

Angie Mettie  
Customer Service  
Monthly Report  
March 2022

**Billing:**

- Billing was completed for the month of March with no issues. Properties are now being sold and purchased monthly in New Meadows and many new tenants have joined our community.

**Customer Service:**

- We already have 5 customers signed up for auto pay. Most customers prefer to use auto pay linked to their credit card instead of to a bank account. We are still learning about how this might be accomplished, as Black Mountain's training included linking auto pay to bank accounts. We are hoping the program will start with the May 1<sup>st</sup> water bill.
- This month there were many calls about properties in New Meadows outside the city limits. These included information about how to put wells on their property, how to pay water bills to POAs, and how to find out about water rights.

**Newsletter:**

- Meadows Valley Monday has been growing in size due to the large number of events happening in New Meadows and more people submitting content. There are still many people inquiring about city events, so I am directing them to sign up for the newsletter.

**Meetings & Minutes:**

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

**Invoices:**

- We have entered claims for the month of March.

**Animal Control / Licensing:**

- Salmon River Mobile Vet will hold a clinic at City Hall on Saturday, April 16<sup>th</sup> at 9am. All appointments were scheduled online, with walk-ins welcome between appointments. An update on this will be given next month.
- So far, 18 dog licenses have been sold in March. The March pricing is extended to April for those who needed to attend the clinic. Last year, 20 licenses were sold during March. More information next month about the clinic!
- As there is no animal control officer, tickets have not been issued for unlicensed dogs. The Sheriff's Department is graciously helping us log dog complaints. There are several chronic dogs-at-large in New Meadows that the Sheriff's office has been dealing with. We are asking residents to submit their complaints to dispatch along with photos for evidence.

**Other Projects:**

**Baseball – T-Ball:** Time is running out to set up our baseball and t-ball coaches for this season. We have a coach for T-ball and the 6-8 year olds. We still need a coach for the 8-10 year olds and the 10-12 year olds. If you know of anyone who would volunteer, send them to City Hall!

**Easter Egg Hunt:** We had a contest to see which elementary grade could collect the most Easter Candy. We spent Sunday evening at the Community Center filing eggs. If you would like to volunteer at our Easter Egg Hunt, we will be setting up around 10:30am Saturday, April 16<sup>th</sup>.

**Week of the Young Child:** We spent the afternoons of April 4-8<sup>th</sup> making fun projects with our students. We did chalk art, made tasty snacks, listened to stories from the Mayor, painted rocks, and planted seeds. We had a great turnout and even children from McCall attended. They entered a coloring contest and need your vote! You can vote in the front office.