



HCC UTILITY DEPARTMENT
MAKING CONNECTIONS

ADMINISTRATIVE OPERATIONS MANAGER REPORT

JANUARY - FEBRUARY 2022

Accounts Billed for December 2021

Water base rate: 973

Sewer base rate: 912

Gas base rate: 788

Fiber base rate: 12

Water Penalties: 325

Gas Penalties: 217

of shut off notices printed December 15, 2021: 168

of final billed accounts with final bill date is: 11

of new connect accounts is: 18

Availability of Service Quotes: 3

January information will be available after billing is completed on the 10th.

OPERATIONS SUMMARY

The Office was closed on January 17, 2022, in observance of Martin Luther King Jr. Day and will be closed February 21, 2022, in honor of President's Day.

ACCOUNT AUDITING

Staff continues to work diligently on account auditing, with a focus these past months on system clean-up (service orders that were never completed, open deposits, GL reconciliation for miscoded billings and receivables, etc). We are working on gaining a better understanding of what to look for monthly so that we are staying caught up instead of playing catch up.

CAPITAL ASSET INVENTORY

Capital Asset Inventory is a project that is never done. It is a working document tracking all city assets worth over \$100.00. This proves to be almost a full-time job in itself! A lot of time has been spent updating the worksheet for this fiscal year.

DEQ COMPLIANCE – CERTIFIED WATER OPERATORS

The DEQ requires a Distribution Grade III and Treatment Grade III Direct Responsible Operator to operate a system of our size. We currently have a Distribution Grade IV and Treatment Grade IV Operator, meaning that we are in compliance with this requirement. Kudos to our technicians for keeping up on these certifications. It is no easy task.

POLICY IMPLEMENTATION

Staff has been working off of "how it has always been" policies for customer contracts and returned checks. We are working on creating actual policies to give guidelines to follow for these circumstances. With actual policies in place we, and the customers, will have exact requirements in place to follow to make sure we are all on the same page.

TRAINING

Weston and I had the opportunity to attend a training on financing sustainable water hosted by the Central Utah Water Conservancy District. The main topic was water conservancy and the effect it has on the budget, how to address budget deficiencies with rate changes as needed, and how to communicate conservancy and rate changes with customers. Much of the information is free to the public at <https://www.financingsustainablewater.org/>. I think it would be great if the Board and any interested public would take some time to review the website.

STAFFING

Miranda Jeffs has officially chosen to pursue her career in the private business sector. Audrey Richmond has joined our staff to take over the Accounts Payable position. Please join us in welcoming her!