

# Modoc Local Agency Formation Commission

## REGULAR MEETING AGENDA

Website: [www.modoclafco.org](http://www.modoclafco.org)

### TUESDAY

### February 8, 2022

City Council Chambers  
Alturas City Hall  
200 North Street, Alturas, CA 96101

### 4: 00 PM

**This will be a Physical Meeting**  
**at the City Council Chambers in Alturas**  
**(A Zoom option is available for the public)**

*(All meeting materials are available on LAFCo's Website: [www.modoclafco.org](http://www.modoclafco.org))*

**In person meeting:** Required for all Commissioners. The Modoc LAFCO meeting will be open to in-person attendance. To remain in compliance with the state's public health guidance and CalOSHA COVID-19 Emergency Temporary Regulations [8 CCR §3205], masks will be encouraged to be worn by individuals who are not fully vaccinated while inside City Hall and while in the City Council Chambers.

**Zoom meeting:** The Commission proceedings are available via Zoom and you may participate in Public Comment by using the "raise hand" function. Pursuant to Government Code section 54953, local legislative bodies may hold public meetings via teleconference. Additionally, even when members of the local legislative body are attending meeting in person the local legislative body may make public meetings accessible telephonically or otherwise electronically to all members of the public. Members of the public are encouraged to observe and participate in the teleconference.

Public comment will also be accepted by email at [j.benoit4@icloud.com](mailto:j.benoit4@icloud.com) Please list the item number you wish to comment on and submit your written comments 24 hours prior to the start of the meeting. Written comments will be distributed to the Commission prior to the meeting but not read at the meeting and are limited to 500 words

Oral public comments will be subject to a three-minute time limitation indicated below.

*The complete agenda, including backup materials and materials related to items on this Agenda submitted to the Commission after distribution of the Agenda Packet, is available for public inspection on the Modoc LAFCo website. Agenda materials are also available on the Modoc LAFCO website at [www.modoclafco.org](http://www.modoclafco.org)*

Modoc LAFCo is inviting you to a scheduled Zoom meeting.

Topic: Modoc LAFCo

Time: Feb 8, 2022 04:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82729743353?pwd=YWxhZ0liRnVweUZ5R3FCRHJIWkpVUT09>

Meeting ID: 827 2974 3353

Passcode: 508768

One tap mobile

+16699006833,,82729743353#,,,,\*508768# US (San Jose)

+13462487799,,82729743353#,,,,\*508768# US (Houston)

Dial by your location

+1 669 900 6833 US (San Jose)

**1. Call to order / Pledge of Allegiance**

Commissioners

Alternate Members

Cheryl Nelson, Vice-Chair, City Member  
Ned Coe, County Member  
Marie Neer, Public Member  
Mark Steffek, Chair City Member  
Kathie Rhoads, County Member

\_\_\_\_\_, Public Member Alt.  
Geri Byrne, County Member Alt.  
Yolanda Lewis, City Member Alt

LAFCO Staff

John Benoit, Executive Officer  
Scott Browne, LAFCO Counsel  
Macey Binning, Clerk

**2. Approval of the Agenda (Additions and Deletions)**

**3. Correspondence:** *Letter from RCRC re: JPA for Telecommunications*

**4. Consider Minutes for the December 14, 2021 LAFCo meeting**

a. *Approve LAFCo minutes for the December 14, 2021 meeting*

**5. Public Comment**

This is the time set aside for citizens to address the Commission on any item of interest to the public that is within the subject matter jurisdiction of the Commission. For items that are on the agenda, public comment will be heard when the item is discussed. If your comments concern an item that is noted as a public hearing, please address the Commission after the public

hearing is opened for public testimony. The Chair reserves the right to limit each speaker to three (3) minutes. Please understand that by law, the Commission cannot make decisions on matters not on the agenda.

