



SANTA CLARA VALLEY WATER DISTRICT

# NON-AGENDA

## December 20, 2024

**Board Policy EL-7 Communication and Support to the Board**  
*The BAOs shall inform and support the Board in its work.*

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<b>3</b>	CEO Bulletin: 12/19/24
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	<b>BMR/IBMR Weekly Reports:</b> None
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<b>6</b>	<b>Board Correspondence Weekly Report:</b> 12/18/24
<b>8</b>	Email from Jennifer Meister from High View Strategies to the board, dated 12/17/24, providing information regarding the launch of Educate to Lead Program. C-24-0288
	<b><u>OUTGOING BOARD CORRESPONDENCE</u></b>
<b>13</b>	Email from Director Beall to Christina Correa, dated 12/11/24, responding to their inquiry about encampments located on Valley Water property.
<b>21</b>	Email from Director Santos to Ok Sun Kim and Yong Hwa Kim, dated 12/11/24, confirming that the Safe, Clean Water Low Income Senior Exemption for their home on Donahe Drive in Milpitas bill has been effective since July 1, 2020 (including the recent correction made).

# **CEO BULLETIN**

**To: Board of Directors**  
**From: Tina Yoke, Acting CEO**

## **Weeks of December 6, 2024 – December 19, 2024**

**Board Executive Limitation Policy EL-7:**

*The Board Appointed Officers shall inform and support the Board in its work. Further, a BAO shall 1) inform the Board of relevant trends, anticipated adverse media coverage, or material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established and 2) report in a timely manner an actual or anticipated noncompliance with any policy of the Board.*

Item	IN THIS ISSUE
<u>1</u>	San Francisquito Creek Multi-Agency Coordination Tabletop Exercise 12/4/24

### **1. San Francisquito Creek Multi-Agency Coordination Tabletop Exercise 12/4/24**

On December 4, 2024, Valley Water hosted the annual San Francisquito Creek Multi-Agency Coordination (SFC MAC) Tabletop Exercise in Palo Alto. This event provided a no-fault environment for the SFC MAC members to discuss a challenging inclement weather scenario where the storm forecast was uncertain. The scenario included a wide range of potential precipitation, with the exercise forecast provided by the National Weather Service. The forecast included the possibility of extreme rain and significant flooding, which came to fruition within the exercise scenario.

The purpose of the exercise was to focus on the following core areas of emergency response:

- Public Information and Warning
- Planning
- Operational Coordination

Over 50 representatives from the SFC MAC and supporting agencies participated in the exercise, which included:

- City of Palo Alto
- City of Menlo Park
- City of East Palo Alto
- Stanford University
- Santa Clara County
- San Francisquito Creek Joint Powers Authority
- Valley Water
- California Highway Patrol
- National Weather Service

The exercise was a success, given the challenging weather scenario. Without high confidence in the forecast from the National Weather Service, agencies had to make planning and resource decisions based on the potential of significant flooding to occur.

Agencies were able to coordinate on what information is critical, what resources would be deployed to support the emergency response, and key public information strategies. Valley Water shared its expertise regarding flood projections based on the weather forecast scenario, as well updated projections when the actual precipitation occurred during the exercise. Details were also provided on how Valley Water continues to assess potential flood situations, and how its Emergency Operations Center would support the SFC MAC during a similar event.

Emergency exercises are a critical component of any agency's preparedness efforts. Best practices and areas of improvement are identified in these exercises and shared with the participating agencies. Valley Water uses these exercises to validate planning and training efforts for preparedness, and to find ways to improve the agency's capability to respond and support impacted jurisdictions during emergencies.

For further information, please contact Alexander Gordon at (408) 630-2637.

