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**POLICY TITLE: Customer Relations**  
**POLICY NUMBER: 2400**

2400.1 Employees are expected to be polite, courteous, prompt, and attentive to every customer. Never regard a customer's question or concern as an interruption or an annoyance. All employees must make every effort to achieve complete, accurate, and timely communications — responding promptly and courteously to all proper requests for information and to all complaints.

2400.2 Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a person requesting assistance, find someone who can.

2400.3 All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

2400.4 When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the {General Manager or a supervisor} should be called immediately for assistance. Employees should never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor to assist in a resolution.

Adopted: June 25, 2024



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**POLICY TITLE: Press Relations**  
**POLICY NUMBER: 2405**

**2405.1 Purpose:**

The purpose of this policy is to provide for an orderly presentation to the press of factual information about District activities and Board action.

**2405.2 Press Relations:**

The General Manager ~~[or Press Officer]~~ is hereby designated as the official representing the District to the press. Employees of the District shall refer all press inquiries to the General Manager ~~[or Press Officer]~~. Board members and other District officials are encouraged to refer press inquiries regarding District activities and Board actions to the General Manager ~~[or Press Officer]~~ or the ~~Chairperson~~ President of the Board of Directors/~~Trustees~~. Individual Board members should take care not to represent their own opinions as those of the Board or the District, even when those opinions coincide with formal Board action.

**2405.3 Press Releases:**

Press releases regarding the District shall be approved by the General Manager ~~[or Press Officer]~~ and the President ~~Chair~~ of the Board of Directors/~~Trustees~~. Whenever possible and in compliance with applicable law, all members of the Board shall be given an opportunity to review proposed press releases. Board members should take care not to comment on proposed press releases outside Board meetings in a way that might constitute a serial meeting violation of the Brown Act. Thus, comments should be directed to the President ~~Chair~~ of the Board, the General Manager ~~[or Press Officer]~~, or both, but not to other members of the Board.

[Adopted: June 25, 2024](#)



**POLICY TITLE: Public Complaints**  
**POLICY NUMBER: 2410**

2410.1 The Board of Directors/Trustees desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

2410.2 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, or state, or federal law, by an individual who has been adversely affected by that alleged violation or misinterpretation.

2410.3 Complaints shall be resolved as follows:

- a) An individual with a complaint shall first discuss the matter with the Office Manager [or other responsible employee] to resolve the matter informally, if possible.
- b) If an individual registering a complaint is not satisfied with the disposition of the complaint by the Office Manager [or other responsible employee], the complaint shall be forwarded to the General Manager [or other responsible managing employee]. At the option of the General Manager [or other responsible managing employee], he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager [or other responsible managing employee] shall memorialize his/her decision in writing, providing the individual registering the complaint with a copy.
- c) If an individual filing a complaint is not satisfied with the disposition of the matter by the General Manager [or other responsible managing employee], he/she may request consideration by the Board of Directors/Trustees by filing said request in writing within ten (10) days of receiving the General Manager's [or other responsible managing employee's] decision. The Board may consider the matter at its next regular meeting, call a special meeting, or decline to consider the matter further. In making a decision, the Board may conduct conferences, hear testimony, and review the materials provided to the General Manager by the individual registering the complaint. The Board's final decision shall be memorialized in writing, copied to the individual registering the complaint. The action of the Board, including an action to decline to consider a complaint, is the final action of the District, not subject to further internal appeal.

2410.4 This policy is not intended to prohibit or deter a member of the community or a staff member from appearing before the Board to orally present testimony, a complaint, or a statement in regard to actions of the Board, District programs and services, or pending considerations of the Board as permitted by the Brown Act. Nothing in this policy shall alter the duties of District employees to protect the District's confidences and avoid insubordination and as otherwise provided by law and District policy.

Adopted: June 25, 2024



**POLICY TITLE: Social Media Use**  
**POLICY NUMBER: 2415**

2415.1 Purpose:

The policy outlines the protocol and procedures for use of social media to publicize District services and events. In addition, this policy addresses the responsibilities of employees and District officials with regard to social media and the use of District resources (time/equipment), as well as responsibilities related to the public records and open meeting laws.

2415.2 Definitions:

- a) Social media: Various forms of discussions and information-sharing, including social networks, blogs, video sharing, podcasts, wikis, message boards, and online forums. Technologies include: picture-sharing, wall-postings, fan pages, email, instant messaging and music-sharing. Examples of social media applications include but are not limited to Google and Yahoo Groups (reference, social networking), Wikipedia (reference), Facebook (social networking), YouTube (social networking and video sharing), Flickr, (photo sharing), Twitter (social networking and microblogging), LinkedIn (business networking), and news media comment sharing/blogging.
- b) Social networking: The practice of expanding business and/or social contacts by making connections through web-based applications. This policy focuses on social networking as it relates to the Internet to promote such connections for District business and for employees, and elected and appointed officials who are using this medium in the conduct of official District business.
- c) "Posts" or "postings" means information, articles, pictures, videos, or any other form of communication posted on a District social media site.

