

District Manager's Report
November 18, 2023

Accomplishments:

- Acquired and had A Quality Water staff install signs on all buildings identifying the District, ADEQ well numbers and system ID's, and contact numbers.
- Gained approval to establish a new District mail box located at the Starlight tank site.
- Prepare application for sales taxes to allow SUM to do the monthly filings.
- Field staff completed normal required monthly bacteria tests at all four points of entry with normal perfect results. Also completed once per year MAP testing with results pending.
- Outside services for major repairs completed replacement of leaking nipple and two check valves on booster pumps at Pine Canyon.
- Coordinated additional updates and corrections to meter reading list to properly tract missing meters ID's and billing for second meters on several lots.
- Prepared preliminary valuations for acquired assets and recommended depreciations schedules to recover the costs of the system over the remaining useful lives of the assets.
- Assisted SUM with follow up on outstanding work orders (will charge back operator time).
- Met with CPA firm (no fee) to get advice and recommendations on assignment of purchase costs to acquired assets and to proper accounting for cost recovery over the use life of the assets, so we meet all requirements needed for future CPA reviewed financial statements.
- Reduce management hours by 46% last one-half of October, and am reducing hours significantly more the first half of November.
- Arranged for more timely response for excavation services
- Determine how to significantly reduce the time and costs to take meter readings.
- Determine how to gradually reduce the work load on Board members so as to avoid burn-out and turnover.
- Gain more control over bulk water being taken from hydrants.

Current Status and Challenges:

- Agreed to procedures to help SUM be able to process ACH or direct draw payments due to necessary changes in procedures by Chase and Wells Fargo Banks. Also obtain such reports.
- Further review issues with SUM related to how to handle 10% refunds of meter deposits.
- Continue close monitoring of work order flows and customer service requests to assure reasonable responses and timely collection of fees from new customers.
- Finalize procedures to better access bank accounts for Treasurer and Manager and to monitor A/P transactions.
- Reach agreement with Board and SUM on policies related to financial accounting procedures that result in appropriate financial statements that meet requirement of WIFA, District Rules and Regulations, and State statutes.
- Gain assurance that late charges are being properly assessed.
- Improve turnaround between the reading of meter and the mailing of customer bills.
- Determine how to obtain consumption reports not yet delivered from SUM.
- Reach agreement with SUM on charging of base fees on every meter installed.