

ADMINISTRATIVE OPERATIONS MANAGER REPORT

APRIL 2022



OPERATINS SUMMARY

Water base rate: 1002

Sewer base rate: 930

Gas base rate: 792

Penalties: 583

of shut off notices printed April 18, 2021: 168

of final billed accounts with final bill date is: 13

of new connect accounts is: 16

AUDITING

We were working on our FY21 Audit throughout the month of April. The huge increase in construction and impact fee revenue, the implementation of our collections process, and the COVID-19 Deferment contracts really caught their attention. Staff is thankful for the processes and procedures in place, allowing us to easily provide explanation and documentation for their questions.

UTILITY ASSISTANCE

Renewal of the Memorandum of Understanding with the Utah Department of Workforce Services for their HEAT and Water Assistance programs has been submitted. WACOG does not have the same type of requirement, but our relationship with them is still being maintained. Both have proven to be a valuable resource to aide customers that are struggling with paying their utility bills.

SEWER RATES

Sewer rates were recalculated on the last months billing. A few waiver requests were approved based on verified water leaks within the months of December, January and February and/or animals/livestock, per policy.

There is not much else to report outside of operations continuing as normal. No news is good news, right?

Thank you for the opportunity to serve, respectfully,

Mariah La Corti