



## **March 9, 2021 – Superintendent’s Report**

### **ADMIN UPDATE:**

As part of our push to improve our on-line/electronic bill pay platforms, we are seeking approval of the Tri-party agreement included in your packets for this meeting. As we get further into these changes, additional information and details will be provided to the Board and to our customers via the Lawrence Lift and other social media. This agreement with CityBase will allow us to enhance our current web payment platform for our customers. This new product will allow customers to continue using the features they currently enjoy while adding the flexibility of being a mobile friendly solution. Additionally, the Billing Office currently fields calls regularly regarding customer’s online account access. This new solution will increase customer’s ability to manage their account online and reduce the number of calls to the Billing Office. Overall, this new online platform gives additional functionality that will greatly benefit our customers and increase their ease of access for bill payment. We recommend approval of the agreement, which is the same agreement signed before for our payment processing, but with a change to Chase Bank. We recommend approval of this agreement.

Our Phase II - Contract A project is moving along and the demolition of the brick walls mentioned in our last meeting is well underway. This refers to the backwash tank issue at the Indian Lake Plant

We have received the 60% submittal of construction documents for our Maple/Zoeller/Wallingwood Water Main Replacement project and will have a review meeting next week with our engineer on the project, GAI Consultants. It should not be much longer after any outstanding issues are resolved and we will then be going to bid.

### **Operational Data:**

#### **February Totals**

#### **SANITARY SEWER SYSTEM**

- 18 Sanitary sewer lift station work orders completed.
- 12 Sanitary sewer grinder pump station work orders completed.
- 596 LF of sanitary sewer main cleaned.
- Vehicle and Generator Inspections performed.

#### **Water Distribution Underground Maintenance**

- 22 Fire hydrants pumped out to prevent freezing.
- 22 Water main valves exercised.
- 11 Water main shut outs for repairs performed.
- 3 Water line leak investigations performed.
- 1 inspection for various projects performed.
- 9 Water main breaks repaired.
- 3 Water service line meter pits installed.
- 1 Fire hydrant replaced.
- Maintaining street & sidewalk cuts until final restorations can be made.

#### **WATER PLANT/WELL ACTIVITY**

##### **Fort Harrison Water Treatment Plant**

- Working with contractor to coordinate facility upgrades.

#### Indian Lake Water Treatment Plant

- Working with contractor to coordinate facility upgrades.
- Bastin & Logan pulled Well 15 motor for repairs.
- Made temporary repair to plumbing on Well 16.

#### Richardt Water Treatment Plant

- Cleaned chemical injection quill.
- Cleaned chlorine analyzer.
- Took Well readings.

#### Misc.

- 51 Water distribution samples were collected and taken to an independent lab for testing.

### **BUSINESS OFFICE/SERVICE DEPARTMENT**

#### **Totals to be provided on March 23 Report**

- Active accounts.
- Work orders completed.

#### **BILLING ADJUSTMENTS:**

- 7433 Oakland Hills Drive – customer is requesting an adjustment in the sewer portion of the bill for \$258.52 due to a connection leak with irrigation system in the pit. We recommend approval.
- 7122 Ember Court – customer is requesting an adjustment in the sewer portion of the bill for \$289.93 due to irrigating yard outside of sprinkling summer discount. We recommend approval.