

## Office

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**From:** noreply@getstreamline.com  
**Sent:** Saturday, November 09, 2019 9:05 PM  
**To:** Office  
**Subject:** Contact Us - Form submission received

### Contact Us - Form submission received

**Your email:** kfarley8@gmail.com

**Subject:** Water meter

**Your name:** Kim Farley

**Message:** I want to be on this month board meeting agenda. We have lived at 137 Andorra dr for 25 years and have had 45 water leaks! Maybe not that many but close. 2 summers ago we replaced all our water lines on our property. The issue now is our meter is 200 feet down the hill by grange road and on someone else's property. The neighbor turned our water meter off yesterday thinking it was theirs and when they turned it back on it caused our line to blow apart. I want something done about tampering of my meter. And want my meter moved up the hill to our property line. Which I know you have discussed this to happen in the future. But we want to see about doing it now. It's not fare we may have to pay \$2000 to replace that line when possible you will be moving it anyways. Thank you, Kim Farley Robert Farley

RECEIVED

NOV 12 2019

Roberts Creek Water District

# Utility Billing

## Account Comments

User: beth d  
Printed: 11/12/2019 - 8:24 AM



**ROBERTS CREEK**  
**WATER DISTRICT**

Customer No: 001320 - 000  
Customer Name: ROBERT C FARLEY JR  
Service Address: 137 ANDORRA DRIVE  
Phone: (541) 643-9684

<b>Date</b>	<b>Status</b>	<b>Comment</b>
11/15/2017	Closed	BOARD ADJ-\$28.18 CREDIT TO ACCT-BD
09/05/2017	Closed	CUST CALLED ABOUT LK - TURNING WATER ON & OFF - REPAIRMAN CAN'T COME UNTIL 9/8/17 TO DO REPAIR.
07/12/2012	Closed	CUSTOMER HAD A LEAK...EXPECTS HIGH READING IN JULY
09/27/2007	Closed	WATER WAS FLOODING 115 ANDORRA - SHUT WATER OFF - LEFT DOOR HANGER CB
05/17/2005	Closed	APRIL OVER READ - S/B BILLED FOR 7800 GAL - CORRECTED READING AND CREDITED 16.65 PLVO
07/11/2003	Closed	REPLACED BROKEN METER BOX PLVO
01/16/2002	Closed	METER RUNNING LEFT DOOR HANGER ON GATE & OFFICE LEFT REC MSG - RE READ 903240
10/18/2000	Closed	LEAK - LEFT DOOR HANGER
11/02/1999		12/9/97 \$20.10 PD BY COMMERCIAL TITLE



**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

OCT 24 2019

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>Michael Armijo</i>		Service Address: <i>2400 S 99 Hwy Roseburg OR 97470</i>
Daytime Phone: <i>541-643-0933</i>	Service Number: <i>same</i>	

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired: <i>Toward off</i>	<input type="checkbox"/> Attached <i>Not repaired yet</i>
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Brief Description of Leak Failure & Repair:  
*Pipe sheared off at back flow device by Highway*

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 *M J Armijo* Date *10/24/19*

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

Date Form Received:

*10/24/19*

Meter Read Date to use for Water Leak Credit Evaluation:

*9/10/19*

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

Estimated leak period based on consumption history (attach service history): *8/11/19 - 9/10/19*

Estimated normal <sup>bill</sup> usage during leak period: *25.85* Leak month <sup>bill</sup> consumption: *2,588.00*

Past average normal usage in same billing cycle (or est ave consumption if less than 1 year) ( *25.85* )  
(NOTE: if estimating average consumption, attach calculation documentation)

Estimated leak <sup>bill</sup> consumption of the leak billing period divided by 2 = *2562.15 / 2 = 1,281.08*

Multiplied by the rate used to calculate billed charges during the leak billing period: ~~-----~~ *X*

Calculated water leak credit amount: ~~-----~~

Reviewer's Initials:

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_



**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

OCT 08 2019

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:

LES MECUM

Service Address:

476 TIPTON RD.  
RSBG. Ore

Daytime Phone:

541-672-1168

Service Number:

3821-000

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired:

NOT SURE ? 3 weeks ago

Attached

Brief Description of Leak Failure & Repair:

PRESSURE VALVE BROKEN -

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

LESLEY F. MECUM

Date 10-8-19

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

Date Form Received:

10/8/19

Meter Read Date to use for  
Water Leak Credit Evaluation:

