



General Manager's Report

Report on Water System Operations for:

Metering Period:

Billing Period:

Activity Period:

October, 2016		
8/1/17/2015	- THRU -	08/31/2017
08/15/2017	- THRU -	09/15/2016
09/01/2016	- THRU -	09/30/2016

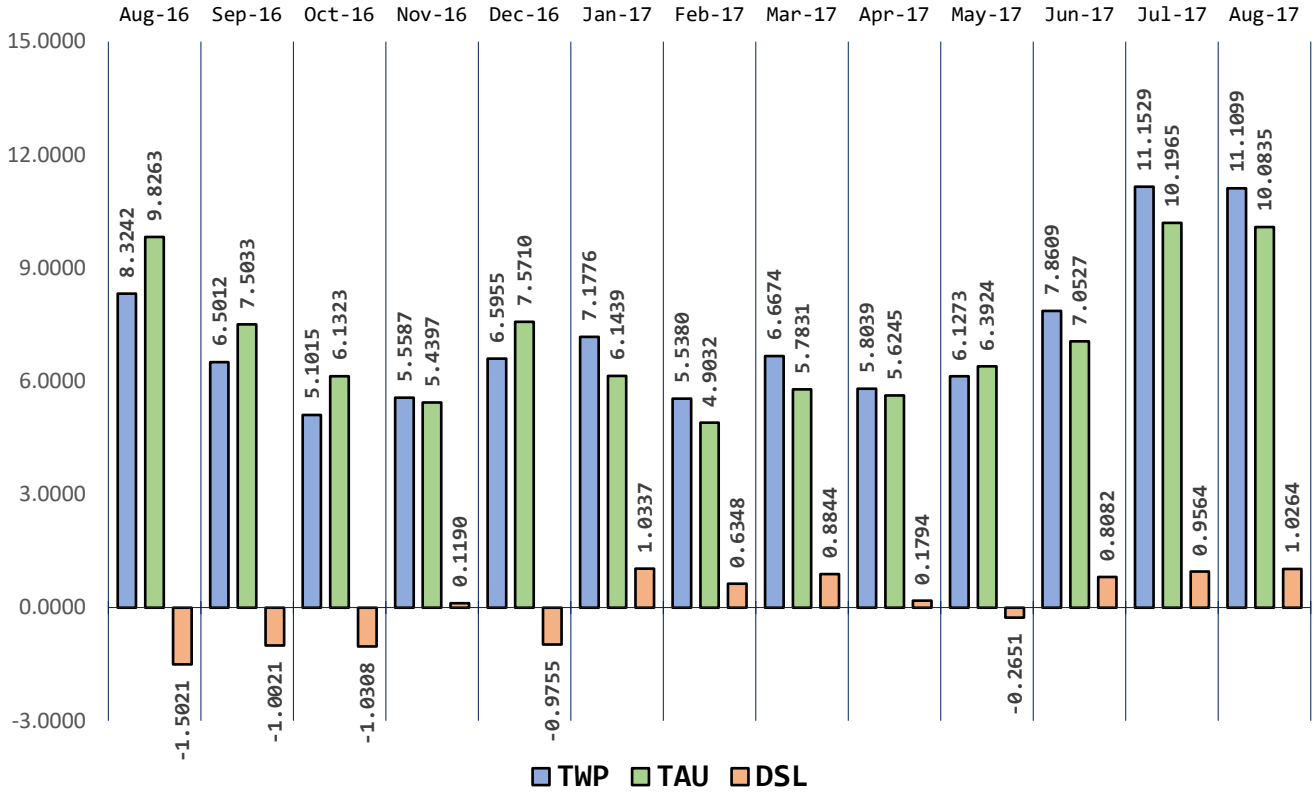
(MG= Million Gallons) (Mg/L= milligrams per liter) (Ug/L= micrograms per liter) (MCL= Maximum Contaminant Level) (cf.= Cubic Feet)

Total Water Pump From All Wells in Metering Period (TWP) ----->	11.1099	MG
Total Water Sold in Metering Period ----->	9.6600	MG
Total Filter Plant Backwash Water in Metering Period ----->	0.1492	MG
Total Water Main Flushing Water in Metering Period ----->	0.2743	MG
Total Other Authorized Water Use in Metering Period ----->	0.0000	MG
Total Authorized Consumption in Metering Period (TAC) ----->	10.0835	MG
Total Distribution System Leakage in Metering Period (DSL) ----->	0.0924	MG
Percentage of DSL in Metering Period ----->	9.2%	%
12 Month Running Total of TWP ----->	85.1948	MG
12 Month Running Total of TAC ----->	82.8261	MG
12 Month Running Total of DSL ----->	2.3687	MG
12 Month Average of Percentage of DSL ----->	2.8%	%

