



TO: PSWID Board of Directors

DATE: OCT 22, 2020

FROM: Robert Arbuthnot

RE: **GENERAL MANAGERS REPORT 6G**

#### **OPERATIONS**

We have experienced drought driven well issues that impacted our storage levels. I asked Ben Rowe to come in tonight to brief the board and the public on the status of our wells and production issues.

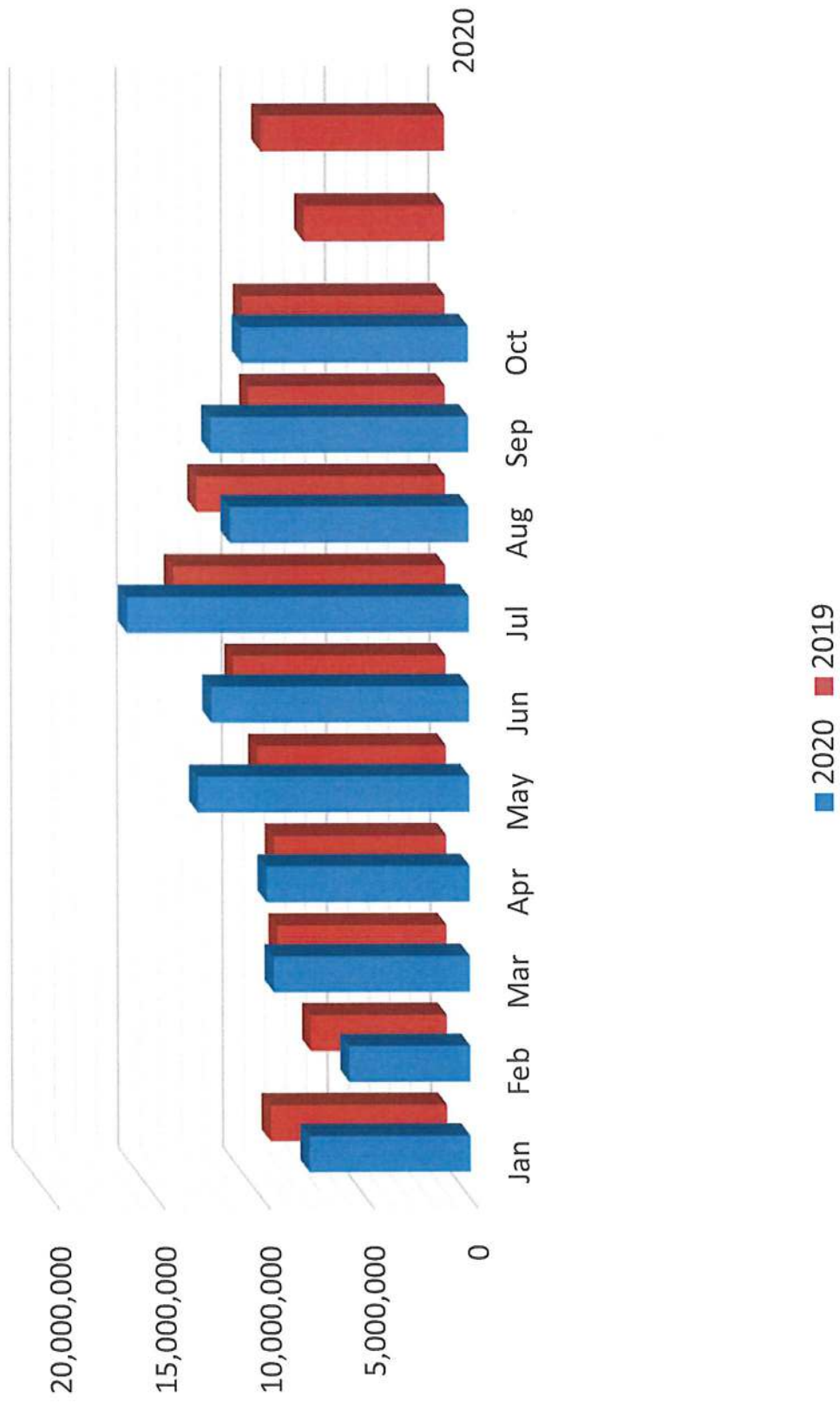
In view of the impact that the continuing drought is having on our wells Ben and I met with Harry Jones to reopen discussions with the Portals 4 water district with the objective of installed a connection to their system so we could buy water from them. We did a walk around and Ben provided us with information on where we could more easily hook into the Portal's system. With a connection to PCCDWID we would have an alternate source of water for Pine in case the Milk Ranch complex has issues.