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# **INCOMING BOARD CORRESPONDENCE**

Board Correspondence (open)

Correspond No	Rec'd By District	Rec'd By COB	Letter To	Letter From	Description	Disposition	BAO/ Chief	Staff	Draft Response Due Date	Draft Response Submitted	Writer Ack. Sent	Final Response Due Date
C-24-0282	12/05/24	12/05/24	Cc: Eisenberg	SHARON ROOT	Email from Sharon Root to Director Eisenberg (copied to the board), dated 12/05/24, expressing their thoughts about her position on the Water Resources Protection Zones Ordinance.	Refer to Staff	Hakes	Bilski Codianne	12/13/24	12/13/24	n/a	12/19/24
C-24-0283	12/05/24	12/05/24	All	YONG HWA KIM	Email from Yong Hwa Kim to the board, dated 12/05/24 asking for their property's 2019–2021 parcel taxes to be reversed.	Refer to Staff	Callender	Taylor Narayanan	12/13/24	12/10/24	n/a	12/19/24
C-24-0284	12/06/24	12/06/24	All	MARY DUNN	Email from Mary Dunn to the board, dated 12/06/24, forwarding an email sent to Palo Alto Public Works Department, regarding a leaning Tree on Matadero	Refer to Staff	Hakes	Codianne	12/14/24	12/13/24	n/a	12/20/24

Correspond No	Rec'd By District	Rec'd By COB	Letter To	Letter From	Description	Disposition	BAO/ Chief	Staff	Draft Response Due Date	Draft Response Submitted	Writer Ack. Sent	Final Response Due Date
					Creek Bank.							

**From:** [Jennifer Meister](#)  
**Subject:** CAAWEF Leadership Opportunity  
**Date:** Tuesday, December 17, 2024 12:00:33 PM  
**Attachments:** [Educate to Lead Biographies Faculty and Pracademics 20241015 2.pdf](#)

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Good Afternoon!

The California African American Water Education Foundation (CAAWEF), in partnership with Water Education for Latino Leaders (WELL), is excited to announce the launch of the **Educate to Lead Program (E2L)**—a transformative training initiative designed to equip mid-level water professionals with the skills and knowledge to lead in the water sector.

This program is uniquely led by diverse, top-tier leaders in the water industry, including Rick Callender and Stephan Tucker. They are committed to sharing their extensive knowledge and expertise to empower participants with the tools to succeed and lead in this vital sector.

Our mission is to create opportunities for our people, fostering leadership that reflects the diversity of California.

### **Why Participate?**

- Gain cutting-edge insights into water management and leadership.
- Connect with industry leaders and build a strong professional network.
- Empower yourself to make a lasting impact in the water sector.





We are now accepting applications for the Educate to Lead Program! The deadline to apply is **December 31, 2024**. If you know talented mid-level managers who could benefit from this opportunity, we encourage you to recommend them to apply. Visit the [CAAWEF website](#) to learn more and submit an application.

Thank you for your support in helping us build the next generation of water leaders.

