



# ROBERTS CREEK WATER DISTRICT

## RECEIVED

AUG 21 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>CINDY McSPERITT</u>		Service Address: <u>953 ROBERTS CK. KSBG, OR 97471</u>
Daytime Phone: <u>541-430-2455</u>	Service Number: <u>2197-000</u>	

#### REPAIR DATE

#### LEAK REPAIR RECEIPTS - PLEASE ATTACH

Date Leak Repaired: <u>8/20/19</u>	<input type="checkbox"/> Attached <u>LESS THAN \$10.00 - SOME PVC PIPE + GLUE</u>
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Brief Description of Leak Failure & Repair:  
BREAK IN LINE

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 Cindy McSperritt Date 8/21/19

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

Date Form Received:

8/21/19

Meter Read Date to use for Water Leak Credit Evaluation:

8/10/19, 8/27/19

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

Estimated leak period based on consumption history (attach service history): 7/11/19 - 8/20/19

Estimated normal usage during leak period: 41,700 Leak month consumption: 246,700

Past average normal usage in same billing cycle (or est ave consumption if less than 1 year) (41,700)  
(NOTE: if estimating average consumption, attach calculation documentation)

Estimated leak consumption of the leak billing period divided by 2 = 205,200 / 2 = 102,500

Multiplied by the rate used to calculate billed charges during the leak billing period: 103 X 2.85

Calculated water leak credit amount: \$ 293.55 leak

Reviewer's Initials:

DC

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>Timothy C. Witt</i>		Service Address: <i>3755 Krohn Ln. Roseburg OR 97471</i>	
Daytime Phone: <i>(541) 315-0282</i>	Service Number: <i>11281-000</i>		
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH		
Date Leak Repaired: <i>8-8-19</i>	<input type="checkbox"/> Attached		
Brief Description of Leak Failure & Repair: <i>the threaded coupler from my main line to my riser cracked</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>Timothy C Witt</i>		Date: <i>8-15-19</i>	

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

Date Form Received: <i>8/16/19</i>	Meter Read Date to use for Water Leak Credit Evaluation: <i>7/10/19 + 8/10/19</i>	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:
Estimated leak period based on consumption history (attach service history): <i>6/11/19 - 8/8/19</i>		
Estimated normal usage during leak period: <i>19,500</i>	Leak month consumption: <i>47,100</i>	
Past average normal usage in same billing cycle (or est ave consumption if less than 1 year) <i>( 19,500 )</i> <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak consumption of the leak billing period divided by 2= <i>27,600/2 =</i>		<i>13,800</i>
Multiplied by the rate used to calculate billed charges during the leak billing period: <i>14</i>		<i>X 2.85</i>
Calculated water leak credit amount: -----		<i>39.90</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: _____

RECEIVED

AUG 16 2019

**MINUTES OF THE  
BOARD OF COMMISSIONERS MEETING  
ROBERTS CREEK WATER DISTRICT  
August 8, 2019**

President Tracey Parker called the meeting to order at 6:00 p.m. Present were Commissioners Phil Bigler, Steve Lusch, and Carolyn White. Also present were Office Manager David Campos and Superintendent Alan Paulson.

After a brief discussion, Commissioner Bigler made a motion to approve the following leak adjustment requests, the July Minutes, July Financial Statements, and July Accounts Payable.

**LEAK ADJUSTMENT REQUEST**

**Gerald Dillon    133 Capitola Ct    006440-000**

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Apr - June 2019	24,400	\$ 140.25	$\$140.25 - 94.65 = \$45.60 / 2 =$ <b>\$ 22.80 credit</b>
Apr - June 2018	8,800	\$ 94.65	

**Jose Pacheco    191 Char St    011726-000**

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
June - July 2019	87,400	\$ 296.80	$\$296.80 - 91.60 = \$205.20 / 2 =$ <b>\$ 102.60 credit</b> <b>\$100 Cap</b>
April - May 2019	15,700	\$ 91.60	

**Ivy Kelley    4288 Coronado Dr    000192-001**

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
July 2019	67,000	\$ 213.95	$\$213.95 - 37.25 = \$176.70 / 2 =$ <b>\$ 88.35 credit</b>
July 2018	4,500	\$ 37.25	

Commissioner White seconded the motion, and approval was unanimous.