Policy:

2415.3 No District social media site may be created without the approval of the General Manager or his or her designee. All District social media sites created on behalf of the District, by its employees on District time, or using other District resources are the property of the District and shall be administered and regularly monitored by the General Manager or his/her designee. These social media sites shall be used only to inform the public about District business, services, and events. Individual departments may not have their own pages/sites. Individual departments wishing to add content to District social media sites may submit a request to the General Manager. The District's web site, ~~insert web URL~~ [www.chesterpud.org](http://www.chesterpud.org), will remain the primary location for content regarding District business, services, and events. Whenever possible, links within social media formats should direct users to the District web site for more information, forms, documents, or online services necessary to conduct business with the District. District social media sites shall clearly state that such sites are public social media sites maintained by the District and that the sites comply with this Social Media Use Policy.

2415.4 District employees and appointed and elected officials shall not disclose information about confidential District business on the District's social media sites, personal social media sites, or otherwise. In addition, all use of social media sites by elected and appointed officials shall be in compliance with California's open



meeting laws, which prohibit serial meetings of a majority of the Board or another legislative body of the District via email or other electronic means. Members of the Board, committees and/or legislative bodies may answer questions, provide information to the public, and solicit information from the public regarding a matter that is within the subject matter jurisdiction of the legislative body. However, members of the Board, committees and/or legislative bodies shall not respond to, “like”, “share”, retweet, or otherwise respond directly to any communication on a social media site made by another member of the body on which they serve, and within the subject matter jurisdiction of the body. Members of the same legislative body may not otherwise use social media sites to discuss business within the subject matter jurisdiction of the legislative body amongst themselves. Employees and appointed and elected officials’ posts to non-District social media sites are a reflection of their own views and not necessarily those of the District and should not suggest otherwise.

2415.5 Posting/Commenting Guidelines:

- a) All postings made by the District to social media sites will contain information and content that has already been published or broadcast by the District. The District will not comment on other social media member’s sites. All official social media postings by the District will be done solely on the District’s social media sites or in response to postings made on the District’s social media sites. Officers, employees, and agents of the District representing it on District social media sites shall conduct themselves professionally and in accordance with all District policies. All District social media sites shall use authorized District contact information for account set-up, monitoring, and access. Personal email accounts or phone numbers may not be used to set up, monitor, or post to a District social media site. All passwords and account credentials are property of the District.
- b) The District reserves the right to remove from its social media sites content that it finds to violate this policy or applicable law, consistent with Federal and State law.
- c) The District will only post photos for which it has copyright or the owner’s permission.
- d) District social media sites are subject to the California Public Records Act. Any content maintained on a District social media site that is related to District business, including a list of subscribers, posted communication, and communication submitted for posting, may be considered a public record and subject to public disclosure. All postings on District social media sites shall be sent to a District email account and maintained consistently with the Public Records Act, provided, however, that any material removed from a District social media site consistent with this policy shall be considered a preliminary draft, note or memorandum not retained by the District in the ordinary course of business and shall not constitute a public record of the District required to be retained consistently with the District’s records retention schedules.
- e) The District, its employees, and appointed and elected officials will not use chat functions on social media sites.
- f) Links to all social media networks to which the District belongs will be listed on the District’s website. Interested parties wishing to interact with these sites will be directed to visit the District’s web site for more information on how to participate.
- g) The District reserves the right to terminate any District social media site without notice or to temporarily or permanently suspend access to District social media as to some or all persons at any time, consistent with point d) above. The District reserves the right to implement or remove any functionality of its social media site, in the discretion of the General Manager or his or her designee. This includes, but is not limited to, information, articles, pictures, videos, or any other form of communication that can be



posted on a District social media site.

- h) District social media sites may contain content, including but not limited to, advertisements or hyperlinks over which the District has no control. The District does not endorse any hyperlink or advertisement placed on District social media sites by the social media site's owners, vendors, or partners.
- i) City employees may post to city social media platforms only during working hours. After-hours or weekend postings may only be made with prior approval of the General Manager or his or her designee.
- j) Any person authorized to post items on any of the District's social media platforms shall review, be familiar with, and comply with this policy and each social media site's terms and conditions of use.
- k) Any person authorized to post items on behalf of the ~~District~~District to any of the District's social media sites shall not express personal views or concerns through such postings. Instead, postings on any of the District's social media sites on behalf of the District shall only reflect the views of the District.
- l) Posts must contain information that is freely available to the public and not be confidential as defined by any District policy or state or federal law.
- m) Posts may NOT contain any personal information, except for the names of persons being available for contact by the public as representatives of the District. Posts to District social media sites shall NOT contain any of the following:
  - 1)Comments that are not topically related to the information commented upon;
  - 2)Comments in support of, or opposition to, political campaigns, candidates, or ballot measures;
  - 3)Profane language or content;
  - 4)Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, or status with regard to public assistance, national origin, physical or mental disability, gender identity, gender expression, sexual orientation, or any other category protected by federal, state, or local law;
  - 5)Sexual content or links to sexual content;
  - 6)Solicitations of commerce;
  - 7)Conduct or encouragement of illegal activity;
  - 8)Information that may tend to compromise the safety or security of the public or public systems; or
  - 9)Content that violates a legal ownership interest of any other party, such as trademark or copyright infringement; or any content that is confidential, sensitive, or includes proprietary information, or that otherwise violates another person's right to privacy.

Procedures:

2415.6 The General Manager or his or her designee will be responsible for responding to comments and messages as appropriate. The District will direct users to the District's web site for more information, forms, documents or online services necessary to conduct business with the District.

