

12/1/17

Dear Water Board,

I had an underground water leak at my property at 2354 Castle Ave. in September. Someone from the water district notified my mother Sept. 14, but somehow the information didn't get communicated fully, and it continued to leak for a week or so. My bill for that period was \$117.05. I'm sure that I didn't use more than 600 gallons that period. I am requesting a leak adjustment refund of \$75. Please consider this.

Thank you! Sincerely, Philip Witt

RECEIVED
DEC 01 2017
Roberts Creek Water District

LEAK ADJUSTMENT REQUEST

Philip Witt 2354 Castle Ave 10503-000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Sep-Oct 2017	50,300	\$ 165.50	\$231.65 - 133.65 = \$ 98.00 / 2=
Sep-Oct 2016	1,900	\$ 47.90	\$ 58.80 credit

Roberts Creek Water
4336 Old Hwy 99S
Roseburg, OR 97471

RECEIVED

DEC 04 2017

Roberts Creek Water District

December 2, 2017

To Whom it May Concern,

On November 15, 2017 we were informed by meter readers that our meter was turning extremely fast.

The gentlemen first asked if we had water running somewhere, which we did not.

Walking around the property we found what appeared to be the leak. We were able to shut off the water and the meter stopped spinning.

We have dug up the line and repaired it to normal function.

Our bill usually runs about \$26.⁰⁰ a month and would like you to consider reducing our current

over =>

bill of \$ 433.10 from the leak.
Thank you for your consideration
in this matter. I look forward
to hearing from you.

Thank You,

529 Glengary Loop Rd.
Roseburg, OR 97470
541-438-9511

LEAK ADJUSTMENT REQUEST

Donald Cummins 529 Glengary Loop Rd 2230-000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Nov-Dec 2017	214,600	\$ 587.20	$\$587.20 - 52.80 = \$534.40 / 2 =$
Nov-Dec 2016	4,500	\$ 52.80	\$ 267.20 credit
			\$100 Cap

Dear Roberts Creek Water,

12/7/17

Hi, I am writing to let you know that we have had a water leak (outside-underground) since August 2017. It was finally found in November & we had to hire a plumber to fix it. I was wondering if there is a possibility that you could refund us the above average cost of our water usage bill for the months of August, September, October & November? Due to the leak we never used that amount of water. Any help with this matter would greatly be appreciated. Please feel free to call me if you have any questions.

Sincerely,

Heidi Schrock-Morrison
 3904 Joe Ave
 Roseburg, OR
 541-680-5664
 AC# 000906-000

LEAK ADJUSTMENT REQUEST

Heidi Morrison 3904 Joe Ave 906-000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Aug-Nov 2017	112,600	\$ 365.30	\$365.30 - 149.70 = \$215.60 / 2 =
Aug-Nov 2016	25,200	\$ 149.70	\$ 107.80 credit \$100 Cap

RECEIVED

DEC 08 2017

Roberts Creek Water District

**MINUTES OF THE 2nd PUBLIC HEARING and
BOARD OF COMMISSIONERS MEETING
ROBERTS CREEK WATER DISTRICT
November 9, 2017**

President Tracey Parker called the meeting to order at 6:05 pm. Present were Commissioners Phil Bigler and Tom Fullbright. Also present were Office Manager David Campos, Superintendent Alan Paulson and visitor Shirley McSperitt.

President Parker opened the Public Hearing to receive comments from the Public. Visitor Shirley McSperitt had a question regarding when the new rates went into effect. Office Manager David Campos informed Ms. McSperitt that the new rates would go into effect for the billing period beginning November 11, which would be billed in December. There being no further questions or comments, Commissioner Bigler made a motion to adopt Resolution 2017-11-01, to establish new water rates. Commissioner Fullbright seconded the motion, and approval was unanimous.

President Parker closed the Public Hearing and opened the Regular Board Meeting.

Commissioner Bigler made a motion to approve the following leak adjustment requests:

Robert Farley 137 Andorra Drive 1320-000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
July-Sep 2017	47,800	\$ 182.10	$\$182.10 - 125.75 = \$56.35 / 2=$
July-Sep 2016	24,500	\$ 125.75	\$ 28.18 credit

Lydia Gray 191 Char St 6453-001

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Sep-Oct 2017	67,200	\$ 207.15	$\$207.15 - 119.95 = \$88.20 / 2=$
Sep-Oct 2016	30,200	\$ 119.95	\$ 44.10 credit

Commissioner Fullbright seconded the motion, and approval was unanimous.

