

Lake Arrowhead



Community Services District

DISTRICT STRATEGIC PLAN

February 28, 2006

APPENDICES

Participants in Strategic Planning Process

Workshop Schedules

Community Workshop #1 Notes

Community Workshop #2 Notes

Future Outlook Ratings

Glossary: Technical Terms

Glossary: District Regulators

Glossary: District Resources

PARTICIPANTS IN THE STRATEGIC PLANNING PROCESS (2005–06)

LACSD BOARD OF DIRECTORS

Mary Ann Dickinson, Board President
Geoffrey Goss, Board Vice-President
Theodore Heyck, Director
Steve Keefe, Director
Stan Sievers, Director

Bruce Field, Former Board President
Dennis Whitney, Former Board Director and President

LACSD STAFF

Marvin Shaw, General Manager
April Blakey, Public Information Officer
Bob Ardis, Maintenance Manager
Kathy Cortner, Finance Manager
Ryan Gross, District Engineer
Patti McGonigle, Administration Manager
Ken Nelsen, Operations Manager

CONSULTANT

Dan Waters

FACILITATOR

Peter Lewis, The Lewis Group

COMMUNITY MEMBERS

Achey, Ira	Grossman, Sherwin	Proctor, Charles
Anderson, Ken	Haklik, Carolyn	Proctor, Dorothy
Banner, Carol	Haugland, Steve	Quinones, Debra
Banner, Duane	Hertel, Bob	Rugberg, Darlene
Bardin, Richard	Hoesli, Hilda	Semenick, Lori
Barkley, Joyce	Illman, Sylvia	Sharp, Jon
Barrie, Dave	Kearney Clark, Gesa	Sherman, Gretchen
Baumann, Butch	Knudson, David	Sherman, Harry
Bellis, Ann	Krieger, Bob	Shliehenhoff, Natalie
Ben-Hur, David	LaSage, Armand	Smith, Gisela
Ben-Hur, Sheila	Lee, Adrian	Smith, Herb
Bialecki, Hugh	Long, Shelley	Smith, Tom
Black, Don	Maloney, Gerald	Snaer, Bill
Black, Judy	Markovich, Pete	Snaer, Mary
Bradley, Harry	Masse, Charles	Spoeneman, Bob
Burch, Michael	Masse, Ellen	St.John, Jane
Callahan, Greg	McDaniel, Wes	St.John, John
Campbell, Hugh	McNamara, Kay	Stuart, Dave
Carley, Cynthia	Miles, Patricia	Uhlig, Karl
Carmen, Gene	Mousen, Lorrie	Veysey, Mark
Clark, Ross	Naylor, Greg	Wagner, Ralph
Cole, Amanda	Obrien, George	West, P
Davis, Linda	Padore, John	West, Richard
Efron, Mark	Palmer, Wayne	Wilk, Diane
Feuer, Ed	Pearce, Bob	Winn, Bob
Ford, Walter	Phillips, Jan	Wood, Phil
Geske, Kristi	Prendergast, Bruce	

WORKSHOPS SCHEDULE

WORKSHOPS KEY:

E	Employee Workshop
C	Community Workshop
B	Board Workshop
B-M	Joint Board-Management Workshop

2005							2006						
APR		MAY				JUN	DEC	JAN			FEB		
5	16	10	12	21	24	21	6	10	21	24	14	14	28

TOPICS	WORKSHOPS													Board receives final draft of strategic plan	Board approves final draft of strategic plan
	E	C	B	E	C	B	B-M	B-M	B-M	C	E	B-M			
Key Stakeholders	X	X	X					X	X	X	X	X	X		
Future Outlook	X	X	X					X	X	X	X	X	X		
Mission				X	X	X	X	X	X	X	X	X	X		
Vision				X	X	X	X	X	X	X	X	X	X		
Values				X	X	X	X	X	X	X	X	X	X		
Priorities				X	X	X	X	X	X	X	X	X	X		
Goals								X	X	X	X	X	X		
Initiatives									X	X	X	X	X		
Action Plans									X	X	X	X	X		
Scoreboard									X	X	X	X	X		
Stewardship									X	X	X	X	X		

COMMUNITY WORKSHOP #1

April 16, 2005

This community workshop provided 105 ideas for consideration in the strategic planning process. Some comments were made more than once and appear as duplicates.

“EXTERNAL POSITIVE” Future events that could benefit the District’s ability to provide services. (26 responses)

- WATER SUPPLY
 1. Lake level.
 2. More rain.
- COUNTY ACTIONS: POPULATION GROWTH
 1. Building moratorium.
 2. Building moratorium.
 3. Building moratorium.
 4. Building moratorium.
 5. Comprehensive community plan.
 6. Controlled growth.
 7. Improved quality of life due to moratorium.
 8. Limit growth within LACSD jurisdiction.
 9. Smart growth, ie growth within capacity of existing infrastructure.
- COUNTY ACTIONS: DISTRICT JURISDICTION
 1. Eliminate the special district and revert back to a private utility.
 2. Reduce District’s sphere of influence.
 3. Arrowhead Woods boundary remains unchanged.
 4. Arrowhead Woods becomes incorporated.
- COUNTY ACTIONS: OTHER
 1. Adherence to building codes.
- DISTRICT OUTREACH
 1. Continuing responsible stewardship.
 2. Environmental stewardship is paramount (value agreed upon in our group).
 3. District provide education to tourists via signs in restaurants, hotel rooms educating tem about water conservation. Install low flow toilets and restricted flow shower heads in these facilities.
 4. Public acceptance of IPR.
- DISTRICT REVENUES
 1. Federal funding to import water.
- UNCLEAR MEANING
 1. Budgetary oversight
 2. Regulatory policies responsible.
 3. Forest management.
 4. Local pressure groups.
 5. Homeowners need to have more control and rights

