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

**General Manager: Dale Mancino**

**REGULAR MEETING: November 19, 2025, at 6:00PM: District Office Board Room**

### **MINUTES**

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

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

**ROLL CALL:** *Director Lincoln, Director McVay, Director Fickes, Director Beaver, Director Johnston, General Manager Dale Mancino, Administrative Assistant Emily King, Bookkeeper Shireen Erlei*

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

*Member of the public Joseph Gyves stated that the leak repair performed several months ago on Olinda Road left base rock on his neighbor's grass and was not cleaned up professionally. General Manager Dale Mancino responded that Distribution Operations Supervisor Morgan Rau had spoken with the affected customer, who indicated he was satisfied with the cleanup and did not want crews to return. Mr. Gyves stated that even if that particular customer is satisfied, crews need to do a better job of leaving customers' properties in good condition after completing leak repairs.*

### **CONSENT AGENDA**

**1. Minutes from Meetings:** Regular Meeting Minutes 10/15/2025

**2. Bills Paid:** 10/10/2025 – 11/13/2025

**3. Activity P&L Report:** October 2025

*Bookkeeper Shireen Erlei responded to questions regarding the PG&E totals, grant money deposits, and interest. Director Beaver inquired about the status of the JPIA claim, and Ms. Erlei stated that it will be closed once the District receives a final letter from JPIA. Discussion followed regarding the WIIN Act repayment funds being transferred into different accounts.*

*Director Beaver, 2nd Director Fickes*  
**Vote 5-0**

#### **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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## REGULAR AGENDA

### 4. Technology Policy

*Director Fickes questioned whether language regarding the District's liability for employees' personal phones should be added to the policy. Director Johnston stated that further discussion is needed on employee cell phone policies, particularly when employees are asked to use their personal phones for work purposes. In response to a question from Director Beaver, member of the public Chad Krick noted that Bella Vista Water District provides cell phones to its crews. General Manager Dale Mancino recommended that the Board approve the policy as written, with the understanding that an amendment can be added later with input from legal counsel.*

*Director Beaver, 2nd Director Lincoln  
Vote 5-0*

### 5. Fatigue Policy

*Director McVay questioned whether the policy should be referred to the Planning and Steering Committee. Administrative Assistant Emily King explained that this is the same policy presented for review at the October Regular Board Meeting, at which time the Board requested that it be brought back for approval. Director Beaver stated that the policy is well written and that she appreciates the inclusion of an assessment component. She added that she did not believe the Planning and Steering Committee would have additional input to contribute.*

*Director Fickes, 2nd Director Beaver  
Vote 5-0*

### 6. Prop 218 Advisory Committee Interviews

*Director Beaver asked the Board whether they wished to withdraw Cole Miller's application for the advisory committee since he was not present, and the Board agreed.*

*Sarah Beer, who had also applied, stated that she has lived in the community for many years and is a CPA. Her primary focus is on tax accounting; however, she also has prior experience in financial auditing. Ms. Beer noted that her only concern was potential time constraints during tax season, but she affirmed that she would make every effort to review materials even if she is unable to attend meetings in person. The Board unanimously agreed to appoint Ms. Beer as a member of the advisory committee.*

*Dennis Possehn, who had applied, was present and spoke about his long-standing involvement in the community. He noted that he previously served on the advisory committee during the prior Prop 218 rate study and expressed his interest in serving again, stating that he could bring valuable experience to the committee. The Board unanimously agreed to appoint Mr. Possehn, and Director Beaver thanked him for all he does for the community.*

### 7. Delinquencies and Water Service Disconnect Policy

*In response to Director McVay, Administrative Assistant Emily King explained that turn-ons and shut-offs for delinquent accounts would not occur after hours, so additional fees would not apply under this policy. After further questioning from Director McVay, Ms. King clarified that field crews are not permitted to accept payments from customers and would not have system access to process payments for accounts scheduled for shutoff.*

*Director Beaver, 2nd Director Johnston  
Vote 5-0*

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## **8. Stale Customer Accounts**

### **a. Update to Rules and Regulations for Water Service Policy Regarding Customer Accounts Being Sent to a Collections Agency**

*General Manager Dale Mancino reported that the proposed update to the Rules and Regulations for Water Service establishes a clear procedure for sending closed, delinquent customer accounts to a collections agency. He noted that the District currently has 115 stale accounts totaling \$45,496.82, with no forwarding information, and that internal efforts to recover these funds have been exhausted. The addition of this procedure would formalize how such accounts are identified and transferred, ensure consistency and transparency in the recovery process, and allow staff to utilize a collections agency on a contingency basis to pursue outstanding balances at no cost to the District. Director Fickes asked how long the District is required to retain an uncollectible account before it must be written off. Administrative Assistant Emily King stated that she will look into the matter and provide the necessary information.*

*Director Beaver, 2nd Director Fickes  
Vote 5-0*

### **b. Approval to Enter into an Agreement with Collections Agency**

*General Manager Dale Mancino presented information on Empire Collections Agency and requested Board approval for Clear Creek CSD to enter into a contract with the agency to assist in collecting funds from stale accounts.*

*Director Beaver, 2nd Director Johnston  
Vote 5-0*

## **9. Adjustment Request – 17690 Warwick Place**

*Karen Yeager was not present at the Board Meeting to speak regarding her request for an adjustment on her September bill. Following discussion, the Board unanimously agreed to reject the request for a bill adjustment.*