Best regards,

Jennifer Meister  
High View Strategies

**Educate to Lead Biographies**  
**Faculty and Pracademics**

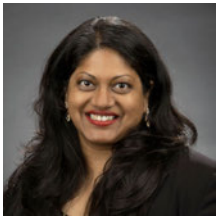
	<p><b>Rick Callender, CEO, Santa Clara Valley Water:</b> Mr. Callender manages the water supply, flood protection, and environmental stewardship for Santa Clara County’s 1.9 million residents. With Valley Water since 1996, he previously served as Chief of External Affairs, overseeing strategic communications, government relations, and public policy. Before joining Valley Water, he held various roles including Special Assistant to former San Jose Mayor Susan Hammer and president of the San Jose-Silicon Valley NAACP. Callender holds a Bachelor of Science in Industrial Engineering and Technology, completed coursework for a Master of Arts in Public Administration, earned a Juris Doctorate, and is a member of the California State Bar. He has also completed executive leadership programs at eight universities nationwide.</p>
	<p><b>Shivaji Deshmukh, General Manager, Inland Empire Utilities Agency:</b> Mr. Deshmukh earned his bachelor's and master's degrees in civil engineering from UCLA, specializing in reverse osmosis membranes. He leads IEUA, supporting the Board, making strategic decisions, and upholding the Agency's values. Deshmukh played a key role in developing and operating around 200,000 acre-feet per year of recycled water in Southern California, significantly impacting environmental sustainability. He finds inspiration in his colleagues' dedication to serving the public and enjoys meeting new staff members at monthly New Splash events, reinforcing his commitment to IEUA's vision.</p>
	<p><b>Heather Dyer, General Manager, San Bernardino Valley Municipal Water District:</b> Mrs. Dyer has been the General Manager since 2019 and is creating a Climate Resilience Action Plan to address climate change impacts like floods, droughts, and wildfires. Dyer initiated Watershed Connect to fund regional projects ensuring water supply reliability and has formed partnerships to protect the Upper Santa Ana River Watershed. Her priorities include optimizing water supply projects, developing renewable energy, and fostering regional collaboration. She holds an Executive MBA from Claremont Graduate University and degrees in Resource Biology and Marine and Environmental Biology.</p>
	<p><b>Anatole Falagan, Assistant General Manager, Long Beach Utilities:</b> Mr. Falagan oversees Finance, Resources, Engineering, and Information Systems. He manages the utility's budget and rates development for water, gas, reclaimed water, and sewer services. Before Long Beach Utilities, he held various roles at the Metropolitan Water District of Southern California for 16 years. Falagan began his career as an engineer in 1983 and holds a B.S. and M.S. in Civil Engineering from Stanford University, along with an M.B.A. from the University of California, Irvine. He is a registered Professional Engineer in California and Texas.</p>



**Joone Kim-Lopez, General Manager and CEO, Moulton Niguel Water District:** Moulton Niguel Water District, provides water, wastewater, and recycled water services to six cities in South Orange County. Before joining Moulton Niguel, she served as the General Manager of Calaveras County Water District located in Northern California. Joone’s prior experience includes working for Apple Valley Ranchos Water Company as its Assistant General Manager and serving as the Deputy General Manager of Central Basin Municipal Water District.



**Diana Mahmud, Former Senior Executive, Los Angeles Department of Water and Power:** Ms. Mahmud played a key role in establishing the California Independent System Operator (CAISO), which manages the flow of electricity across high-voltage, long-distance power lines, operates a competitive wholesale energy market, and oversees transmission planning. As the inaugural Chair of the Clean Power Alliance (CPA), she partnered with local leaders to expand access to renewable energy in Southern California. Under her leadership, the CPA grew from a startup into the largest U.S. renewable energy supplier to retail customers, serving over one million accounts.



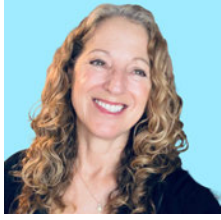


**Liji Thomas, Chief Diversity, Equity, and Inclusion Officer, The Metropolitan Water District of Southern California:** Ms. Thomas is responsible for creating new policies and driving reforms to existing policies and practices that foster and institutionalize a culture of equity and inclusion at Metropolitan. She directs strategies aimed at attracting diverse candidates who enhance the workplace culture and uses a diversity, equity, and inclusion lens to address disparities in Metropolitan’s contracting and economic development operations. Thomas leads Metropolitan’s approach to effectively engage underserved communities and direct community engagement.



**Martha Tremblay, Assistant Chief Engineer/Assistant General Manager, Los Angeles County Sanitation District:** Ms. Tremblay oversees all departments, including Human Resources, Wastewater and Solid Waste Management, Engineering, Financial Management, Facilities Planning, and Technical Services, managing a diverse workforce of approximately 1,700 employees. Tremblay is directly involved in implementing agency policies, procedures, procurement, and budgets, and she is expanding workforce development initiatives and directing the Districts’ Diversity Equity and Inclusion Strategic Action Plan. She holds a Master's in Civil Engineering from UC Berkeley and a Bachelor's in Civil Engineering from USC and is a registered professional engineer.



