

Manager's Agenda

Board Meeting

September 20, 2004

➤ DOCUMENTS ATTACHED

- Agenda
- Claim Dockets
 - *Month of August claims and transfers*
- Letter; John Seever
 - *Discussing Sewage Works Revenue Bonds of 2004, Series A & B*
- Dress Code Policy
 - *Submitted for approval*
- Better Business Bureau Complaint/Response
 - *Customer's complaint stating she paid her bill on time and is due a refund of the Fee for Non-Payment.*

➤ GENERAL INFORMATION

- Common Water/Sewer Department Issues:
 - *Indiana Underground Plant Protection Services, Inc. (IUPPS) or Holey Moley*
 - Recently enrolled in the IUPPS Statewide Utility Notification Service as required by Indiana Code 8-1-26. Damage to Underground Facilities.
 - *Dress Code:*
 - Requesting approval for inclusion in the Employee Handbook
 - *Staff Training:*
 - Utility Office will be closed Tuesday, September 21, 2004 for the office staff to participate in a Microsoft Office software training session in Bloomington, IN.
 - *Customer Complaints*
 - Late payment of bills
 - Drop box policy (2)
 - Better Business Bureau (BBB) complaint
 - *Snowbird Policy*
 - Public discussion with community/board
 - *Utility Service Rates:*
 - Debt Service:
 - Cannot apply debt service fees to untapped lots per Ed Tinkle.
 - Preliminary Budget
 - To be presented in October.

- Budget Committee meetings will be necessary in the months to follow.
- Water Department
 - *Jennings Water, Inc.*
 - Held up due to archeological study at the well field; shouldn't have to worry about rates until Spring.
- Sewer Department
 - *Wastewater Treatment Plant (WWTP)*
 - Violations:
 - No ammonia violations for August; however, there was one (1) day where the collection system had an overflow reported to IDEM.
 - Temperature drops may already be affecting the ammonia removal process at the WWTP.
 - WWTP Agreed Order:
 - Anticipate receiving it soon.

➤ **DOCUMENTS TO REMEMBER**

- Board Meeting minutes approval
 - August 16, 2004:..... (Normal meeting)
- DMR/MRO signatures
 - August 2004 reports (Collection system violation)