424.39
Bill Pmt -Check	01/02/2026	34602	Mission Linen Supply		-157.51
Bill Pmt -Check	01/02/2026	34603	NTU Technologies, Inc.	WTP 926, 2 T...	-10,396.00
Bill Pmt -Check	01/02/2026	34604	Pace Analytical Services L...	28-100128	-564.00
Bill Pmt -Check	01/02/2026	34605	Pace Engineering		-102,264.47
Bill Pmt -Check	01/02/2026	34606	RCAC -Loan Fund BWP G...	1140-CCCSD...	-12,352.17
Bill Pmt -Check	01/02/2026	34607	Rogers Machinery Compa...	C#117980	-171.04
Bill Pmt -Check	01/02/2026	34608	Southwest Valve & Equip...	WTP: Butterfl...	-2,967.46
Bill Pmt -Check	01/06/2026	34609	Applewhite, Fred	Customer Ref...	-462.98
Bill Pmt -Check	01/12/2026	ACH	ACWA/JPIA - Insurance	C020	-6,228.55
Bill Pmt -Check	01/13/2026	ACH	US Bank Equipment Finan...	1453267 Final...	-671.32
Total 8000 - Accounts Payable					-184,245.33
<b>TOTAL</b>					<b>-184,245.33</b>

## Clear Creek Community Services District

## Profit &amp; Loss

December 2025

	Dec 25
Ordinary Income/Expense	
Income	
11000 · Revenue - Customer Accts	
11005 · Base Rate Charge	148,092.05
11010 · Domestic Water Sales	18,556.16
11020 · Agricultural Water Sales	3,930.90
11060 · Billing Pmt Late Fee	283.21
Total 11000 · Revenue - Customer Accts	170,862.32
12000 · Revenue - Water Service	
12010 · Turn On Fees	425.00
12015 · Centerville Admin O&M	4,971.29
12035 · Backflow Maint Charge	827.54
12100 · Misc. Revenue	400.00
Total 12000 · Revenue - Water Service	6,623.83
13000 · Designated Revenue -Non Op	
13005 · Filter Plant Repayment Charge	19,833.85
13010 · Recycle Backwash Water Charge	1,009.66
13015 · State Loan Repayment Charge	2,618.00
13025 · WIIN Act Repayment Charge	4,921.84
Total 13000 · Designated Revenue -Non Op	28,383.35
Total Income	205,869.50
Gross Profit	205,869.50
Expense	
30000 · Water Treatment Plant	
30100 · Utilities	
30115 · WTP - AT&T 2316	607.09
30125 · Internet	55.00
Total 30100 · Utilities	662.09
30150 · Safety Equipment & Training	
30165 · Safety Training	160.00
Total 30150 · Safety Equipment & Training	160.00
30170 · Supplies	29.49
30200 · WTP Repair & Maintenance O&M	1,325.55
30405 · Chemicals WTP	10,396.00
Total 30000 · Water Treatment Plant	12,573.13
40000 · Distribution	
40300 · Safety Equipment & Training	
40315 · Safety Training	400.00
Total 40300 · Safety Equipment & Training	400.00
40400 · Repair & Maintenance (O&M)	
40429 · Tools	2,019.64
40430 · Inventory	95.88
40440 · Water Quality Analysis - Dist	564.00
40450 · Repair & Maintenance(O&M)-Other	5,503.32
Total 40400 · Repair & Maintenance (O&M)	8,182.84



## Clear Creek Community Services District

## Profit &amp; Loss

December 2025

	Dec 25
40500 · Vehicle Maintenance & Expense	
40505 · Fuel Expense	1,235.47
40515 · Ford F350 2016 - Unit 3	157.60
40520 · Chevy PU 2017 - Unit 5	209.22
40535 · Chevy PU 2015 - Unit 10	250.26
Total 40500 · Vehicle Maintenance & Expense	1,852.55
Total 40000 · Distribution	10,435.39
41000 · Wells & Booster Station	
41100 · Utilities	
41105 · Wells 1 & 2 - PGE 2671	239.17
41110 · Well #3 - PGE 2838	516.98
41115 · So. Booster - AT&T 2121	4.43
41120 · So. Booster - Internet	55.00
Total 41100 · Utilities	815.58
Total 41000 · Wells & Booster Station	815.58
50000 · Administration/ General	
50100 · Utilities	
50105 · Oak St.- PGE 2838	937.94
50120 · Verizon - On-call Cell Phone	38.86
50125 · Propane	424.39
50130 · Answering Service	995.46
Total 50100 · Utilities	2,396.65
50200 · Office Supplies	693.49
50320 · Meal & Reimbursements	229.17
50500 · Special & Professional Services	
50510 · Director Fees	600.00
50515 · Server & Computer Maintenance	
50517 · Software Subscriptions	173.73
50515 · Server & Computer Maintenance - Other	1,371.76
Total 50515 · Server & Computer Maintenance	1,545.49
50520 · Legal	4,564.92
50525 · Engineering	243.00
50530 · Equipment, Maintenance & Lease	742.52
50535 · Building & Ground Maint.-Office	
50536 · Waste Management	410.61
50535 · Building & Ground Maint.-Office - Other	425.02
Total 50535 · Building & Ground Maint.-Office	835.63
50500 · Special & Professional Services - Other	825.00
Total 50500 · Special & Professional Services	9,356.56
Total 50000 · Administration/ General	
50700 · Regulatory	
50900 · Testing & License Fees	291.00
Total 50700 · Regulatory	291.00
51400 · Employee Benefits	
51405 · Vision, Dental,	1,054.57
51415 · UNUM-Disability, Life, Accident	1,347.77
51435 · CalPERS Health Insurance Exp	49,948.67
51440 · CalPERS Retirement Contribution	17,027.92
51455 · Uniform & Service	2,330.93
Total 51400 · Employee Benefits	71,709.86

11:22 AM

01/16/26

Accrual Basis

# Clear Creek Community Services District

## Profit & Loss

### December 2025

	Dec 25
51600 · Retiree Benefits	
51605 · Retiree Health Benefit - Direct	225.00
51610 · CalPERS Health Ins- Retiree	0.00
Total 51600 · Retiree Benefits	225.00
51800 · General Tax Expense	182.07
52000 · Interest Expense	
52005 · RCAC Loan Interest (dump truck)	141.91
Total 52000 · Interest Expense	141.91
53000 · Customer Accounts & Billing	
53015 · Supplies	
53020 · Postage	1,468.43
53025 · Billing Supplies & Materials	1,887.56
Total 53015 · Supplies	3,355.99
53016 · Meter Reading/ License	134.88
53030 · Chargebacks, NSF, Acct Refunds	791.19
Total 53000 · Customer Accounts & Billing	4,282.06
Total 50000 · Administration/ General	89,507.77
50319 · Training & Professional Develop	80.00
60000 · Payroll Expense -Salary & Wages	
60100 · Payroll Exp - General Manager	5,192.31
60200 · Payroll Exp - Distribution	14,421.44
60300 · Payroll Exp - Water Treatment	12,691.20
60500 · Payroll Exp - Administration	7,459.16
Total 60000 · Payroll Expense -Salary & Wages	39,764.11
66900 · Reconciliation Discrepancies	-975.28
80000 · Grants	
80010 · Backwash Pond Grant D2202015	
80011 · Engineering	55,492.47
80012 · Materials and Equipment	559,068.83
80013 · RCAC Loan Interest - BWPGGrant	13,968.28
Total 80010 · Backwash Pond Grant D2202015	628,529.58
Total 80000 · Grants	628,529.58
Total Expense	780,730.28
Net Ordinary Income	-574,860.78
Net Income	<b>-574,860.78</b>



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## MEMO

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** General Manager – Dale Mancino  
**Re: 4 – Account Clerk Step Increase** (Discussion/Action)

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### Discussion/Action

#### Background:

Clear Creek Community Services District's Accounting Clerk, Mark Gray, was hired at Step Two, earning \$22.28 per hour. Mark brought extensive qualifications to the district, including:

- Ten years as a Clerk/Porter, also handling customer service
- Four years as Housing Specialist – Management / Policy Creation / Social Services
- Five years as Project Assistant/Project Manager – Management / Construction Docs & Site Review
- Four years as General Manager – HR / Daily Procedures / Customer Service
- Nine years as an Estimator/Draftsman – Construction Docs

Shortly after his hire, three members of the administrative team resigned, creating a vacuum of prior daily procedures and available training. Mark immediately stepped up, working very closely with the Administrative Assistant to create systems for daily operations. In addition to his daily duties, Mark has also been cleaning up the district's customer database and creating detailed procedures for future staff to utilize.

