

CEO BULLETIN



To: Board of Directors
From: Norma J. Camacho, CEO

Week of February 28 – March 5, 2020

Board Executive Limitation Policy EL-7:

The Board Appointed Officers shall inform and support the Board in its work. Further, a BAO shall 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 and 2) report in a timely manner an actual or anticipated noncompliance with any policy of the Board.

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1. FY2020 Computer Refresh is Underway!

The Information Technology (IT) Division is currently planning the upgrade of more than 400 computers during Fiscal Year 2020. This includes upgrading over 200+ Valley Water computers to Windows 10. Focusing on mobility, performance and convenience, IT is currently surveying Valley Water staff to identify which computer type would best suit their working styles and workload. For the first time, staff can choose from a desktop, a laptop with docking station, a 2-in-1 tablet or a new space saver desktop computer.

Valley Water staff may visit our new computer demonstration stations at:

- 1) Pondside Cafe in the Headquarters building starting 2/18/2020 until 3/10/2020
- 2) Rinconada Water Treatment Plant on the intermediate floor on 3/11/2020
- 3) Penitencia Water Treatment Plant in the break room starting 3/12/2020
- 4) Santa Teresa Building in the break room on 3/13/2020

The Information Technology Division has already contacted all employees who are due for an upgrade and is looking forward to completing the project this Spring!

For further information, please contact Mike Cook at (408) 630-2347.

2. McKelvey Park Ribbon Cutting

Valley Water's Permanente Creek Flood Protection Project reached a major milestone with the completion of the McKelvey Park flood detention basin in Mountain View. In collaboration with the City of Mountain View, Mountain View California Little League and the neighboring community, a ribbon cutting event was held on Saturday, February 29, 2020.

Approximately 500 community members attended the event, including local officials and project stakeholders. Among the event highlights were the unveiling of the mockup project legacy sign, a ceremonial first pitch thrown by both Valley Water Director Gary Kremen and Mountain View Mayor Margaret Abe-Koga and the debut of the newly wrapped Valley Water water truck. Valley Water also had an information table providing attendees with details about the Safe, Clean Water and Natural Flood Protection program, along with ice-cream coupons and baseball hats.

McKelvey Park was built as a dual-purpose facility, providing flood protection to downstream neighborhoods and recreational space for residents. Among the key project benefits are two baseball fields, a community room, an enhanced park and playground areas. Other community highlights of the McKelvey Park portion of the Permanente Creek Flood Protection project include terraced bleachers for families and fans to watch games, a concession and scorekeeper's booth, storage and restrooms.

The flood basin at Rancho San Antonio is the final remaining project element and is projected to be completed by December 2020. When completed, the Permanente Creek Flood Protection Project will provide flood protection to approximately 2,200 properties in Mountain View and Los Altos.

For further information, please contact Rick Callender at (408) 630-2017.

3. Valley Water and County Parks Cooperation - Chainsaw Operations Safety Training

Valley Water is organizing Chainsaw Operations Safety training to be conducted in mid-April 2020. The training will be provided by Forest Applications Training, Inc. which is highly regarded in the Logging and Forest Management industries. Forest Applications Training, Inc. provides training to businesses and government agencies throughout the United States.

The chainsaw training consists of one-day classroom instruction with an additional three days of hands-on training. During the hands-on portion, Valley Water will receive in-depth instruction in proper tree felling, limbing and bucking techniques. Field operations are expected to utilize these skills when clearing downed trees and woody debris blockages in creeks, and when felling invasive and/or hazardous trees. The training will be held at Mount Madonna County Park, which is located on Highway 152 (Hecker Pass Highway), 10 miles west of Gilroy. Santa Clara County Parks granted Valley Water permission to utilize the park for the training, and in cooperation, five Santa Clara County Parks maintenance staff will jointly participate in the training.

Aside from the knowledge and skills that Valley Water and County Parks will gain from this training, the training also provides a great benefit in maintaining the health of the park's varied woodland terrain. During the training, staff will fell invasive eucalyptus trees only. The eucalyptus competes with native redwood trees, and felling the invasive eucalyptus allows the second-growth redwood forest to continue to thrive.

