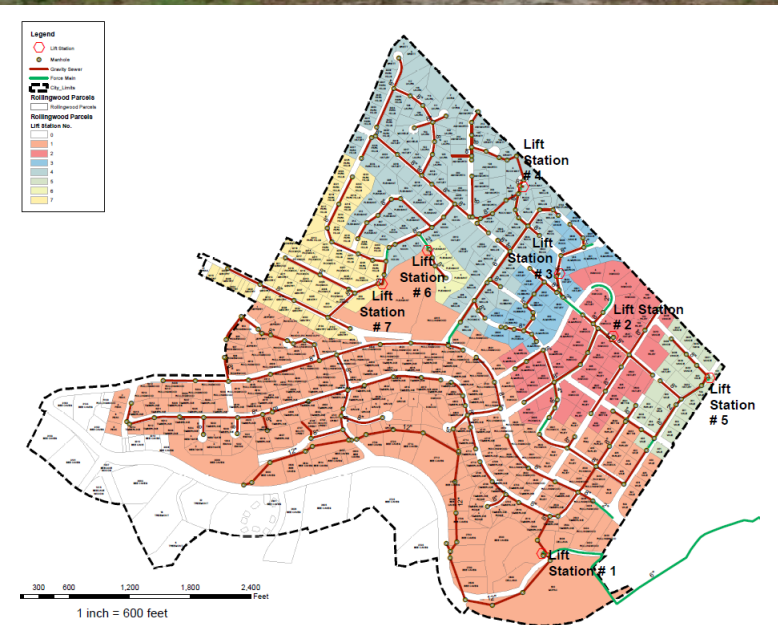


Manager's Report City of Rollingwood December 9, 2020



Operations Report –November 2020

Utility Billing:

599 customers billed

12 finals/transfers

Please note the utility billing uncollected arrears accounts as of November 2020 below.

- | | |
|--|--------------------------------------|
| • 60-Days Delinquent | \$8,048.80 |
| • 90-Days Delinquent | \$1,766.50 |
| • Excess of 120-Days Delinquent | \$22,478.92 (includes payment plans) |

Electronic Meter Test Program:

AWR has installed all 15 electronic meters. All customers were sent instructions on how to sign up and use EyeOnWater, (EOW), system for viewing their water usage electronically. At this time, 5 customers have registered for the EOW application.

Water System:

All fire hydrants have been actuated and pressures determined. Hydrants are now being pressure washed in preparation for painting. A report with each fire hydrant's pressure and any repairs needed will be provided.

Lift Station Monitoring:

All lift stations were checked five days per week. Any necessary repairs were made.

Grinder Pump Repairs:

1. 4828 Rollingwood Dr – Responded to afterhours grinder pump alarm. Pumped tank down for the night and informed customer the pump and breaker needed to be replaced. Replaced and is now functioning properly.

Special Projects:

1. Replaced fire hydrant at 406 Riley.
2. We are coordinating with the medical center at 3003 Bee Cave to schedule the replacement of the non-functioning 3" meter with electronic meter.

Drought Contingency Plan:

Current combined storage level in Lakes Travis and Buchanan is 1.519 million acre-feet, or 76% of total capacity. Lake Travis is currently at 69% of total capacity, or 780,037 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.

Covid19 Response Plan:

We continue to watch the status of the 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 the public
2. Disinfection procedures are in effect.
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.
5. AWR Personnel are observing CDC guidelines and have masks and gloves.

Estimated Water Loss: 2%

City of Rollingwood

Monthly Billing & Collections Report

November 2020

11/1/2020 - 11/30/2020

October Payment Distribution

Penalty:	\$	-
Water Collections:	\$	128,690.33
Wastewater Collections:	\$	45,682.08
Water Demand Fee	\$	17,426.22
Residential Irrigation	\$	99.00
Park Donation	\$	-
Deposits Collected	\$	4,000.00
Misc./Returned Check Fee	\$	(30.00)
Undistributed Overpayments	\$	456.09

<u>Total Collections:</u>	\$	<u>196,323.72</u>
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Current Month Billing Period: November 2020

Penalty	\$	-
Water:	\$	107,689.87
Wastewater:	\$	46,356.18
Water Demand Fee:	\$	17,068.00
Residential Irrigation:	\$	163.00
Park Donation	\$	-
Deposits/Misc	\$	-

<u>Total Current Billing:</u>	\$	<u>171,277.05</u>
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Security Deposit:

Balance Forward:	\$	152,120.00
Deposits Billed	\$	3,500.00
Deposits Applied/Billed	\$	<u>(2,500.00)</u>

<u>Current Balance:</u>	\$	153,120.00
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City of Rollingwood

Arrears Listing Totals

November 2020

<u>*60 Days</u>	\$	8,048.80	
<u>*90 Days</u>	\$	1,766.50	
<u>*120 Days+</u>	\$	22,478.92	Payment Plans/Pending Adjustments
	\$	32,294.22	
Overpayments/Credit Balances:	\$	(1,897.73)	

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

Current Month Billing Period: November 2020