**Stephan Tucker, General Manager, The Water Replenishment District of Southern California:** Mr. Tucker is a seasoned program management director and mechanical engineer, boasting over 34 years of experience in handling significant projects. For more than two decades, he focused on equity-related programs at the Los Angeles Department of Power and Water (LADWP), both as an employee and consultant. He holds a B.A. in Religion from Morehouse College, a B.S. in Mechanical Engineering from California State University, Northridge, and an M.B.A. in General Management from Pepperdine University. Additionally, he completed leadership and certification programs from UCLA

	Anderson School of Business and Project Management Institute.
	<p><b>Lorraine Aguilar, Chief Engagement Officer, Working Harmony, Inc.:</b> Ms. Aguilar teaches communication skills that help leaders and teams bring out the best in each other. Her internationally recognized training programs have been used to develop leaders at Apple, Microsoft, Nissan, and the United Nations. Her programs are based on Nonviolent Communication, an empathy-based framework for mindful communication that promotes inclusion, collaboration, innovation, and connection across differences.</p>
	<p><b>Carol J. Geffner, Ph.D., President, CB Vision Consultants, LLC:</b> Dr. Geffner is a Professor at USC’s Sol Price School of Public Policy and Director of the Executive Master of Leadership Program. She has worked with the Kets de Vries Institute, collaborating with CEOs and executive teams on strategy and leadership development. Her notable clients include USC, the Los Angeles District Attorney’s Office, Merck, and Deutsche Bank. Her book, "Building A New Leadership Ladder," published by MIT Press, focuses on transforming male-dominated organizations to support women leaders. Dr. Geffner holds a Ph.D. from Claremont Graduate University, an MPA from USC, and a BA from the University of Toronto.</p>
	<p><b>Dr. Jaguanana “Jag” Lathan, CEO and Founder, New Generation Equity:</b> Dr. Jaguanana “Jag” Lathan is a public-school educator with over 20 years of teaching and leadership experience. She is the CEO of New Generation Equity and serves on the Antioch Unified School District Board. Dr. Lathan has been a turnaround principal, improving an urban school’s performance, and served as the founding Executive Director of Equity at the San Diego County Office of Education, expanding equity work statewide. A dedicated advocate for educational equity, she collaborates with leaders to transform learning experiences for vulnerable students. She holds a Doctorate in Educational Leadership from Mills College and is a Leading for Equity Fellow.</p>

# **OUTGOING BOARD CORRESPONDENCE**

**From:** [Candice Kwok-Smith](#) on behalf of [Board Correspondence](#)  
**To:** [Jennifer Codianne](#); [Mark Bilski](#); [Shanika Richards](#)  
**Cc:** [Michele King](#); [Board of Directors](#)  
**Subject:** FW: Almaden Lake  
**Date:** Wednesday, December 11, 2024 9:38:36 AM  
**Attachments:** [image001.png](#)

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Good morning,

C-24-0280 has been approved, sent and closed.

Thanks,  
Candice

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**From:** Candice Kwok-Smith **On Behalf Of** Board of Directors  
**Sent:** Wednesday, December 11, 2024 9:37 AM  
**To:** [REDACTED]  
**Subject:** Re: Almaden Lake

**Sent on Behalf of Director Beall:**

Dear Christina Correa,

Thank you for reaching out to Valley Water regarding the encampments of unsheltered people located on Valley Water property along the Guadalupe River between Blossom Hill Road and Branham Lane. Valley Water is committed to using the power we have as an environmental stewardship agency to protect our waterways in collaboration with the cities and the County as they fulfill their public safety and social service roles. We are working closely with the City of San José to address these encampments and their impacts to the community.

Valley Water and the City entered into an agreement that allows the City to develop an Emergency Interim Housing (EIH) community on Valley Water property at Cherry Ave. near the Almaden Ranch shopping center, which will provide shelter for as many as 125 currently unsheltered people. During construction, the City Housing Department will make efforts to connect people residing at this site to existing housing or shelter options elsewhere in San José. City outreach teams will also begin working to ensure that as many people as possible who remain at the site have an opportunity to be housed in the Cherry Ave. EIH community when it begins operations later next year. After the housing relocations have taken place, Valley Water will continue working with the City to keep this reach of the Guadalupe River clear of all encampments.

