



## A Monthly Newsletter

**July 2024**

**Serving the Community**

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

### ***District Meeting Schedule For July 2024***

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

***July 2, 2024***  
7:30 Personnel  
8:00 — Improvements

***Regular Board Meeting***  
***July 17, 2024***  
***@ 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**

July 2024

Dear Rancho Murieta Residents –

Staff are working on various initiatives to streamline and improve processes to manage costs while maintaining a high level of service to the community. I’d like to take the opportunity to highlight a few of these items below:

Timing of monthly statements and Pipeline – Procedures were put in place to ensure timely and accurate statements go out consistently on the first of the month. These procedures include monthly deadlines for updating accounts, closing service orders, and applying adjustments and payments. We are in our third month operating under these new procedures and are seeing a significant improvement in the billing process in terms of reduction in system errors and efficiency in completing the bill run.

Meter issues – It has been previously reported that issues with meter readings, including problems with the way meters were communicating (or not) with the billing system caused delays and challenges with the billing process. Over the past several months, nearly 200 errors have been identified and corrected.

Security patrol and bar code stickers – Last month the District passed a balanced budget whereby each of the District’s five operational areas revenues will cover their respective operating costs. The Security operation was flattened out which allowed for the addition of a Patrol Officer as opposed to backfilling the Security Supervisor position. This change will result in more direct security services for the community.

Another change in Security which will take effect in mid-July, is moving the administration of the gate access bar code stickers to the District’s front office at 15160 Jackson Road. This may seem like a small change in that bar codes will now be obtained from the District front office rather than at the gates; however, it will have a significant impact on our gate officers who frequently juggle high volumes of traffic and other gate and security related issues, and will help them as they to continue to provide top notch service to the community.

Update contact information and auto bill pay – The District encourages all customers to update contact information on their accounts including phone numbers and email addresses. This will ensure you are able to receive important information from the District in the most timely way possible. We still receive over 1,000 paper check payments per month and encourage everyone to switch to electronic bill payment. Customer service staff is ready to assist you in transitioning to electronic payments at any time.

Thank you for taking the time to read this message.

Mark Matulich  
Director of Finance and Administration

## “WISHCYCLING”

*As part of our continued partnership with the Community of Rancho Murieta, Cal-Waste wants to share some information regarding solid waste with your community.*



### What is “Wishcycling”

Wishcycling is a term that describes the hopeful but often misguided practice of tossing items into the recycling bin, even when they are not actually recyclable. People do this with good intentions, thinking they are helping the environment. Unfortunately, this practice can cause more harm than good.

### Why is Wishcycling a Problem?

When non-recyclable items are mixed with recyclables, they can contaminate the entire load. This places numerous challenges on our operations team.

### Common Items People Wishcycle

**Plastic Bags:** Plastic bags can get tangled in the machinery at recycling plants. Please toss them into the trash or, instead, take them to special drop-off locations usually found at grocery stores.

**Pizza Boxes:** While the clean cardboard part of a pizza box can be recycled, the greasy and food-soiled sections cannot. It's best to tear off the clean parts for recycling and throw the rest in the trash.

**Disposable Coffee Cups:** These are often lined with plastic, making them difficult to recycle. The lids and sleeves might be recyclable, but the cups themselves usually are not.

**Plastic Utensils and Straws:** These small items are often made from types of plastic that aren't recyclable. They also can easily slip through our sorting machinery.

**Paper Towels and Tissues:** Even though they are made of paper, these items are typically soiled and not suitable for recycling. The Organics Cart is the proper disposal container for paper towels.

**Electronics:** Small electronics and batteries require special disposal methods due to the hazardous materials they contain. These items will need to go to an e-waste recycling facility.

### How to Recycle Correctly

**Clean and Dry:** Ensure recyclables are clean and dry to avoid contamination.

**When in Doubt, Throw It Out:** If you're unsure whether an item is recyclable, it's better to put it in the trash than risk contaminating the recycling stream.

