

To: Olin Woods, Chair and Members of the
Yolo County Local Agency Formation Commission

From: Elizabeth Castro Kemper
Executive Officer

Date: February 28, 2011

Subject: Wild Wings County Service Area Municipal Service Review and Sphere of
Influence Community Comments Update

Recommended Action

Receive latest information provided by County Service Area staff, Wild Wings residents and Yolo County Environmental Health staff concerning previous comments from individuals of the Wild Wings community.

Fiscal Impact

The Wild Wings County Service Area Municipal Service Review and Sphere of Influence has been prepared in-house.

Reason for Recommended Action

The Yolo LAFCO at their December 13 public hearing requested that the County of Yolo staff for the Wild Wings CSA as well as the County Administrator and Planning and Public Works Director review the concerns of the residents of Wild Wings as concerned the service provided by that CSA. The attached correspondence provides preliminary responses on service concerns expressed in previous Yolo LAFCO testimony and correspondence.

Background

The responses to date provide information that will be helpful to completing the MSR/SOI. There will be a need to continue obtaining clarifications from CSA staff, residents, advisory committees and the County concerning the accuracy of identified service issues.

COMMISSIONERS

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★ County Member Matt Rexroad, Vice-Chair ★
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*★ Executive Officer Elizabeth Castro Kemper ★ Assistant Executive Officer Elisa Carvalho ★
★ Commission Clerk Terri Tuck ★ Commission Counsel Robyn Truitt Drivon ★*

In several cases, the question of water meter accuracy has been raised. Although LAFCO staff is pursuing an answer to the question, the problem may not be the water meters themselves. The issue may be water leaks, unnoticed by homeowners due to the location of problem areas. In several cases, homeowners have informed us that while having yards redone, large leaks in landscaping pipes have been uncovered. When those leaks were repaired, the water usage has been reduced significantly. It may be in the best interest of Wild Wings homeowners receiving what they believe incorrect water meter readings to have a physical inspection of their water pipes done to correct, or rule out, the leakage problem.

The Yolo LAFCO has received the following documents since December 13:

1. Memo from Regina Espinoza, CSA Manager – addresses comments made in a letter from Ms. Georgia Cochran concerning water, water meter and county staff time and cost. Yolo LAFCO staff will be comparing this response to both the letter sent by Ms. Cochran, previous correspondence from Wild Wings individuals and the Wild Wings draft MSR/SOI. Yolo LAFCO staff will also be meeting with CSA staff to clarify other issues that have been raised throughout the municipal service review and sphere of influence process.
2. Letter from Midge Conroy-Schubert and Frederick W. Schubert, Jr., Wild Wings residents – response to comments from residents and comments on the draft Wild Wings CSA MSR/SOI study. Yolo LAFCO staff will be reviewing the comments and information provided by Mr. and Mrs. Schubert and incorporating facts provided as appropriate into the MSR/SOI.
3. Email trail including Elizabeth Kemper, Leslie Lindbo, Wayne Taniguchi (both Yolo County Environmental Health), Kim Wilhelm, Salvador Turrubiarres (both Northern California Drinking Water Section, CA Dept. of Public Health), Grady Stevens, Yitzhak Gilon, Andrew Soule, (all with contractor American Water), Regina Espinoza (CSA manager) and Elisa Carvalho – This copy of email messages reflects the follow-up on the complaint from Gary Veserat, Wild Wings resident, concerning several water issues, including “dirty water” sometimes appearing from house faucets. Mr. Veserat’s letter is also attached.

Yolo LAFCO staff will return with a final draft of the Wild Wings CSA MSR/SOI study when adequate information and responses have been received to confidently provide an updated document to the Yolo LAFCO Commission. Yolo LAFCO staff wanted to inform the Commission that some information and response has been received.

Attachments:

1. Memo from Regina Espinoza, CSA Manager
2. Letter from Midge Conroy-Schubert and Frederick W. Schubert, Jr., Wild Wings residents
3. Environmental Health response emails responding to water complaints from Gary Veserat, Wild Wings resident



County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

John Bencomo
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February 17, 2011

Chairman Matt Rexroad and Members of the Board of Supervisors

SUBJECT: CSA Staff response to correspondence on the Wild Wings County Service Area (MERCSA) Municipal Services Review (MSR) and Sphere of Influence (SOI) Study

The Wild Wings County Service Area Staff has reviewed the correspondence written by Wild Wings CSA Advisory Committee Chair; Georgia Cochran dated December 11, 2010 that was presented to the LAFCO Commission on December 13, 2010 and subsequently presented to the Board of Supervisors. Although CSA staff cannot respond to all of the cited "factual errors and or omissions" that Ms. Cochran notes in her letter due to the fact that CSA staff did not write the LAFCO report cited by Ms. Cochran, CSA staff would like to respond to some of those specific operational points which require additional clarification.

1. Comments are made throughout the letter regarding a water meter problem/situation. The Wild Wings CSA water rate structure is based on meter data. Similar to all municipal systems, there are meter reading challenges. A significant portion of these problems have been start-up issues with many facets of the system including software communications, transmitter replacements, and hardware (bracket and metal lid issues, drowning of meters due to overwatering, etc.). Thus far there have been two meters that have been replaced.

These issues are not unusual. All of these issues have been and are constantly being reviewed by both CSA staff and California American Water, the water and sewer operations contractor. CSA staff receives and forwards communications from residents regarding water service to California American Water on a regular basis to confirm meter reads and water usage data. For this reason and the other reasons mentioned above, contrary to comments in the letter suggesting that CSA Staff have not attempted to fix or address all issues as they surface, CSA Staff and California American Water have been proactive in their response.

2. With regards to the report stating that the Advisory Committee approved a moratorium on reading water meters, CSA staff would like to refer to the comments sent to LAFCO in Attachment 1, Responses to the MSR/SOI Comments. The CSA staff response was that "it was a decision of the CSA committee to not bill for overages based on the idea that water metering was new for the first 3 years and reliable data was needed prior to charging for overages." CSA staff has attached a sample of CSA Advisory Committee minutes from September 10, 2007 and May 12, 2008 in which water meter updates are discussed. The Advisory Committee was provided with the Meter Implementation Project Procedure/Timeline by staff. The Committee did decide that reliable data was needed

prior to charging for overages, and CSA staff decided the same. Wild Wings residents were informed that beginning in July 2008 they would begin accruing usage charges throughout the fiscal year based on the timeline previously provided. The first set of property tax bills including flat rate plus water use overage charges were mailed out for FY2009-10 based on the previous year usage. Currently, meter readings are taken regularly and annual fees reflected on the Wild Wings resident property tax bills are based on that usage data.

3. The letter also alleges that the CSA has not attempted to conserve water. Respectfully, CSA staff disagree. Water audits are conducted (at no charge to residents) by California American Water. CSA staff request such audits on a regular basis. Leak Detection instruction is also provided by California American Water to each resident that requests an in-home visit. In addition there have been CSA staff communications with not only Wild Wings Homeowner's Association representatives, but the Homeowner's Association Management Company in order to reduce overwatering in the front lawns, as the HOA previously managed all front yard irrigation. The Homeowners Association has since taken steps to reduce overwatering in the front yards and common landscaping areas. CSA staff, with the assistance of several Advisory Committee members and at large residents, also compiled annual water conservation letters and watering and irrigation schedules mailed out with annual Consumer Confidence Reports.
4. Ms. Cochran also notes that "One of the chief concerns in the CSA budget has been a complete lack of detail with respect to costs incurred by County Staff." She also notes that "requests for documentation...have gone unanswered or responses have been that 'detail is not available.'" The CSA Advisory Committee receives Budget Status and Revenue Status reports at least 2 times a year. The Financial committee also receives all detailed information requested as do members of the public. CSA Financial Information is public information and staff provides it as such. For example, please see the attached July 23, 2010 via providing such detailed financial information to the Advisory Committee. There have been many similar communications over time. Also, a general ledger breakdown of all accounting expenditures, including staff charges to both the water and sewer Wild Wings budget, is shown in the attachment. Most recently, detailed financial information was presented at the December 15, 2010 CSA Advisory Committee meeting.

CSA Staff appreciate the efforts of LAFCO staff in continuously developing the Wild Wings CSA study. While we disagree with several of the comments presented within Ms. Cochran's correspondence to LAFCO staff, we agree that it is important for CSA Advisory Committee to be able to comment on LAFCO studies.

Please contact me at (530) 666-8725 if you have any questions regarding the above comments.

Sincerely

Regina Espinoza, County Service Area Manager

CC: Patrick S. Blacklock, County Administrator
CC: Elizabeth Kemper, LAFCO Executive Officer

Wild Wings County Service Area
Advisory Committee Meeting
September 10, 2007

Minutes

Members Present:

Tom Andringa
Gregory Bloom
Audra Hartmann

Staff Present:

Regina Espinoza – CSA Coordinator

Call To Order

Meeting began @ 6:41 PM

Review Of Minutes

The Committee reviewed and approved the minutes from the July 16, 2007 meeting without comment.

Motion – Bloom

Second – Hartmann

Ayes – 3

Nays - 0

Public Comments

No members of the public were present and no public comment was made.

