

OLIVEHURST PUBLIC UTILITY DISTRICT

Our mission is to provide high quality services to enhance our community's quality of life.



BOARD OF DIRECTORS

Dennise Burbank John Floe MaryJane Griego Lacey Nelson Marc Perrault

GENERAL MANAGER

John Tillotson

September 8, 2026

The Honorable Judge Stephen Berrier
Yuba County Superior Court
215 Fifth Street
Marysville, CA 95901

Michael Scully-Linder, Foreperson
Yuba County Superior Court
215 Fifth Street
Marysville, CA 95901

Subject: Grand Jury Report: A Small Agency with a Big Impact, June 10, 2026

Dear Judge Berrier and Mr. Scully-Linder:

On behalf of the Olivehurst Public Utility District ("District") Board of Directors, we submit this response to the findings and recommendations contained in the Grand Jury Report: *A Small Agency with a Big Impact*, dated June 10, 2026, pursuant to Penal Code Sections 933 and 933.05.

This response was prepared and adopted in accordance with Penal Code section 933(c) and subject to the notice, agenda, and open meeting requirements of the Ralph M. Brown Act. The Grand Jury Report was listed on the agenda of the District's Board of Directors meeting on June 18, 2026, the agenda was posted for public notice, and the District's response was considered and approved by the Board of Directors during the open session of that meeting.

Attached please find the completed "Response to Grand Jury Report Form" and required attachments.

Should you have any questions, please contact me at 530.743.0317 or jtillotson@opud.org.

Sincerely,

A handwritten signature in blue ink that reads "Dennise Burbank".

Dennise Burbank, President
On behalf of the Board of Directors
Olivehurst Public Utility District

A handwritten signature in blue ink that reads "John Tillotson".

John Tillotson
General Manager
Olivehurst Public Utility District

RESPONSE FORM: 2025-2026 Yuba Civil Grand Jury Report

Report Title: A Small Agency with a Big Impact

Respondent/Agency Name: Olivehurst Public Utility District (OPUD) — Board of Directors
(required respondent); General Manager (invited respondent)

Your Name: [NAME], Board President; John Tillotson

Title: Board President / General Manager

FINDINGS

- I (we) agree with the findings numbered:
- I (we) disagree *partially* with the findings numbered: **F1 & F2**
- I (we) disagree *wholly* with the findings numbered:

(Attach a statement specifying any portions of the findings that are disputed; include an explanation of the reasons therefor.)

RECOMMENDATIONS

- Recommendations numbered **R1 & R2** have been implemented. (Attach a summary describing the implemented actions.)
- Recommendations numbered _____ have not yet been implemented, but will be implemented in the future.

(Attach a timeframe for the implementation.)

- Recommendations numbered _____ require further analysis.
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.)

- Recommendations numbered ____ will not be implemented because they are not warranted or are not reasonable.

(Attach an explanation.)

Date: September 8, 2026

Signed: Donnie Bush (Board President)

Number of pages attached: 2

Response Form Continuation – OPUD Statements and Explanations Yuba Civil Grand Jury Report

A Small Agency with a Big Impact, June 10, 2026 (“Report”)

Findings

F1. Customer service requests and complaints submitted to OPUD are not consistently tracked or resolved.

F1. Response: Olivehurst Public Utility District disagrees partially.

F1. Statement: Olivehurst Public Utility District (“District”) disagrees partially with Finding F1. The District agrees that, prior to the Grand Jury’s review, it did not maintain a single centralized log for tracking customer service requests and complaints across all communication channels. The District disagrees, however, with any implication that customer requests and complaints were not resolved. The District has established processes for receiving, addressing, and resolving customer inquiries through the communication channels available to its customers, including telephone, email, and the service request form on the District’s website. Staff have long maintained notes regarding customer contacts within the individual customer’s account, and staff strive to respond to requests within one to two business days. Complaints concerning water and wastewater service are handled in accordance with the requirements of the State Water Resources Control Board, the Public Utilities Commission, and applicable state law; fee-related inquiries are addressed under the District’s Water/Sewer Fact Sheet and Water and Wastewater Services Policy; and complaints regarding the District’s parks are directed to the Parks Department Manager for direct response. To address the tracking gap identified by the Grand Jury, and as described in the District’s response to Recommendation R1 below, the District has now developed a Customer Service Complaint Request Log Procedure, together with a centralized Customer Service Complaint / Request Log. The District welcomes constructive feedback and continually looks for opportunities to improve its customer service practices, documentation, and internal processes.