9/10/19

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

Estimated leak period based on consumption history (attach service history): 8/11/19 - 9/10/19

Estimated normal <sup>bill</sup> usage during leak period: 74.30 Leak month <sup>billing</sup> consumption: 128.45

Past average normal <sup>bill</sup> usage in same billing cycle (or est ave consumption if less than 1 year ( 74.30 )

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

Estimated leak <sup>billings</sup> consumption of the leak billing period divided by 2 = 54.15 / 2 = 27.08

Multiplied by the rate used to calculate billed charges during the leak billing period: X

Calculated water leak credit amount: 27.08

Reviewer's Initials:

OC

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_



**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>Mike Amp</i>		Service Address: <i>504 Corona Lp Rd. Roseburg 97471</i>
Daytime Phone: <i>541-580-1816</i>	Service Number: <i>003802-000</i>	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired: <i>10/17/19</i>	<input checked="" type="checkbox"/> <b>Attached</b>	
Brief Description of Leak Failure & Repair: <i>We were on vacation and a friend told us we have a notice on our door. We called the plumber &amp; he went to our house &amp; fixed a leaking toilet.</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>Mike Amp</i>		Date <i>10/29/19</i>

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

Date Form Received: <i>10/29/19</i>	Meter Read Date to use for Water Leak Credit Evaluation: <i>9/10 + 10/10/19</i>	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:
Estimated leak period based on consumption history (attach service history): <i>8/11 - 10/17/19</i>		
Estimated normal <sup>bill</sup> usage during leak period: <i>131.50</i>	Leak month <sup>billing</sup> consumption: <i>225.55</i>	
Past average normal <sup>billing</sup> usage in same billing cycle (or est ave consumption if less than 1 year) ( <i>131.50</i> ) <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak <sup>billing</sup> consumption of the leak billing period divided by 2 = <i>129.05 / 2 = 62.03</i>		
<del>Multiplied by the rate used to calculate billed charges during the leak billing period: <i>X</i></del>		
Calculated water leak credit amount: <i>62.03</i>		
Reviewer's Initials: <i>DC</i>	Approver's Initials:	<input type="checkbox"/> Credit Granted <input type="checkbox"/> Credit Denied
If Leak Credit Granted: Date Applied: _____ Initials: _____		

Yaeger's Plumbing Inc

1022 NE Stephens St  
Roseburg OR 97470

# Invoice

Date	Invoice #
10/17/2019	12627

<b>Bill To</b>
Ampi, Diane 504 Corona Loop Drive Roseburg, OR 97471

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	Labor - Replaced ballcock, flush valve, trip lever on guest bath toilet.	105.00	105.00
1	Fluidmaster 540 AK 3" flush valve	25.25	25.25
1	Fluidmaster Pro 45 ballcock	16.40	16.40
1	Fluidmaster chrome trip lever	12.00	12.00

**PAID**  
10/29/19  
c.c. \$158.64

Phone #	E-mail	<b>Total</b>	\$158.65
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5416728460	bobbijo@yaegerplumbing.com
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**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

OCT 29 2019

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>Robert Otis Construction</u>		Service Address: <u>3071 Del HW 99 South</u>
Daytime Phone: <u>541-430-7444</u>	Service Number: <u>Owner</u>	

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired: <u>8-23-19 ?</u>	<input type="checkbox"/> Attached
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Brief Description of Leak Failure & Repair: Hot water heater pressure relief valve ~~failure~~ failure

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: Robert Otis Date: 10-29-19

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

Date Form Received:

10/29/19

Meter Read Date to use for Water Leak Credit Evaluation:

7/10 + 8/10/19

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

Estimated leak period based on consumption history (attach service history): 6/11 - 8/10/19

Estimated normal <sup>bill</sup>usage during leak period: 103.80 Leak month <sup>bill</sup>consumption: 784.15

Past average normal <sup>bill</sup>usage in same billing cycle (or est ave consumption if less than 1 year) ( 103.80 )  
(NOTE: if estimating average consumption, attach calculation documentation)

Estimated leak <sup>bill</sup>consumption of the leak billing period divided by 2 = 680.35 / 2 = 340.18

Multiplied by the rate used to calculate billed charges during the leak billing period: X

Calculated water leak credit amount: 100.00

Reviewer's Initials:

DL

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_



**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

NOV 12 2019

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>Veronica Koenig</u>		Service Address: <u>126 Adams Loop Roseburg OR</u>
Daytime Phone: <u>541-679-6974</u>	Service Number:	

