

UTILITY MANAGER'S REPORT

MONDAY, JULY 21, 2003

FIELD PROJECTS

Ron Marion, Foreman

Terry Elliott, Field Crewmember

Jeff Maddux, Field Crewmember (& Wastewater Asst.)

Paul Trapp, Field Crewmember (90 days on May 16, 2003)

Part-time / Meter Readers

Tina Hammond

Billie Jean McCollum

RECENT ACTIVITY

- ✓ **Focus:** Over the past three months, the field crews have transitioned from the difficult cold temperatures of winter to the demanding rainy days of spring. Both the cold and wet weather put an incredible demand on field crews that were trying to keep the sewage collection system up and running while other projects were being relocated on the priority list. Additionally, policy changes created an additional workload related to the nonpayment disconnects occurring twice in May and up from 50+/- nonpayment disconnects in prior months to approximately 145 in May and June. The new schedule is working well and the part-time staff was able to take some of the burden off of the full-time staff. And now, six months into the year, having gone through considerably more than anticipated for this reporting period, we anticipate that summer weather will allow for additional effort to be placed on the priorities list.

- ✓ **Repaired eight (8) water leaks; three required Boil Water Advisories**

- ✓ **Completed six (6) water taps and six (6) sewer taps** (one tap required the installation of a new vacuum pit and valve)

- ✓ **Station Repairs/Maintenance**
 - Station No. 2
 - *Repaired broken discharge piping:* Piping broke and flooded the basement.
 - *Replace floats w/ probes:* Hoosier Electric completed in June.
 - Station No. 5
 - Pulled damaged vacuum pump and replaced with backup pump/motor. Wilson's Machine Shop repaired gouges in the pumps rotor and housing then utility staff reassembled the pump with an overhaul kit. (Damage was caused by a broken spring in the air-inlet check valve; a spare pump module was also purchased)

- ✓ **Truck Repairs**
 - 1989 Dump Truck:
 - Repaired seals in the lift cylinder
 - 1990 Case Backhoe
 - Troubleshoot the electrical system and replaced an electrical relay that had shut it down.

- ✓ **Work orders completed**
 - April201
 - May368
 - June337
- ✓ **Disconnects for non-payment**
 - April47
 - May142
 - June147
- ✓ **Assisted weekly with WWTP operations, maintenance and repairs**
 - Detailed list under the “*Wastewater Treatment Plant*” section of this report.
- ✓ **Foreman’s estimation of time spent on unscheduled bad-weather related work**
 - April
 - *25% of the time*: Walked sewer lines looking for and correcting vacuum valve problems caused by freezing temperatures.
 - *10% of the time*: Thawing out frozen meters
 - *10% of the time*: Rebuilding vacuum valves and controllers.
 - May and June
 - *25-30% of the time*: Walked sewer lines looking for and correcting vacuum valve problems caused by rain.
 - Also cleaned blocked sewers with electric sewer cable machine.
- ✓ **Training Sessions**
 - Ron Marion and Jeff Maddux (BMV):
 - Commercial Drivers License (CDL): Began studying in March
 - TECHPRO Pump & Seal School (J. Maddux. and P. Trapp):
 - “PUMP School”: June 2, 2003
 - “SEAL School”: June 3, 2003
 - AIRW Seminars (Jeff M. ad Paul T.):
 - Two-Day Pump and Seal Training:.....June 17-18, 2003
 - Jeff Maddux attended IDEM’s spring Wastewater Exam:
 - Jeff Maddux is now a Class I Wastewater Operator May, 2003
- ✓ **Scheduled Field Crew Vacation**
 - Ron Marion:
 - Two days (*Turkey Hunting*): April 23-24, 2003

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 begin reading meters around the 17th which generally takes 4-5 days depending on the weather, do non-payment disconnects on the 23rd and perform station maintenance.

UPCOMING ACTIVITY□ **Lead and Copper Sampling**

- Collect twenty (20) drinking water samples from customers' homes during the month of July, per IDEM requirements.