**6. Authorize payment of claims**

- a. *Authorize payment of claims for December 2021 and January 2022*
- b. *Consider LAFCo Resolution 2022-0001 authorizing a remote teleconferencing meeting.*

**7. Policies, Standards and Procedures Amendment regarding a Service Review followup policy regarding MSR followup**

- a) *Receive Executive Officer's Report*
- b) *Consider adopting a Municipal Service Review (MSR) follow-up policy and consider Resolution 2022-0002*

**8. Public Hearing regarding the Cedarville County Water District Service Review and Sphere of Influence**

- a) *Review hearing draft document, conduct Public Hearing and consider LAFCo Resolution 2022-0003 adopting a Municipal Service Review for services provided by the Cedarville County Water District.*
- b) *Consider LAFCo Resolution 2022-0004 adopting a Sphere of Influence Update for the Cedarville County Water District.*

**9. Executive Officer's Report**

- a) *700 Forms due April 1, 2022*
- b) *April 12, 2022 - 2022-2023 LAFCo Budget*

**10. Commissioner Reports - Discussion**

*This item is placed on the agenda for Commissioners to discuss items and issues of concern to their constituency, LAFCO, and legislative matters.*

**11. Adjourn to the next regular meeting on April 12, 2022**

*Any member appointed on behalf of local government shall represent the interests of the public as a whole and not solely the interest of the appointing authority Government Code Section 56325.1*

*The Commission may take action upon any item listed on the agenda. Unless otherwise noted, items may be taken up at any time during the meeting.*

*Public Comment*

Members of the public may address the Commission on items not appearing on the agenda, as well as any item that does appear on the agenda, subject to the following restrictions:

- Items not appearing on the agenda must be of interest to the public and within the Commission's subject matter jurisdiction.
- No action shall be taken on items not appearing on the agenda unless otherwise authorized by Government Code Section 54954.2 (known as the Brown Act, or California Open Meeting Law).

Public Hearings

Members of the public may address the Commission on any item appearing on the agenda as a Public Hearing. The Commission may limit any person's input to a specified time. Written statements may be submitted in lieu of or to supplement oral statements made during a public hearing.

Agenda Materials

*Materials related to an item on this agenda submitted to the Commission after distribution of the agenda area available for review for public inspection in the Modoc County Planning Department office located at on 203 W. 4<sup>th</sup> Street, Alturas CA. [such documents are also available on the Modoc LAFCO website ([www.modoc.lafco.ca.gov](http://www.modoc.lafco.ca.gov)) to the extent practicable and subject to staff's ability to post the documents prior to the meeting]*

Accessibility

An interpreter for the hearing-impaired may be made available upon request to the Executive Officer 72 hours before a meeting.

The location of this meeting is wheelchair-accessible.

Disclosure & Disqualification Requirements

Any person or group of persons acting in concert who directly or indirectly contribute \$1,000 or more in support of or in opposition to a change of organization or reorganization that has been submitted to Modoc LAFCO must comply with the disclosure requirements of the Political Reform Act of 1974 applicable to local initiative measures to be submitted to the electorate. These requirements contain provisions for making disclosures of contributions and expenditures at specified intervals; they may be reviewed at Government Code §§56700.1 and 81000 *et seq.* Additional information about the requirements pertaining to local initiative measures to be presented to the electorate can be obtained by calling the Fair Political Practices Commission at (916) 322-5660. A LAFCO Commissioner must disqualify herself or himself from voting on an application involving an "entitlement for use" (such as an annexation or sphere amendment) if, within the last twelve months, the Commissioner has received \$250 or more in campaign contributions from the applicant, any financially interested person who actively supports or opposes the application, or an agency (such as an attorney, engineer, or planning consultant) representing the applicant or an interested party. The law (Government Code Section 84308) also requires any applicant or other participant in a LAFCO proceeding to disclose the contribution amount and name of the recipient Commissioner on the official record of the proceeding.

Contact LAFCO Staff LAFCO staff may be contacted at (530) 619.5128 or by email at [j.benoit4@icloud.com](mailto:j.benoit4@icloud.com) Copies of reports to the extent feasible are located on the LAFCO webpage at: [www.modoclafco.org](http://www.modoclafco.org)



RURAL COUNTY REPRESENTATIVES  
OF CALIFORNIA

January 5, 2022

Dear LAFCO Executive Officer,

Rural County Representatives of California (RCRC) represents the collective unique interests of its 38 member counties in lobbying and advocacy and through the implementation of innovative programs and services. The county that you represent is a member of RCRC and has recently, by a vote of the County Board of Supervisors, elected to join the Golden State Connect Authority (GSCA) Joint Powers Authority (JPA).