Thank you again for your message. Please contact Assistant Operating Officer Mark Bilski at [mbilski@valleywater.org](mailto:mbilski@valleywater.org) with any follow-up information. You can also report concerns to Valley Water via our online system at <https://access.valleywater.org/sl>.

Sincerely,



Jim Beall  
Director, District 4

C-24-0280

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**From:** christina correa [REDACTED]  
**Sent:** Saturday, November 30, 2024 9:05 AM  
**To:** Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)>  
**Subject:** Re: Almaden Lake

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Hello,

I'm following up on the encampment that is at Almaden lake, Sanchez Ave area.

I read an article today that this is going to be cleared out. Can you confirm this?

What is the time frame regarding this?

Also, are the tiny homes still going to be build in that area ?

Thank you ,

Christina Correa

[Sent from AT&T Yahoo Mail for iPhone](#)

On Wednesday, June 28, 2023, 7:44 AM, Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)> wrote:

**Sent on Behalf of Director Beall:**

Dear Christina Correa,

Thank you for reaching out to Valley Water to share your concerns regarding encampments along Guadalupe River adjacent to Sanchez Ave. As discussed on the phone with Jennifer Codianne, Valley Water and City of San Jose are currently negotiating development of an Emergency Interim Housing (EIH) site on the undeveloped 2.52-acre lot along Cherry Avenue. During the San Jose City Council meeting held on June 6, the City Council approved staff's recommendation to pursue the Cherry Avenue site for Emergency Interim Housing development and the Water Resources Protection Zone (WRPZ) which will be an identified zone to keep clear of camping, fires, damage to vegetation, wildlife, and pollution to the water.

We recognize the unhoused and encampment situation in our county, region, state, and nation, remains an ongoing societal issue that we must strive to resolve together. Valley Water is in constant coordination with the cities, the County of Santa Clara and local law enforcement, to address encampment concerns.

Valley Water performs large-scale trash cleanups throughout the county to minimize trash generated by encampments that pollute the waterways. In this reach of Guadalupe River, Valley Water staff has already removed 35.88 tons of trash generated from encampments in this reach of creek this past year, the last cleanup occurred on June 5 & 6. We also wanted to alert you to the upcoming encampment cleanup event in this reach on July 13 & 14, 2023, which hopefully will address your trash related concerns. Additionally, National River Cleanup Day was May 20, 2023, which also aims to address trash related concerns in this area and countywide.

We share your frustration regarding the impacts of the encampments and acknowledge the multi-agency process involved to address this issue can be extensive.

While Valley Water is committed to using the power

that we have as an environmental stewardship agency to protect our waterways in collaboration with the cities and the county, as they fulfill their public safety and social service roles—Valley Water, as with all public agencies, must adhere to related case law and federal public health guidance.

### **Legal Constraints**

Covid related: During the COVID-19 pandemic, the Centers for Disease Control and Prevention (CDC) issued interim guidance to public agencies, recommending they allow people who are living unsheltered or in encampments to remain where they are if no individual housing options are available due to the risk of spreading the disease. As of November 2022, this CDC guidance was updated to state that although people experiencing unsheltered homelessness do not reside in a congregate setting, the risk of severe COVID-19 can be high in this group because of underlying medical conditions and lack of access to healthcare.

***Unhoused Case Law:*** Additionally, per the case of *Martin v. Boise*, the U.S. Court of Appeal for the Ninth Circuit held that the City of Boise violated the Eighth Amendment of the U.S. Constitution (prohibiting cruel and unusual punishment) for enforcing two city ordinances that made it a misdemeanor to camp on streets, sidewalks, parks, or public places (camping ordinance), or to sleep in a public place without the owner's permission (part of a disorderly conduct ordinance) when there was not enough beds available in local homeless shelters to house all of the unsheltered.

### **Effects of the Law on Valley Water**

Both the case law and CDC guidance have significantly affected how public agencies like Valley Water are responding to encampments of unsheltered persons. Please note these constraints also apply to the City of San Jose's trails rules; so, while it is important to maintain public access to safe recreation opportunities, enforcement of these rules and ordinances on the unhoused community is subject to the limitations

imposed by caselaw and statute.