2415.7 The District may invite others to participate in its social media sites. Whether to permit public participation in social media sites will be based upon the best interests of the District, as determined by the General Manager or his or her designee, and the requirements of federal, state, and local law.

Responsibilities:

2415.8 It is the responsibility of employees and appointed and elected officials to understand the procedures as outlined in this policy.



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2415.9 Employees who are not designated by the General Manager to access social media sites for District business are prohibited from accessing personal social media sites utilizing the District computer equipment and/ or the District's web access. While at work, employees who are not granted access via District systems and computing equipment may use personal computing devices and personal web accounts to access social media sites only during non-working hours such as lunch periods and breaks. State law provides that more than occasional or incidental personal use of District resources is a crime.

2415.10 The General Manager will determine if a requested use of District social media sites or other District resources is appropriate and complies with this policy.

2415.11 All content on District social media sites must comply with District web standards, the rules and regulation of the social media site provider, including privacy policies, and applicable law. Employee and District confidentiality shall be maintained in accordance with all applicable laws and District policies. If a question arises regarding the use or posting of confidential information on a social media site, the matter shall be referred to the General Manager. The information in question shall not be posted, or if already posted, shall be removed until an opinion is rendered by General Manager or, at his or her request, Legal Counsel. Notwithstanding the opinion of the District counsel, the General Manager reserves the right to restrict or remove District information from a District social media site if the General Manager concludes the information does not serve the best interest of the District.

2415.12 All social media-based services to be developed, designed, managed by, or purchased from any third party source for District use requires appropriate budget authority and approval from the Board of Directors/Trustees.

2415.13 The District reserves the right to change, modify, or amend all or part of this policy at any time.

Adopted: June 25, 2024

**POLICY TITLE: District Web Page**  
**POLICY NUMBER: 2420**

**Policy:**

2420.1 It is District policy to control the content and accuracy of the information provided on the District's Web page. All information will be directed to the General Manager or his or her designee. All information posted on the District website must be consistent with the District's mission and public interest and the District's social media use policy and applicable law.

**Procedure:**

2420.2 Any District Board member, official, or employee may request postings to the District Web page through the General Manager or his or her designated representative. Postings must be non-political in nature and support the District's mission. The General Manager shall approve, modify, or deny the request. Postings shall be submitted in Word format as an e-mail attachment unless only a hard copy is available. In either case, it is the submitter's responsibility to check the item for accuracy both prior to submission and after posting to the Web page to ensure no inadvertent errors appear on the final document. The submitter shall inspect the posted submission within 24 hours of posting.

- a) The General Manager or his or her designee shall submit the approved request to the [District department or vendor] for inclusion on the web page and, when necessary, to suggest alternative solutions.
- b) The General Manager or his or her designee shall also manage removal of outdated postings.

2420.3 Privacy Policy.

**Last Updated: [date]**

The following privacy policy shall be posted to the District's website under a link on the home page.

The ~~[name of district]~~ **Chester Public Utility District** ("District," "we" or "us") is concerned about privacy issues and wants you to be familiar with how we collect, use and disclose information. We are pleased to provide this Privacy Policy to inform you of our practices as information that we collect through this website. Please note that this Privacy Policy applies only to our online information-gathering and dissemination practices conducted in connection with this website, and does not apply to any of our practices conducted offline. If you have any questions or comments about the Privacy Policy or our privacy practices, please contact us at [contact email address].

By accessing or using this website, you agree with all the terms of this Privacy Policy, so please do not access or use this website if you do not.

We may change this Privacy Policy at any time. Please take a look at the "Updated" legend at the top of this page to see when this Privacy Policy was last revised. Any changes to this Privacy Policy will become effective when posted to this website. By accessing or using the website after any such changes, you accept the revised Privacy Policy.



## Personal Information We May Collect:

We collect two types of information through this website: Personal Information and Other Information. “Personal Information” is information that identifies you or relates to you as an individual. “Other Information” is any information that does not reveal your specific identity or does not directly relate to an individual. Other Information is addressed below, under the heading “Other Information”.

We may collect Personal Information through the Sites such as:

- Name
- Email address
- Mailing Address
- Preferences for electronic or physical delivery of newsletters

We may use Personal Information:

- to respond to your inquiries and fulfill your requests, such as to send you information, to register you for events, and to provide you District services.
- to keep a record of your contact information and correspondence, if you contact us through this website and to respond to you.
- to send you administrative information, including information regarding the websites and changes to our terms, conditions, and policies.
- to facilitate social sharing functionality.
- for our internal business purposes, such as improving or modifying this website and operating and expanding our services.
- as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public or government authorities, including public or government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, or yours or others'; or (g) to pursue available remedies or limit the damages that we may sustain.

How Personal Information May Be Disclosed:

- to third parties that provide us services such as website hosting, data analysis, IT services and infrastructure, customer service, email delivery, auditing, and the like.
- to third parties (whether affiliated or unaffiliated with us) upon any reorganization of the District or transfer or some of all of its services to another entity.
- by you on message boards, blogs, and other services to which you are able to post information. Please note that any information you post or disclose through these services will become public information, and may be available to visitors to this website and to the general public. We urge you to be thoughtful when disclosing your Personal Information, or any other information, on this site.
- to your friends associated with your social media account, to other website users as well as to your social media account provider, in connection with your social sharing activity, such as if you connect your social media account to your use of this website. By connecting your use of this website to your social media account, you authorize us to share information with your social media account provider and you understand that the use of the information we share will be governed by the social media site's

privacy policy. If you do not want your Personal Information shared with other users or with your social media account provider, please do not connect your social media account with your use of this website and do not participate in social sharing on this website.

