

# Barlow Water Improvement District

## Operations Manual

Board Approved Revisions 12-14-19

The Barlow Water Improvement District (BWID), an Oregon Corporation, organized pursuant to ORS Chapter 65; operating as a nonprofit water improvement district pursuant to ORS Chapter 554.

The Board of Directors is to be seven members and will meet on the second Saturday of each month at 9:00am at the Fire Hall meeting room. All members are invited and encouraged to attend. The Office Manager will provide the agenda and handouts for the meeting.

The Federal and State reporting year is fiscal 07-01 through 06-30. The accounting firm of Pauly Rogers and Co., LLC, in Tigard, Oregon performs the annual tax return. Our bookkeeper will provide an annual financial statement for BWID to supply to USDA.

### **Office operations:**

Office for BWID rented from Wamic RFPD for \$4,160.00 per year, paid annually.

**Mailing Address:** 11 S. County Rd #B  
Tygh Valley, Or 97063

Office Phone: 541-544-2920  
Cell Phone: 503-680-2641

### **USPS Mail Box:**

Locked box located at entrance to office parking lot.

### **Secure Payment Box:**

Deposit slot located on the corner of the building outside of the BWID office.

### **Open Hours:**

The office is typically open Monday through Friday from 8:00am to 12:00pm. Emergency water problems may be reported 24/7 by calling the District cell phone. Non-emergency callers should leave a voice message on the office answering system and the message will be returned within 24 hours. If the office is to be closed during normal hours, notification will be posted in the office window, stating reason and duration of closure.

### **Banking:**

The District's checking, money market and depreciation reserve accounts are held by U.S. Bank in The Dalles. The final payment accrual account is held by Washington Federal Savings in The Dalles.

### **Billing System and Meter Reading:**

Continental Utility Solutions, Inc. provides and maintains the billing system and the program manual is kept in the office for reference. Updates and on-line training are available at any time. System backup will be performed each day after transaction activities are complete.

The billing will be mailed at the Post Office in Tygh Valley using the first class pre-sort rate currently in place for the BWID, using Permit #4. Minimum mailing to capture the low rate is 500 pieces.

Meters are read the first week of the following months – February or March (weather/access permitting), April, June, August, and October. All billing is done on the 15<sup>th</sup> of each month and due by the 5<sup>th</sup> of the following month. If the 15<sup>th</sup> falls on a weekend, billing will be done the next business day. Unpaid charges shall become delinquent 10 days from the billing due date and a monthly late fee and interest charge applies.

### **Collections:**

Collection activity starts on the 15<sup>th</sup> of the month. If the 15<sup>th</sup> falls on a weekend, activity starts the following business day. A report is run and the following account activity occurs:

- 60 days delinquent are sent a “Written Notice of Pending Discontinuance of Water Service” if their bill is not paid the day before the next billing date.
- Approximately 10 days before the water is due to be shut off, a follow up letter (final shutoff notice) is mailed .
- 2 business days before the water is due to be shut off, a notice is posted on the door of the property.
- Past due accounts are subject to a lien being placed on their property when their account is \$500.00 or 6 months past due.
- To restore water service, customer must:
  - 1) Pay all of their past due account balance, including any delinquency charges, interest and fees.
  - 2) Pay a \$75.00 service restoration fee.

### **Payment Receipt:**

All rented property will be billed to and collected from the landowner.

Deposits are made a minimum of once a month (on or after the 6<sup>th</sup>) unless adverse weather conditions exist. Payments are to be posted daily. Scanned copies of all deposits and Account Receivable reports will be forwarded to our bookkeeper once reports are available.

The District’s U.S. Bank accounts are supported by U.S. Bank/Commercial Banking Division.

Bank statements will be reviewed, initialed, and dated by the Office Manager when received and forwarded to our bookkeeper within two days of receipt.

Bank statement reconciliation will occur the week after the Board meeting and will be reviewed by the Board Financial Officer and Office Manager. Reports will be signed, dated

and placed in bank statement file. Bank and VISA statements, check registers, and journal entries will be reviewed and reconciled on a quarterly basis by the Board Financial Officer and Office Manager. All reports will be signed, dated, and placed in the “Quarterly Financial Review” file.

Our bookkeeper will provide the month-end financial reports two days prior to the meeting of the Board of Directors and the Treasurer will present an overview of the financials at the meeting.

**Credit Card:**

The Water Systems Operator and the Chairperson, as requested, shall have credit cards. Authorization for payment of the card invoice includes the review of itemized and/or original receipts by the Board Financial Officer.