Prior to the COVID-19 pandemic, Valley Water's approach to encampment management was a complaint-driven, abatement-focused strategy. While this approach addressed the immediate location of an encampment, it rarely led to an outcome of fewer encampments, and often the encampment moved to a new location. The new encampment management strategy seeks to manage encampments by using a variety of tools and approaches to better manage sites and reduce the need for abatements overall until adequate housing is available.

When performing work critical to its core mission, Valley Water will safely relocate encampments on Valley Water property including Valley Water right of way through coordinated efforts with other public agencies if the following criteria are met:

a) the encampment is in the path of, interferes with or obstructs access to,

i. flood protection/ water infrastructure facilities or projects

ii. maintenance projects, facilities, or maintenance access roads

iii. designated mitigation or vegetation management sites

b) the encampment poses an immediate safety risk— An immediate safety risk is one that involves safety of Valley Water staff. Safe relocation of encampments may also be conducted in response to public safety issues as determined by local jurisdictions such as a city, the county, or their police or fire departments. In the case of a public safety issue Valley Water will assist local jurisdictions in addressing encampments on property where Valley Water holds land rights.

Everyone is still encouraged to contact the police if any illegal activity or threat to public health and safety is

observed; and contact the fire department for fire and smoke incidents.

### **What Valley Water is Planning**

Also, to address the long-standing issues related to unsheltered encampments, Valley Water's Board of Directors directed staff on January 18, 2023, to proceed with the following actions to address the human, environmental and operational concerns of encampments of unsheltered people in the riparian corridors of Santa Clara County:

1. Proceed with a District Act amendment to give the legal authority for Valley Water to address encampments of unhoused people separately, or in conjunction with a proposed District Act bill.
2. Develop a longer-term solution in global partnership with cities, the County, and other special districts to help ensure better outcomes for unsheltered people. This may take the form of a global agreement, a JPA, or the creation of a continuum of care in Santa Clara County.
3. Consider district owned properties that could be used for the development of housing and create an inventory of those properties.

Again, we want to assure you that Valley Water is actively working in concert with our agency partners and the community to address the unhoused and encampments. We are always appreciative of your comments and should you have additional concerns, please feel free to contact me directly.

Please contact Jennifer Codianne, Deputy Officer for Watersheds Operations and Maintenance at [jcodianne@valleywater.org](mailto:jcodianne@valleywater.org) for follow up information.

You may also use our online system to report issues at <https://access.valleywater.org/customer/s/>.

Sincerely,



Jim Beall

Director, District 4

C-23-0131

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**From:** christina correa [REDACTED]  
**Sent:** Monday, June 12, 2023 1:39 PM  
**To:** Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)>  
**Subject:**

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Hello.

I live near Almaden lake. This is regarding the issue of the homeless encampment there. Lots of criminal activity and I have recently been a victim of a break in in my home over the weekend.

I have heard that this area is property of the water company. Can you confirm this?

I just don't know where to start to try and get the

encampment cleared out.

Thank you,

Christina Correa



[Sent from AT&T Yahoo Mail for iPhone](#)

**From:** [Candice Kwok-Smith](#) on behalf of [Board of Directors](#)  
**To:** [Carmen Narayanan](#); [Darin Taylor](#)  
**Cc:** [Michele King](#); [Board of Directors](#)  
**Subject:** FW: Complaint - Parcel Tax  
**Date:** Wednesday, December 11, 2024 2:10:41 PM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Good afternoon,

C-24-0283 has been approved, sent and closed.

Thanks,  
Candice

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**From:** Candice Kwok-Smith **On Behalf Of** Board of Directors  
**Sent:** Wednesday, December 11, 2024 2:10 PM  
**To:** [REDACTED]  
**Subject:** R: Complaint - Parcel Tax

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**Sent on Behalf of Director Santos:**


Dear Ok Sun Kim and Yong Hwa Kim,

Thank you for your email.