Supervisor Chamberlain's Office

Regina Espinoza gave the Committee an update on behalf of Supervisor Chamberlain. The County Supervisors are holding meetings on the County's General Plan. A special board meeting will be held October 25th. In addition, Saturday, September 15, volunteers were participating in a cleanup of Cache Creek as part of the national coastal and waterway cleanup.

Discussion & Action Items

Old Business

Water Meter Update – Espinoza gave the Committee a sample letter that will go out to Wild Wings residents showing the amount of water usage each household has for the last 2 months. All homes have 2 months of meter reading done. The letter is scheduled to go out September 14. Water meter statistics will be available at the next Committee meeting.

Budget / Current Spending – Espinoza gave the Committee copies of the closeout budget and expenditures for the water and sewer funds for the 2006-07 year. Both funds rolled over unexpended funds and interest to the 2007-08 budgets. Spending in both funds seems on track. Committee members inquired about the utilities expenditures for the water fund. They seemed higher than expected. Espinoza will check on this and get back to the Committee at the next meeting. Espinoza informed the Committee that sludge expenses are running higher than budgeted. The Committee budget \$38,000. However, costs have increased and our sludge has increased. Sludge costs are more likely to be in the \$50,000 range.

Open House – The open house at the wastewater treatment plant is still planned for September 15. Flyers were supposed to be posted at the Wild Wings Golf Course, Pool, and at the County. There will be another open house sometime in the fall. The date is TBD.

New Business

RFP Update and Review of Draft – Espinoza handed out a draft RFP for the operation and maintenance of the Wild Wings water supply and wastewater facilities. The RFP is ready to go out September 17. Bids are due October 17. Contracts will be awarded October 24. There was a discussion of what will be in the RFP and will be required of the company that wins the bid.

RFP Bidders List – Espinoza mentioned that Cochran will provide Espinoza with a list of vendors. Espinoza is still looking for more qualified bidders.

Rules Enforcement Authority – Espinoza informed the Committee that she had talked to the County Counsel about enforcement of CSA rules and policies. Counsel told her that the CSA must adhere to state law and focus on the education of residents on water usage and the impacts of over watering. If the Committee wants more authority they can look into becoming a Community Service Districts. Community Service Districts have more authority and can create tiered rates to discourage overuse.

Discussion Items

Wild Wings Golf Course Letter to County – Espinoza informed the Committee that the Wild Wings Golf Course is requesting a meeting with the County to discuss the water rates for the golf course. They would like to see reduced rates.

Preliminary Explanation of CSA vs. CSD – There was a brief discussion of the differences between a county service area (CSA) and a community service district (CSD). Espinoza gave Committee members a copy of "What's So Special About Special Districts?" by Kimia Mizany and April Manatt. It describes what CSDs are and how they are created and funded. Espinoza also offered to invite a representative of the Local Area Formation Committee (LAFCO) to the next Committee meeting to talk about the benefits versus the liabilities of a CSD.

Pool Drainage – Espinoza discussed how there was an issue with several pools in Wild Wings draining their water to the sewage system. This affected the wastewater treatment plant. The problem was discussed with Kocal Management and the HOA because the HOA has authority over the storm drainage system.

Wild Wings LLC Ponds – Espinoza informed the Committee that the County is looking into who has the responsibility to make sure the golf course ponds comply with the permit issued by the Regional Water Quality Control Board. The County is determining if the ponds are part of the county permit and who is responsible for compliance. Espinoza will keep the Committee apprised of the issue and discussions with the golf course.

Next Meeting(s)

TBD November

Future Agenda Items

Water Meter Statistics Review

Review of RFP Process

Update on Discussion with Wild Wings Golf Course

The meeting was adjourned at 8:00 PM

Motion – Bloom Second – Hartmann

Ayes – 3 Nays -0

Wild Wings County Service Area
Advisory Committee Meeting
May 12, 2008

Minutes

Members Present:

Tom Andringa
Gregory Bloom
Rick Fenaroli
Audra Hartmann

Staff Present:

Regina Espinoza – CSA Coordinator

Call To Order

Meeting began @ 6:05 PM

Review Of Minutes

The Committee reviewed and approved the minutes from the January 16, 2008 meeting without comment.

Motion – Bloom

Second – Andringa

Ayes – 3

Nays - 0

Supervisor Chamberlain's Office

No one from Supervisor Chamberlain's office was present

Public Comments

Jordan Durbin representing the Wild Wings HOA was present along with Cappy Ames. Ms Durbin inquired as to what if anything the CSA intended to do regarding water quality. Ms Durbin expressed concern that the water was high in sodium and trace elements. She requested the CSA to publish a letter to residents informing them that the water quality had negative health benefits, not to mention the negative impact on landscape vegetation within the community.

Ms. Espinoza & Mr. Fenaroli both explained that the Wild wings community water system meets all State and Federal guidelines for water quality. Ms. Espinoza reminded Ms. Durbin that the CSA already provides an annual report to all residents on water quality. Members Andringa & Fenaroli expressed concern that writing a letter to residents about water quality would not provide any more useful information than the report already sent to residents annually.

Chairman Fenaroli offered to write an informational article for the HOA newsletter about water quality within a few weeks.

Mr. Bill Schubert & Ms. Midge Shubert – residents of Wild Wings attended the meeting as members of the public.

New Business

California American Water – Ms Espinoza introduced Tom Peterson & Issac Rabio from CAW. CAW was awarded the 3 year contract to operate the WWTP and domestic water system. They began work as the operators on March 22, 2008. Ms. Espinoza commented

that the transition between Water Dynamics and California American Water has been smooth with no problems to date.

Both Mr. Rabio & Mr. Peterson provided background information about CAW and planned operations for the CSA. Mr. Rabio also answered some water quality questions for Ms. Durbin. Both men reiterated that the CSA meets all current water quality standards.

CAW was requested to present capital planning items for the July meeting. CAW was also requested to have quarterly water flow and mass calculations for the community at the July meeting.

Arsenic – Ms. Espinosa informed that Advisory Committee that elevated arsenic levels had been detected in the water during recent sampling. More sampling over the next 12-18 months will help provide a base line for any future mitigation plans that might be necessary to reduce arsenic levels. CAW informed the Advisory Committee that they had previous experience with arsenic

Budget – Ms. Espinoza provided the Members copies of the current and project budgets. At this time, no expected rate increase is planned. Several items could affect future rates such as sludge hauling and any arsenic abatement requirements. In addition, the County's self sufficiency rule may impact the CSA's future budget. All of the work that the County does on behalf of the CSA will be billed to the CSA. The Members discussed at length the proposed 2008-2009 budget and how it compared to the existing 2007-2008 budget.

Election of Officers – With discussion, the Advisory Committee unanimously decided to keep the officers in their current positions for the next year.

Old Business

Water Meter Update – Ms. Espinoza reviewed with the Committee the status of the water meters and informed the Committee that letters to residents with actual water usage information would continue to be sent and that residents would begin being billed for water usage as of July 1 (unknown manner of the actual billing procedure). The Committee asked Ms. Espinoza if it could get data and a graph on how much water is used per household. Ms. Espinoza agreed to provide the information at a future meeting.

Wild Wings Golf Course – Ms. Espinoza informed member that the golf course had not paid their Nov, 2007 property taxes.

