

San Mateo County Service Area 7
Customer Advisory Committee

Operating By-laws

Adopted March 2012
Amended March 2020



affordable healthy water

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OPERATING BY-LAWS OF THE SAN MATEO COUNTY SERVICE AREA 7 CUSTOMER ADVISORY COMMITTEE

ARTICLE I - AUTHORITY AND PURPOSE

The committee shall be known as the San Mateo County Service Area 7 (CSA7) Customer Advisory Committee (Committee).

The legal authority for the establishment and operation of the Committee is set forth in Section 4.3.1.030 of the San Mateo County (County) Board of Supervisors (Board) Ordinance #03781 which was passed and adopted June 24 1997:

(CSA7) Customer Advisory Committee

A Customer Advisory Committee may be established in any District. The Committee will consist of not more than twelve members selected by the majority of the customers in the District. The Customer Advisory Committee shall establish bi-laws covering organizational structure, meetings, quorum, voting or other decision-making process, documentation of the Committee actions/proceedings and other appropriate matters. The Customer Advisory Committee shall be advisory to the Director of Public Works.

It is the purpose of the Committee to function as an advisory body in matters regarding CSA7 administration, infrastructure, and operation, including but not limited to water quality, regulatory compliance, and fiscal health, and to provide leadership for customer involvement in CSA7.

ARTICLE II- MEMBERSHIP

Members: The Committee shall consist of neither less than 6 nor more than 12 members who are current customers of CSA7 and are willing to serve the community on a voluntary basis. Ideal representation shall consist of members from each of the following 6 neighborhoods; all reasonable efforts shall be made to ensure equal distribution when a vacancy occurs.

Neighborhoods:

Alpine
Pope
Canyon View
La Honda
Memory
Pescadero Creek

Appointments: When a vacancy occurs it will be the chairperson's responsibility to recruit and recommend a representative from underrepresented neighborhoods. The appointment shall be subject to the Committee's approval.

Membership Roster: It is the responsibility of the Committee chairperson to keep the Public Works Department and Board of Supervisors apprised of membership status.

Leave of Absence: A leave of a definite period of time may be granted to a Committee member by the membership.

Resignation: A member unable to continue active service should submit a written resignation to the Committee chairperson.

Regular Attendance: If a member finds it impossible to attend a regular Committee meeting, he/she shall notify the Committee chairperson or vice chairperson. If unable to attend a supplemental Committee function in which he/she had agreed to participate, he/she shall notify the Committee member in charge of such function. Any Committee member who accumulates three absences without notification from regular Committee meetings, or scheduled supplemental functions in which he/she had agreed to participate, during the calendar year shall be considered as having resigned from the Committee.

ARTICLE III - DUTIES

CSA7 is a rural water system. The customers of CSA7 are in the unique position of owning both their water rights, individually, and their distribution system, collectively. For this reason alone, it is incumbent on the customers of CSA7 to oversee their water system to ensure it is operated in both an equitable and prudent manner. To that end, the CSA7 Customer Advisory Committee was created; by request of CSA7 customers to County Public Works, by Public Works subsequent request to the County Board of Supervisors, and finally by Board resolution. **It is the duty of the CSA7 Customer Advisory Committee to represent the best interests of all CSA7 customers.** Committee members shall serve as points of contact for their respective neighborhoods, and facilitate communication between their neighborhood's customers and the Committee.

It is the duty of the Committee to meet no less than quarterly. The Committee may agree to meet more frequently on an as needed basis, or in response to reasonable request by either the County or CSA7 customers.

The Committee shall examine monthly CSA7 budget reports, quarterly capital improvement expense reports and annual capital improvement revenue reports. These reports shall be requested from Public Works by the chairperson, who will then provide them to all members.

The Committee, requesting partnership with County Public Works, shall create and maintain a CSA7 customer database which shall be correlated with a CSA7 infrastructure map. This database and map shall be utilized to aid communication with the customers, oversight of the distribution system, and identification of methods to reduce expenses to CSA7.

The Committee shall be proactively involved in all matters concerning CSA7, with the intent of ensuring adequate water quality and supply, regulatory compliance, and fiscal health.

ARTICLE IV - OFFICERS

The officers of the Committee shall consist of a chairperson, vice-chairperson, secretary, and document custodian. County Public Works, as the CSA7 operator, is requested to assist the Committee in carrying out its duties; however, the Committee shall make every effort not to incur unsupported expenses to CSA7.

The officers of the Committee shall be elected annually from the members of the Committee. To be elected, the officer candidates shall each receive the votes of a majority of the Committee members in attendance. The officers shall hold their offices commencing January 1st for one year or until their successors shall be duly elected.

In the event of a vacancy in the office of chairperson, vice-chairperson, secretary, or document custodian, by death, resignation or otherwise, the Committee shall immediately nominate and elect a successor to the vacant office for the remainder of the normal term of office.

The chairperson shall preside at all meetings of the Committee at which he/she is present. He/she shall perform such duties and shall exercise such powers as usually pertain to the office of chairperson and shall also have such additional powers as may be granted by the Committee.

In the absence of the chairperson, the vice chairperson shall preside at all meetings of the Committee and shall perform such other duties as may be enjoined by the Committee. If there be a vacancy in the office of the chairperson, all the powers and duties of that office shall devolve upon the vice chairperson until such time as a chairperson is duly elected.