Office Manager David Campos gave his monthly report. David informed the Board that the office staff just went through a 2-day training on the UMS billing software. David will next assist UMS with a review of the current billing data as it has been loaded into UMS.

David informed the Board that the annual audit is scheduled for the beginning of October.

David stated that SDAO will be holding a Board Member and Management Staff training seminar on August 22 in Cottage Grove. Superintendent Alan Paulson stated that we would like to attend the seminar.

Superintendent Alan Paulson gave his report. Alan updated the Board on the progress of the new MIOX system project. The crew has been doing some work on the MIOX room in the meantime.

Alan informed the Board that the new treated water mag meters have been installed, and will be ready for programming once the wiring is complete.

For the planned intertie with Umpqua Basin Water, Douglas County is not allowing us to cut Happy Valley Rd for the water line. They are requiring that we bore under the road, which will add a substantial amount to the cost of the project.

Alan informed the Board that Camp Creek Electric is near completion of the transfer switch installation.

Alan stated that the developer should be starting soon on the water lines in the 2<sup>nd</sup> phase of the Tabor subdivision.

Alan stated that the Oregon Health Authority recently completed the system survey for Roberts Creek Water District. Alan feels that the survey went well, and we should be receiving the officials results soon.

Alan stated that he was contacted by Douglas County Public Works regarding the availability of water for the proposed wastewater pre-treatment plant at the landfill.

There are two proposed subdivisions at the end of Harmony Lane. For one of the subdivisions, the main will have to be extended. If the water main is extended, Green Sanitary District may be interested in connecting water at their ranch property.

Alan stated that i.e. Engineering is working on the Carnes Rd sidewalk project for Blue Zones. We may have i.e. also do the engineering for our service lines and then the District will pay for its portion of the costs. A brief discussion followed.

The proposed Burger King is still in the works but there are traffic issues to address first.

Alan stated that a Carl's Jr. is planned for the lot next to Taco Bell. The main line will have to be extended to accommodate.

President Parker called the meeting into executive session at 6:23 pm in accordance with ORS 192.660(2)(i) for the purpose of an employee evaluation.

President Parker called the meeting back into regular session at 6:26 pm.

Commissioner Bigler made a motion to give Alan a \$100 gift card and letter thanking him for his service to the District. Alan is currently at the top of his salary scale. Commissioner White seconded the motion. Approval was unanimous.

There being no further business before the Board, Commissioner Bigler made a motion to adjourn. Commissioner Lusch seconded the motion and approval was unanimous. President Parker adjourned the meeting at 6:29 pm.

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Commissioner  
Roberts Creek Water District

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Commissioner  
Roberts Creek Water District