## JUNE 5, 2024 BOARD MEETING HIGHLIGHTS

- Presented Longevity Awards to Rick Diaz for 30 years of service and Mario Moreno for 10 years of service
- Adopted Ordinance O2024-01 Increasing Wastewater, Water and Solid Waste Rate Increases
- Reviewed FY24-25 Proposed Budget and Adopted Resolution R2024-04 to Approve Proposed Budget
- Approved Legal Services Agreement with Richards Watson Gershon (RWG Law)
- Approved Resolution R2024-06 recognizing Andrew Ramos for his 10 years of service
- Approved Resolution R2024-07 recognizing Michael Fritschi, Director of Operations, for his three years of service
- Reviewed Integrated Water Master Plan Town Hall meeting
- Authorized an extension to Tim Maybee's term as Board President to December of 2024

## JUNE 2024 COMMITTEE MEETING HIGHLIGHTS

### Improvements Committee

- Discussed Asset Management Plan
- Discussed MLX for Increased Water Delivery Capacity System
- Discussed Riverview Development Infrastructure
- CIP Matrix and FY24-25 Budget
- Discussed Replacing Analog Communication Systems throughout the District

### Communications Committee

- Received Update on Website and Social Media
- Discussed Integrated Water Master Plan Town Hall Meeting

## Board of Directors

Tim Maybee  
President  
tmaybee@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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### BUSINESS HOURS

Monday - Thursday  
8:00 a.m. to 5:30 p.m.  
*Friday*  
8:00 a.m. to 12:00 p.m.

**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)

**Travis Bohannon**  
Interim  
Director of Operations

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

**Mel Outram**  
Patrol Sergeant

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

### NEW FISCAL YEAR

The Board adopted the FY24-25 Budget on June 5, 2024 at the Board of Directors Meeting, after conducting the annual Budget Hearing. The proposed service charge increases, and Special Tax adjustments were adopted at the same meeting and are effective with the July 1, 2024 billing statement. For the majority of area residents, the proposed budget results in an aggregate 12.10% increase (approximately \$29.36 per month) to the average residential bill for all services: water, sewer, drainage, security and solid waste.

The District remains committed to providing superior community services efficiently and professionally at a reasonable cost. The District is working diligently to identify cost savings where possible to reduce the rate increase impact on all residential and non-residential customers.

### PROTECTING THE BEAUTY OF RANCHO MURIETA

#### Lakes and Back Areas

With warmer weather here, many people venture out to the lakes/reservoirs and back areas for recreation. As a reminder, Rancho Murieta Association (RMA) rules state that guests and vendors may not be in a park, which includes the back areas, and/or lake/reservoir areas unless the resident they are visiting is with them. Security Officers have found guests in the parks, lake/reservoir areas fishing, boating, and just hanging out in recreation areas without a resident with them. Vendors have also been found taking breaks at the lakes without a resident with them. If the resident is not present, the guest or vendor is in violation of the CC&Rs and a citation could be issued to the resident.

**Everyone fishing in Rancho Murieta Reservoirs is required to have a valid fishing license.**

#### South Beach

The Security Department, and residents of Rancho Murieta take under age drinking and the trespassing and littering of the North and South Beaches very seriously. Bon fires of any size are not allowed in any of the back areas or reservoirs at any time. The Sheriff will be called to assist in violations, so please respect our reservoirs and waterways. The beach at Clementia is open to residents and their guests for their enjoyment every day from sunrise to sunset. Remember, Clementia is the only reservoir where swimming is allowed.

The residents of Rancho Murieta can assist the District in providing security services by helping to be the eyes and ears of the District Security Department. Please call to report a crime, vandalism, or suspicious behavior at any time to the South Gate at 916-354-3743. Let's keep our community a safe place to live.

### NOTICE OF DISTRICT ELECTION

If you are interested in becoming a member of the Board of Directors of the Rancho Murieta Community Services District and are a registered voter within the District, you may obtain the paperwork from the Sacramento County Voter Registration and Elections Office at 7000 65<sup>th</sup> Street, Suite A, Sacramento, or on their website at <https://elections.saccounty.net/CampaignServices/Pages/Election-Documents.aspx>. The filing period is July 15, 2024 through August 14, 2024.



# Spring Warm-Up & Snowmelt

Photo Credit: Kate Cooley



RIVER  
DEADLY  
COLD

## What to Expect

Waterways will be extremely cold, fast-flowing and running higher than normal due to the melting of record snowpack during spring warm-up.

## Cold Water Safety

- This year's expected high runoff in rivers can be dangerous even with the use of life jackets.
- Do not enter cold, fast-running water. Never go near the water alone. Never enter the water to rescue a victim. Throw something that floats and call 9-1-1.
- Actively supervise children in and around open bodies of water.



### HOW TO CONTACT THE DISTRICT

Visit us on the web at [www.rmcsd.com](http://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.*