Mark has never missed a day of work and has consistently been available for emergency notifications. His work ethic, initiative, and collaborative spirit have made him a vital contributor to district operations.

#### Discussion:

The General Manager is recommending a salary increase for Mark Gray prior to his one-year anniversary. This proposed step increase better reflects both his extensive professional background and the expanded scope of responsibilities he has assumed due to staffing transitions and operational needs.

**Financial Impact:**

A Step Four adjustment increases the hourly rate from \$22.28 to \$24.10, an increase of \$1.82 per hour, or approximately 8.2%.

Annual Impact (2,080 hours):

$$\$1.82 \times 2,080 = \$3,785.60$$

With Benefits/Payroll Load (estimated at 35%):

$$\$3,785.60 \times 1.35 = \$5,110.56$$

This cost is incorporated into the adopted FY 2025–26 budget and aligns with the district’s priorities for staff retention, continuity of operations, and equitable compensation.

**Recommendation:**

Recommend approval of the proposed hourly wage adjustment for Mark Gray, increasing the rate from \$22.28 to \$24.10, effective January 21st, 2026.



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## MEMO

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** General Manager – Dale Mancino

**Re: 5 – Selection of New Answering Service** (Discussion/Action)

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### Discussion:

Staff requests direction from the Board to enter into a contract with a new answering service to provide after-hours call coverage and related services.

### Background:

The District has solicited quotes from three providers:

1. **Southwest Answering Service** – Offers a flexible, usage-based rate.
2. **Service Forge** – Offers packages of 200, 250, or 300 minutes per month.
3. **Cascade Answering Service** – Local provider offering comparable services.

All three companies provide similar services, and staff believes that contracting with a new provider will offer improved reliability compared to the District's current service.

### Attachments:

- Quotes from Southwest Answering Service, Service Forge, and Cascade Answering Service

### Recommendation:

Staff requests that the Board provide direction to enter into a contract with the selected answering service to replace the current provider.

# Proposal for Answering Service



Starter Plan Option

December 8, 2025

## 24/7 LIVE AGENT ANSWERING SERVICE PLANS

### Recurring Fees

Account Base Membership Rate per Billing Cycle: \$39.00

Includes one local line, secure messaging license, on-going account management support and 24/7 call coverage.

### Per Minute Fee

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Flex Plan Rate: \$1.39/minute                 | <input type="checkbox"/> 200 Minute Plan Rate: \$1.25/minute (\$250) |
| <input type="checkbox"/> 100 Minute Plan Rate: \$1.29/minute (\$129)              | <input type="checkbox"/> 400 Minute Plan Rate: \$1.17/minute (\$468) |
| <input type="checkbox"/> Custom Plan: 300 Minute Plan Rate: \$1.22/minute (\$360) |  |

### Optional Services

- |   |  |
|---|--|
| <input type="checkbox"/> Additional Toll Free Number \$10/cycle           | <input type="checkbox"/> Warm Transfer/Call Patching (\$.35/min) |
| <input type="checkbox"/> Additional Local Number \$6.95/cycle             | <input type="checkbox"/> Language Translator Services \$1.05/min |
| <input type="checkbox"/> Additional Voicemail \$10/cycle                  | <input type="checkbox"/> Custom Reporting \$85/hour              |
| <input type="checkbox"/> Additional Secure Messaging License \$7.95/cycle | <input checked="" type="checkbox"/> 3 <sup>rd</sup> month free   |

### Estimated Startup Costs

Account Set up:	\$waived (\$99)
Base Membership Rate:	\$0.00
Answering Service Plan Rate:	\$129.00
Optional Services Total:	\$0.00
<b>Total:</b>	<b>\$129.00</b>

Sales Director: Nay Houtz - 406-247-9990

## Our Answering Service Advantage Simple pricing. No Contracts. No hidden fees.

After over 30 years in business, we are unique in that we offer our clients a well-seasoned, single-source blend of best-in-class live-person answering service expertise at truly competitive rates. We've grown tremendously over the years because our clients grow with us. When we partner with a client, we look at it as a long-term partnership. Your customers are your greatest asset and we work to treat every contact with those customers the way you treat them yourself.

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> 24/7/365 Coverage             | <input checked="" type="checkbox"/> Local Phone Numbers       | <input checked="" type="checkbox"/> Voice Mail                |
| <input checked="" type="checkbox"/> 100% US-based Agents          | <input checked="" type="checkbox"/> Realtime Message Delivery | <input checked="" type="checkbox"/> Live Operator Relay       |
| <input checked="" type="checkbox"/> Professionally Answered Calls | <input checked="" type="checkbox"/> Email                     | <input checked="" type="checkbox"/> Holiday Coverage Included |
| <input checked="" type="checkbox"/> Customized Call Scripting     | <input checked="" type="checkbox"/> Secure Text Messaging     | <input checked="" type="checkbox"/> No Overages               |
| <input checked="" type="checkbox"/> HIPAA Compliant Messaging     | <input checked="" type="checkbox"/> Fax                       |   |

### Our people, technology, size, location, and expertise set us apart.

We are well-positioned to assist because of our experience with clients who have similar needs regarding 24/7 phone coverage. We provide articulate Agents that answer the phones quickly and treat your customers the way you would treat them.

### Ready to get started?

Simply call or email and we will get the account set up process started.



# WIN MORE JOBS



Human service built for every  
trade. Stay open 24 hours, book  
jobs, and get paid.

# BUILT FOR PEOPLE WHO SHOW UP

HERE'S TO THE ONES WHO ANSWER  
WHEN OTHERS WON'T.

At 2AM when the basement's flooding.  
On Sunday when the furnace dies.  
When everyone else says "call back  
Monday", you're the one who shows up.

ServiceForge is built for people like  
you. Real people who understand that  
service matters.

**HVAC**



**RESTORATION**



**ROOFING**



**PLUMBING**



**ELECTRICAL**



**HOME SERVICES**





# ALL IN ONE TRADE BUSINESS SOLUTION



## PEOPLE, NOT BOTS

Live U.S agents. No offshore call centers, no voicemail, no bots.



## 24/7 LIVE ANSWERING

Answer 24/7 and book the jobs your competitors can't.



## LIVE WEB CHAT

Website and Facebook chat integration, convert visitors to booked jobs.



## SCHEDULING

Agents check your calendar, book the job, and send confirmations.



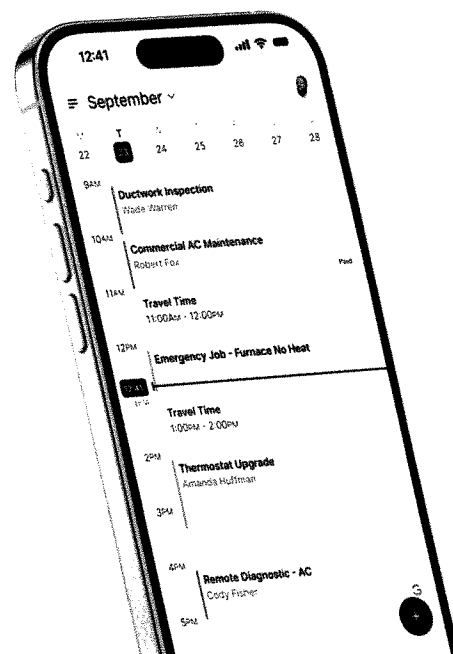
## MOBILE APP

Get notifications, message your team and listen to call recordings.



