

Staff Report

Angie Mettie

December 2020

At the front desk:

- 83 phone calls in December.
- 98 visitors in December.
- Several called regarding low water pressure – most likely partially frozen pipes.
- There were several home purchases this month.
- A few noticed the rate increase and asked about it. Also a couple of complaints regarding the increase.
- One question on continuous billing and why it is in place.
- Free Christmas trees were delivered to City Hall for public to take.
- There were two participants for the community tree decorating.
- Santa's mailbox was placed at the library and 8 children wrote to Santa.

Monthly Tasks completed:

- Minutes for all meetings
- Billing
- Newsletter (print & e-mail) topics: MV Roundup promo, shop local, community events
- Filing
- Leak letters
- Entered simple invoices

Other Items of Interest:

- Next CAC meeting will be Tuesday, January 19th.
- **THANK YOU FOR THE CHRISTMAS GIFTS (and the extra days off). THEY WERE APPRECIATED.**
- Mac and I had a training session on the new website.
- Working on door hangers when issues arise. Current doorhanger in progress concerns pushing snow into the right of way. If you have suggestions for door hangers, let me know.
- Switched over to Gmail from Ionis. Much more efficient and compatible with other applications.
- Working on a bulletin board display in the lobby for patrons to post positive comments and appreciation of others.
- Prepared MV Roundup statements for donations.