□ **Repair water leaks (3 currently on the schedule; two advisories required)**□ **Station Repairs**

- Station No. 4
 - *24-hour operations on one vacuum pump; no redundancy:* This vacuum pump needs pulled and overhauled before it gives out to fatigue brought on by constantly running at high operating temperatures. (*Long run hours are caused by pipe leaks and design problems in the collection system combined with the need for more vacuum*)
- Station No. 8
 - Leaking seal on the vacuum pump needs repaired.

□ **Truck Repairs (All trucks need safety lighting for traffic control purposes)**

- 1988 F-350 Service Truck
 - Valve cover gaskets replaced
 - Rear brake noise inspected; booster still needed.
 - Engine rattle and smoke on acceleration to highway speed???
- 1989 Dump Truck
 - Right rear wheel cylinder leak
 - Repair paint on drivers side door
- 1988 Chevrolet Pickup (Grey) (Trade in or sell)
 - Brake line leaking
 - Engine smokes and runs rough
 - Body rust and holes in cab; exhaust fumes entering cab.
 - Interior very rough
 - Lights don't work properly
- 1989 S-10 Pickup (Trade in or sell)
 - Transmission has broken gear (Manual)
 - Broken windshield
 - Doors won't stay shut
 - Body in poor shape
 - Interior very rough
 - Lights don't work properly

□ **Training Sessions**

- American Water Works Association (AWWA); (Ron & Swan):
 - Drinking Water Certification Course: Begins August 16, 2003

□ **Scheduled Field Crew Vacations:**

- Terry Elliott:
 - Two weeks:..... July 14-25, 2003
- Jeff Maddux:
 - One Week: August 11-15, 2003
 - One Week: September 8-12, 2003

□ **2003 Field Projects/Priorities; Goals/Status**

- Meter pit improvements:Ongoing
- Meter pit valve replacement:Ongoing
- Stations-Gravel for driveways:Ongoing
- Preventative Maintenance Program:Ongoing
- WWTP Concrete Work:Next on list
- Install/Replace water and sewer valves:Summer/Fall Project
- Smoke sewers:Drafting procedures and training staff
- Pressure testing sewers:Will determine need after smoke tests
- Stations-Replace plug valves: Fall Project
- Pressure Reducing Valve:Reviewing technical information
- Inventory:..... Winter Project

□ **Prior Reports Continued**

- *New Service Truck:* Reviewing *informal* quotes and evaluating finance/budget options.
- *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 April, May and June. There were *NPDES violations* in May and June! (Presidents Signature Required; DMR/MRO; June attached)
- Completed Land Application report for April, May and June.

✓ **NPDES VIOLATIONS:**

- **VIOLATION:** Violations were reported to IDEM as each was encountered. All violations were associated with meeting summer limits for ammonia removal. However, IDEM's Compliance Section Chief, Don Dailey, recently informed me that we will soon be receiving a "*Letter of Violation*" that will require certain time sensitive responses addressing the cold-weather operating problems. Warmer weather has improved settling and eliminated the need for using polymer to aid in the settling process, which ended March 26, 2003. Additionally, we are seeing improved TSS and BOD removal; however, meeting ammonia removal limits was unattainable during the past two months. Two potential causes for the ammonia removal problem stand out in our minds; One: the PVC liner may not be environmentally friendly to the nitrifying bacteria; and Two: the single-basin operation may be contributing to raw flow short-circuiting across the basin during decant phases. Therefore, given the two possibilities, the next step in correcting the ammonia removal problem is to use all available treatment equipment, which means putting the No.1 SBR back into service. And, while this process setup takes place, we'll continue to investigate the possibility of the PVC liner inhibiting the nitrification process.
- **MEETINGS:** Another meeting is to be scheduled at the WWTP in July with three board members, the Wastewater Operations Supervisor and myself to continue discussions about the current status of the plant, review potential solutions and continue to develop our Plan-of-Action for solving cold-temperature operating problems. This process is ongoing and will continue through another meeting with IDEM's Compliance Section planned for August 2003.
- **AQUA-AEROBICS:** Representatives from Aqua-Aerobics have recommended several options (i.e. aerator domes and arctic packs, diffused aerations, etc...) to help reduce heat loss in the basins, however, these options would not prevent heat loss due to the extended retention times in the SBR caused by the plant being hydraulically underloaded, nor would these options counteract the cold influent temperatures. In addition, to counter low influent temperatures, they have suggested using a supplemental heating system that would heat the influent flow prior to its entry into the SBR. A heat exchanger would most likely prove to be the most reliable method to combat the low influent temperature, short of major improvements to the collection system itself.
- **CONSULTING:** Discussions with other SBR facilities in northern US regions have further proved to set us apart from the norm of other sewage collection and treatment facilities. I've outlined some of the more relevant distinctions between our sewage utility and others below:

- First: None of the utilities contacted have collection systems with as high a percentage of vacuum/gravity ratios as the JNRU. None of the collection systems contacted have more than half vacuum/gravity, and most were less than one-quarter vacuum/gravity. The greater percentage of vacuum/gravity in the collection system indicates colder influent temperature during the winter months. *(This problem will definitely require long-term planning and funding)*
- Second: None of the utilities contacted are as *underloaded* as JNRU's facility. This increases heat loss in the basins due to longer holding times. *(Attempted to address this problem by using single-basin mode, which improves loading characteristics)*
- Third: Only one of the utilities contacted is using a flow-thru plant setup, the same setup as in single-basin mode where the influent continuously flows through the basin. That plant is also having difficulty meeting ammonia limits but is forced to operate in this setup because their plant is *overloaded*, the opposite of the JNRUs *underloaded* status. Again, this setup puts the basin at risk of short-circuiting raw influent across the basin to the decant weir. *(Currently being addressed by returning the JNRU plant to dual-basin mode)*

✓ **Equipment Repairs & Maintenance:**

- HVAC Unit: Blower motor replaced by Hall Heating & Cooling
- UV Units: Watts Electric replaced blowers in UV units No. 1 and 3.
- Generator: Schedule Campbell's Petroleum to complete plumbing of fuel lines.
- Multiple items completed by Field staff:
 - SBR No. 2, Mixer: A crane was used to remove the mixer from the basin; four buckets were removed from the impellor. The mixer was placed back into service with no other damage incurred.
 - SBR No. 1: Installed floating equipment prior to putting back into service in July. This project took a considerable amount of time, as did the rest of the items listed below.
 - SBR No. 1 Decant Valve: Removed for repair and installed a rebuilt valve.
 - Ultra Violet (UV) units: Assisted with routine cleaning.

✓ **Training Sessions:**

- Operator Training: Jeff Maddux completed training and IDEM testing to become an IDEM certified "Class I Wastewater Treatment Plant Operator"

UPCOMING ACTIVITY

- **Normal operations and maintenance: (Converting from single-basin to dual-basin mode)**
 - Compliance monitoring and reporting under way.
- **Sampling/Safety**
 - Requesting design/build pricing for three floating aluminum docks to be mounted at both SBR basins and the digester basin in order to provide operators with a safer work area and a more representative sampling location.

□ **DMRQA; Study 23**

- Test samples were ordered in June, sample testing will occur in July and the test results will be submitted thereafter for grading.

□ **Equipment Repairs & Maintenance:**

Multiple items to be completed by Field staff:

- Yard Hydrant: Repaired water leak in service line; hand dug between basins.
- Hycore Screen: Repaired heat tracing and replaced posts holding the control panel (the original metal posts were corroding due to there proximity to the raw influent channel).
- Generator: Repaired coolant leak and battery charger.
- Final Sampler: Pipe mount for sampler tubing
- Fuel Barrel: Poured concrete slab
- Pump Maintenance: Waste and lift station pumps.

