

Angie Mettie
Customer Service
Monthly Report
March 2021

Billing:

- Billing was completed for the month of March with no issues. Black Mountain has helped with making our single compound meter read properly. E-billing was completed with the help of Kyla. We are working on transitioning the e-bills from Mac's e-mail to Kyla's email.

Customer Service:

- March was very busy, as we helped customers find information that Mac had previously known immediately! We looked at determining lot sizes, zoning, setbacks, and how to fill out building permits and demolition permits. We had several inquiries about an animal control officer in New Meadows and what to do in the meantime.

Newsletter:

- The March newsletter went out in the middle of the month. Julie would like us to slowly transition to a weekly, shorter newsletter. The Meadows Valley Monday e-mail is currently getting a 26% open rate, with approximately 440 subscribers. We get many compliments on the newsletter, both print and electronic, for keeping the community up to date on city matters.

Meetings & Minutes:

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

Invoices:

- We have entered claims for the month of March. I have asked Black Mountain for training on how this process works, as once the Claim Approval List was printed, we could not access the list again. Therefore, we have two separate approval lists for March.

Animal Control / Licensing:

- Salmon River Mobile Vet spent Friday, April 2nd from 10am-4pm at City Hall doing wellness checks and vaccinations for dogs. The pet owners that I spoke with were very pleased with their service and were excited to have a veterinarian in New Meadows.
- Twenty dog tags have been purchased this year. Two customers utilized the vaccination clinic for rabies certification to purchase dog licenses. The date for March rates was extended to April 2nd in order to allow those who attended the clinic to receive the March rates.

Other Projects:

- Much time has been spent learning which bills come via mail, e-mail, or must be downloaded from websites. Kyla is doing a great job placing accounts in her name and resetting usernames and passwords. We are creating a list of monthly bills and due dates so that nothing falls through the cracks.
- Dana's office has been cleaned and organized and all miscellaneous files have been stored in boxes until a time when we can sort through them.
- We are working on dividing up the work once processes are learned. Julie is helping with the DEQ (water/sewer) processes and reports that are due.
- We have a new laptop for Dana to use, and all of our computers are now networked so that we can all have access to needed files and printers.
- We are creating an annual calendar to keep track of when reports are due and what tasks must be accomplished.
- The CAC meeting was canceled in March due to lack of Quorum. We are down to four members between both Parks & Rec and the Citizen Advisory Committee. Three must attend in order to meet quorum requirements.