**ROBERTS CREEK WATER DISTRICT**  
**ACCOUNTS PAYABLE**  
**AUGUST 2019**

Avista Utilities	Natural gas at office/plant/Carnes	77.04
Bassett-Hyland Co.	Fuel for company vehicles	812.20
Beth Dewsnap	Reimburse for office candy	4.75
BMS Technologies	Statement fees, online billpay fees	1,750.24
Canon Solutions America	Plant and office copier service agreement 6/20 - 7/19	42.12
Cardmember Service (Visa)	Miox room maintenance, tools for Miox room, Ink, Pressure transducer CL2, AICPA Membership (David), QB Cloud and Office 365 subscriptions, janitorial supplies, Board meeting food	1,667.65
Cascade Columbia	CL2 plus shipping + container deposit	3,301.80
Corix Water Products (Iconix)	Inventory stock, Romac repair bands, supplies	4,684.67
David Birtch	2 non-comp backflow tests	90.00
David Campos	Reimburse July Mileage	56.55
Digital Deployment, Inc.	Monthly website fee	200.00
Douglas Co. Farmers' Co-Op	Power bit heads, Pol Gas Cylinder, coupling, adapters, clamps, hoses	29.82
Douglas Fast Net	Internet	164.36
Exodus Pest Control	Office pest control services	23.00
Fastenal	Hard hat, safety vest	44.88
Green Sanitary District	Office/Carnes/Plant sewer	114.00
Industrial Source	Wrap around, yellow marker	22.42
Industrial Tire Service	Skid steer tracks	1,495.99
TSYS	Monthly debit/credit card fees previous mo.	1,020.23
Metereaders LLC	August meter readings	2,249.13
Mignola Farms	Bark mulch, river rock	80.00
Nexcom, LLC	VOIP, Firewall work for CUSI software, Static IP	308.50
Onsite Wastewater Management	Quarterly maintenance agreement	200.00
Oregon Linen	Rugs for office	65.42
Oregon Dept of Consumer & Business	Pressure vessel permits	179.20
Oregon PERS	Annual administrative fee	15.00
Oregon Tractor	Mini excavator keys	15.50
Pacific Power	Plant/Carnes/Office/Pumpstations electricity	10,664.15
Platt Supply	Miox room maintenance	35.15
Popeye's Pump & Backflow	9 non-comp tests + 1 repair	345.00
Quill	Office coffee	47.80
Payroll: Office	Payroll	8,563.79
Plant	Payroll + draws	26,533.69
Commissioners	Board Compensation	184.49
Oregon Dept. Revenue EFTPS	Payroll Withholding + SUTA + WBF	3,509.82
Federal Withholding EFTPS	Payroll Withholding, Social Security & Medicare	12,267.96
Child Support EFTPS	Withheld from paycheck per court order	390.00
Sharon Cason	Reimburse - Deductible met FY 18-19	1,000.00
Refunds	Overpayment & Service Deposit refunds	476.22
SDIS	September health/supplemental insurance premiums	15,984.35
Staples	Copy paper, register paper rolls, eval gift cards + fees	412.39
Umpqua Quarries	Crushed rock for inventory	420.33
Umpqua Research	Water sample testing	296.60
RCWD Crew Staff	Cell phone stipend for July	350.00
Verizon Wireless	Tablet service line	15.08
Wiinston Auto Parts	Squeegee, oil change service pickup, Vactron oil/filter, Vactron fuel pump, supplies	159.09
Winston Sanitary	Dumpster at Carnes, etc.	77.90

<b>TOTAL GEN. FUND PAYABLES for August 2019</b>	<b>100,448.28</b>
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Camp Creek Electric, LLC	Transfer switch progress billing	35,000.00
Fastenal	Mag meter bolts	296.96
Iconix Waterworks Inc.	Field flanges for mag meters	1,287.00
SHN Consulting Engineers	Town tank engineering + travel/expenses	25,249.68

<b>TOTAL CAP PROJECTS PAYABLES for August 2019</b>	<b>61,833.64</b>
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**Roberts Creek Water District**  
**Profit & Loss**  
**August 2019**

**Income**

401-a · Water Rates to Plant Upgrade	40,000.00
401 · Water Sales	156,261.23
402 · Meter Sales	500.00
408 · Backflow Test Receipts	555.00
409 · Water Service Fees	1,980.00
410 · Miscellaneous Income	4,475.92
412 · Interest	954.72
<b>Total Income</b>	<b>204,726.87</b>

**Expense**

501 · Office Manager	6,146.25
502 · Office Assistants	5,302.38
507 · Office Supplies	236.46
508 · Telephone & Internet	310.14
509 · Electricity (office)	246.50
510 · Social Security	877.64
511 · Workmen's Comp.	4.90
512 · Legal Fees	-935.20
515 · Health Insurance (office)	5,959.98
517 · Repair & Maint. Office	250.25
518 · Administrative	200.00
519 · Contract Services	2,249.13
520 · Dues & Subscriptions	451.10
525 · Misc. Expense	138.04
530 · Unemployment Comp.	11.66
532 · Billing Costs	1,599.37
534 · Capital Project Rate Transfer	40,000.00
536 · Debit/Credit Card customer fees	1,020.23
537 · Online Billpay Fees	150.87
538 · Website	200.00
601 · Plant Superintendent	7,305.83
602 · Service Crew	28,679.53
603 · Backflow Tests	435.00
605 · Freight	491.80
606 · Tools	154.82
607 · Supplies & Safety Items	420.56
608 · Telephone / Internet	527.80
609 · Plant Electricity & Gas	10,494.69
610 · Social Security/Plant	2,742.60
611 · Workmen's Compensation	13.55
612 · Fees & Dues	194.20
613 · Fuel	812.20