The Board of Directors of RCRC voted unanimously to approve the formation of Golden State Connect Authority JPA on August 18, 2021, for the purpose of expanding broadband access and quality in rural counties. The official formation meeting of GSCA was held on December 9, 2021. Thirty-seven of RCRC's 38 member counties have voted to join the JPA. (Santa Barbara County's membership in RCRC was approved by the RCRC Board on December 9, 2021. They are now eligible to become a member of GSCA. This is the only RCRC member county which is not currently a member of GSCA.)

As with RCRC, the proposed new entity will be governed by delegate Supervisors from each member county. Initial areas of focus for broadband work on behalf of Member Counties will include:

- *Foundational Readiness*: Ensure all member counties have broadband strategic plans
- *Capacity Building*: Equip rural counties with information and resources about innovative models and approaches to broadband deployment
- *Demonstration Projects*: Implement open-access municipal broadband projects

Attached to this letter is a copy of the documents that were filed with the Secretary of State and the State Controller's Office. If you have any questions about GSCA, please do not hesitate to contact me.

Sincerely,

BARBARA HAYES  
Chief Economic Development Officer

Cc: RCRC Member County Delegate

Attachments: Golden State Connect Authority Joint Exercise of Powers  
Registry of Public Agencies (SF-405) and Notice of a Joint Powers Agreement (SF-404A)  
Golden State Connect Authority Member Counties

**Local Agency Formation Commission of Modoc County**  
**Meeting Minutes**  
**December 14, 2021**

**1. Call to order / Pledge of Allegiance**

Chair Mark Steffek called the meeting to order at 4:00 p.m. in City Council Chambers at 200 W. North Street in Alturas, CA. Commissioner Rhoads, Commissioner Nelson, Commissioner Neer, Commissioner Coe and Chair Steffek were present. Commissioner Lewis, and Commissioner Byrne were absent. Public attending 2.

Staff Present: John Benoit, Executive Officer, and Macey Binning, Clerk.

**2. Approval of the Agenda (Additions and Deletions)**

Commissioner Rhoads made the motion to approve the agenda as presented; seconded by Commissioner Coe. In favor were Commissioners Rhoads, Nelson, Neer, Coe and Chair Steffek. Motion passed unanimous.

**3. Correspondence**

Executive Officer Benoit received a letter from the State Controller’s office claiming the Canby Community Service District is inactive. However, that isn’t correct and Mr. Benoit is working with the Canby Community Service District to apply for a REAP grant.

Commissioner Coe inquires if there is particular reason the State Controllers office would say the Canby Community Service District is inactive.

Executive Benoit replies if they didn’t file their annual audit they would be added to the inactive list. However, Mr. Benoit knows of other service districts that didn’t file an audit and are not on the list.

**4. Consider Minutes for the August 10, 2021 and October 19, 2021 LAFCO meetings**

Commissioner Rhoads made the motion to approve the August 10, 2021, LAFCo meeting minutes; seconded by Commissioner Neer. Commissioner Coe abstained. In favor were Commissioners Rhoads, Nelson, Neer, and Chair Steffek.

Motion passed.

Commissioner Rhoads made the motion to approve the October 19, 2021, LAFCo meeting minutes; seconded by Commissioner Neer. In favor were Commissioners Rhoads, Nelson, Neer, Coe, and Chair Steffek.

Motion passed unanimous.

**5. Public Comment – None**

**6. Authorize payment of Claims**

Commissioner Coe made the motion to authorize the payment of claims for October, 2021 and November, 2021; seconded by Commissioner Rhoads. In favor were Commissioners Rhoads, Nelson, Neer, Coe and Chair Steffek.

Motion passed unanimous.

7. **Policies, Standards and Procedures Amendment regarding a Service Review follow-up policy**  
Executive Officer Benoit would like to update the Service Review (MSR) Follow-up Policy. In this update Mr. Benoit would like to reflect a follow-up with a year (more or less). This is the first reading for updating the policy. The next meeting will be to adopt the new policy.

Chair Steffek would like to update Service Review (MSR) to reflect as Municipal Service Review (MSR) for clarification. Mr. Steffek is also concerned with the language as year (more or less).