- as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public or government authorities, including public or government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations; (f) to protect our rights, privacy, safety or property, or yours or others'; or (g) to allow us to pursue available remedies or limit the damages that we may sustain.

#### Other Information We May Collect:

“Other Information” is any information that does not reveal your identity or relate to an individual, such as:

- Browser information
- Information collected through cookies, pixel tags, and other technologies
- Demographic information and Other Information you provide
- Aggregated information
- Zip codes

#### How We May Collect Other Information:

We and our third-party service providers may collect Other Information in a variety of ways, including:

- Through your browser: Most Internet browsers transmit certain information to websites that you visit, such as your computer's type (Windows or Macintosh) and its Media Access Control (MAC) address and screen resolution, and the type and version of your computer's Operating System and browser. We use this information to ensure this website functions properly.
- Using cookies: Cookies are text files, containing small amounts of information, which are downloaded to your computer, or smartphone, or other device by which you visit a website. Cookies allow us to recognize your browsing device to assist with your use of this website. This can include helping us understand how this website is used, letting you navigate between pages efficiently, remembering your preferences, and generally improving your browsing experience. Cookies can also help ensure marketing you see online is more relevant to you and your interests, although we do not intentionally use them for that purpose, our service providers may.
- If you do not want information to be collected through the use of cookies on your computer, most browsers allow you to automatically decline the transfer of cookies to your computer or other device, or to be given the choice of declining or accepting a particular cookie (or cookies) from a particular website. If cookies are disabled, however, some features of this website may not operate as intended. Information about procedures to disable cookies can be found on your Internet browser provider's website.
- Using applications: We may use applications, including mobile applications or widgets, to collect information from you.
- Using pixel tags and other similar technologies: Pixel tags (also known as web beacons and clear GIFs) may be used in connection with some website pages and HTML-formatted email messages to, among other things, track the actions of users of this website and email recipients, measure the success of marketing campaigns and compile statistics about use of this website and response rates.
- IP Address: Your “IP Address” is a number that is automatically assigned to your computer or other web-browsing device by your Internet Service Provider (ISP). An IP Address is identified and logged

automatically in our server log files whenever a user visits this website, along with the time of visit and the page(s) visited. Collecting IP Addresses is standard practice on the Internet and many websites do it automatically. We use IP Addresses for purposes such as measuring use of this website, helping diagnose server problems, and administering this website.

- From you: We collect information when you provide it voluntarily, such as your company, title, interests, and preferred means of communication. Unless combined with Personal Information, such information does not personally identify you or any other user of this website.
- By aggregating information: Aggregated Personal Information does not personally identify you or any other user of this website. For example, we may aggregate Personal Information to calculate the percentage of our users who have a particular telephone area code.

#### How We May Use and Disclose Other Information:

We may use and disclose Other Information for any purpose, except when applicable law requires to treat Other Information as Personal Information. In those situations, we may use and disclose Other Information for the purposes for which we use and disclose Personal Information.

In some instances, we may combine Other Information with Personal Information (such as combining your name with your company and title). If we combine any Other Information with Personal Information, we will treat the combined information as Personal Information as long as it is so combined.

#### Third Party Sites:

This Privacy Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site to which this website contains a link. Please read the terms, conditions, and policies of third-party sites before accessing or using them. The inclusion of a link on the Sites does not imply our endorsement of the linked site.

#### Security:

We use reasonable organizational, technical, and administrative measures to protect Personal Information under our control. Unfortunately, no data storage system or method of Internet data transmission is perfectly secure. Please do not send sensitive or confidential information to us by email or by any other means in connection with this website. If you have reason to believe that your communications with us have been compromised in any way, please immediately notify us of the problem by contacting us as provided in the “Contact Us” page of this website.

#### Choices and Access:

Your choices regarding our use of your Personal Information for marketing purposes:

You may opt-out of receiving marketing-related emails by following the unsubscribe instructions in any message we send you, or by emailing us at [contact email address]. We strive to honor such request(s) as soon as reasonably practicable.

#### How you can access, change or suppress your Personal Information:

You may request to review, correct, update, suppress, or otherwise modify any Personal Information that you have previously provided to us through this website, or object to our use of such Personal Information by emailing us at [contact email address] or by other means as noted on the “Contact Us” portion of this website. You may also oppose the processing or transferring of Personal Information to the extent the laws of your country require if you have a legitimate reason to do so.

In your request, please state what information you would like us to change, and whether you would like to have your Personal Information removed from our database or otherwise let us know what limitations you would like to place on our use of your Personal Information. For your protection, we will only implement requests with respect to the Personal Information associated with the particular email address that you use to send us your request, and we may need to verify your identity before doing so. We strive to comply with requests as soon as reasonably practicable.