#### **CIP**

In the process of installing the new pipeline Juniper-Tanner Ralls/Fossil Creek – Wagon Wheel line to Old Spruce Drive we needed to have a Pressure Reducing Valve installed in a vault. There is a gas line running up Wagon Wheel road so the contractor arranged with Travis Stodghill to place the vault on the lot owned by them. We are working on the easement etc. issues. We have heard that we will be meeting with Ms. Stodghill on this issue and may have more information for the meeting tonight.

One of the projects slated for funding under the USDA loan is a deep well in Strawberry. We are looking to get that done earlier than projected in our original application. Such a well is envisioned to tap into the Red Wall Limestone stratum which has a constant water supply. A successful deep well in Strawberry will provide us with a source of water that is not impacted by rain and snow fall. The red Wall Limestone stratum is the same layer that the deep well in Portals 4 is in.

# 2020 2019 Production



## PSWID Grievance Process

PSWID strives to create a diverse, creative, competent and productive workforce in part by developing a culture that encourages employees to address their differences constructively, openly, promptly and without fear of retaliation. PSWID offers employees, supervisors and managers progressive steps for resolving workplace issues in a user-friendly and timely manner.

Misunderstandings, frustrations, and conflicts will arise in any organization and should be resolved before serious problems develop. An unresolved conflict is detrimental to employees and PSWID. Therefore, it is PSWID's intent to be responsive to employees' need for conflict resolution through the use of the PSWID Personnel Group's Grievance Process.

### SCOPE

#### **Covered Employees**

PSWID Grievance Process is available for all full and part-time regular and temporary employees of PSWID. It is not available for contract employees.

#### **Covered Issues**

*PSWID Grievance Process* is designed for individual employees or groups of employees to address and seek resolution to most general types of workplace complaints, concerns, conflicts and problems ("issues") including:

- **Appropriateness:** a concern about the appropriateness of a management decision, such as internal job posting, performance evaluation, promotion, corrective action, termination, or job duties.
- **Misapplication of policy or practice:** a concern over whether a policy or practice has been applied correctly to you, such as a temporary promotion.
- **Legal claims:** a concern that a decision was motivated by an unlawful bias or otherwise violated some employment law, such as laws concerning gender, race, or age discrimination.
- **Interpersonal or work-style conflicts:** a concern over treatment or lack of respect between co-workers.

#### **Excluded Issues**

Excluded issues include:

- Pay delivery systems and programs
- Health or insurance benefits
- Legally required benefits such as unemployment and workers' compensation
- Serious policy violations such as substance abuse, theft, or harm to PSWID property or employees, which are investigated and result in termination of employment.

## **RESPONSIBILITIES**

### **Employees**

It is the responsibility of management and employees to follow the guidelines of PSWID Grievance Process

### **Management**

In addition to the responsibilities above, managers and supervisors are also responsible to:

1. Determine whether a particular issue is eligible to be addressed by PSWID Grievance Process and whether the issue was submitted in a timely manner
2. Ensure that no retaliation occurs through an employee's use of PSWID Grievance Process
3. Clearly communicate their responses to issues to employees.
4. Actively initiate PSWID Grievance Process for issues they become aware of.
5. Respond in a timely manner to issues submitted to them.
6. Clearly communicate the purpose and process of PSWID Grievance Process to employees.

### **Personnel Group**

The Personnel Group members may advise or coach employees or management about the use of PSWID Grievance Process or answer questions.

## **GUIDELINES**

### **I. Time Limits**

An issue should be addressed as soon as possible, for example as soon as you are aware of it.

You must start the PSWID Grievance Process within 30 calendar days after an event leading to an issue so that it is fresh.

Between each subsequent step, employees have 10 calendar days to notify the appropriate person of their desire to use the next step. For each subsequent step, the person responsible for acting in each step has 10 calendar days after proper notification is given to complete the action and notify the employee.

