



**ROBERTS CREEK
WATER DISTRICT**

**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: <u>James Walls / Sara Wright</u>		Service Address: <u>2179 Edna Ave</u>	
Daytime Phone: <u>541-584-8685</u>	Service Number: <u>or 541-430-6146</u>	<u>Roseburg, OR 97471</u>	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH		
Date Leak Repaired: <u>7-10-2020</u>	<input type="checkbox"/> Attached <u>Supplies for repairs purchased through home depot.</u>		
Brief Description of Leak Failure & Repair: <u>Broken water line was repaired by replacing the broken line.</u>			
<u>Main water line broke underneath home, took us a few days to indicate</u>			
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: <u>[Signature]</u>	Date: <u>9/8/2020</u>		

Could not attach receipts.
where leak was coming from.

SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received: <u>9/8/2020</u>	Meter Read Date to use for Water Leak Credit Evaluation: <u>7/10/2020</u>	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount: <u>79.80</u>
Estimated leak period based on consumption history (attach service history): <u>6/11/20 - 7/10/20</u>		
Estimated normal billing during leak period: <u>65.25</u>	Leak month billing:	<u>225.35</u>
Past average normal billing in same billing cycle (or est avg billing if less than 1 yr of svc): <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		<u>(65.25)</u>
Estimated leak billing of the leak billing period divided by 2=		<u>159.60 / 2 = 79.80</u>
Calculated water leak credit amount: <u>71,000 gal - 15,000 gal</u>		<u>79.80</u>
Reviewer's Initials: <u>DC</u>	Approver's Initials:	<input type="checkbox"/> Credit Granted <input type="checkbox"/> Credit Denied
		If Leak Credit Granted: RECEIVED Date Applied: _____ Initials: _____

SEP 08 REC'D



**ROBERTS CREEK
WATER DISTRICT**

RECEIVED
AUG 5 REC'D
Roberts Creek Water District

**Water
Credit Re**



Per Roberts Creek Water District Water Service Ordinance #2000-3-1, customers are responsible for consumption on the customer side of the water meter. As such, consumption charges for water leak 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 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: <u>GLEN D. COCKRUM</u>		Service Address: <u>151 ARMANDE LOOP ROSEBURG, OR 97471</u>
Daytime Phone: <u>541-679-5905</u>	Service Number: <u>5950000</u>	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired: <u>7/31/2020</u>	<input checked="" type="checkbox"/> Attached	
Brief Description of Leak Failure & Repair: <u>Leak at main water line going into house</u>		
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 credit.		
Customer Signature <u>Glen D. Cockrum</u>		Date <u>8/3/2020</u>

SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPARTMENT

Date Form Received: <u>8/5/2020</u>	Meter Read Date to use for Water Leak Credit Evaluation: <u>8/10 + 7/10/2020</u>	If Credit Granted, Util Anticipated to Show the Credit: <u>18.53</u>
Estimated leak period based on consumption history (attach service history): <u>6/10 - 8/10</u>		
Estimated normal ^{billings} usage during leak period: <u>128.65</u> Leak month ^{billings} consumption: <u>165.70</u>		
Past average normal ^{billings} usage in same billing cycle (or est ave consumption if less than 1 year): <u>128.65</u> <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak ^{billings} consumption of the leak billing period divided by 2 = <u>37.05 / 2 = 18.53</u>		
Multiplied by the rate used to calculate billed charges during the leak billing period: ----- X		
Calculated water leak credit amount: <u>42,000 - 28,000 gallons</u> ----- <u>18.53</u>		
Reviewer's Initials: <u>DC</u>	Approver's Initials:	<input type="checkbox"/> Credit Granted
		<input type="checkbox"/> Credit Denied
		If Leak Credit Granted Date Applied: _____ Initials: _____



**ROBERTS CREEK
WATER DISTRICT**

RECEIVED

AUG 17 REC'D

Roberts Creek Water District

**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: <i>Victoria Roberts</i>	Service Address: <i>134 Peppertree Ct</i>	
Daytime Phone: <i>541-680-8361</i>	Service Number: <i>4985080</i>	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired: <i>7-14-2020</i>	<input checked="" type="checkbox"/> Attached	
Brief Description of Leak Failure & Repair: <i>Slow leak under driveway</i>		
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: <i>Victoria Roberts</i>	Date: <i>7/19/2020</i>	

SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received: <i>8-17-20</i>	Meter Read Date to use for Water Leak Credit Evaluation: <i>5/10, 6/10, 7/10/2020</i>	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount: <i>19.95</i>
Estimated leak period based on consumption history (attach service history): <i>May - June July</i>		
Estimated normal ^{billings} usage during leak period: <i>171.60</i>	Leak month ^{billings} consumption: <i>211.50</i>	
Past average normal ^{billings} usage in same billing cycle (or est ave ^{billings} consumption if less than 1 year) <i>(171.60)</i>		
<small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak ^{billings} consumption of the leak billing period divided by 2 = <i>39.90 / 2 = 19.95</i>		
Multiplied by the rate used to calculate billed charges during the leak billing period: <i>X</i>		
Calculated water leak credit amount: <i>19.95</i>		
Reviewer's Initials: <i>VR</i>	Approver's Initials:	<input type="checkbox"/> Credit Granted
		<input type="checkbox"/> Credit Denied
		If Leak Credit Granted: Date Applied: _____ Initials: _____

Stratton Bros. Inc.
 200 Buckhorn Rd
 Roseburg OR 97470

Phone 541-673-0460
 Fax # 541-672-8726
 sbrospaving@gmail.com

Invoice

DATE	INVOICE #
7/14/2020	2020-166

Victoria Roberts
 134 SW Peppertree Ct
 Roseburg OR 97471

541-680-8361

PROJECT

DESCRIPTION
<p>Replace galvanized portion of the water line, from the meter to the house side of the driveway.</p> <p>Sawcut asphalt , excavate as needed, replace water line, backfill and patch the asphalt.</p> <p>Mobilization - Equipment move in and move out. Labor - Price per hr. Small Excavator, Price per hr. 10 yd. Dump Truck Per Hr. Crushed Rock, 1"-0, Price per CYD Patching, price per ton laid. Pipe and materials Plumber</p>

	Total	\$1,911.00
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Please make checks payable to: Stratton Bros. Inc. Payment Is Due In-Full upon completion and billing. Any unpaid balance is subject to a 2% (24% per year) service charge after 30 days.

**MINUTES OF THE BOARD OF COMMISSIONERS MEETING
ROBERTS CREEK WATER DISTRICT
AUGUST 13, 2020**

President Tracey Parker called the meeting to order at 6:06 pm. Present were Commissioners Brenda Kingry, Tom Fullbright, and Steve Lusch. Also present were Office Manager David Campos, Superintendent Alan Paulson, and employee Dan Radford.

Customer Ronald Williams was on the agenda to address the Board regarding a billing issue, however Mr. Williams did not attend the meeting.

Commissioner Lusch made a motion to approve the following leak adjustment request:

Robert Hawkins 2350 Jackie Ave 1101000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
June – July 2020	54,000	\$ 199.90	$\$199.90 - 120.10 = \$79.80 / 2 =$ \$ 39.90 credit
June – July 2019	26,000	\$ 120.10	

Commissioner Kingry seconded the motion and approval was unanimous.

Commissioner Kingry made a motion to approve the July joint RCWD-GSD Board meeting minutes. Commissioner Fullbright seconded the motion. Approval was unanimous.

Commissioner Fullbright then made a motion to approve the July minutes, financial statements, and accounts payable. Commissioner Lusch seconded the motion. Approval was unanimous.

Office Manager David Campos gave his monthly report. David stated that he is aware it was discussed at the Green Sanitary District meeting, but he reviewed the recent authority staffing plan with the Board. The authority staffing plan was prepared with the assistance of SDAO Consulting Services.

David added that in planning for the potential authority formation, the estimated cost of converting the sanitary district's billing database and merging it with ours is approximately \$10,000.

David stated that recently there have been issues with the postal delivery service. Some of the District's disbursement checks never arrived at their destination. David asked the Board to consider allowing David to use online payment options for expenditures whenever practical. Commissioner Lusch made a motion to approve the use to online payment options for expenditures. Commissioner Fullbright seconded the motion. Approval was unanimous.

David stated that a letter was sent out to customers with the most recent billing notifying them of the Districts' proposal to form a joint water sanitary authority.

David informed the Board that he is currently working on the economic feasibility statement to go with the prospective petition for the authority formation.

President Parker stated that it was discussed at the Green Sanitary District Board meeting that the name of the joint authority should include the name "Green" in it. After brief discussion, the name "Green Area Water & Sanitary Authority" was chosen. Commissioner Kingry made a motion to select Green Area Water & Sanitary Authority as the potential joint authority's official name. Commissioner Lusch seconded the motion. Approval was unanimous.

