



**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

APR 20 2021

BY: \_\_\_\_\_

**Water Leak  
Credit Request**



Per Roberts Creek Water District Water Service Ordinance #2000-3-1, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Ordinance #2000-3-1 (rental tenants not eligible for credit). For credit consideration, the water customer account holder **must complete Section 1 below**:

**SECTION 1 - TO BE COMPLETED BY THE CUSTOMER**

**UTILITY CUSTOMER INFORMATION**

(Please type or print clearly)

Customer Name: <b>George &amp; Jeanne Insley</b>		Service Address: 865 Little Valley Rd Roseburg OR 97471
Daytime Phone: <b>541-619-6013</b>	Service Number: <b>769000</b>	

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired: <b>March 8, 2021</b>	<input checked="" type="checkbox"/> <b>Attached</b> Lowe's, Longs building supply, Tim Allen Equipment rental , labor
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Brief Description of Leak Failure & Repair:  
**water pipe broken in middle of the lot**

I certify that I am the account holder and that the leak has been repaired. I request that Roberts Creek Water District consider my request for a water leak credit.

**Customer Signature** Jeanne Insley **Date** March 29, 2021

**SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT**

Date Form Received:

Meter Read Date to use for Water Leak Credit Evaluation:

If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:

Estimated leak period based on consumption history (attach service history) : \_\_\_\_\_

Estimated normal billing during leak period: \_\_\_\_\_ Leak month billing: \_\_\_\_\_

Estimated average normal billing in same billing cycle (or est avg billing if less than 1 yr of svc): \_\_\_\_\_ ( )

(NOTE: if estimating average billing, attach calculation documentation)

Estimated charges in connection with the leak of the leak billing period(s) divided by 2= \_\_\_\_\_

Reviewer's Initials:

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

# Roberts Creek Water District Customer Notes Report

Sort Order: Customer No.  
From: 7/1/2020 Through: 5/12/2021

Limited to : Account No 759000 Location No 759

Customer No.	Location No.	Customer Name	Location Address	Prints On	Expires
Date Created	User Name	Category	Grace Date		
<b>759000</b>	<b>759</b>	<b>GEORGE R INSLEY</b>	<b>865, LITTLE VALLEY ROAD</b>		
7/17/2020	Beth Dewsnup	General			
MRV REREAD 12782. PRIVATE LEAK. TALKED TO CUSTOMER. THEY ARE AWARE. JM					
7/22/2020	Beth Dewsnup	General			
REREAD 12,961. TALKED TO HER. DR					
12/11/2020	David Campos	General			
WE SENT A DOORHANGER TO ADVISE THEM TO CALL US ABOUT FIXING THEIR LEAK. PLEASE SEE DAVID FOR MORE INFO.					
1/20/2021	Beth Dewsnup	General			
STILL LEAKING					
3/29/2021	Beth Dewsnup	General			
MRS INSLEY CALLED AND SAID THEY GOT LEAK FIXED					

**MINUTES OF THE BOARD OF COMMISSIONERS MEETING**  
**ROBERTS CREEK WATER DISTRICT**  
**April 8, 2021**

President Tracey Parker called the meeting to order at 6:00 pm. Present were Commissioners Brenda Kingry, Steve Lusch, and Carolyn White. Also present were Office Manager David Campos, Superintendent Alan Paulson, and visitor Steven John. Commissioner Tom Fullbright was absent.

Visitor Steven John introduced himself with to the Board. Mr. John appeared before the Board on behalf of his tenant, Chris Aumock, who had submitted a leak adjustment request for consideration. Mr. John was appreciative of the District's promptness in notifying his tenant of the leak and subsequently monitoring the meter after the leak was fixed. After brief discussion, Commissioner Steve Lusch made a motion to approve a \$100 credit to Chris Aumock, the maximum allowed by District ordinance. Commissioner Carolyn White seconded the motion. Approval was unanimous. Mr. John thanked the Board and exited the meeting.

Commissioner Lusch made a motion to approve the March regular meeting and special meeting minutes, financial statements, and accounts payable. Commissioner White seconded the motion. Approval was unanimous.

Office Manager David Campos gave his monthly report. David provided some specifics on the timeline of events after the election date, including initial meeting and commencement of operations of a new authority, if formed.

