



TO: PSWID Board of Directors

DATE: July 19,2018

FROM: Cato Esquivel  
District Manager

RE: **DISTRICT MANAGERS REPORT**

### **Sub-contracting Meter Reading**

I am proposing that we turn the work of reading meters, billing and collection over to a private company. This proposal will allow us to reallocate two full time employee (FTE) positions from reading meters to replacing, repairing mains, services, wells and booster stations.

Privatizing the work would allow the district to reallocate approximately \$30,000 we are presently paying three different companies for billing and collection services.

Additionally, we have a Customer Service Representative and our Accountant investing their time each week collecting payments, conducting re-reads, advising customers of high monthly bills, turning off and on meters, and issuing work orders associated with meters to field staff. These are responsibilities and duties administrative staff would no longer be involved in to the degree they are now.

The estimated cost to read, bill and collect for each meter is \$3.45, or \$132,500 per year. The contractor will be responsible for reading meters and billing customers on an approximate 30-day cycle. The contractor will also provide a call center to provide customer service between the hours of 5:30 am and 5:00 pm., Monday through Friday.

We have reached a point in our field operations where we cannot adequately operate and maintain our water distribution and production system. Our attempts to recruit trained and skilled operators has been unsuccessful. During these past holidays, I have observed operators being over worked, not getting enough rest away from work and becoming frustrated with not being able to provide adequate water services.

Privatization meter reading, billing and collections would create two operational crews, each having 3 operators. They would be able to work 4-10 work weeks from Monday through Saturday. This would decrease overtime, call out pay, improve morale, create time for training and much needed time off away from work.

### **Operational Overview**

#### New Employee

We have a new Operator started July 23. He brings with him extensive knowledge and experience in operating, maintaining well pumps and motors.

## Production Report

Refer to attachments and Power Point Presentation

### June 27

We have VFD's installed at MR2 and SH3. MR2 has been on line distributing 30 gpm into the system. SH3 was put on line June 28<sup>th</sup>, pumping about 20 gpm into the system. We will have VFD's installed in K2 on July 13<sup>th</sup>.

We began using one booster pump in the vault at SR87 & Pine Creek Canyon Rd to begin pumping water from the south side of SR87 into the Canyon Tanks, BVT tank and into the Portals, Hidden Pines, Canyon Shadows, Pine Creek and Whispering Pine communities.

### June 29

We placed the booster vault online June 29, and we were able to distribute water from south side of SR87 and Pine Creek Canyon Rd into Canyon tanks. Within an hour we were able to get Canyon Tanks filled with an additional 20% of water. We notice very little impact to 300k.

### July 5

Contractor and APS were out July 5, to set meter and energy Strawberry View 1 well and tank site. We were able to begin the start-up process of Strawberry View 1 well and tank site on July 6<sup>th</sup>.

We install "pump savers" on 4 wells that feed into BVT tank. Pump savers is a pump monitor device designed to protect our well pumps from dry-well, dead-head, jammed impeller, ...etc. The wells are located east of Pine Creek Canyon Rd, along Meadow Rd.

### July 18

All our tanks are at about 100% capacity.