



District Manager Board meeting report – August 21, 2025

Deviating from the typical reporting of the tasks and routines with project updates:

1. Pine Canyon Well repairs

- PC well tripped out on excessive load in March and again in late April. Root cause was high load/significant current draw from the well pump motor. Well output ~11% of design at 22 gpm.
- A Quality Water contacted 3 well drilling/maintenance companies to get costs and availability to repair the well. Verbal cost estimates were \$35~45K, but availability was limited.
- Western Drilling responded with a quote of \$41k to replace the well pump, motor, wiring, install air line (depth measurements), and video the well to confirm the condition.
- Outage Alert sent on 8/15 to advise customers of the project beginning on Monday, August 18th and may take up to 3 days to complete.
- Western Drilling arrived on Monday, August 18th. Removed all well sections and well pump/motor assembly.
- Video of well on Wednesday. Nothing unusual other than some calcium buildup toward the bottom of the well. Water level is 542' and well depth 796'.
- Expect completion by end of day Thursday.

2. Storage Tank Inspections/Cleaning

- A Quality Water contacted a couple of companies that do water storage tank inspections. These companies drain the tank, video the inside of the tank, measure wall thickness in any weak or rusted spots, and clean out the tanks. Costs were \$4~6K/tank. We contacted Rubicon Applied Divers to do the tank inspections. Cost is \$7100 for all tanks and no tank draining – no disruption of water to customers.
- Rubicon is scheduled for September 15~16th.

3. Utility Management Company change. The Board decided to change utility management companies in April from Southwestern Utility management to Arizona Utility Billing Solutions in Prescott.

Transition plan:

- Get customer lists and account information from SUM to import into El Dorado software used by AUBS. Received customer data and account information from SUM, but it was not in the format needed to import. Consolidated the information into an import transition file for AUBS. (complete 8/05)
- Send 1st letter to customers advising of the change with the August billing. (complete 8/08).
- Make application for online payment portal – iCheck, Determine acceptable payment options (CC, ACH, Bank's bill-pay) (complete 8/12)
- Setup new banking accounts with National Bank of Arizona (checking, savings for improvements, debt service for WIFA loan, WIFA loan's set aside for loan payments) on Friday, August 22nd. This needs Board authorization.
- Meeting with AUBS team in Prescott on Friday, August 22nd to work through final details of the transition from SUM to AUBS.
- Distribute 2nd letter to communicate change and details of transition to AUBS via email. (August 28th).
- Meter reads – try to complete on time so SUM can process billing statements as soon as practical.

What's changing for the customers:

- Billing statements will be generated by Arizona Billing Solutions beginning with the October billing cycle.
- New account #'s.
- After hours service calls (leaks, no water, emergencies) answered by the water utility technician directly – no call center.
- New Payment portal.
- Online Portal Processing fees (pass through from vendor to customer (Intuity/iCheck):
 - ACH = \$1.95 est (depending on bank selected)
 - CC = 3.5% of transaction
 - Bank's Bill-pay = \$0.00 (10~15 days to process)

Fiscal Impact:

- Annual Cost for AUBS is anticipated to be \$58K (12% less than current).
4. Annual Generator PM/Service – GenTec is scheduled for August 25~26th to perform the annual preventive maintenance tasks, load bank testing, and confirm gen-set operation. Estimated cost is \$4000.
 5. Electronic Meter Project:
 1. WIFA Loan status:
 - The WIFA WSD Committee approved the loan application on July 30th. The WIFA Board met on August 20th. The BRDWID application was on the consent agenda and approved.
 - Next step is to complete the loan documents to get the funding available. The 15-year, 2.9% interest loan does not require payments for the first two years.
 - Meter order – need to confirm total numbers and sizes of meters for the order. (complete with B. Hardin on 8/20). Meters have a 6-week lead time.
 - Installation – working with A Quality Excavation on an agreement for the electronic meter installation.
 - Electronic meter insulation jackets to be ordered separately.
 - Bob Hardin queued up to manage the day to day project.
 6. MAP testing – ADEQ engaged Eurofins Eaton Analytical to do the water sample analysis for SOC (Synthetic Organic Chemical) Composite. Samples were taken on 8/11 and lab report generated on 8/19. Lab results for all 29 items tested in this composite were less than required reporting levels.

Next project based on prioritization plan (initiate project with scope, RFP, and cost proposals in October):

- Backup Generator for SP Ranchettes well site

Reminders

- Through September 7th, 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.
- BRDWID is transitioning from SUM to Arizona Utility Billing Solutions in September. More detailed on the transition will be sent via email the week of August 25th.
- I will be out of State the week of September 15th and will not have cell phone coverage, so not available to attend the September 18th Board meeting.