

**UTILITY MANAGER'S REPORT**

**MONDAY, JANUARY 20, 2003**

**FIELD PROJECTS**

*Ron Marion, Foreman*

*Terry Elliott, Field Crewmember*

*Jeff Maddux, Field Crewmember (& Wastewater Asst.)*

*Vacant, Field Crewmember*

*Part-time Meter Readers*

*Tina Hammond (& cleaning)*

*Billie Jean McCollum*

**RECENT ACTIVITY**

- ✓ **Focus:** Normal work activities have been a little more challenging this month due to snow, cold temperatures and trying to work in remaining employee vacation days. However, fieldwork has progressed and additional winter precautions were implemented at the WWTP with the field crew's assistance.
- ✓ **Repaired one (1) water leak and one (1) vacuum leak.**
- ✓ **Installed one (1) sewer tap.**
- ✓ **Assisted weekly with WWTP operations and maintenance:**
  - Installed heat tape around the decanter in SBR No.2 to prevent problems arising from the tank's foam freezing around the decanter.
  - Installed temporary polymer feed system into SBR No.2 to aid in settling during the winter months.
  - Troubleshoot the Heliosieve for electrical problem and found that the heat tracing had failed.
  - Troubleshoot and repaired the final sampler and found that the inlet line had frozen and the pump tubing had cracked.
- ✓ **Part-time staff:** Assisted with non-payment disconnects, work orders and normal meter reading.
- ✓ **Work orders completed:**
  - December..... 166
- ✓ **Disconnects for non-payment:**
  - December..... 49
- ✓ **Scheduled field crew vacations:**
  - Terry Elliott:
    - Three (3) days..... Fridays in December, 2002

Daily/Monthly Routine Tasks: Performed daily maintenance inspections of all vacuum/lift stations, which frequently require the inspection of vacuum lines in troublesome areas, perform work orders and respond to customer concerns. Monthly, we do non-payment disconnects on the 10<sup>th</sup> begin reading meters around the 17<sup>th</sup> which generally takes 4-5 days depending on the weather, and perform station maintenance.

### UPCOMING ACTIVITY

- **Scheduled field crew vacations:**
  - Ron Marion:
    - One (1) day left; rolled over.....January, 2003
  - Terry Elliott:
    - Two (2) days left; rolled over ..... Fridays in January, 2003
- **Truck repairs:**
  - F-350 Service Truck:
    - Valve cover gaskets replaced
    - Rear brake noise inspected
    - Engine rattle and smoke on acceleration to highway speed???
- **Station Repairs:**
  - Station No. 2:
    - *Replace floats w/ probes:* Hoosier Electric is scheduled to install probes.
  - Station No. 6:
    - *Pump Noise and Vibration:* EMR is scheduled to inspect the pump; it hasn't gotten any worse though.
- **Repair water leaks (2 currently on the schedule; one advisory required)**
- **Training Sessions:**
  - Upcoming AIRW seminars operators will be attending are outlined below:
    - "Capacity Development":.....January 30, 2003
    - "Management, Records & Reports".....February 6, 2003
    - Spring class for IDEM WW certification: .....March-May, 2003
  - REMC "Efficient Motor Workshop":.....January 30, 2003
  - Upcoming AWWA drinking water certification course:
    - Spring class for IDEM DS certification: .....March-May, 2003
- **Prior Reports Continued:**
  - Inventory: Trucks, shop and stations
  - Setup a comprehensive "Preventative Maintenance" program (Winter project).
  - Form and pour sidewalks at WWTP. (Next Spring/Summer)
  - *Hach DR700 Colorimeter:* Have calibrated for chlorine tests

**WASTEWATER TREATMENT PLANT (WWTP)**

Mike Ruby, Wastewater Operations Supervisor

**RECENT ACTIVITY****✓ Monthly Reports:**

- Completed the *Discharge Monitoring Report (DMR)* and *Monthly Report of Operations (MRO)* for December. There were ammonia violations! (Presidents Signature Required; DMR/MRO attached)
- Completed Land Application report for December.
- **VIOLATIONS:** Again, as a result of dropping temperatures in December and extending into January, we are continuing to report *ammonia violations* to IDEM. And, as explained last month, the current temperatures have dropped enough to put the nitrifying bacteria into *hibernation*, possibly for the duration of the winter season.