□ **Scheduled Operator Vacations**

- Mike Ruby:
 - Two Weeks..... September 15-26, 2003

□ **2003 WWTP Projects/Priorities; Goals/Status**

- Solve Winter Operations Problem:Ongoing
- Generator Fuel Barrel:Ongoing
- Preventative Maintenance Program:Ongoing
- MLSS Sample Pump:Floating docks
- WWTP Sidewalks/safety projects:Summer/Fall Project
- Inventory:..... Winter Project
- WWTP Improvements (Shop): Winter Project
- DO/ORP Incorporated into PLC:Investigating

□ **Prior reports continued:**

- 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. quarterly 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, Lead Clerk

Cindy Summerfield, Office Clerk (90-days on May 25, 2003)

RECENT ACTIVITY

✓ **Financial snapshot, Three-month summary: (Sewer BAN Transfers estimated at \$25,000 are being made, and are being calculated into the summary)**

○ Sewer	<u>April 2003</u>	<u>May 2003</u>	<u>June 2003</u>
▪ Revenue:	\$88,431	\$93,519	\$78,897
▪ Expenses:	\$82,146	\$75,898	\$82,579
○ Water	<u>April 2003</u>	<u>May 2003</u>	<u>June 2003</u>
▪ Revenue:	\$75,158	\$66,193	\$60,560
▪ Expenses:	\$62,086	\$59,804	\$55,998

✓ **Financial, Account Balances for June**

○ Sewer:		
▪ Checking: \$123,018.46 – OSC (\$13,950.25)		\$109,068.21
▪ Bond & Interest:		\$55,298.86
▪ Debt Service Reserve:		\$111,134.82
○ Water:		
▪ Checking: \$125,775.43 – OSC (\$4,556.40).....		\$121,219.03
▪ Bond & Interest:		\$85,736.99
▪ Debt Service Reserve:		\$160,878.07

✓ **Billing; collections**

Three-month review:

○ Customers billed in Dollars:	<u>April 2003</u>	<u>May 2003</u>	<u>June 2003</u>
▪ Customers w/active service:	\$107,120	\$120,565	\$113,568
▪ Arrears & Closed Acts.	\$274,015	\$245,726	\$236,603
▪ Total billed:	\$381,135	\$366,291	\$350,171
○ Number of Customers billed:	<u>April 2003</u>	<u>May 2003</u>	<u>June 2003</u>
▪ Customers w/active service:	1454	1500	1513
▪ Arrears & Closed Acts.	894	865	834
▪ Total customers billed:	2348	2365	2347

✓ **Accounts in Arrears, progress:** The totals outlined below represent collections progress between April and June 2003. This three-month period the total balance of 90-day accounts has increased by \$44,476 due primarily to the “200” accounts’ being billed in February. Current balances are outlined below:

	<u>Billed on 90-day plus accounts</u>
○ “100” accounts (387)	\$50,234
○ “200” accounts (624)	\$172,580
Total, currently unable to collect without pursuing collections:.....	\$222,814

- Property Liens: Liens will be applied to all 90-day plus outstanding accounts in August 2003. It will require a lot of research and paper processing to complete on schedule but will provide updated owner information and ensure that we can collect the largest portion of account balances in arrears. Additionally, we will be able to bill more accurately next year with the updated account information.
- Collection letters: Ongoing process
- ✓ **Bookkeeping**
 - Ledger: CY 2002 is closed out and the monthly “Balance Sheet” and “Profit & Loss” reports are being provided with this report.
 - Audit Issues
 - Clearing Account: Setup a clearing account for all A/R to be deposited into and disbursed from and into the appropriate accounts.
 - Customer Deposit (Guarantor Deposit Register): Completed deposit registers for both departments and moved excess funds from the deposit accounts to cash operating accounts. This helped meet the cash-operating accounts’ balance requirements.
 - Payroll Attestation form: Created and put into service.
- ✓ **Software/Equipment Purchases**
 - Ledger/Billing Software & Hand-held Meter Reading Device: Three companies have provided quotes for software; one company also provided pricing on the hand-held meter reading device while others referred us to separate vendors.
 - Keystone: Keystone gave a proposal for the windows-based software, however, its still in development and will not be ready for a test run until later this year.
 - Not selected - We’ve already encountered several problems with their programs, their maintenance fees are much higher priced than others and they’re not fully prepared for our current needs.
 - Computer Resource Center (CRC):
 - Not selected – This vendor initially tried to propose new computers more than utility software, however, after further clarifying our needs, they resubmitted a proposal for software as required. Again, their presentation was lacking software details and the ability to fully meet our current needs.
 - Greentree:
 - Selected – This vendor provided full paper presentation/proposal along with an onsite spoken/visual presentation that answered many of the software concerns that we had, especially with meeting State Board of Accounts requirements. Their proposal was also revised twice to accommodate our specific software needs and financing alternatives as we requested. Financing will be through a municipal Lease/Purchase Agreement.
 - Telephone System: King Communication installed the new telephone system in May.
 - Time Clock (ADP): The new time clock and electronic reporting system were put into service for a trial run. Unfortunately, the system didn’t have the anticipated flexibility and began requiring more time than the original time-keeping process and reporting system. The new time clock and supporting system were returned shortly thereafter.