“EXTERNAL NEGATIVE” Future events that could harm the District’s ability to provide services. (29 responses)

- ACTS OF GOD:
 1. Catastrophic earthquake.
 2. Conditions of roads.
 3. Drought.
 4. Drought.
 5. Drought.
 6. Fire.
 7. Natural disasters: fire, earthquakes, roads collapse.
- WATER SUPPLY
 1. High cost of imported CLAWA water.
 2. Lose cooperation of CLAWA.
- COUNTY ACTIONS: POPULATION GROWTH
 1. Building moratorium has no positive impact.
 2. Building moratorium creates an “Aspen Colorado” atmosphere--the have-nots will not be able to live here.
 3. How long can our community survive without moratorium?
- COUNTY ACTIONS: DISTRICT JURISDICTION
 1. District’s sphere of influence increases.
 2. Our domestic water rights are lost to consolidation of additional communities
 3. Cedar Glen redevelopment obtains water from LACSD.
 4. Expansion of Redevelopment Agency to other areas of the mountain increases construction, elimination of area character and use of eminent domain.
 5. Pending / future lake level lawsuits have a negative impact.
 6. San Bernardino County regulated development leads to no local control.
- CUSTOMERS:
 1. Any population increase.
 2. Cost of living and interest rates increases.
 3. Growth in number of permanent residents.
 4. Growth of part-time to full-time conversions.
 5. Residents not adhering to building codes, eg terracing where slope exceeds 40%.
 6. Overbuilding.
 7. Overbuilding and increase in population.
 8. Lower quality of life due to increased population growth.
 9. Uncontrolled population growth.
 10. Weekenders and tourists continue not to care about water conservation or water use.
- UNCLEAR MEANING
 1. Local pressure group: real estate development

“INTERNAL POSITIVE” Future events that could benefit the District’s ability to provide services.(38 responses)

- WATER SUPPLY
 1. Development of water policy with a watermaster to maintain best balance between cost and lake level stability.
 2. Full lake--all of the time.
 3. Only provide potable water from existing lake sources..
- CONSERVATION
 1. Conservation should be a way of life.
 2. Conservation--don’t ease up.
 3. Continue conservation.
- RECYCLED WATER
 1. Leadership in recycled water and IPR.
 2. Recycled water treated to drinking water standards.
 3. Wastewater recycling.
- GRAY WATER
 1. Gray water systems.
 2. Greater use of gray water gives incentives to building and homeowners to create system in-house.
 3. Implement / encourage homeowners to conserve via individual grey water system.
 4. Recycled water for landscape.
 5. Recycling for irrigation.
- DEMAND MANAGEMENT
 1. Control the number of connections to suppress growth.
 2. Enforce subdivisions to supply independent water supply.
 3. LACSD sets a firm yearly housing construction number with historical data to support projections.
 4. Landscaping and irrigation controls, guidelines, and approval procedures.
- FEES
 1. Rate correction for 1000 base minimum quantity.
 2. Supplemental assessment.
- FINANCE
 1. More accountability. Constraints on District spending cap on spending without vote of ratepayers.
 2. Protection of District audit trails and access to the public record.
 3. Public knows fiscal year and budget details.
 4. The public needs a complete accounting of why the \$56 million is being retained and what it is being used for.
 5. Utilization of tax assessment controls and decisions are understandable to public.

- INFRASTRUCTURE
 1. All run-off water (surface water and road/storm water) recharges lake and water table.
 2. Better measuring device for water spilling out of the lake at spill way and measuring input from the creeks.
 3. Build water catch basins.
 4. Excess water is retained for local use.
 5. Santa's Village may be available to buy again for its wells becoming a location for arts theater-- community co-ownership.
 6. Utilize technology to improve District facilities
 7. Water recharge system captures all surface water runoff to recharge lake.
 8. Wells are cost effective.
- BOARD / STAFF
 1. Change Board meeting procedures to provide immediate comment and answers to questions from public and other Board members with opportunity for immediate follow up questions and comments from same.
 2. Give all home owners of the domestic water users the right to vote on District matters.
 3. Redefine Board member requirements to be homeowners within District.
 4. Redefine management staff's requirements to be homeowners within District.
- UNCLEAR MEANING
 1. Taking control away from the special interest

“INTERNAL NEGATIVE” Future events that could harm the District’s ability to provide services. (12 responses)

- SERVICES
 1. Lowering of mandatory conservation standards.
 2. Indirect potable reuse.
 3. Continued lack of trust of communication to customers via mail.
- FEES
 1. Supplemental assessment of water fees are excessive.
 2. Excessive penalties.
 3. Economic impact upon rate-payers.
- FINANCE
 1. Cost of waste water recycling.
 2. Continued lack of fiscal accountability to rate payers.
 3. Increased operational costs.
- INFRASTRUCTURE
 1. Unaccounted for water leaks.