Next Meeting

July 21, 2008

Future Agenda Items

Budget

Water Flows & Usage By Area

Proposed Capital Plan

Operational Review by CAW

The meeting was adjourned at 8:05 PM

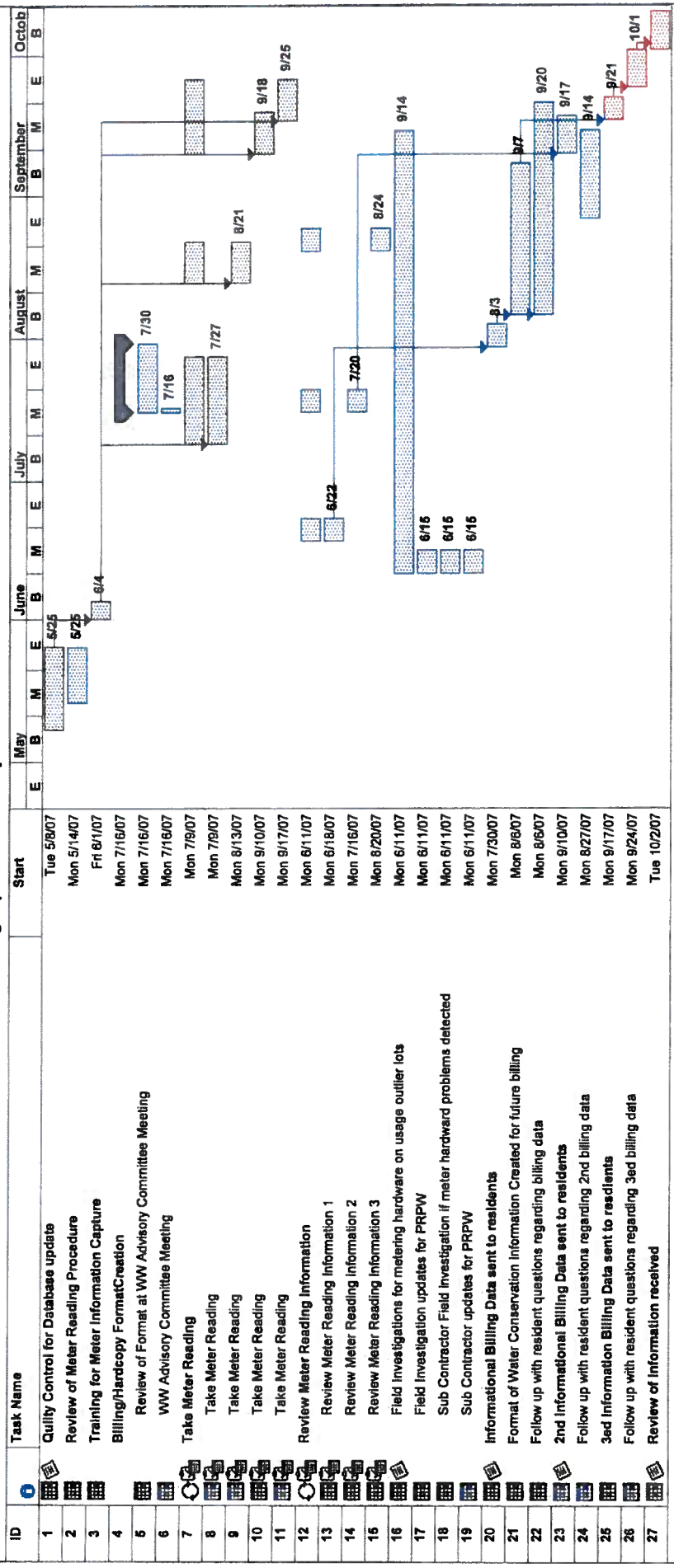
Motion – Bloom

Second – Hartmann

Ayes – 4

Nays -0

Wild Wings County Service Area Metering Implementation Project Procedure/Timeline



Task

- Task Progress
- Critical Task
- Critical Task Progress

Milestone

- Milestone
- Summary
- Rolled Up Task
- Rolled Up Critical Task

Project Summary

- Group By Summary
- Deadline

Rolled Up Milestone

- Rolled Up Progress
- Split
- External Tasks

Project: Wild Wings Metering Implementation Schedule (L)
Date: July 16, 2007
Note: All Dates shown are Target Start Dates

**Wild Wings County Service Area
Metering Implementation Project Procedure/Timeline**

1 Quality Control for Database updates

This quality control task is one which is an internal check on information assigned to all meters and radio transmitters. This includes check regarding cross references for addresses and lot numbers.

16 Field investigations for metering hardware on usage outlier lots

During the collection of data the average water consumption will be calculated. Once there is an average the outliers (lots clearly not within the average water usage) identified above that marker will be put on a list for follow up as noted below:

- **List is sent to Water Dynamics and a field check is done to ensure the meter hardware is working properly, if there is obvious overwatering due to landscaping as well as any items that could trigger additional water usage, such as swimming pools etc.**
- **If the metering hardware is not working properly the original sub contractor may be called in to fix/replace meter or radio transmitter. After this the meter reading will be taken again.**
- **If overwatering is the issue, the homeowner will be sent information regarding their above average water consumption when the billing/ information is sent out to all residents.**

20 Informational Billing Data sent to residents

Residents should receive a letter/form letting them know that the water usage information collection has begun and that they will receive summer water usage information in August and September.

23 2nd Informational Billing Data sent to residents

The residents will receive information showing:

- **Total subdivision water usage**
 - **Average property water usage per total**
 - **How much water their own parcel will be using (information particular to their own parcel)**
- The properties which are shown as outliers on data collected for previous months should also be sent water conservation data**

27 Review of information received

**Follow up with all parties regarding information received throughout first summer.
Follow up with all information sent to residents and answering all resident questions.**

February 19, 2011

FEB 22 2011

Elizabeth Castro Kemper
 LAFCO Executive Officer
 625 Court Street, Suite 203
 Woodland, CA 95695

YOLO LAFCO

Dear Elizabeth,

We are residents of Wild Wings and would like to thank you and your staff for educating us and many other residents regarding our options for infrastructure of our Water/Sewer service and Golf Course operations under a CSA vs. CSD. You attended several open meetings in 2007 and 2008 as well as responding to the many requests for information/clarification from us and other residents. Along with reviewing all information/data regarding the Wild Wings CSA, you have a more hands on experience of the general residents concerns through helping us review our options over the past few years. This makes your findings/recommendations very creditable yet still objective, which is the value of non bias review as demonstrated in the two drafts of the LAFCO Wild Wings CSA municipal services review and sphere of influence reports.

We have reviewed both draft reports (July 26, 2010 and December 13, 2010) as well as comments of a few residents. As far as the latest draft report we have the following input, page 20 under annual service assessments Water, each home is allocated 20,833 gallons of water per month (250,000 annual). Also, we take issue regarding comments of a couple of residents made without support or factual information regarding the following:

- **Alleged odors from the Wild Wings CSA sewage treatment facility**
 - The facility is directly behind the Wild Wings CSA golf course golf cart barn – check with Randy Thomas, Golf Course Manager to find out how many complaints from golfers has the course received in the past two years regarding odor in that area of the golf course.
 - Per Wild Wings HOA CC&R's page 18 section 4.21 "Owners shall report waste water treatment pond odors to the CSA". CSA staff can review correspondence received from Wild Wings homeowner lots in the past 2-3 years and report number of complaints by lot/address of odor problems.
 - If new clients are added to the CSA water and sewerage system they may opt for water only as many around our development are on septic tanks for their sewerage needs.

We have lived here since March 2006 and have attended most of the Wild Wings CSA and HOA meetings. We have not heard bad odor as an issue brought up until this past year and only by a few lot owners, however, their issue was odor from a few ponds on the golf course, not the sewage treatment facility.

This past year the odor from the golf course ponds was explained at the Wild Wings CSA golf course subcommittee meeting by Randy Thomas, golf course manager. The odor was from red algae and the golf course staff was working on resolving this Mother Nature issue, it took more time than residents found acceptable. Also, not all the ponds had this odor issue.

Also, long time residents of Woodland who purchased homes in Wild Wings stated that during certain seasons there is a plant approximately 3 miles from our property lines that emit a bad odor and on a windy day (and we have many of those) the smell blows into our development.

- **Water Meter System issues**
 - On September 20, 2007 all Wild Wings property owners were mailed a letter from our CSA Manager (Regina Espinoza) stating that we would be receiving water usage reports and although parcels have been billed through property taxes \$426/year beginning with property tax bill for 2008-2009 we would be billed an additional \$.055 per every 100 gallons exceeding the 250,000 gallons a year base amount per parcel. Parcel owners were encouraged to review their usage statements and contact our CSA Manager with any questions they may have.

We attended a CSA Advisory Committee meeting in May 2008 after the CSA staff received homeowner feedback regarding above stated letter and usage reports. The Committee discussed the benefit of graphing large water use

variances in the meter readings to surface any issues/problems that need to be addressed before billing for excess usage. The Committee also stated they would give large usage variance lot addresses to California American Water (CAW – new vendor as of March 22, 2008) to investigate usage variances from the norm – this was done in July 2008. Incidences were reported later of leaks created by homeowners or their vendors as they were installing landscaping in their yards and various other reasons causing excess water utilization issues. In 2009 there were 30 water meters reported with erroneous readings to be replaced at a cost of \$2,000.

It could be asked how many lot complaints regarding the flat water fee have been filed with the CSA staff by homeowners.

- If the previous owner of the Golf Course were billed for alleged excess usage of 34,500,000 gallons per year the additional bill would be $(34,500,000/100*$.055)$ \$18,975. Additional water use bill would have been for FY 2005/06 (course operations opened May 2005) and FY 2006/07 would have been \$37,950 total for those two years combined. Wild Wings CSA assumed the outstanding unpaid bills starting with FY07/08. What one bills and what one collects may be different. I am not sure the CSA could bill the golf course owner if they are not billing the other users on the system based on utilization. Also, I think that is a big assumption that the previous golf course owner that was loosing so much money on the golf course would pay excess charges if they were billed.
- **Water Conservation Efforts – have been as follows:**
 - Wild Wings HOA mailed newsletters to all homeowners with articles regarding/encouraging not to over water and to not water during the day (as noted in newsletters Winter 2005, November 2006, Summer 2007, March 2008, April 2009, June 2009, and Spring 2010). Also a flyer was distributed to all homeowners in the summer of 2008 stating water times have been set for early morning and requested homeowners not alter that schedule. See enclosures.
 - In late 2007 the Wild Wings HOA Board of Directors brought several homeowners into hearings to address over watering.
 - In February 2008 Wild Wing HOA Board of Directors unanimously voted against restricting watering times recommended in 2007 by the CSA Advisory Committee and Wild Wings HOA Rules Committee.
 - In September 2010 the Wild Wings HOA Board of Directors approved the 2007 CSA Advisory Committee and Wild Wings HOA Rules Committee recommendation for yard watering times prohibiting watering between 10:00 AM and 6:00 PM on weekdays (Monday – Friday).
 - In 2007 the Advisory Committee received water usage information by address and requested staff to graph extreme over and under utilization for review which was then given to California American Water (CAW) to review usage issues with homeowners for possible resolution and explanation of large variances from the average. We were at a CSA committee meeting in late 2007 or early 2008 when it was shared that the variances researched by CAW were leaks in irrigation systems due to problems from installation of landscaping, gross over utilization due to lack of knowledge on setting time controllers for watering, leaks in pipes/and or sprinklers, etc. – all of these are homeowner responsibilities.
 - It was decided by the CSA Advisory Committee that a letter drafted by staff and reviewed by the committee be sent to all homeowners informing them that they would be receiving water usage reports and requesting homeowners review their usage and notify staff of any questions regarding same – this was done in September 20, 2007. See enclosures. It was also stated that homeowners would be billed for excess usage over the 250,000 gallon allotment beginning with tax bill for 2008-2009.
 - In the later months of 2007 Wild Wings CSA staff began sending out to all homeowners' water usage reports for review by homeowners, all questions regarding the usage report were to be reported to our CSA Manager. Homeowners have received these reports over the past few years.

