

February 27, 2018 – Superintendent’s Report

ADMIN UPDATE:

The Utility would like to announce that the Oaklandon Play Park will be closed to the public beginning on or about March 5th, 2018 through the end of June 2018 while the Oaklandon Tower Project is being completed. We have held the pre-construction conference with the engineer’s, contractor and LU staff and things are set to get started soon. The NTP is on the agenda for tonight’s meeting and we are setting the NTP date at March 15th, 2018.

We are still working on details as to whether or not T-Mobile will be re-installing their telecom gear on the tower. They have indicated that it would be their preference to relocate to their own monopole, but as of yet there is no firm decision.

There was a meeting on Friday the 23rd with representatives of the Indian Lake Improvement Association to discuss their upcoming spillway improvement project and any opportunities that may develop with regard to our situation with the sewer interceptor pipe under the lake.

The Income Survey process required for our upcoming OCRA Grant application is underway and notices posted in the Business Office lobby and the notice will soon be on the website as well. The notice explains what the survey is for and we also provide survey forms for residents in the project area to complete.

Operational Data:

SANITARY SEWER SYSTEM

In addition to performing their routine duties, the sewer utility is working with American Structurepoint and Red Zone Robotics in order to perform pipe inspection work on the 24-inch interceptor under Indian Lake. The initial start date had to be postponed due to the recent rains which increased the flow in this pipe to a point where inspection was not feasible. Once the pipe returns to normal flow levels we will reschedule.

WATER DISTRIBUTION

Routine activities.

WATER PLANT/WELL ACTIVITY

Routine Activities

BUSINESS OFFICE/SERVICE DEPARTMENT

The Business Office in January billed 14,666 customers; 13,276 residential customers and 1,390 commercial accounts.

A total of 1,231 Work Orders were processed by the Business Office and Service Department staff.

In addition to the myriad duties performed by the Business Office staff, they and our excellent IT staff also managed to get the Utility’s new phone system installed and deployed. Everything seems to be working well and there are no major complaints. We look forward to seeing a decrease in complaints regarding the phone system functionality.

Things are also moving forward with regard to the roll out of the new *e-Billing* module in NWS and we should be entering test phase in the next week or so.

BILLING ADJUSTMENTS:

7133 E. 48th St – customer is requesting an adjustment in the sewer portion of the bill in the amount of \$382.04 due to a service line leak. We recommend approval.