

Angie Mettie
Customer Service
Monthly Report
June 2022

Customer Service:

- June has been busier than ever with realtor, building, and zoning questions.
- We issued our first urban ranching permit, with all requirements being met.
- We receive multiple calls when accidents occur and roads are closed, however we have little information other than 511.
- One catering permit was issued for a 4th of July event.
- Two building permit applications were received.
- Dogs at large continue to be reported.

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 have been completed each week.
- Slowly working on filing the boxes of documents from past years.
- Updated the burn permit application, removing structures and adding items NOT to be burned.
- Learned how to create averages in Black Mountain for water usage, and created a spreadsheet to help determine EDUs.
- We have completed our first round of Auto Payments, and are getting 1-2 more customers on this program each month.
- Baseball season was a success. We had approximately 35 players. Thanks goes to Jessie Wallace, ShawnDale Howard, Jenessa Rhodes, and Justin Swift for volunteering as our coaches this year. We couldn't have done it without them.

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 are not responsible for the entire property, which is leaving tall grasses around the perimeter of the property. I have been in contact with the director of the properties, and she stated that per their requirements, they can only hire a licensed and insured yard man. Therefore, she is having difficulty locating such a person, and is looking for suggestions.

Leak Letters

- Leak reports were sent for June. Meters are slowly being updated, which help to pinpoint when the leak took place. There was one customer with large usage (35,000) who did not appear on the leak report. She was contacted immediately. Others have contacted the city, with jumps in usage (2000) for no apparent reason.

Shut Off Report:

One property is set to be shut off for non-payment. However, a car is parked over the meter and the water cannot be shut off. It appears both the property owner and tenant are out of town. It will continue to be monitored.

Billing:

Billing was completed for June. I am working on updating our utility billing application. It will reflect several small issues that we have had. For example, it will state who the deposit was made by.