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Title: Water Supply  
Category: BAO Interpretations  

Interpretation of Policy No. E-2  
CEO Approval: November 23, 2010  
Latest Revision: Under Development

E-2. Valley Water provides a reliable, safe, and affordable water supply for current and future generations in all communities served.

CEO Interpretation: Under Development
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<td><strong>Interpretation of Policy No. E-3</strong></td>
<td>CEO Approval: December 21, 2004</td>
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E-3. Natural flood protection is provided to reduce risk and improve health and safety for residents, businesses, and visitors, now and into the future.

*CEO Interpretation: Under Development*
Interpretation of Policy No. E-4

CEO Approval: December 15, 2009  Latest Revision: Under Development

E-4. Water resources stewardship protects and enhances ecosystem health.

CEO Interpretation: Under Development
The Board Appointed Officers (BAOs) shall promote practices, activities, decisions, and organizational circumstances that are lawful, and supportive of commonly accepted business and professional ethics. The BAOs shall foster the organization’s credibility in ways that enhance the accomplishment of its mission. The BAOs shall operate consistently with the District Values Statement (GP-7).

**I-EL-1.a.** The Clerk of the Board and District Counsel will utilize policies and procedures as developed by the CEO for the entire organization, unless one of the following exemptions is applicable:

**I-EL-1.a.i.** The procurement of legal services, for which District Counsel will establish and utilize its own written procurement policies and procedures.
Title: Customer Relations  
Category: BAO Interpretations

| Interpretation of Policy No. EL-2 | CEO Approval: July 28, 2014 | Latest Revision: July 28, 2014 |

The BAOs shall promote conditions, procedures, and decisions that fulfill reasonable customer expectations for good service, are safe, dignified, and nonintrusive. Customers include any persons conducting business or interacting with the District.

**I-EL-2.a.** Provide multiple methods for customers to submit inquiries, including the Access Valley Water system, phone, e-mail, fax, letter, and the external website.

**2.1.** Use application forms that elicit information for which there is a clear necessity.

**I-EL-2.1.a.** Conduct a periodic review of the following application forms: well permits, encroachment permits, water conservation applications, grant applications, good neighbor fence permits, sponsorship applications, and Board committee applications.

**2.2.** Use methods of collecting, reviewing, transmitting, or storing customer information that protects against improper access to the material elicited.

**I-EL-2.2.a.** Conduct a periodic review of data transmission and storage methods for the following application forms: well permits, encroachment permits, water conservation applications, grant applications, good neighbor fence permits, sponsorship applications, and Board committee applications.

**2.4.** Establish with customers a clear understanding of what may or may not be expected from the customer service offered.

**I-EL-2.4.a.** Determine metrics for customer service and act on them accordingly.

**2.6.** Provide correspondence addressed to the Board to each Board member within 5 working days from receipt and respond within 30 working days of receipt. In those individual situations where it is not possible for the BAOs to respond completely to an inquiry, sending a response to the originator, acknowledging receipt of the inquiry, an explanation of actions being taken, and timelines for preparing the complete response, is acceptable for complying with this 30 day response time.

**I-EL-2.6.a.** Maintain a written procedure to track the receipt and response of Board correspondence.
6.3. Prepare the organization to respond and recover from an emergency or disaster.

I-EL-6.3.a. Utilize the National Incident Management System.

6.4. Maintain an Asset Management Program.

I-EL-6.4.a. Minimize asset life-cycle costs while sustainably delivering the levels of service that meet customer expectations at an acceptable level of risk as expressed through the Board.

I-EL-6.4.b. Develop and maintain the Asset Management Program.

6.5. Protect water rights and rights of way.

I-EL-6.5.a. Meet all legal requirements that apply to the District’s water rights, and take action as needed to protect and preserve these rights for long-term beneficial use.

I-EL-6.5.a.i. As stated in the FAHCE draft Settlement Agreement of 2003, a primary purpose of the FAHCE Program is to protect the District’s water rights.

I-EL-6.5.b. Meet all water contract terms and conditions, and take action as needed to protect and preserve water contract rights and benefits.

I-EL-6.5.b.i. Governance structures and operating agreements related to the long-term Delta solution must provide the ability to protect the value of the District’s imported water assets, including water supply and banking contracts.

I-EL-6.5.c. The Board adopted Water Resources Protection Ordinance to protect District assets from the actions of external parties. Because enforcement resources are not unlimited, prioritizing ordinance violations based on the following criteria will enable employees to focus its enforcement efforts. As a general rule, the priority level assigned to a violation will be increased by one level if another agency will partner on an enforcement action (e.g. a Priority 3 violation for the District becomes a Priority 2 where there is a partnership enforcement).

I-EL-6.5.c.i. Priority 1 – This is the most serious type of violation that generally will pose a threat to public and/or environmental health and safety, impacts the District’s ability to operate and maintain a facility, impacts the District’s ability to proceed with the planned construction of a facility, or where the District has or will face possible civil or criminal liability by a third party. Examples include: suspected hazardous material drainage and dumping, major encroachment of structures...
on District property, denuding District property of vegetation, significant fill, grading or structures threatening or blocking flow in the creek.

I-EL-6.5.c.ii. Priority 2 – This covers most violations of a serious nature which may threaten water quality, stream stability, and habitat, expose the District to liability, may affect the District’s ability to operate and maintain a facility, or may affect the District’s ability to construct a future facility. This may also include violations of issued permits, instances where an unauthorized use of District property is conferring a material and quantifiable financial benefit on the user, and situations where the unauthorized use has or may result in adverse public opinion. Examples include: dumping, improperly constructed or failed outfalls that show evidence of erosion, fences or minor retaining walls below top of bank, minor grading or filling, deliberate obvious encroachments on District fee title property.