✓ **Training Sessions**

- Dan, Valerie and Cindy:
 - Computer Classes at Jennings County Library:.....April/May

UPCOMING ACTIVITY

□ **Accounting/Billing Software**

- Finance new software and required hardware then put into service.

□ **Collections**

- High priority: Researching several hundred accounts and trying to maintain a monthly collections routine.

□ **2003 Office Projects/Priorities; Goals/Status**

- Accounting software: Began Municipal Lease/ Purchase Agreement
- Collections:Ongoing, Monthly process by years-end
- Budget Updates:Monthly to Department Heads
- Inventory:..... Winter Project

□ **Prior reports continued**

- State and Federal tax refunds: The IRS is now using a collection agency to send letters in an attempt to collect approximately \$15,000 in payroll taxes. Utility figures show that the IRS owes the utility a refund; paperwork was submitted to the IRS last year. This is the first response received from the IRS regarding the issue and telephone messages are never returned. We continue to follow up on this item of concern. (Unchanged)
- Office documents in drafting stage:
 - Sewage adjustment form
 - Standard Operating Procedures (SOPs)

GENERAL

RECENT ACTIVITY✓ **Sewer Rate Ordinance 2002-3**

- Ongoing; legal council expects to hear a ruling from the court of appeals within the next few months.

✓ **New Policies**

- Non-Payment Disconnect Date Change: The non-payment disconnect date change took effect in May. Bill cards were revised to reflect the change and written notices were delivered to *all* customers. This transition required an enormous amount of employee time and effort to deal with customers' concerns and providing assistance with customers trying to catch up on their accounts.
- SUMMER WATERING PROGRAM: The Board adopted this program on May 19, 2003. Many customers have inquired about the program and many have signed up. A copy of the sign-up form is attached. (Attachment)
- Employee uniforms: Uniform shirts were recently provided to office and part-time staff in order to meet the requirement that ALL employees wear utility uniforms each day. At years end, each employee will be allotted an annual clothing allowance to replace worn uniforms.

✓ **State Audit**

- The Audit Exit Meeting was held at the utility office on May 7, 2003. We have not received the Final Audit Report, but there are a few items that were identified and have since been addressed as outlined below:
 - 1997 Debt Service Reserve (DSR) Accounts: Both Water and Sewer DSR accounts should have been completely funded in October of 2002 but were not due to the sewer utility's low rates, which caused the sewer utility to borrow from the water utility in order to spread out some of the financial burden. The new rates have allowed the sewer utility to fully fund its 1997 DSR account; the Water utility will fully fund its 1997 DSR account in July 2003.
 - Customer Deposit Accounts: Both water and sewer *customer-deposit accounts* were not tracked accurately in the past. Customer deposits were being deposited into the *customer-deposit accounts* but were being refunded from the *cash-operating accounts*; this built up the *customer-deposit accounts*. A Guarantor Deposit Register was created to organize and track customer deposits and as a result the excess funds in the *customer-deposit accounts* were transferred into the *cash-operating accounts*. The amounts transferred are outlined below:
 - From customer-deposit accounts to cash-operating accounts
 - Water: \$32,410.65
 - Sewer: \$34,912.65
 - Sewer Utility owes Water Utility: The sewer utility owes the water utility \$70,602. The funds were borrowed from the water utility to help the sewer utility make 1997 Bond & Interest payments. The repayment schedule is a five-year plan that

will require payments (transfers) of approximately \$1,200/month beginning in January 2004; this will allow some time for the sewer utility to better prepare, financially, for the additional payment.