There will always be room for improvement regarding water conservation efforts. To say nothing has been done, is not true as demonstrated above. There has not been an outcry by the community, regarding the flat rate

billing for water/sewer services as homeowners received this information with property closing disclosures. Also, the minimum charge for over utilization is not a deterrent as it is extremely low. It is important to note that a very few homeowners expressing displeasure with an issue does not represent the general community concerns as was demonstrated in the passage of Measure O. Automation has moved our society ahead; however, it is never without flaws. Whatever system is in place, one can find problems, misinformation, inaccuracy of data, etc. Perfection is a direction not a place.

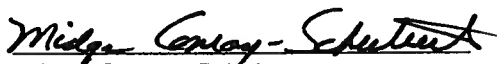
In summary:

- We agree that additional users to the Wild Wings CSA water and/or sewer system at no cost to existing users would be welcomed. Most of the cost is fixed as opposed to variable therefore; cost allocated to additional users would be a financial benefit for existing users.
- Regarding the issue of CSA vs. CSD we agree with LAFCO findings. There is no doubt a CSD would cost more and would not have the unbiased/objective oversight needed to manage and make sound business decisions for the community it would represent. Wild Wings has an HOA with 5 resident Board Members. We have struggled to have a majority of Board Members with business background and the ability to set their own feelings/perceptions/self interest aside in order to prioritize and make sound business decisions on behalf of all members and the community as a whole.
- There is a significant difference between being a Committee Member and a Board Member. We believe some have a perception of power as a Board Member when actually it is a high level of responsibility. Board Members have to cover a lot of groundwork required to do a good job – reading/understanding/enforcing all governing documents, research, data analysis, unbiased input, finance knowledge, problem solving skills, meeting effectiveness, etc. We have both served the Wild Wings community as HOA Board Members as well as Committee Members and we clearly know the difference.

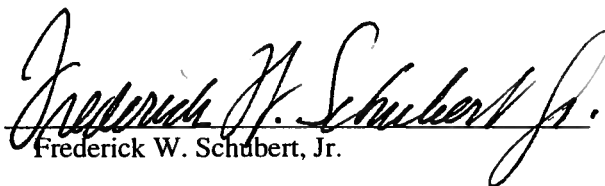
Our community has many talented professionals, however, most have full time jobs and family commitments. Also, many residents have expressed their lack of desire to run in HOA Board elections due to personal harassment of Board Members by a few residents which has created a negative atmosphere in the community filled with misinformation. This was demonstrated very clearly with the Wild Wings golf course issue before us starting in September 2007.

Without the honest, unbiased information, support, and integrity of the Board of Supervisors, CSA staff, County Counsel, LAFCO staff, and resident leadership, Wild Wings homeowners would not have been allowed to exercise their right to vote with credible information on Measure O. It was very clear to all involved that the Wild Wings community lacks the needed elements to govern itself. Outside resources are best able to keep a balance of priority and integrity of information and decisions to achieve the continued quality improvement as experienced in the past couple of years for all Wild Wings residents.

Respectfully,



Midge Conroy-Schubert
33388 Pintail Street
Woodland, CA 95695



Frederick W. Schubert, Jr.

Enclosures
cc/Wild Wings CSA Manager



WILD WINGS

NEWSLETTER

WINTER 2005

BOARD UPDATE

The Board of Directors wants to thank all the members were attended both annual meetings. Wild Wings HOA has a new Board of Directors. The following is your new Board: Cap, Ames, Georgia Cochran and Vicki Mott. Congratulations and Welcome, The Board of Directors will meet to appoint Director positions.

STREET/SIDEWALK/ DRAIN REPAIRS

The Board of Directors wants to inform the community that the repairs to the sidewalks, streets and storm drains are under way. Please refrain from over watering your landscaping in the front and back. The construction company wants to make sure that there is no water in the drains or streets. This will ensure that the repairs are done correctly. Thank you for your understanding and patience while these repairs are being completed.

Annual Member Meeting

The reconvened Annual Meeting for Wild Wings Homeowners was held on November 17th. The membership elected a new Board of Directors at this meeting. Members discussed the landscaping issues and golf course landscaping. The Board of Directors is in the process of reviewing landscaping proposals.

Pool and Tennis Court

If you have not picked up your access key to the pool and tennis court you may obtain one from your sales office. The Association has hired a janitorial company to clean the restrooms and pool area. Members are encouraged to keep this area clean for all to use. The Board has hired a pest company to control the wasp/bees that have nested by the pool restrooms.

The Association has a Pool Committee. This committee will forward to the Board any and all recommendations for the pool area.



Board of Directors

Georgia CochranPresident
Cappy Ames Vice-President
Vicki Mott.....Secretary

Kocal Management Group Inc.

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Accounting.....Ext 122
Association Manager.....Ext 127
Escrow Dept..... Ext 117

Signs

The Board wants to inform the community that the CC&R's (see Section 4.06) states that only one sign will be erected on the front lot for sale or rent. No signs shall be displaced on the fences facing the golf course. Any member who has a sign along the golf course side must remove it as soon as possible.

Wild Wings Golf Course Operation Hours and Rates

Wild Wings Golf Course is open (7) seven days a week. The first available tee time is 7:00 a.m.

Residents of Wild Wings HOA:

All Wild Wings residents get 20% off green fees and cart fees listed below. Residents must register with the golf shop.

Every Monday is "Resident's Day",
Effective Monday, November 7, 2005.

Fees are \$9.00 for 9 Holes, \$18.00 for 18 holes

Green Fees:

Course	Mon - Fri	Sat/Sun Holiday
9 Holes	\$15.00	\$22.00
18 Holes	\$25.00	\$32.00
Seniors 9 Hole	\$12.00	n/a
Seniors 18 Hole	\$18.00	n/a
(Seniors are age 60 and over)		
Twilight (12 Noon)	\$15.00	\$18.00
Super Twilight (3 pm)	\$12.00	\$14.00

Golf Carts 9 Holes - \$7.00 per person
18 Holes - \$12.00 per person

"Wild Club"

We also have a Frequent Player Program that entitles the members to get 50% off green fees and carts. It's call the "Wild Club". This program runs quarterly. The current quarter will end on December 31, 2005.



November 2006

WILD WINGS HOA

2

COMMUNITY UPDATE

Street Repairs

Contractors working for Wild Wings LLC (developer) and the three builders (California Homes, DR Horton, & JTS) will have completed repairs estimated to have cost over \$300,000. We thank all of you for your patience during the construction.



Now that this work has been completed, the repairs and maintenance costs for streets belong to the HOA. For those residents not aware, all the streets, including Wild Wings Drive, are private and all future expenses are the responsibility of the HOA.

Street repairs aren't cheap, typical repaving or asphalt patching can cost \$10,000 - \$25,000 per area (10' x 25').

Many residents & guests of Wild Wings complained about speeding within the Community and the speed bumps were installed to reduce the speed issue. The HOA Board looked at options to reduce speeds on the streets and determined that speed bumps installed in conjunction with the road repairs was both the most cost effective solution, as well as most likely to reduce speeds.



Background - Your HOA has been working since 2005 with Yolo County and Wild Wings LLC to repair construction defects that have occurred since the roads were built in 2003 & 2004. The original costs to build our streets was \$750,000+ in 2002 dollars, the replacement cost today is nearly double that. Thanks to the County and Supervisor Duane Chamberlain, the developer agreed to repave several streets and slurry coat and seal all the streets. With proper care, we should expect 20-25 years of street life before repaving is necessary.



How do we get 20+ years of service from our streets? The answer is relatively simple; keep the streets dry. You might ask, "what about the winter rains, isn't that a bigger problem?" Actually, winter rains are less of a problem, as winter rains don't saturate the road subsoil like continuous landscape irrigation. The streets were never designed to have the subsoil saturated all year.

Over-watering of front yards, and back yards draining to the streets is undermining the foundation of the roads. The saturated soils have already caused premature failure in several different areas. Many front yards are so wet they look more like marsh areas than lawns. Water is percolating from the lawn areas through the soil to below the gutter and sidewalks and coming up through the gutter joints and street-to-gutter seams.



This water has so saturated the road base that the asphalt, gutter, and even sidewalks, have started to break.

