

Angie Mettie  
Customer Service  
Monthly Report  
January 2021

**Billing:**

Billing was completed for the month of January. Postage has increased with this billing cycle (1 cent per letter, or \$2.50 total). There was one home purchase this month.

**Customer Service:**

City Hall received approximately 78 calls and 82 visitors in the month of January. Several customers noticed an increase in the water cost, especially those with several properties. There were several calls regarding dogs at large, barking dogs, and one occurrence of a dog killing chickens. There were also many compliments on snow plowing.

**Newsletter:**

The January newsletter was completed. Included was information on snow plowing procedures, rules for alleyways, information on the new website, and education on sewer etiquette.

**Meetings & Minutes:**

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

**Leak Letters:**

Leak Letters were mailed out. One customer, a tenant, inquired about who was responsible for the leak.

**Pet Clinic – March**

McPaws is uncertain whether a clinic can be held in New Meadows this year. Therefore, pet owners are being reminded early that licensing will take place in March, and they may need to turn elsewhere for vaccinations this year. A mobile vet business may be a possibility for a clinic in New Meadows. More details to come.

**Other Committees:**

The Citizen Advisory Committee and Parks & Rec Committee met on January 19<sup>th</sup> and discussed winter recreation in Meadows Valley. Their ideas are added to the plan after each meeting. They will then review the draft plan at the following meeting to make sure their ideas were conveyed accurately.

**Training:**

Municode had a training on the website that included how to create forms and alerts, and how to fix broken links. I also watched Mac complete an address change in Utility Billing and also observed how e-billing is done.

**Filing:**

Filing is being completed as time allows. All claims are scanned and filed, and temporary folders and locations are being created for the remainder of documents. As filing is being completed, a records destruction box is also being created.

**Kindness Bulletin Board:**

A portion of the bulletin board in the lobby has been reserved for community members to recognize those who have been a help or have volunteered. If you have ideas, please e-mail them to me and I will add them to the board.