David presented, to the Board, Resolution R-2020-08-01, a resolution approving the formation of a joint water and sanitary authority. Commissioner Lusch made a motion to adopt Resolution R-2020-08-01. Commissioner Fullbright seconded the motion. Approval was unanimous.

Superintendent Alan Paulson gave his report. Alan stated that the electrical engineer is preparing their study at the treatment plant. Upon completion they will detail the requirements needed to install a backup generator at the plant.

Alan stated that one of the compressors that operates the controls at the plant needed to be repaired. The parts have been ordered by shipping was delayed.

Alan informed the Board that one of the power supplies on the MIOX system failed. The supply was under warranty and will be fixed soon.

Alan stated that a representative from Dupont (formerly Siemens) visited the plant to help with a switching issue. While at the plant, he offered his recommendations on what filter membranes we should consider when replacing the current membranes. The suggested membranes come at a higher cost than the ones that were budgeted for, but do not have the same issues that the membranes budgeted for have. Budget options for the recommended filter membranes were discussed.

Alan informed the Board that Shawn Hastings, Utility II, will be leaving the District on August 22nd. Given a recent retirement on the operations staff and the news of Shawn Hastings leaving, Alan stated that he would like to hire two (2) new operators to fill the vacant positions. Commissioner Fullbright made a motion to approve the hiring of 2 new utility operators. Commissioner Lusch seconded the motion. Approval was unanimous.

There being no further business, President Parker adjourned the meeting at 6:42 pm.

Commissioner
Roberts Creek Water District

Commissioner
Roberts Creek Water District

Roberts Creek Water District
Profit & Loss
August 2020

	Aug 20
Ordinary Income/Expense	
Income	
401-a · Water Rates to Plant Upgrade	40,000.00
401 · Water Sales	166,954.72
408 · Backflow Test Receipts	375.00
409 · Water Service Fees	2,045.00
410 · Miscellaneous Income	2,203.96
412 · Interest	452.79
Total Income	212,031.47
Gross Profit	212,031.47
Expense	
501 · Office Manager	6,991.00
502 · Office Assistants	8,698.74
507 · Office Supplies	95.75
508 · Telephone & Internet	665.65
509 · Electricity (office)	17.00
510 · Social Security	1,213.88
511 · Workmen's Comp.	5.61
512 · Legal Fees	5,352.00
515 · Health Insurance (office)	6,922.01
517 · Repair & Maint. Office	68.69
518 · Administrative	300.00
520 · Dues & Subscriptions	285.00
525 · Misc. Expense	399.30
526 · Advertising	20.00
530 · Unemployment Comp.	15.99
532 · Billing Costs	1,892.71
534 · Capital Project Rate Transfer	40,000.00
536 · Debit/Credit Card customer fees	1,609.06
538 · Website	200.00
601 · Plant Superintendent	7,470.26
602 · Service Crew	25,827.49
605 · Freight	30.32
607 · Supplies & Safety Items	92.77
608 · Telephone / Internet	462.72
609 · Plant Electricity & Gas	54.04
610 · Social Security/Plant	2,536.98
611 · Workmen's Compensation	772.19
612 · Fees & Dues	67.20
613 · Fuel	239.28
614 · Vehicle Maintenance	71.74
615 · Health Insurance (plant)	11,150.27
617-A · R & M - Field	1,456.19
617-B · R & M - Plant	5,430.96
620 · Water Samples	296.60
630 · Unemployment Comp. Plant	33.31
6560 · Payroll Expenses	0.00
675 · Inventory Adjustment	-398.06
Total Expense	130,346.65
Net Ordinary Income	81,684.82
Net Income	81,684.82

ROBERT CREEK CAPITAL PROJECTS
Profit & Loss
August 2020

	<u>Aug 20</u>
Ordinary Income/Expense	
Income	
412 · INTEREST	1,775.27
416 · TRANS GEN FUND to PLANT UPGRADE	40,000.00
	<hr/>
Total Income	41,775.27
	<hr/>
Gross Profit	41,775.27
Expense	
627 · RESERVOIR CONSTRUCTION	5,065.00
	<hr/>
Total Expense	5,065.00
	<hr/>
Net Ordinary Income	36,710.27
	<hr/>
Net Income	<u><u>36,710.27</u></u>