The parties may mutually agree in writing to extend these deadlines.

An issue not advanced to the next higher step within the time limit will be considered permanently withdrawn, and as having been settled on the basis of the decision most recently

given to the employee. Failure on the part of a supervisor, manager or Personnel Group Representative to answer within the time limit in any step will entitle the employee to proceed to the next step unless both parties agree in writing to extend the time limit.

## **II. Legal Rights**

The policy does not interfere with your right to access external state or federal legal remedies.

## **III. No Retaliation**

Retaliation against employees, managers or witnesses while using this policy is prohibited. Any retaliation or threat of retaliation should immediately be brought to the attention of the Personnel Group Chairman. Employees may go to the Personnel Group at any time to discuss issues, as long as you make your supervisor aware of your intended absence in advance.

## **IV. Support Employee**

You may bring any other employee ("support employee") to any meeting after Step One. The support employee may make comments or discuss facts, opinions or examples at meetings, but may not speak for you while you remain completely silent.

## **V. Group Issues**

You may also use *PSWID Grievance Process* for an issue that involves several employees. For a group issue that includes employees from more than one work group, the first step is not a supervisor but the appropriate manager (Step Two) who has the authority to address the issue. Managers should use discretion to decide if any other manager should be informed about or included in *PSWID Grievance Process* on a group issue.

For a group issue that is a legal claim that remains unresolved after Step Four: General Manager Review, only one member of the group may pursue the issue in Step Five: External Mediation.

On a group or individual issue, please contact a Personnel Group Representative with any questions about the use of *PSWID Grievance Process*.

## **VI. Steps**

Employees are encouraged to bring work-related issues to the attention of management as soon as possible. Through *PSWID Grievance Process*, you have an opportunity to present your view of issues.

Employees must use the steps in *PSWID Grievance Process* in order. Any exceptions are noted in this policy. The Facilitation by Personnel Group step may be used anytime after Step One.

**A. Step One: Supervisor - Problem Solving**

Working out issues when they are small often prevents misunderstandings from becoming larger. At this step, proceed directly to your immediate supervisor. Although you are not required to document issues in this step, you may document an issue in this step to help clarify it.

You are strongly encouraged to meet and discuss any issues with your immediate supervisor. Because this person is close to your work, he/she may already be aware of your issue, or may be in a position to offer a new perspective or address it. However, if your immediate supervisor is the source of your issue, then you are not required to meet with him/her and may proceed to the next step.

**Optional Step: Facilitation by Personnel Group**

This step is optional at the discretion of the employee. It may be used at any time in the process after Step One.

The Personnel Group members provide a source of perspective, suggestions and facilitation skills for issue resolution. At this step, contact the Personnel Group Chairman to schedule an appointment. Your Personnel Group Chairman or designated member will meet with you and listen to your concern, review your request for PSWID Grievance Process, investigate or research if requested by either party, facilitate the resolution of your issue and let you know the actions that will be taken. You may select another Personnel Group Member or the Personnel Group Chairman if you wish.

At the conclusion of the facilitation, Personnel Group will summarize the agreement of the parties in a timely manner.

**B. Step Two: General Manager Problem Solving**

If you are not satisfied with your immediate supervisor's response, you may take your issue to the next higher level of management. As a courtesy, you should inform your immediate supervisor of your intent and should schedule an appointment with your department manager.

To use this step and any subsequent step, send an email to the General Manager and the Personnel Group Chairman explaining the grievance you may have.

When a written issue is presented in this or any subsequent step, the General Manager will provide the employee with a dated and signed receipt for it at each step.

If your manager is the source of your issue, you do not have to meet with him/her and may proceed to the next step.

Managers in this and any subsequent step, and Personnel Group in the optional XXX Facilitation step, will respond to any submitted issue in a timely manner by documenting

the employee issue, management perspective, business perspective, findings, recommendation and any alternative recommendation.

Personnel Group may, at its discretion, assign an unresolved issue to an appropriate person or team that will be responsible for recommending a resolution to the Board of Directors.

When a written issue is presented in this or any subsequent step, the General Manager member will provide the employee with a dated and signed receipt for it at each step.