## INTEGRATIONS

Work with the tools you already use.





### CALL RECORDING

Listen to how we're answering your calls. Make adjustments anytime.



### VERIFIED CONTACTS

Recognize repeat callers and contacts. Build relationships, not transactions.



### LEAD QUALIFICATION

Focus on the jobs that matter, not the spam.



### SPANISH ANSWERING

Never lose a job because of language barriers.



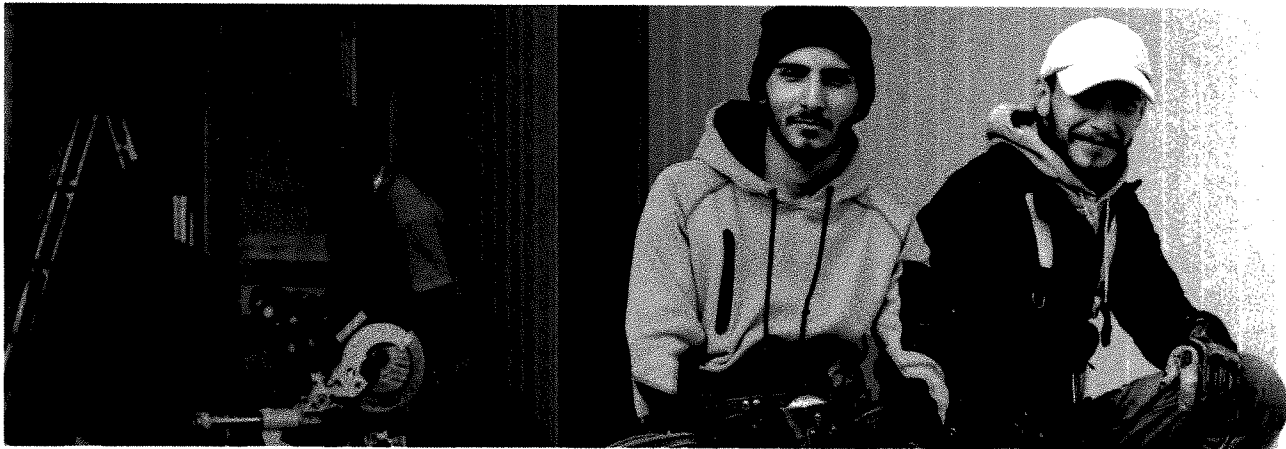
### BUSINESS PHONE

Answer like a pro with branded business phone numbers.



### PAYMENTS

Get paid faster with Tap to Pay.



# HOW YOU WIN

## 1 BE OPEN WHEN CUSTOMERS SEARCH

While competitors show "closed", you're available 24/7. Google rewards businesses that answer when customers need them.

## 2 ANSWER WHEN THEY CALL

Real people answer, build trust from the first hello and book the job.

## 3 WATCH YOUR LOCAL RANKINGS CLIMB

Being available 24/7 isn't just about emergency calls, it's about dominating your local market.

I HIGHLY RECOMMEND

"ServiceForge is a great option if you want to focus on your business and let them take over all your reception and dispatch needs. Very professional and easy to deal with. I highly recommend!"

Urban Heating & Cooling, HVAC Business

# PLANS & PRICES

One emergency call can pay for months of service.

200 MINUTES

\$349 /mo

\$75 setup fee

Choose

300 MINUTES

BEST VALUE

\$389 /mo

no setup fee

Choose
















250 MINUTES

\$379 /mo

\$99 setup fee

Choose

## ALL PLANS INCLUDE:

-  24/7 Live Answering
-  Emergency Dispatch
-  Appointment scheduling
-  Lead Qualification
-  Online Booking Page
-  Spanish Answering
-  Live Chat
-  Call Reacording
-  Mobile App
-  Verified Contacts
-  SMS, App and Email Notifications
-  Business Phone
-  CRM integration
-  Payments
-  Custom Scripts

ⓘ Fully 24/7. After hours, holidays included. There is no charge for the first 30 interactions under 30 seconds per billing cycle. All interactions are rounded up to the nearest minute and billed in 1 minute increments.

# PLANS & PRICES

## LARGER PLANS

<div>500 MINUTES</div> <div>\$669 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>800 MINUTES</div> <div>\$1069 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>1000 MINUTES</div> <div>\$1339 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>1200 MINUTES</div> <div>\$1599 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>
<div>1500 MINUTES</div> <div>\$1999 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>2000 MINUTES</div> <div>\$2599 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>5000 MINUTES</div> <div>\$6499 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>	<div>10000 MINUTES</div> <div>\$12999 /mo</div> <div>no setup fee</div> <div>Choose</div> <div>Ⓢ \$1.85 per additional minute or chat</div>

### QUESTIONS?

Email us at [grow@serviceforge.com](mailto:grow@serviceforge.com) or call (800) 485-5882.

# READY TO WIN MORE JOBS?

We can get you started in minutes. Talk  
to a real person, 24/7.

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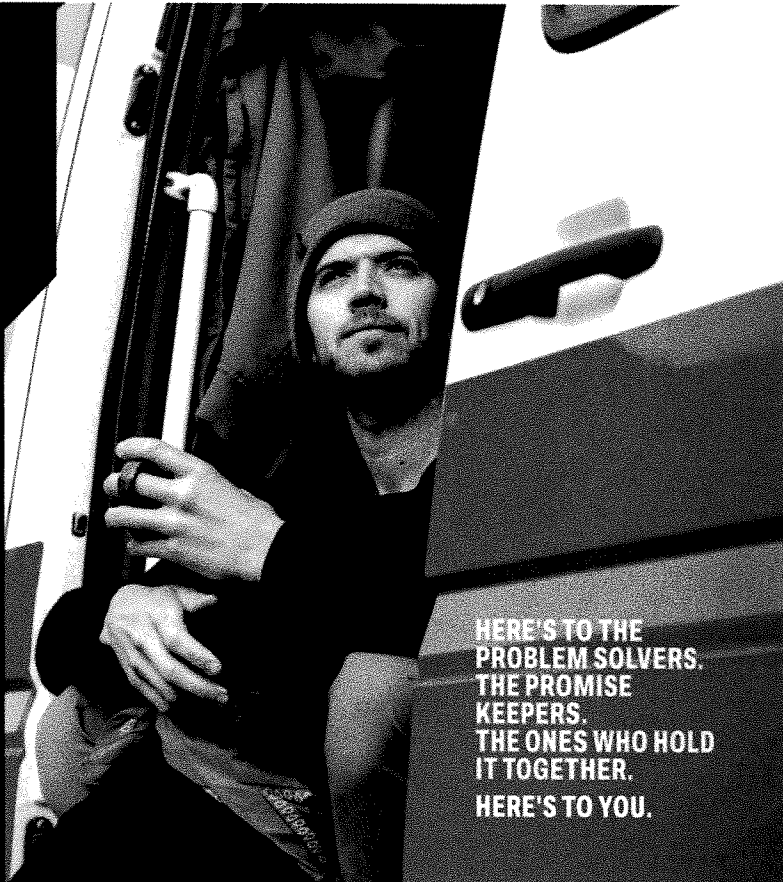
1-800-485-5882

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GROW@SERVICEFORGE.COM

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[Book a demo](#)



HERE'S TO THE  
PROBLEM SOLVERS.  
THE PROMISE  
KEEPERS.  
THE ONES WHO HOLD  
IT TOGETHER.  
HERE'S TO YOU.

Hi, Clear Creek CSD. We are extending you a free trial offer: \$0 to start, with your first 100 minutes free! (max 7 days, whichever comes first).

**Here is a recap of the information we previously sent you:**

Cascade Answering Solutions is a family-run business dedicated to premium customer service. If you're looking for an experienced team to handle your incoming calls, we can provide the solutions that suit you best. We offer our services to companies and organizations of all sizes and industries. Let us be responsible for taking care of your customer service needs so you can focus on growing your business!