**✓ Ammonia Removal & Settling Problems: WINTER TEMPERATURES ARE STILL HERE!!!**

Dropping temperatures are effecting ammonia removal and solids settling and will eventually begin to affect the mechanical operation of equipment in the basins due to ice formation on the equipment. As mentioned last month, operational adjustments are being well thought-out and implemented. Status of items mentioned last month are outlined below:

- **SBR No. 1:** The crane arrived on schedule and all floating equipment was removed from the basin to prevent damage from freezing. The decant line plug was also removed.
- **SBR No.2:** Several operational aspects have been adjusted and/or implemented as outlined below:
  - Daily monitoring of aeration on/off times to maximize/minimize temperature gains/losses in the basin.
  - Installed a temporary polymer (chemical settling aide) feed system to assist in maintaining the control of solids settling.
  - Installed heat tape around the decanter to prevent foam from freezing around it.
  - Raised the low-level float in the EQ basin to prevent standpipes from freezing.

**✓ IDEM Inspection; Kevin Hotz:**

- Discussed ammonia violations and winter operating plans in depth.

**✓ Equipment Repairs & Maintenance:**

- **Limitorque Control Valves:** Hurst Technical was scheduled to make repairs to two (2) valves that have electrical damage, however, they were unable to perform the work and Watts Electrical has since began making the necessary repairs.
- **Heliosieve:** Troubleshoot with field crew; heat tracing is bad and will require a couple of warm days to tear the unit down and reinstall new tracing.
- **Generator:** ONAN/Cummins replaced batteries per three (3) year maintenance agreement.

**✓ Training Sessions:**

- AIRW seminars attending by operators are outlined below:
  - "Use of the Computer in Record Keeping": .....January 9, 2002

✓ **Miscellaneous**

- Scheduled Vacations:
  - Mike Ruby:.....December 21, 2002

UPCOMING ACTIVITY

□ **Normal operations and maintenance: (Winter operations)**

□ **Equipment, Repairs & Maintenance:**

- Heliosieve: Replace heat tracing
- Generator: Relocate diesel barrels and install piping, solenoid valve and float switch.
- Sidewalks: Next Spring/Summer

□ **Safety:**

- Catwalk for collecting samples and readings from basins: Requested a cost estimate from Ed Tinkle for design and construction of a catwalk.. Ed talked to a structural guy (assume engineer) that gave an estimate of \$20-30,000 to design and build; \$4-5,000 of that amount is design. *Use this information for planning/budgeting when researching other options.*

□ **Miscellaneous:**

- Training Part-Time Laboratory Assistant:
- Annual NPDES Fees: *These annual wastewater fees have increased from \$3,500/year to \$6,500/year.*
- Annual Fees for Water Systems: Similar fees are being implemented for water systems beginning in 2004. *The cost is expected to be similar to the wastewater fees.*
- DMRQA; Study 23: Required Annual EPA Quality Assurance testing administered by IDEM. Should receive specific instructions and information in April or May 2003. *(Some new costs are associated with this study)*

□ **Training Sessions:**

- Upcoming IRSDA “Annual meeting”: .....January 22, 2003

□ **Prior reports continued:**

- Preventative Maintenance Program:
  - Assist field staff with the initial setup and documentation of a comprehensive “Preventative Maintenance” program. (Winter Project)
- Reduced Monitoring: Follow up with IDEM as soon as possible.
- IDEM/Safety/Design concerns: Again, the April 25, 2002 report identified IDEM/Safety/Design concerns and comments that will remain a topic of serious concern. Monthly updates will outline the status of these concerns and identify progress being made to resolve them. *(Updated each month under Recent/Upcoming activity.)*

**UTILITY OFFICE**

Dan Wooton, Office Manager

Valerie Dixon, Clerk

Vacant, Part-time Clerk/Collections

**RECENT ACTIVITY**

- ✓ **Financial snapshot, Three-month summary: (BAN Transfers estimated at \$22,667 are not being made yet, and therefore are not calculated into the summary)**

	<u>October 2002</u>	<u>November 2002</u>	<u>December 2002</u>
○ Sewer			
▪ Revenue:	\$71,035	\$71,723	\$70,859
▪ Expenses:	\$49,287	\$44,004	\$53,317
○ Water			
▪ Revenue:	\$52,537	\$48,356	\$46,751
▪ Expenses:	\$56,009	\$51,013	\$50,230

- ✓ **Financial, Account Balances for December:**

○ Sewer:			
▪ Checking: \$144,956.45 – OSC (\$11,644.70) .....			\$133,311.75
▪ Bond & Interest: .....			\$37,540.15
▪ Debt Service Reserve: .....			\$102,527.34
○ Water:			
▪ Checking: \$50,748.64 – OSC (\$5,322.92).....			\$45,425.72
▪ Bond & Interest: .....			\$57,890.57
▪ Debt Service Reserve: .....			\$143,542.33