**Petty Cash:**

The petty cash on hand must be balanced prior to each meeting by the Office Manager and given to our bookkeeper prior to the meeting. Our bookkeeper should reimburse this amount upon request of the Office Manager.

**Bills:**

All efforts will be made to pay all bills on time to avoid any and all late fees and service charges.

**Payroll:**

The pay period is a two-week period from Thursday through Wednesday. The Chairperson or another designated Officer shall approve time sheets prior to issuance of paychecks. Payment is to be received either by check or direct deposit the Friday following the Wednesday approval and request.

The Office Manager and one designated Board member shall approve the time sheets of all other employees or contractors.

**Employee wage ranges are as follows:**

Water System Operator - \$24.00/hr-\$30.00/hr  
Office Manager - \$15.00/hr-\$22.00/hr

**Overtime Pay:**

Overtime is only to be used on an emergency basis, unless pre-authorized by Board Chair or another Board member acting in his/her capacity. Board will be notified ASAP when overtime is used.

**Outside Contractors:**

Outside major contractors shall be hired to assist in the operations of the BWID after approval by the Board of Directors for work over \$1,000.00. Due diligence shall be used at all times in selecting the outside contractors.

**Vendors:**

Vendors shall be selected by the manager and or Board Chairperson. A current vendor list will be available for Board review at any time.

**Newsletters:**

BWID System Operator and Office Manager shall write seasonal (4 times per year) newsletters at the beginning of each season and send to all BWID members and WamPinRock newspaper. Newsletters shall include information such as election of Board of Directors, annual meetings, rate changes, operating budget, system upgrades, system repairs and pertinent seasonal information.

**Spending Authority:**

The Water System Operator and Office Manager shall have spending authority of up to \$500.00 without approval of the Board. In case of emergency, Water System Operator and Office Manager will use their discretion when purchases exceed \$500.00 and will obtain Board approval after the purchase has been made.

**Daily Log:**

A written daily log will be maintained in the office stating: start time, work performed, stop time, vacation used, and overtime worked of all employees. Daily log will also include total mileage and fuel volume purchased when vehicle is fueled.

**Company Vehicle:**

Company vehicle and equipment shall only be used for company business. Personal use and passengers not on company business are prohibited unless pre-authorized by BWID Chairperson in writing.

**Prescription Medication:**

The Board shall be notified immediately of any employee taking prescription medication that may impair their ability to operate machinery, drive a vehicle or perform their normal job duties.

**Equipment:**

All equipment to be operated and maintained in a safe and efficient manner per industry standards. Use of a spotter while using backhoe or during excavation is mandatory.

Company computers, phones and other supplies and equipment are to be used for company business only, unless pre-authorized.

**Backup Keys and Passwords:**

At least one set of spare keys and all codes, passwords and user-Ids will be kept and maintained by a designated Board Member who lives within the BWID service area. No locks, codes, passwords, or user-Ids will be changed without Board approval.

**Emergency Notification:**

BWID Water Systems Operator will immediately post notification in office window, Tygh Valley Post Office and at Wamic Store and call or email membership of any water emergencies or issues. BWID Office Manager shall maintain current database of all BWID members to include mailing address, phone number and email address.

**Emergency Water Shutoff For Repairs:**

Immediate efforts will be put forth including working overtime to make all necessary repairs to water delivery system to minimize customers left without service.

**Off Site Travel:**

When traveling off site, on duty employees will notify Chairperson or other designated Board member when leaving and returning.

Board approval is required for all off site training.

**Per Diem:**

BWID to pay Oregon State guidelines of per diem for pre-approved employee off site travel.

**Public Records Policy:**

The district shall fully comply with the Oregon Public Records Law, ORS 192.410-192.505.

- Specificity of Request: In order to facilitate the public's access to records in the district's possession, and to avoid unnecessary expenditure of staff time, persons requesting access to public records for inspection or copying, or who submit a written request for copies of public records, shall specify the records requested with particularity, furnishing the dates, subject matter and such other detail as may be necessary to enable district personnel to readily locate the records being sought.
- Access: the district shall permit inspection and examination of its non-exempt public records during regular business hours in the district's offices, or such other locations as the Office Manager may reasonably designate from time to time.
- When a request is submitted in writing, the district must respond within five business days acknowledging the receipt of the request. The district then has an additional 10 business days to fulfill the request or issue a written response estimating how long fulfillment will take. The district is not subject to this response timeframe if it is awaiting a response from the requester seeking clarification of the inquiry or if the requestor has not agreed to pay for the records, provided the cost is \$25 or more.

**Fees for Public Records:**

1-10: \$30.00 flat fee

11-50: \$.50 per page

over 51: \$.25 per page

Additional fee of \$5.00 if processed within 7 days from date of request

**Security:**

All well houses and gates to be locked and secure while unattended.

