



District Manager Board meeting report – November 20, 2025

1. Storage Tank Inspections/Cleaning –Rubicon/Applied Divers is scheduled for November 26th to complete the SPR tank inspection that was not completed on 9/16 due to water level.
2. Utility Management Company change was completed on 10/09. This transition to AUBS was long and difficult.
 - The payment portal with Auto-pay is now set up. Notices were sent on 10/31.
"The payment portal is now up and running. Please follow the link in your billing email. To set up Auto Payment you must have a active online profile. The fees associated with using the payment portal or Auto Pay are as follows: For echeck (ACH) payments there is a processing fee of \$1.95 this payment will take 3-5 days to clear your account. For Credit Card payments there is a 3.5% processing fee with a \$2.95 minimum. Please let us know if you have any questions or need a new link. 928-445-0551."
 - Reviewed and audited the Meter Deposit Refund Credit program inherited from SWC. There were many inconsistencies with previous meter deposit billing and calculations for the refund credit. Sent the revisions to AUBS for the 133 November billing statements affected by this program.
3. Meter reading issues - meters read on November 2~6th were much better than in the past. Received calls from 12 customers who had issues. After creating a meter reading summary and reviewing directly with the customers, most were accepting the situation. Will recommend continuing the Tier 1 water rate and waiving late fees for another month to get all accounts trued up by December.
4. Electronic Meter Project:
 - Project started on October 15.
 - Installed 540 meters as of November 14th. Averaging ~24 meters/day.
 - Bob Hardin is interfacing with AQE daily to check progress and discuss problems.
 - Brought in a trash container to dispose of the trash and removed insulation materials.
 - Encountering several issues that is slowing meter installation production including hard-piped meters (should have spud couplings), curb stops leaking (valve on District side of meter connection), tree roots entangling the meters, and customer connections leaking that we are taking care of for consistency and timeliness.
 - Existing curb stops have varying lengths causing parts procurement issues. We settled on a Ford Valve for consistency and future availability. Some of these require additional rework, but the connections will be the consistent moving forward.
 - WIFA Loan documents fully executed on October 22nd.
 - Received invoices from Pure Ops for the meters, Bob Hardin for the first order of insulated meter jackets, Mike Bourne for the 2nd order of insulated meter jackets, and A Quality Excavation for installation of 320 meters through October 31st.
 - Submitted 3 disbursement requests to WIFA on November 3~6.
 - WIFA site visit planned for the week of November 24th to confirm installation and check progress.
 - Installation expected to complete in December if the current pace is maintained and weather cooperates.
 - MasterMeter system training scheduled for December 4th and 5th (revised)..
5. Fire Hydrant inspections/testing – coordinating with BRFD to exercise and test the 261 fire hydrants in the BRDWID water system. About 30% complete.

6. Compliance update – confirmed Lead-Copper inventory with ADEQ and validated the 179 customer advisories were sent.

Reminders

- BRDWID is now using Arizona Utility Billing Solutions in Prescott, AZ. Please call AUBS at (928) 455-0551 for any billing or account issues, shut-offs, transfers, new meter installations, or to report leaks or water system concerns.
- With Winter just around the corner, a few tasks that should be taken in preparation for Winter:
 - Winterize your home/cabin if departing for more than a couple of weeks. If you are not planning to return over the Winter or anytime soon, it is always a good practice to drain your water system after shutting off the water supply and add some anti-freeze to your fixtures to prevent freezing. You should not rely entirely on your heating system for an extended period as the system could fail, run out of propane, or have an electrical disruption that causes the system not to restart.

Seems like common-sense stuff, but many new folks do not think about a mountain home having freezing issues. Typical winterization steps:

1. Shut off water supply, preferably near the meter.
 2. Open all fixtures in the home.
 3. Drain the home water system if possible. Sometimes using compressed air (<20p.s.i.) helps push out the water through a hose bib or some other valve in the home.
 4. Drain a few gallons from the water heater, then put water heater in vacation mode or shut off. This would be a good time to flush/drain the water heater to remove hard water deposits.
 5. Pour some RV anti-freeze into fixtures to fill the traps. Do NOT use automotive anti-freeze – should be the type used for RV's or specifically for home winterization.
- Customers should shut off their water at **their** valve (not the District's meter) when departing for any length of time. Many folks also have a second valve at the home for convenience when gone for short periods. Underground leaks are not always evident until meters are read/bills are generated.
 - The revised Rules & Regulations are now posted on the website (<https://brdwid.org/wp-content/uploads/BRDWID-Rules-Regulations-2025-26-APPROVED-20250717.pdf>). Customers should become familiar with these Rules. All customers **must** have a shut-off valve near the meter but finding many properties do not have their own shutoff valve near the meter. Customers have responsibility for their water lines from the meter near the street to the property/home/cabin.