Commissioner Bigler the made a motion to approve the following leak adjustment request after discussion:

D Elaine Choate 205 Highland Vista Ln 5125-000

	<u>Gallons</u>	<u>Billing</u>	<u>ADJUSTMENT</u>
Aug-Sep 2017	77,300	\$ 231.65	$\$231.65 - 133.65 = \$ 98.00 / 2=$
Aug-Sep 2016	37,400	\$ 133.65	\$ 49.00 credit (original)
			\$ 98.00 credit (approved)

Commissioner Fullbright seconded the motion, and approval was unanimous.

Commissioner Fullbright made a motion to combine and approve the October Minutes, Financial Statements and Accounts Payable. Commissioner Bigler seconded the motion. Approval was unanimous.

Office Manager David Campos gave his monthly report.

Guy Kennerly will be attending next month's Board meeting to discuss the Liability/Property/Auto insurance renewal. The SDAO Best practices checklist has been completed, which qualifies the District for a 10 percent discount off the annual premium.

David asked the Board for confirmations from those who will be attending the SDAO conference in February, so that David can book lodging. President Parker and Commissioner Bigler stated that they will be attending the conference, and Commissioner Lusch, who was absent, previously confirmed that he will be attending the conference. The 2018 conference will take place in Seaside, OR.

Recently, a customer filed a complaint against the District to the Better Business Bureau. The customer recently moved out due to a foreclosure, but was still being billed the base rate. We agreed to credit the charges for the billing error, but specified that the customer was still responsible for the balance owed up to the date he moved out. The BBB was satisfied with our response and closed the case.

David informed the Board that the Green Branch of Umpqua Bank will be closing in December, so he will be taking the deposit to the Main Branch downtown most of the time going forward, he just won't be taking the deposit every day in order to save on fuel. David added that, unless the Board would like to move to a different financial institution for our checking accounts, the District will keep the accounts with Umpqua Bank. David stated that he is happy with Umpqua Bank and does not feel the District needs to switch to a different bank. The consensus of the Board was to keep the checking accounts with Umpqua Bank.

David informed the Board that the District will be closed Friday, November 10th, for Veterans' Day.

Superintendent Alan Paulson gave his report. Alan informed the Board that the price for a transfer switch at the plant, which would allow for backup power from a generator, is roughly \$30,000. Alan is considering sending a letter of intent to the State Revolving Loan Fund to possibly pay for the switch. Discussion by the Board followed, and the consensus of

the Board was to discontinue the option of installing a transfer switch, as there would be no guarantee that it would be helpful in the event of a major catastrophe.

Alan informed the Board that customer Molly Jacobsen has inquired about reducing her meter size, but wanted confirmation that, in the event she wanted to upsize her meter again in the future, she would have to pay the SDC fees again. Although Alan was unable to locate the ORS that relates to this situation, the Board agreed that, as long as Ms. Jacobsen retained only the one meter service, she would not have to pay the SDC fees again. If she wished to add any additional meters, she would have to pay the SDC associated with the additional services. If Alan is unable to locate the Oregon Revised Statute, a letter to Ms. Jacobsen will be issued to provide her with this confirmation.

Alan informed the Board that Shawn Hastings is on temporary unpaid leave.

Dan Radford is attending Short School all week, and Alan and Jeremy Wolford will be attending Short School December 5-7.

The crew is a little short-handed, but Alan has been able to adjust scheduling to accommodate.

The Board went into executive session at 6:43 pm, pursuant to ORS 192.660(2)(i) for an employee evaluation.

The Board resumed regular session at 6:46 pm. Commissioner Bigler made a motion to advance Beth Dewsnap to Office Assistant Step 5 on the salary scale. Commissioner Fullbright seconded the motion. Approval was unanimous.

President Parker adjourned the meeting at 6:48 pm.