*Continued on next page*

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

**Expense (Cont'd)**

614 · Vehicle Maintenance	1,624.81
615 · Health Insurance (plant)	11,024.37
617-A · R & M - Field	1,892.50
617-B · R & M - Plant	1,253.60
618 · Chemicals	2,810.00
620 · Water Samples	296.60
624 · Meter Installations	57.39
630 · Unemployment Comp. Plant	36.00
640 · New Connection Materials	49.52
650 · Safety Equipment	44.88
675 · Inventory Adjustment	2,925.50
<b>Total Expense</b>	<b>138,707.45</b>
<b>Net Income - General Fund</b>	<b>66,019.42</b>

# ROBERT CREEK CAPITAL PROJECTS

## Profit & Loss

August 2019

### Income

402 · METER SALES	4,521.00
412 · INTEREST	4,293.25
416 · TRANS GEN FUND to PLANT UPGRADE	40,000.00

<b>Total Income</b>	<b>48,814.25</b>
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### Expense

627 · RESERVOIR CONSTRUCTION	25,249.68
653 · PLANT IMPROVEMENTS	36,583.96

<b>Total Expense</b>	<b>61,833.64</b>
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<b>Net Income - Capital Projects</b>	<b>-13,019.39</b>
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# Office Manager's Report

## September 2019 Meeting

SALES	August	July	August Last Year
Gallons	47,279,800	42,090,400	51,029,300
Revenue	\$218,018	\$203,133	\$228,325
Meters Sold	1	0	0

COMPARISONS	This FYTD	Last FYTD	Net Over/Under Last Yr.
Gallons	89,370,200	96,120,500	(6,750,300)
Revenue	\$421,150	\$439,715	(\$18,564)

VISA/MC	August	July	Fiscal YTD
# Transactions	834	813	1,647
Total Transacted	\$51,512	\$44,880	\$96,392
Fees We Paid	\$1,107	\$966	\$2,073

CHECKING ACCTS. AS OF August 31, 2019	
General Checking	\$426,505
General Fund Reserve	\$423,232
Surcharge Savings	\$65,436
Capital Checking	\$175,345
Capital Projects Reserve	\$1,212,769
Plant Upgrade Debt Reserve	\$650,002
	<b>\$2,953,289</b>

Online Billpay	
<i>As of September 10, 2019</i>	
Accounts Registered	1037
Paperless Accounts:	481
Autopay Accounts:	427

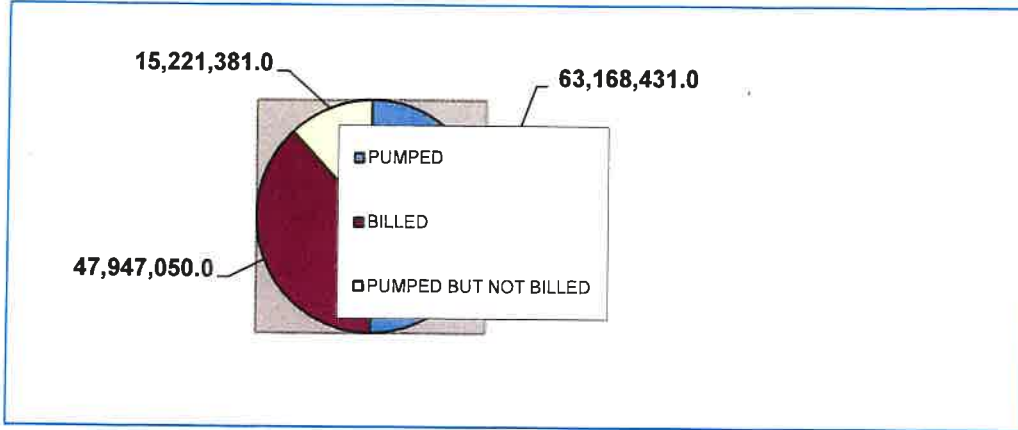
### Conversion Update:

We were required to make some minor changes to our internet setup, such as setting up a static IP and acquiring a security certificate for our payment portal site. We have one training session remaining to be completed soon. For the September billing, we will be running the CUSI UMS parallel with Springbrook, and we plan to go live with UMS for the October regular billing. At that time, we will launch the new Customer Web Portal and IVR system. We will have some work ahead of us to set up e-billing for our current paperless accounts and draft withdrawal for our current ACH customers. We will have a notice on the September bills alerting customers of the changes, as we stated in the insert letter that was mailed out recently.