Mr. Benoit will make that correction even though in the Policies, Standards, and Procedures it is referenced only as a Service Review. Mr. Benoit explained that he added more or less due to the LAFCO meeting scheduling.

Commissioner Neer suggested adding within approximately one year.

Mr. Benoit will make the suggested changes.

Commissioner Coe made a motion to waive the first reading to update the Municipal Service Review (MSR) Follow-up Policy and schedule the second reading for the February LAFCO meeting; seconded by Commissioner Rhoads. In favor were Commissioners Rhoads, Nelson, Neer, Coe and Chair Steffek.

Motion passed unanimous.

8. **Introduction to the Cedarville County Water District Service Review**

Executive Officer Benoit plans to schedule either a workshop or public hearing to review the first draft of the Cedarville County Water District Service Review. Currently the District will need to create and maintain a website to meet requirements. This is a very small District and they are very active. The district is applying for a grant through safe drinking water.

After review Chair Steffek was concerned in the service review it states there are two water storage tanks. However, it mentions one storage tank will be going to the Cedarville Rancheria.

Roger with the Cedarville County Water District explains this was due to a settlement to a lawsuit. The Cedarville County Water District plans on applying for a grant and replacing the storage tank along with replacing overdue water lines.

The Commissioners agree they would like to have the public hearing scheduled for the February meeting to review the first draft of the Cedarville County Water District Service Review.

9. **Set regular meeting for 2022**

Executive Officer Benoit would like to propose changing the February LAFCO meeting to February 15<sup>th</sup> instead of the regular scheduled meeting February 8<sup>th</sup>.

The Commissioners would like to keep the February meeting scheduled for February 8<sup>th</sup>.

10. **Executive Officer's Report**

Executive Officer Benoit wanted to ensure the Commissioners had the new contact number. He recently switched from a landline to adding a line on his cellphone.

Mr. Benoit reminds the Commissioners of the option they have through the AB361 that was signed by Governor Newsom to allow the flexibility of remote meetings during the proclaimed emergency. This is done through a Resolution and is revisited every 30 days.

Chair Steffek would like to have a Resolution for AB361 to allow the flexibility of remote LAFCo meetings.

Mr. Benoit will add the Resolution as a consent agenda item on the next LAFCo agenda.

Commissioner Coe informs the Commissioners this Resolution can be added the day of a meeting if needed as well.

Mr. Benoit informs the Commissioners Modoc County has the opportunity through the Housing and Community Development to apply for the REAP Grant. This is an entitlement grant of \$120,000.00 and will allow the Municipal Service Review and Sphere of Influence to be conducted and funded for the City of Alturas, Alturas Municipal Sewer District, Adin and Canby.

**11. Commissioner Reports**

Chair Steffek reports the Alturas Municipal Sewer District is moving forward and will need to set a meeting with Modoc County to finalize obtaining Daphnedale's remaining assets. Mr. Steffek also reports the pool committee has applied for a grant through Prop 68 and recently discovered they were not successful. Even though they're discouraged from this news they will continue to apply for funding opportunities.

**12. Adjourn to the next regular meeting on February 8, 2022.**

There being no further business to come before the Commission. Motion made by Commissioner Coe to adjourn at 4:49 p.m.; seconded by Commissioner Nelson. In favor were Commissioners Rhoads, Nelson, Neer, Coe and Chair Steffek.  
Motion passed unanimous.

# Modoc Local Agency Formation Commission

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## CLAIMS

for

December 2021 – January 2022

### Authorize Claims for FY 2021-2022

Jan 1, 2021	Staff Svcs and Expenses December 2021	\$ 2,916.33
Dec 14, 2021	Meeting stipend Dec 14, 2021	\$ 500.00
Feb 1, 2022	Staff Svcs and Expenses January 2022	\$ 3,153.64
	<b>TOTAL:</b>	<b>\$ 6,569.97</b>

**DATED:** February 8, 2022

**APPROVED:** February 8, 2022

**Mark Steffek, Chair or Cheryl Nelson, Vice-Chair Modoc Local Agency Formation Commission**

**Attest:**

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**John Benoit**  
**Executive Officer**

