

## *District Manager/Vice-Chair Board meeting report out – October 17, 2024*

- Arizona 811 -ARS 40-360.22.B. Every underground facilities operator who is obligated to locate and mark underground facilities pursuant to section 40-360.22, subsection B shall be a member of a one-call notification center (AZ811), either statewide or serving each county in which such entity or person has underground facilities.

Arizona 811 Center is a damage prevention service offered free of charge to any individual or company planning to excavate. It is a one-call notification system established to assist excavators in locating all underground electric, gas, water, telephone, sewer, communications, or other lines prior to excavation. Before you excavate, call the Arizona 811, it's the law!

Submitted application in July for AZ811, but recently found out that our account cannot be setup until outstanding invoice from December 2023 is paid. We are setting up a new account for BRDWID so we do not assume any outstanding or past liabilities from SWC.

- Compliance reporting – Followed up with ADEQ to insure the Consumer Confidence Reports that were sent to customers were reported to ADEQ.
- Meter mis-reads are getting better. Continue to monitor several properties to determine root cause of their water high water use issues. Several yard line and yard hydrant leaks have been identified this past month.
- Bulk Water Sales – process is clunky and burdensome for the fire department and the end users. We have less than a dozen bulk water customers, but their use always seem to come at a busy time for the FD. This water is charged at \$20/1000 gallons. Considering a project to setup water distribution stand-pipe at the Starlight Pines well site for bulk users.
- 16 work orders and 2 service orders since last meeting; service orders are for exceptionally high water use recognized by SUM to recheck/confirm – both meter readings confirmed to be correct and customers had leaks identified in the yards. 2 new meters, 10 turn-offs/turn-ons (home sales/transfers), and 4 Re-Read/Leak checks.
- 18 Customer Turn-Offs – these are delinquent accounts from August billing. These accounts became delinquent on August 28, customers advised via regular mail, then 30 days after being delinquent, the turn-off report is generated. Outstanding charges due is \$3297.14. These customers will have their water shutoff this week and will be required to bring their account current before their water is turned back on. One Bulk sales customer has an outstanding balance of \$194.61 has a note on the bulk sales log to call before taking any water.
- Initiated installing insulation in the meter boxes this month. Will be using a bubble-wrap material that will not get water saturated like the fiberglass that had previously been used. Expect completion by the October meter reads. Total cost will be ~\$3500, about the cost of a frozen meter/pipe repair.
- Insurance Premium Audit – Completed audit review on September 23<sup>rd</sup> with Lowry & Associates. Dan Goodwin participated in the audit review. Only outstanding items were evidence of insurance from day 1 - we provided on September 27<sup>th</sup>.

- **Reminders**

1. Summer has come and gone so quickly – hard to believe that Fall has begun and Winter is just around the corner. A couple of reminders for those with vacation homes, part-time residences, or folks not occupying their home/cabin for extended periods:
  - 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 and add some anti-freeze to your fixtures to prevent freezing. Seems like common-sense stuff, but many new folks especially do not think about a mountain home having freezing issues.
  - Customers have responsibility for their water lines from the meter near the street to the property/home/cabin. All customers must have a shut-off valve near the meter.
  - 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.