**Some of our features include:**

- Message Taking - deliverable via text, email, or fax
- Switchboard Operators (transferring to specific people or departments)
- On-Call Paging (contacting on-call staff members)
- Appointment Scheduling (using your cloud-based scheduler)
- Order Processing
- Reservation Making
- Helpdesk (entering service tickets)
- 24/7 Lead Capture - never miss a call or opportunity

**Straightforward pricing & easy activation:**

Our rates are \$0.99 per minute for each call, with a monthly minimum of 100 minutes billed. We do not charge any other fees or sales tax, and our services are on a month-by-month basis - you can cancel at any time.

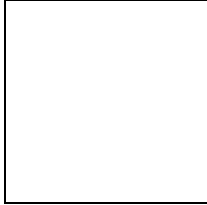
**To set up an account**

To set up an account with us - we would NORMALLY require the first 100 minutes to be paid for up-front, billable on the day you officially start services. However, we are giving you the first 50 minutes free during the first 7 days, with \$0 to start (no credit card required to start).

If you are interested in setting up an account, please click on the link below to fill out our Client Onboarding Questionnaire so we can get an understanding of your specific needs. Once the questionnaire is complete we will reach out to discuss the next steps. From start

to finish, we can get your account up and running in as little as a few hours, provided we receive the necessary information from you.

- Matthew Taylor



**Cascade Answering Solutions**

(888) 996-0427

[www.CascadeAnswering.com](http://www.CascadeAnswering.com)





5880 Oak Street, Anderson, CA 96007  
Phone: (530) 357-2121 [cccsd@clearcreekcsd.org](mailto:cccsd@clearcreekcsd.org)

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## MEMO

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** General Manager – Dale Mancino  
**Re: 6 – Centerville Contract Update** (Discussion)

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### Discussion Only:

The General Manager will provide the Board with an update on the status of drafting a new contract with Centerville Community Services District.

### Background:

The District is in the process of preparing a new contract with Centerville Water District. This discussion will provide an overview of progress, and any challenges encountered and anticipated next steps. No action or approval is requested at this time; the item is for informational purposes only.

### Next Steps:

The General Manager will continue working on the draft contract with the Centerville Community Services District General Manager and the Centerville Contract Ad Hoc Committee.



**Clear Creek CSD and Centerville CSD  
Ad-Hoc Committees for the Dedicated Capacity contract.**

January 12, 2026 – 5 pm  
Location: Clear Creek CSD

**Purpose:** for board members of each CSD to discuss and exchange information between agencies and then report back to each respective Board.

**Meeting Notes**

**Introduction** – Started at 5:05 pm

In attendance:	Centerville:	Directors Woodstrom & Oliver GM Muehlbacher
	Clear Creek:	Directors Fickes & McVay GM Mancino
	Attorney:	Collin Bogener

**1. Revised Dedicated Contract – overview of the contract and process**

The Ad Hoc Committee met with attorney Collin Bogener to provide a general overview of the new agreement. It is a goal to have a proposed new contract for each Board to review by June 2026.

**2. Update for Revised Administrative Expense**

Staff provided an update for defining the Administrative Expense. It is a goal for staff to present initial recommendations to the Ad Hoc Committee at the February 9<sup>th</sup> meeting.

**3. WTP Land Lease Update**

Staff reported that initial contact has been made with Reclamation, which in turn has requested that Clear Creek send a formal letter stating the intent to extend the lease and to confirm the desired extension date.

The potential of a 30-year plus 20-year auto-renewal was discussed. Additionally, the potential of having a 2-year review and a 5-year review by the permanent Joint Committee was also discussed.



#### 4. Discuss Draft Agreement Content

The following sections are being considered for inclusion in the new contract:

- a. **Muletown Conduit O&M Contractor** – this section would identify Clear Creek CSD as the conduit contractor for the benefit of transparency.
- b. **Dispute Resolution**
- c. **Operational Costs** – this component includes “on-going direct costs for water treatment, transmission and conduit, maintenance and repair of the Plant and the Muletown Conduit facilities to CENTERVILLE’S main turnout point, equal to CENTERVILLE’S percentage use of the total quantity of water treated by the Plant.”
- d. **Annual True-Up Adjustment** – need to include this to formalize the process including the timing expectation, as well as the implications for not completing them in an agreed upon period. Annual audits need to also be identified. A potential 2, or 3-year trigger was discussed.
- e. **Annual Budgeting Process** – it is desired that Centerville be included in the planning process for large purchases such as extraordinary expenses, or the purchase of new equipment (e.g. service truck, generator, etc.) since this expense will eventually be accounted for in the Annual True-Up Adjustment. This needs to account for any resale/salvage value.
- f. **Term of Contract and Renewal** – considering a potential 30-year contract with an automatic 20-year extension.
- g. **Long-Term Planning & Reserve Needs** – need to consider requirements for long-term capital and maintenance planning to “smooth” expense and tie them to water rates. Need to develop an asset-management approach for all assets (including vehicles) to establish an asset inventory. Having a notice provision was discussed.
- h. **Drought Conditions** – need to consider cost sharing during times of water restriction and Clear Creek is using wells.



- i. **Metering** – Centerville needs to identify all the master meter locations (MT Turn-Out as well as three located in the Muletown Zone). Clear Creek needs to identify their meter locations prior to entering their main distribution system (WTP meters, Needs/Horse Camp, Vet Cemetery, 2 flow meters at the North Pump Station, etc). Also, both agencies need to share the annual testing data with each other automatically.
- j. **Reclamation Land Lease** – need to identify this in the new contract.
  - i. Need to notify Reclamation of the requested extension date.
  - ii. Need to inquire with Reclamation to confirm if they are able to provide notices to Centerville.
- k. **Permanent Joint Committee** – establish a joint committee once the Ad Hoc Committee is terminated.

5. **Open Discussion**

- Need to include meeting notes with the Ad Hoc Committee packet

6. **Next Meeting** – Monday, February 9<sup>th</sup> @ 5:00pm – Centerville



5880 Oak Street, Anderson, CA 96007  
Phone: (530) 357-2121 [cccsd@clearcreekcsd.org](mailto:cccsd@clearcreekcsd.org)

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## **MEMO**

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** General Manager – Dale Mancino  
**Re: 7 – Mid Year Budget Review** (Discussion)

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## **PURPOSE**

The purpose of this agenda item is to provide the Board of Director's and the community with a mid-year update on Clear Creek CSD's budget performance, highlight material variances from the approved budget, and discuss any recommended adjustments for the remainder of the fiscal year.

## **BACKGROUND**

The Board approved the FY 25/26 operating budget on 06/18/2025. At the midpoint of the fiscal year, the General Manager, Dale Mancino has reviewed actual financial performance through December 2025 and updated projections for the remainder of the year based on current trends and known risks.

## **DISCUSSION**

Overall, revenue performance is generally tracking in line with expectations, with some variability across revenue sources. Certain areas are performing stronger than anticipated, while others reflect timing differences or softer-than-expected activity. Dale Mancino, General Manager, continues to monitor these trends and assess their potential impact on full-year results.

On the expense side, spending patterns reflect a mix of expected seasonal timing and emerging cost pressures. Staff-related costs, vendor pricing, and program-related expenses remain areas of focus.