Modoc LAFCO  
Expenditures and Revenue  
FY 2021-2022

	New Acquired Member 4228	Fee Scheduling 4228	Memberships 442	Receipts 4218	Postage 4218	Communications 4227	Offices Exp 4218	Council 4208	Staff Svcs 4084	Chief Costs 4086	Notice and Public 4369	Trains & Travel 4439	MSRSD Updates 4154	Commissioner Salaries 4093	TOTAL
Total Budgeted 2021-2022	\$ 3,000.00	\$ 1,131.00	\$ 600.00	\$ 300.00	\$ 1,000.00	\$ 600.00	\$ 2,000.00	\$ 2,000.00	\$ 36,000.00	\$ 720.00	\$ 600.00	\$ 2,200.00	\$ 12,500.00	\$ 4,800.00	\$ 65,451.00
Calafco Dues 21-22	\$ (510.00)	\$ (15.00)					\$ (24.98)		\$ (1,955.00)				\$ (467.50)		\$ (1,131.00)
Payroll Aug 10, 2021									\$ (4,132.50)	\$ (120.00)				\$ (500.00)	\$ (500.00)
Staff Svcs August 2021		\$ (2.40)	\$ (1.20)	\$ (141.26)					\$ (4,132.50)	\$ (120.00)					\$ (4,397.36)
Staff Svcs September 2021				\$ (59.99)					\$ (2,635.00)						\$ (2,694.99)
Staff Svcs October 2021		\$ (15.00)	\$ (1.96)	\$ (60.06)					\$ (3,410.00)	\$ (120.00)					\$ (3,607.02)
Payroll Oct 19, 2021														\$ (500.00)	\$ (500.00)
Modoc Rec Protest City Subsidiary Distr.															\$ (135.00)
Staff Svcs November 2021									\$ (2,422.50)		\$ (135.00)		\$ (1,870.00)		\$ (4,363.28)
Payroll Dec 14, 2021									\$ (2,720.00)	\$ (120.00)				\$ (500.00)	\$ (500.00)
Staff Svcs December 2021		\$ (10.00)					\$ (83.14)		\$ (3,017.50)						\$ (2,916.33)
Staff Svcs January 2022 # 22-08															\$ (3,153.64)

Total Expenditures to date	\$ (610.00)	\$ (1,131.00)	\$ (42.40)	\$ (15.16)	\$ (674.99)	\$ (58.32)	\$ (2,532.22)	\$ (340.00)	\$ (20,592.50)	\$ (940.00)	\$ (135.00)	\$ (2,337.98)	\$ (2,337.98)	\$ (1,500.00)	\$ (28,994.27)
Total Budget Remaining	\$ -	\$ -	\$ 57.60	\$ 296.84	\$ 375.41	\$ 541.68	\$ 2,000.00	\$ 2,000.00	\$ 15,707.50	\$ 360.00	\$ 465.00	\$ 2,200.00	\$ 10,162.50	\$ 3,300.00	\$ 38,456.73

  

	unaudited	July 1, 2021 City Fund Carryover
21-22 Actual City/Co Contributions		\$ 27,253.12
FY 2020-21 City Anticipated Funds Transf		
2021-22 County-City Funds anticipated		\$ 51,966.10
Funds received		
REVENUE FOR PROJECTS		
Interest		
Anticipated Funds received		
Less Expenditures		\$ (26,994.27)
Actual Cash Balance		\$ 258.85

**RESOLUTION NO. 2022-0001**

**A RESOLUTION OF MODOC LAFCO AUTHORIZING A REMOTE TELECONFERENCE MEETING OF THE COMMISSION PURSUANT TO GOVERNMENT CODE SECTION 54953(e)**

WHEREAS, Government Code section 54953(e), as amended by Assembly Bill No. 361, allows legislative bodies to hold open meetings by teleconference without reference to otherwise applicable requirements in Government Code section 54953(b)(3), so long as the legislative body complies with certain requirements, there exists a declared state of emergency, and one of the following circumstances is met:

1. State or local officials have imposed or recommended measures to promote social distancing.
2. The legislative body is holding the meeting for the purpose of determining, by majority vote, whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.
3. The legislative body has determined, by majority vote, pursuant to reason two below, that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

WHEREAS, the Governor of California proclaimed a state of emergency pursuant to Government Code section 8625 on March 4, 2020; and

WHEREAS, the MODOC LAFCO desires to hold its public meetings by teleconference consistent with Government Code section 54953(e).