For further information, please contact Tina Yoke at (408) 630-2385.

4. Valley Water launched pilot Water Infrastructure Bus Tour

On February 29, 2020, Valley Water launched the pilot Water Infrastructure Bus Tour with over thirty members of the public in attendance. Valley Water Chief of External Affairs, Rick Callender, welcomed tour attendees to kick off the pilot tour, which departed from Valley Water headquarters. Tour attendees visited various Valley Water facilities and learned about ongoing and future Valley Water efforts. This included the Anderson Dam Seismic Retrofit Project, the Pacheco Reservoir Expansion Project, the Penitencia Water Treatment Plant, the Silicon Valley Advanced Water Purification Center, the Downtown Guadalupe River Flood Protection Project and the Safe, Clean Water and Natural Flood Protection Program and a grant-funded program site.

The tour received positive reviews from participants and provided valuable feedback for the bus tour program's continued growth. The next Water Infrastructure Bus Tour will occur on Friday, March 27, 2020.

For further information, please contact Rick Callender at (408) 630-2017.

5. Valley Water hosts the first session of the Water 101 Ambassador Academy

Valley Water kicked off the first session of the second annual Water 101 Academy, enhancing ongoing community engagement and public support.

On February 26, 2020, Valley Water welcomed this year's twenty-one (21) Water Ambassador cohort to the Water 101 Academy. Water Ambassadors are members of the community appointed by Board Members to participate in the program, who want to gain a deeper understanding of local water issues, the existing opportunities and challenges in the water industry and current and future water projects underway in their communities.

The Water Ambassadors were welcomed by Valley Water Chief Executive Officer, Norma Camacho, who introduced Valley Water Board Chair, Nai Hsueh. Director Richard Santos was also in attendance and provided brief comments. Department of Water Resource's State Water Project Marketing and Community Outreach Program Lead, Rafael Chavez, gave a presentation on the six things everyone should know about the state water project. Water Ambassadors received an overview of Valley Water, and Chief Financial Officer, Darin Taylor, presented the budget and rate setting process to this year's cohort, with Chief of External Affairs, Rick Callender, providing closing remarks.

The event received enthusiastic reviews from participants and by the end of Session One, 80% of Water 101 Ambassadors agree they gained knowledge of water management and infrastructure, and better understand the state water system. The next Water 101 Academy will occur on Wednesday, March 18, 2020.

For further information, please contact Rick Callender at (408) 630-2017.

6. Water Quality Lab Achieves a Perfect Score on Performance Evaluation

The Water Quality Lab recently completed its annual performance evaluation and scored a remarkable 100 percent passing score in a wide variety of chemical and microbiological analyses. This evaluation is a single-blind study in which a third-party vendor provides samples of unknown

concentrations in a variety of matrices. The reported results are evaluated by the vendor and submitted directly to the Lab's accreditation body, the California Environmental Laboratory Accreditation Program (ELAP). Any results not within acceptance criteria require rigorous and documented corrective action, and a subsequent passing score. This is an annual requirement to maintain accreditation for the main Lab, and a small laboratory located at Advanced Water Purification Center. In addition to the performance testing, the Lab's quality management system is also audited by the ELAP assessors at least once every two years.

This year's performance evaluation involved a total of 321 different parameters tested by each of the Lab's primary analysts, which also included some Chemicals of Emerging Concern (CECs), such as per-and polyfluoroalkyl substances (PFAS), 1,4-dioxane, and perchlorate at parts per trillion levels, for which the Lab is not currently accredited. Valley Water has been working diligently to optimize sophisticated instrumentation to successfully test for these CECs. This effort now qualifies the Lab to apply for accreditation from California ELAP to test for these chemicals, and is a timely accomplishment which will bring in-house capacity to monitor these CECs in a variety of Valley Water projects, such as groundwater, surface water, treated water, and recycled water monitoring programs.

Accreditation request was submitted to CA ELAP in February 2020.