## **ATTACHMENTS**

- FY 2025–2026 Budget Summary

10:36 AM

01/09/26

Accrual Basis

## Clear Creek Community Services District

## Profit &amp; Loss Budget vs. Actual

July through December 2025

	Jul - Dec 25	Budget	\$ Over Budget	% of Budget
<b>Ordinary Income/Expense</b>				
<b>Income</b>				
11000 · Revenue - Customer Accts				
11005 · Base Rate Charge	896,939.01	900,000.00	-3,060.99	99.7%
11010 · Domestic Water Sales				
11011 · Metered Hydrant Usage	-1.09	0.00	-1.09	100.0%
11010 · Domestic Water Sales - Other	257,149.70	235,000.02	22,149.68	109.4%
Total 11010 · Domestic Water Sales	257,148.61	235,000.02	22,148.59	109.4%
11020 · Agricultural Water Sales	92,173.01	64,999.98	27,173.03	141.8%
11060 · Billing Pmt Late Fee	-2,564.82	0.00	-2,564.82	100.0%
Total 11000 · Revenue - Customer Accts	1,243,695.81	1,200,000.00	43,695.81	103.6%
12000 · Revenue - Water Service				
12010 · Turn On Fees	2,870.00	2,749.98	120.02	104.4%
12011 · Customer Deposit	-140.00	0.00	-140.00	100.0%
12015 · Centerville Admin O&M	86,014.76	100,000.02	-13,985.26	86.0%
12025 · Interest / Investment Income	4,729.89	625.02	4,104.87	756.8%
12035 · Backflow Maint Charge	4,317.33	3,750.00	567.33	115.1%
12100 · Misc. Revenue	7,215.83	0.00	7,215.83	100.0%
Total 12000 · Revenue - Water Service	105,007.81	107,125.02	-2,117.21	98.0%
13000 · Designated Revenue -Non Op				
13005 · Filter Plant Repayment Charge	116,995.19	115,000.02	1,995.17	101.7%
13010 · Recycle Backwash Water Charge	6,134.34	6,000.00	134.34	102.2%
13015 · State Loan Repayment Charge	15,910.00	15,000.00	910.00	106.1%
13025 · WIIN Act Repayment Charge	29,910.81	28,999.98	910.83	103.1%
13000 · Designated Revenue -Non Op - Other	1.96			
Total 13000 · Designated Revenue -Non Op	168,952.30	165,000.00	3,952.30	102.4%
14000 · Reserves				
14010 · WIIN Act Reserves to Operating	0.00	27,499.98	-27,499.98	0.0%
14015 · State Loan Reserve to Operating	0.00	30,000.00	-30,000.00	0.0%
Total 14000 · Reserves	0.00	57,499.98	-57,499.98	0.0%
15000 · Revenue - Taxes				
15005 · Taxes-General Property	40,320.97	225,000.00	-184,679.03	17.9%
Total 15000 · Revenue - Taxes	40,320.97	225,000.00	-184,679.03	17.9%
17000 · Other Revenue Accounts				
17001 · Carr Fire Insurance Loss Pay	-160,397.37			
17000 · Other Revenue Accounts - Other	253.20	0.00	253.20	100.0%
Total 17000 · Other Revenue Accounts	-160,144.17	0.00	-160,144.17	100.0%
Total Income	1,397,832.72	1,754,625.00	-356,792.28	79.7%
Gross Profit	1,397,832.72	1,754,625.00	-356,792.28	79.7%
<b>Expense</b>				
29000 · Supply Cost				
29005 · Water Purchase				
29010 · USBR Water Purchased	85,619.64	68,500.02	17,119.62	125.0%
Total 29005 · Water Purchase	85,619.64	68,500.02	17,119.62	125.0%
Total 29000 · Supply Cost	85,619.64	68,500.02	17,119.62	125.0%
30000 · Water Treatment Plant				
30100 · Utilities				
30105 · WTP - PGE 8185	17,117.54	0.00	17,117.54	100.0%
30110 · Pond - PGE 3611	2,571.97	0.00	2,571.97	100.0%
30115 · WTP - AT&T 2316	2,910.93	0.00	2,910.93	100.0%
30125 · Internet	330.00	0.00	330.00	100.0%
30130 · Backwash Sludge Disposal - Pond	984.38			
30100 · Utilities - Other	0.00	32,500.02	-32,500.02	0.0%
Total 30100 · Utilities	23,914.82	32,500.02	-8,585.20	73.6%
30135 · Office Supplies WTP	0.00	250.02	-250.02	0.0%
30140 · WTP Computer & Software	0.00	2,500.02	-2,500.02	0.0%
30145 · Shipping/Postage WTP	54.82	1,000.02	-945.20	5.5%

10:36 AM

01/09/26

Accrual Basis

# Clear Creek Community Services District Profit & Loss Budget vs. Actual

July through December 2025

	Jul - Dec 25	Budget	\$ Over Budget	% of Budget
<b>30150 · Safety Equipment &amp; Training</b>				
30155 · Safety Equipment - General	320.58	0.00	320.58	100.0%
30160 · Personal Safety Equipment	374.46	0.00	374.46	100.0%
30165 · Safety Training	160.00	0.00	160.00	100.0%
30150 · Safety Equipment & Training - Other	0.00	3,499.98	-3,499.98	0.0%
<b>Total 30150 · Safety Equipment &amp; Training</b>	<b>855.04</b>	<b>3,499.98</b>	<b>-2,644.94</b>	<b>24.4%</b>
<b>30170 · Supplies</b>	<b>291.36</b>	<b>0.00</b>	<b>291.36</b>	<b>100.0%</b>
<b>30200 · WTP Repair &amp; Maintenance O&amp;M</b>	<b>11,878.43</b>	<b>47,500.02</b>	<b>-35,621.59</b>	<b>25.0%</b>
<b>30400 · Water Quality Analysis</b>	<b>2,715.15</b>	<b>4,999.98</b>	<b>-2,284.83</b>	<b>54.3%</b>
<b>30405 · Chemicals WTP</b>	<b>44,767.32</b>	<b>32,500.02</b>	<b>12,267.30</b>	<b>137.7%</b>
<b>30500 · Vehicle Maintenance &amp; Expense</b>				
30505 · Fuel Expense	1,307.56	0.00	1,307.56	100.0%
30525 · GM Truck Chev Colorado - Unit 9	1,272.86	0.00	1,272.86	100.0%
30500 · Vehicle Maintenance & Expense - Other	560.23	3,250.02	-2,689.79	17.2%
<b>Total 30500 · Vehicle Maintenance &amp; Expense</b>	<b>3,140.65</b>	<b>3,250.02</b>	<b>-109.37</b>	<b>96.6%</b>
<b>30600 · Capital Improvements</b>	<b>0.00</b>	<b>27,499.98</b>	<b>-27,499.98</b>	<b>0.0%</b>
<b>Total 30000 · Water Treatment Plant</b>	<b>87,617.59</b>	<b>155,500.08</b>	<b>-67,882.49</b>	<b>56.3%</b>
<b>30700 · Transmission &amp; Conduit</b>				
30705 · Conduit Repair and Maint O&M	0.00	1,999.98	-1,999.98	0.0%
<b>Total 30700 · Transmission &amp; Conduit</b>	<b>0.00</b>	<b>1,999.98</b>	<b>-1,999.98</b>	<b>0.0%</b>
<b>40000 · Distribution</b>				
<b>40200 · Utilities</b>				
40205 · Cloverdale Rd N.Boost- PGE 4189	3,405.11	0.00	3,405.11	100.0%
40210 · Clear Crk/HV - PGE 9574	420.22	0.00	420.22	100.0%
40200 · Utilities - Other	0.00	4,249.98	-4,249.98	0.0%
<b>Total 40200 · Utilities</b>	<b>3,825.33</b>	<b>4,249.98</b>	<b>-424.65</b>	<b>90.0%</b>
<b>40300 · Safety Equipment &amp; Training</b>				
40305 · Safety Equipment - General	245.58	0.00	245.58	100.0%
40310 · Personal Safety Equipment	1,461.97	0.00	1,461.97	100.0%
40315 · Safety Training	775.00	4,500.00	-3,725.00	17.2%
<b>Total 40300 · Safety Equipment &amp; Training</b>	<b>2,482.55</b>	<b>4,500.00</b>	<b>-2,017.45</b>	<b>55.2%</b>
<b>40400 · Repair &amp; Maintenance (O&amp;M)</b>				
40405 · Backflow Device Testing	5,435.00	3,250.02	2,184.98	167.2%
40410 · USA Underground	1,989.65	4,999.98	-3,010.33	39.8%
40415 · Meter Register/Tranponder Repl	3,057.00	10,000.02	-6,943.02	30.6%
40420 · Tank Inspection	0.00	4,999.98	-4,999.98	0.0%
40429 · Tools	4,106.68			
40430 · Inventory	5,398.32	15,000.00	-9,601.68	36.0%
40440 · Water Quality Analysis - Dist	6,457.45	4,999.98	1,457.47	129.1%
40450 · Repair & Maintenance(O&M)-Other	149,755.62	105,000.00	44,755.62	142.6%
<b>Total 40400 · Repair &amp; Maintenance (O&amp;M)</b>	<b>176,199.72</b>	<b>148,249.98</b>	<b>27,949.74</b>	<b>118.9%</b>
<b>40480 · Capital Improvements</b>	<b>0.00</b>	<b>4,999.98</b>	<b>-4,999.98</b>	<b>0.0%</b>
<b>40500 · Vehicle Maintenance &amp; Expense</b>				
40505 · Fuel Expense	10,050.02	0.00	10,050.02	100.0%
40515 · Ford F350 2016 - Unit 3	276.79	0.00	276.79	100.0%
40520 · Chevy PU 2017 - Unit 5	209.22	0.00	209.22	100.0%
40530 · Dodge PU 2016 - Unit 8 WTP	145.28	0.00	145.28	100.0%
40535 · Chevy PU 2015 - Unit 10	1,168.92	0.00	1,168.92	100.0%
40540 · Chevy PU 2016 - Unit 11	7,567.58	0.00	7,567.58	100.0%
40545 · Bobcat /Backhoe	173.23	0.00	173.23	100.0%
40550 · Ford ranger 2008 - Unit 2	35.56	0.00	35.56	100.0%
40555 · Ditch Witch Vac Trailer	4,432.55	0.00	4,432.55	100.0%
40500 · Vehicle Maintenance & Expense - Other	0.00	25,000.02	-25,000.02	0.0%
<b>Total 40500 · Vehicle Maintenance &amp; Expense</b>	<b>24,059.15</b>	<b>25,000.02</b>	<b>-940.87</b>	<b>96.2%</b>
<b>Total 40000 · Distribution</b>	<b>206,566.75</b>	<b>186,999.96</b>	<b>19,566.79</b>	<b>110.5%</b>