BWID vehicle, tools and supplies to be locked and secured at the end of each workday.

Changes to the office operations manual can be made at anytime with Board approval.

### **No Smoking Policy:**

There shall be no smoking in any enclosed spaces including the office, the well houses, the shop and the company vehicle. This policy applies to all employees, elected officials, board members, volunteers, interns, and any other person we interact with in the course of accomplishing the work of the organization.

### **Prevention of Workplace Discrimination, Harassment and Retaliation Policy:**

Barlow Water Improvement District is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Barlow Water Improvement District expects that all relationships among persons will be respectful and professional, free of bias, prejudice, and harassment in the workplace, at work related events, or any activity coordinated by or through the organization. This policy applies to all employees, elected officials, board members, volunteers, interns, and any other person we interact with in the course of accomplishing the work of the organization.

Barlow Water Improvement District has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination and retaliation. Barlow Water Improvement District will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of these policies will be investigated and resolved appropriately.

Discrimination, harassment, and retaliation are not acceptable.

Any employee who has questions or concerns about these policies should talk with our primary contact the Chairman of the Board. As an alternative, you may reach out to the Vice-Chairman of the Board.

### **EQUAL EMPLOYMENT OPPORTUNITY**

It is our policy to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, military or veteran status, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.

### **RETALIATION**

We encourage reporting of all perceived incidents of discrimination or harassment. It is the policy of Barlow Water Improvement District to promptly and thoroughly investigate such reports. We prohibit retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

### **SEXUAL HARASSMENT**

Sexual harassment constitutes discrimination and is illegal under federal and state laws. For the purposes of this policy, "sexual harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or

condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendos; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, or visual conduct of a sexual nature.

Oregon Law provides further protection from sexual assault defined as unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat, or intimidation.

### **HARASSMENT**

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes labels, insults, or negative stereotyping; threatening, intimidating or hostile acts; demeaning jokes; and written or graphic material that belittles or shows hostility or dislike toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

### **REPORTING AN INCIDENT OF HARASSMENT, DISCRIMINATION OR RETALIATION**

Barlow Water Improvement District encourages reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with the Chairman of the Board or Vice-Chairman of the Board. See the complaint procedure described below.

In addition, we encourage individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and to request that it stop. Often this action alone will resolve the problem. We recognize, however, that an individual may prefer to pursue the matter through complaint procedures.

Following receipt of a complaint or concern, management will follow-up with a victim every three months for one year to ensure no further concerns or retaliation are experienced. Employees should not wait for the management follow-up to share related experiences. If an employee would like the follow-up process discontinued, a request must be submitted in writing to the Chairman of the Board.

### **INTERNAL COMPLAINT PROCEDURE**

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with the Chairman of the Board. If you are unable to reach the primary contact, please reach out to the Vice Chairman of the Board. We encourage employees to document the event(s), associated date(s), and potential witnesses.

Barlow Water Improvement District encourages the prompt reporting of complaints or concerns so that quick and helpful action can be taken before relationships become irreparably broken. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. However, complaints and concerns may be brought forward within four years of the alleged violation. We encourage employees to document the events, associated dates, and potential witnesses.

Any reported allegations of harassment, discrimination, or retaliation will be investigated quickly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the event(s) or may have other relevant knowledge.

Barlow Water Improvement District will maintain confidentiality throughout the investigatory process to the extent possible with acceptable investigation and appropriate corrective action.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling, or corrective action such as [Identify potential options: warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination] as Barlow Water Improvement District believes appropriate under the circumstances.

False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

### **EXTERNAL COMPLAINT PROCEDURES**

We encourage employees to bring their concerns and complaints to the organization, and understand that, at times, this may not be the choice of the employee. Below is a list of the external complaint options. Please reach out to the preferred choice to determine the appropriate timelines for their processes.



- Oregon Bureau of Labor and Industries at the following web address:  
[https://www.oregon.gov/boli/CRD/Pages/C\\_Crcompl.aspx](https://www.oregon.gov/boli/CRD/Pages/C_Crcompl.aspx)
- Civil or Criminal Action. In these circumstances, a Notice of Claim must be provided to us in accordance with ORS 30.275.

### **EMPLOYMENT AGREEMENTS**

No employee will be required or coerced to sign an agreement either requiring the non-disclosure (restriction on sharing) of information related to discrimination or sexual assault or requiring non-disparagement (restriction on stating anything negative) as a condition of employment, continued employment, promotion, compensation, or the receipt of benefits. An employee may request this type of agreement and, upon request, will be provided at least seven (7) days to change their mind.