- Cash-Operating Account Balances: The 1997 Bond Ordinances require that the cash-operating accounts maintain a balance equal to two-months operating expenses; this was recently accomplished as a result of correcting the customer deposit accounts. The balances currently required are outlined below:
 - Water, (approximately):.....\$101,000
 - Sewer, (approximately):.....\$84,000

✓ **Quarterly Budget Review**

- I've provided a second-quarter Finance Report for your review and discussion. You will notice that an unexpected downward trend in the number of customers is one focus of the report followed by discussion on the planned capital purchases and facility improvement projects. Please feel free to ask questions and to visit the utility office for more detailed discussion. ([Attachment](#))

✓ **Financial Planning Meetings**

- Weekly Accounts Payable
 - The treasurer visits the utility office at least once per week to review and sign claims, discuss any ongoing or upcoming matters and to keep abreast of the customer climate.
- Department Head Meetings
 - All supervisors attend a monthly department head meeting to review and discuss planning dockets, which show the current docket breakdown and accumulated revenue/expenses set next to the forecasted 2003 Budget. Work schedules are reviewed and updated as well. The Treasurer also attends most of these meetings.

✓ **Consumer Confidence Reports (CCR)**

- The CCR is an annual report required by IDEM's Drinking Water Branch in which each water utility provides drinking water quality information to its customers. The JNRU's CCR was delivered to its customer in June 2003.

✓ **90-Day Evaluations (New Employees)**

- Two employees were evaluated after their 90-day probationary periods.

✓ **Vandalism/Theft**

- Station No. 4: Juveniles living in the vicinity of station no. 4 were observed on a regular basis trespassing and damaging the building. The County Police and CSL Security were notified and then met onsite to confront the juveniles. They were given a warning by the County officer then released. No further incidents have occurred. The damages are listed below:
 - Smashing gutters
 - Painting profanity and a line on the building
 - Broke building trim and used it to attempt to break the door lock
 - Attempted to remove metal plates covering holes in the building walls

- A moped rutted up yard during a rain event
- Water Meters: On three occasions, someone has broken or stolen water meters from meter settings. The State Police were notified each time and visited each property and gave the residents warnings and made a report of each incident. No prosecutions, yet!
- ✓ **ADT Security System**
 - The ADT security system recently went through an improvement of its own to better protect the utility office and its contents. Additional long/short-range motion sensors were installed and other devices were relocated to more appropriate locations.
- ✓ **Drop-Box/Mailbox**
 - CSL representatives requested that the utility relocate its drop-box and mailbox located in the marina parking lot so they can stripe the marina parking lot and eliminate the risk of someone hitting them. The utility had already discussed doing this prior to their request since the drop-box always allowed rain to soak customer payments and the mailbox wasn't secure from passerby if the mail didn't get picked up right away. The marina drop-box was eliminated, which leaves the front-gate drop-box for after-hours payments; the mailbox was also removed and an in-town post office box was established.
- ✓ **Farm Lease; Tom King**
 - Mr. King made his annual lease payment and discussed his upcoming plans for the property as follows:
 - His desire to renew the lease when it expires (*still a few years out*);
 - Planting soy beans;
 - Fertilizing the property;
 - Smoothing land by cultivating; and
 - Weed control.
- ✓ **Facility Improvements**
 - Facility improvements were completed during the second quarter with lots of help and patience from all utility employees.
- ✓ **Old Equipment Disposal**
 - Treasurer authorized the disposal of two old desks, a toilet, a urinal, two air conditioners, and one bathroom sink/vanity. Franklin Salvage paid \$3 and change for all.
- ✓ **Customer Complaints**
 - Sewers backing up: I could generate another list of these complaints for this quarter; however, it all reflects back on the need for major collection system/infrastructure improvement projects. We recognize this problem and still have minor improvement projects on the schedule for CY 2003. (**Updated, but stays the same**)
 - Fee for Non-Payment /Non-Payment Disconnects: Many customers simply disagree with being charged \$50 for not paying their bill; they are consumed with the idea that it is still a *non-payment "disconnect" fee*, like it was prior to the recent changes in miscellaneous fees. Several customers have stated that they are coming to the board meeting to complain.

