



**A Monthly Newsletter**

**December 2023**

**Serving the Community**

***“Your Independent Local Government Agency Providing Water, Wastewater, Drainage, Security and Solid Waste Services”***

***District Meeting Schedule For December 2023***

***All Meetings Will Be Held in Person***

**December 5, 2023**  
7:30 a.m.—Personnel  
8:00 a.m.—Improvements  
10:00 a.m.—Finance

**December 7, 2023**  
8:30—Communications

**Regular Board Meeting**  
**December 20, 2023**  
**@ 5:00 p.m.**

***The public is invited to attend.***

*All meeting dates and times are subject to change.*

*Check our website, [www.rmcsd.com](http://www.rmcsd.com) for any changes*

**MESSAGE FROM THE GENERAL MANAGER**

November 25, 2023

Dear Rancho Murieta Residents –

Our efforts to **improve Customer Service** continue this month as we work to improve our ability to communicate directly with customers. We are asking for your help to either email the District at [pio@rmcsd.com](mailto:pio@rmcsd.com) with your account number and your email address/phone number or complete the back side of your remittance and send the information along with your check. As an incentive, the District is offering a **series of raffles for cash and gift certificates** for those who have provided updated contact information. The first raffle will be for the first 500 accounts with complete contact info. A second raffle will include the next 500 accounts and those already in the mix. And there may be a third raffle for all 1,500 accounts with updated contact information. Increase your odds of winning by getting your info in as soon as possible! Winners will be notified ... by email and text!

Thank you to those who have transitioned over to our new online billing system and Bank Draft (ACH) payments. For those customers who prefer to pay your bills with credit cards, make sure to update your information as the transition from PAYMENTUS to **PAYMENTECH** was finalized at the end of November (11/30/23). The **PAYMENTECH** system has lower credit card fees than the old system (PAYMENTUS). These two systems have similar names so just remember **PAYMENTECH** is the new and technically superior method and PAYMENTUS is on its way out. Cancel any automatic payments you have established in PAYMENTUS before November 30<sup>th</sup>. All new credit card payments with **PAYMENTECH** may be made at <https://www.municipalonlinepayments.com/ranchomurietacsvdca>.

You can avoid credit card fees altogether by signing up for Bank Draft/ACH payments through the new online billing system. If you haven't yet signed up for the new online billing system, watch the instructional video on our website or call or stop in for help during normal business hours. In January, normal business hours will include every Friday from 8 a.m. until noon.

It was great to see so much community interest in the Integrated Water Master Plan earlier this month. Staff are finalizing responses to all the questions raised at the Town Hall. A brief summation of the event may be found on page 3.

Mark Matulich, our new Director of Finance and Administration, has been with us for over four weeks now and has been hard at work. The FY20-21 audit has just one final item to resolve and then will be completed. The final item is requiring a lot of research to resolve, but the team hopes it can be resolved by the end of the year. Staff look forward to finalizing the audit and making progress on the remaining audits as we move toward stronger financial management. Read more about Mark on page 2.

Thank you for taking the time to read this message.  
Best wishes,

Mimi Morris  
General Manager

**CORRECTION**

Our phrasing in the November Pipeline “Filling Our Reservoirs”, “the District diverts water into all three storage reservoirs (Calero, Chesbro, and Clementia) for the Water Treatment Plant to process into drinking water for community use,” was inaccurate.

A more accurate statement is “the District is authorized to divert water into all three storage reservoirs (Calero, Chesbro, and Clementia) to ensure that the District maximizes the water available for the community’s needs. The Department of Drinking Water (DDW) currently allows only the water pumped into Calero and Chesbro to be used for drinking water. Because recreational and irrigation use is allowed at Clementia, the water pumped into Clementia is currently restricted from use as drinking water, but the District has asked the DDW to evaluate what steps would be needed to make that reservoir available as a backup water source for the community.

