

Angie Mettie
Customer Service
Monthly Report
July 2022

Grass/Weed Letters:

- Grass and weed notices went out with the August 1 water bills.

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 a few properties with larger leaks. Jessie & Hunter have been working on replacing old meters. This has been very helpful, as Kyla and I are now able to check readings and complete data logs for customers. It has taken much time to enter the new meters into the system, but it will be worth the time spent!

Auto Pay:

- Customers continue to sign up for autopay, and we have 13 accounts using this program.

Customer Service:

- As has been the norm, we have received numerous inquiries on water meter locations, setbacks, property uses, and water prices.
- There were many calls regarding the water leak and loss of pressure to the system. Many people asked about a process to follow after hours and who should be contacted.

Leak Letters:

- There were 23 leak letters sent out in July.

Youth Sports:

- The baseball season has ended, and the coaches had a pizza party for the players. Team photos have been printed and parents are in the process of paying for these and picking them up.

Unexpected Revenue

- The City received \$13,756.33 from Idaho Transportation Department through the Leading Idaho house bill. According to ITD, they were given money to distribute to cities to be used on street projects. Kyla suggested using it toward the crosswalk project. No reporting is necessary.

Move-in / Move-Outs

- At least two properties have been purchased this month, with several more in the process.
- We have two new tenants in New Meadows this month.