✓ **Annual Meeting**

- Held at the Jennings County Public Library on Saturday, May 3, 2003 at 1:00p.m. A small number of attendees were at the meeting, none-the-less Tom Trulock gave a verbal report for the Personnel Committee, Dave Brinkman gave a verbal report of the utilities financial status and I provided a short report on Customer Service and Infrastructure needs.

✓ **Country Squire Lakes Association**

- Fire hydrant fees: Paid account balance in full after the adjustment was made for the inoperable hydrants.
- Lot No. 2152: Paid the account balance in full.

✓ **██████████; Lot █████ & █████:**

- Multi-lot agreement: Agreement honored after Treasurer's review and approval.

✓ **Broadacres Restaurant; ██████████:**

- E-One, Bob Jordan: I recently contacted Mr. Jordan to inquire about his continued interest in supplying a no-cost low-pressure pump station for the Broadacres application. He is still interested. His efforts to provided a demonstration installation by an experienced contractor hasn't been arranged due to the contractor's busy schedule.
- Town of Osgood, Tony (Supt.): I recently contacted the Town of Osgood to inquire about whether or not they would be willing to hire out their high-pressure jet-trailer to clean the line and pull the pipe through. Their superintendent needed to ask his board and planned to call back to let me know one way or the other. I haven't heard from him since my call on June 24, 2003. I suspect we're too far out of their town to feel that generous (*from the discussion I had with Tony*).
- Mr. ██████████: Their grease trap has still not been installed.

✓ **Training Sessions**

- IDEM:
 - Non-Point Source Pollution:..... June 26, 2003

✓ **Scheduled Vacations**

- Manager
 - One Week:June 2-6, 2003

UPCOMING ACTIVITY

□ **Monitor WWTP Operations:**

- IDEM Compliance: Plan to meet with IDEM in August to report on the winter operating problems and *Bypass Event*.

□ **Training Sessions**

- Southern Indiana Operator's Association (SIOA)
 - Monthly meetings:July, August & September, 2003
- AIRW seminars:
 - VA Assessments, Sellersburg, IN:August 12, 2003

□ **2003 Management Projects/Priorities; Goals/Status**

- Complete Audit Related Work:Ongoing
- WWTP Improvements: Preliminary Planning
- Water /Sewer System Improvement Projects: Preliminary Planning
- Budget Updates: Quarterly to Utility Board
- Update All Policies/Ordinances:Ongoing
- Establishing Short/Long-Term Goals:Ongoing
- Establishing Short/Long-Term Financial Plan:Ongoing
- Maintain Compliance Communication with IDEM:Ongoing
- Create Job Descriptions (All): Back Burner
- EPA Required: Vulnerability Assessment: Before June 30, 2004
- EPA Required: Emergency Response Plan: Before December 31, 2004

□ **Prior Reports Continued:**

- Policies and Rules: Each month we hope to address some of the policies outlined in February's report and other policies as they become necessary or desirable. The list below is currently in draft and review stages. (Nothing to Update)
 - Property owner (w/deed) responsibilities:
 - Deposit Rules:
 - Non-Payment Disconnect Date:
 - Payment Extension/Agreement Policy
 - Availability Fee Dates of Coverage
 - Bad Check Policy
 - Write-Off Bad Debt
 - Purchasing limits set by board
 - Capitalization
 - Board Authorization of Claim Payments
 - Authorization of Credit Card Use
 - Designation of miscellaneous fees
 - Water Leak Credit