



The mission of the Blue Ridge Domestic Water Improvement District is to assure safe and available water at the lowest possible cost to the Blue Ridge Community.

EMPLOYEE VS OUTSOURCED WATER SYSTEMS OPERATION

November 2021

STAFFING FOR WATER SYSTEM OPERATION

- Job descriptions completed in July
- Reached out through AZWAA network and other connections (Aug~Oct)
- Job vacancy announcements posted in local newspapers (Sep)
- Response disappointingly low to job openings
- Only one qualified candidate for the general manager position
- Four interested candidates for field ops tech position, but most were either not qualified or had high demands for the job (home provided in the area, high salary)
- Five inquiries for General Operations Manager position, 4 of which are not interested in being an employee.

OUTSOURCING FOR WATER SYSTEM OPERATION

- Used job descriptions as scope of work
- Received 4 inquiries for the Water System Operator and 3 inquiries for the General Management of the water system.
- Costs varied widely due to base location of some of the companies (Case Grande, Phoenix, Payson, Williams, Prescott).
- All candidate companies invited to site drive-around and system overview.
- Two water system operator candidates bowed out due to location after seeing the area and understanding the scope.

COSTS FOR OUTSOURCING VS EMPLOYEES

Employee vs Outsourced Cost Summary

2022 Budget plan
having employees

\$201,383

Gross wages (Salaries & Health Ins from
approved budget for FY22)

Proposal:
Hire WSO 1 to operate the water system
with oversight by GOPS 2

\$122,100

\$88,800 (WSO 1)
\$33,300 (GOPS 2)

OUTSOURCED GENERAL OPERATIONS MANAGER

Gen Ops Management

GOPS 1
\$84,000

GOPS 2
\$33,300

Gen Ops Mgr Tasks (from job description)

Manages staff, facilities, and outside services to efficiently provide and maintain safe, clean, and affordable drinking water to the communities it serves.	Y	Y
Directs the maintenance, repair and disposal of water district facilities, infrastructure, plant equipment, and vehicles.	Y	Y
Adheres to rules, regulations, and standard operating procedures of the improvement district.	Y	Y
Ensures water system is operated to meet all regulatory requirements of US EPA, ADEQ, DWR, and other federal, state, and local regulatory agencies.	Y	Y
Reviews testing and water sampling to ensure the water system operates within regulatory requirements. Properly publish (postings on bulletin boards, website, etc) all annual testing and water quality reports to inform customers.	Y	Y
Create and maintain the Emergency Operations Manual.	Y	Y
Serve as backup to Field Operations Technician to perform duties of a system Operator maintaining compliance with ADEQ and US EPA	Y	N
Prepares and monitors annual budget.	Y	Y
Prepares and implements annual maintenance schedule.	Y	Y
Negotiates outside services agreements to achieve operational efficiency and economy while complying with Arizona purchasing regulations.	Y	Y
Plans and coordinates maintenance/construction projects.	Y	Y
Creates current and long-range goals, objectives, plans and policies for approval by the Board of Directors. Provide continuous improvement opportunities to the Board.	Y	Y
Create reports and operating data with performance metrics for the improvement district; ensures that appropriate measures are taken to correct unsatisfactory results.	Y	Y
Communicate clearly and concisely, both orally and in writing. Attends and participates in District Board Meetings and community meetings; prepares and presents reports.	Y	Y
Establishes relationships with the customers and communities the water system serves. Maintains an effective system of communications throughout the organization and community.	Y	Y

OUTSOURCED FIELD OPERATIONS TECHNICIAN

Field Operations Technician (water system operator)

NOTE: Narrowed down the list of 4 potential bidders to 2 based on qualifications, experience, reputation, ability to respond within 1 hour, and cost.

WSO 1	WSO 2
\$88,800	\$141,600

Field Ops Tasks:

Responds to customer requests for service, repairs, or issues with the water system.	Y	Y
Properly collects water samples, send samples to lab for analysis, and review lab results to ensure water systems operate within the regulatory requirements.	Y	Y
Collects meter readings monthly and reports data for billing.	Y	Y
Performs meter servicing, repairs, and replacements as well as basic water system utility work related to the water systems.	Y	Y
Responsible for turning the water service on or off as needed or directed by the General Operations Manager.	Y	Y
Performs and/or oversees installation, maintenance, repair work and inspection on water systems and related facilities, including water mains, pump stations, storage tanks, service connections, meters, meter boxes, valves, hydrant meters, backflow assemblies, and fire hydrants. Properly flushes and cleans valves and lines on new or repaired lines.	Y	Y
Maintains written maintenance and repair work records, daily work logs, site sketches, and flow records. Maintains an inventory of location markings for future reference. Documents and photographs utility markings/stakes and related damage to utilities.	Y	Y
Performs or coordinates routine maintenance and servicing of tools/equipment and vehicles to ensure good working condition. Reports all equipment issues to direct supervisor in a timely manner.	Y	Y
Ensure backup generators are ready through routine maintenance, exercise cycles, annual inspections by outside services, and fueling as needed.	Y	Y
Safely and efficiently operates heavy equipment either owned or rented that may include front end loader, backhoe, skid steer loader and/or other heavy equipment.	Y	Y
Participates in safety and training programs.	Y	Y
Performs all other related duties, as assigned.	Y	Y
Ensures that all sensitive District and customer information is kept secure and confidential.	Y	Y

