

GILBERT-SUMMIT
RURAL WATER DISTRICT
BOARD OF DIRECTORS'
BOARD POLICY
MANUAL

February 23, 1999

(As amended through May, 25, 2011)

GILBERT-SUMMIT RURAL WATER DISTRICT BOARD POLICY

Overall Purpose

Our ultimate goal is to provide clean, reasonably priced drinking water to our users. The duty of the Board of Directors of Gilbert-Summit Rural Water District is to provide management of the District and set policies, which allow for a professional and effective public service in the sale and distribution of water.

Concepts

While carrying out this duty it is important to remember the following:

1. The Board of Directors, as a group, recognize that the day to day management authority is in the hands of the General Manager. No Board Member has an obligation in becoming directly involved in the management of the District.
2. One of the most basic responsibilities is to support the General Manager as he manages the day-to-day operations of the District.
3. The only employee hired or fired by the Board of Directors is the General Manager.

Board Member Ethics

The Board of Directors must be accountable to itself for its conduct. Ethics begin with each individual Board Member.

Code of Ethics of Gilbert-Summit Rural Water District Board of Directors

As a member of this board, I will:

- Represent the interests of all people served by this organization.
- Not use the organization or my service on this board for my own personal advantage or for the individual advantage of my friends or supporters.
- Not use my position to employ or recommend for employment any immediate family which is defined as spouse, parent, child, grandparent, grandchild, brother, sister, parent-in-law, grandparent-in-law, brother-in-law, and sister-in-law. The immediate family will be considered to include step-parents, step-children, step-brothers and living together in a spousal relationship though unmarried.
- Keep confidential information confidential.
- Approach all board issues with an open mind prepared to make the best decision for the whole organization.
- Do nothing to violate the trust of those who elected me to the board or of those we serve.
- Focus my efforts on the mission of the organization and not my personal goals.
- Never exercise my authority as a board member except when acting in a meeting with the full board or as I am delegated by the board.
- Uphold the decisions of the Board even if my position prior to the discussion was contrary to the will of the majority of the Board. Board Members who differ with the majority on an action by the Board should acknowledge when making comments about the action that the decision of the Board is controlling.
- Allow the Chairman or the General Manager to be the spokesperson for our organization.

Obligations of The Board

- Establish Policy
- Hire, Supervise, and Evaluate the General Manager
- Secure Adequate Funds
- Monitor Finances
- Maintain and Upgrade Long Range Plans
- Respond to customer complaints and concerns
- In case of emergency notify the manager immediately
- Pass a balanced budget each fiscal year
- Attend all meetings if possible and give at least 24 hours notice before the meeting to the Chairman of the Board or General Manager of inability to attend, except when the absence is the results of sudden illness or sudden emergency notice.

Specific Duties

- Attend meetings and show commitment to Board activities.
- Be well-informed on issues and agenda items in advance of meetings.
- Contribute skills, knowledge, and experience when appropriate.
- Listen respectfully to other points of view.
- Participate in organizational decision-making.

Board Relationship to Staff/Users

Two rules of thumb for Board/staff/user relations:

1. All communications between the staff, users, and Board should be channeled through the General Manager.
2. Boards do not manage staff, the General Manager does.

Do's and don'ts for individual relationships with staff/users:

- Don't make commitments to staff/users. Only the full Board can do that.
- Don't act as a superior or supervisor to staff (that's the General Manager's job).
- Do show your concern for the well-being of staff.
- Do remind staff members/users when they contact you that they should seek a resolution to their concern first through the management of the District.

Division of Responsibility

- Who manages the people you serve.....Your direct line staff.
- Who manages direct line staff.....Supervisors
- Who manages the supervisors.....General Manager
- Who manages the General Manager.....The Board
- Who manages the Board... ..The Board Chairperson
- And we all answer to our users who are our reason for being here

The Role of The General Manager

- Short term planning to fulfill the current year's fiscal budget and objectives.
- Organizing and optimizing an internal structure to deliver the District's services.