David then informed the board of a couple policy changes he would like to propose in the next fiscal year. The first is to eliminate the collection of security deposits for new water accounts. David explained that the benefit the deposits provide is not worth the cost to manage them. The second policy change would apply to the removal of water meter service for abandoned services. Under the current policy, even if a water service is locked off for non-payment, the account would remain open, and the base rate would continue to be billed for up to 12 months before the service connection is removed. A brief discussion followed. Any policy changes would be made in the next fiscal year.

David stated that a start/stop water service request form will be added to the District's website.

David reviewed the renewal for the current health insurance plan with the Board. The premium increase for District's health insurance plan will be 5.75%.

David stated that although the District recently contracted with Douglas Fast Net for managed IT services, things have not gone very smoothly. In addition, the service contract

with DFN does not include any support for “break-and-fix” IT services. David will be reviewing other options for IT services for the next fiscal year and will budget accordingly.

Superintendent Alan Paulson presented his monthly report. Alan informed the Board that Knife River has submitted an invoice for the 8” mainline conflict on Castle Ave. The invoice is currently being reviewed.

Alan informed the Board that he and Jeremy met with Camp Creek Electric to review the electrical study for the Plant. There are a couple recommended items that will be included in the next budget.

Alan stated that Terry Nelson with Camtronics in process with the Treatment Plant's control computer upgrade.

Alan stated that the crew recently completed the annual valve turning program.

David then presented an annual performance evaluation for Office Assistant/Utility Clerk Stacey Werner. Stacey has completed one year of service with the District. Commissioner Brenda Kingry made a motion to advance Stacey Werner to step 6 on her salary scale. Commissioner White seconded the motion. Approval was unanimous.

Alan then presented an annual performance evaluation for Water Utility II Will Hope. Will has been with the District for 14 years. Commissioner Lusch made a motion to gift Will a \$100 gift card for his continued service to the District since he is at the top of the salary scale. Commissioner Kingry seconded the motion. Approval was unanimous.

For the good of the order, Commissioner Lusch asked how the District comes up with the salary scales, seeing as how there may be several changes with the joint authority. He stated that he drew up a draft scale for the authority positions. David suggested that Board use the service of a consultant in determining salary scales for the higher management positions. Discussion followed.

There being no further business, Commissioner Lusch made a motion to adjourn the meeting. Commissioner Kingry seconded the motion. Approval was unanimous, and President Parker adjourned the meeting at 6:43 pm.

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Commissioner  
Roberts Creek Water District

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Commissioner  
Roberts Creek Water District

**Roberts Creek Water District**  
**Profit & Loss**  
**April 2021**

	Apr 21
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
401-a · Water Rates to Plant Upgrade	40,000.00
401 · Water Sales	105,726.41
402 · Meter Sales	1,500.00
404 · Special Surcharge Revenue/Tank	1,217.89
405 · Standby Charges	16,650.00
408 · Backflow Test Receipts	150.00
409 · Water Service Fees	1,820.13
410 · Miscellaneous Income	1,812.51
412 · Interest	266.14
<b>Total Income</b>	169,143.08
<b>Gross Profit</b>	169,143.08
<b>Expense</b>	
501 · Office Manager	6,991.00
502 · Office Assistants	7,138.67
507 · Office Supplies	81.21
508 · Telephone & Internet	50.00
509 · Electricity (office)	189.44
510 · Social Security	1,090.45
511 · Workmen's Comp.	5.61
515 · Health Insurance (office)	5,353.57
517 · Repair & Maint. Office	38.00
518 · Administrative	200.00
519 · Contract Services	2,283.44
530 · Unemployment Comp.	14.32
532 · Billing Costs	3,472.66
534 · Capital Project Rate Transfer	40,000.00
601 · Plant Superintendent	7,470.25
602 · Service Crew	26,865.24
605 · Freight	15.86
606 · Tools	4.22
607 · Supplies & Safety Items	497.58
608 · Telephone / Internet	419.91
609 · Plant Electricity & Gas	8,305.73
610 · Social Security/Plant	2,616.34
611 · Workmen's Compensation	12.05
612 · Fees & Dues	714.00
613 · Fuel	693.79
615 · Health Insurance (plant)	13,366.96
617-A · R & M - Field	1,556.43
617-B · R & M - Plant	1,195.90
620 · Water Samples	613.80
622 · Education (crew)	435.00
624 · Meter Installations	114.78
628 · Replace Lines	3,691.26
630 · Unemployment Comp. Plant	34.35
640 · New Connection Materials	252.66
650 · Safety Equipment	206.14
675 · Inventory Adjustment	9,503.40
<b>Total Expense</b>	145,494.02
<b>Net Ordinary Income</b>	23,649.06
<b>Net Income</b>	23,649.06

