## Statement of Qualifications Investor- Owned Utility Consultant Services

December 10, 2019

David C. Laredo District Counsel 606 Forest Avenue Pacific Grove, CA 93950

Subject: MPWMD Investor-Owned Utility Consultant Services Contract

Amendment No. 1 – Resolution of Necessity Technical Support

**Confidential - Attorney Client Work Product** 

Dear Mr. Laredo:

Close & Associates, LLC is requesting approval of Amendment No.1 to Agreement dated February 28, 2019 for additional scope and fees to support the next phase of the Monterey Peninsula Water System acquisition effort. Amendment No. 1 outlines the following tasks and scope to provide professional services assisting the Monterey Peninsula Management District (District) in preparation of a Resolution of Necessity to the District Board later in 2020.

#### **Task 1 – Project Management**

The Phase 2 Project schedule is anticipated to start in January 2020 with completion July 30, 2020. Project management activities include budget, billing, and document management as well as coordination with the District Management Staff.

#### Task 2 – Meetings

During the 7-month project duration it is anticipated to have monthly conference calls and 3 project meetings in Monterey to support Phase 2 of the project.

#### Task 3 – Document Review & Asset Inventory

Additional documents will be obtained to support the Phase 2 effort and will be reviewed and technical comments provided. Some asset data for Cal-Am's Monterey water system was obtained as part of the Phase 1 Feasibility Assessment effort, however additional documents and development of water system assets will be necessary to develop and refine the Operations Workplan and Program Maintenance activities to properly operate the Monterey Peninsula Water System.

#### **Task 8 – Monterey Peninsula Water System Operations Framework**

A draft operations framework was developed for District as part of the Phase feasibility effort to provide an assessment of the level of effort, operational activities and costs to improve water service to the Monterey Peninsula community, and administrative and management issues associated with operating the water system in support of the Cost of Service analysis that was

## Statement of Qualifications Investor- Owned Utility Consultant Services

completed. It is recommended that additional development of the Operations Framework be completed prior to the preparation of a draft Business and Operations Plan. Input from the various existing District Departments is suggested refining the framework and workplan. One workshop/meeting in Monterey is assumed to support this task.

#### Task 9 – Draft Operations Plan

It was assumed that Close & Associates, LLC will assist the District staff in preparing Draft Operations Plan for inclusion in the Right-to-Take Trial. Included in Appendix A is a draft Table of Contents for an Operations Plan that is recommended to be prepared to demonstrate the District's ability to operate the water system. The level of effort for C&A LLC is dependent on the areas the District requests assistance in preparing chapters of the plan. The following are the subjects that C&A LLC has anticipated leading the development of the plan.

#### Task 9.1 – Transition Plan

Upon the District obtaining a favorable court decision from the Right-to-Take trial, there are a number of transition activities that are recommended to be conducted prior to the Valuation Trial as well as before taking ownership and operational responsibility for the water system. This chapter of the Operations Plan details the tasks and activities anticipated to be performed during this initial timeframe.

#### Task 9.2 – Strategic Goals and Level of Service Standards

Strategic goals for operating the water system and the level of service that the District wants to provide the Monterey Peninsula residents is essential for the development of the operations and maintenance programs and workplan. The detailed workplan that will establish the number of Full-Time Employees (FTEs) that will be needed to operate the water system. This will be particularly critical for defining the scope of work and allocation of risk for retaining an outside contract operation firm to operate the water system.

#### Task 9.3 – Operations and Maintenance Plan

This chapter will identify the District's standard operations and maintenance procedures and practices and develop the framework for the preparing the O&M Procedures Manual to be created during the first year of operation. The O&M Plan will include the description and level of effort of the daily, weekly, monthly, quarterly, and annual operational activities that comply with the strategic goals and LOS standards.

The chapter will also include the description of the preventive maintenance programs to comply with the strategic goals and LOS standards and to prolong the life of the water assets. Based on the operations and maintenance programs work tasks identified, a detailed workplan will be compiled to summary all of the activities and estimate the number of full-time employees (FTEs) need to perform each of the work tasks.

## Statement of Qualifications Investor- Owned Utility Consultant Services

#### Task 9.4 – Operational Structure and Job Classifications/Descriptions

The O&M workplan developed in Task 9.3 will be the basis for preparing a proposed District Organizational Structure for both a District staffed water operations department or with a Contract Operations Firm providing only the field O&M work tasks and services.

#### **Task 10 – Contract Operations and Risk Allocation**

It is recommended to prepare a draft scope of work and the associated allocation of operational and liability risks to be proposed by the District as part of a Contract Operations Agreement. The draft Strategic Goals, LOS standards, Preventive Maintenance Programs, Operational Work plan, and estimated 5-year capital plan need to be developed and preliminarily adopted to identify and detail the operational and liability risks associated with operating and maintaining the water system and constructing capital improvement projects. C&A LLC will identify the anticipated operational and liability risks, provide recommendations, and assist District staff and obtain Board approval if required.

The requested additional fee for the professional services listed above is \$145,000. Approval of Amendment No. 1 will increase the total contract to \$233,500 and extend the agreement through July 30, 2019.

Close & Associates, LLC appreciates the opportunity to continue to assist the Monterey Peninsula Water District with this important project. Please feel free to contact Craig Close at (619) 495-0859 if you have any questions.

