



**HCC UTILITY DEPARTMENT**  
MAKING CONNECTIONS

# ADMINISTRATIVE OPERATIONS MANAGER REPORT

NOVEMBER – DECEMBER 2021

## Accounts Billed for November 2021

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Water base rate: 992

Sewer base rate: 912

Gas base rate: 775

Fiber base rate: 13

Water Penalties: 362

Gas Penalties: 234

# of shut off notices printed November 15, 2021: 150

# of final billed accounts with final bill date is: 12

# of new connect accounts is: 5

Availability of Service Quotes: 2

December information will be available after billing is completed on the 10<sup>th</sup>.

## OPERATIONS SUMMARY

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- The Office will be closed on December 24<sup>th</sup> in Celebration of Christmas Eve and December 31<sup>st</sup> in Celebration of New Years Eve. Happy Holidays!

## TRAINING OBJECTIVES

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- All staff, Council, Board and Commission members attended the training for Fair Housing and Requirements of the Injunction on December 1, 2021. If you were not able to attend, please reach out to me as soon as possible to discuss, as these are **mandatory**.
- Staff will be completing bi-monthly virtual trainings, provided by our insurance company. The trainings covered this month were on avoiding age and disability discrimination. These trainings not only drive positive, inclusive behavior and reinforce the message that preventing discrimination and harassment are a priority, but they can also limit liability.

## REQUEST FOR INFORMATION ON PENALTIES FOLLOW-UP

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- See behind. I have created mock reports on what the penalty billing will look like if the Board chooses to propose a policy change for penalty billing.

## COMMUNITY OUTREACH

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- Water Canyon High School will be doing a community service project. Students will be assigned areas throughout Hildale/Colorado City and will pick up garbage along that route. The Utility Department is excited to provide garbage bags, gloves and a dumpster for such.

## UTILITY ASSISTANCE

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- On December 27, 2020, the Consolidated Appropriations Act, 2021 was signed into law. This authorizing legislation included funding in emergency spending to assist low-income households with **water and wastewater bills** through the HEAT program (Utah side). The program became available to the general public on November 1, 2021. This is exciting as historically only assistance for energy and gas services was available.

## WEBSITE

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- New website hccud.com is now live! Staff will have at least one fillable on-line application ready for use by the Board meeting.