

## *District Manager/Vice-Chair Board meeting report out – July 18, 2024*

- Working on ADEQ, ADWR, ADOR, County, and Federal compliance reporting.
- Continue working with a number of folks having concerns with their water bills. Found a few mis-reads this past month that should be trued up with the August 1<sup>st</sup> billing. A couple of reports of excessively high use while the cabin was not occupied. Continue to monitor these properties to determine source of this water use (most likely a leak that may not be visible on the surface).
- Responding to a couple of delinquencies where the customer's are asking for a waiver of the reconnection fee. Both cases are property owners building their own cabins and residing on-site in RV trailers until the build is complete (illegal practice per County ordinances). In one case, the meter was red-tagged and locked out until the account to made current. Sent both property owners copies of the Rules & Regulations referencing the sections for non-payment that includes a reconnection fee if the account is delinquent.
- **Reminder** – Meter reads are from the 20<sup>th</sup>~25<sup>th</sup> of each month, then the meter reads are input for billing. Bill date is the first of the month, due date is the 28<sup>th</sup> of the month and bills are delinquent after due date. Meters will be red-tagged and locked out 30 days **after** delinquency. If the Board wants more leniency on delinquencies, an agenda item can be added for a future Board meeting.
- Met with SUM to address several issues:
  - Financials – reports are generally good. Asked about getting a budget to actual report. SUM will check, but thought the QuickBooks software would need an upgrade to support this report (+\$240/year).
  - Billing process when errors are identified – worked with a customer that had issues that we documented as errors by SUM from March~May. Per SUM, the account is up to date (will confirm with the customer directly).
  - 24/7 phone system - the 24/7 phone system is having some issues that SUM will report to us on after they figure out what is happening. BRDWID is the only system of the 40+ systems that SUM has that seems to be having issues with the 24/7 phones.
  - Delinquency process – SUM has been using the process defined by ACC. Requested SUM to change to the process defined in the BRDWID Rules & Regulations (only difference is timing – BRDWID is more favorable than ACC).
  - Revising the billing statement to include breaking out base rate and tiered water use. SUM will check to see if their billing software can easily be changed, but indicated it would be expensive if a change in the template is required.
- Only 4 work orders since last meeting, all turn-offs/turn-ons (home sales/transfers)
- Responded to reported leaks on Moonlight Dr and Horseshoe in SP. No work orders issued (confirmed customer leaks) as we resolved without initiating A Quality Water. The water leak on Apache directly under the TDS telephone pedestal was repaired. A Quality had several trips and used a HydroVac due to the proximity of the water line and the TDS phone/internet lines (expensive repair).
- Had a report of a water outage in PC, but the customer called back and advised his neighbor accidentally shut off his water. **Reminder** – *customers should not use the District's water valve at the meter to turn-off/turn-on their water. Any damage incurred from such action will be the responsibility of the customer.*
- Reminder: Meters on the system with no account are being locked out until an account can be appropriately setup. Any meter that is flowing water must have an account to be charged for water use.