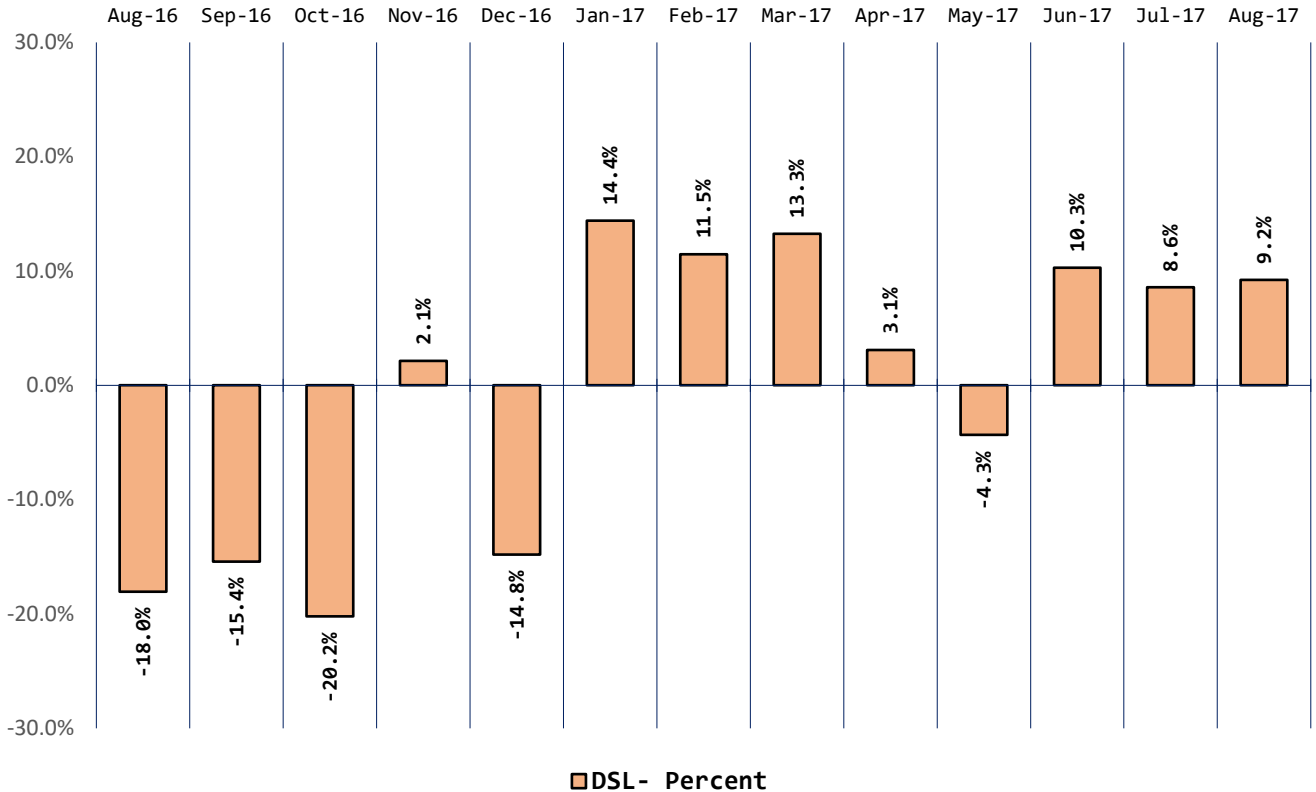
2,603	Residential Accounts	Paid Base Rates Totaling:	104,669.00
101	Commercial Accounts	Paid Base Rates Totaling:	7,746.00
10,410	^{100 cf.} Residential Consumption	at \$0.0325 per c.f.	33,832.00
2,506	^{100 cf.} Commercial Consumption	at \$0.0350 per c.f.	8,771.00
4	Fire-Flow Accounts	Paid Base Rates Totaling:	764.00
5,450.00	Surfside Contract + 454.00	Reimbursements =	5,904.00
Other Income: ----->			4,140.00
Total Amount Billed in Billing Period ----->			165,826.00