Every resident needs to look at their yard and their neighbors. Residents should avoid over-watering in the first place as it wastes precious water that we all pay for. Gutters should be dry in front of each home within a few hours after irrigation. Do you see sidewalks or gutter edges that are constantly wet &/or brown? If so, over-watering is probably the problem. If you see standing water in a



gutter, the chances are it's coming from the front yard drains that fill and lawns that remain soggy. Another source of wet gutters comes from water seeping up through the concrete joint in the gutter or street-to-gutter seam seeping water. Both conditions are the result of over-watering.



Front yard drains should be located within 12" of the sidewalk or gutter and the height should be at or slightly above the sidewalk or gutter. Contact your builder & Kocal about getting your drains relocated if they are a problem. Our builder changed ours at no cost. If you feel your lawn is being over-watered, call Kocal and they will send Emerald Green out to reprogram your front yard sprinklers. Each homeowner needs to monitor their back yard to prevent over-watering.



If each of us works together to maintain our streets they will give us many years of excellent service. If we choose not to protect and maintain the streets, we can expect road repair assessments of \$2000 - \$3000 per home every few years. Seems like a simple choice when you consider the alternative.

(This update was prepared by Rick Fenaroli, Wild Wings county liaison. Many thanks to Mr. Fenaroli, County Supervisor Duane Chamberlain and the Yolo County Planning and Public Works Department for working with the developer to fix the community infrastructure.)

HOUSEKEEPING

The Entrance Gate Code is #9569

Website - wildwingshoa.com

For members to log on to the web site, use the following:

- Log on: last name & your street number.
- Password: Same



-2- If you have difficulty logging on, contact Wendy at Kocal Management Group, Extension 115.

COMMITTEE REPORTS

LANDSCAPE COMMITTEE

Homeowners that have connected back yard irrigation to front yard controls need to install a separate timer for the back yard by December 1, 2007.



Members please do not adjust your front yard sprinklers. Emerald Green has adjusted the timers so that no watering is done during the day hours. If any member is watering during the day, they may be sent to a hearing. ✕

Emerald Green is a good resource if you need advice or would like a professional to install the backyard timer (telephone number is 916-482-2839). Emerald Green is responsible for setting watering times, replacing batteries, and maintaining front yard timers.

Application of fertilizer and emergent has caused rapid grass growth and may make lawns appear overgrown. However, Emerald Green mows each lawn once a week. The lawns are typically not mowed on the same day it is watered to reduce lines and patterns in the lawn. FYI, front yards are watered three times a week. Any problems you may have with sprinklers should be reported to KOCAL Management. Please contact Kocal with any landscape issues, do not contact Emerald Green directly in regards to front landscaping issues.

Breaking news: Lance Kolesar has agreed to lead the landscape committee as chair. The Committee members and contact information are as follows:

Chairperson: Lance Kolesar - 530-662-7727

lkolesar@att.com

Jolanta Gonet-Thomas - 530-662-6948

mike-jolanta@sbcglobal.net

Lela Palmer - 530 - 668-8009

jlpc@pacbell.net

ARCHITECTURAL CONTROL COMMITTEE

After more than two years of hard work and dedicated leadership, Pam Kazmierczak is taking a well deserved rest and has stepped down as chair of the Architectural Control Committee. Cheryl Larsen, who has been on this Committee since its inception and has also served as the chair has also stepped down for a well deserved rest. The Board extends their appreciation and thanks to Pam and Cheryl for all of their hard work and service on the ACC. They both have worked tirelessly and their accomplishments are too numerous to mention. Bill Schubert has been appointed the new chair. Fortunately, for our HOA, Tom Caldwell, will remain on the ACC. Sharon Telesfore, our 4th of July organizer has been appointed to the Committee. Without our volunteers both past and present, it would be difficult to operate our HOA.



Speeding up the Approval Process:

If the application is complete and has all the information regarding the requested modifications, you can expect to have your approval within 30 days or less. Delays in approval may occur when the plan is either incomplete or not clear what improvements are being made. Here are some tips to have your plan approved:

- Read through the Wild Wings Community Rules prior to submission. This will insure your request is not outside of the rules.
- Make sure color samples are provided. This includes exterior home paints, driveway and fence stains/paints.
- Please have your drawing to scale and do include as much information regarding plant names, type of building material you are using, and a picture if you have one.
- Have your surrounding neighbors acknowledge that they are aware of your modifications by having them sign in the appropriate place on the Application.

WILD WINGS HOMEOWNERS ASSN.

WILDWINGSHOA.COM

NEWSLETTER

MARCH 2008

A Message from the HOA Board

The board would like to express our sincere appreciation for the time and efforts of many volunteers who edit the newsletter, monitor pool chemicals daily, and take responsibility on committees that serve the community such as the landscape, architectural, security, pool, and rules committees. Developing a stronger sense of community is possible because of the positive impact of the actions of individual volunteers who are willing to spend time to make this a better place to live. Anyone interested in volunteering is welcome to call Jordan Durbin at 666-1897, or any of the committee chairs to discuss how you can make a difference.



The board decided to take an educational approach to promote community water and energy conservation rather than passing a rule restricting water usage during peak hours from 10 am to 6 pm on weekdays. In addition to articles in the newsletter describing reasons for restricting water use and suggesting ways to conserve water and energy, the Landscape Committee is planning to distribute a door hanger with specific recommendations on what individuals and families can do to save money and natural resources. Read on to learn more.



We are adding a new feature in this quarter's newsletter entitled "FYI Corner" designed to share important accomplishments and concerns

FYI

for the community in an 'easy to read' format. We hope you find it interesting.



Board of Directors

Jordan Durbin.....President
Vacant.....Vice President
Georgia Cochran.....Treasurer
Cappy Ames.....Secretary
Leanne Gardner..... Member at Large

Kocal Management Group Inc.
P.O. Box 1459
Folsom, CA 95763-1459
Phone: (888) 453-9945
Fax: (916) 985-3744
After Hours Emergency Only
(866) 324-3704

Association Manager
Deanna Themoleas
dthemoleas@kocal.com

Association Manager.....Ext 127
Customer Service.....Ext 143
Accounting.....Ext 122
Escrow Dept.....Ext 117

Due to Bill Schubert's resignation on January 23rd, the HOA has a board vacancy for the remaining term up for election in 2009. Members interested in serving on the board should contact Kocal. The board will appoint a member.

2008 Board Meeting Dates

March 26
May 28
July 23
September 24
October 22 - Annual Meeting
November 26 - Tentative Date



All meetings start at 6:30 pm and are held at the Yolo Fliers Club. Meeting notices and agendas are posted on an announcement board by the exit gate as well as on the website. *Confirm the dates as meetings could change.*

Watering

Emerald Green has turned on the front yard sprinkler systems to water in early morning hours before sunrise reducing evaporation & time water sits on foliage, important for disease control. It also conserves **ELECTRICITY!** The community's water pump is on a 'time of use' plan: we pay much more for electricity to pump water between peak hours of 10 am-6 pm, Mon.-Fri. Let's observe this schedule in setting backyard timers as well. We all pay for this resource, so let's



April 2009

The statewide filing date for 2008/09 appeals has past. If property owners, however, are dissatisfied with the value on their 2009/10 tax bill, the assessment appeal filing period runs July 2 to

November 30, 2009. The appeal process is free of charge. For more information on property tax assessments, visit www.yolocounty.org.

Homeowner Responsibility for Irrigation Repairs and Operation Clarified

The HOA has previously funded repairs for irrigation repairs in homeowners' front yard areas. Article 5.03 C of the CC & Rs, however, establishes the homeowner's responsibility for these repairs. The Article states that "[e]ach Owner shall **maintain and operate** the sprinkling system on such owner's lot so as to provide adequate irrigation to the landscape improvements in both the **Front Yard Area** and the **Rear Yard Area**."

Homeowners are clearly responsible the cost of irrigation repairs. The Association's current understanding with Emerald Green is that any sprinkler damaged caused during weekly lawn maintenance will be repaired by Emerald Green at no cost to the homeowner or HOA. Therefore, it is critical that homeowners check their irrigation systems for any damage as soon as possible after mowing and report the damage to Kocal.

Furthermore, Sections B-19 (a) through (d)(1) of the Homeowners Rules Modified February 2008 are in conflict with the CC & Rs. The CC & Rs supersede all other governing documents, thereby rendering these rules invalid. Consequently, homeowners are responsible for controlling their irrigation timers. As a courtesy to all homeowners our landscape vendor has set front yard timers according to the schedule below at no cost to the homeowners or our HOA. Please refer to the table below to assist you in setting your timers in the future.

Wild Wings Watering Schedule

Turf Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Cycles	1	1	1	1	2	2	2	2	2	1	1	1
Number of Days	1	1	2	3	3	4	5	5	4	3	2	1
Minutes per Station	4	4	4	5	6	8	8	8	8	6	4	4
Shrubs & Trees	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Cycles	1	1	1	1	1	1	1	1	1	1	1	1
Number of Days	1	1	2	3	3	4	5	5	4	3	2	1
Minutes per Station	3	3	3	4	4	4	5	5	4	4	3	3

Be sure to note the day that your lawn is typically mowed and avoid watering on that day. Also, early morning is the best time to water your lawn in order to minimize evaporation and allow our County Service Area to take advantage of lower electrical rates. Our CSA recommends watering before 10 AM.