Managers in this and any subsequent step and Personnel Group in the optional XXX step will respond to any submitted issue in a timely manner by documenting the grievance. The documentation will include the employee issue, management perspective, business perspective, findings, recommendation and any alternative recommendation.

### **C. Step Three: Personnel Group Review**

If your issue cannot be resolved to your satisfaction by the General Manager, you may request review by the Personnel Group. To use this step, send an email to the General Manager and the Personnel Group Chairman. You may also request a meeting with the Personnel Group Chairman. The Personnel Group Chairman may request a meeting or additional information or interview employees.

You may bring a support employee to any meeting in this step, or any subsequent step.

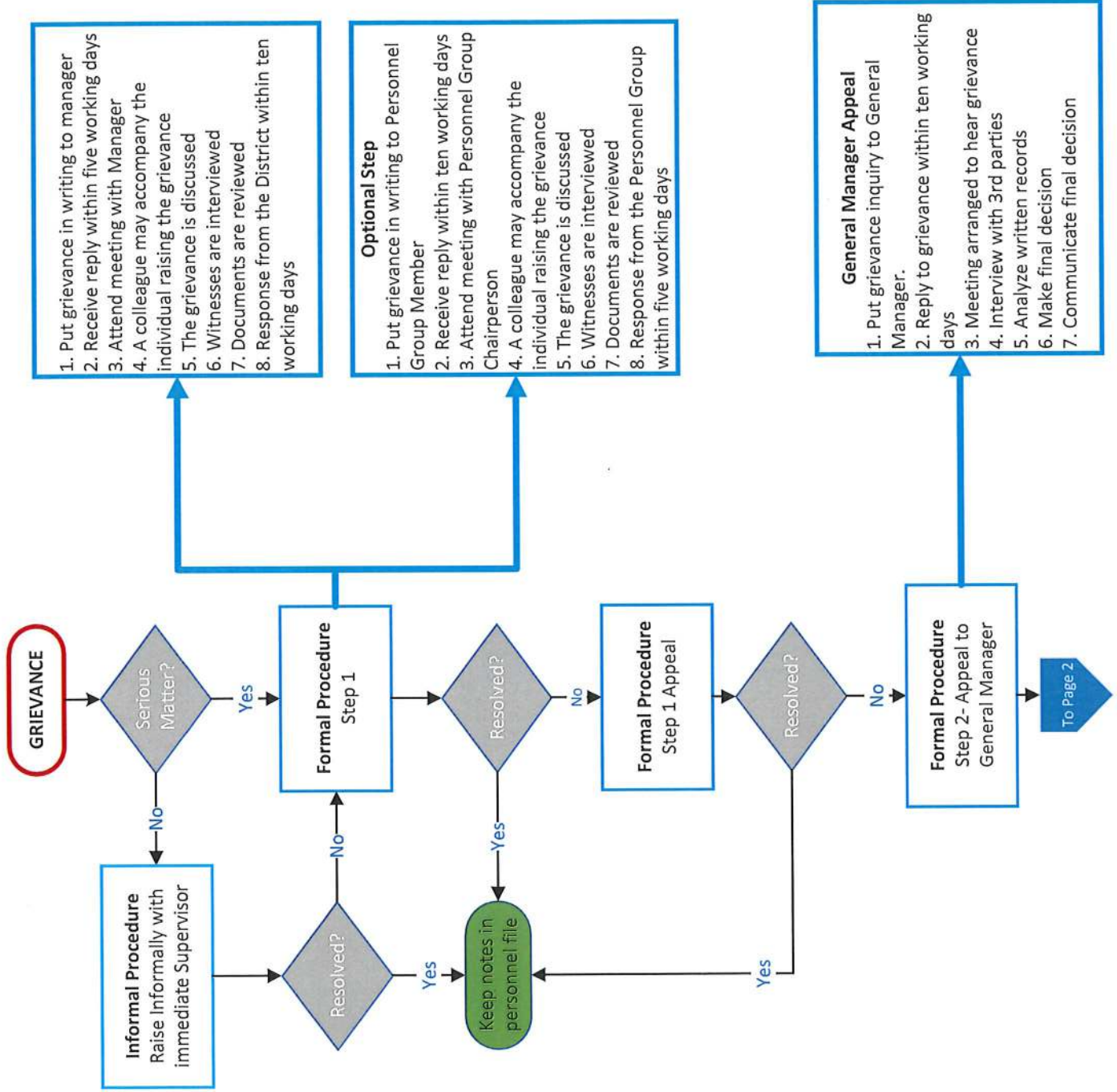
Personnel Group Chairman may, at their discretion, assign an unresolved issue to an appropriate person or team that will be responsible for recommending a resolution to Board of Directors.

