



HEATHER GLEN COMMUNITY SERVICES DISTRICT

POLICY TITLE: **Artificial Intelligence (AI)**

POLICY NUMBER: **2445**

ADOPTED BY BOARD OF DIRECTORS: **09/25/2025**

2445.1 – Purpose

The purpose of this policy is to establish guidelines for the responsible and lawful use of Artificial Intelligence (AI) technologies by the Heather Glen Community Services District ("the District"). This policy ensures that the use of AI supports the District's mission to serve the public while maintaining transparency, data security, ethical standards, and compliance with all applicable laws and regulations.

2445.2 – Scope

This policy applies to:

- All members of the District's Board of Directors
- All contractors, including the General Manager, bookkeeper, and other service providers
- Any AI tools or systems used in the conduct of District operations, communications, financial management, record-keeping, or decision-making

2445.3 – Definition of AI

For the purposes of this policy, **Artificial Intelligence (AI)** refers to software systems or tools capable of performing tasks that typically require human intelligence, such as natural language processing, machine learning, data analysis, or automated decision-making.

Examples include: chatbots, document summarizers, predictive models, automated assistants (like ChatGPT), and data visualization or forecasting tools powered by machine learning.

2445.4 – Acceptable Use of AI

AI may be used in the District for the following purposes:

- Drafting communications, such as board meeting summaries, newsletters, or informational posts (subject to human review and approval)
- Assisting with data entry, data analysis, and forecasting (e.g., water usage trends, budget projections)
- Streamlining administrative tasks (e.g., formatting documents, summarizing records)
- Research or support in the development of policies or grant applications
- Providing general customer support or answering frequently asked questions via

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AI-powered systems (e.g., on the District website), provided:

- The information is reviewed and maintained by District staff or contractors
- Clear instructions are provided for customers to escalate issues or questions to a human contact (e.g., the General Manager or board contact)

All uses must:

- Be approved or overseen by a Board Member or the General Manager
- Retain human oversight and final decision-making authority
- Avoid over-reliance on AI for decisions that affect public services, rates, compliance, or legal obligations

2445.5 – Prohibited Uses of AI

AI must **not** be used for:

- Making legally binding decisions (e.g., rate changes, contract awards) without human review
- Replacing required public processes (e.g., Brown Act compliance, public comment, elections)
- Storing or processing confidential or personally identifiable information (PII), unless using approved, secure platforms in compliance with privacy laws
- Creating deepfakes, deceptive materials, or misinformation

2445.6 – Data Privacy and Security

The District will not input confidential, private, or sensitive data (e.g., financial records, personal information of customers or contractors) into AI tools unless:

- The tool is specifically authorized and has been evaluated for compliance with California data protection laws (e.g., California Consumer Privacy Act – CCPA)
- The data is anonymized and not personally identifiable

2445.7 – Transparency and Disclosure

Any public-facing content (e.g., website content, newsletters) generated in part by AI must be reviewed by a human and may optionally include a note such as:

“This content was drafted with the assistance of AI technology and reviewed by District staff or board members.”

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Use of AI for internal drafts or assistance does not require disclosure but must still be reviewed and approved by a human.

2445.8 – Compliance and Oversight

The District will follow:

- All applicable federal, state, and local laws related to the use of AI, including the California Government Code, the Public Records Act, and the Brown Act
- Any future directives or guidelines issued by Placer County, the State of California, or federal agencies concerning AI use in the public sector

The Board of Directors will **review this policy annually or as needed** to reflect changes in law, technology, or best practices.

2445.9 – Responsibility

The General Manager shall be responsible for:

- Ensuring compliance with this policy by contractors and service providers
- Recommending updates to this policy
- Documenting any material uses of AI in District operations for the purpose of transparency and future policy review.

Board members are expected to use AI responsibly in line with this policy and to maintain the highest standards of public trust and ethical governance.

2445.10 – Policy Review and Amendments

This policy may be reviewed and amended by a majority vote of the Board of Directors. Any amendments must be documented in the meeting minutes and updated in the District's policy manual.