APPENDIX

ROLES & RESPONSIBILITIES

General Operations Manager

- Manages staff, facilities, and outside services to efficiently provide and maintain safe, clean, and affordable drinking water to the communities BRDWID serves.
- Responsible to insure the billing and accounting of all water sales is completed accurately and on time.
- Ensures water system is operated to meet all regulatory requirements of US EPA, ADEQ, DWR, and other federal, state, and local regulatory agencies. Creates and distributes water quality reports to customers
- Create and maintain the Emergency Operations Manual.
- Prepares and monitors annual budget.
- Negotiates outside services agreements to achieve operational efficiency and economy while complying with Arizona purchasing regulations.
- Plans and coordinates maintenance/construction projects.
- Creates current and long-range goals, objectives, plans and policies for approval by the Board of Directors. Provide continuous improvement opportunities to the Board.
- Attends and participates in District Board Meetings and community meetings; prepares and presents reports.
- Establishes relationships with the customers and communities the water system serves. Maintains an effective system of communications throughout the organization and community.

ROLES & RESPONSIBILITIES

Field Operations Technician

- Responsible for the day-to-day operations of operating the water systems to efficiently provide and maintain safe, clean, and affordable drinking water to the communities BRDWID serves.
- Performs technical duties associated with the inspection, testing, sampling, and monitoring of the water system to ensure compliance with safe drinking water standards.
- Responds to customer requests for service, repairs, or issues with the water system.
- Collects and reports meter readings monthly for billing.
- Turns services on or off as needed.
- Performs and/or coordinates maintenance/construction projects.
- Establishes relationships with the customers and communities the water system serves. Maintains an effective system of communications throughout the organization and community.

BRDWID Budget Plan

Approved September 18, 2021

		BRWID Budget	BRWID Budget	
		<u>FY21</u>	<u>FY22</u>	<u>Comments</u>
		<u>(July 2021~June 2022)</u>	<u>(July 2022~June 2023)</u>	
	Revenue			
	Total Revenues	\$ 560,812	\$ 565,612	Based on proposed rates and May `21 consumption as baseline. 2022 assumes 8 new customers & no rate increase.
	Expenses			
6011100	Gross wages	\$ 231,796	\$ 201,383	2.5 staff plus .5 staff for training overlap. Includes taxes, FICA, MED, FUTA
	Insurance Health & Life	\$ 40,000	\$ 40,000	estimated. Getting info from owner on past emp insurance expense.
	Power	\$ 23,088	\$ 24,242	2022 assumes 5% increase
620	Materials & Supplies	\$ 3,600	\$ 3,600	
620.1	Repairs & Maintenance	\$ 24,000	\$ 24,000	increased maintenance expense from 2020
	Office Supplies & Bank Expense	\$ 12,000	\$ 12,000	
	Water Permits	\$ 80	\$ 80	
	Contractual Services			
	Contractual Accounting	\$ 4,800	\$ 4,800	3rd Party audit
	Contractual Legal	\$ 8,000	\$ 8,000	
	Contractual Management Fees	\$ 33,972	\$ 34,337	SWUM based on 745 meters X \$3.80/meter(2021) and 753 in 2022
	Contractual Water Testing	\$ 3,000	\$ 3,000	
	Contractual Other	\$ 12,000	\$ 12,000	
	Transportation Expenses	\$ 12,000	\$ 12,000	
	Insurance General Liability	\$ 7,176	\$ 7,176	
	Agency Reporting Fee	\$ 130	\$ 130	
	Electric Meters	\$ 25,000	\$ 25,000	Electronic meters phased in over time.
	Annual Loan Cost \$2.497M at 1.956%	\$ 155,762	\$ 152,097	2021 higher due to interest from June~December for loan.
	Reserve Contribution	\$ 4,400	\$ 41,700	Planned contribution would be based on budget performance
	Total Operating Expenses	\$ 560,804	\$ 565,546	
	Total Revenues	\$ 560,812	\$ 565,612	
	Total Operating Expenses	\$ 560,804	\$ 565,546	
	Net Ordinary Income	\$ 8	\$ 66	