

Durham Irrigation District
9418C Midway
Durham, CA 95938

March 6, 2019

Dear District customer:

On behalf of the Board I would like to take this opportunity to introduce you to some changes that have taken place with regards to the operation, management and oversight of the District. First, we extend our sincere thanks on behalf of you, the residents of the District, to Carolyn Gillette, our long time Office Administrator who left the District on February 1, 2019.

Secondly, we have expanded the scope of duties tasked to the firm of NorthStar Engineering of Chico, who is our current provider of engineering services, to include operation and management. In so doing, we have gained the services of two individuals that we are confident will help the District move forward in continuing to provide you with reliable water service.

The first, Kristen McKillop, currently a Senior Water Resource Planner, will bring with her past experience with the Butte County Environmental Health and Water & Resource Conservation Departments where she served as Manager of Program Development, to provide managerial and administrative support for the District. She has been working with the District for the past several months concentrating on grant writing and compliance issues. We are excited for her to be making this transition into an executive role.

Our second new face, whom some of you may have seen working with our current system operator Kevin O'Shea over the last few months, is Drew Huneycutt. Drew, a certified water system operator who is also an Assistant Environmental Scientist at NorthStar, has a strong background in mechanics, which we believe will serve him well when he assumes the day to day operational tasks of the District as Kevin begins his transition into retirement on April 1, 2019.

With our recent engagement of NorthStar to manage and operate the District, we trust Kristen and Drew will be expending considerable effort in continuing to familiarize themselves with District administration and operations. We ask that you bear with us as they become familiar with the existing conditions of the District and analyze what, if any, changes may be needed for more efficient operation of the system.

We are currently working to confirm each service connection in an effort to establish a baseline to accurately measure future usage of water within the District. Additionally, we will be able to verify the type and size of each connection to ensure that it is being correctly billed.

During this time of transition, and no matter how hard we work to avoid them, it is possible for mistakes to be made. If you encounter what you feel to be an error, please reach out to Kristen or Drew so your issue can be appropriately addressed. We are always receptive to your questions and comments and to this end, will maintain regular hours at the District's office on Monday and Thursday mornings between 8:30 am and 12 noon.

Should any of you have any questions or concerns and cannot stop into the office, please feel free to call the District at (530) 343-1594. On behalf of the District, and NorthStar Engineering, we look forward to working for you to make the District better in meeting your water needs effectively and efficiently.

Sincerely,

Durham Irrigation District

By: 
Raymond Cooper, Chair
Board of Directors