



AWR Services, Inc.

AWR Monthly Operating Report

City of Rollingwood

October 14, 2020

AWR Water & Wastewater Services Summary

Billing & Collection

Customers Billed – 597 customers were billed during the month of September 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 September 2020 have reached the following, including uncollected final accounts (Please also see attached Arrears Listing Report):

○ 60-Days Delinquent	\$6,014.31
○ 90-Days Delinquent	\$2,603.19
○ Excess of 120-Days Delinquent	\$21,125.08
	(includes payment plans)

Electronic Meters

AWR is in the process of installing the electronic meters and plan to have all ten complete by end of next week. In addition, we have placed the order for the five, 1" meters and have received confirmation the meters will be shipping soon.

Lift Station Monitoring

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

Drought Contingency Plan

Current combined storage level in Lakes Travis and Buchanan is 1.564 million acre-feet, or 78% of total capacity. Lake Travis is currently at 70% of total capacity, or 798,616 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.

David with City of Rollingwood toured the plant facilities with AWR staff.

Water System

1. *4828 Rollingwood* – AWR responded after hours to a call regarding a leak. Coordinated boil water notice, repaired leak, sampled water with clear results.
2. *Low Pressure Reported* – Engineer reported low water pressure on Timberline and Edge. AWR determined the 12” and 8” valves were closed so we opened them which should improve water pressure for the area.

Wastewater System

1. *101 Vail* – AWR responded to a request from the City to respond to pump at lift station. Upon arrival, we found the grinder pump full of towels, etc., and with David’s permission, called for a pump truck to help clean out. Grinder pump put back into operation.

Pumps

1. *Hatley Lift Station* – AWR responded to a power failure on holiday. Reset pumps and put back into operation.
2. *Vale Lift Station* – AWR responded power surge, reset and back in operation.

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

September 2020 Estimated Water Loss – 16%

City of Rollingwood
Monthly Billing & Collections Report
September 2020

9/1/2020-9/30/2020

Penalty:	\$	-
Water Collections:	\$	145,674.27
Wastewater Collections:	\$	45,214.12
Water Demand Fee	\$	16,141.01
Residential Irrigation	\$	189.00
Park Donation	\$	10.00
Deposits Collected	\$	1,500.00
Misc./Returned Check Fee	\$	-
Undistributed Overpayments	\$	2,011.12

<u>Total Collections:</u>	\$	<u>210,739.52</u>
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Current Month Billing Period: September 2020

Penalty	\$	-
Water:	\$	157,662.75
Wastewater:	\$	46,598.59
Water Demand Fee:	\$	16,938.00
Residential Irrigation:	\$	163.00
Park Donation	\$	10.00
Deposits/Misc	\$	-

<u>Total Current Billing:</u>	\$	<u>221,372.34</u>
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Security Deposit:

Balance Forward:	\$	153,820.00
Deposits Billed	\$	1,500.00
Deposits Applied/Billed	\$	<u>(3,700.00)</u>

<u>Current Balance:</u>	\$	151,620.00
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City of Rollingwood

Arrears Listing Totals

September 2020

<u>*60 Days</u>	\$	6,014.31	
<u>*90 Days</u>	\$	2,603.19	
<u>*120 Days+</u>	\$	<u>21,125.08</u>	Payment Plans/Pending Adjustments
	\$	29,742.58	
Overpayments/Credit Balances:	\$	(10,319.22)	

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