Valley Water staff has confirmed that the Safe, Clean Water Low Income Senior Exemption for your home on Donahue Drive in Milpitas bill has been effective since July 1, 2020 (including the recent correction made). The Safe, Clean Water special parcel tax has not been charged for the last five (5) years. Valley Water is unable to reverse Safe, Clean Water parcel tax charges dating back to the 2019 tax year.

If you have further questions please contact Carmen Narayanan at [cnarayanan@valleywater.org](mailto:cnarayanan@valleywater.org). Thank you for your understanding.

Stay safe and healthy,



Richard Santos  
Director, District 3

C-24-0283

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**From:** kim22276 [REDACTED]  
**Sent:** Thursday, December 5, 2024 12:03 PM  
**To:** Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)>  
**Subject:** Re: Complaint - Parcel Tax

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Reverse your parcel taxes in 2019, 2020, 2021 as well.

The errors have been entirely on YOUR SIDE.

Review our complaint to your Board of Directors (Mr. Santos) in October 2019 (documents available).

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This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.  
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On Wednesday, December 4, 2024 at 09:10:28 AM PST, Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)> wrote:

**Sent on Behalf of Director Santos:**

Dear Ok Sun Kim and Yong Hwa Kim,

Thank you for your email. Valley Water staff has conducted further research into the matter of the Safe, Clean Water Low Income Senior Exemption for your home on Donahe Drive in Milpitas and confirmed the correction has been processed and the Safe, Clean Water special parcel tax has been removed from your property tax bill.

**Background:**

Valley Water staff filed a parcel tax correction form with Santa Clara County to remove the \$78.28 Safe, Clean Water special parcel tax on APN: [REDACTED] following email confirmation between Valley Water staff and the homeowner(s) on October 9, 2024.

Staff appreciates Mrs. Kim following up and sharing the notice received from the County. Thank you for sending the attachments. Upon receipt, Valley Water staff promptly called the County Tax Roll Control Unit on November 25, 2024 to inquire as to the status the correction form submitted in October. County Tax Roll Control Unit staff confirmed receipt of the correction form and noted the correction should be posted within a few days.

Attached is a copy of the property tax bill (also available online here: <https://santaclaracounty.telleronline.net/search/1/PropertyAddress>) which shows \$0.00 owed and removal of special parcel tax 1023 SCVWD Safe Clean Water in the amount of \$78.28.

The correction has been processed.

As a reminder for future years, to remain in the Low-Income Senior Exemption program and maintain your exemption, your annual household income cannot EXCEED the annual income threshold amount. Valley Water mails out postcards annually to seniors for them to notify us if the household income level is greater than the threshold amount. In the future, do not return the postcard if your income is less than the income threshold amount. There is no need to reapply each year.

If you would like to discuss this issue further, Valley Water staff who manage the Safe, Clean Water Low-Income Senior Parcel Tax Exemption can be reached at [SeniorExemption@valleywater.org](mailto:SeniorExemption@valleywater.org) or by phone at (408) 630-2810 and are available to assist you.

Stay safe and healthy,



Richard Santos

Director, District 3

C-24-0273

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**From:** kim22276 [REDACTED]  
**Sent:** Friday, November 22, 2024 11:11 AM  
**To:** Anne Cooper <[ACooper@valleywater.org](mailto:ACooper@valleywater.org)>  
**Cc:** Board of Directors <[board@valleywater.org](mailto:board@valleywater.org)>

**Subject:** Complaint - Parcel Tax

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Ms. Cooper,

Your email on October 9, 2024 reads: my "mother in the Low-Income Senior Exemption program effective immediately and concurrently.....The County Assessor's Office will send a revised property tax bill."

Today my mother received a warning notice from the County Assessor's Office, telling my mother to pay her parcel tax or her account will become delinquent after December 10, 2024 (see the attached bill).

This is exactly what happened to my parents in 2018, 2019 and 2020, forcing them to pay your parcel tax or their account would become delinquent, their property sold at a public auction, and the like.

even though they had SUBMITTED AND APPROVED for the Low-Income Senior Exemption program all along.

You have said previously: There's no record of their Low-Income Senior Exemption application in 2019.

