

# Staff Report

## Angie Mettie

### December 2021

#### At the front desk:

- There were six home purchases or new renters who moved in this month.
- Many called with frozen pipes, thinking the City shut their water off. Many feel that it is the meter that freezes, not their pipes. I am working on a brochure for what to do when pipes freeze, and how to prevent this. Daniel has been called several times to check meters, which are usually buried under snowbanks.
- Several asked to have water shut off while they are away for the winter. A few shut-offs have been difficult, as most meters are under snow, and their location is unknown.
- A customer called concerned with high usage on his water bill in December. The house is empty, as the owners do not live here. Average usage is 1000 gallons, with highest usage ever being 4000 gallons. In December, 15,000 gallons were used. His property did not show up on the leak report. Daniel will make sure the meter is working properly and that it isn't running.
- The school also has been in contact regarding a large leak. I have provided data logs for the last two months and they are diligently working to find the leak.

#### Monthly Tasks completed:

- Minutes for all meetings
- Billing
- MV Monday / Billing newsletter
- Filing
- Leak letters
- Claims
- End-of-Year tasks
- Yearly building permit census data

#### Other Items of Interest:

- Next CAC / P&R forum will be Tuesday, January 18<sup>th</sup>
- **THANK YOU FOR THE CHRISTMAS GIFTS (and the extra days off). THEY WERE APPRECIATED.**
- CATS: Jon Keehner with Salmon River Mobile Vet was contacted regarding the tracking of the cat population in New Meadows. He stated that there are a few methods available for tracking, and that it would depend upon the budget available and the long-term goal of the city. Keehner stated that he might be

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willing to sub-contract with the city to take on the project, or be a consultant, if the Council wished to hire him. The project would need to be researched and will take a lot of work.

- FIRE HYDRANT PROJECT: I am working on a fire hydrant certificate and brochure on how to care for your hydrant. I also will have a map of hydrants available at city hall to show hydrant adoption status.
- METER MAP: I am working on a map of water meters that will be completed when the snow melts. Old logs show that some meter locations are unknown. It has been important this winter to know their location, and time is wasted looking for them.
- ANNUAL CALENDAR: Our white board will be turned into an annual calendar for the council chambers. If you know of dates you will be gone, or want to add agenda items to certain meetings, you will soon be able to do this at council meetings.