When a written issue is presented in this or any subsequent step, the General Manager will provide the employee with a dated and signed receipt for it at each step.

The General Manager will respond to any submitted issue in a timely manner by documenting the grievance. The documentation will include the employee issue, management perspective, business perspective, findings, recommendation and any alternative recommendation.

### **D. Step Four: Board of Directors**

If you are not satisfied with the results of the previous step, you may elevate the grievance to the Board of Directors for a review of previous actions and or decisions. If this step is needed, email the Board Chairman/Vice Chairman and request their review.



1. Put grievance in writing to manager
2. Receive reply within five working days
3. Attend meeting with Manager
4. A colleague may accompany the individual raising the grievance
5. The grievance is discussed
6. Witnesses are interviewed
7. Documents are reviewed
8. Response from the District within ten working days

- Optional Step**
1. Put grievance in writing to Personnel Group Member
  2. Receive reply within ten working days
  3. Attend meeting with Personnel Group Chairperson
  4. A colleague may accompany the individual raising the grievance
  5. The grievance is discussed
  6. Witnesses are interviewed
  7. Documents are reviewed
  8. Response from the Personnel Group within five working days

- General Manager Appeal**
1. Put grievance inquiry to General Manager.
  2. Reply to grievance within ten working days
  3. Meeting arranged to hear grievance
  4. Interview with 3rd parties
  5. Analyze written records
  6. Make final decision
  7. Communicate final decision

\*A serious matter constitutes a matter that concerns your immediate manager or a matter which is of too personal or sensitive a matter to raise with your immediate manager



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Step 3 Personnel Group Appeal

- Personnel Group Appeal**
1. Put grievance inquiry to Personnel Group Chairman/Member
  2. Reply to grievance within fourteen working days
  3. Meeting arranged to hear grievance
  4. Interview with 3rd parties
  5. Analyze written records
  6. Make final decision
  7. Communicate final decision

Grievance Resolved?