Total Accounts Past Due in Billing Period ----->	256	
Total Accounts Past Due Longer than 60 days in Billing Period ----->	62	
Total Accounts Locked Off for being past due in Billing Period ----->	5	
Total Number of Properties with Liens ----->	28	
Total Number of Water Main Locates Completed in Activity Period ----->	33	
Total Number of Water Quality Complaints in Activity Period ----->	0	
Total Number of Customer Service Calls in Activity Period ----->	57	
Total Number of Customer Valves Installed in Activity Period ----->	1	
Total Number of New Services Installed in Activity Period ----->	1	

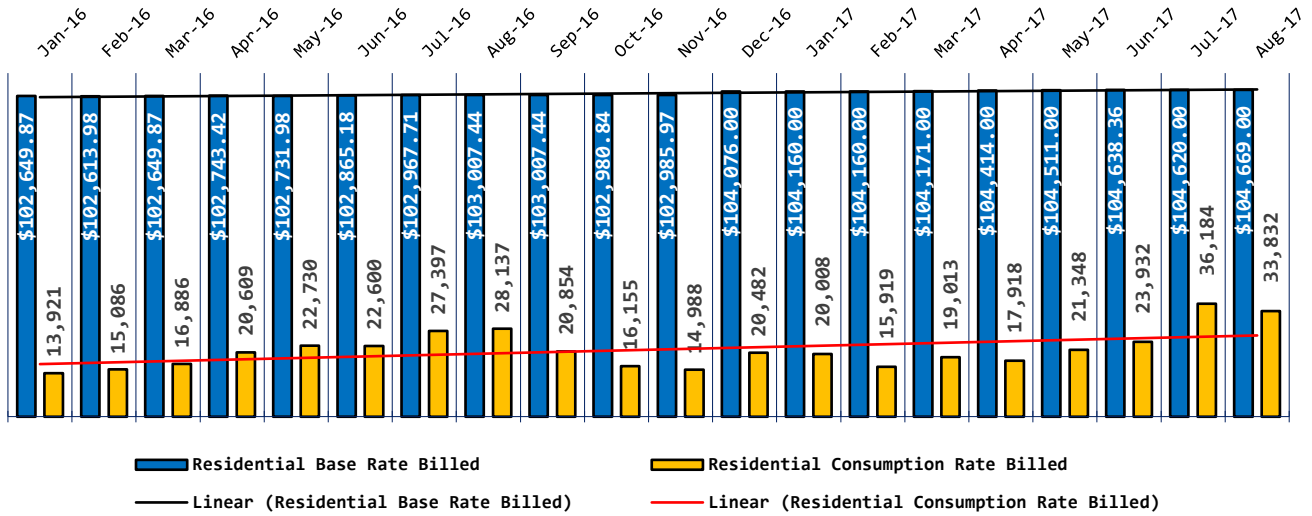
Water Use Efficiency Chart #1



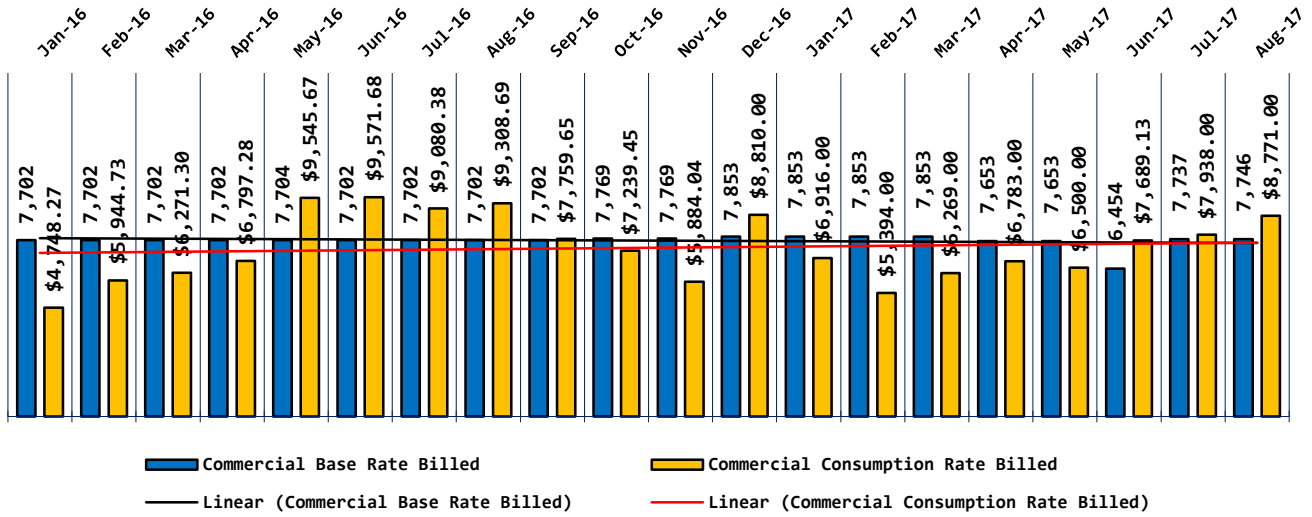
Water Use Efficiency Chart #2



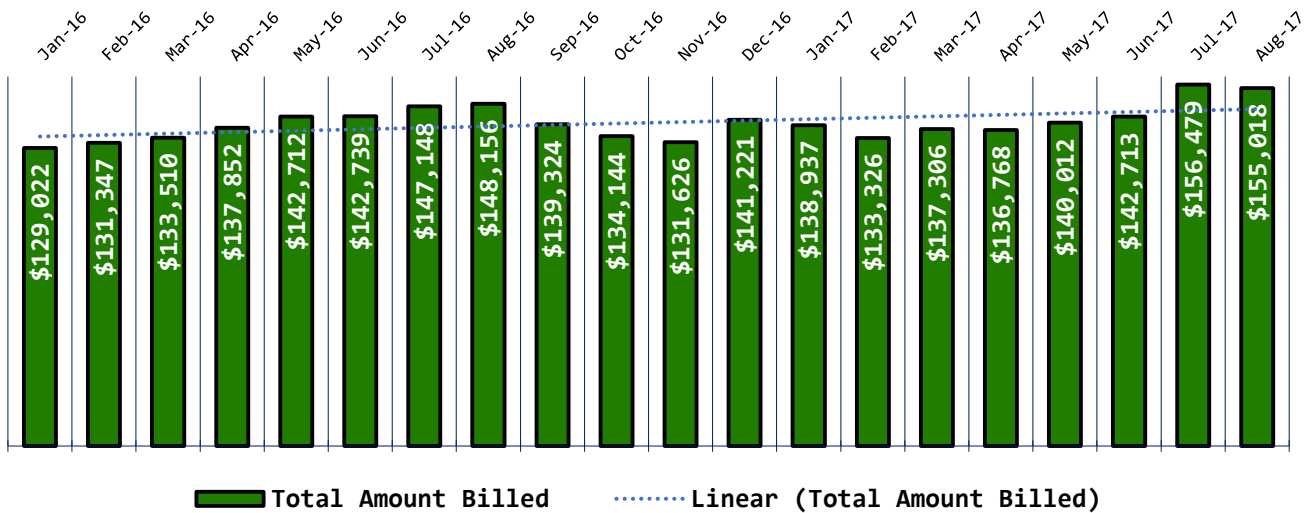
RESIDENTIAL REVENUE



COMMERCIAL REVENUE



Total Amount Billed by NBWD By Month



10.11.2017

General Manager Report September, 2017

To:
Board of
Commissioners

From:
William Neal,
General Manager

DWSRF Project Status:

The contractor is completing the punch list items. If all goes well, the punch list items will be completed by the end of the month.

Wiegardt Wellfield Generator:

The Wiegardt Wellfield Generator Project is complete with the exception of testing and commissioning the automatic transfer switch. That will be one of the punch list items.

North Wellfield Treatment Plant:

No progress to report in September

Loomis Lake Crossing Project:

No progress to report on the Loomis Lake Crossing Project in September.

Well #7 Replacement Project.

We are waiting for water sample reports from the laboratory. The hydrogeologist will complete his report when the water samples results have arrived.

WASWD Fall Conference Report.

Highlights: The program included six workshops. One of the workshops included a discussion on the DWSRF loan and the 2017 legislature. I was the lead on that discussion. It generated a lot of question and interest from the attendees. There was a very good workshop on Public Relations. The workshop focused on social media and how it can increase awareness of District's activities and changing regulations. The workshop on Regionalism focused on the benefits of utilities in close proximity benefiting from economies of scale in purchasing, services, and management. There was a very informative and timely workshop on Active Shooter and Workplace Violence. Many of

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the suggestions from that workshop could be easily implemented in our facilities and employee training.

I was able to spend about an hour with Rod Kaseguma discussing the new legislation and actions that the District can take regarding the DWSRF loan situation. We have very few options available to us at this time. Rod was certain the issue would be resolved after the November elections. We must continue to wait.



SWF Carbon Filter Vessels



NWF Treatment Plant Parts