## **10. Adjustment Request – 18298 Majestic View Drive**

*Cara Anderson was present at the Board Meeting and spoke regarding the leak on her property and the steps taken to complete the necessary repairs. Mrs. Anderson explained that her household is currently experiencing financial hardship and that waiving the additional charges on their October water bill would greatly assist them, especially after incurring the unexpected costs of repairing the pipe.*

*Director Fickes expressed understanding for the situation but stated that granting a waiver for one customer would set a precedent and could obligate the Board to approve similar requests from all customers. Following discussion, the Board unanimously agreed to reject the request for a bill adjustment.*

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## **11. Happy Valley Community Foundation – Request for Sign Placement**

*John Fickes from the Happy Valley Community Foundation addressed the Board regarding the recent destruction of the “Welcome to Happy Valley” sign previously located at the corner of Cloverdale Road and Placer Road. The Foundation is requesting permission to place a replacement sign and attach it to the fence surrounding Clear Creek CSD’s water tower at the same location*

*Director McVay expressed concern about potential liability and risk injury on District property. General Manager Dale Mancino assured Director McVay that District staff would be onsite during installation and would assist with the process, ensuring there is no safety concern.*

*In response to a question from Director Fickes, John Fickes confirmed that the new sign would not obstruct any sightlines or create visibility issues for traffic or nearby properties.*

*Director Beaver, 2nd Director Johnston*

*Abstain: Director Fickes      Vote 4-0*

## **12. Presentation and Acceptance of the 2023 Independent Financial Audit**

*Director Fickes raised a concern regarding the audit’s statement that the Finance Committee meets monthly. She questioned whether the committee should, in practice, be coming into the office each month to review the bank reconciliations. Director McVay asked whether reconciliations should be reviewed concurrently with the review of payables.*

*Following discussion, directors agreed that reconciliations will be formally reviewed, stamped, and signed by the Finance Committee moving forward.*

*Director Fickes, 2nd Director Beaver*

*Vote 5-0*

## **13. General Managers Report**

*General Manager Dale Mancino provided an update on District operations. He reported that the Distribution Crew has been completing asphalt patch work, paving projects, backflow testing, and delinquent account shutoffs. Mr. Mancino stated that the Backwash Pond Project is nearly complete, with final completion anticipated within the next four weeks.*

*He also shared that he is working with RCAC to conduct a community income survey to establish an accurate Median Household Income (MHI), which will strengthen the District’s eligibility for future grants. Mr. Mancino noted that his next steps include developing a main break tracking system and implementing preventative maintenance measures.*

## **14. Operations Oral Report**

*The administration staff is doing a remarkable job in monitoring and following up on customer accounts. Arrears have shown significant improvement, with the 60–90 day past-due accounts decreasing by 31% over the last month. All delinquent accounts are continuing on a downward trend.*

*The water treatment plant employees have been busy supporting a work-site learning student who is currently in their first semester of water courses at Shasta College, as well as keeping up with routine maintenance. Pond #2 project is nearing completion and staff has been coordinating with the contractors.*

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Distribution crews addressed both planned and emergency leaks last month, with all post-repair water tests returning absent results. Confined Space, Trenching, and Excavating training is scheduled for next week. Additionally, meter read dates have been moved up a few days for the next few months to accommodate the holidays.

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

- a. **Agriculture Committee** – Not met.
- b. **Finance Committee** – Not met, will schedule for January 2026.
- c. **Planning/Steering Committee** – Not met.
- d. **Personnel Committee** – Not met.
- e. **Centerville Contract Ad Hoc Committee** – A meeting was held with Centerville Community Services District on November 3, 2025. Director Fickes reported that after reviewing five years of data, she believes Centerville's figures appear accurate and that some of Clear Creek's historical data may be incorrect. She also noted that information previously provided by a District employee regarding Centerville's connections was not accurate.  
Director Beaver expressed that both districts agree the current contract should be simplified and clarified to avoid future misunderstandings.  
The next meeting with Centerville CSD is scheduled for December 8, 2025.

## **16. BOARD ITEMS**

Director Fickes informed General Manager Dale Mancino that the Mid-Pacific Water Users Conference will be held in Reno, NV in January. She stated that it would be a valuable training and networking opportunity for staff and recommended sending the Distribution Supervisor and the Chief Plant Operator to attend.

In response to Director Beaver's comments, Administrative Assistant Emily King stated that after discussing the matter with the Distribution Supervisor, utilizing an answering machine for after-hours calls would not be an appropriate option. Ms. King explained that she is currently researching alternative answering service providers that are more user-friendly and cost-effective. She anticipates bringing a recommendation to the Board at the January meeting.

Director McVay stated that he would like the Board Agenda Management Policy revised to remove the ability for the public to add items directly to the agenda. Administrative Assistant Emily King clarified that the public cannot independently place items on an agenda; however, members of the public may bring topics forward during Public Comment, after which the Board may vote to include the item on a future agenda. She further explained that the public may also contact a Board member to request that an item be added, and that the General Manager has discretion to place items on the agenda as appropriate. Ms. King noted that the existing wording regarding the public adding items to the agenda also refers to the process for submitting billing adjustment requests. Directors Beaver and Lincoln stated that they are satisfied with the policy as currently written.

Director McVay stated that, per legal counsel, it is not within the Personnel Committee's scope to participate in interviews. Directors Fickes and Beaver responded, "Sure," indicating they did not necessarily agree with the limitation but would acknowledge the guidance. They both noted that their desire to sit in on interviews stemmed from past challenges when a previous General Manager was leaving, and they wanted to help ensure continuity and oversight during the hiring process.

## **17. ADJOURN THE MEETING: 8:25 PM**

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