

Angie Mettie  
Customer Service  
Monthly Report  
June 2021

**Customer Service:**

- One community member volunteered to adopt the fire hydrant on his corner and keep it in good repair. There are daily calls regarding property purchases and zoning questions. We have handed out many copies of the residential zoning ordinances to possible home purchasers. There were many inquiries about the upcoming Farmers Market, the Community House hours, and Meadows Valley Days. Dust Abatement was popular this month and there were many inquiries about which company New Meadows uses and how they could get on the list for their private driveways.
- Frequently, bicycle riders of the Trans American Trail call and say that they are staying in the park overnight. They have stated that their guidebook shows New Meadows as a trail-friendly city, and that it instructs them to check in at City Hall to stay at the park. If the Council chooses to disallow this, it might be important to also change the trail guide that the cyclists are using! Section 5-1-8 of city code seems to provide an exception to allow for camping for cyclists who have sought permission from the city.

**Meetings & Minutes:**

- Minutes are completed and up to date.

**Invoices:**

- All invoices have been entered for the month of June.

**Other Projects:**

- Meadows Valley Monday newsletters are drafted each week.
- Slowly working on filing the boxes of documents from past years.
- Completed a grass & weeds form to help identify addresses for the Council and contractor.
- Completed a post card to be sent to residents who were considered for abatement.
- Have worked with the building department to get a clean process in place for how permits and costs will be handled.

**Grass & Weeds**

- The grass & weeds notice was sent out with the July water bills. The process is working well. Community members have been calling when an alternate date is needed, or a problem arises. Communication has been great. Tenants living in the WCMHT units may not have received the June notices, as they do not receive water bills. I have been in contact with the director of the properties, and she will let the tenants know. The abatement charges are being passed on to the tenants of those properties.

**Leak Letters**

- The monthly leak report, which is generated after the meters are read, flagged 36 accounts as having a possible leak; thirteen accounts showed a continuous leak, and twenty-three accounts showed an intermittent leak. All customers were sent letters. One account used 53,554 gallons (mobile home) and was not on the leak report but was contacted and sent a letter anyway.

**Training:**

- We attended the AIC Conference in June. One interesting workshop discussed how to engage citizens. By making citizens a part of projects that interest them helps to create involvement. One example was applying for a neighborhood improvement grant and allowing the neighbors to come up with a plan for their own neighborhood. When other neighborhoods see the changes, they are inspired to do the same in their own neighborhood. I also attended a workshop on budget, where the treasurer had each department involved in the budget so that they

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could see where the money came from and how it would be spent. This way, everyone on staff was able to explain how the money was spent in their department to the community.

**Shut Off Report:**

- Julie asked me to prepare a shut off report for the last six months. Our process is:
  1. All accounts 45+ days overdue receive a reminder postcard in the mail on the 20<sup>th</sup> of the month.
  2. All accounts that received reminder notices that have not paid or made a payment plan receive a red door notice warning of shut off in 24 hours, if not paid. This occurs approximately on the 25<sup>th</sup> of each month.
  3. Any customers who have not paid on the morning of the 26<sup>th</sup> are called to let them know that they will be shut off that day. If no response and payment, they are shut off.
  4. In order to have the water turned back on, they must pay their bill in full and pay a \$150 deposit. Approximately 99% of the time, customers either pay or create a payment plan to avoid shutoff. So far, all payment plans have been kept. If a payment plan is not kept, the water is to be shut off when a payment is missed.

In the past six months, only two accounts have been shut off. Customers can avoid shut off by creating a payment plan or by using the Meadows Valley Roundup funds. Since the program began, three customers have used this plan. WICAP has also been very helpful in providing funds for water bills through the CARES Act and this has helped to avoid shutoff for several residents.

The main two reasons why customers are involved in this process seems to be the dates that their paychecks fall on and simple forgetfulness about paying their bill. Approximately 15 reminder postcards go out each month, and approximately 10 red door notices are placed each month. For the most part, the same properties are noticed each month, and customers are aware of the process. Of the noticed properties each month, approximately 20% have financial difficulty, 20% forget, and 60% have conflict with their paycheck dates and the due dates for the water bill. Of the total number of accounts for water/sewer, these customers that receive monthly reminders and shut off notices account for 4% of the total number of customers.