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired: <u>Aug 15 2019</u>	<input type="checkbox"/> Attached <u>repaired leak ourselves</u>
Brief Description of Leak Failure & Repair:	

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** Veronica Koenig **Date** 11-12-19

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

Date Form Received:

11/12/19

Meter Read Date to use for Water Leak Credit Evaluation:

8/10/19

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

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

Estimated normal <sup>bill</sup> usage during leak period: 34.40 Leak month <sup>billings</sup> consumption: 165.50

Past average normal <sup>billings</sup> usage in same billing cycle (or est ave consumption if less than 1 year) ( 34.40 )  
(NOTE: if estimating average consumption, attach calculation documentation)

Estimated leak <sup>billings</sup> consumption of the leak billing period divided by 2 = 131.10 / 2 = 65.55

~~Multipled by the rate used to calculate billed charges during the leak billing period: X~~

Calculated water leak credit amount: 65.55

Reviewer's Initials:

DK

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_

10-14-19

To Who it may concern:

on my bill I paid on 9/1/19 there was a leak we didn't know about. We fixed it upon finding out. my daughter fixed it since we were in Portland for Marcel's brain surgery. I hope there can be adjustment on the bill it was \$165.50.

Thank you  
Veronica Koehn

Act # 002617-001  
2281 Circle Dr.

RECEIVED

OCT 14 2019

Roberts Creek Water District

**MINUTES OF THE  
BOARD OF COMMISSIONERS MEETING  
ROBERTS CREEK WATER DISTRICT  
October 10, 2019**

President Tracey Parker called the meeting to order at 6:13 p.m. Present were Commissioners Phil Bigler, Tom Fullbright, Carolyn White and Steve Lusch. Also present were Office Manager David Campos and Superintendent Alan Paulson

Commissioner Bigler made a motion to approve the September meeting minutes, financial statements, and accounts payable. Commissioner White seconded the motion. Approval was unanimous.

Office Manager David Campos gave his monthly report. David updated the Board on the status of the UMS utility management software conversion. The office staff is currently running the new UMS system parallel to Springbrook to make sure all the data matches up and that processes are working correctly.

David informed the Board that the theme for this year's SDAO Best Practices Checklist is Public Records. One of the requirements of the checklist is to have a Public Records Policy. The District currently has a public records policy, but it is outdated. David provided a copy of the currently adopted policy, along with a suggested policy from SDAO. David asked the Board's input on updating the policy. After brief discussion, the Board advised David to revise the policy with changes he feels are reasonable and adequate, and then submit the revision for review before the changes are adopted at a subsequent Board meeting.

Superintendent Alan Paulson gave his report. Alan informed the Board that the reason the Miox units were delayed was because the production facility is being moved due to a merger. We anticipate receiving the units in January.

Alan gave a demonstration to the Board on how the new GIS mapping can be viewed on a mobile device. The District is still working in conjunction with Green Sanitary District to map all the Districts infrastructure assets.

Alan will be meeting with the engineer to discuss the progress of the Town Tank engineering.

Alan noted that, as a result of the installation of the new magnetic meters at the treatment plant, the variance between gallons pumped and billed has decreased significantly.

There being no further business before the Board, Commissioner Fullbright made a motion to adjourn. Commissioner Bigler seconded the motion and approval was unanimous. President Parker adjourned the meeting at 6:36 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**  
 October 2019

**Income**

401-a · Water Rates to Plant Upgrade	40,000.00
401 · Water Sales	164,318.07
408 · Backflow Test Receipts	300.00
409 · Water Service Fees	2,765.00
410 · Miscellaneous Income	2,320.32
412 · Interest	890.87
<b>Total Income</b>	<b>210,594.26</b>

**Expense**

501 · Office Manager	6,146.25
502 · Office Assistants	5,661.05
507 · Office Supplies	238.64
508 · Telephone & Internet	183.05
509 · Electricity (office)	210.13
510 · Social Security	908.90
511 · Workmen's Comp.	5.17
515 · Health Insurance (office)	4,959.98
517 · Repair & Maint. Office	219.38
518 · Administrative	250.00
520 · Dues & Subscriptions	1,288.82
524 · Education (office)	50.00
525 · Misc. Expense	429.02
530 · Unemployment Comp.	12.06
532 · Billing Costs	1,586.97
534 · Capital Project Rate Transfer	40,000.00
536 · Debit/Credit Card customer fees	1,133.74
537 · Online Billpay Fees	152.48
538 · Website	200.00
601 · Plant Superintendent	7,305.83
602 · Service Crew	28,738.50
603 · Backflow Tests	225.00
605 · Freight	245.00
607 · Supplies & Safety Items	143.93
608 · Telephone / Internet	537.80
609 · Plant Electricity & Gas	9,130.66
610 · Social Security/Plant	2,747.11
611 · Workmen's Compensation	14.28
612 · Fees & Dues	2,645.74
613 · Fuel	881.06
614 · Vehicle Maintenance	494.26
615 · Health Insurance (plant)	13,077.13
617-A · R & M - Field	1,310.04
617-B · R & M - Plant	6,982.21

