

## *District Manager Board meeting report out – February 20, 2025*

- Main line repair – leak repair at Starlight/Arapaho (near community center) completed on January 17<sup>th</sup>. The 6" Tee connection had to be replaced as the original Tee had tree roots growing into the seals causing the leak.
- Starlight Pines water outage on 2/02/2025 – air relief valve froze and broke. Excavation crew responded on 2/03 to repair. Water was off over night for Starlight Pines north loop between Navaho and Apache. Customers advised directly and Outage Alerts sent.
- Starlight Pines water outage on 2/05 affecting properties on Saddle Blanket, both Churches, and the Fire Dept. Water line froze/broke across from SP Well-site. Isolated the area until repair was made next day. An Outage Alert was sent and most customers advised directly. Water restored on 2/06.
- Fever Controls completed the SP well site repairs that include replacing the storage tank sensors (failed causing recent water outage), visual alarm in addition to existing audible alarm for storage tank sensors, replace booster pump seals for all 4 pumps (they ran dry during the water outage), and install hour meter for the well pump.
- Organized Infrastructure Committee meeting on January 13<sup>th</sup>. Next meeting will be water system tour when the weather warms a bit.
- Compliance reporting – everything is up to date.
- Meter reads were better in January, but late. Meter readers resigned from A Quality in January but working with Pat on an interim solution for meter readers until the electronic meters can be installed.
- Bulk Water Sales – continuing the process to collect information provided on the honor system using a clipboard at the fire department.
- Working with SUM on customer billing issues and delinquency procedures. Several customers report higher than normal water usage, billing issues, and billing account setup. Collecting data from meter read sheets and comparing to billing statements takes a significant amount of time that most customers understand and appreciate. SUM has been cooperative in resolving issues from meter mis-reads and billing issues.
- 20 work orders (more than normal) - 5 turn-on/turn-offs, 4 Re-Read/Leak checks and 11 no water complaints. No open work orders.
- There were also 22 turn-offs due to delinquencies. We worked with SUM to reverse most of these since SUM applied the SWC rules that are more restrictive than BRDWID for delinquency procedures. Created a new Delinquency Letter that defines the billing issue specifically that causes the account to be delinquent. The "boiler plate" that SUM uses has not info to help the customer why they are delinquent.
- Frozen meters and water lines – responded to 75+ no water calls (11 generated WO's, 28 were call-center generated, and 38 direct calls) beginning on January 17<sup>th</sup>. Most of the water line freeze-ups were on the customer side, 3 meters burst, and an air relief valve burst. Last call received was on February 11<sup>th</sup>. Many learnings from this freeze-up event including the various configurations of meter installations and the various configurations of customer piping after the meters. Many of the frozen meters and lines were insulated!
- Created a form for a meter change. Past practice was texting and phone with no formal document to convey old and new meter info (serial numbers, route #, last meter read, new meter read).
- Received the SP Booser pump control unit on 2/19. Working on an installation date that will be communicated if a water system shutdown is expected. Current plan is to back-feed SP from TP during the cutover of the control system.
- Working with County Engineers on the Hopi Dr Headwall project. Advised the Engineer of the 6" mainline that runs along side of Hopi Dr. The project could start thei Spring, but will keep everyone advised of progress or changes.
- **Reminders**
  - Call Southwestern Utility Management at (520) 624-1460 for all things BRDWID including billing, reporting leaks or no water, disputing meter reads, or any issues or concerns with the water utility.