Keep notes in personnel file

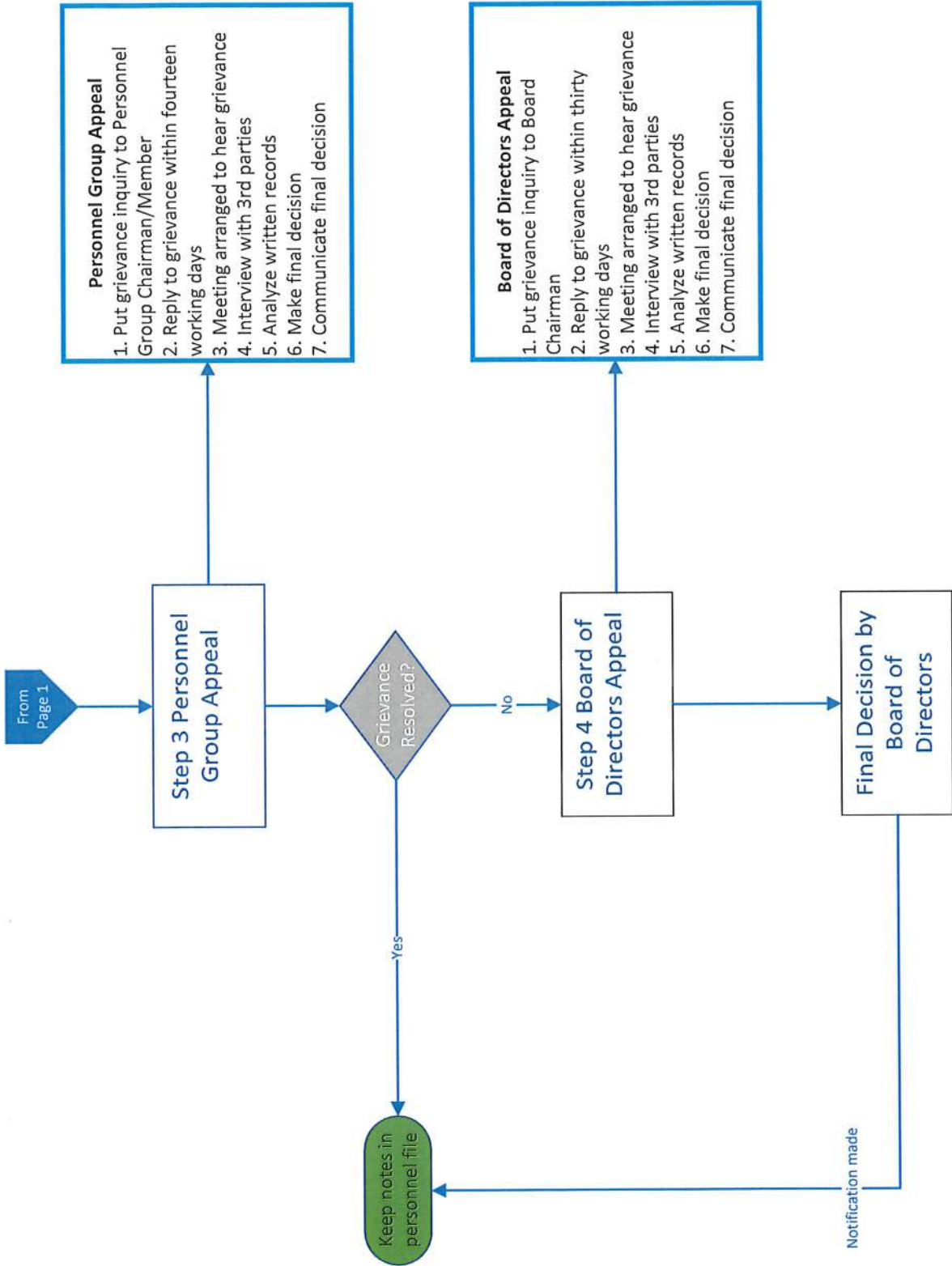
No

Step 4 Board of Directors Appeal

- Board of Directors Appeal**
1. Put grievance inquiry to Board Chairman
  2. Reply to grievance within thirty working days
  3. Meeting arranged to hear grievance
  4. Interview with 3rd parties
  5. Analyze written records
  6. Make final decision
  7. Communicate final decision

Final Decision by Board of Directors

Notification made



# Handling Grievances – Key Steps

1. Complaints concerning discrimination, bullying or harassment by your immediate supervisor may be raised directly with the General Manager, or a Personnel Advisory Group member. This may be done informally or formally, i.e. at Step 2 of the procedure.
2. If your complaint concerns an alleged wrongdoing or criminal offence by someone within the organization, you should raise it immediately with the general manager. See the Public Interest Disclosure Act 1998 (known as the Whistle-blowers Act) for details of the additional protection available for protected disclosures.
3. The grievance procedure should not be used for appeals against disciplinary decisions, as that is the purpose of the disciplinary appeals procedure. If, however, you have a complaint against the behavior of a manager during the course of the disciplinary case, you may raise it as a grievance with a personnel group member. The disciplinary procedure may be suspended for a short period if necessary until the grievance can be considered.
4. Employees are encouraged to raise grievances and will not suffer any detriment from doing so. If your grievance is found to be malicious or to have been made in bad faith, however, you will be subject to the organization's disciplinary procedure.
5. A second management representative may be assigned to attend formal grievance meetings to act as a witness and note-taker.
6. The timescales listed above will be adhered to wherever possible. Where there are good reasons, e.g. the need for further investigation or the lack of availability of witnesses or companions, each party can request that the other agrees to an extension of the permitted timescales.
7. The organization reserves the right to seek assistance from external facilitators at any stage in the grievance procedure.
8. For employees during their first year of employment, the organization reserves the right to speed up the decision making process and may choose to follow a shortened version of the above procedure.
9. This procedure is for guidance only and does not form part of employees' contractual rights. The contents may be subject to revision from time to time
10. Emails are an acceptable form of written documentation.