BLUE RIDGE
DOMESTIC WATER IMPROVEMENT DISTRICT

ELECTRONIC METER PROJECT PROGRESS

November 16, 2025

ELECTRONIC METER INSTALLATION PROJECT UPDATE

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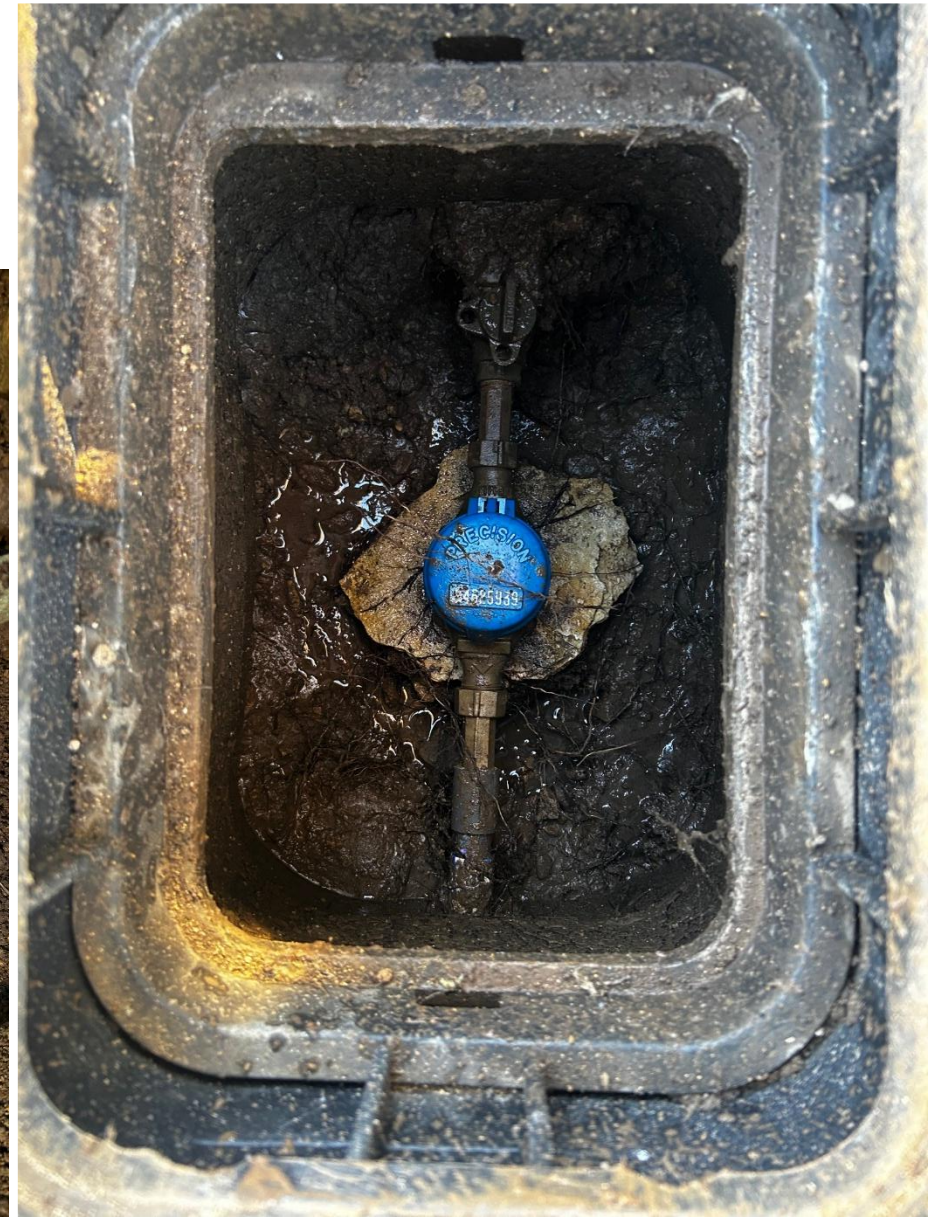
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INSTALLATION START OCTOBER 15, 2025



Using Hydro-Vac to clear gravel, rock, and debris around the meter



COMPLETED INSTALLATION

Installed meter with insulating jacket. Will have water-proof insulation around the assembly and the meter box cover will have foam insulation.



ISSUES ENCOUNTERED

This meter was “hard-piped” without the meter spuds – extra work.



Curb Stops (District valve) Leaking – Found more than 28 leaking curb stops in Starlight Pines. Took 4 days to make these repairs, some of which required shutting down a street to isolate the curb stop for replacement.