**ROBERT CREEK CAPITAL PROJECTS**  
**Profit & Loss**  
April 2021

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	<u>Apr 21</u>
Ordinary Income/Expense	
Income	
402 · METER SALES	13,563.00
412 · INTEREST	1,006.02
416 · TRANS GEN FUND to PLANT UPGRADE	40,000.00
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Total Income	54,569.02
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Gross Profit	54,569.02
Expense	
625 · MISCELLANEOUS	0.15
628 · LINE REPLACEMENT	267.46
653 · PLANT IMPROVEMENTS	8,537.75
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Total Expense	8,805.36
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Net Ordinary Income	45,763.66
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Net Income	<u><u>45,763.66</u></u>

**ROBERTS CREEK WATER DISTRICT**  
**ACCOUNTS PAYABLE**  
**APRIL 2021**

Avista Utilities	Natural gas at office/plant/Carnes	432.26
Bassett-Hyland Co.	Fuel for company vehicles	693.79
BMS Technologies	March statement fees	1,638.56
Camtronics, Inc	Network switch trouble at Plant	1,081.50
Canon Solutions America	Plant/Office copier service agreement 2/20 -3/19	36.04
Cardmember Service	DR eval gift card, OGFOA and AWWA dues (DC), Zoom Webinar subscription, Office 365/QB Enterprise Cloud subscriptions, No trespassing signs for Carnes, meeting food, office supplies	976.78
Cintas	Refill first aid kits	206.14
Continental Utility Solutions, Inc.	March merchant services	1,834.10
Douglas Co. Farmers Co-op	Degreaser, supplies, flap discs, Moss Out, magnets, weed killer, tie downs, nuts/bolts/washers, PH pan	321.40
Green Sanitary District	Office/plant/Carnes shop sewer services	114.00
Long's Building Supply	2x4 studs, screwdriver	18.40
Iconix Water Products	Inventory parts and supplies, Carnes Rd project materials	15,202.63
Meterreaders LLC	March meter readings	2,283.44
Nexcom	Final bills for fax line	80.00
Oregon DEQ	Water Quality Permit	714.00
Pacific Power	Plant/Office/Shop/Highland PS/RC PS/Tipton electricity	8,062.91
Payroll: Office	Payroll	10,722.34
Plant	Payroll + draws	25,687.22
Commissioners	Board Compensation	369.00
Oregon Dept. Revenue EFTPS	Payroll Withholding	3,264.00
Federal Withholding EFTPS	Payroll Withholding, Social Security & Medicare	12,471.40
Allstate	Supplemental insurance (EE paid)	210.20
Refunds	Overpayment & Service Deposit refunds	353.76
SDIS	May health/supplemental insurance premiums	18,720.53
Staples	2 date/message ink stamps	45.17
Umpqua Research	Water Sample Testing	613.80
USA Blue Book	pH buffer - 7 pouches	54.26
Verizon Wireless	Tablet line	39.91
RCWD Crew Staff	Cell phone stipend for April	400.00
Winston Sanitary Service	Carnes Rd. dumpster	77.90
<b>TOTAL GEN. FUND PAYABLES for April 2021</b>		<b>106,725.44</b>
Camtronics, Inc.	SCADA CPU upgrade	8,537.75
Knife River	1" crushed rock - Carnes	267.46
<b>TOTAL CAP PROJECTS PAYABLES for April 2021</b>		<b>8,805.21</b>

# Office Manager's Report

## May 2021 Meeting

SALES	April	March	April Last Year
Gallons	22,426,100	17,773,400	20,836,300
Revenue	\$148,032	\$135,274	\$143,026
Meters Sold	3	0	1

COMPARISONS	This FYTD	Last FYTD	Net Over/Under Last Yr.
Gallons	286,654,500	271,403,000	15,251,500
Revenue	\$1,667,173	\$1,606,223	\$60,950

April Merchant Svcs	Credit/Debit	ACH	Autodraft	Total
\$ Transacted	\$51,373	\$4,750	\$12,348	\$68,471
# of Transactions	1,067	91	219	1,377
Fees Charged*	TBD	TBD	n/a	TBD

\*does not include \$40 maintenance fee

CHECKING ACCTS. AS OF April 30, 2021	
General Checking	\$235,680
General Fund Reserve	\$534,486
Surcharge Savings	\$65,526
Capital Checking	\$159,735
Capital Projects Reserve	\$1,481,157
Plant Upgrade Debt Reserve	\$598,484
	<b>\$3,075,068</b>

The new start/stop service request form on our website is working out great, and several customers have used it already. The form is most helpful for new customers who are moving from out of the area.