We may need to retain certain information for recordkeeping purposes, and there may also be residual information that will remain in our databases and other records. Such information will not be removed. We may, from time to time, re-contact former users of this website. Finally, we are not responsible for removing information from the databases of third parties (such as service providers) with whom we have shared your Personal Information.

#### Retention Period:

We will retain your Personal Information as necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law.

#### Use of Site by Minors:

The Sites is not directed to children under the age of 13 and we request they not provide Personal Information through this website.

#### Cross-Border Transfer:

Your Personal Information may be stored and processed in any country in which we engage service providers, and by using our Sites you consent to the transfer of information to countries outside of your country of residence, including the United States, which may have different data protection rules than those in your country.

#### Sensitive Information:

We ask that you not send us, and you not disclose, any sensitive Personal Information (e.g., Social Security numbers, credit card or other payment card information, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background, or trade union membership) on or through this website or otherwise except as necessary to pay for District services.

#### Contacting Us:

If you have any questions about this Privacy Policy, please contact us by email at [contact email address] or by other means as noted on the "Contact Us" portion of this website.

Please note that email communications are not secure; accordingly, please do not include credit card information or other sensitive or confidential information in your emails to us.

Adopted: June 25, 2024



**POLICY TITLE: California Public Records Act Response Procedures**  
**POLICY NUMBER: 2425**

The California Public Records Act (Government Code, section 7920.000 et seq.) grants California residents important rights to obtain access to records held by public agencies. The District adopts this policy to clarify how it will respond to requests for records under the Public Records Act.

2425.1 All requests for public records shall be in writing on a form approved by the Board of Directors/Trustees, unless the request is to review an agenda, agenda reports, or minutes of the Board or ordinances or resolutions of the Board or any of its committees, which are available in the District office.

2425.2 District staff will respond to all requests as soon as possible after they are received, but not later than 10 days after receipt of the request to either state whether the District has responsive records or request an extension of up to 14 days to make that determination pursuant to Government Code section 7922.535.

- a) District staff shall review each request and determine whether it seeks identifiable records. If not, District staff shall offer to help the requestor identify records responsive to the request.
- b) District staff shall request all Board members and District staff who may have the records requested to search their files. Board members and District staff must report whether they have responsive records and, if so, when the records can be made available to the requestor.
- c) District staff shall respond to the requestor, advising him or her in writing of the availability of the documents, a description of the medium (paper, electronic format, etc.) and location of the records, and whether any are exempt from disclosure under the Public Records Act. To the extent feasible, District staff will provide suggestions to overcome any practical basis for denying access to the records sought.
- d) If a request is made for copies of records, District staff shall also advise the requestor of the estimated copying cost. The District shall make any disclosable records it holds in electronic format available in such format when requested.
- e) The person requesting the copies shall pay the charges for the requested copies established by the Board. At present those are: \$1.00 for the first page, \$.05 each additional page, \$.10 per page for Political Reform Act materials, CD's-\$5.00, DVD's \$10.00. District staff shall not make the requested copies until a deposit of the estimated copying cost is received and shall not release the copies until the actual copying cost is paid.

2425.3 In accordance with the Public Records Act, District staff will provide specific, identifiable records but will not research records for particular types of information, as distinct from records, or analyze information which may be contained in public records. District staff has no obligation to create records in response to a Public Records Act request.

2425.4 District staff will respond to requests for public records in accordance with the Public Records Act as the Act now exists or may hereafter be amended, and nothing in this policy is intended nor shall it be construed to conflict with the terms of the Public Records Act.

Adopted: June 25, 2024



~~District~~ CHESTER PUBLIC UTILITY DISTRICT  
REQUEST FOR PUBLIC RECORDS

Date requested:	Date required:
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Please list each document, file, or record separately

- I wish to
- Review
  - Obtain copies of the following public records:

I/We, the undersigned, request documents as indicated and agree to pay the District for copies at the rate of \$1.00 for the first page and \$0.05 for each additional page (\$0.10 per page for documents requested pursuant to the Political Reform Act) when I receive or my representative receives them.

Name/Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: ( ) \_\_\_\_\_ Signature: \_\_\_\_\_

FAX Number: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

FOR INTERNAL USE ONLY		
Approved <input type="checkbox"/> Denied <input type="checkbox"/>	Signature:	
Reason, if denied:		
Disposition of Request: Documents/response provided on (date)		
By: <input type="checkbox"/> Mail <input type="checkbox"/> Pick-up <input type="checkbox"/> FAX <input type="checkbox"/> Email <input type="checkbox"/> Delivered <input type="checkbox"/> Verbal <input type="checkbox"/> Phone		
Comments:		
Date Completed:	Staff Member(s):	Staff Time:



**POLICY TITLE: Electronic Document Retention Policy**  
**POLICY NUMBER: 2430**

The Electronic Document Retention Policy of the District governs the retention of text messages, voicemail messages, social media posts, and email messages sent or received in the conduct of District business.

**2430.1 Definitions**

- a) **Email Message:** An electronic communication sent and received via web mail or email client.
- b) **Social Media:** Various forms of discussions and information-sharing, including social networks, blogs, video sharing, podcasts, wikis, message boards, and online forums. Technologies include: picture-sharing, wall-postings, fan pages, email, instant messaging and music-sharing. Examples of social media applications include but are not limited to Google and Yahoo Groups (reference, social networking), Wikipedia (reference), Facebook (social networking), YouTube (social networking and video sharing), Flickr, (photo sharing), Twitter (social networking and microblogging), LinkedIn (business networking), and news media comment sharing/blogging.
- c) **Text Message:** An electronic, written communication sent and received via telephone or Internet connection.
- d) **Voicemail Message:** An electronic, aural communication sent or received via telephone or Internet connection.

