

City of McCleary

STAFF REPORT



To:	Mayor and Council
From:	Lori Ann Hanson
Date:	04.08.2026
Department:	Utility Accounts/City Hall office

With the passing of Resolution 790, manual credits to water/sewer customer accounts were started on 03.14.2026. This process was completed on 03.18.2026.

The total manual credit process was completed in 16 comp hours.

The average residential customer received a credit of \$-6.57.

Total water credits = \$-2,545.35
833 customers

Total sewer credits = \$-2,778.46
784 customers

The water/sewer rates were restored to the 2025 rate fees for the March billing cycle.

Beerbower Park is almost fully booked for both Elma Little League and Elma McCleary Youth Soccer. This will be for both practices and games. A big thank you to both league presidents for working together with the City for field reservations.

The Water Quality Permit Fee Program form has been filled out, and all calculations have been submitted before the April 15th deadline.

The beautiful City Wide Clean Up flyer (thank you, Dalyn) was added as an insert to the March billing statement. We have started to schedule at home pickups for seniors and look forward to our Clean Up Day on April 25th.

Our office staff is AMAZING!

Thank you to Dalyn for covering the front counter for our lunches, so that City Hall can stay open and not close during the lunch hour. Great customer service!

Thank you to Toni, our temp, for helping with the past due billing statements, clean up flyers and stamping every envelope!

Thank you, Nakisha, for tackling problems, creating solutions and keeping our ship afloat!
We make a great team!