I-EL-6.5.c.iii. Priority 3 – This is an intermediate type of violation that is either a Priority 4 type violation of a more egregious nature or Priority 2 type violation of a less significant nature. An example is an improperly constructed outfall that shows no sign of erosion, discharges suspected from pools or spas where no evidence of damage is observed, removal of native vegetation that could affect habitat, and blocking District access.

I-EL-6.5.c.iv. Priority 4 – This covers activities where the responsible party (RP) did not obtain a permit in advance of the activity, but it does not pose any potential threat to public or environmental health and safety or affect District operations or maintenance. Examples include: temporary trespassing, replacement of a fence, landscaping on easement where District approval and permit is required, and removal of a minimal amount of vegetation.

6.6. Maintain adequate insurance.

I-EL-6.6.a. Maintain property insurance for occupied buildings and contents to at least the value of probable maximum loss, excluding any insurance for the value of non-occupied facilities such as pipelines, dams, canals, reservoirs and the like, and excluding any insurance for the value of vehicles.

I-EL-6.6.b. Maintain District Self-Insured Risk Retention for liability with appropriate insurance reserves funding at a level of 90 percent actuarial confidence and a policy or policies of insurance for not less than $40 million excess coverage for Commercial General Liability. However, in the event that losses are paid from this reserve fund during a fiscal year, the fund balance may drop to a level representing 80 percent actuarial confidence, to be replenished in the next fiscal year.
### BAO Interpretations of the Board’s Governance Policies

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<td>Interpretation of Policy No. EL-7</td>
<td>CEO Approval: July 13, 2006</td>
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7.1. Inform the Board of relevant trends, anticipated adverse media coverage, or material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.

**I-EL-7.1.a.** Provide the Board with timely information, including the following: daily media updates, weekly CEO reports, and Board agendas.

7.3. Inform the Board of the intent to undertake negotiation of any imported water management agreement connected with proposed land development or involving a private or non-governmental party, and keep the Board informed of imported water management activities on an ongoing basis.

**I-EL-7.3.a.** Provide at least quarterly updates to the Board on imported water management activities, including forecasts of water transfers or other imported water management agreements, and provide confirmation of executed agreements within one month of completion.

7.4. Marshal for the Board as many employee and external points of view, issues, and options as needed for fully informed Board choices.

**I-EL-7.4.a.** Notify public of Board meetings, workshops, and committees.

7.5. Deal with the Board as a whole except when (a) fulfilling informal or oral individual requests for information or (b) responding to officers or committees duly charged by the Board. Responses to formal “Board Member Requests” should be given to the entire Board.

**I-EL-7.5.a.** Capture all requests, including briefings, from Board members as individual or formal Board member requests and report back to the Board in weekly CEO Bulletins. Weekly Information that is available on the District’s website will not be re-distributed.

7.6. Report in a timely manner an actual or anticipated noncompliance with any policy of the Board.

**I-EL-7.6.a.** Based on the urgency of an actual or anticipated non-compliance with any policy of the Board, the CEO will notify the Board at the next Board meeting.

**I-EL-7.6.b.** Reporting shall consist of at least one of the following methods, based upon the CEO’s determination of the level of urgency:

- **I-EL-7.6.b.i.** Direct Verbal Report at a Board meeting by the CEO or authorized designee
- **I-EL-7.6.b.ii.** CEO Bulletin
- **I-EL-7.6.b.iii.** Non-Agenda Packet
- **I-EL-7.6.b.iv.** Board Fax Alert by the CEO or authorized designee
**BAO Interpretations**  
*of the Board’s Governance Policies*

**I-EL-7.6.b.v.**  
Telephone Call by the CEO or authorized designee

7.7. Supply for the consent agenda all items delegated to the BAOs yet required by law or contract to be Board-approved.

**I-EL-7.7.a.**  
CEO will establish a process to identify all delegated items that are legally required to be Board-approved are on the consent agenda.

7.9. Respond to individual Board member requests and Board requests within 30 calendar days, except as follows:

7.9.1. For Board member and Board requests for information, a BAO shall respond within 30 calendar days of the initial Board member request. In the event that the responsible BAO determines that a Board request will require more than 30 calendar days to complete, the BAO shall inform the Board within 30 calendar days of receiving the request. Upon making this notification, the BAO shall also specify the expected completion date for the request.

7.9.2. For Board member requests determined by a BAO to be non-routine and require redirection of employees to the detriment of their normally assigned duties, the BAO shall agendize that request and report to the Board that fulfilling the request will require substantive work and request directions from the Board on whether to proceed with fulfilling the request.

**I-EL-7.9.a.**  
Individual Board Member Requests (IBMR) are recorded as an IBMR and employees respond within 30 calendar days of receiving the request.

**I-EL-7.9.b.**  
For requests for information that is readily available, the information is provided directly to the Board. For requests that require “substantive” work, the request must go to the full Board for direction. Board member requests are considered to require “substantive” work when:

**I-EL-7.9.b.i.**  
Request requires more than 4 hours of employee time to complete per request, and/or

**I-EL-7.9.b.ii.**  
Individual request includes materials and supplies above $50 and are not already a budgeted expense.
Make available to the public agendas and employee reports, if available, containing recommendations about any item on the agenda of a regular public meeting of the Board, or of a public hearing conducted by the Board, or of a Board Standing or Ad Hoc committee, no later than 10 days prior to the date of such a meeting or hearing except for the following reports, which shall be made available as soon as possible:

I-EL-7.10.a. Maintain instructions to ensure public agendas are made available within policy deadlines.