- ✓ **Billing; collections:**

**Three-month review:**

	<u>October 2002</u>	<u>November 2002</u>	<u>December 2002</u>
○ Customers billed in Dollars:			
▪ Customers w/active service:	\$118,677	\$112,341	\$106,413
▪ Arrears & Closed Acts.	\$218,461	\$225,196	\$224,080
▪ Total billed:	\$337,138	\$337,537	\$330,493
○ Number of Customers billed:			
▪ Customers w/active service:	1569	1539	1464
▪ Arrears & Closed Acts.	583	582	593
▪ Total customers billed:	2152	2121	2057

- ✓ **Accounts in Arrears, progress:** The totals outlined below represent collections progress made in December 2002. This month the total balance of 90-day accounts has raised \$3,146 due to the “100 account balances increasing. However, collection efforts focused on unpaid “200’ account balances in the 90-day past-due range have dropped \$2,771. Current balances are outlined below:

	<u>Billed on 90-day plus accounts</u>
○ “100” accounts (295) .....	\$48,289
○ “200” accounts (443) .....	\$133,265
Total, currently unable to collect without pursuing collections: .....	\$181,554

- ✓ **Property Liens:** The first round of property liens have been filed with the Jennings County Recorder's Office in the amount shown below:
  - 49 Property Liens: ..... \$22,479.88
- ✓ **Bookkeeping:**
  - Ledger: Monthly "Balance Sheet" and "Profit & Loss" reports for December will be provided in February due to the extra time required to perform the year-end work.
  - Closing out 2002: Year-end reports will also be provided in February.

### UPCOMING ACTIVITY

- **Normal operations**
  - State Audit of CY 2000/2001: State audit will resume on Tuesday, January 21, 2003. Most of the audit issues are addressed but information gathering will still continue throughout the audit.
  - Computers:
    - Replacing hard drive in billing/cash-posting computer.
    - Replacing front desk computer
- **Prior reports continued:**
  - Collections: Continue pursuing accounts in arrears as updated each month.
  - State and Federal tax refunds: Still pending State review of past filings and awaiting a response from the IRS
  - Sales tax on purchased electricity: Acquired and filled out updated forms to submit to the State. We expect to get a better response by providing the updated information.
  - Office documents in drafting stage:
    - Sewage adjustment form
    - Standard Operating Procedures (SOPs)

**GENERAL**RECENT ACTIVITY✓ **2002 Projects to Complete:**

- Schedule/Plan an Annual Meeting
- Establish and update certain utility ordinances and policies
- Update Employee Handbook: Incorporate changes voted on in December
- Update Manager's Employment Agreement: Include modified medical/dental insurance plan and license pay.
- Meeting Date Change: February's meeting will be held on Tuesday, February 18, 2003 because the library is closed for "Presidents Day".

✓ **Sewer Rate Ordinance 2002-3:**

- Final Appeal Hearing: No hearing; attorney's from both sides filed summary briefs and are currently awaiting a ruling from the judge.
- SRF Interest Rates: Interest rates will increase on loans not closed by February 1, 2003 from 2.9%-3.6%. (Approximately \$45,000/year increase in 1<sup>st</sup> year interest payment)

✓ **Customer Complaints/Issues:**

- [REDACTED] and [REDACTED]: Sued the Utility Manager (Me) for \$3,000 for disconnecting their water service for non-payment in December 2002.
- [REDACTED], Lot [REDACTED]: Mr. [REDACTED] has apparently contacted the channel six (6) news to complain about his high utility bills. I returned the Channel 6 call as they had requested but was never able to contact a person or even leave a message. I have since issued a work order to investigate Mr. [REDACTED] complaint. He does have very high bills, but they appear to be fairly common over the past two-to- three years.
- Name [REDACTED]; Lots No. [REDACTED]: Property owner began digging footers for a new home without giving prior notice to the utility and eventually dug up and broke a vacuum sewer line. There was much concern over the circumstance from all parties involved but was ultimately resolved by the homeowner agreeing to relocate approximately 100 feet of sewer line at his expense, but under our supervision.
- [REDACTED], Lot No. [REDACTED]: The on-call employee responded to a callout Monday, January 13, 2003 at 1:00am to find that a water meter, lid and ring had been stolen from this property. Mr. [REDACTED] was inebriated and made contradicting statements about how he had found out that the meter was missing. The employee felt that he needed to speak with a supervisor before replacing the meter since the meter had just been replaced the month prior due to someone damaging the meter at that time. State Police were given a report and visited the site. After discussion with Dave Brinkman, Treasurer, Mr. [REDACTED] was charged \$38.60 to replace the broken and missing meter and paid the cost without complaint.
- [REDACTED], Lot No. [REDACTED] and [REDACTED]: Property liens have been placed on both properties. Mr. [REDACTED] refuses to pay his bills because he's been told that the utility has broken the original covenants by increasing tap fees and that he should be able to tap the lots at the original price in the covenants. He plans to file a lawsuit.

