

Marina Coast Water District  
Agenda Transmittal

Agenda Item: 7-A

Meeting Date: September 13, 2011

Submitted By: Kelly Cadiente

Presented By: Jim Heitzman

Reviewed By: Carl Niizawa

Agenda Title: Consider Adoption of Resolution No. 2011-64 in Recognition of Ernest Pons, Customer Service Supervisor, and Award a Plaque and Gift Certificate for 5 Years of Service to the Marina Coast Water District

Detailed Description: The Board is requested to adopt a resolution approving a plaque and gift certificate for Ernest Pons, Customer Service Supervisor, who has reached his five year anniversary with the District.

Ernest Pons began his employment with the District on August 16, 2006. As the department Supervisor, Ernest oversees the day-to-day operations of the billing and customer service activities of the District including troubleshooting problems that require special handling and responding to customer inquiries. Ernest strives to ensure the service customers receive is always accurate, thorough and professional.

He has been instrumental in developing a Customer Service Procedures Manual for use as a reference and training tool to ensure continuity of service to our ratepayers.

Ernest has been successful in developing a collection tracking process which has assisted in reducing the outstanding balance of accounts sent to collections over 80% since fiscal year 2007.

It is appropriate for the District to recognize Ernest Pons' five years of service to the Marina Coast Water District.

Prior Committee or Board Action: None.

Board Goals/Objectives: *Strategic Plan, Mission Statement – Providing high quality water, wastewater and recycled water services to the District's expanding communities through management, conservation and development of future resources at reasonable costs.*

Financial Impact:      Yes                      No

Funding Source/Recap:     Hospitality & Awards account numbers for four cost centers.

Material Included for Information/Consideration:     Resolution No. 2011-64.

Staff Recommendation: The Board of Directors approve Resolution No. 2011-64 recognizing Ernest Pons, Customer Service Supervisor and award a plaque and gift certificate for his five years of service to the Marina Coast Water District.

Action Required:      X   Resolution    \_\_\_\_\_ Motion    \_\_\_\_\_ Review  
(Roll call vote is required.)

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Board Action

\_\_\_\_\_ Resolution No \_\_\_\_\_    Motion By \_\_\_\_\_    Seconded By \_\_\_\_\_

Ayes \_\_\_\_\_    Abstained \_\_\_\_\_

Noes \_\_\_\_\_    Absent \_\_\_\_\_

Reagendized \_\_\_\_\_    Date \_\_\_\_\_    No Action Taken \_\_\_\_\_

September 13, 2011

Resolution No. 2011 - 64  
Resolution of the Board of Directors  
Marina Coast Water District  
Recognizing Ernest Pons, Customer Service Supervisor, and  
Award a Plaque and Gift Certificate for 5 Years of Service to Marina Coast Water District

RESOLVED by the Board of Directors (“Directors”) of the Marina Coast Water District (“District”), at a regular meeting duly called and held on September 13, 2011 at the business office of the District, 11 Reservation Road, Marina, California as follows:

WHEREAS, Ernest Pons joined the District August 16, 2006 and was hired as the Customer Service Supervisor; and,

WHEREAS, Ernest's accomplishments include the implementation of a collection tracking process to reduce the outstanding balance on accounts sent to collections and creation of the Department Procedures Manual to ensure continuity of service to our ratepayers.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Marina Coast Water District does hereby express its gratitude and recognizes Ernest Pons for five years of service to the Marina Coast Water District, presents him with a plaque and gift certificate, and wishes him continued success with the District.

PASSED AND ADOPTED on September 13, 2011 by the Board of Directors of the Marina Coast Water District by the following roll call vote:

Ayes: Directors \_\_\_\_\_  
Noes: Directors \_\_\_\_\_  
Absent: Directors \_\_\_\_\_  
Abstained: Directors \_\_\_\_\_

\_\_\_\_\_  
William Y. Lee, President

ATTEST:

\_\_\_\_\_  
Jim Heitzman, Secretary

CERTIFICATE OF SECRETARY

The undersigned Secretary of the Board of the Marina Coast Water District hereby certifies that the foregoing is a full, true and correct copy of Resolution No. 2011-64 adopted September 13, 2011.

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Jim Heitzman, Secretary