Commissioner
Roberts Creek Water District

Commissioner
Roberts Creek Water District

Income

401-a · Water Rates to Plant Upgrade	40,000.00
401 · Water Sales	109,300.59
402 · Meter Sales	1,000.00
408 · Backflow Test Receipts	375.00
410 · Miscellaneous Income	2,792.23
412 · Interest	56.81
Total Income	153,524.63

Expense

501 · Office Manager	5,577.74
502 · Office Assistants	6,597.74
507 · Office Supplies	69.56
508 · Telephone & Internet	106.00
509 · Electricity (office)	191.88
510 · Social Security	929.42
511 · Workmen's Comp.	4.80
515 · Health Insurance (office)	4,703.29
517 · Repair & Maint. Office	165.63
518 · Administrative	150.00
519 · Contract Services	2,187.51
520 · Dues & Subscriptions	857.69
525 · Misc. Expense	51.48
530 · Unemployment Comp.	135.59
532 · Billing Costs	1,799.70
534 · Capital Project Rate Transfer	40,000.00
536 · Debit/Credit Card customer fees	803.59
537 · Online Billpay Fees	103.79
538 · Website	200.00
601 · Plant Superintendent	6,892.58
602 · Service Crew	21,349.65
603 · Backflow Tests	180.00
605 · Freight	48.18
606 · Tools	39.95
607 · Supplies & Safety Items	89.44
608 · Telephone / Internet	418.64
609 · Plant Electricity & Gas	8,853.40
610 · Social Security/Plant	2,150.23
611 · Workmen's Compensation	9.00
612 · Fees & Dues	110.00
613 · Fuel	567.46
614 · Vehicle Maintenance	86.94
615 · Health Insurance (plant)	10,452.58
617-A · R & M - Field	1,029.59

Cont'd on next page

617-B · R & M - Plant	694.15
620 · Water Samples	911.00
622 · Education (crew)	1,334.88
624 · Meter Installations	110.00
628 · Replace Lines	1,936.40
630 · Unemployment Comp. Plant	417.76
640 · New Connection Materials	121.98
675 · Inventory Adjustment	138.43
702 · Deferred Loan Payment (Int)	3,356.79
704 · Deferred loan principal	26,155.90
Total Expense	152,090.34
Net Income - General Fund	1,434.29

Income	
402 · METER SALES	6,964.00
412 · INTEREST	195.06
416 · TRANS GEN FUND to PLANT UPGRADE	40,000.00
Total Income	47,159.06
Expense	
628 · LINE REPLACEMENT	4,463.06
705 · Upgrade Loan Payment /principal	285,000.00
706 · Upgrade Loan Payment / interest	62,870.50
Total Expense	352,333.56
Net Income - Capital Projects	(305,174.50)

Avista Utilities	Natural gas at office/plant/Carnes	85.49
Atlas Copco Compressors	Oil, check valve, gasket, nozzle, washer	278.09
Bassett-Hyland Co.	Fuel for company vehicles	567.46
BMS Technologies	Statement fees, online billpay fees, mailer insert	1,903.49
Business Oregon	Annual Principal +interest payment SPWF Loan	29,512.69
Cardmember Service (Visa)	Short school/Cross Conn class (Dan), QuickBooks renewal, janitorial, gift card	1,827.04
Corix	Various service parts for Linnell job, green pipe, PJ nuts, gaskets	2,823.10
David Campos	Reimburse mileage Sept & Oct	60.99
Digital Deployment, Inc.	Monthly website fee	200.00
Douglas Co. Farmers' Co-Op	Tarp, mouse traps, vinyl protectant, hardware	52.72
Exodus Pest Control	Office pest control service	23.00
Fastenal	Lenox blades	39.95
Goin' Postal	Shipping for listening device repair	35.50
Green Sanitary District	Sewer services at Office, Carnes, Plant (2 months)	228.00
Kincheloe & Sons	Crushed rock for shop	235.00
Knife River Materials	Asphalt	60.40
TSYS	Monthly debit/credit card fees previous mo.	803.59
Metereaders	Monthly meter readings	2,187.51
Occuhealth	UA screening	110.00
Onsite Wastewater Management	Quarterly service contract	200.00
Oregon Linen	Rugs for office	66.63
Pacific Power	Plant, Shop, Office electricity	8,959.76
Popeye's Pump & Backflow	4 non-comp tests	180.00
Payroll: Office	Payroll	8,765.40
Plant	Payroll + draws	20,508.33
Commissioners	Board Compensation	138.52
Oregon Dept. Revenue EFTPS	Payroll Withholding	2,563.00
Federal Withholding EFTPS	Payroll Withholding, Social Security & Medicare	10,681.30
Child Support EFTPS	Withheld from paycheck per court order	390.00
Allstate Benefits	Supplemental insurance (employee paid)	311.01
Alan Paulson	Per Diem (Meal Allowances) for short school	153.00
Dan Radford	Per Diem (Meal Allowances) for short school	236.00
Jeremy Wolford	Per Diem (Meal Allowances) for short school	136.00
Refunds	Overpayment & Service Deposit refunds	884.91
Rock-it Man Trucking	Hauling rock	140.00
SDIS	Nov health/supplemental insurance premiums	15,155.87
Staples	Janitorial, staplers, thermal paper	97.04
TruEdge Communications	VOIP	166.00
Umpqua Research	Water sample testing	911.00
Verizon Wireless	Crew cell phones (2 months)	358.64
Winston Auto Parts	Oil for big truck	86.94
Winston Sanitary	Dumpster at Carnes, etc.	77.90