In the event of the absence of the chairperson and vice chairperson, the members present shall elect, by a majority of the members voting, a chairperson pro tempore for that meeting.

The secretary shall take roll and record the minutes at all meetings of the Committee at which he/she is present. He/she shall perform such duties and shall exercise such powers as usually pertain to the office of secretary and shall also have such additional powers as may be granted by the Committee.

In the absence of the secretary, the document custodian shall take roll and record the minutes at all meetings of the Committee and shall perform other such duties as may be enjoined by

the Committee. If there be a vacancy in the office of the secretary, all the powers and duties of that office shall devolve upon the document custodian until such time as a secretary is duly elected. In the event of the absence of the secretary and document custodian, the members present shall elect, by a majority of the members voting, a secretary pro tempore for that meeting.

ARTICLE V - SUBCOMMITTEES

The Committee may establish ad-hoc or standing committees of its membership, to perform fact-finding or tasks, in any matter under jurisdiction of the Committee. For each subcommittee established, the Committee chairperson shall appoint one of the Committee members as the subcommittee chairperson. A subcommittee may have members other than persons who are members of the Committee. A subcommittee shall report its findings of fact or status of tasks at a meeting of the committee, at which time the whole Committee shall consider such findings and status.

The purpose, scope, and results of each ad hoc or standing committee shall be recorded in the minutes of the Committee.

ARTICLE VI - ORGANIZATION PROCEDURES

Rules: A quorum of one-half plus one Committee members is required in order for the Committee to take action or vote. Votes will be decided by simple majority. It is the Committee's policy to conduct actual discussion of agenda items in an informal manner, unless circumstances (controversy, gravity of subject, open meetings, etc.) dictate otherwise. In these situations, when agreed upon by the Committee or requested by an individual member, the rules of parliamentary law embraced in Robert's Rules of Order (revised) shall serve as a guide for the meeting in all cases in which such rules are not inconsistent with these policies.

Meetings: The Committee's regular meetings shall occur on a Saturday at 11 am, in La Honda, unless adjusted by the Committee. The chairperson shall be responsible for the notification of members and those invited as to date, time, location, and agenda.

Meeting Agenda: The chairperson shall approve an agenda for each regular meeting of the Committee that shall be distributed to each member of the Committee and those invited no less than four days in advance of each regular meeting. The agenda shall consist of a list of items to be considered at each regular meeting which are described in sufficient detail to give notice about business to be considered at the meeting. Nothing in this section shall be construed to prohibit the introduction of agenda items, which through exercise of due diligence could not have been placed on the agenda and which require early action by the Committee. Members of the Committee desiring to place items on the agenda should contact

the chairperson. Any member of the Committee at any meeting may bring up items introduced solely for informational purposes and which involve no request for immediate action by the Committee.

Suspension of Order of Business: The order of business may be suspended at any time during any meeting of the Committee by a majority vote of the members present.

Action by the Committee: The Committee may take action on matters properly before it, only at a regular or special meeting. The authority of the Committee may only be exercised as a whole Committee, and only at such meetings as duly and legally called and constituted. Individual members acting in their individual capacities have no authority to commit the Committee to any policy determination or course of action unless the Committee has previously authorized or subsequently ratified such act by that individual member of the Committee.

Voting: All voting is on the basis of one vote per member. Members must be in good standing to vote. Members must be present to exercise their vote.

Written Record of Committee Proceeding: The official record of proceedings of Committee meetings shall be known as the minutes, and shall be a record of the actions taken by the Committee. At the subsequent meeting, minutes shall be approved by majority vote of the members present at that time. The minutes, when approved by the Committee, shall be the official record of the proceedings at which they were taken.

Press Releases: Only the chairperson of the Committee or his/her designee shall issue press releases on behalf of the Committee.

Contact with Public and Agency Personnel: The chairperson or other Committee member(s) designated by the Committee shall be spokesperson(s) with public and agency personnel, as well as the media. Whenever possible, Committee members shall work in teams of two or more in speaking for the Committee or in gathering information on behalf of the Committee, except in the course of their respective neighborhood representation.

Correspondence: All correspondence on behalf of the Committee will be sent only with the approval of the entire Committee or the chairperson.

Special Meetings: Special meetings of the Committee shall be called, as deemed necessary.

Annual Meeting: The Committee shall hold an annual meeting at the first regular meeting of the year. At the annual meeting the Committee shall:

Readopt these operating by-laws which are then in effect, along with any proposed amendments thereto, for approval by a majority vote.

Review its prior year's activities.

Establish the chairperson's vision for the next year.

These by-laws were unanimously adopted by the committee on March 3, 2012.

Those in attendance were:

Patricia O'Neal, chairperson
Heather McAvoy, vice-chairperson
William Gissler, secretary
David Bevin
Kathleen Bevin
Carl Ferrero
Crystal Klingele
Joanne Lehner
Dante Razzini
Doug Woods
Cyrus Yocum

These amended by-laws were unanimously adopted by the committee on March 27, 2020

Those in attendance were:

Patricia O'Neal, chairperson
Heather McAvoy, vice-chairperson
Cyrus Yocum, secretary
Terry Adams
Eric Black
Joanne Lehner
Dante Razzini