



AWR Services, Inc.

AWR Monthly Operating Report

City of Rollingwood

November 11, 2020

AWR Water & Wastewater Services Summary

Billing & Collection

Customers Billed – 598 customers were billed during the month of October 2020. All amounts collected were deposited in the City’s depository bank. Delinquent accounts and high user notices were processed based upon the City’s approved policies, and once approved, were mailed to customers.

- *Uncollected Arrears Accounts* – Please note the utility billing uncollected arrears accounts as of October 2020 have reached the following, including uncollected final accounts (Please also see attached Arrears Listing Report):

○ 60-Days Delinquent	\$5,097.91
○ 90-Days Delinquent	\$1,238.07
○ Excess of 120-Days Delinquent	\$21,758.18
	(includes payment plans)

Electronic Meter Test Program

AWR has installed nine 5/8” meters. The 10th meter was in a yard with 30 or so chickens. We have asked the City Manager for another location for the meter. We just received five 1” meters and will install this month.

Lift Station Monitoring

AWR assisted with pumping out the lift station, cleaning and removing the grease and debris.

AWR personnel made site visits and monitored the City of Rollingwood’s lift stations five (5) days per week for the month of October 2020. In addition, AWR responds to emergency calls 24 hours per day/7 days per week.

Drought Contingency Plan

Current combined storage level in Lakes Travis and Buchanan is 1.533 million acre-feet, or 76% of total capacity. Lake Travis is currently at 69% of total capacity, or 784,153 acre-feet.

“Stage I Watering Restrictions”, commonly referred to as once-per-week yard watering in accordance with the City of Austin’s watering restrictions, are currently in effect in the City.

Water System

1. *Multiple Low-Pressure Calls* – AWR assisted the City with pressure testing fire hydrants of very low pressure on Timberline. The City Engineer directed AWR to check valves in the arch that might be closed. Two valves were found to be closed and were opened and improved pressure.

Wastewater System

1. *101 Vale* – AWR responded to a grinder pump alarm. Upon arrival pumped down tank and assisted with the removal of rags and debris. Put system back into operation.
2. *Sewer Leak* – AWR responded to a sewer leak behind the tennis courts. We received authorization from the City Manager to repair, which has been completed.

AWR Services, Inc. Coronavirus (COVID-19) Response Plan

As we are all aware, the global outbreak of Coronavirus (COVID-19) is necessitating all businesses and individuals make significant, and hopefully temporary, changes in our daily lives to slow the spread of this infectious virus. Most importantly we want to ensure our clients know AWR is committed to providing continuous professional essential operations and maintenance of your

facilities, and response to water and wastewater system and customer emergencies as needed. We are currently in Stage I of AWR's Coronavirus (COVID-19) Response Plan. A summary of Stage I Precautions is below:

1. AWR's offices are temporarily closed to non-essential personnel.
2. Disinfection procedures are in effect at opening and closing of business.
3. All persons are required to wash their hands with soap and water for at least 20 seconds as recommended by the Centers for Disease Control prior to engaging with persons in the office.
4. We ask customers to pay online, and should they decline to pay online (credit card or ACH), to please place their payment in the mail or simply call and we can process their payment over the phone.

AWR continues to maintain close communication with local, State, and Federal agencies to help ensure the highest possible preparedness and response to changes related to the spread of COVID-19 and will update clients should an advancement to Stage II or III be necessary.

Water Loss

October 2020 Estimated Water Loss – 14%

City of Rollingwood

Monthly Billing & Collections Report

October 2020

10/1/2020-10/31/2020

Penalty:	\$	1.00
Water Collections:	\$	141,672.93
Wastewater Collections:	\$	47,399.59
Water Demand Fee	\$	17,356.05
Residential Irrigation	\$	149.00
Park Donation	\$	10.00
Deposits Collected	\$	1,500.00
Misc./Returned Check Fee	\$	-
Undistributed Overpayments	\$	2,445.78

<u>Total Collections:</u>	<u>\$</u>	<u>210,534.35</u>
---------------------------	-----------	-------------------

Current Month Billing Period: October 2020

Penalty	\$	-
Water:	\$	122,955.75
Wastewater:	\$	46,672.52
Water Demand Fee:	\$	17,048.00
Residential Irrigation:	\$	128.00
Park Donation	\$	-
Deposits/Misc	\$	-

<u>Total Current Billing:</u>	<u>\$</u>	<u>186,804.27</u>
-------------------------------	-----------	-------------------

Security Deposit:

Balance Forward:	\$	151,620.00
Deposits Billed	\$	2,000.00
Deposits Applied/Billed	\$	<u>(1,500.00)</u>

<u>Current Balance:</u>	\$	152,120.00
-------------------------	----	------------

City of Rollingwood

Arrears Listing Totals

October 2020

<u>*60 Days</u>	\$	5,097.91	
<u>*90 Days</u>	\$	1,238.07	
<u>*120 Days+</u>	\$	<u>21,758.18</u>	Payment Plans/Pending Adjustments
	\$	28,094.16	
Overpayments/Credit Balances:	\$	(9,797.34)	

*Note: Total arrears include balances from uncollected final accounts.

Current Month Billing Period: October 2020