**David Campos, CPA**  
Office Manager

<b>GALLONS PUMPED</b>	<b>GALLONS BILLED</b>	<b>PUMPED BUT NOT BILLED</b>
<b>63,168,431</b>	<b>47,947,050</b>	<b>15,221,381</b>

**AUGUST**



**30 DAYS IN BILLING CYCLE: 7/11/19 TO 8/10/19**

Repairs, leaks, etc. rendering unverifiable consumption

7/16/19	2192 CASTLE AVE	REPAIR SERVICE
7/16/19	2462 AUSTIN RD	REPAIR SERVICE
7/19/19	5137 GRANGE RD	REPAIR SERVICE
7/23/19	381 CHANDLER DR	REPAIR SERVICE
7/23/19	4052 STELLA ST	REPAIR SERVICE
7/25/19	2082 PALOS VERDES	REPAIR SERVICE
7/25/19	2098 PALOS VERDES	REPAIR SERVICE
7/25/19	624 TIPTON RD	REPAIR SERVICE
7/26/19	4519 STELLA ST	REPAIR SERVICE
7/30/19	2098 LANDERS AVE	REPAIR SERVICE
8/6/19	4359 CARNES RD	REPAIR SERVICE
8/5/19	799 SPEEDWAY RD	REPAIR SAMPLE STATION
8/8/19	1955 CASTLE AVE	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	
OCTOBER	7,931,991	OCTOBER	12,167,360	OCTOBER	
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	

Gallons Consumed vs Billed

# Utility Billing

## Detailed Summary by Rate Code



**ROBERTS CREEK  
WATER DISTRICT**

User: sharon c  
Printed: 08/23/2019 - 2:09 PM  
Batch: 001-08-2019  
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	3,002	3,003	68,549.96	94,959.15	33,175,900
002	- 1" METER	18	18	1,035.00	3,377.25	1,185,100
004	- 1 1/2" METER SERVICE	17	17	1,955.00	4,688.25	1,644,000
005	- 2" METER SERVICE INS	20	20	3,680.00	7,877.40	2,765,800
006	- 3" METER SERVICE INS	1	1	368.00	133.95	47,100
007	- 4" METER SERVICE INS	4	4	2,300.00	17,444.85	6,121,000
008	- 8" METER SERVICE INS	1	1	2,257.00	3,468.45	1,217,100
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	1,570.35	548,500
00B	- 1" SRVC OUT OF DIST	3	3	207.00	139.65	49,200
00E	- 2" SRVC OUT OF DIST	2	2	441.60	71.25	24,900
010	- 10" FIRE LINE	1	1	120.00	923.40	324,100
	Water Totals:	3,129	3,130	82,265.56	134,653.95	47,102,700
	<u>Regular Billing</u>					
	Grand Totals:	3,129	3,130	82,265.56	134,653.95	47,102,700

# Utility Billing

## Detailed Summary by Rate Code



**ROBERTS CREEK  
WATER DISTRICT**

User: beth d  
Printed: 08/12/2019 - 10:59 AM  
Batch: 122-08-2019

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	44	0	556.65	541.50	186,700
	Water Totals:	44	0	556.65	541.50	186,700
	<u>Final Billing</u>					
	Grand Totals:	44	0	556.65	541.50	186,700

Roberts Creek Water District  
Superintendents Report  
September 2019

We still do not have a confirmed date, as to when the new MIOX machines will be here, but the rooms have been upgraded and we are ready for their arrival.

Camp Creek Electric is done installing the new transfer switch at the plant. We will be renting a Generator for a day, to test the new system. This will be done at a later date, while they will be onsite for the MIOX install.

The second phase of Tabor's subdivision is well under way. We believe they will be starting installing the water lines soon.

Jeremy and Josh will be attending a backflow class in Portland, October 7<sup>th</sup> thru 10<sup>th</sup>. After completion, they will be certified backflow inspectors.

The crew installed a valve cluster on Linnell Ave. This will give use more control on that street, during emergency shutdowns.

The crew has been working on our GIS mapping. They have started with the fire hydrants, and will continue with other district assets, as scheduling allows.

Knife River has started on the water portion of Tabor's subdivision on Grange Rd. The Crew will tap the services, when they complete laying the main line.

We are currently painting the pump station for the Roseburg inter-tie, along with some other minor maintenance.

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

**Thanks Alan**