Please review our complaint to your Board of Directors (Mr. Santos) in October 2019.

It is clear now. Your error is obviously: You are confusing my mother's name with someone else's name. You had searched her Low-Income Senior Exemption application using the wrong name in 2019 and 2024.

Her name is Ok Sun Kim.

You have her first and last names reversed (see the attached postcard).....not uncommon mistake because it is a foreign name, but all the more reason to pay attention to avoid any mistake such as this.

Moreover, the postcard was stamped in "SAN JOSE CA 950."

My mother has lived in Milpitas, CA since 1979 and never lived in San Jose at any time.

Please REVERSE your parcel taxes for 2019, 2020, 2021 and 2024.

Yong Hwa Kim and Ok Sun Kim TRUSTEE & ET EL

██████████  
Milpitas, CA 95035  
██████████

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On Wednesday, October 9, 2024 at 12:53:26 PM PDT, Anne Cooper <[acooper@valleywater.org](mailto:acooper@valleywater.org)> wrote:

Good afternoon, Mr. Kim,

Thank you for your email.

This email is to inform you that we will be reinstating your mother in the Low-Income Senior Exemption program effective immediately and concurrently, we're in the process of notifying the County Assessor's Office to remove the Safe Clean Water charge from your mother's property tax bill. The County Assessor's Office will send a revised property tax bill. The process to correct tax bills does take some time for the County to process; it could be weeks until a revised tax bill is sent. Please note that if you do not receive your revised property tax bill before the next due date, you should pay your current property tax bill, so you are not penalized. The revised property tax bill will exclude Safe, Clean Water special parcel tax.

To remain in the Low-Income Senior Exemption program and maintain your exemption, your annual household income cannot EXCEED the annual income threshold amount. We mail out postcards annually to our Seniors for them to notify us if the household income level is greater than the threshold amount. In the future, *do not return the postcard if your income is less than the income threshold amount.*

Regards

**ANNE COOPER**

Safe, Clean Water Low-Income Senior Parcel Tax Exemption

[SeniorExemption@valleywater.org](mailto:SeniorExemption@valleywater.org)

Tel. (408) 630-2810

**YOUR TAX DOLLARS AT WORK**



**SANTA CLARA VALLEY WATER DISTRICT**

5750 Almaden Expressway, San Jose CA 95118

[www.valleywater.org](http://www.valleywater.org)

Clean Water · Healthy Environment · Flood Protection

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**From:** kim22276 [REDACTED]

**Sent:** Tuesday, October 8, 2024 11:55 AM  
**To:** Anne Cooper <[ACooper@valleywater.org](mailto:ACooper@valleywater.org)>  
**Subject:** Re: LISE Parcel Tax postcard

**\*\*\* This email originated from outside of Valley Water. Do not click links or open attachments unless you recognize the sender and know the content is safe. \*\*\***

This "open" postcard did not come from this address, [REDACTED], Milpitas, CA 95035. My name is Ok Sun Kim. You have my first and last names reversed. My husband passed away before 2023.

Moreover, my income is no where near that amount.

My income is around what it was when I "finally" was approved.

See attached my proof of income for 2024.

It appears as though your department is very creative in coming up with excuses to collect parcel taxes from those seniors who is not knowledgeable about the parcel taxes due to language difficulties and the like.

REVERSE the parcel taxes in 2024 and the PREVIOUS years. See attached my original complaint in 2019.

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On Tuesday, October 8, 2024 at 11:18:19 AM PDT, Anne Cooper <[acooper@valleywater.org](mailto:acooper@valleywater.org)> wrote:

Hello Richard,

Attached is the postcard (front and back) that we received indicating that your household income was greater than the threshold amount of \$68,663.

Regards,

**ANNE COOPER**

Management Analyst II (Temp)  
Financial Planning & Revenue Collection Unit

[acooper@valleywater.org](mailto:acooper@valleywater.org)

Tel. (408) 630-3710

Water Revenue Tel. (408) 630-2770

*Valley Water now accepts online payments, available here: <https://delivr.com/2vqcm>.*



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