TOTAL GEN. FUND PAYABLES for November 2017

112,201.27

Corix Water Products	Materials for Happy Valley	303.87
Douglas Co. Farmers Co-Op	Pool shock - Happy Valley	14.99
JPMorgan Chase	Treatment plant loan principal + interest payment	347,870.50
Knife River Materials	Rock and concrete - Happy Valley	597.61
Long's Building Supply	Coupling, bushing plug - Happy Valley	20.47
SHN Consulting Engineers	Engineering services - Happy Valley	2,432.50
Umpqua Quarries	Crushed rock - Happy Valley	1,093.62

TOTAL CAP PROJECTS PAYABLES for November 2017

352,333.56

Office Manager's Report

December 2017 Meeting

SALES	November	October	Nov Last Year
Gallons	23,798,200	27,912,400	20,448,100
Revenue	\$137,273	\$146,587	\$127,901
Meters Sold	2	1	1

COMPARISONS	This FYTD	Last FYTD	Net Over/Under Last Yr.
Gallons	189,822,200	180,445,900	9,376,300
Revenue	\$856,938	\$831,571	\$25,368

VISA/MC	November	October	Fiscal YTD
# Transactions	637	627	2,585
Total Transacted	\$32,283	\$38,388	\$160,692
Fees We Paid	\$716	\$804	\$3,752

CHECKING ACCTS. AS OF Nov 30, 2017	
General Checking	\$207,854
General Fund Money Market	\$408,991
Surcharge Savings	\$65,265
Capital Checking	\$84,730
Capital Projects Money Market	\$965,026
Upgrade Money Market	\$410,728
	\$2,142,594

Online Billpay	
<i>As of Dec 12, 2017</i>	
Accounts Registered:	582
Paperless Accounts:	288
Autopay Accounts:	200

The Board may consider approving a Holiday cash gift to the District employees, as was done in previous years.

The HRA VEBA account contributions will be funded this month for year 2018 @ \$1200 for each employee. This was done by Board vote in years past, but the Board had recently stated they wished to continue offering this benefit as long as financially feasible. This was also included in the approved budget.

The SDAO conference schedule is available and registration has begun. If you are attending the conference (Feb 8 or 9 through Feb 11), please complete the registration form and return to me so I can submit your registration and payment. <http://www.cvent.com/events/2018-sdao-annual-conference/event-summary-9639d03b64c84ad6a2d19679d241766e.aspx>

The District will be closed December 25th and 26th for Christmas, and January 1st for New Years Day.

David Campos, CPA
Office Manager

Registration is available online at www.sdao.com/ac. If you wish to register by mail, please complete and return this registration form with payment. (*Note: Payment must be mailed with this form, SDAO will not be invoicing districts for this event.) The last day to register and the last day to receive a refund for cancellation is **January 26, 2018**. No shows will be charged.

Name: _____ Title: _____
 District/Company: _____
 Mailing Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ E-mail: _____

Check all that apply:

- First Time Conference Attendee District Voting Delegate We will provide a door prize (\$50 limit)

PRE-CONFERENCE REGISTRATION Thursday, February 8	FEE	TOTAL
<input type="checkbox"/> Grant Writing <i>Laura Prado, PARC Resources</i> Includes session from 8:30 a.m. - noon, continental breakfast, & lunch	\$50.00	\$ _____
<input type="checkbox"/> Comprehensive Board and Staff Training <i>George Dunkel, SDAO and Eileen Eakins, Law Offices of Eileen Eakins LLC</i> Includes session from 8:30 a.m. - 4 p.m., continental breakfast, & lunch	\$100.00	\$ _____
<input type="checkbox"/> Risk Management Training <i>SDAO Risk Management Speaker Panel</i> Includes session from 9 a.m. - 4 p.m., continental breakfast, & lunch	\$100.00	\$ _____

CONFERENCE REGISTRATION Friday-Sunday, February 9-11	FEE	TOTAL
<input type="checkbox"/> Full Conference Registration February 9-11 Includes keynote session, meals (excluding Friday dinner), Friday & Saturday breakout sessions, Awards Banquet, & closing session	\$230	\$ _____
<input type="checkbox"/> One-Day Registration Friday, February 9 Includes Friday's keynote, breakout sessions, continental breakfast, & lunch	\$140	\$ _____
<input type="checkbox"/> One-Day Registration Saturday, February 10 Includes Saturday's breakout sessions, continental breakfast, & lunch	\$140	\$ _____

Please indicate any special dietary needs for attendee: _____

GUEST MEALS: (Attendees' meals are included as indicated above.)

