



AWR Services, Inc.

AWR Monthly Operating Report

City of Rollingwood

August 16, 2020

AWR Water & Wastewater Services Summary

Billing & Collection

Customers Billed – 603 customers were billed during the month of August 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 August 2020 have reached the following, including uncollected final accounts (Please also see attached Arrears Listing Report):

○ 60-Days Delinquent	\$3,303.39
○ 90-Days Delinquent	\$ 774.83
○ Excess of 120-Days Delinquent	\$20,973.45
	(includes payment plans)

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 August 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 1.602 million acre-feet, or 80% of total capacity. Lake Travis is currently at 73% of total capacity, or 825,518 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. *8400 Rollingwood Dr* – AWR responded after hours to city irrigation system running in the park. We called out to city employee to shut off and customer was notified.

Wastewater System

1. *4801 Rollingwood* – AWR responded to a request from the City to respond to sewage odor reported in the area. Upon arrival and investigation, we found the grinder pump tank at this location to be in high level and the breaker had tripped. Upon resetting the breaker, the system began operating normally and was placed back in service.

Pumps

1. *Lift Station #7 (Alarm)* – AWR responded to an alarm for a power failure at the lift station. Power was restored and verified both pumps were good and wet well was normal level. Secured facility.
2. *Lift Station #4 (Rockaway)* – AWR responded to an afterhours call from the lift station for power outage. Upon arrival we monitored the lift station and coordinated with contractors for power restoration. Once restored, the system was tested and placed back in service.
3. *Lift Station Cleaning* – As reported last month, AWR coordinated with contractors for the cleaning of lift stations #2, #4, and #5 as approved by the City DPW.

4. *117 Laura Lane* – As reported last month, AWR responded to a builder call the grinder pump was not operating. Upon arrival, we noted the panel and electrical wiring to the system needed replacement. We coordinated with City staff to seek authorization to replace the panel, electrical wiring, and the grinder pump due to age. Once approved, the system was installed, tested, and is operating normally.

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

July 2020 Estimated Water Loss – 13%