10:36 AM

01/09/26

Accrual Basis

# Clear Creek Community Services District

## Profit & Loss Budget vs. Actual

July through December 2025

	Jul - Dec 25	Budget	\$ Over Budget	% of Budget
<b>41000 · Wells &amp; Booster Station</b>				
41100 · Utilities				
41105 · Wells 1 & 2 - PGE 2671	3,074.39	0.00	3,074.39	100.0%
41110 · Well #3 - PGE 2838	11,870.33	0.00	11,870.33	100.0%
41115 · So. Booster - AT&T 2121	26.85	0.00	26.85	100.0%
41120 · So. Booster - Internet	330.00	0.00	330.00	100.0%
41100 · Utilities - Other	0.00	17,500.02	-17,500.02	0.0%
<b>Total 41100 · Utilities</b>	<b>15,301.57</b>	<b>17,500.02</b>	<b>-2,198.45</b>	<b>87.4%</b>
41200 · Water Quality Analysis	0.00	499.98	-499.98	0.0%
41300 · Repair & Maintenance (O&M)	0.00	2,500.02	-2,500.02	0.0%
41305 · Chemicals	0.00	250.02	-250.02	0.0%
41000 · Wells & Booster Station - Other	1,071.43			
<b>Total 41000 · Wells &amp; Booster Station</b>	<b>16,373.00</b>	<b>20,750.04</b>	<b>-4,377.04</b>	<b>78.9%</b>
<b>50000 · Administration/ General</b>				
50100 · Utilities				
50105 · Oak St.- PGE 2838	2,039.10	0.00	2,039.10	100.0%
50110 · 2 Outdoor Lights - PGE 3564	108.80	0.00	108.80	100.0%
50120 · Verizon - On-call Cell Phone	246.22	0.00	246.22	100.0%
50125 · Propane	424.39	0.00	424.39	100.0%
50130 · Answering Service	3,372.19	0.00	3,372.19	100.0%
50135 · Telephone - TDS	2,259.39	0.00	2,259.39	100.0%
50100 · Utilities - Other	0.00	15,000.00	-15,000.00	0.0%
<b>Total 50100 · Utilities</b>	<b>8,450.09</b>	<b>15,000.00</b>	<b>-6,549.91</b>	<b>56.3%</b>
50200 · Office Supplies				
50205 · Janitorial supplies	19.27	0.00	19.27	100.0%
50200 · Office Supplies - Other	3,268.37	3,499.98	-231.61	93.4%
<b>Total 50200 · Office Supplies</b>	<b>3,287.64</b>	<b>3,499.98</b>	<b>-212.34</b>	<b>93.9%</b>
50300 · Organizational Dues	16,729.00	10,000.02	6,728.98	167.3%
50305 · Subscriptions	539.00	0.00	539.00	100.0%
50310 · Advertising & Public Notices	-225.00	750.00	-975.00	-30.0%
50315 · Postage	1,626.00	1,750.02	-124.02	92.9%
50320 · Meal & Reimbursements	950.61	2,500.02	-1,549.41	38.0%
50322 · Travel	2,796.22			
50325 · Registration and Reimbursements	253.20	4,249.98	-3,996.78	6.0%
50330 · Bank Service Fee/Finance Charge	3.30	3,750.00	-3,746.70	0.1%
50400 · Insurance				
50405 · JPIA - Cyber Liability	773.00	1,500.00	-727.00	51.5%
50415 · Auto, Property & Liab Insurance	72,021.99	43,000.02	29,021.97	167.5%
<b>Total 50400 · Insurance</b>	<b>72,794.99</b>	<b>44,500.02</b>	<b>28,294.97</b>	<b>163.6%</b>
50500 · Special & Professional Services				
50504 · Accounting Services (non-audit)	5,570.00	0.00	5,570.00	100.0%
50505 · Audit Services	23,750.00	21,525.00	2,225.00	110.3%
50510 · Director Fees	2,850.00	3,000.00	-150.00	95.0%
50515 · Server & Computer Maintenance				
50516 · Municipal Software	4,468.00	2,500.02	1,967.98	178.7%
50517 · Software Subscriptions	4,688.79	7,500.00	-2,811.21	62.5%
50515 · Server & Computer Maintenance - Other	4,806.53	7,500.00	-2,693.47	64.1%
<b>Total 50515 · Server &amp; Computer Maintenance</b>	<b>13,963.32</b>	<b>17,500.02</b>	<b>-3,536.70</b>	<b>79.8%</b>
50520 · Legal	4,939.39	7,500.00	-2,560.61	65.9%
50525 · Engineering	1,817.75	15,000.00	-13,182.25	12.1%
50530 · Equipment, Maintenance & Lease	3,312.35	3,000.00	312.35	110.4%
50535 · Building & Ground Maint.-Office				
50536 · Waste Management	2,412.47	0.00	2,412.47	100.0%
50535 · Building & Ground Maint.-Office - Other	6,720.44	8,625.00	-1,904.56	77.9%
<b>Total 50535 · Building &amp; Ground Maint.-Office</b>	<b>9,132.91</b>	<b>8,625.00</b>	<b>507.91</b>	<b>105.9%</b>
50540 · OPEB Valuation & Actuarial	1,350.00	2,500.02	-1,150.02	54.0%
50545 · Special & Prof Svcs - Other	825.04	19,999.98	-19,174.94	4.1%
50500 · Special & Professional Services - Other	2,475.00	0.00	2,475.00	100.0%
<b>Total 50500 · Special &amp; Professional Services</b>	<b>69,985.76</b>	<b>98,650.02</b>	<b>-28,664.26</b>	<b>70.9%</b>