Spouse/Guest First and Last Name: _____ (Indicate meals for your spouse/guest, if any, below.)

Attendees' meals are included as indicated above. This section allows you to purchase meals for your guest or to add meals for yourself that are not already included with your registration.	Friday, February 9	QUANTITY	FEE	TOTAL
	<input type="checkbox"/> Breakfast	_____	\$ 16	\$ _____
	<input type="checkbox"/> Lunch	_____	\$ 18.50	\$ _____
	Saturday, February 10			
	<input type="checkbox"/> Breakfast	_____	\$ 16	\$ _____
	<input type="checkbox"/> Lunch	_____	\$ 18.50	\$ _____
	<input type="checkbox"/> Awards Banquet & Entertainment	_____	\$ 35.50	\$ _____
	Sunday, February 11			
	<input type="checkbox"/> Breakfast Buffet & Closing Speaker	_____	\$ 18.50	\$ _____

Please indicate any special dietary needs for guest: _____

PAYMENT

Make checks payable to SDAO. Payment must be mailed with this form, SDAO will not be invoicing districts for this event.

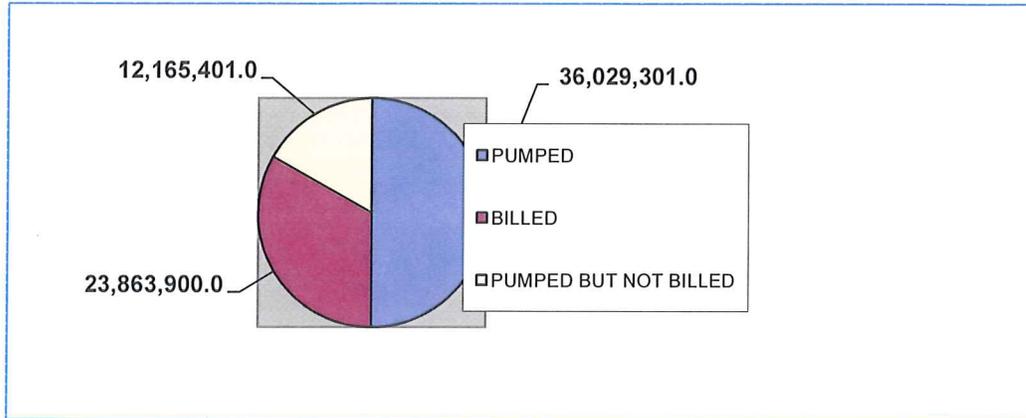
TOTAL ENCLOSED \$ _____

Mail to: SDAO, PO Box 12613 Salem, OR 97309-0613

Questions? Contact us at 800-285-5461 or MemberServices@sdao.com.

GALLONS PUMPED	GALLONS BILLED	PUMPED BUT NOT BILLED
36,029,301	23,863,900	12,165,401

NOVEMBER



30 DAYS IN BILLING CYCLE: 10/11/17 T 11/10/17

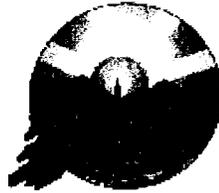
Repairs, leaks, etc. rendering unverifiable consumption

10/12/17	2219 CASTLE AVE	REPAIR SERVICE
10/12/17	126 PASADENA	REPAIR SERVICE
10/12/17	4604 CARNES RD	REPAIR MAIN
10/19/17	144 PEPPERTREE	REPAIR SERVICE
10/25/17	4072 HANNA ST	REPAIR MAINLINE
10/31/17	184 PARADISE LANE	REPAIR SERVICE
10/12/17	223 LANCASTER	REPAIR SERVICE