## MARK MATULICH

The District is pleased to welcome Mark Matulich as our new Director of Finance and Administration! He started on October 30th, and has already made great headway in understanding the District's complex financial systems. He comes to us with an extensive background in accounting and leadership positions including Audit Supervisor, Controller and CFO. Mark is a native of Sacramento, and has visited Rancho Murieta in the past, including golfing and attending events at the Country Club. Although he has only been with the District a short time it has reinforced his appreciation of the level of involvement and dedication of the community. Among his favorite pastimes is BBQing. He particularly loves slow cooking meats in his smoker. In fact, he would probably own a BBQ restaurant if he was not in the field of accounting. He is proud to be working with CSD, and we are very happy to add his knowledge and talents to our Staff. Welcome Mark!



## DEER CREEK/SCOTT ROAD CROSSING STREAM GAUGE

Winter is upon us. Please be aware of the danger of Deer Creek flooding on Scott Road. Follow this link to check the stream level:

[http://www.sacflood.org/sensor.php?site\\_id=1133&device\\_id=7&view\\_id=1](http://www.sacflood.org/sensor.php?site_id=1133&device_id=7&view_id=1)



## NOVEMBER 15, 2023 BOARD MEETING HIGHLIGHTS

- Welcomed Mark Matulich, new Director of Finance and Administration
- Adopted Resolution R2023-16, changing authorized user titles to Local Area Investment Fund
- Approved purchase of 15 membrane modules and one 87 module cassette for Water Treatment Plant #1
- Adopted Resolution R2023-17 declaring certain property exempt surplus land under the Surplus Land Act

## NOVEMBER 2023 COMMITTEE MEETING HIGHLIGHTS

### Improvements Committee

- Discussed Integrated Water Master Plan Town Hall
- Discussed Cal Poly SLO Student Project
- Discussed Water Plant Membranes
- Discussed SB170 Projects

### Communications Committee

- Received update on Website and Social Media
- Discussed developing a Comprehensive Communications Strategy
- Discussed creating a spreadsheet of Current Communication Options

### Finance Committee

- Received Update on FY23-24 1st Quarter and FY22-23 Budget to Actual Report and discussed report format
- Discussed Financial Management Policies and Objectives
- Discussed Financial Accounting System analysis
- Discussed District 24-25 Budget

### Security Committee—Canceled

## Low Income Household Water Assistance Program

Visit: <https://www.csd.ca.gov/> to see if you qualify for assistance with your water bill.

## Board of Directors

Tim Maybee  
President  
tmaybe@rmcsd.com

Randy Jenco  
Vice President  
rjenco@rmcsd.com

Linda Butler  
Director  
lbutler@rmcsd.com

Martin Pohll  
Director  
mpohll@rmcsd.com

Stephen Booth  
Director  
sbooth@rmcsd.com



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**Serving the Community**

**BUSINESS HOURS**

Monday - Thursday

8:00 a.m. to 5:30 p.m.

*Friday—Closed*

**Mimi Morris**  
General  
Manager

[mmorris@rmcsd.com](mailto:mmorris@rmcsd.com)

**Mark Matulich**  
Director of Finance  
and Administration

[mmatulich@rmcsd.com](mailto:mmatulich@rmcsd.com)

**Michael Fritschi**  
Director  
of Operations

[mfritschi@rmcsd.com](mailto:mfritschi@rmcsd.com)

**Kelly Benitez**  
Security Supervisor

[kbenitez@rmcsd.com](mailto:kbenitez@rmcsd.com)

**Amelia Wilder**  
District Secretary

[awilder@rmcsd.com](mailto:awilder@rmcsd.com)

**Travis Bohannon**  
Chief Plant Operator

[tbohannon@rmcsd.com](mailto:tbohannon@rmcsd.com)

**Ron Greenfield**  
Utilities Supervisor

[rgreenfield@rmcsd.com](mailto:rgreenfield@rmcsd.com)

**COLLECTION SERVICES WILL BE MOVED TO THE FOLLOWING DAY FOR ONLY THE WEEKS SHOWN BELOW**

**During the Week of December 25<sup>th</sup>, 2023**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>

**During the week of January 1<sup>st</sup>, 2024**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

Contact Cal-Waste Customer Service with any questions at [CustomerService@Cal-Waste.com](mailto:CustomerService@Cal-Waste.com) & 916-354-4154.