BOARD / STAFF

1. Board turnover leads to inconsistency of policy.
2. The contentiousness and negativity related to Board meetings and Board members speaking at those meetings to each other continues to be very bad and keeps people away.

FEEDBACK TOPICS

STRATEGIC PLAN:

1. The process needs to act and follow through on this public input.
2. This process has positive potential. Let's make sure that public input is acknowledged and acted upon.
3. All data collected from the strategic planning process should be posted on the LACSD website to inform the public of issue and questions raised on behalf of the public.
4. There have been other strategic plans done with previous Board and GMs. How will this one be implemented?
5. We also need to add to positive internal outlook worksheet to have consensus with LACSD / ALA and LACC. No more "us versus them."

BASELINE ASSUMPTIONS:

1. A long-term plan needs to include only the existing area, since it is quite unique as a District.
2. Community Services District map does not reflect approved projects, such as Blue Ridge and Mill Pond projects which are outside the District's sphere of influence.
3. Do not trust census numbers--review the demographics.
4. LACSD expansion of service areas must be controlled until all mountain access and road problems are addressed and funded.
5. Michael Burch forecasts total number of parcels in Lake Arrowhead (improved and unimproved) is 19,299. Data obtained from Ron Matyas, Advanced Planning Division, Land Use Services Department, San Bernardino County. 909-387-4147.
6. Need to have most accurate population growth projections in Arrowhead Woods (school district data, census data, real estate data).

COMMUNITY WORKSHOPS:

1. For there to be buy-in from stakeholders in the strategic plan there needs to be decision-making making input directly from the Stakeholder Advisory Group. This is because some senior staff and Board members do not own property within the District and therefore do not have a concerned interest.
2. LACSD needs to keep the public informed. The last water demand and supply report was in October 2003.
3. Provide greater public information and education about treated wastewater to drinking water standards.
4. The public confidence would be enhanced if the budget due in May was published.

COMMUNITY WORKSHOP #2

May 21, 2005

This community workshop provided 70 recommendations in the areas of the District's mission, visions, and values for the next 15 years.

MISSION STATEMENTS

A mission is a one sentence statement that summarizes the aspirations or purpose of the District over next 15 years.

Team #1:

- The best water services, now and forever!

Team #2:

- To provide adequate supply, quality service, effective costs and equitable rates.

Team #3:

- To furnish quality water and sewer service at an equitable price with full accountability

Team #4:

- Preserve the rural character of the community and the integrity of the lake while providing high quality water and sewer service

Team #5:

- Deliver top quality water and sewer services with minimum impact on Lake Arrowhead at a reasonable cost

Team #6:

- Preserve quality, protect resources, and provide services in a financially responsible manner

Team #7:

- Commitment to adequate water supply and conservation of lake level

Team #8:

- Provide adequate mountain pure water and odor-free sewage service to all consumers at reasonable and fair prices

Team #9:

- To provide the highest quality drinking water to its clients while treating wastewater to or exceeding those b developing self-sufficiency at a manageable cost

VISIONS

A vision is a set of positive expectations about 1) what successes the District will have achieved and/or 2) what people will be saying about the District in the future.

Team #1:

- No water lost or wasted!
- We provide water and wastewater services that meet or exceed our customer's requirements for quality, service, and cost.

Team #2:

- Full lake and taps
- Through continued community participation and communications

Team #3:

- Accomplish the mission statement
- Supplemental water source
- 20 year water and sewer plan

Team #4:

- To preserve and serve

Team #5:

- Regain 1978 purchase agreement when bought Arrowhead Utility Co. and pre-1914 water rights
- Stay within 1978 water service boundaries
- To live within resource limitations.
- Stop draw on lake--buy water instead
- We drink, shower, swim, and recreate in Lake Arrowhead
- Landscaping done by grey water / recycled water

Team #6:

- Maintain normal water levels of highest quality
- Informed and satisfied customers
- Maintain highest quality service

Team #7:

- We become a model for community involvement, effective technology, and cost-effectiveness

Team #8:

- Focus on continuous conservation efforts to limit water use to natural supply
- Maintain Lake Arrowhead as the community we continue to desire to use
- To adjust the fee schedule so it reasonably relates to the provision of services

Team #9:

- Developing future self sufficiency
- Preserve high quality mountain water for Lake Arrowhead residents and visitors
- Maximizing storage capacity other than lake level
- Pioneering use of new technologies
- Greatest use of recycled water and conservation programs
- Responsible growth with available infrastructure

VALUES

Values are the principles and beliefs that are a) the bedrock for the District's existence and b) the decision criteria for District initiatives.