*Continued on next page*

**Roberts Creek Water District**  
**Profit & Loss**  
October 2019

<b>Expense (Continued)</b>	
618 · Chemicals	1,035.00
620 · Water Samples	461.20
622 · Education (crew)	1,038.55
625 · Misc. Expense Plant	146.71
630 · Unemployment Comp. Plant	35.94
639 · MIOX System	18.65
645 · Inter-tie Maintenance	402.12
675 · Inventory Adjustment	2,062.65
<b>Total Expense</b>	<b>143,315.01</b>
<b>Net Income - General Fund</b>	<b>67,279.25</b>

# ROBERT CREEK CAPITAL PROJECTS

## Profit & Loss

October 2019

### Income

412 · INTEREST	3,884.20
416 · TRANS GEN FUND to PLANT UPGRADE	40,000.00

<b>Total Income</b>	<b>43,884.20</b>
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### Expense

625 · MISCELLANEOUS	0.05
627 · RESERVOIR CONSTRUCTION	30,643.75
629 · Intertie	280.00
653 · PLANT IMPROVEMENTS	20.65

<b>Total Expense</b>	<b>30,944.45</b>
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<b>Net Income - Capital Projects</b>	<b>12,939.75</b>
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**ROBERTS CREEK WATER DISTRICT**  
**ACCOUNTS PAYABLE**  
**OCTOBER 2019**

Avista Utilities	Natural gas at office/plant/Carnes	71.82
Bassett-Hyland Co.	Fuel for company vehicles	881.06
BMS Technologies	Statement fees, online billpay fees	1,739.45
Canon Solutions America	Plant and office copier service agreement 8/20 - 9/19, 9/20 - 10/19	78.28
Cardmember Service (Visa)	Paint and supplies for Roseburg intertie, sealant QB Cloud and Office 365 subscriptions, SDAO Seminar - AP and DC, uniforms for office staff, Board meeting food, Janitorial supplies	732.20
Cascade Columbia	CL2 plus shipping + container deposit	1,280.00
Corix Water Products (Iconix)	31 meters, Romac bands, repair bands, service parts and supplies	2,980.26
Digital Deployment, Inc.	Monthly website fee	200.00
David Campos	Reimburse mileage August and September	159.21
Douglas Co. Farmers' Co-Op	Miox room maintenance, algae shock treatment for fountain	44.64
Douglas County Tax Collector	Property taxes	146.71
Douglas Fast Net	Internet	179.77
Exodus Pest Control	Office pest control services	26.00
Flury Supply	Suction hose	198.00
Green Sanitary District	Office/Carnes/Plant sewer (2 months)	228.00
H2O Backflow Testing	5 non-comp backflow tests	225.00
Industrial Tire Service	2 new tires for service pickup	296.26
Long's Building Supply	Redimix, supplies	91.82
TSYS	Monthly debit/credit card fees previous mo.	1,133.74
Nexcom, LLC	Office and Plant VOIP phones and fax	166.00
OAWU	Confined space class DR & JM	300.00
OHA Cashier	Cross Connection Applications JW & JM, renewal DR	585.00
One Call Concepts	Locate tickets	98.40
Oregon Government Ethics	Annual Ethics Commission	548.87
Oregon Linen	Rugs for office	65.42
Pacific Power	Plant/Carnes/Office/Pumpstations electricity	9,268.97
Payroll: Office	Payroll	8,802.37
Plant	Payroll + draws	26,814.91
Commissioners	Board Compensation	230.63
Oregon Dept. Revenue EFTPS	Payroll Withholding + OR Transit tax	3,415.69
Federal Withholding EFTPS	Payroll Withholding, Social Security & Medicare	12,216.38
Allstate	Employee-paid supplemental	311.01
Refunds	Overpayment & Service Deposit refunds	467.43
SDAO	2020 Membership dues	2,226.95
SDIS	November health/supplemental insurance premiums	18,037.11
Staples	APC Backups 650, office supplies, eval gift card	323.75
Umpqua Quarries	Intertie site maintenance, rock for inventory, Jackie Ave	506.62
Umpqua Research	Water sample testing	461.20
RCWD Crew Staff	Cell phone stipend for October	350.00
Jeremy Wolford	4 days per diem + mileage to Portland (BMI class), Lodging	774.55
Joshua Manson	4 days per diem (BMI class)	264.00
Verizon Wireless	Tablet service line	75.08
WECI	CL2 injection pumps	6,817.88
Winston Sanitary	Dumpster at Carnes, etc.	77.90