**FATS, OILS & GREASE**

**NO FOG, NO CLOG - KEEP OUR SEWERS CLEAR**

**Integrated Water Master Plan**

The District held the 2<sup>nd</sup> Integrated Water Master Plan (IWMP) Townhall Meeting on November 2<sup>nd</sup> at the Country Club. The consultants shared their progress forecasting water supply and demand. There were approximately 160 public attendees. The consultant team provided an initial presentation and then facilitator and Board Member Stephen Booth hosted an interactive Q & A session.

The District will soon be publishing questions gathered from the most recent townhall meeting. These and previously submitted questions are published on the District website along with the audio recording of the meeting and links to each of the **Water Supply** and **Water Demands** StoryMaps. The StoryMaps provide information on the progress of the IWMP and provide links to the source documents and information being utilized in the study. The link to the IWMP can be found here: <https://www.ranchomurietacsd.com/integrated-water-master-plan>. The next stage of the project is to model various climate changes and propose alternatives to meet future water needs.



# 2024 Collection Schedule Calendar RANCHO MURIETA



Days with a red border will have service moved back one day due to holidays. (Including the week of December 25, 2023, not shown below.) Example: Regularly scheduled Wednesday service will occur on Thursday for only that week of service.

JANUARY calendar grid

FEBRUARY calendar grid

MARCH calendar grid

APRIL calendar grid

MAY calendar grid

JUNE calendar grid

JULY calendar grid

AUGUST calendar grid

SEPTEMBER calendar grid

OCTOBER calendar grid

NOVEMBER calendar grid

DECEMBER calendar grid

Cal-Waste.com | CustomerService@Cal-Waste.com | (916) 354-4154 Download the FREE Mobile App "Cal-Waste Recycles Right" | Follow Us: f

## GOLF CART REMINDERS

There have been several instances of unlicensed drivers operating Golf Carts. RMA's CC&R's state, "Every driver operating a motor vehicle, including golf carts and low-speed vehicles, within Rancho Murieta shall possess a valid driver's license. (See CC&Rs Article VII, Section 12(f))

Please do not allow any unlicensed driver to operate golf carts within the RMA.

Thank you, CSD Security



## INFORMATION SOURCES

When you have a question or issue regarding CSD services, please call or email us at the numbers below:

Email—pio@rmcsd.com

Phone Numbers

(916) 354-3700

(916) 354-2273 (CARE)

CSD WEBSITE:

CSD FACEBOOK PAGE:

MAIN NUMBER (Regular Business Hours)

DISPATCH (24-Hour)

www.RMCSd.com

www.facebook.com/RanchoMurietaCSD/

### CHRISTMAS TREE PICK-UP SCHEDULE

Live Christmas tree pickups will occur from Tuesday, December 26<sup>th</sup> through Thursday, January 18, 2023.

Please have your trees set at the curb by 7:00 am on your service day.

Artificial trees will not be picked up during this collection event.

Natural trees must have all decorations and bases removed before being placed at the curb.



Thank you and Happy Holidays from the Cal-Waste Family!!



The District Administration Office will be closed

December 25, 2023 for Christmas Day.

We will also be closed January 1, 2024 for New Year's Day.

## HOW TO CONTACT THE DISTRICT

Visit us on the web at www.rmcsd.com!

\*The District's Administration Office is located at: 15160 Jackson Road, Rancho Murieta

\*Our mailing address is: P.O. Box 1050, Rancho Murieta, CA 95683; Main Office: 916-354-3700

\*South Gate: 916-354-3743 Contact the South Gate for after-hours water problems.

