

**RESOLUTION NO. 13-220**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF  
THE MISSION HILLS COMMUNITY SERVICES DISTRICT  
ADOPTING A CUSTOMER POLICY MANUAL**

**WHEREAS**, the Mission Hills Community Services District (the "District") is a community services district duly formed under Government Code Section 61000 *et seq.* to provide community services within the District's service area, including water and sewer services; and

**WHEREAS**, the District Board of Directors establishes policies for the operation of the District pursuant to Government Code Section 61040(a); and

**WHEREAS**, customer service is of primary importance to the District; and

**WHEREAS**, in an effort to provide high quality customer service and foster good customer relations, the District desires to adopt a Customer Policy Manual; and

**WHEREAS**, the Customer Policy Manual will serve as a resource for Directors, staff and members of the public to determine the manner in which matters of District business are conducted.

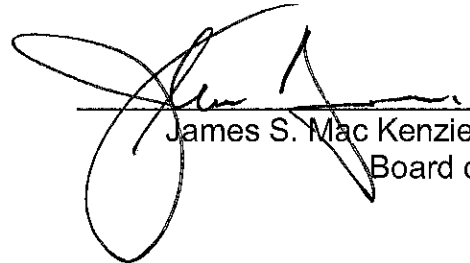
**NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE MISSION HILLS COMMUNITY SERVICES DISTRICT** as follows:

1. The above recitals are true and correct and are incorporated herein by this reference.
2. The Customer Policy Manual attached to this Resolution as Exhibit A is hereby adopted in its entirety.

On motion of Director Hayes, seconded by Director Mac Kenzie, to be effective beginning January 14, 2014; coinciding with Ordinance No. 13-80, and on the following roll call vote, to-wit:

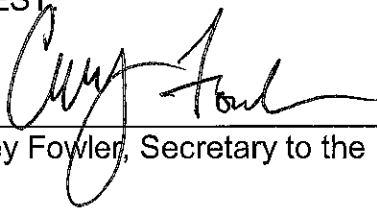
AYES:	Directors:	Fasold, Hayes, Jones, Mac Kenzie, and Naughton
NOES:		None
ABSENT:		None
ABSTAIN:		None

The foregoing Resolution is hereby passed and adopted this 11<sup>th</sup> day of December, 2013.



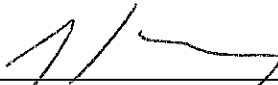
James S. Mac Kenzie, President  
Board of Directors

ATTEST:



Casey Fowler, Secretary to the Board

APPROVED AS TO FORM:



Ziyad I. Naccasha, District Counsel