<b>TOTAL GEN. FUND PAYABLES for October 2019</b>	<b>103,898.34</b>
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SHN Consulting Engineers	Town tank engineering June & August, Intertie GSA	30,923.75
Douglas Co. Farmers' Co-Op	Mion room setup for new system	20.65

<b>TOTAL CAP PROJECTS PAYABLES for October 2019</b>	<b>30,944.40</b>
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# Office Manager's Report

## November 2019 Meeting

SALES	October	September	Oct Last Year
Gallons	24,189,600	40,261,100	30,989,800
Revenue	\$152,117	\$197,986	\$171,164
Meters Sold	0	0	2

COMPARISONS	This FYTD	Last FYTD	Net Over/Under Last Yr.
Gallons	153,820,900	168,545,600	(14,724,700)
Revenue	\$771,253	\$811,855	\$(40,601)

VISA/MC	October	September	Fiscal YTD
# Transactions	831	812	3,290
Total Transacted	\$50,714	\$49,137	\$196,243
Fees We Paid	\$1,065	\$1,074	\$4,212

CHECKING ACCTS. AS OF October 31, 2019	
General Checking	\$480,659
General Fund Reserve	\$425,007
Surcharge Savings	\$65,453
Capital Checking	\$125,124
Capital Projects Reserve	\$1,267,854
Plant Upgrade Debt Reserve	\$732,696
	<b>\$3,096,793</b>

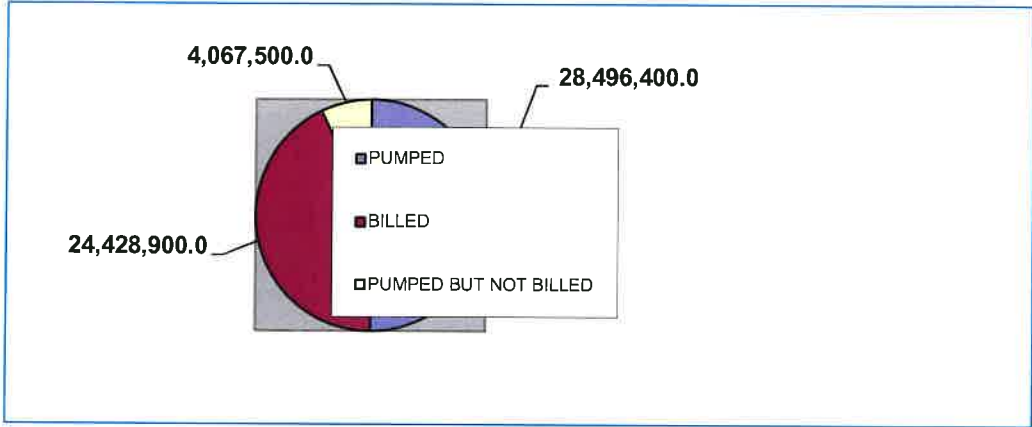
**Conversion Update:**

We are now running our billing management solely in UMS. From the parallel run process all the way to current date it has been quite challenging (and tested my patience) but we are seeing light at the end of the tunnel. We are still learning and coming up with solutions to adjust our processes to work with the new system.

There were some issues with the printed statements and how meter readings were displaying but we solved for those issues. The new IVR phone payment line is up and running. Several customers have reported issues with the new phone payment system, but we believe several of those issues are user error. The new online portal is up and running and we are seeing high participation rates so far.

