

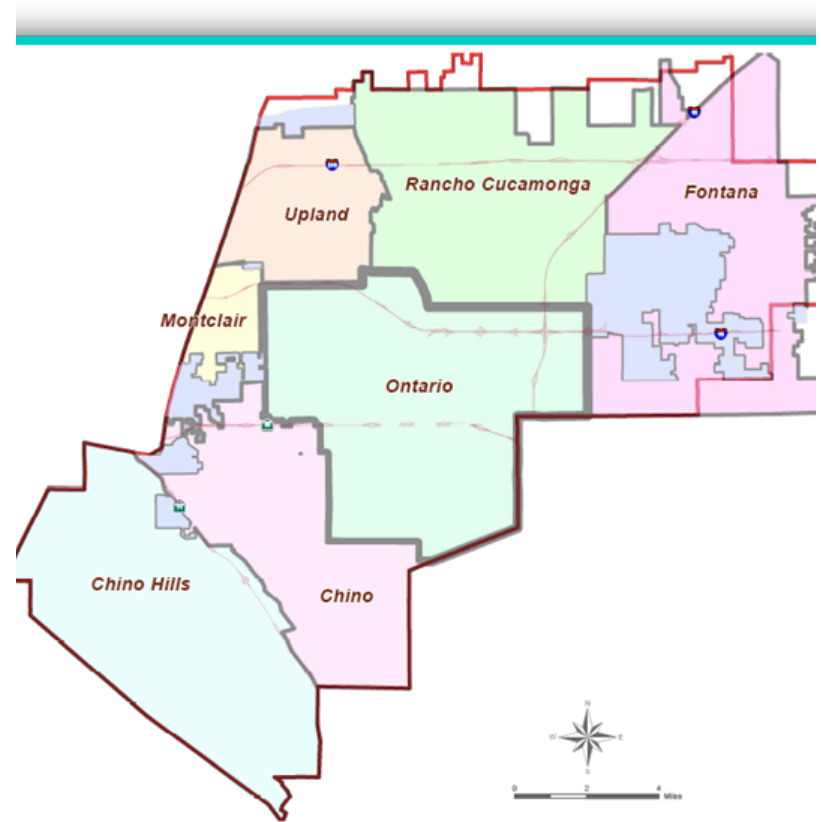
Program Management - Contractor 101



Peer to Peer 2019
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About IEUA

- Location: southwestern portion of San Bernardino County - 242 square miles
- Regional Supplies: ~203,400 AF (M&I)
- Wholesale Imported Water Supplier
- Regional Wastewater Treatment Provider
- Retail Member Agencies:
 - City of Chino
 - City of Chino Hills
 - City of Ontario
 - City of Upland
 - Cucamonga Valley Water District
 - Fontana Water Company
 - Monte Vista Water District
 - San Antonio Water Company



When your Contractor runs away with your Program



- Doesn't follow program plan (Timing)
- Doesn't deliver the goods or services
- Upsells your customer
- Maximizes their profits
- Leaves customers in limbo
- Doesn't wear proper attire
- Talks too much
- Doesn't properly track program costs
- Doesn't submit accurate invoicing
- Lacks communication
- Doesn't honor all contractual obligations

Getting Back on Track

- 💧 Develop detailed scope of works
- 💧 Develop detailed contractual obligations
- 💧 Determine latitude for additional services, if applicable
- 💧 Implement pre-qualification Forms
- 💧 Develop detailed Participant Agreements
- 💧 Require monthly Program and Budget Tracking
- 💧 Require Installation/Release forms
- 💧 Ensure Invoice back-up
- 💧 Conduct Phone Verifications
- 💧 Conduct Physical Inspections
- 💧 Evaluate value added services/benefits
- 💧 Issue Stop Work Notices, if necessary



Consequences of the uninvited Contractor

- ◆ Misrepresentation (Agency – Program Partner)
- ◆ How do you stop it?
- ◆ How do you control it?
- ◆ Business License?
- ◆ Social Media?
- ◆ Identifiers?
 - Vehicles
 - ID Badges
 - Uniforms

Discussion...

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