Respectfully submitted,

Close & Associates, LLC

Charge Close

Craig A. Close

**Executive Director** 

Statement of Qualifications
Investor- Owned Utility Consultant Services

# APPENDIX A MPWMD DRAFT OPERATIONS PLAN TABLE OF CONTENTS

## Statement of Qualifications Investor- Owned Utility Consultant Services

MPWMD WATER SYSTEM

#### **OPERATIONS PLAN**

#### **Table of Contents**

#### **EXECUTIVE SUMMARY**

- 1.0 GENERAL DESCRIPTION
- 2.0 TRANSITION PLAN
  - 2.1 Post Successful Right-to-Take Court Decision
  - 2.2 Operations Staffing Job Posting
    - 2.2.1 Bargaining Unit Negotiations
    - 2.2.2 Job Position Postings
    - 2.2.3 Employee Benefits Consulting Firm
    - 2.2.4 Cal-Am Employee Employment Offers
  - 2.3 Regulatory Agency Coordination
  - 2.4 Post Valuation Court Decision
  - 2.5 Prop 218 Process
  - 2.6 90-Day Data & Information
  - 2.7 Interim Contract Operations
  - 2.8 IT Systems Integration
  - 2.9 "Day One" Operations Plan
- 3.0 GOVERANCE
  - 3.1 Water Rate Approval Policy & Procedure
  - 3.2 Capital Funding and Budget Approval Procedure
  - 3.3 Administration and Management Policies
  - 3.4 Monterey Peninsula Economic Development Support
- 4.0 FINANCE MANAGEMENT
  - 4.1 Financial Stability & Resiliency
  - **4.2 Customer Service**
  - 4.3 Customer Billing and Accounting
- 5.0 STRATEGIC GOALS & LEVEL OF SERVICE STANDARDS
  - **5.1 AWWA Effective Utility Management Principles**
  - 5.2 Water Operations Administrative & Management Policies
  - 5.3 Operations and Management Strategic Goals
  - 5.4 Operations Level of Service and Performance Metrics
  - 5.5 Public Communication & Outreach
  - 5.6 Resiliency & Sustainability
- 6.0 PLANNING PROCESS & CRITERIA
  - 6.1 Source of Supply Capacity & Reliability
  - 6.2 Water Quality Regulations & District Goals
  - 6.3 Treatment Capacity & Reliability

#### Statement of Qualifications Investor- Owned Utility Consultant Services

	6.4 Distribution System Capacity & Reliability					
	6.5 St	orage Capacity & Reliability				
7.0	ECONOMIC & POPULATION GROWTH					
	7.1	Demand Forecast				
	7.2	Water Conservation & Demand Management				
8.0	SOURCE OF SUPPLY					
	8.1	Carmel River Supply				
	8.2	Groundwater Supply				
	8.3	Desalination Supply				
	8.4	Reclamation Supply				
	8.5	Alternative Water Supplies				
9.0	PRODUCTION & TREATMENT FACILITIES					
	9.1 Sc	ource Water Quality				
10.0	DISTR	RIBUTION & STORAGE FACILITIES				
11.0	ENVIE	NVIRONMENTAL RESOURCES & PROTECTION				
12.0	.0 OPERATIONS & MAINTENANCE PLAN					
	12.1	Standard Operations Policies & Procedures				
	12.2	Operations Performance Metrics				
	12.3	Emergency Response Plan				
	12.4	Program Maintenance Plan				
	12.5	Operations Workplan				
	12.6	Contract Operations Plan				
13.0	CAPITAL IMPROVEMENT PLAN					
	13.1	<b>Capital Project Identification &amp; Approval Process</b>				
		13.1.1 10-Year Capital Improvement Plan				
	13.2	Risk-Based Project Prioritization Process				
14.0	ORGANIZATIONAL STRUCTURE & STAFFING					
	14.1	MPWMD Board				
		14.1.1 District Counsel				
	14.2	General Manager				
	14.3	Administrative Services/Finance				
		14.3.1 Customer Service				
		14.3.2 Accounting				
		14.3.3 Water Rates				
	14.4	Human Resources				
		14.4.1 Bargaining Units				
	14.5	Public Relations and Community Outreach				
	14.6	Water Resources/Engineering & Planning				
		14.6.1 Engineering & Construction				
		14.6.1.1 Capital Project Management				
		14.6.1.2 Design Services				
		14.6.1.3 Program Maintenance				

6

# Statement of Qualifications Investor- Owned Utility Consultant Services

		14.6.2 Development Services					
			14.6.2.1	Environmental Review			
		14.6.3	.3 Risk & Performance Management				
			14.6.3.1	Asset Management			
		14.6.4	Strategic	& Utility Planning			
	14.7	Management & Conservation					
	14.8	Enviro	nvironmental Compliance				
		14.8.1	Regulator	ry Compliance			
		14.8.2	Environm	iental Compliance			
		14.8.3	<b>Fisheries</b>				
	14.9	Information Technology					
	14.10	Water Operations					
		14.10.3	1 W	ater Division			
		14.10.2	2 Co	ontract Operations			
15.0	RISK A	ASSESSMENT & MITIGATION					
16.0	RELIA	ABILITY & REDUNDANCY					
17.0	APPENDICES						
TARIE (	OE CONTI	ENTS					