# Clear Creek Community Services District

## Profit & Loss Budget vs. Actual

July through December 2025

	Jul - Dec 25	Budget	\$ Over Budget	% of Budget
<b>50700 · Regulatory</b>				
<b>50705 · Water District Regulatory Fees</b>				
50710 · SWRCB - Water Fee	0.00	4,999.98	-4,999.98	0.0%
50711 · SWRCB - CDTFA - Water Rights	22,940.66	11,500.02	11,440.64	199.5%
50715 · Risk Management Plan	4,315.00	3,750.00	565.00	115.1%
50725 · LAFCO Expense	5,342.40	3,550.02	1,792.38	150.5%
<b>Total 50705 · Water District Regulatory Fees</b>	<b>32,598.06</b>	<b>23,800.02</b>	<b>8,798.04</b>	<b>137.0%</b>
<b>50800 · Safety Equipment &amp; Materials</b>	<b>0.00</b>	<b>499.98</b>	<b>-499.98</b>	<b>0.0%</b>
<b>50900 · Testing &amp; License Fees</b>	<b>1,042.77</b>	<b>1,000.02</b>	<b>42.75</b>	<b>104.3%</b>
<b>Total 50700 · Regulatory</b>	<b>33,640.83</b>	<b>25,300.02</b>	<b>8,340.81</b>	<b>133.0%</b>
<b>51400 · Employee Benefits</b>				
50410 · JPIA - Workers Comp	10,641.17	10,999.98	-358.81	96.7%
51405 · Vision, Dental,	5,838.69	7,500.00	-1,661.31	77.8%
51415 · UNUM-Disability, Life, Accident	7,566.57	9,000.00	-1,433.43	84.1%
51435 · CalPERS Health Insurance Exp	138,888.20	120,000.00	18,888.20	115.7%
51440 · CalPERS Retirement Contribution	65,874.96	60,000.00	5,874.96	109.8%
51442 · CalPERS Unfunded Accrued Liab	0.00	90,000.00	-90,000.00	0.0%
51445 · Medicare - District Cost	0.00	6,000.00	-6,000.00	0.0%
51450 · Boot Allowance	300.00	499.98	-199.98	60.0%
51455 · Uniform & Service	5,346.39	2,500.02	2,846.37	213.9%
<b>Total 51400 · Employee Benefits</b>	<b>234,455.98</b>	<b>306,499.98</b>	<b>-72,044.00</b>	<b>76.5%</b>
<b>51600 · Retiree Benefits</b>				
51605 · Retiree Health Benefit - Direct	38,177.95	42,499.98	-4,322.03	89.8%
51610 · CalPERS Health Ins- Retiree	0.00	7,500.00	-7,500.00	0.0%
51600 · Retiree Benefits - Other	225.00			
<b>Total 51600 · Retiree Benefits</b>	<b>38,402.95</b>	<b>49,999.98</b>	<b>-11,597.03</b>	<b>76.8%</b>
51700 · Property Taxes Paid	63.60	199.98	-136.38	31.8%
51800 · General Tax Expense	182.07	100.02	82.05	182.0%
51900 · License and Permits	904.00	1,500.00	-596.00	60.3%
52000 · Interest Expense				
52005 · RCAC Loan Interest (dump truck)	1,134.15	1,999.98	-865.83	56.7%
52011 · Interest Expense - Other	0.00	499.98	-499.98	0.0%
52000 · Interest Expense - Other	1,260.70	0.00	1,260.70	100.0%
<b>Total 52000 · Interest Expense</b>	<b>2,394.85</b>	<b>2,499.96</b>	<b>-105.11</b>	<b>95.8%</b>
<b>53000 · Customer Accounts &amp; Billing</b>				
53015 · Supplies				
53020 · Postage	8,829.37	7,000.02	1,829.35	126.1%
53025 · Billing Supplies & Materials	12,291.83	8,500.02	3,791.81	144.6%
53027 · Supplies - Other	0.00	250.02	-250.02	0.0%
<b>Total 53015 · Supplies</b>	<b>21,121.20</b>	<b>15,750.06</b>	<b>5,371.14</b>	<b>134.1%</b>
53016 · Meter Reading/ License	806.52	4,000.02	-3,193.50	20.2%
53030 · Chargebacks, NSF, Acct Refunds	1,127.53	1,000.02	127.51	112.8%
<b>Total 53000 · Customer Accounts &amp; Billing</b>	<b>23,055.25</b>	<b>20,750.10</b>	<b>2,305.15</b>	<b>111.1%</b>
55000 · Miscellaneous	275.00			
<b>Total 50000 · Administration/ General</b>	<b>510,565.34</b>	<b>591,500.10</b>	<b>-80,934.76</b>	<b>86.3%</b>
50319 · Training & Professional Develop	1,236.32	0.00	1,236.32	100.0%
<b>60000 · Payroll Expense -Salary &amp; Wages</b>				
60100 · Payroll Exp - General Manager	61,376.37	77,500.02	-16,123.65	79.2%
60200 · Payroll Exp - Distribution	174,321.84	187,500.00	-13,178.16	93.0%
60300 · Payroll Exp - Water Treatment	139,483.73	130,000.02	9,483.71	107.3%
60400 · Payroll Exp - Conduit Labor	0.00	2,500.02	-2,500.02	0.0%
60500 · Payroll Exp - Administration	82,353.73	94,999.98	-12,646.25	86.7%
60600 · Payroll Exp-Well Field Stations	0.00	4,999.98	-4,999.98	0.0%
<b>Total 60000 · Payroll Expense -Salary &amp; Wages</b>	<b>457,535.67</b>	<b>497,500.02</b>	<b>-39,964.35</b>	<b>92.0%</b>
<b>66900 · Reconciliation Discrepancies</b>	<b>-975.28</b>	<b>0.00</b>	<b>-975.28</b>	<b>100.0%</b>

10:36 AM

01/09/26

Accrual Basis

# Clear Creek Community Services District

## Profit & Loss Budget vs. Actual

July through December 2025

	Jul - Dec 25	Budget	\$ Over Budget	% of Budget
<b>70000 · Designated to Reserves - Non Op</b>				
72205 · Filter Plant Repayment Reserve	0.00	115,000.02	-115,000.02	0.0%
72210 · Recycle Backwash Water Reserve	0.00	6,000.00	-6,000.00	0.0%
72215 · State Loan Repayment Reserve	0.00	15,000.00	-15,000.00	0.0%
72225 · WIIN Act Repayment Reserve	0.00	28,999.98	-28,999.98	0.0%
75100 · Operating Reserve (4.1% usage)	0.00	17,299.98	-17,299.98	0.0%
75200 · Capital Imp & Mod Res (1.8% BR)	0.00	16,200.00	-16,200.00	0.0%
75300 · Emergency Fund Reserve	0.00	2,500.02	-2,500.02	0.0%
75900 · Discretionary Fund Bal Reserve	0.00	874.98	-874.98	0.0%
<b>Total 70000 · Designated to Reserves - Non Op</b>	<b>0.00</b>	<b>201,874.98</b>	<b>-201,874.98</b>	<b>0.0%</b>
<b>80000 · Grants</b>				
80010 · Backwash Pond Grant D2202015				
80011 · Engineering	212,218.11	0.00	212,218.11	100.0%
80012 · Materials and Equipment	1,521,585.64	0.00	1,521,585.64	100.0%
80013 · RCAC Loan Interest - BWPGrant	40,139.25	30,000.00	10,139.25	133.8%
80015 · Backwash Ponds Grant Reimb	-460,156.53	0.00	-460,156.53	100.0%
80010 · Backwash Pond Grant D2202015 - Other	-1,545,278.00	0.00	-1,545,278.00	100.0%
<b>Total 80010 · Backwash Pond Grant D2202015</b>	<b>-231,491.53</b>	<b>30,000.00</b>	<b>-261,491.53</b>	<b>-771.6%</b>
<b>Total 80000 · Grants</b>	<b>-231,491.53</b>	<b>30,000.00</b>	<b>-261,491.53</b>	<b>-771.6%</b>
<b>Total Expense</b>	<b>1,133,047.50</b>	<b>1,754,625.18</b>	<b>-621,577.68</b>	<b>64.6%</b>
<b>Net Ordinary Income</b>	<b>264,785.22</b>	<b>-0.18</b>	<b>264,785.40</b>	<b>-147,102,900.0%</b>
<b>Net Income</b>	<b>264,785.22</b>	<b>-0.18</b>	<b>264,785.40</b>	<b>-147,102,900.0%</b>



5880 Oak Street, Anderson, CA 96007  
Phone: (530) 357-2121 [cccsd@clearcreekcsd.org](mailto:cccsd@clearcreekcsd.org)

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## MEMO

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** General Manager – Dale Mancino  
**Re: 8 – General Manager Report**

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### Executive Summary

Operations remained stable with no major unplanned interruptions. WTP produced ~172 AF surface water in December at ~2 MGD; well production 0 AF. Key successes: Newcastle Road leak repair (189 customers, 2.5-hour outage), Pond 2 passed leak test, Morgan Rau earned Water Treatment Grade 3 License, and leak activity lower than last year. Holiday power/control issues were managed promptly with DDW notifications and external support. Upcoming: chlorine maintenance, instrument pump replacement, valve work, meter reading, and CPR training.