ROBERTS CREEK WATER DISTRICT
ACCOUNTS PAYABLE
AUGUST 2020

Avista Utilities	Natural gas at office/plant/Carnes	71.04
Bassett-Hyland Co.	Fuel for company vehicles	239.28
BMS Technologies	July statement fees	1,892.71
Canon Solutions America	Office/Plant copiers service agreement 6/20-7/19	62.16
Cardmember Service (Visa)	Chlorine level sensor, Craigslist job posting, Zoom Webinar subscription, Office 365 and QB subscriptions, AICPA renewal (David), meeting food, office supplies, wind chime for Verna, eval gift card (Alan)	1,125.77
Continental Utility Solutions, Inc	July merchant fees	1,609.06
Digital Deployment Inc.	Monthly website fee	200.00
Douglas Co. Farmers Co-op	Ball valve, trash bags, cartridge water filters, knee pads, Sch 80 tee	96.58
Douglas Fast Net	Internet, phone service	224.06
Dupont	Site visit - programming	1,680.00
Industrial Source	Box of ear plugs	50.00
IVR Technology Group	July IVR maintenance/transaction fees	124.32
Nexcom, LLC	Office and Plant VOIP phones and fax	166.00
One Call Concepts, Inc.	July locate tickets	67.20
Oregon Linen	Monthly rug service - office	68.69
Payroll: Office	Payroll	10,158.35
Plant	Payroll + draws	24,138.00
Commissioners	Board Compensation	258.74
Oregon Dept. Revenue EFTPS	Payroll Withholding	3,192.00
Federal Withholding EFTPS	Payroll Withholding, Social Security & Medicare	12,262.12
Allstate	Supplemental insurance (EE paid)	256.96
Refunds	Overpayment & Service Deposit refunds	552.97
SAIF	Crew premium audit adjustment 19-20	762.68
SDIS	September health/supplemental insurance premiums	18,072.28
Trojan UV	Ballast + freight costs	1,613.02
Umpqua Quarries	Crushed rock for inventory	990.49
Umpqua Research	Water sample testing	296.60
USA Blue Book	pH and ORP sensors	1,980.30
RCWD Crew Staff	Cell phone stipend for August	350.00
Winston Auto Parts	Oil change	71.74
Winston Sanitary	Dumpster at Carnes shop	77.90
TOTAL GEN. FUND PAYABLES for August 2020		82,711.02
SHN Consulting Engineers	Town tank engineering - June	5,056.00
TOTAL CAP PROJECTS PAYABLES for August 2020		5,056.00

Office Manager's Report

September 2020 Meeting

SALES	August	July	August Last Year
Gallons	47,835,000	41,937,800	47,279,800
Revenue	\$220,155	\$202,956	\$218,018
Meters Sold	0	3	1

COMPARISONS	This FYTD	Last FYTD	Net Over/Under Last Yr.
Gallons	89,772,800	89,370,200	402,600
Revenue	\$423,111	\$421,150	\$1,961

August Merchant Svcs	Credit/Debit	ACH	Total
\$ Transacted	\$63,737	\$5,615	\$69,352
# of Transactions	941	84	1,025
Fees Charged*	Data not yet avail	Data not yet avail	Data not yet avail

*does not include \$40 maintenance fee

CHECKING ACCTS. AS OF August 31, 2020	
General Checking	\$346,465
General Fund Reserve	\$531,791
Surcharge Savings	\$65,505
Capital Checking	\$91,235
Capital Projects Reserve	\$1,477,841
Plant Upgrade Debt Reserve	\$662,621
	\$3,175,458

Ron Williams was on last month's agenda but was unable to attend due to a family emergency. Mr. Williams recently came to the office and we had a somewhat productive conversation. I do not think he still feels that we are purposely overcharging him, but he was still frustrated that there was not an explanation for his high usage. He voiced some other concerns regarding the joint authority proposal, and he felt that the two Districts having almost identical Boards was somehow fraudulent. I explained that the Board members are customers just like himself and are trying to do what is best for all the Districts' customers.

The prospective petition has been submitted to the Douglas County Planning Department. We now await the County's response. If the County gives us the green light, we will notify customers through several media that we will begin collecting signatures for the petition.

I have attached the monthly progress report from SDAO Consulting Services. While we have completed Task 4 – Economic Feasibility Statement, we will not close out Task 4 officially until we hear from Douglas County, in case there are any issues to address.

