

District Manager/Vice-Chair Board meeting report out – August 15, 2024

- Compliance reporting – late on some of initial regulatory compliance reports. SUM will be helping with compliance reporting. In the next couple of weeks, we will be setting Lead/Copper sample packages at 10 homes in the community based on an established water sampling plan from SWC with instructions for the property owners to take the water samples. The collected samples will be sent to our lab in Flagstaff for analysis and report. This report along with the monthly lab reports will be used by SUM to generate the reports to ADWR and ADEQ.
- Continue working with a number of folks having concerns with their water bills. Found a few mis-reads again this past month that should be trued up with the September 1st billing. One instance of two successive months meter mis-reads will be monitored directly to insure a correct meter reading for August. Three reports of excessively high use while the cabins was not occupied. Continue to monitor several properties to determine root cause of this water high water use.
- Two meter installation requests for 1" meters. These property owners had some incorrect information from neighbors or assumed a larger water meter would provide higher volume/high water pressure. **The Facts:** all arterial water lines to meter boxes are ¾". If a property owner truly wants a 1" meter connection, a construction project will be initiated to excavate to install the 1" arterial water line from the main water line. This is an expensive project resulting in much higher water bills than normal residential installations.
- Bulk Water Sales – setup a meter with backflow on the fire hydrant adjacent to BRFD. A log was created to be used by those wanting water. Since late May, 11,650 gallons was logged, however 26,800 gallons were recorded through the meter on August 10th for a loss of 15,150 gallons. We are investigating a lock-out method for this fire hydrant meter so each use has to be supervised by the BRFD. For those that did properly log their water use, invoices will be sent. This water is charged at \$20/1000 gallons.
- Met with SUM to address several issues:
 - Grants – SUM has been working with a number of water systems to secure grants from WIFA for groundwater preservation and conservation. One bit of info that was shared is for the median income qualification, part-time vacation homeowners are not considered in the median income threshold. The 86024 area median income using this criteria is \$55K, on the top end of the WIFA threshold but still qualify. Median age for this group is 68!
 - Compliance Reporting – SUM provided a listing of the standardized regulatory reports, most of which do not apply to BRDWID. SUM will assist with the 3 reports we are late on initiating.
 - Discussed and advised standard ¾" residential meter size for all installations so there is no confusion in the future on new meter installations.
 - 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 (+\$20/month).
 - 24/7 phone system – SUM advised the phone system is working. I had a dozen folks share their experiences with calling SUM. About half had little or no issues and about half indicated they could not get through or the customer service person was rude/no helpful. I'll start logging such conversations so we can track any trends or issues that can be resolved.
- 7 work orders since last meeting; 3 new meters, 3 turn-offs/turn-ons (home sales/transfers), and 2 Re-Read/Leak checks. One of the Re-Read/Leak checks was flagged by SUM and communicated before the property owner checked his bill. The other RE-Read/Leak check found a leak on the utility side that was repaired last weekend and finished on Monday.
- Confirmed the leak on Hopi is a leaking mainline valve that will require excavation. Project will be scheduled along with a few other items including lowering a meter box that had been installed too shallow (subject to freezing).
- Initiated installing insulation in the meter boxes in the coming months. 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.

- **Reminders**

1. Meter reads are from the 20th~25th of each month, then the meter reads are input for billing. Bill date is the first of the month, due date is the 28th 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.
2. 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.