- Hiring and firing of staff members.
- Directs and leads the staff.
- Reports to you.
- Have regular staff meetings to promote teamwork.
- Evaluate each staff member for an annual evaluation.

NOTE: The General Manager was hired to manage at all times, even in a crisis. It is tempting to intervene when there is a problem. However, the General Manager may already have taken measures to correct the situation. A crisis shouldn't change the way the Board or General Manager operates.

TEAMWORK & RESPONSIBILITIES

AREA	BOARD	GENERAL MANAGER
Long term goals (< 1yr)	Approves	Recommends and provides input
Short term goals (> 1yr)	Monitors	Establishes and carries out
Day-to-day operations	No role	Makes all management decisions
Budget	Approves	Develops and recommends
Capital Purchases	Approves	Prepares requests
Decisions on building, leasing expansion	Makes decisions, assumes responsibility	Recommends, may sign contracts if given authority.
Supply purchases	Establishes policy and budget for supplies	Purchases according to Board policy and maintains adequate audit trail
Major repairs	Approves	Obtains estimates, prepares recommendation
Minor repairs	No Role	Authorizes repair
Emergency repairs	Works with General Manager	Notifies Board Chairperson, acts with concurrence from chair
Cleaning & Maintenance	No role (oversight only)	Sets up schedule
Fees	Adopts policy	Develops fee schedules
Billing, credit and Collections	Adopts policy	Proposes & implements policy
Hiring of Staff	No role	Approves all hiring
Staff Development & Assignment	No role	Establishes
Firing of Staff	No role	Makes final termination decision
Staff Grievances	No role	Grievance stops with GM
Personnel Policies	Adopts	Recommends & Administers
Staff salaries	Allocates line item	Approves salaries with recommendation from supervisory
Staff evaluation	Evaluates only GM	Evaluates other staff

Board Member Requests for Information

There may be times when Board Members may request information on legal or personnel matters, Board Meeting minutes, or Engineering matters. All of these requests will be handled through the Chairman of the Board or the General Manager.

1. All contacts between Board Members and District employee will be handled through the General Manager.
2. When a request comes to the General Manager, he will immediately contact the Chairman.
3. The Chairman or his designee will contact the appropriate parties for the requested information and respond back to the Board.
4. In the absence of the General Manager, the request will be made through the Chairman.
5. All sensitive documents will be locked at the District office in the safe.

Policy Regarding Legal Papers

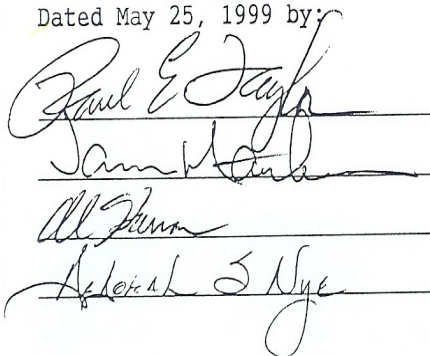
There may be occasions when legal papers such as notices, subpoenas, summons, or complaints are delivered to the district. These papers must be dealt with immediately upon receipt in accordance with this policy.

1. Bring the document immediately to the attention of the General Manager.
2. The General Manager will immediately bring the document to the attention of the Chairman and the District's attorney.
3. No member of the Board or the staff is authorized to release any document or material in response to a subpoena until the subpoena has been reviewed by the Chairman and the district's attorney.
4. In the absence of the General Manager, the document must be brought immediately to the attention of the Chairman and the District's attorney.

Policy Regarding Failure to Execute Duties

If a Board Member fails to attend two consecutive unexcused Board Meetings, the Board Chairman or Vice-Chairman may write a letter to the offending Board Member addressing this issue, pointing out the commitment needed, and requesting the resignation of the offending Board Member if they do not intend to fulfill their obligations.

Dated May 25, 1999 by:



The image shows four handwritten signatures, each written over a horizontal line. From top to bottom, the signatures appear to be: Paul E. Jay, Sam [unclear], Al [unclear], and Deborah J. Nye.

As amended May 25, 2011