Team #1:

- The focus of our actions is upon customer satisfaction
- We do everything with a sense of urgency
- We operate with honesty and integrity
- We believe in open and honest communication
- We will be environmentally responsible

Team #2:

- Maintain quality of life!
- Openness with the public
- Quality service through interaction with the community
- Responsible financial stewardship
- Public health and safety

Team #3:

- Equitable consistent service to all
- Open, accountable, transparent
- Preserve our resources

Team #4:

- Integrity
- Accountability
- Representation
- Transparency
- Respect
- Preservation
- Truthfulness

Team #5:

- Maintain current lake water quality
- Totally transparent decision making and honesty with public
- Reliable quality service
- Fairness in rates
- Respond to and address concerns of the rate payers
- The Board and staff should follow the State Constitution and laws that they were elected to do.

Team #6:

- Maintain high ethical standards
- Maintain fiscal responsibility
- Respect, communicate and ensure safety
- Maintain quality service
- Promote stewardship
- Respect rights of community and its people

Team #7:

- Truth
- Transparency
- Trust

Team #8:

- Comply with all laws
- Respect for all consumers
- Take forthright action
- Have open, transparent policies
- Have accountable, honest policies

Team #9:

- Fiscal responsibility and accountability for current operations and future programs and projects
- Honest open communication with all constituents
- Unparalleled customer service
- Consideration of fiscal and social impacts of Board decisions

WRITTEN FEEDBACK FROM THE WORKSHOP

Regarding Community Workshops:

- Reconvene today's group when strategic plan is drafted for public input at a non-LACSD Board meeting
- At least one LACSD Board member should be present.

Regarding the Strategic Planning Process

- Request for the strategic planning process to consider the dual plumbing project that was implemented in Calimesa, CA. An article describing the project was published in the SB Sun on May 19, 2005. Local Calimesa developers agreed to install two separate pipelines for potable and recycled water on new properties. The system was forecast to cut potable usage by 60%.
- Regain our pre-1914 water rights that were part of the purchase agreement that came out of the class action suit of 1972 which was settled on June 7, 1974. The agreement was to purchase the Lake, the reserve strips, Grass Valley Lake, the Arrowhead Utility Company and the 1914 water rights. The homeowners purchased by ___ 1978 the Arrowhead Utility Company.
- Subject: Sewers Problems
 - Maps: location of sewers, laterals, Ts and Ys, and manholes
 - Inspection schedule and clean-out schedule
 - Corrections and new system additions

FUTURE OUTLOOK

BOARD + MGT TEAM RATINGS OF POSSIBLE FUTURE EVENTS (May 20, 2005)

KEY TO RATING

#	PROBABILITY	IMPACT
1	High	High
2	High	Medium
3	Medium	High
4	High	Low
5	Medium	Medium
6	Low	High
7	Medium	Low
8	Low	Medium
9	Low	Low

TYPES OF EVENTS

EN	External negative event
EP	External positive event
IN	Internal negative event
IP	Internal positive event



			RATINGS	
CATEGORIES	TYPE	POSSIBLE FUTURE EVENTS	BD	MGT
1	Act of God	EN Drought	1	1
2	Politics	EN Present political climate prevails		
3	Water rights	- SWRCB outcome		
4	Water rights	EP Political solution to the lake		
5	Water supply	EP Lake level		
6	Act of God	EN Extended 5-year drought	1	
7	Act of God	EP One wet winter		
8	Infrastructure	IN Ageing infrastructure		
9	Costs	EN High cost of imported CLAWA water	2	1
10	Costs	EN Increasing costs for energy		
11	Costs	IN Increased operational costs.		
12	Costs	IN Increased costs of employees		
13	Costs	IN Increase in operating expenses		
14	Customers	EN Fight for Arrowhead Woods water supply divides community (ie recreation vs water supply)		
15	Infrastructure	IN Unaccounted for water leaks		
16	Regulations	EN New laws/regulations		
17	Revenues	EN Cost of living and interest rates increase	3	1
18	Revenues	EN There is a loss of revenues		
19	Revenues	EN There is a loss of state funds		
20	Revenues	EN Loss of property tax revenue		
21	Costs	EN Lose the cooperation of CLAWA.	7	1
22	Leadership	IN Dramatic shift in Board policy		
23	Leadership	IN Conflicting Board		
24	Leadership	IN The Board has a dual agenda		
25	Leadership	IN There are conflicts of interest and personal agendas on the Board		
26	Water rights	EN The water rights complaint ruling is not in our favor		
27	Water supply	EN There is regional water scarcity		
28	Water rights	EN Mojave water right fight		