We are currently working on our budget (or budgets) for the 2020-2021 year. I am still working out pricing for some anticipated technology changes.

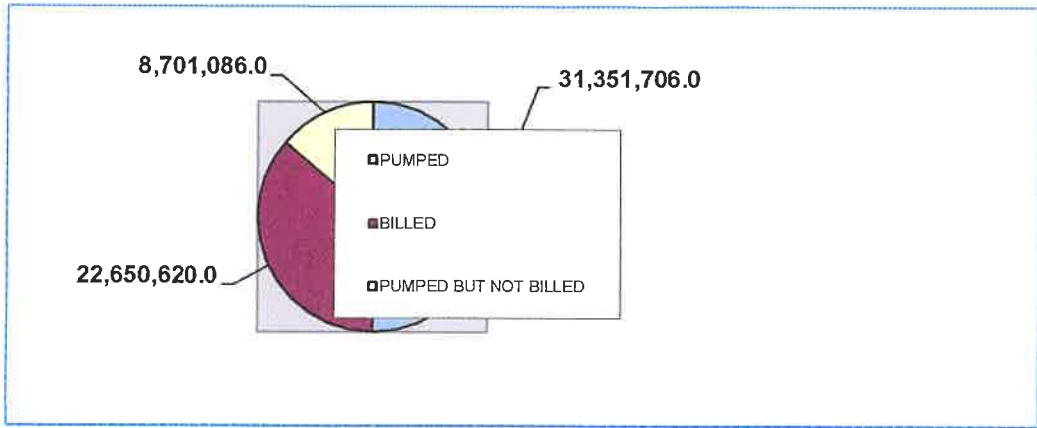
As you may know, we have been working with Steve on a possible salary schedule for the new authority positions. This is another component needed to prepare a budget for the authority should the ballot measure pass. The plan is to have the budget ready to go for the initial authority meeting. Operations for the authority would begin July 1.

As we will know the outcome of the election a week from now, if the measures pass there will be several administrative things (for lack of better term) set in motion. as

**David Campos, CPA**  
Office Manager

<b>GALLONS PUMPED</b>	<b>GALLONS BILLED</b>	<b>PUMPED BUT NOT BILLED</b>
31,351,706	22,650,620	8,701,086

**Apr-21**



**30 DAYS IN BILLING CYCLE: 3/11/21 TO 4/10/21**

Repairs, leaks, etc. rendering unverifiable consumption

3/18/21	DEPRIEST ST	REPAIR MAINLINE
4/5/21	2288 CIRCLE DR	REPAIR SERVICE

2020-2021	DIFFERENCE	2021-2022	DIFFERENCE	2022-2023	DIFFERENCE
JULY	5,124,050	JULY		JULY	
AUGUST	1,873,280	AUGUST		AUGUST	
SEPTEMBER	7,835,590	SEPTEMBER		SEPTEMBER	
OCTOBER	1,704,864	OCTOBER		OCTOBER	
NOVEMBER	3,603,559	NOVEMBER		NOVEMBER	
DECEMBER	5,821,078	DECEMBER		DECEMBER	
JANUARY	8,863,858	JANUARY		JANUARY	
FEBRUARY	5,784,803	FEBRUARY		FEBRUARY	
MARCH	6,548,780	MARCH		MARCH	
APRIL	8,701,086	APRIL		APRIL	
MAY		MAY		MAY	
JUNE		JUNE		JUNE	

# Roberts Creek Water District

## Superintendents Report

May 2021

The Carnes project continues to be going smoothly as far as our facilities are concerned. Knife River has been very easy to work with.

There are a couple of potential projects that could need to be addressed in the near future. There is a proposed project at 265 Grant Smith Road and a proposed project at 2782 Roberts Creek Road. Both of these projects are still in the planning stages, but should be straight forward and the district could adequately supply them with service.

I will have a formal request to present to the board, regarding the purchase of our replacement membranes. I would also like to present quotes for a new pick-up/ broom attachment for our skidsteer.

I have an update to give on an employee issue.

Fire District #2 has scheduled their hydrant flushing program to begin June 1<sup>st</sup>. Although this is later than we customarily flush our system, we will be flushing our distribution system in conjunction with Fire District #2's hydrant flushing.

**If you have any questions, please feel free to give me a call at 541-670-1215**

**Thanks Alan**