



Administration Operations Manager's Report

September 2021

Number of accounts billed for **September 2021**:

Water base rate: 1001

Sewer base rate: 921

Gas base rate: 778

Fiber base rate: 13

Water Penalties: 374

Gas Penalties: 233

of shut off notices printed September 17, 2021: 185

of final billed accounts with final bill date is: 14

of new connect accounts is: 14

Availability of Service Requests received July 2021: 3

Hildale-Colorado City Utility Department

320 East Newel Avenue, Hildale UT 84784

Operations Summary

The Office was closed on 11, 2021 in honor of Columbus Day.



The Office will be closed on November 11, 2021, in honor of Veterans Day,



and Thursday November 25, 2021, in celebration of Thanksgiving Day.



WACOG and HEAT Assistance Programs

We are excited to inform you that representatives of both WACOG Utility Assistance (AZ) and the HEAT Utility Assistance (UT) programs will be in Hildale on October 26, 2021, from 9AM-3PM. A presentation on what the programs have to offer, how they can help those in need, will be done and all individuals from the area are invited to attend. For those that cannot attend, this will be streamed live via Facebook. Afterwards, the representatives will aide individuals in attendance that are interested in completing the applications for assistance. Individuals that were at risk of disconnect for non-payment and reached out to us were given the option of attending in lieu of shut-off last month. I will have an update for you on how it went by the time of the meeting.

Website

Staff has been working diligently on implementing a new website. Check it out through www.hildalecity.com under “Utilities”. Our current site, www.hccud.com, will go live within the next month. The next step, which will take up quite a bit of staff time, is to take the forms that are currently PDF and convert them to fillable forms to be submitted online. The goal is to have this completed by the end of the year.

Staffing

I am pleased to announce that Miranda has agreed to stay on with the City as Accounts Payable Clerk. Miranda will be working part-time as needed in order to make sure all of the responsibilities of this position are taken care of. Miranda will be responsible for the training of the back-up individual for this position.

Sirrene Barlow has accepted the position of Deputy Recorder for the City. She will also be trained in as back-up Accounts Payable clerk. We are very excited to have her as a part of the team.

The Utility Department has advertised for temporary laborers to aide in completion of the outstanding projects our technicians are facing. Daniel Black was re-hired on this basis. However, finding temporary laborers has proven to be difficult. Unfortunately, we have not had any other applicants or interest in the positions.