LANDSCAPE COMMITTEE

As the weather warms up, be sure to check out the Yolo County Master Gardener Newsletter for helpful landscaping tips and articles. Issues of the newsletter can be found online at <http://ceyolo.ucdavis.edu/newsletterfiles/newsletter1460.htm>.



ARCHITECTURAL CONTROL COMMITTEE

Exterior improvements need to be approved by the Architectural Control Committee. If you plan on making any permanent changes to the exterior of your home, please submit the appropriate forms, which are located at www.wildwingshoa.com under "Documents," and then "Architectural Information."

June 2009

WILD WINGS HOA

4

CSA Sends Water Usage Statements, Annual Consumer Confidence Report

Property owners should have received a water usage statement showing their water usage number for August 2008 through March 2009. This water usage summary was mailed out to all Wild Wings residents in order to assist them in measuring how much water they are using.

Each property is allowed a baseline water amount of 250,000 gallons of water per year. Any water use over the allotted 250,000 gallons will be subject to an additional fee, which will be included on this upcoming year's property tax bill. More information regarding water usage and 2009-2010 water/wastewater fees will be included in your July 2009 water usage statement.

It is expected to be a very hot, dry summer again. Please use water wisely, not only for the sake of your pocket book, but for the sake of your community system as well. Try to minimize water usage during peak periods (10:00am to 6:00pm) as your utility system operates on a time of use schedule. Visit www.h2ouse.org for additional water conservation tips.

Wild Wings Residents should have also received a copy of the 2008 Consumer Confidence Report for Public Water Systems (Annual Water Quality Report) in the mail. This report shows minerals, nutrients and contaminants that are tested for and regulated throughout your Wild Wings water system.

Wild Wings Street Sweeping Schedule
June 24, 2009
July 8, 2009
July 22, 2009
August 5, 2009
August 19, 2009
September 2, 2009
September 16, 2009
October 14, 2009 plus the median***
November 18, 2009***
December 16, 2009***
All dates are Wednesdays. Please avoid parking on the street. *** weather permitting

SECURITY COMMITTEE

Strange Vehicles: With the advent of summer weather, we will undoubtedly have more visitors using the public access area to Cache Creek at the north end of our community. Although we enjoy an extremely low crime rate at Wild Wings, it is still a good idea to be aware and observant. Jot down license plates and a brief description of strange vehicles and their occupants. Call the Yolo County Sheriff's Dispatch center if you suspect criminal activity: (530) 666-8282.

If you're comfortable talking to strangers, go up and say hello. Make personal contact and ask if they're new neighbors. After all, there are lots of new people buying homes in Wild Wings and we do want to welcome them.

Parties: Although it is never legal to make so much noise that it unduly disturbs "The Average Reasonable Person," a pool full of merrily shrieking kids or a stereo playing on a neighbor's patio does not necessarily constitute a disturbance. That said, we do live in close

proximity to our neighbors and the cherished music of one person's youth may be the bane of another. If your music can be heard (or felt) inside your neighbor's house, it's probably too loud.

Be a considerate neighbor. If you are having a party, advise those who live around you, in advance, about your special event. Give them dates, times, some basic information about the anticipated noise level and activities and your phone number. Better yet, invite them to the party.

Dogs: Please refer all of your concerns to Yolo County Animal Control by calling (530) 668-5287. In truth, your neighbors probably do not know how much their dog barks while they're gone. Talk to them about it calmly and see if you can arrive at a solution. If you make it a point to become friends with your neighbor's dog, they may stop barking once you speak to them. If the problem dog is yours, you might consider in-home training or barking abatement collars.

Q. How often is the Reserve Fund Study revised?

A. The Reserve Fund Study is revised annually by the Association Board of Directors. Our HOA Board has contracted with Browning Reserve Group, professionals in this field, to assist in this process. A site review, which occurs every three years, will be conducted this year in preparation for the 2011 Reserve Fund Study Update.

Q. How does the Board fund Reserves needed based on the Reserve Fund Study?

A. A separate bank account has been set up which contains funds specifically used for Reserve Fund projects only. Funds are deposited to this account monthly based on the current year's budget, which is funded through membership monthly dues.

Q. Who authorizes transfers from the Reserve Fund?

A. Two Association Board signatures are required to transfer monies from the Reserve Fund. Transfers from the Reserve Fund are reported to the members at Board Meetings.

Q. How much money is in the Wild Wings HOA Reserve Fund right now?

A. As of December 31, 2009, the Wild Wings HOA Reserve Fund balance was \$284,591. This information, as well as deposits from membership dues, interest income, and transfers due to repairs and maintenance, is contained in the annual HOA audit mailed to each member.

Street Signs Replaced and Repaired

Please call or email Kocal if you see a street sign in need of repair. It is far less expensive to repair them before they have fallen apart. If you ever see a sign down, pick it up and notify Kocal immediately.

The missing "Mallard" signs from Mandarin have never been located, and the replacement signs alone cost \$300.

Additional parts to repair this sign and several others will be nearly \$200 more. This money comes out of our HOA funds.



Welcome Committee Chair Lloyd Turek and Security Committee Chair Susan Lundquist repair the street signs at the corner of Mandarin and Mallard Street. Thank you to Lloyd and Susan for their cost-saving efforts on behalf of the community!

ACC Reports on Back Yard Progress

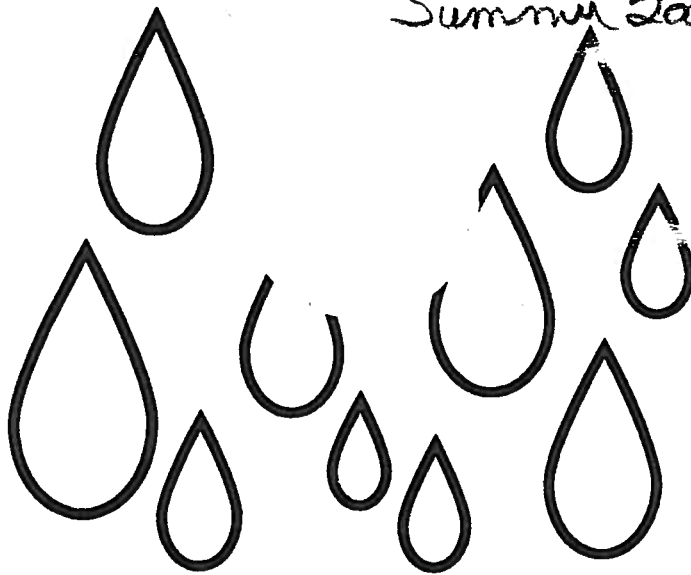
The Architectural Control Committee conducted a site review of back yards on February 21 and 22, 2010. Of the 40 incomplete rear yards, 16 are currently being fined; 3 were brought to a hearing in 2009; one requires follow-up, and 20 need to be brought to hearing (13 of these new owners). The site review also notes that 11 other rear/side yards have excess weeds that need to be removed. The Board has instructed Kocal to send letters to these homeowners.

Status	Number of Yards	Percent of Total Lots
Complete	294	87%
In Progress	3	1%
Not Complete	40	12%

Don't forget that homeowners are responsible for controlling both their front and back yard irrigation. As the weather warms be sure to adjust your irrigation accordingly. Please visit www.wildwingshoa.com and click on "Announcements - Landscaping Maintenance Tips" to view the recommended Wild Wings Watering Schedule. To limit evaporation and help our CSA reduce utility costs, water before 10 AM, and avoid watering on mowing days to prevent damage to your lawn.



Summer 2008



Your front yard automatic sprinklers have been set for the summer season and will come on in the early morning; please do not change timers. The landscape company will adjust watering in extreme hot weather. Power failures can cause timers to fail. If you have any concerns, please call Kocal immediately at 888-453-9945.



Our HOA committees need Volunteers. Participating is a great way to become involved in our community and to have some fun! If you are interested, please contact the committee chair or Kocal.



County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

292 West Beamer Street
Woodland, CA 95695-2598
(530) 666-8775 FAX (530) 666-8728
www.yolocounty.org

John Bencomo
DIRECTOR

3302094

1-18-08
10/30 AM
DAVID MORRISON
JIM CAMPBELL

September 20, 2007

Dear Wild Wings Property Owner,

This letter is to inform you that as of the month of October you will be receiving a statement of water usage.

