

Angie Mettie
Customer Service
Monthly Report
June 17-July 7, 2020

Grass/Weed Letters:

- Grass and weed letters went out with the August 1 water bills. Mayor Good is working on post cards to send out to those who were considered for abatement.

Cleanup Letters

- Eight cleanup letters were sent on the 25th of the July by certified and first class mail. Property owners were sent a copy of the letter. Two residents responded to the letter and asked for further direction. Four of the certified letters are yet to be claimed. Properties that received letters will be reviewed on August 25th.

Meetings & Minutes:

- I have attended all meetings and have prepared minutes for each.

Invoices:

- I have entered invoices along with Kyla this month and scanned and filed completed invoices.

Billing:

- Billing was completed for the month of July. There were many customers with high usage, mostly due to watering. The cost of the water bill is a very common complaint, especially for new residents. Several asked to have their meters re-checked, and to check for a leak. Jessie has been great at creating data logs for properties with newer meters and explaining them to customers. This has really helped to show people how they use water.

Other Projects:

- The Meadows Valley Monday newsletter has gone out weekly. According to MailChimp Analytics, there are 448 subscribers to the newsletter, and approximately 27% open the emails.

City Cleanup:

- July 17th was our city cleanup day. John & Kenda Farnsworth, part-time residents, volunteered along with me and Daniel. Some residents were unaware of the cleanup effort and said they would be ready with more items in August.

Customer Service:

- Many complaints were received regarding dogs at large, unfriendly dogs, and dogs on private property. As there is no animal control officer, residents are calling the Sheriff's department. The Sheriff's Department cannot take the dogs to McPaws because they do not have contract with them. Direction on how to handle dog complaints would be helpful, as the Sheriff's department is unclear how to proceed.
- One call was received to ask the City for help in capturing raccoons.
- Many visitors have stopped by inquiring about the "visitor's center" that is mentioned on a sign coming into New Meadows.

Leak Letters:

- Leak letters were sent for July. Two customers called and requested not to receive letters, as they felt their usage was accounted for.
- One customer is disputing his high water bill. He was sent a letter stating that all avenues have been taken to review his bill and check his meter. He was invited to attend a Council meeting if he has further questions or concerns.