

District Manager's Report  
January 20, 2024

**Accomplishments:**

- Continued monitoring and providing support to Southwestern Utility, the District Treasurer, and the Vice-Chairman for preparation of Financial Statements that will meet CPA review, GAAP, and management control objectives.
- Coordinated and developed relationships between Board members and the engaged CPA firm to understand and gain approval for District policies related to financial reporting.
- Met with Board Chair and Vice-Chair to develop management and control procedures related to Manager's activities to result in greatly reduce billable hours, especially those related to SUM activities.
- Continue coordination and update of route meeting sheets to include all properties being served. Added eight new customers previously missed to billing system.
- Coordinate additional procedures to monitor and manage procedures for handling of accounts payable transactions.
- Assisted District Treasurer to develop a cash flow monitoring system to better project and monitor cash income and outflow.
- Authorized purchase of components to assemble and better monitor bulk purchases of water by various state and local entities, contractors, camps, etc.
- Monitored results of test lab activities.
- Provided oversight of the District Operators and responded to customer issues with field service issues.
- Worked with SUM, customers, and Board members to better control work orders and responses thereto by the operators.
- Worked with Board members and SUM to perfect terms of sales policies, late charge procedures, etc. so that monthly customer bills are consistent between billing platforms utilized by SUM.
- Signed agreements to facilitate immediate recommended repairs to generators that been ignored by SWC, and to also provide for annual inspection and service of all generators.
- Completed procedures necessary to obtain a sales tax license from Dept of Revenue.

**Current Status and Challenges:**

- Aggressively complete the many projects partially completed to up Manager's efficiency.
- Must continue to work with and monitor SUM to perfect format and accuracy of balance sheet, P&L, cash flow, transaction journals, etc. in terms of cut off timing and meeting of industry standards for financial reporting and controls. Provide list of required SUM reports to Board so they can assist with efforts to upgrade output from SUM..
- Need to finalize coordination of meter reading schedules, data entry, customer bill preparation, and mailing of bills so customers have adequate time to pay bills timely without late charges.
- Need to develop process monitoring to be able to provide meaningful reporting of well performance, booster pump efficiency, electrical usage, etc.
- Determine how to gradually reduce the work load of Board members so as to avoid burn-out and turnover.
- Motivate SUM to greatly improve phone services to customers.