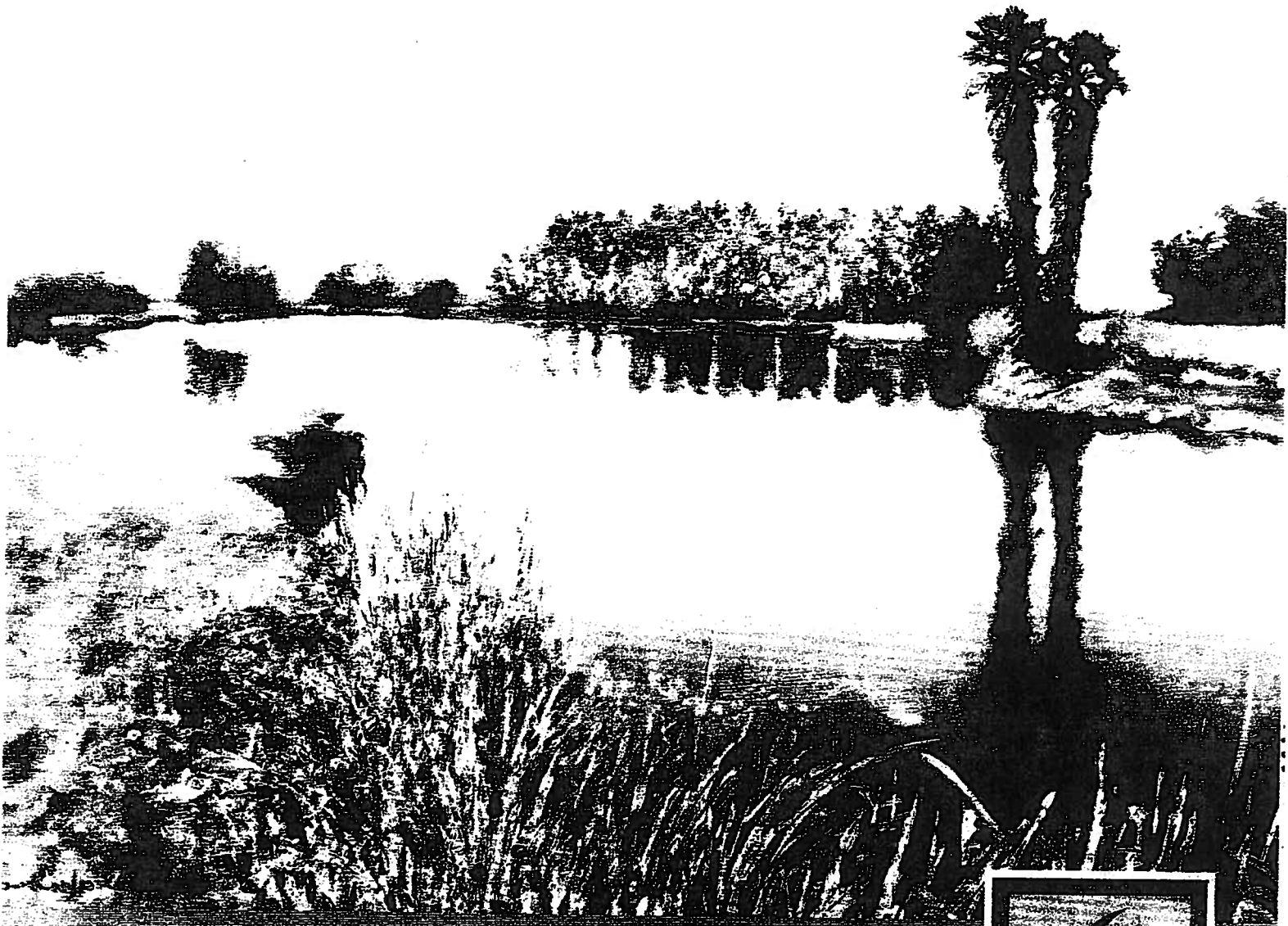
Over the past several years all properties have been billed for water and sewer services on their property tax bills. These charges are shown as one separate line item on each Wild Wings property tax bill. Each parcel has been assessed a flat charge of \$1399 for these utility services. The water portion of the annual charge is \$426 per 250,000 gallons of water. In addition, a surcharge for water usage is set at \$.055 per every 100 gallons exceeding the 250,000 gallons base amount per parcel. This surcharge has not been charged to any parcel within the first years of operation, but will begin to be assessed as of the property tax bill for 2008-2009 which you will receive in November of 2008. The sewer annual charge will continue to be a flat rate of \$973 per year.

In order to assist all residents of Wild Wings in being aware of water usage, the County Service Area staff will begin notifying each property owner of their parcel's water usage on a bi-monthly basis. Each resident will receive their first statement similar to that of the attached sample statement in the month of October. **THE FUTURE STATEMENT IS NOT A BILL.** It is for each property owner's review. Each statement will show the customer number, the service address, water meter number and the number of gallons used per time period. There will also be a note showing the average customer usage for the month so that each property owner will be able to compare their water usage in comparison to the neighborhood. The due date showing is for the meter reading term, not for any amount due. **ALL SURCHARGE AMOUNTS WILL CONTINUE TO BE CHARGED ON THE PROPERTY TAX BILL, THE CHARGES WILL NOT BE DUE UPON RECEIPT OF THE STATEMENT.**

Your Wild Wings County Service Area Advisory Committee and Staff appreciates your future assistance in reviewing these future statements of water usage. For additional information regarding this letter please contact my office at (530) 666-8725 or regina.espinoza@yolocounty.org.

Sincerely,
Regina Espinoza 
Manager of County Service Areas and Special Districts

Annual Report 2007



Yolo County Flood Control
& Water Conservation District





County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

John Bencomo
DIRECTOR

292 West Beamer Street
Woodland, CA 95695-2598
(530) 666-8775 FAX (530) 666-8728
www.yolocounty.org

July 7, 2009

Dear Resident:

California is experiencing a serious drought this summer. Water districts throughout California are asking residents to use water wisely to help protect the environment and ensure adequate supplies this summer and fall.

Wild Wings County Service Area water and wastewater operators, California American Water, are declaring a phase one water shortage for its Sacramento area water systems. In conjunction, Wild Wings CSA is encouraging residents to reduce water usage by ten percent, currently the annual water allotment per residence in Wild Wings is 250,000 gallons per year. The reduction of 10% could potentially save 8.5 million gallons per year on average. In order to meet this goal, residents are being asked to follow these simple guidelines:

- Use a broom instead of a hose to clean sidewalks, driveways, and other paved surfaces
- Use positive shutoff nozzles to wash cars and other vehicles
- Curtail the use of fountains that do not have a recycling system
- Repair plumbing and irrigation leaks promptly
- To avoid evaporation, please do not water outdoors during the daylight hours
- Follow the water schedule below.

OUTDOOR WATER SCHEDULE		
Pintail, Ring-Necked, Mandarin, Mallard (East Side), Harlequin	Wildwing, Canvas Back, Blue Winged, Ruddy	Gadwall, Merganser, Redhead, Wood Duck, Goldeneye, Mallard (West Side)
Tuesday/Wednesday off	Wednesday/Thursday off	Thursday/Friday off
All streets: No watering on MONDAYS		
To avoid evaporation, please water outdoors before 10:00 AM or after 6:00 PM		

As residents of the Wild wings CSA, free landscaping and home water use surveys are available to you at no charge to help identify ways to save water.

Residents can call California American Water (916) 568-4201 or e-mail sacramento@amwater.com.

In the months ahead, please continue to use water wisely – both to protect our environment and to avoid paying a higher water bill.

Thank you,

Regina Espinoza
County Service Area Manager



County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

John Bencomo
DIRECTOR

292 West Beamer Street
Woodland, CA 95695-2598
(530) 666-8775 FAX (530) 666-8728
www.yolocounty.org

August 6, 2009

Dear Resident:

California is experiencing a serious drought this summer. Water districts throughout California are asking residents to use water wisely to help protect the environment and ensure adequate supplies this summer and fall.

Wild Wings County Service Area water and wastewater operators, California American Water, are declaring a phase one water shortage for its Sacramento area water systems. In conjunction, Wild Wings CSA is encouraging residents to reduce water usage by ten percent, currently the annual water allotment per residence in Wild Wings is 250,000 gallons per year. The reduction of 10% could potentially save 8.5 million gallons per year on average. In order to meet this goal, residents are being asked to follow these simple guidelines:

- Use a broom instead of a hose to clean sidewalks, driveways, and other paved surfaces
- Use positive shutoff nozzles to wash cars and other vehicles
- Curtail the use of fountains that do not have a recycling system
- Repair plumbing and irrigation leaks promptly
- To avoid evaporation, please do not water outdoors during the daylight hours
- Follow the water schedule below:

OUTDOOR WATERING SCHEDULE												
Turf Area Watering Schedule	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Cycles	1	1	1	1	2	2	2	2	2	1	1	1
Number of Days	1	1	2	3	3	4	5	5	4	3	2	1
Minutes per Station	4	4	4	5	6	8	8	8	8	6	4	4
Pre-emergent wait 5 weeks to apply 2nd		1st	2nd									
Shrubs & Trees Watering Schedule	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Cycles	1	1	1	1	1	1	1	1	1	1	1	1
Number of Days	1	1	2	3	3	4	5	5	4	3	2	1
Minutes per Station	3	3	3	4	4	4	5	5	4	4	3	3
Pre-emergent wait 5 weeks to apply 2nd		1st	2nd									

As residents of the Wild wings CSA, free landscaping and home water use surveys are available to you at no charge to help identify ways to save water. Residents can call California American Water (916) 568-4201 or e-mail sacramento@amwater.com.

In the months ahead, please continue to use water wisely -- both to protect our environment and to avoid paying a higher water bill.

