

ADMINISTRATIVE OPERATIONS MANAGER REPORT

MARCH 2022

ACCOUNT AUDITING

Staff continues to work diligently on account auditing. All of the new construction in the area has caused some confusion when it comes to the billings, creating the need for a number of billing adjustments. Staff is working closely with Technicians to implement a way to keep track of homes still in construction to assure they are billed properly, and not until, time of completion.

A lot of time has been spent gathering information for the grants that our staff is working on. This has been a big eye-opener on how far we have come with our account auditing. Auditing will continue to make sure that each account is properly categorized as we proceed to provide this important information.

SPRING CLEAN-UP

The Annual Spring Clean-Up is taking place this week (week of March 28-April 1). All City Residents are encouraged to clean their yards and surroundings. Roll-off dumpsters were placed near both City Halls for public use and the landfill offered free dumping services for City Residents.

PROPANE USAGE/PRICE

This winter proved to be an expensive one for customers when it came to propane. Between the higher propane prices and cold spells, many customers bills were much higher than they are used to. A large amount of time was spent on both the office and field side, taking calls/complaints and double-checking readings. More often than not the usage and billing was correct. Customers in need were given information on heating assistance and/or offered a payment arrangement.

STAFFING

Angela Hutchings has resigned from her roles with the City/Utility Department. Interviews for the position for Accounts Receivable clerk were held and a great candidate was found. Shanae Eidenier accepted the offer of employment. She will join us on March 30, 2022. In addition, the City will be re-opening the part-time Administrative Assistant position shortly.

The turn-over of staff has caused all of us take on a heavy workload and to wear multiple hats when it comes to our duties. The staff would like to extend an appreciation to the public for their patience and understanding while we go through this transition.

Happy Spring to you all! It is a pleasure to serve. Enthusiastically and respectfully, Mariah La Corti