### 1. Overall Operations

- No district-wide service interruptions.
- Teams handled routine activities and weather-related challenges (Dec rains/runoff) effectively.

### 2. Administrative & Customer Service

- Managed daily customer service, payments, payroll, CalPERS, insurance, and notifications.
- Advanced operating procedures and website updates.

### 3. Water Treatment Plant

- Production: 172 AF SW (Dec); WY 25/26 tracked; current ~2 MGD; sampling Absent.
- Key events: Pond 2 filled and passed leak test; emergency overflow during Dec 21 rains (DDW notified); Dec 25 dual failures (PLC power + alarm software) resolved with Pace Engineering; 21 hours generator use during outages.
- John Rossi report received (isolated issue); deeper review if needed.
- Completed first chlorine maintenance round.

**Upcoming:** Chlorine shutdown/maintenance, instrument pump replacement (1/15/26), DBP sampling/analyzer calibrations.

### 4. Distribution System

- Completed: Bohn Blvd. repair (1-hour outage); Newcastle Road major leak repair.
- Ongoing/Planned: New Castle Drive (12-inch AC main) prep; Monte Vista investigation; valve assessments; Cloverlorrie Lane 2-inch valve replacement (late Jan); meter reading next week.
- Leak activity down year-over-year.

## **5. Staff & Training**

- Congratulations to Morgan Rau on Water Treatment Grade 3 License.
- CPR training next week.
- Staff pursuing advanced certifications; cross-support between Distribution and WTP.

## **Key Risks & Next Steps**

- Monitor power/control systems for recurrence; consider follow-up investigation.
- Execute scheduled maintenance, repairs, meter reading, and training.
- Continue leak management, valve work, and procedure development.

The team maintains strong reliability, compliance, and morale.

## **Financial Overview and Progress Update**

As part of our ongoing efforts to enhance financial transparency and accuracy, I am addressing discrepancies identified in recent reports, including inconsistencies in revenue recognition, expense classifications, and the mixing of cash and accrual basis accounting. To provide a clearer picture of our actual cash flow and liquidity, we are shifting to cash-basis reporting for monthly statements, as requested by the Finance Committee. This will focus on real monies collected and spent, rather than billed or incurred amounts, making it easier for the board and committee to track reserves, grants, and operational funds.

We are actively hiring external accounting help to review and restructure our QuickBooks setup, resolve systemic issues, and ensure compliance with auditor requirements.

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5880 Oak Street, Anderson, CA 96007  
Phone: (530) 357-2121 cccsd@clearcreekcsd.org

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## MEMO

**Date:** January 21, 2026  
**To:** Board of Directors  
**From:** Administrative Assistant Emily King, Water Treatment Plant Operator Brandon Anderson and Distribution Supervisor Morgan Rau  
**Re:** **9 – OPS Report**

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### **Administration**

There are 189 Accounts that are 121+ days delinquent totaling \$62,871  
There are 76 Accounts that are 90-120 days delinquent totaling \$4,134  
There are 201 Accounts that are 60-90 Days delinquent totaling \$10,885  
There are 341 Accounts that are 30-60 Days delinquent totaling \$23,830

<b>Aging</b>	<b>December 2025</b>	<b>January 2026</b>	<b>Difference</b>
121+ Days	220 accounts – \$80,380	189 accounts – \$62,871	-31 accounts -17,509
90–120 Days	93 accounts – \$6,280	76 accounts – \$4,134	-16 accounts -2,146
60–90 Days	191 accounts – \$14,636	201 accounts – \$10,885	+10 accounts -3,751
30–60 Days	493 accounts – \$38,086	341 accounts – \$23,830	-152 accounts -14,256
<b>Totals</b>			
	997 accounts – \$139,382	807 accounts – \$101,720	-190 accounts -\$37,662

A comparison of account arrears between December 2025 and January 2026 shows a notable overall improvement. Total delinquent accounts decreased by 190, from 997 to 807, with the outstanding balance reduced by \$37,662. The most significant reductions occurred in the 121+ day category, which declined by 31 accounts and \$17,509, and in the 30–60 day category, which decreased by 152 accounts and \$14,256. While the 60–90 day category experienced a slight increase in the number of accounts, the total dollar amount in this aging range still declined. Overall, the data reflects progress in reducing both the volume and value of past-due accounts.

### **WTP OPERATIONS**

The WTP produced 172 AF of SW  
Clear Creek CSD used 110.59 AF of SW in December (67.84 AF – M&I, & 52.93 AF- Ag)  
2638.59 AF total SW for WY 25/26  
Well Water Production- 0 AF

- Staff have been busy with routine maintenance, monitoring, and operation of the WTP. The WTP is currently producing 2 MGD.
- Staff installed a decanter, sprinklers, hoses and new sprinkler heads in Pond 2, prepared Pond 2 for leak test and filled Pond 2 with raw lake water. Pond 2 successfully passed the leak test.

- On 12-21-25 heavy rains and runoff caused treatment staff to use the emergency overflow into pond 2 to prevent pond 3 from overflowing onto the dike. The rain and runoff raised the pond level at a rate of 1 foot per 2 hours for 3 hours. This event caused high NTU's in pond 3 and operational challenges for staff. DDW was notified and aware of situation.
- On 12-25-25 at 0230 hours the WTP experienced multiple failures. A chlorine building control panel/PLC power failure and an alarm call out failure. Both failures were separate issues. The control panel/PLC power failure lasted an hour, and power was restored on its own. This caused the plant to shut down due to a low low post chlorine alarm. The alarm call out issue was a software problem and was corrected with the help of Pace Engineering. Treatment worked with DDW and submitted a report about the low low chlorine shutdown. John Rossi did an assessment on 1-6-25 and submitted a report to the district regarding the control panel/PLC failure. This report only indicated the power failure was isolated to the control panel. To better understand any potential underlying issues that would cause the same failure would require John to do a more thorough investigation.
- Due to the alarm call out failure staff had to remote monitor or man the WTP 24 hours a day from 12-25-25 through 12-28-25.
- The WTP experienced a power outage on 12-24-25 and on 1-7-26. The WTP ran off generator power for a combined 21 hours.
- Staff performed first round of chlorine maintenance.
- Staff is scheduled for replacing an instrument pump in the chlorine room vault on 1-15-26.

## **DISTRIBUTION OPERATIONS**

### **Completed Work:**

- Successfully repaired the leak on Newcastle Road.
  - **Impact:** 189 customers affected
  - **Duration:** Water service interruption for approximately 2.5 hours

### **Scheduled Work:**

- Planned replacement of a 2-inch valve on Cloverlorrie Lane during the last week of January.

### **Upcoming Activities:**

- Meter reading operations will commence next week.
- Staff training on CPR is scheduled for next week to enhance safety and emergency response readiness.
- This week we also had the opportunity for myself (Morgan) and Ben to help with pump replacement at the Treatment Plant.

#### ADA Related Disabilities:

Contact the front office and speak with a Staff Member if special consideration is needed to attend any public meeting for disability related accommodations or aide is needed. Please give 72 hours - notice prior to the meeting to allow staff to meet your requests appropriately.

“This District is an Equal Opportunity Provider”

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