			RATINGS	
CATEGORIES	TYPE	POSSIBLE FUTURE EVENTS	BD	MGT
29	Act of God	EN Hard winter work conditions	2	2
30	Infrastructure	IN A sewer spills into the lake		
31	Infrastructure	IN A sewer system deteriorates and leads to overflows at plants		
32	Employees	IN Ageing work force		
33	Operations	IN Lack of wastewater inflow and infiltration (I/I) controls		
34	Operations	IN Lack of standard operating procedures (SOPs)		
35	Operations	IN Lack of storage areas		
36	Regulations	EN District hemmed in by government land		
37	Regulations	EP Adherence to building codes		
38	Regulations	EP Smart growth, ie growth within capacity of existing infrastructure		
39	Revenues	IP Favorable bond rating		
40	Teamwork	IN Internal dividing walls remain in LACSD		
41	Water rights	EN Political solution to the lake		
42	Regulations	EN Regulators force us to change how we dispose of bio-solids	2	3
43	Costs	IN Higher operating costs	2	
44	Customers	EN Community is apathetic about District affairs		
45	Customers	EP The community trusts the District	3	2
46	Water supply	EN The lake level drops 20 feet		
47	Act of God	EN A terrorist act contaminates the lake or the reservoirs	3	3
48	Act of God	EN Fire. We lose everything		
49	Act of God	IN Lack of emergency planning for fire, catastrophic earthquake, or terrorist act		
50	Customers	EN The Board and public have negative perceptions of the District.		
51	Customers	EN Divided community on lake water issues		
52	Infrastructure	EN A catastrophic earthquake damages roads and infrastructure. Sewer and water lines break with no way to turn it off		
53	Employees	IN Increased turnover		
54	Employees	IN Lack of internal staff for grant funding, environmental		
55	Operations	EN Contamination from zebra mussels		
56	Regulations	EN Cost of regulatory compliance		
57	Revenues	EN Loss of reserves		
58	Teamwork	IN Communication among employees is low		
59	Water rights	EN Pending / future lawsuits		



			RATINGS	
CATEGORIES	TYPE	POSSIBLE FUTURE EVENTS	BD	MGT
60	Act of God	- Tree disease epidemic	3	
61	Act of God	EN Fire in Arrowhead Woods		
62	Demand	EN More down-the-hill landscaping		
63	Leadership	EN Community elects uninformed, extremist members		
64	Leadership	- Turnover occurs in District management		
65	Regulations	EN State Water Board decides lake level at 5085 feet		
66	Regulations	EN Cedar Glen sewer service		
67	Regulations	EN Cedar Glen Redevelopment Agency is established		
68	Regulations	EN State law changes effluent specs		
69	Water supply	EN Lack of state capacity of water		
70	Customers	IN The new headquarters upsets the community	5	2
71	Demand	EN Growth of part-time to full-time conversions		
72	Infrastructure	IN Sewer backups increase		
73	Act of God	EN Earthquake	6	
74	Costs	EN District loses lawsuits (eg Ordinance 61)		
75	Customers	EP Community accepts / wants indirect potable reuse		
76	Infrastructure	IN Lake tower disintegrates		
77	Infrastructure	IN Break in Hesperia line		
78	Politics	- Lake Arrowhead cityhood		
79	Regulations	EN State consolidates all mountain water districts		
80	Regulations	EN County downsizes lots and opens up development		
81	Water supply	EN Contamination of lake water supply		
82	Water supply	EP CLAWA gets more water		
83	Revenues	EP Federal funding to import water	8	2
84	Revenues	IN There is a lack of funds for new equipment		

GLOSSARY

Technical Terms

Acre-Foot (AF). A unit commonly used for measuring the volume of water; equal to the quantity of water required to cover one acre (43,560 square feet) to a depth of one foot and equal to 325,851 gallons. An acre-foot of water is considered enough water to meet the needs of two families of four for one year.

AFY. Acre-feet per year.

Advanced Treatment. Additional treatment provided to remove suspended and dissolved substances after conventional secondary treatment. Often this term is used to mean additional treatment after tertiary filtration and disinfection treatment for the purpose of further removing contaminants of public health or other water quality concern. This may include membrane filtration and advanced oxidation.

AMR. Automated Meter Read.

Backflow. (1) The backing up of water through a conduit or channel in the direction opposite to normal flow. (2) The undesirable flow of water from a plumbing system back into the community potable water supply. (3) A reverse flow condition created by a difference in water pressures that causes water to flow back into the distribution pipes of a drinking water supply from any source other than the intended one. Backflow prevention assemblies prevent contamination and are required by city and state laws.

Beneficial Use (of Water). A use of water resulting in appreciable gain or benefit to the user, consistent with state law, which varies from one state to another. In California, beneficial uses of waters of the state that may be protected against quality degradation include, but are not necessarily limited to, domestic, municipal, agricultural and industrial supply; power generation; recreation; aesthetic enjoyment; navigation; and preservation and enhancement of fish, wildlife, and other aquatic resources or preserves. (Water Code, Section 13050(f))

Best Management Practices (BMP). (1) A generally accepted practice for some aspect of natural resources management to protect or achieve the best use of the resources, such as water conservation measures, drainage management measures, or erosion control measures. Typically incorporates conservation criteria. (2) A set of field activities that provide the most effective means for reducing pollution from a nonpoint source.

Biosolids. A nutrient-rich organic material that is a byproduct or waste resulting from the treatment of wastewater. Biosolids contain nitrogen and phosphorus along with other supplementary nutrients in smaller doses, such as potassium, sulfur, magnesium, calcium, copper and zinc. Soil that is lacking in these substances can be reclaimed with biosolids use. The application of biosolids to land improves soil properties and plant

productivity, and reduces dependence on inorganic fertilizers. The terms biosolids, Sludge and Sewage Sludge can be used interchangeably.