David Campos, CPA
Office Manager

Date: September 1, 2020

To: David Campos, CPA, Roberts Creek Water District
Kay Huff, Green Sanitary District

From: Mark Knudson
Special Districts Association of Oregon, Consulting Services Program

Subject: Organizational Planning Services
Monthly Progress Report for August 2020

Notable Accomplishments this Month (August)

Task 1 – Project Management

- Reviewed project schedule, reviewed invoice, prepared monthly progress report

Task 2 – Authority Formation Work Plan

- No work this period

Task 3 – Staffing Plan

- No work this period

Task 4 – Economic Feasibility Statement

- Coordinated with District managers on schedule to complete EFS
- Completed review and proposed revisions to draft EFS
- Reviewed Districts’ edits to draft EFS and provided comments on same

Exceptions & Concerns

- None; work remains within budget and on schedule (ref: schedule of June 29, 2020)

Work Planned for the Next Month

Task 1 – Project Management

- Update project schedule as needed, review invoice, prepare monthly progress report

Task 2 – Authority Formation Work Plan

- None – this task is complete

Task 3 – Staffing Plan

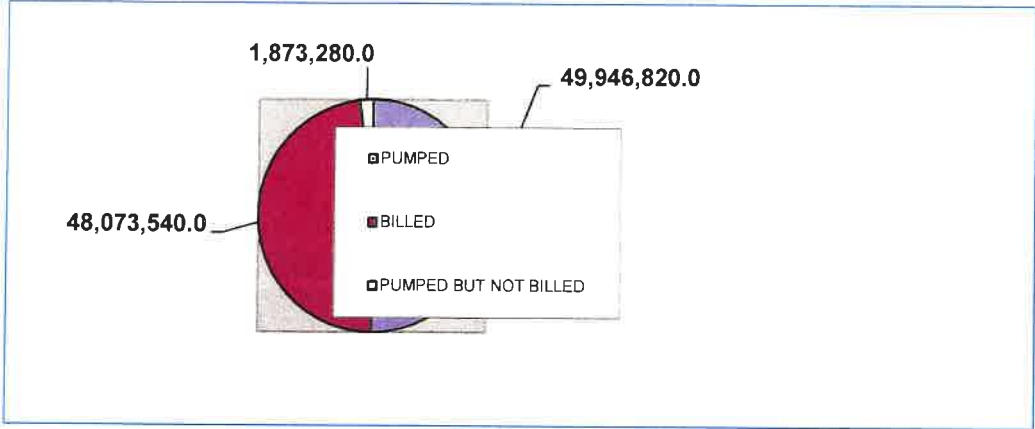
- None – this task is complete

Task 4 – Economic Feasibility Statement

- None – this task is substantially complete
- Additional work on this task is subject to Douglas County’s review and comments on the prospective petition application

GALLONS PUMPED	GALLONS BILLED	PUMPED BUT NOT BILLED
49,946,820	48,073,540	1,873,280

Aug-20



30 DAYS IN BILLING CYCLE: 7/11/20 TO 8/10/20

Repairs, leaks, etc. rendering unverifiable consumption

7/28/20	125 BEECH ST	REPAIR SERVICE
7/23/20	183 ASH ST	REPAIR SERVICE
7/21/20	2274 CIRCLE DR	REPAIR SERVICE
7/14/20	2020 BURDETTE DR	REPAIR SERVICE
7/20/20	4190 STELLA ST	LEAK ON OUR SIDE
8/3/20	2085 DEL MAR DR	LEAK ON OUR SIDE
8/4/20	119 ASPEN	REPAIR SERVICE
8/4/20	1912 PALOS VERDES	REPAIR SERVICE
8/4/20	144 PEPPER TREE	REPAIR SERVICE
8/5/20	300 REDWOOD	REPAIR SERVICE
8/5/20	2085 DEL MAR 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		SEPTEMBER		SEPTEMBER	
OCTOBER		OCTOBER		OCTOBER	
NOVEMBER		NOVEMBER		NOVEMBER	
DECEMBER		DECEMBER		DECEMBER	
JANUARY		JANUARY		JANUARY	
FEBRUARY		FEBRUARY		FEBRUARY	
MARCH		MARCH		MARCH	
APRIL		APRIL		APRIL	
MAY		MAY		MAY	
JUNE		JUNE		JUNE	

Roberts Creek Water District
Superintendents Report
September 2020

The crew has been busy with routine facility maintenance, as well as the typical leaks that we get this time of year.

After discussion from last months meeting regarding the need for a formal bid vs. an informal bid, to replace the membranes in one of our cells, we are working on getting a formal bid. This should be done soon.

Due to the retirement of an employee and another employee leaving due to medical reasons, we have successfully hired two new crew members to replace them. They have given notice to their current employers and they will start within a couple of weeks. We're looking forward to bringing them on the crew.

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