



Board Action Item

MEETING DATE:	06/25/2020
AGENDA ITEM:	5 A
PRESENTER:	Bob Arbuthnot
SUBJECT:	Chairman's Report

1. We have an issue with our production versus billed water numbers. I tried to establish some relationship that would explain the difference. In 2017 we billed 70% of what we produced, in 2018 we billed 74% of production, in 2019 we did 68% of production. I requested that EUSI bring the Metering contractor up to survey our production system metering. I hope to have their proposal for tonight's meeting to check our production metering.
2. The district manager is out on sick leave. While he is absent, I will be spending time in the field office and in the Customer service area. This week I sat down with our field lead and arranged through EUSI for some engineering support for our field personnel in regard to system operations being impacted by the new tanks at Pine Canyon and others. I also requested that EUSI interface with MGC and let them know how to get a hold of me if they need to.
3. The new meters are giving us better information than we have had in the past. The ability to identify backflow into the system from customer plumbing allows us to address the issue much timelier, if at all from the past. Backflow can contaminate they system. We now can identify sources and address the issue on a case by case basis. This change will be discussed tonight as it can impact our service requirements rules.
4. I spoke with the county development department regarding the permits we took out for Pine Haven and Rim Vista. There are 80 permits that require closing with the county and somehow the contractor or PSWID did not complete the process. We will be hearing from them next week and I will attempt to get resolution on them.
5. During my interactions with staff this week the issue of evaluations and performance increases came up more than once. I have addressed this by tasking the field supervisor to complete all outstanding evaluations in field operations. I will assist as necessary.
6. While the District Manager is out, we all need to assist staff as needed.