**2430.2 Text Messages, Voicemail Messages, and Social Media**

Text messages, voicemail messages, and social media posts not saved to an archive or a more permanent medium are intended to be ephemeral documents, not preserved in the ordinary course of business. Accordingly, they do not constitute disclosable public records, as that term is defined by Government Code section 7920.530, subdivision (e). The Board of Directors/Trustees and District staff are not required to retain these electronic documents. Business done on behalf of the District that requires the creation and preservation of records should be conducted in other media.

**2430.3 Email Messages**

- a) Email messages sent or received by the District's computer systems from the date this policy is adopted will be preserved for two years and made available for public inspection on the same terms as other District records.
- b) Except as provided in c) below, Board members and District staff are required to use (or copy to an address on) the District's computer systems for all email messages regarding District business. Such email messages fall within a) above, i.e., they will be preserved for two years and made available for public inspection on the same terms as other District records.
- c) The District will continue to comply with Government Code § 54957.5 which deems to be a public record any document communicated to a majority of the Board members, whether at the same time or seriatim, with respect to an item of District business regardless of the means of that communication, including via non-District email accounts. Board members are encouraged to forward such email messages not received by the District's computer systems nor copied to District staff or to an email address designated for that purpose so they can be preserved in the District's email retention system, relieving



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individual Board members of any duty to preserve such email messages or make them available for public inspection.

⚡ This policy applies only to the conduct of District business that is subject to the Public Records Act. It has no application to communications to or from Board members in their other public and private capacities or communications to or from District staff that are personal, private, or otherwise not District business.

[Adopted: June 25, 2024](#)





~~POLICY TITLE: Unmanned Aerial System Use (Non-Public Safety)~~

~~POLICY NUMBER: 2435~~

~~2435.1 Definitions~~

~~Definitions related to this policy include:~~

- ~~a) Certificate of Authorization (“COA”). A COA is an authorization issued by the Air Traffic Organization, part of the FAA to a public operator for a specific Unmanned Aircraft (“UA”) activity, under specific conditions of authorization.~~
- ~~b) Federal Aviation Administration (“FAA”). The branch of the U.S. Department of Transportation responsible for regulation of access to the national navigable airspace, known as the National Airspace System (“NAS”).~~
- ~~c) Pilot-in-Command (“PIC”). The person responsible for operation and safety during a UAS flight.~~
- ~~d) Unmanned Aerial System (“UAS” or “Drone”). An unmanned aircraft system is an unmanned aircraft and the equipment necessary for the safe and efficient operation of that aircraft. An unmanned aircraft is a component of a UAS. It is defined by statute as an aircraft that is operated without the possibility of direct human intervention from within or on the aircraft (Public Law 112-95, Section 331(8)). All UAS weighing over 0.55 lbs. must be registered with the FAA.~~
- ~~e) Unmanned Aerial Vehicle Observer (“UAVO”). The person assigned to assist the PIC in the safe operation of the UAS.~~

~~2435.2 Purpose and Scope of this Policy~~

~~It is the policy of the (ENTITY) to utilize UAS for the following purposes [SELECT ALL THAT APPLY]~~

- ~~a) Geographic and thermal mapping of inaccessible terrain.~~
- ~~b) Creating contour maps for capital improvements.~~
- ~~c) Disaster response.~~
- ~~d) Aerial photography of new project sites.~~
- ~~e) Monitoring of illegal dumping in open spaces.~~
- ~~f) Strategic planning for special events~~



~~g) Photography for marketing purposes.~~

~~h) Other purposes as may be approved in writing by the [DESIGNATE EXECUTIVE STAFF].~~

~~Navigable airspace is within the exclusive regulatory jurisdiction of the FAA. Any use of a UAS shall be in accordance with FAA regulations, and other applicable federal, state, and local laws.~~

~~The purpose of this policy is to establish guidelines and responsibilities associated with the deployment and use of UAS owned by the [ENTITY] and for the storage, retrieval, and dissemination of images and data captured by the UAS. This policy applies to the use of UAS by [ENTITY] employees, as may be permitted by law. Only duly trained and authorized [ENTITY] personnel may deploy a [ENTITY]-owned UAS in the performance of their official duties.~~

~~All images and other forms of data recorded by use of a UAS shall be subject to public disclosure to the extent required by the California Public Records Act and any other applicable Federal, State, and local laws.~~

#### ~~2435.3 General Guidelines Related to Use of UAS~~

~~Only authorized remote pilots who have completed the required training and obtained the required certification(s), shall be permitted to operate a UAS on behalf of the [ENTITY].~~

~~Use of vision enhancement technology (e.g., thermal and other imaging equipment not generally available to the public) is not permitted, unless authorized in writing by the [ENTITY] Manager, or unless otherwise permissible by law (e.g., when in compliance with a search warrant or court order).~~