<b>GALLONS PUMPED</b>	<b>GALLONS BILLED</b>	<b>PUMPED BUT NOT BILLED</b>
<b>28,496,400</b>	<b>24,428,900</b>	<b>4,067,500</b>

**OCTOBER**



**30 DAYS IN BILLING CYCLE: 9/11/19 TO 10/10/19**

Repairs, leaks, etc. rendering unverifiable consumption

9/17/19	1891 LINNELL AVE	REPAIR MAIN LINE
9/24/19	2271 LA CANADA DR	REPAIR SERVICE
10/1/19	2548 LANDERS AVE	REPAIR SERVICE
10/7/19	504 CORONA LOOP	REPAIR SERVICE
		REPAIR SERVICE
		REPAIR SERVICE
		REPAIR SERVICE
		REPAIR SERVICE
		REPAIR SERVICE

2017-2018	DIFFERENCE	2018-2019	DIFFERENCE	2019-2020	DIFFERENCE
JULY	9,925,299	JULY	15,253,956	JULY	13,180,552
AUGUST	10,291,059	AUGUST	13,710,011	AUGUST	15,221,381
SEPTEMBER	16,319,222	SEPTEMBER	13,099,601	SEPTEMBER	2,593,950
OCTOBER	7,931,991	OCTOBER	12,167,360	OCTOBER	4,067,500
NOVEMBER	12,165,401	NOVEMBER	10,345,186	NOVEMBER	
DECEMBER	8,565,533	DECEMBER	11,622,757	DECEMBER	
JANUARY	7,934,905	JANUARY	10,352,621	JANUARY	
FEBRUARY	9,346,538	FEBRUARY	10,484,214	FEBRUARY	
MARCH	5,885,652	MARCH	5,357,511	MARCH	
APRIL	10,291,349	APRIL	8,834,702	APRIL	
MAY	10,343,287	MAY	9,034,888	MAY	
JUNE	8,942,550	JUNE	11,415,960	JUNE	

# Utility Billing

## Detailed Summary by Rate Code



# ROBERTS CREEK WATER DISTRICT

User: sharon c  
 Printed: 10/29/2019 - 3:41 PM  
 Batch: 001-10-2019  
 001

Code	Description	No of Accounts	No of Services	Total Billing Base	Total Billing Cons	Consumption
Summary for Service: Water						
001	- 5/8 X 3/4 METER SERV	3,000	3,000	68,588.31	47,110.50	16,395,400
002	- 1" METER	18	18	1,035.00	1,473.45	515,900
004	- 1 1/2" METER SERVICE	17	17	1,955.00	2,146.05	752,200
005	- 2" METER SERVICE INS	20	20	3,680.00	4,320.60	1,514,400
006	- 3" METER SERVICE INS	1	1	368.00	111.15	39,400
007	- 4" METER SERVICE INS	4	4	2,300.00	10,205.85	3,581,000
008	- 8" METER SERVICE INS	1	1	2,257.00	2,337.00	819,900
009	- SECOND LEVEL CHARGE	40	40	800.00	0.00	0
00A	- 5/8 X 3/4 SRVC OUT OF DIST	20	20	552.00	541.50	189,600
00B	- 1" SRVC OUT OF DIST	3	3	207.00	59.85	19,900
00E	- 2" SRVC OUT OF DIST	2	2	441.60	76.95	27,000
010	- 10" FIRE LINE	1	1	120.00	795.15	278,800
Water Totals:		3,127	3,127	82,303.91	69,178.05	24,133,500
Grand Totals:		3,127	3,127	82,303.91	69,178.05	24,133,500

# Utility Billing

## Detailed Summary by Rate Code



# ROBERTS CREEK WATER DISTRICT

User: BETH D  
 Printed: 10/11/2019 - 10:25 AM  
 Batch: 112-10-2019

Code	Description	No of Accounts	No of Services	Total Billing Base	Total Billing Cons	Consumption
Summary for Service: Water						
001	- 5/8 X 3/4 METER SERV	38	0	475.34	159.60	56,100
Water Totals:		38	0	475.34	159.60	56,100
Grand Totals:		38	0	475.34	159.60	56,100

Roberts Creek Water District  
Superintendents Report  
November 2019

Our MIOX units have not arrived, but the company has contacted us to confirm our shipping address, so we are hoping they will arrived early than we had anticipated.

We rented a generator to perform a test on our new transfer switch at the plant. We discovered a small issue with a couple of pieces of sensitive equipment, that need attention. The test went well and was successful.

We completed the yearly maintenance of our treated water pumps

I attended SDAO's Risk Management class October 16<sup>th</sup>, and Dan and Josh attended a Hazardous Communications/ Confined Space class on November 13th.

The crew has been working on our GIS mapping, and it's coming along great. Green Sanitary has been great to work with during this project.

The 8" mainline extension at the New Carl's Jr. has been installed.

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