For further information, please contact Bhavani Yerrapotu at (408) 630-2735.

7. **Varela**

**What is the District doing to protect employees, the public and our water supply from the potential impacts and concerns associated with the Coronavirus?
I-20-0005**

Pandemic and Infectious Disease Plan, including COVID-19 (also known as Coronavirus)

Valley Water's recently developed Pandemic and Infectious Disease Plan, as part of the Business Continuity Program, has been developed to address planning for and response to a pandemic or infectious disease outbreak and guides our response to the threat posed by COVID-19.

The objectives of the Valley Water Pandemic and Infectious Disease Plan during a potential outbreak are to:

- Reduce transmission of the pandemic virus strain among personnel, customers and vendors
- Minimize impact to Valley Water during an outbreak
- Maintain critical functions and services during an outbreak
- Provide personnel with timely and useful information during an outbreak

Additionally, the plan establishes a Pandemic and Infectious Disease (PID) Response Team. The PID Response Team members will work together to anticipate the impacts of the outbreak on Valley Water and assist with developing strategies to manage the effects of an outbreak. The Valley Water Emergency Services and Security Manager has been designated as the Agency PID Coordinator, who will work with a team of advisors and oversee the PID Response Team.

By California statute and local ordinance, the Santa Clara County Public Health Officer is the lead for monitoring, responding and reporting public health concerns, conditions, and proclamations of emergency. As soon as COVID-19 was announced publicly, Valley Water Emergency Services began monitoring the situation in cooperation with Santa Clara County Public Health Department and continues to communicate and receive frequent COVID-19 Situation Reports from the

California Department of Public Health (CDPH). As for the safety of our drinking water, Valley Water's treatment plants' disinfection processes are effective in inactivating these kinds of viruses and bacteria to meet all the federal and state drinking water standards, making the treated water safe for drinking.

Initial actions taken for the protection of Valley Water employees was to widely communicate protective measures staff can take to prevent the spread of disease during this outbreak. Additionally, for communication purposes, the Wellness Program has created a short training video now posted on the internal staff website Aqua.gov describing how viruses spread and how to help prevent their spread. Valley Water has also issued personal bottles of hand sanitizer to all employees and has placed sanitizing wipes in common areas such as in the conference rooms, break rooms, cafeteria, and the various water treatment plant operational control rooms. In addition, there are hand sanitizing dispensing stations throughout Valley Water. Valley Water has also stocked up on N95 respirators for voluntary use, if employees want to use them at some point, and if the situation warrants. Also, Valley Water contracted with the janitorial service to increase cleaning and disinfecting of common area surfaces, such as conference room tables, telephones, and common use door handles and will continue this practice until notified.

Another consideration is management's review of Valley Water's sick leave and telecommute policies for possible adjustment of some of the requirements if the situation worsens and until the issue resolves. For example, a Valley Water employee, whose spouse recently travelled from China, could temporarily telecommute from home for the 14-day incubation period. The Information Technology Department (IT) has assessed its remote equipment, VPN network, and shared file capabilities to support telework practices. IT has also been working in close coordination to discuss continuity on business operations in case Valley Water needs to enact social distancing and/or other preventative measures.

Another measure that may be taken, if the situation worsens, is to postpone non-essential meetings and gatherings during the outbreak. Other informational methods can be deployed rather than meeting face-to-face. If real-time face-to-face meetings are essential, the meeting can take place without gathering groups of people such as by using teleconferencing and applications like Microsoft Teams, WebEx or Zoom. If an in-person, face-to-face meeting needs to occur then there are sanitizing wipes available in the conference rooms for wiping the table surface, the arms of chairs, and the telephone if used, before the meeting. One other practice being encouraged is to suspend the tradition of shaking hands during this time.

Valley Water continues to take a proactive approach to plan ahead and implement measures that protect the health and safety of staff and community members we regularly interact with. Regular updates will be provided to the Board of Directors and Valley Water staff as the situation is closely monitored.

For additional information, please contact Tina Yoke at 408-630-2385.

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