

CHAPTER 1 INTRODUCTION

INTRODUCTION

TO THE LANDOWNERS AND WATER USERS OF THE PARADISE IRRIGATION DISTRICT:

These policies and procedures have been adopted by the Board of Directors under the authority of the California Water Code and are part of the law governing the Paradise Irrigation District comparable to county or municipal ordinances.

These Rules and Regulations are intended and should be viewed as an attempt to outline general procedures and requirements. In general, the requirements may be established more fully by statute or regulation of the State of California or by the United States of America in the case of federal requirements. A party should not view these Rules and Regulations nor use these Rules and Regulations as a promise by the District that if the Rules and Regulations are complied with, that all legal requirements will be met. The user is encouraged to employ the Regulations as a general guideline and to seek further advice and legal determination in regard to detailed compliance with statute or Regulations.

WHO WE ARE:

Paradise Irrigation District (District) is an irrigation district of the State of California formed March 20, 1916 pursuant to the provisions of Division 11 of the California Water Code for the purposes of delivering municipal, industrial, and irrigation water to the lands within its boundaries. The District was originally formed for the purposes of providing irrigation water for the farming operations in what was then primarily an agricultural community. However, since its formation the District's service area has changed from predominantly an agricultural community to predominantly a residential community.

The District makes no profit and is operated for the sole benefit of the lands and people within its boundaries. The benefits that are derived will be measured by the extent to which the people within the District cooperate to make it a success. Day-to-day management of the District's administrative practices and procedures is delegated to the General Manager (Manager).

Policies and procedures are subject to amendment at any time by majority vote of the Board of Directors.

1.1 MISSION STATEMENT

Paradise Irrigation District is dedicated to the business of producing and delivering a safe, dependable supply of quality water in an efficient, cost effective manner with service that meets or exceeds the expectation of our customers.

A. Vision Statement

The Paradise Irrigation District's vision is to achieve a high level of customer and employee satisfaction, resource conservation, increased reliability, and excellent relationships with suppliers, public agencies, and others.

B. Statement of Values

Customer	Customer satisfaction is the District's primary objective.
Employees	The District is committed to recruit and retain top quality employees and to provide a work place environment, training, and recognition and reward system that enhance employee performance and satisfaction.
Water	The District is dedicated to provide, conserve, and protect quality water resources for our customers and to enhance the environment.
Community	The District will share its resources with the community through education and employee involvement.

1.2 PRIMARY SERVICE OBJECTIVE

The primary purpose of the District is to provide water service in an equitable manner for domestic, commercial, industrial, and irrigation purposes to the lands within the boundaries of the District. Whatever other service the District may elect from time to time to render is subordinate to this primary obligation.

1.3 BOARD OF DIRECTORS

The District is governed by a five-member Board of Directors, (Board of Directors), which manages and conducts the business and affairs of the District and determines all questions of District policy. All powers of the District are exercised through the Board. Board members are elected by the people to staggered four-year terms. Each director represents one of the five divisions located geographically within the District. The Board communicates the wishes of the electorate to the District's professional staff and communicates the recommendations of the staff to the electorate by adopting District policy. The Board delegates to the District Manager the authority for implementing its decisions.

1.4 DUTIES OF DIRECTORS

The requirements for actions or non-action of Directors is dispersed so widely through the statutes of the State of California that these guidelines are intended to attempt to address problems that are commonly encountered. Individuals utilizing these Regulations are encouraged to ask detailed questions of the District staff or attorneys in regard to these general principles, since often they touch upon issues of how a Board of Directors documents actions, Directors' and staffs' economic conflict of interest, the necessity of agendizing particular actions and directions that are sought to be given, and the implementation of closed session actions.

1.5 FUNCTIONS OF THE BOARD

- A. The Board shall exercise and control or authorize the exercise and control of all business and affairs of the District, subject to the limitations of this manual, state and federal law. The Board adopts resolutions and policies, appropriates funds, and performs such other duties and responsibilities as are required of it or otherwise allowed by law. The Board establishes policy through broad general policy directives and general task assignments of a goal-oriented nature.
- B. The Board reviews the General Manager's (Manager) performance and establishes his or her (the male pronouns "he", "him", "his", and "himself" when used in this document include the corresponding female pronouns) compensation level annually.
- C. In every case, the will of the Board shall be expressed by a majority of the Board. No statement or act of any individual member of the Board shall be viewed as the will of the Board.
- D. The Board will review this document annually to ensure that it is pertinent and current.

1.6 DISTRICT GOVERNMENT VESTED IN THE BOARD OF DIRECTORS AND DISTRICT MANAGER

- A. District government is vested in the Board, and the Manager appointed by the Board. The Board delegates day-to-day management of the District's administrative practices and procedures to the Manager.
- B. The Board constitutes the policy-making body of the District.
- C. The Manager and the subordinate managers and/or officers and employees will execute the will of the Board as expressed by Board policy and direction. The position of Manager under Board direction has complete responsibility for all operations of the District and for the efficient performance of all District departments and personnel.

1.7 POLICY AND PRECEDURE STATEMENT

It is the duty of the Board to establish policy. All District Board approved policies will be contained in this or other District manuals. Working documents and proposals for new policies, or changes in policies, shall not, themselves, be considered policy unless and until formally approved by the Board.

The Manager and staff are charged with implementing District policies, and may adopt reasonable administrative practices and procedures for doing so. Anyone who feels that they have been aggrieved by staff's interpretation of policy may appeal to the Board.

1.8 LIMITATIONS OF ACTIONS AND AUTHORITY OF THE BOARD

- A. Individual Board members shall not give orders or direction to any staff member or the Manager, either publicly or privately, but may make suggestions and recommendations to the Manager.
- B. Directors individually shall refrain from interfering with District operations.
- C. Directors, in their capacity as a Board member may speak with District staff and seek information pertinent to District operations. Such inquiries from and contact with District staff shall most often be made through the Manager. The Manager shall arrange for the time and place for staff members to meet with the Director. Any staff member may bring a staff member of their choice as a neutral observer. The Manager shall be advised of this ahead of the meeting. If an employee wishes to contact a Director about District business, they may do so without contacting the Manager; however the Director should request that a second Director attend any such meeting. Conversely, if a Director wishes to make an inquiry of staff without the Manager's knowledge, they may do so only if two Directors are present at all times during the inquiry and the contacted staff member shall have the right to have a District observer of their choice present during the inquiry. Such contact will only be during normal working hours of the District and when the employee is present at work. A Director acting in his capacity as a citizen or customer shall be afforded the same rights and courtesies as other citizens and customers.
- D. To facilitate integration and effective interpersonal relationships with the Board, Manager, and employees, the Board recognizes the importance of limiting its contact with the Manager, staff or employees. Directors shall not cause the Manager or staff to generate any special work without Board approval.
- E. Nothing in this section shall prevent a majority of a quorum of the board from appointing committees of its own members to conduct investigations into the conduct of any officer or department, of District government, or any matter relating to the welfare of the District, and delegating to these committees such powers of inquiry, as the Board may deem necessary.

1.9 BOARD RESOLUTIONS

From time to time, the Board will approve and adopt Board resolutions. Resolutions may contain District policy.

1.10 RELIANCE ON DISTRICT POLICY

It is the responsibility of those who deal with the District to ascertain District policy. If District policy is important in the conduct of your affairs you are advised to confirm your understanding of District policy with the Board.