~~UAS operations should be conducted in accordance with Title 14 of the Code of Federal Regulation (14 C.F.R.) Part 107 ("Small UAS Rule" or "Part 107"), or in accordance with a COA obtained by the [ENTITY], if applicable, depending upon the scope of mission operations.~~

~~Consent must be obtained prior to any UAS operations over private property on a [ENTITY]-approved Waiver and Consent for UAS Operations Form from all owners of each property.~~

#### ~~2435.4 Prohibited Uses of a UAS~~

~~The UAS shall not be used in any of the following ways:~~

~~a) To harass, intimidate, or discriminate against any individual or group.~~

~~b) To conduct personal business of any type.~~

~~c) For recreational use.~~

~~d) To conduct random surveillance activities.~~

~~e) To target any person based solely on individual characteristics, such as, without limitation, race,~~



~~ethnicity, national origin, religion, disability, sex, gender, gender identity, or sexual orientation.~~

#### ~~2435.5—Privacy Considerations~~

~~It is the policy of the [ENTITY] to observe and respect personal privacy in the use of UAS. Personnel operating UAS on behalf of the [ENTITY] shall only collect information to the extent that such collection or use is consistent with and relevant to an authorized public safety or other public purpose. Personal use of recordings from UAS is prohibited.~~

~~[ENTITY] sponsored event attendees will be notified of the use of UAS devices to capture images at the event by posting written notice at the event, on any media used to advertise the event, or on the [ENTITY]'s website.~~

#### ~~2435.6—Safety Considerations~~

~~To minimize safety risks, UAS shall be operated consistent with FAA regulations. UAS flights will be conducted only after completion of a thorough risk assessment. The risk assessment shall take into account, without limitation, review of weather conditions in relation to the performance capability of the UAS, the maintenance record of the UAS, and identification of generally anticipated failure modes (lost link, power plant (engine) failures, loss of control, etc.) and the consequences of such failures.~~

~~No UAS may be deployed or operated unless valid insurance against claims for injuries to persons or damages to property that may arise from or in connection with the operation of the UAS by [ENTITY] agents, representatives, employees or subcontractors, has been obtained prior to conducting operations.~~

#### ~~2435.7—Program Coordinator Appointment and Responsibilities~~

~~The [DESIGNATE EXECUTIVE STAFF] shall appoint a UAS Program Coordinator who will be responsible for the management of the UAS program as well as updating the [ENTITY]'s webmaster with regards to placing specific information collected by the UAS on the [ENTITY]'s website. Subject to the [DESIGNATE EXECUTIVE STAFF]'s approval, the Program Coordinator responsibilities include:~~

- ~~a) Maintain and update required FAA authorizations and certifications.~~
- ~~b) Maintain proper UAS insurance coverage.~~
- ~~e) Verify completion of all required training and certification in the operation, applicable laws, policies, and procedures regarding use of the UAS by, or on behalf of, the [ENTITY], including flight status.~~
- ~~d) Ensure completion of all required UAS maintenance.~~
- ~~e) Ensure completion of required training, as needed, at periodic intervals, for continued effective use of UAS.~~
- ~~f) Subject to [LEGISLATIVE BOARD NAME] approval, develop additional, or revise existing, UAS policies.~~



- ~~g) Develop a uniform procedure for submission and evaluation of requests to deploy a UAS, including urgent requests made during ongoing or emerging incidents. Deployment of a UAS shall require written authorization of the [DESIGNATE EXECUTIVE STAFF] or an authorized designee.~~
- ~~h) Implement a system for public notification of UAS deployment.~~
- ~~i) Develop a written deployment and operation procedure to ensure compliance with applicable laws.~~
- ~~j) Develop a procedure for fully documenting all UAS use.~~
- ~~k) Develop a UAS inspection, maintenance, and record-keeping procedure to ensure continuing airworthiness of a UAS, up to and including its overhaul or life limits.~~
- ~~l) Develop procedures to ensure that all data intended to be used as evidence is accessed, maintained, stored and retrieved in a manner that ensures its integrity as evidence, including strict adherence to chain of custody requirements. Electronic trails, including encryption, authenticity certificates and date and time stamping, shall be used as appropriate to preserve individual rights and to ensure the authenticity and maintenance of a secure evidentiary chain of custody.~~
- ~~m) Develop procedures that ensure retention and purge periods are maintained in accordance with this policy, or the [ENTITY]'s record retention schedules, as may be applicable.~~
- ~~n) Facilitate law enforcement access to images and data captured by the UAS as needed.~~
- ~~o) Recommend program enhancements, particularly regarding safety and information security.~~
- ~~p) Ensure that established procedures are followed by monitoring and providing periodic reports on the program to the [DESIGNATE EXECUTIVE STAFF].~~
- ~~q) Oversee the procurement and maintenance of UAS equipment.~~
- ~~r) Conduct audits of flight logs semiannually, or more frequently as needed.~~
- ~~s) Establish emergency reporting and response procedures.~~

#### ~~2435.8 Pilot-in-Command ("PIC") Qualifications and Responsibilities~~

~~To be considered a PIC, applicants must be in compliance with all applicable FAA regulations whether operating under Part 107 or a COA obtained by the [ENTITY]. Further, applicants must be in good standing with the [ENTITY] and must meet all other requirements specified by the [DESIGNATE EXECUTIVE STAFF]. Pilots may be temporarily or permanently removed from flight status at any time and for any reason, upon written notification approved and executed by the [DESIGNATE EXECUTIVE STAFF].~~