CEQA. California Environmental Quality Act. <http://ceres.ca.gov/ceqa/>

CIP. Capital Improvement Project

Cross-connection. A physical connection between two water systems, typically between a potable water system and any source or system of water or other substance that is not approved for drinking.

Discharge. (1) The volume of water or fluid, including solid- and dissolved-phase material, that passes a given point in a given period of time. (2) The flow of water from an opening into another body of water, as the release of treated wastewater from a treatment plant into a stream or the ocean. The flow of surface water in a stream or the flow of groundwater from a spring, ditch, or flowing artesian well. (3) The rate of flow, especially fluid flow; the volume of fluid passing a point per unit time, commonly expressed as cubic feet per second, million gallons per day, gallons per minute, or cubic meters per second.

Discharge Permit. A permit issued by the state to discharge effluent into waters of the state.

Drinking Water Standards. Drinking water standards established by state agencies and the U.S. Environmental Protection Agency (EPA) for drinking water.

Drinking Water Supply. Water provided for use in households. The distribution of water to households is regulated under the Safe Drinking Water Act of 1974, as amended, as well as State regulations.

Effluent. Wastewater or other liquid, treated or in its natural state, flowing from a treatment plant or process.

EIR. Environmental Impact Report.

Freshwater. Water that is obtained from rainwater, surface waters such as lakes and streams, and groundwater.

GPD (Gallons-per-day). A measure of the rate of flow or the rate of water withdrawal from a well.

GVWWTP. Grass Valley Wastewater Treatment Plant.

Graywater. Wastewater from a household or small commercial establishment that does not include water from a toilet, kitchen sink, dishwasher, or water used for washing diapers.

I&I (Infiltration and Inflow). Inflow is water that is dumped into the sewer system through improper connections, such as downspouts and groundwater sump pumps.

Infiltration is groundwater that enters the sewer system through leaks in the pipe. When this water gets into the sanitary sewers, it must be moved and treated like sanitary waste. Too much I&I often causes sewer backups and overflows when it rains.

NEPA. National Environmental Policy Act.
<http://www.epa.gov/compliance/nepa/index.html>

Nonpotable Water. Water that is not suitable for drinking. The District delivers nonpotable water to Grass Valley Lake, when needed, for golf course irrigation.

NPDES. National Pollutant Discharge Elimination System – The program established by the Federal Clean Water Act that requires all point sources of pollution discharging into any “waters of the United States” to obtain a permit issued by the U.S. Environmental Protection Agency (EPA) or a state agency authorized by the federal agency. The NPDES permit lists permissible discharges and/or the level of cleanup technology required for wastewater.

Outfall. The place where a sewer, drain, or stream discharges; the outlet or structure leaving a treatment plant through which reclaimed water or treated effluent is finally discharged to a receiving water body.

Potable Water. Water that is drinkable. Specifically, freshwater that generally meets the standards in quality as established in the U.S. Environmental Protection Agency (EPA) Drinking Water Standards for drinking water throughout the United States. Potable water is considered safe for human consumption and is often referred to as Drinking Water.

Primary Wastewater Treatment. The removal of particulate materials from domestic wastewater, usually done by allowing the solid materials to settle as a result of gravity. Typically, the first major stage of treatment encountered by domestic wastewater as it enters a treatment facility.

Recycled Water. Wastewater that is suitable for a beneficial use as a result of treatment. The degree of treatment provided for recycled water depends on the quality of water needed for the specific beneficial use and for public health protection and may include effluent from Primary Wastewater Treatment, Secondary Wastewater Treatment, Tertiary Wastewater Treatment, or Advanced Tertiary.

RFP. Request for Proposal.

Runoff. The volume of surface flow from an area.

Safe Drinking Water Act (SDWA). A Federal law, which is an amendment to the Public Health Service Act which established primary and secondary quality standards for drinking water. The SDWA was passed in 1976 to protect public health by establishing uniform drinking water standards for the nation. In 1986 SDWA Amendments were passed that mandated the U.S. Environmental Protection Agency (EPA) to establish standards for 83 drinking water contaminants by 1992 and identify an additional 25 contaminants for regulation every 3 years thereafter.

SCADA (Supervisory Control And Data Acquisition). As the name indicates, it is not a full control system, but rather focuses on the supervisory level. As such, it is a purely software package that is positioned on top of hardware to which it is interfaced. The District utilizes SCADA software in its treatment facilities.

Secondary Wastewater Treatment. Treatment (following Primary Wastewater Treatment) involving the biological process of reducing suspended, colloidal, and dissolved organic matter in effluent from primary treatment systems. Activated sludge and trickling filters are two of the most common means of secondary treatment. It is accomplished by bringing together waste, bacteria, and oxygen in trickling filters or in the activated sludge process. Disinfection is usually the final stage of secondary treatment.

Sewage. The spent water of a community, now usually referred to as Wastewater but it has the further implication of wastewater containing domestic waste.

Stakeholders. Individuals and organizations who are involved in or may be affected by activities of the District, such as the construction and operation of a water recycling project.