NOW, THEREFORE, MODOC LAFCO DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. Recitals. The Recitals set forth above are true and correct and are incorporated into this Resolution by this reference.

Section 2. Conditions are Met. The MODOC LAFCO hereby finds and declares the following, as required by Government Code section 54953(e)(3):

1. The Governor of California proclaimed a state of emergency on March 4, 2020, pursuant to Government Code section 8625, which remains in effect.
2. The reasons for adopting this resolution are one or more of the following:
  - a. State or local officials have imposed or recommended measures to promote social distancing.
  - b. The legislative body is holding the meeting for the purpose of determining whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

- c. The legislative body has determined that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

PASSED AND ADOPTED by the Modoc LAFCo, this 8<sup>th</sup> day of February 2022 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Mark Steffek, Chair

Modoc Local Agency Formation Commission

ATTEST:

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John Benoit, Executive Officer

MODOC LOCAL AGENCY FORMATION COMMISSION,

**Resolution 2022-0002  
of the  
Modoc Local Agency Formation Commission**

*A Resolution of the Modoc Local Agency Formation Commission  
Amending its Policies, Standards and Procedures to include a policy regarding Municipal  
Service Review Follow up*

**RESOLVED**, the Modoc Local Agency Formation Commission in the County of Modoc, State of California, that

**WHEREAS**, policies, standards and procedures are necessary to guide the Modoc Local Agency Formation Commission in making determinations on future projects; and

**WHEREAS**, the Commission has reviewed, revised and updated the policies, standards and procedures adopted by LAFCO on June 9, 2020 and Amended on October 19, 2021; and

**WHEREAS**, In December 2021, the Commission conducted a workshop regarding the proposed Policies, Standards and Procedures amendments to include a policy regarding *Municipal Service Review Follow up*; and

**WHEREAS**, this Commission called for and held a meeting on this Policies, Standards and Procedures amendment on February 8, 2022 and at the meeting, this Commission heard and received all oral and written protests, objections and evidence which were made, presented or filed, and all persons present were given an opportunity to hear and be heard with respect to this amendment and the report of the Executive Officer.

**NOW, THEREFORE**, the Modoc Local Agency Formation Commission **DOES HEREBY RESOLVE, DETERMINE AND ORDER** as follows:

1. The attached updated Policies, Standards and Procedures Amendment shall guide the Commission in compliance with the Cortese-Knox-Hertzberg Local Government Reorganization Act of 2000, as amended.
2. Adding new policy Section 3.3e regarding follow up of Municipal Service Reviews is hereby added to Modoc LAFCo's Policies, Standards and Procedures as shown in Exhibit A.
3. Any conflicting LAFCO Policies, Standards and Procedures previously approved by the Commission are hereby repealed in favor of this amendment.

Modoc Local Agency Formation Commission  
Policies, Standards and Procedures Amendment (Municipal Service Review Follow up)  
Resolution 2022-0002  
February 8, 2022

The foregoing resolution was offered at a Regular Meeting of the MODOC LOCAL AGENCY FORMATION COMMISSION on the 8<sup>th</sup> day of February 2022, and adopted by the following vote of the Commission:

AYES:

NOES:

ABSTAIN:

ABSENT:

\_\_\_\_\_  
Mark Steffek, Chair  
Modoc Local Agency Formation Commission

ATTEST:

\_\_\_\_\_  
John Benoit, Executive Officer  
MODOC LOCAL AGENCY FORMATION COMMISSION,

**Policy Amendment Language:**

**Add new policy section as follows:**

**3.3 (e) Service Review (MSR) Follow up**

Upon adoption of a Municipal Service Review (MSR), LAFCo staff shall initiate a follow-up regarding the adopted MSR determinations with the agency (ies) responsible for providing the service (s). The purpose of this procedure is to assist the district in providing improved service to its customers. The service provider will be asked to attend a LAFCo meeting within approximately one year to inform the Commission how it is addressing the determinations made by LAFCo during the time since the MSR was adopted. At that time the Commission may make further findings regarding the service (s) provided.