F2. Public understanding of OPUD’s responsibilities and jurisdiction appears limited.

F2. Response: Olivehurst Public Utility District disagrees partially.

F2. Statement: Olivehurst Public Utility District (“District”) disagrees partially with Finding F2. The District takes pride in being transparent, forthright, and accessible, and it strives to clearly communicate its responsibilities, authority, and jurisdiction to the community. The District acknowledges, however, as the Grand Jury observed, that some members of the public assume the District is responsible for services that are outside its jurisdiction — for example, storm drainage and street lighting outside historic Olivehurst — and that this has, at times, resulted in requests being directed to the District rather than to the responsible agency.

To assist the public in understanding what the District does and does not do, the District provides the following services:

Olivehurst: water, wastewater (sewer), parks, fire protection, and street lighting within historic Olivehurst.

Plumas Lake: water, wastewater (sewer), and parks.

The following services are commonly assumed to be the District's responsibility but are not within its jurisdiction, and are provided by the agencies identified below:

Storm drainage and drainage facilities: Yuba County / Reclamation District No. 784.

Roads and street maintenance: Yuba County.

Streetscape: Yuba County.

Street lighting outside historic Olivehurst: Yuba County.

As described in the District's response to Recommendation R2 below, the District has updated its website to identify these services and the responsible agencies and to provide after-hours emergency contact information. The District values constructive feedback and continues to seek opportunities to strengthen its communication and public outreach efforts.

Recommendations

R1. The Grand Jury recommends that the OPUD General Manager, by December 31, 2026, direct staff to develop a centralized system to log and track customer service requests and complaints to ensure timely responses and follow-up.

R1. Response: The District has implemented Recommendation R1.

Explanation: In response to the Grand Jury's recommendation R1 and as part of the District's ongoing commitment to improvement, the District has developed a "Customer Service Complaint Request Log Procedure" and a centralized "Customer Service Complaint / Request Log."

The Customer Service Complaint / Request Log serves as the District's centralized tracking system for customer service complaints and requests. The log provides a consistent and straightforward method for documenting customer contacts and tracking the District's response through completion.

When a staff member receives a customer complaint or request through any of the communication channels provided by OPUD, including telephone, website, email, in-person contact, or other available means, the staff member documents the customer's information and the nature of the complaint or request in the log.

Once the complaint or request has been documented, staff address the matter and record the date on which it was completed or resolved. When additional or more detailed information is necessary, that information will be documented within the customer's account or otherwise

maintained in the appropriate District records.

The District maintains these logs in accordance with its record retention policy. This process provides the District with a centralized record of customer service complaints and requests, facilitate follow-up and accountability, and allows the District to identify recurring issues or opportunities for further improvement. The District remains committed to providing responsive, professional, and effective service to its customers and to continually evaluating and improving its practices.

R2. The Grand Jury recommends that the OPUD General Manager, by December 31, 2026, direct staff to review the OPUD website and clarify the district's responsibilities and jurisdiction. Such clarification should include which services are not under OPUD jurisdiction but often assumed to be and provide contact information for the appropriate agency. Additionally, information on after-hours emergency service should be more clearly listed.

R2. Response: The District has implemented Recommendation R2.

Explanation: In response to the Grand Jury's Recommendation R2, the District has implemented Recommendation R2 by updating its website to provide greater clarity regarding the District's responsibilities, jurisdiction, and the services it provides to the community.

Specifically, the District updated its "About Us" section to clearly communicate the District's mission: "To provide high quality services to enhance our community's quality of life." The website also identifies the services provided by the District through designated department tabs, allowing community members to more easily identify the services and resources available to them.

Additionally, the District established an "Outside Agencies" page to clearly identify services that are not provided by the District or that are available through the other agencies outside the District's regular business hours. The page provides information on where community members can obtain assistance and who they may contact when the District is unavailable.

All updates have been published on the District's website. District staff have also been directed to review the updated information and remain knowledgeable about the District's responsibilities, jurisdiction, and available services so they can provide accurate information and appropriately direct community members to resources they need.