Tertiary Wastewater Treatment. Biological, physical, and chemical treatment processes that follow Secondary Wastewater Treatment. The most common Tertiary Wastewater Treatment process consists of flocculation basins, clarifiers, filters, and disinfection processes. The term Tertiary Wastewater Treatment is also used to include Advanced Treatment beyond filters.

Total Maximum Daily Load (TMDL). The maximum quantity of a particular water pollutant that can be discharged into a body of water without violating a water quality standard. The amount of pollutant is set by the U.S. Environmental Protection Agency (EPA) when it determines that existing, technology-based effluent standards on the water pollution sources in the area will not achieve one or more ambient water quality standards. The process results in the allocation of the TMDL to the various point sources of pollutants in the area.

Treated (Wastewater) Effluent. Water that has received primary, secondary, or advanced treatment to reduce its pollution or health hazards and is subsequently released from a wastewater facility after treatment.

District Stakeholders: Regulators

Mojave River Basin. The adjudicated boundary of the Mojave Basin Area encompasses about 3,400 square miles of San Bernardino County, California. In general the adjudicated area is bounded by the San Bernardino and San Gabriel Mountains to the south, Afton Canyon to the northeast, just beyond Lucerne Valley in the east and the Antelope Valley to the west at the San Bernardino/Los Angeles County line. For purposes of administration of the Judgment, the Basin is divided into five separate

hydrologic Subareas. The five Subareas are named: Este (East Basin), Oeste (West Basin), Alto (Upper Basin), Centro (Middle Basin) and Baja (Lower Basin).

San Bernardino County, Board of Supervisors. The District is in an unincorporated area of San Bernardino County. The governing body is the County Board of Supervisors. The District is in the 3rd District of San Bernardino County which is represented by Supervisor Dennis Hansberger. <<http://www.co.san-bernardino.ca.us/bos.htm>. >

San Bernardino County, Department of Land Use Services. San Bernardino County is the local land use authority for the Lake Arrowhead Community. The County Planning Commission and Board of Supervisors consider and approve or disapprove all proposals for new development.

San Bernardino County, Fire Department. Provides administration and support for 32 legally separate fire districts and county-wide services. The fire districts serve 328,260 citizens within 16,225 square miles of unincorporated areas and five cities. <<http://www.sbcfire.org/default.asp>>

San Bernardino County, Department of Public Works, Transportation Department. Operates, maintains, and improves the County Road System that currently includes approximately 2,860 miles of roadways. <<http://www.co.san-bernardino.ca.us/trans/>>

San Bernardino County, Division of Environmental Health Services, Water/Wastewater/Land Use. Inspects/permits small community and non-community water systems that serve water to the public. Protects water sources from pollution by permitting and inspecting construction and destruction of wells. Reviews/approves sewage disposal reports to protect underground water source. Evaluates/comments on Environmental Impact Reports. <<http://www.sbcounty.gov/dehs/water/waterpublic.htm>>

San Bernardino County, Division of Redevelopment Services. The Redevelopment Services Division is overseeing the Cedar Glen Disaster Recovery Project. The project area encompasses a portion of the District's water service area. The majority of the project area is on standby for sewer service. If the County were to determine that sewers would be installed in the project area, the District would be responsible for providing those services.

San Bernardino County, Local Agency Formation Commission (LAFCO). The goals of the San Bernardino County LAFCO are to encourage orderly growth, promote logical and orderly service boundaries for cities and special districts, discourage premature conversion of prime agricultural lands to urban uses, and promote efficient and effective service delivery for cities and special districts. State law requires that LAFCO review the LACSD sphere of influence at least once every five years. LAFCO would also review any proposal to add land to the district (annexation), to remove land from the district (detachment), or to consolidate, merge, or dissolve the district. The Commission also has the power to investigate the efficiency and effectiveness of the district, and to

propose changes in organization where appropriate. <<http://www.co.san-bernardino.ca.us/lafco/default.htm>>

State of California, Department of Fish and Game. The California Department of Fish and Game is charged with protecting conserving native fish, plants and wildlife. Whenever a District activity or proposal might impact a sensitive habitat, for example, their staff must be consulted whenever an environmental impact study is required for a construction project and requirements the department sets forth are complied with. <<http://www.dfg.ca.gov/>>

State of California, Department of Health Services (DHS). The California Health Services regulates drinking water quality standards and determines the levels at which potential toxins can be present in drinking water. <<http://dhs.ca.gov/>>

State of California, Department of Transportation (Caltrans). Designs, constructs, maintains, and operates the California State Highway System, as well as that portion of the Interstate Highway System within the state's boundaries. <<http://www.dot.ca.gov/>>

State of California, Division of Occupational Safety and Health (Cal/OSHA). Enforces California laws and regulations pertaining to workplace safety and health and provides assistance to employers and workers about workplace safety and health issues. <<http://www.dir.ca.gov/DOSH/dosh1.html> >

State of California, Mojave Desert Air Quality Management District (MDAQMD). Covers the northern portion of San Bernardino County and the eastern portion of Riverside County, including Hesperia. Annually inspects every permitted source to verify continuing adherence to District requirements. <<http://www.mdaqmd.ca.gov/index.htm>>