✓ **Miscellaneous:**

- Country Squire Lakes Association:
  - A “Final Notice” collection letter was hand delivered to CSL requesting full payment of past-due hydrant fees on Thursday, January 16, 2003. CSL board president, Bob Philips, responded with the attached letter. They are asking for a three-year full-credit of past hydrant fees. This topic needs further discussion with our board and then followed up with a written response to the CSL board. (Letter Attached)
- Mary Ann Gay:
  - Provided sample ordinances for board review; expects to set special meeting times for the purpose of discussing each ordinance and allowing time for public input. Ordinances and Bylaws listed below need to be adopted as soon as possible:
    - SEWER USE ORDINANCE
    - ORDINANCE ESTABLISHING RULES, REGULATIONS, RATES AND CHARGES FOR SERVICE OF THE JNRU WATER UTILITY
    - ORDINANCE ESTABLISHING RULES AND REGULATIONS FOR THE DISCHARGE OF WATERS AND WASTES INTO THE JNRU WASTEWATER UTILITY
    - CODE OF BYLAWS
  - Review Manager’s Employment Agreement for revisions (listed above):
    - No problems with current language; just need to draft changes for review.
  - [REDACTED]; Small claims case for being disconnected for non-payment:
    - Provided statute that addresses his claim
  - [REDACTED]; Small claims case for tenants outstanding debt:
    - Providing statute that addresses her claim.
- Building Improvement Projects:
  - Received a quote from AIR-ONE for an HVAC system for the office building and a hanging gas furnace for the shop.
- Edward Jones Investments:
  - Annual meeting with Anita Reed to explain the retirement plan and to answer employee questions.
- Filling vacancies in Field crew and Billing Office:
  - Reviewed applications (8 field / 18 office) and interviewed applicants.
- DOT Physical: Bi-annual exam to maintain commercial drivers license (CDL).

✓ **Training Sessions:**

- IRWA seminar attended:
  - “Use of the Computer in Record Keeping”: .....January 9, 2003

UPCOMING ACTIVITY

□ **Training Sessions:**

- Upcoming IRSDA “Annual meeting”: .....January 22, 2003
- AIRW Seminar: “Capacity Development” .....January 23, 2003
- REMC “Efficient Motor Workshop”: .....January 30, 2003
- AIRW Seminar: “Management, Records & Reports”: .....February 6, 2003
- **EPA Annual Sludge Reports:** Due February 19, 2003

□ **Short/Long-term Planning:**

- Department head meetings are being held once per week in January for the purpose of planning 2003 projects. These meetings will be converted into progress meetings in February and reduced to once per month for the duration of the year. Quarterly Reports will be provided to the Board beginning in April 2003 and with Annual Reports toward the end of the year or at the Annual Meeting. Topics discussed are outlined below:
  - Planning Criteria (Resource Management):
    - Setting Priorities (*i.e. Safety, etc*)
    - Budget Guidelines/Constraints
    - Staffing Considerations
    - Training Staff/Notifying Public
    - Required Equipment/Materials (*Own/Rent/Purchase*)
  - Departmental Projects:
    - Field
    - WWTP
    - Office
    - Manager

□ **Prior Reports Continued:**

- Monitor WWTP Operations
- Country Squire Lakes Association; Items still pending. The CSL board's current position remains the same on each issue as outlined in the August 15, 2002 Manager's Report.
  - *Fire hydrant fees not being paid (Update under Recent Activity)*
  - *CSL Association dues being charged to the utility*
  - *Sewer problems at the CSL pool*
  - *Lot No. 2152 (CSL owns this lot and owes penalties)*
- 2000/2001 State Audit: Deal with issues brought to my attention as the State performs their routine audit.
- Reynolds Inc.; Randy Tummers and Jim Wells:
  - Left messages to discuss scheduling the expansion project pipe capping and testing; whether or not they can complete work out of the roadway; and request a copy of the maintenance bond. *(Still no response)*
- ██████████; County Road 300 North: Inclement weather and scheduling have prevented the work associated with this item from being completed. The work will be completed as soon as conditions allow. *(Same as in October Manager's Report)*
- ██████████; Lot ██████ & ██████:
  - Multi-lot agreement: *(Same as in October Manager's Report)*
- Pressure-reducing valve: *(Same as in October Manager's Report)*
- Prepare sewer and water utility standards and "Sewer Use Ordinance"
- Broadacres Restaurant; ██████████: *(Not Updated)*