2015-2016	DIFFERENCE	2016-2017	DIFFERENCE	2017-2018	DIFFERENCE
JULY	2,933,720	JULY	7,171,434	JULY	9,925,299
AUGUST	6,281,386	AUGUST	11,445,670	AUGUST	10,291,059
SEPTEMBER	7,482,892	SEPTEMBER	12,326,534	SEPTEMBER	16,319,222
OCTOBER	8,952,939	OCTOBER	13,200,303	OCTOBER	7,931,991
NOVEMBER	3,162,607	NOVEMBER	9,394,631	NOVEMBER	12,165,401
DECEMBER	2,840,217	DECEMBER	14,210,106	DECEMBER	
JANUARY	6,574,284	JANUARY	11,334,601	JANUARY	
FEBRUARY	7,340,459	FEBRUARY	9,219,899	FEBRUARY	
MARCH	4,277,092	MARCH	6,648,152	MARCH	
APRIL	5,433,399	APRIL	4,110,282	APRIL	
MAY	4,199,433	MAY	9,314,582	MAY	
JUNE	5,580,994	JUNE	11,423,974	JUNE	

Utility Billing

Detailed Summary by Rate Code



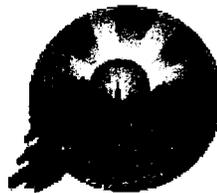
ROBERTS CREEK WATER DISTRICT

User: SHARON C
 Printed: 11/21/2017 - 2:20 PM
 Batch: 001-11-2017
 001

Code	Description	No of Accounts	No of Services	Total Billing Base	Total Billing Cons	Consumption
Summary for Service: Water						
001	- 5/8 X 3/4 METER SERV	2,999	2,999	63,945.33	36,928.85	14,934,200
002	- 1" METER	18	18	967.50	480.20	194,900
004	- 1 1/2" METER SERVICE	17	17	1,827.50	1,879.15	767,500
005	- 2" METER SERVICE INS	21	21	3,612.00	4,125.80	1,682,500
006	- 3" METER SERVICE INS	1	1	344.00	46.55	18,700
007	- 4" METER SERVICE INS	4	4	2,150.00	9,809.80	4,004,000
008	- 8" METER SERVICE INS	1	1	2,110.00	1,354.85	552,700
009	- SECOND LEVEL CHARGE	39	39	780.00	0.00	0
00A	- 5/8 X 3/4 SRVC OUT OF DIST	20	20	645.00	365.80	123,000
00B	- 1" SRVC OUT OF DIST	3	3	241.89	59.00	19,200
00E	- 2" SRVC OUT OF DIST	2	2	516.00	4,153.60	1,407,400
010	- 10" FIRE LINE	1	1	120.00	49.00	19,600
Water Totals:		3,126	3,126	77,259.22	59,252.60	23,723,700
<i>Regular Billing</i>						
Grand Totals:		3,126	3,126	77,259.22	59,252.60	23,723,700

Utility Billing

Detailed Summary by Rate Code



ROBERTS CREEK WATER DISTRICT

User: beth d
 Printed: 11/13/2017 - 3:24 PM
 Batch: 132-11-2017

Code	Description	No of Accounts	No of Services	Total Billing Base	Total Billing Cons	Consumption
Summary for Service: Water						
001	- 5/8 X 3/4 METER SERV	52	0	582.67	178.85	74,500
Water Totals:		52	0	582.67	178.85	74,500
<i>Final Billing</i>						
Grand Totals:		52	0	582.67	178.85	74,500

Roberts Creek Water District

Superintendents Report

December 2017

The crew just finished our yearly “air relief valve” maintenance. Air relief valves function to release air pockets that collect at each high point of a full pressured pipeline. They are simple and low maintenance, but an important part of our distribution system.

Our reservoirs are scheduled to be cleaned December 20th and 21st, by LiquiVision Technology. We budget for this on a 5 year cycle. They also inspect the interior of the reservoirs and inform us of any potential issues.

We are currently working on the room that houses our Miox equipment that generates our sodium hypochlorite. The environment is very harsh, and we are replacing some piping, cleaning, prepping for paint and repairing a roll up door, as well as repairing some pitted concrete.

We have an issue with one of our air compressors that runs our plant. There is a crack in the element, and it is leaking oil. We are checking prices and availability of the parts.

There was a substantial leak at the treatment plant, on our potable line. It was repaired immediately once it was discovered.

Shawn Hastings has returned to work, effective November 20th, 2017.

Dan attended Short School November 6th thru the 9th. Alan and Jeremy attended Short School December 5th thru 7th. These schools are mandatory training to keep our state certifications valid.

If you have any questions, please feel free to give me a call at 541-670-1215
Thanks Alan