~~In order to fly a mission (other than flights required for initial training or currency) pilots must have completed~~



~~three (3) currency events within the previous 90 days. Currency events must include landing, takeoff, and simulator flights. Currency is required in addition to any other requirements specified in this policy.~~

~~A PIC's primary duty is the safe and effective operation of the [ENTITY]'s UAS in accordance with the manufacturer's approved flight manual, FAA regulations, and COA conditions (if applicable), and [ENTITY] Policies and Procedures, and must remain knowledgeable of the same. Only one PIC may be deployed at any given time for any given mission.~~

~~The PIC may refuse any flight request based on current meteorological conditions, physiological conditions, or any other reason that the PIC believes will impact the safety of the flight. Should the PIC refuse a flight for any reason, the PIC shall inform the requesting supervisor, or higher authority, as soon as possible of such refusal and the reason for the refusal.~~

~~While UAS is in flight, the PIC is authorized and responsible for making all decisions regarding use of the UAS including, but not limited to, direction of flight, duration of flight time, capabilities of the aircraft, maximum load allowance, use of affixed certified equipment, allowance or advisability of affixing additional equipment, the determination of allowance of agency equipment, and all other configurations. The PIC is responsible for the safety of the aircraft, personnel, any other aircraft, and all equipment used during flight operations.~~

~~Exercising responsibility for the safe conduct of all flights, includes without limitation:~~

- ~~a) Flight planning and preparation, including preflight inspections of aircraft and equipment;~~
- ~~b) Weather briefing;~~
- ~~c) Flight operations, including course, air speed, altitude, and duration;~~
- ~~d) Landing zone selection;~~
- ~~e) Go / No go and landing judgments with regard to weather minimums, terrain, air traffic, or other criteria;~~
- ~~f) Timely reporting of new or previously unknown hazards to safe flight;~~
- ~~g) Post-flight inspection in accordance with manufacturers' recommendations, to include assu batteries are recharged in order to ensure the aircraft is ready for the next mission. Any discrepancies shall be promptly reported to the Program Coordinator. The UAS will be removed from service for as long as remediation of any mechanical condition may require;~~
- ~~h) Making appropriate entries in aircraft logbooks;~~
- ~~i) ALWAYS yielding right of way to manned aircraft;~~



- ~~j) Keeping the aircraft in visual line of sight (subject to waiver by FAA);~~
- ~~k) Only flying during daylight hours (subject to waiver by FAA);~~
- ~~l) Only flying at or below 100 mph (subject to waiver by FAA);~~
- ~~m) Not flying from a moving vehicle (subject to waiver by FAA); and~~
- ~~n) Flying at or below 400 feet AGL, or within 400 feet of any structure that is the subject of UAS operations (subject to waiver by FAA).~~

#### ~~2435.9 Observer or UAVO Qualifications and Responsibilities~~

~~To be considered as a [ENTITY] UAVO, applicants must be in good standing with the [ENTITY] and must meet all other requirements specified by the [DESIGNATE EXECUTIVE STAFF]. Observers do not have to meet the requirements of a PIC but must have demonstrated a basic understanding of UAS operations and of applicable [ENTITY] policies and procedures. The UAVO may be temporarily or permanently removed from flight status at any time and for any reason, upon written notification approved and executed by the [DESIGNATE EXECUTIVE STAFF].~~

~~A UAVO's primary duty is to assist the PIC in the safe and effective operation of the [ENTITY]'s UAS during flight missions by providing the PIC with information necessary for the PIC to operate the UAS safely and to keep the PIC advised of any changes in flight conditions. The UAVO may not operate the UAS unless specifically trained and authorized to do so or unless an emergency situation arises that renders the PIC incapable of continuing the mission.~~

#### ~~2435.10 Data and Flight Logs Retention~~

~~Each authorized UAS operator must maintain a flight log consistent with FAA requirements. Retention of flight logs is governed by federal law and in the event of any conflict between federal retention requirements and state or local requirements, federal law applies. Additionally, operators must complete a [ENTITY] UAS Flight Information Form at the conclusion of any operation. Copies of flight logs and the original UAS Flight Information Form must be submitted to the Program Coordinator at the conclusion of every operation.~~

~~Data collected by the UAS shall be retained as provided in the [ENTITY]'s records retention schedule in accordance with existing policy.~~

~~Data collected by the UAS must be secured as follows:~~

- ~~a) All data collected shall be securely downloaded at the completion of each mission.~~
- ~~b) Staff shall not edit, alter, erase, duplicate, copy, share, or otherwise distribute in any manner UAS data without prior written authorization and approval of the [DESIGNATED EXECUTIVE STAFF] or his or her designee.~~



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~~e) Files should be securely stored in accordance with applicable policies and state law.~~

~~2435.11—Accident Reporting~~

~~All accidents must be reported promptly to the Program Coordinator or the [DESIGNATE EXECUTIVE STAFF] for appropriate action. In addition, the PIC is required to report an accident to the FAA within 10 days if it results in serious injury to any person or any loss of consciousness, or if it causes damage to any property (other than the UAS) in excess of \$500 to repair or replace the property (whichever is lower).~~