Thank you,

Regina Espinoza
County Service Area Manager



County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

John Bencomo
DIRECTOR

292 West Beamer Street
Woodland, CA 95695-2598
(530) 666-8775 FAX (530) 666-8728
www.yolocounty.org

March 23, 2010

Dear Wild Wings Property Owner,

Enclosed please find your Statement of Water Usage. The purpose of this letter is to inform you that there was an error in reading some water meters in your section of the Wild Wings Subdivision. This error resulted in a large value read that was well over the usages tracked over the last 2 years. In some cases there was an error in reading your water meter which resulted in a 0 value read or an error value read.

The main reasons for the errors you may have experience are as follows:

1. **Meter reader software.** There are two pieces of software to complete the meter reading and then create the statements. In the process of transferring that information the software lost communications and caused a glitch that truncated a number before going to the billing system. This issue has been resolved and each read is verified to match the read from the meter reading unit and the statement software.
2. **Meter reader hand held unit.** The hand held unit may have misread the meter and could not resolve the reading or lost the connection before the data was transmitted.
3. **Meter sending unit.** The meter has an on board sending unit that may have lost the connection before the data was transmitted. In some cases, the box where the meter sending unit is housed has been flooded by irrigation water and the unit can not send the information. Should you notice that your water meter box is flooded, please refrain from additionally watering that specific area.

There were a limited number of residents that experienced an extremely high usage amount in previous billings due to the software issues listed above. This issue has been resolved and those accounts have been corrected to reflect the accurate readings.

As a reminder, there is a maximum of 20,800 gallons of water allotted per residence, per month. Any amount of water usage above that threshold will be charged accordingly for any overage.

Your Wild Wings County Service Area Advisory Committee and Staff appreciates your future assistance in reviewing the future statements of water usage. For additional information regarding this letter please contact Chris Starkey, Planning and Public Works Analyst at (530) 666-8018 or chris.starkey@yolocounty.org.

Sincerely,

Regina Espinoza, Manager of County Service Areas and Special Districts

Elizabeth Kemper

From: Wayne Taniguchi
Sent: Wednesday, February 16, 2011 4:36 PM
To: Elizabeth Kemper; Elisa Carvalho
Cc: Leslie Lindbo; Regina Espinoza
Subject: FW: Environmental Health Water concern

Hello Elizabeth and Elisa,

Here is the response from CDPH and the response of the water system contractor regarding the complaint on the Wild Wings water system in January. Hope this helps.

Wayne Y. Taniguchi, R.E.H.S.
Supervising Environmental Health Specialist
Yolo County Health Department
Environmental Health Division
(530) 666-8646 office
(916) 375-3475 office
(530) 669-1448 fax
wayne.taniguchi@yolocounty.org

From: Wayne Taniguchi
Sent: Monday, February 07, 2011 3:28 PM
To: 'Wilhelm, Kim (CDPH-PS-DDWEM)'
Subject: RE: Environmental Health Water concern

Thank you.

Wayne Y. Taniguchi, R.E.H.S.
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From: Wilhelm, Kim (CDPH-PS-DDWEM) [mailto:Kim.Wilhelm@cdph.ca.gov]
Sent: Monday, February 07, 2011 3:26 PM
To: Wayne Taniguchi; Regina Espinoza
Cc: Leslie Lindbo; Turrubiartes, Salvador (CDPH-DDWEM)
Subject: RE: Environmental Health Water concern

I just wanted to close the loop on this one. We received the following note from the Water System Operator. Please see message immediately below.

Kim F. Wilhelm, P.E.
Chief, Northern California Drinking Water Section
Field Operations Branch

2/23/2011

California Department of Public Health
1616 Capitol Avenue, MS 7407; P.O. Box 997377
Sacramento, Ca 95899-7377

(916) 327-8302 (wk) / 449-5656 (fax)

From: Grady.Stevens@amwater.com [mailto:Grady.Stevens@amwater.com]
Sent: Tuesday, February 01, 2011 12:24 PM
To: Turrubiartes, Salvador (CDPH-DDWEM)
Cc: Yitzhak.Gilon@amwater.com; Andrew.Soule@amwater.com
Subject: Re: PWS # 5710011 (Wild Wings) Customer Complaint

Per our conversation earlier today, I dispatched our operator, Steve Casebier out to meet with the customer on Thurs. 1/27 which was the next day following our initial conversation. Steve stated that he spent about 30-40 minutes with the customer and explained the pressure issues as well as their water quality concerns. Steve gave the customer two sample bottles along with his cell phone number to contact him directly if they have any further problems with their water quality. He asked the customer to collect the samples during any discoloration and call him to retrieve the samples and deliver them to the lab for testing. Our Water Quality Dept. will follow up with contacting the customer with results from the lab.

Steve stated that the customer was completely satisfied and will contact him if they have further inquiries. I am also copying Yitzhak Gilon, who is currently on vacation, on this e-mail so he may follow up and copy you on any previous contact with this customer concerning visits or interactions relative to this concern. Steve also stated that as of today, he has not received any feed back from the customer.

Please feel free to contact me if you have any further inquiries,

From: Wayne Taniguchi [mailto:Wayne.Taniguchi@yolocounty.org]
Sent: Wednesday, January 26, 2011 2:01 PM
To: Regina Espinoza
Cc: Lindbo, Leslie (YOLO COUNTY); Wilhelm, Kim (CDPH-PS-DDWEM)
Subject: FW: Environmental Health Water concern
Importance: High

Regina,

Here is the complaint received by us via LAFCO that I thought was forwarded to you. By way of cc: I will forward to CDPH. As you and I discussed, I understand your water system contactor for Wild Wings will address the issue.

Thanks,

Wayne Y. Taniguchi, R.E.H.S.
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2/23/2011

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From: Elizabeth Kemper
Sent: Wednesday, January 19, 2011 4:44 PM
To: Leslie Lindbo
Cc: Elisa Carvalho
Subject: Environmental Health Water concern
Importance: High

I have received the attached letter from a resident of the Wild Wings community concerning the quality of their drinking water. These comments were sent in response to a municipal service review that the Yolo LAFCO is preparing for that community. Although Yolo LAFCO analyzes the capacity and governance issues of the municipal systems, this concern seemed to be related directly to environmental health. I am forwarding this letter to you for review and, if needed, action. If you have any questions, please contact Elisa Carvalho, Assistant Executive Officer, at 666-8048.

Sincerely,

Elizabeth Castro Kemper
Executive Officer
Yolo Local Agency Formation Commission

Gary & Valerie Vesperat
P. O. Box 2025
18085 Wood Duck Street
Woodland, CA 95776-2025
(530) 661-7275 (phone & fax)
(530) 668-4884 (phone)

December 27, 2010

Elizabeth Castro Kemper
Executive Officer
lafco@yolocounty.org
Yolo County Local Agency Formation Commission
625 Court Street, Suite 203
Woodland, CA 95695

Dear Ms. Kemper,

I would like to add my comments to the minutes for the meeting on Monday, December 13, 2010. We have concerns with our "Water Meter" installed at 18085 Wood Duck Street, in the Wild Wings Community.

Water Meter/Usage:

We are a family of two adults and one child, and we have resided here since September 2005. Since the beginning, the water "bill" has always been very high. I know they installed at least one (1) new meter and I believe a second was installed, probably 3 years ago. However, the results from the meter continuously seem extremely high, at times - 30% more than what a "normal" family is allotted for usage. I also understand the first meters installed in 2005, were mechanically inferior.

Our front and rear sprinklers are run at a minimum, two short runs to insure better water penetration into the soil and less runoff. Recently, as every fall, we turn off the sprinklers in early October after the first big rain. They will probably not go on again until late April or May, depending on the spring rains. We do not have a pool or spa and do not wash our vehicles in the driveway. We take three showers per day, run a washing machine load, and dishwasher every day. The appliances are both 4 years and 2 years old respectively, so they should be efficient with both water and electricity.

Dirty Water:

A second concern, that I understand no one addressed at the meeting, is "*dirty water*." I have called about 6-10 times at a minimum (530-666-8725). I have left messages for and occasionally spoken to Regina Espinoza (about 3 times on the phone and once in person) with Yolo County about this problem. Sometimes I am told "American Water" will come by and sample it or I have been told to leave clean water samples on the porch but no one ever comes by to pick up the sample, nor has anyone ever given us the "test results". I asked an American Water employee, and he explained that the brown water is "*a precipitation from the pipe that has broken loose*."

Gary & Valerie Vesperat
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We have heard from several neighbors regarding this problem, as it happens often in our neighborhood. One neighbor was about to put her baby in the tub and the water was coming out **brown**, she was afraid to put the baby in the water. She called us, I went to their house to observe, and it was the same color we see – brown.

If you would like a list of neighbors that experience this problem, I can generate a list with names, address, and phone numbers.

Chlorine Smell:

In addition, at all times of the day and/or night we occasionally get a “chlorine” smell when an indoor faucet is turned on. Other neighbors have said the same thing. I do understand that chlorine is very volatile, so it could be hard to detect, but it happens very frequently.

Pressure:

This is an objective observation, the water pressure since 2005, has decreased. I have not measured the pressure, but it seems less. In 2005, the contractor told us that the water pressure is great! However, as we understood, the “high” pressure was to make the **fire sprinklers** function properly. I am not sure we are at that same “high” pressure, for sure, consistently.

Thank you, if you have any questions, please do not hesitate to call.

Gary Vesperat

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