State of California, South Coast Air Quality Management District (AQMD). Is the air pollution control agency for all of Orange County and the urban portions of Los Angeles, Riverside and San Bernardino counties, including Lake Arrowhead. This area of 10,000 square miles is home to nearly 16 million people, half the population of the whole state of California. <<http://www.aqmd.gov/aqmd/intraaqmd.html>>

State of California, Water Resources Control Board (SWRCB). The SWRCB is a regulatory agency, which means it has powers to mandate specific actions regarding water rights and water quality. The SWRCB Board presides over such hearings as water quality in the Delta and has several boards that regulate water quality and water rights issues within their specific jurisdictions. The SWRCB allocates water rights, adjudicates water right disputes, develops statewide water protection plans, establishes water quality standards, and guides the Lahontan Regional Water Quality Control Board. <<http://www.waterboards.ca.gov/lahontan/>>

United States, Army Corps of Engineers. Plans, designs, builds and operates water resources and other civil works projects. <<http://www.usace.army.mil/>>

United States, Bureau of Reclamation. The U.S. Bureau of Reclamation performs many functions, for example it operates and maintains the Central Valley Project. Closer to home for the Lake Arrowhead community, it administers grant programs to fund the cost of water supply projects and programs. In 2004 the Bureau funded to cost of constructing three new groundwater wells in Lake Arrowhead. <<http://www.usbr.gov/>>

United States, Environmental Protection Agency (EPA). Develops and enforces regulations that implement environmental laws enacted by Congress. Is responsible for researching and setting national standards for a variety of environmental programs, and delegates to states and tribes the responsibility for issuing permits and for monitoring and enforcing compliance. <<http://www.epa.gov/>>

United States, Fish & Wildlife Service. Conserves, protects and enhances fish, wildlife, and plants and their habitats for the continuing benefit of the American people. Enforces the U.S. Endangered Species Act. <<http://www.fws.gov/>>

United States, Forest Service. Manages public lands in national forests and grasslands, which encompass 193 million acres including areas where LACSD operates its treatment facilities. <<http://www.fs.fed.us/>>

Utility Workers Union of America, AFL-CIO. The District is member of the Utility Workers Union of America, AFL-CIO (UWUA). The UWUA has more than 50,000 members working in the electric, gas, water, and nuclear industries across the United States. <<http://uwua.net/>>

District Stakeholders: Resources

Arrowhead Lake Association (ALA). The Arrowhead Lake Association is a non-profit corporation that owns and operates Lake Arrowhead. The mission of ALA is to protect, operate and improve Lake Arrowhead, and to provide reasonable and safe recreational facilities in a fiscally responsible manner, with appropriate planning for the future for its members. Property owners in Arrowhead Woods are eligible to become members of ALA. The District and ALA entered into an Operating Criteria Agreement for managing lake level in August 2005. <<http://www.lakeassociation.org/>>

California Urban Water Conservation Council (CUWCC). The CUWCC was created to increase efficient water use statewide through partnerships among urban water agencies, public interest organizations, and private entities. The Council's goal is to integrate urban water conservation Best Management Practices into the planning and management of California's water resources. The District is a signatory to the CUWCC and submits BMP reports as required. <<http://www.cuwcc.org/home.html>>

Community Groups. Local organizations such as the Chamber of Commerce, Save Our Forest Association, etc.

Crestline–Lake Arrowhead Water Agency (CLAWA). Public agency created in 1962 by a special act of the California State Legislature to provide supplemental water to a portion of the San Bernardino Mountains. Currently working on proposal to utilize currently available capacity in the Agency’s treatment plant and transmission system to treat and transport State Water Project water from MUNI to the retail system of LACSD. <<http://www.clawa.org/default.aspx>>

Inland Empire Utilities Agency (IEUA). IEUA is be a potential supplier of supplemental water to the District. <<http://www.ieua.org/>>

Lake Arrowhead Country Club (LACC). The District has five groundwater wells on the LACC property. The wells provide water for irrigation and drinking water supplies. <<http://www.lakearrowheadcc.com/>>

Land–holders (Groundwater). Private citizens with rights to groundwater on their property that may enter into agreements with the District to provide their groundwater as a supplemental resource.

Metropolitan Water District (MWD). MWD could be a potential supplier of supplemental water to the District. <<http://www.mwdh2o.com/>>

Mojave Water Agency (MWA). MWA currently utilizes all of the District’s treated effluent via groundwater extraction in Hesperia. MWA could be a potential supplier of supplemental water to the District. <<http://www.mojavewater.org/>>

San Bernardino Valley Municipal Water District (MUNI). Formed in 1954 to plan long-range water supply for the San Bernardino Valley, MUNI imports water into its service area through participation in the California State Water Project and manages groundwater storage within its boundaries. The District currently has a 10- to 15-year agreement with MUNI to import State Water Project water to the District through an agreement with CLAWA. <<http://www.sbvmd.com/>>

State Water Project (SWP). The nation's largest state-built water and power development and conveyance system. Planned, designed, constructed and now operated and maintained by the California Department of Water Resources. This unique facility provides water supplies for 23 million Californians and 755,000 acres of irrigated farmland. <http://www.water.ca.gov/nav.cfm?topic=State_Water_Project>