

As usual, your Big Mesa Employees & Board have been very busy, not only with distribution repairs, system upgrades and trash transfer staffing, but also with the extensive requirements for the Drinking Water Bureau (DWB) for Big Mesa to qualify for grant or loan funding for three projects listed in our completed Preliminary Engineering Report (PER). These projects consist of the following:

- **Dedicated Fill Line to Tank:** The distribution system is designed in such a manner that the treated water is pumped directly into the distribution system and then to a 325,000-gallon tank on top of the mesa (Big Mesa). A dedicated fill line will improve our capability to maintain adequate tank level.
- **Pretreatment Microfiber System:** A pretreatment microfiber system will reduce the excessive back washing requirement thus reducing water waste.
- **Automatic Meter Reading:** Manual reading of the meters is time consuming and very inefficient. Replacing the meters with automatic meter reading allows us to track member usage daily and it will pay for itself in less than three years.

These projects are expensive to implement and we are actively pursuing funding options. We will keep you updated with our efforts seeking funding.

Many items were addressed at the recent October Monthly Water Board Meeting. At the top of the list was Big Mesa's conversion to "winter" hours of operation, as follows;

- **Trash Transfer Station:** 8:30 to 1:30, 6 days a week (closed on Wednesdays).
- **Water Building:** Main Office 8:00 to 4:30, Monday thru Friday
Field Service 8:00 to 4:30, 7 days a week.

The new hours still provide employees to be available during typical business hours, 7 days a week!

Also, as some properties are "rentals" with water bills being paid by the renter, per our Rules & Regulations, Big Mesa's office needs the correct property owner information on file. In order to collect correct

Member/Property ownership information, forms are being sent to renters to provide their landlord information. Please complete and return the forms to avoid any water service disruption.

Your management team discovered several more incorrect billing calculations, all of which have been corrected and obviously resulted with increases to some member's billings.

A new policy was developed for after-hours service calls, typically a summer issue for users without the By-Laws required member-property "shut-off" valve. Any future after-hours (currently winter hours) service requests/calls will be charged \$25 for the first call. After hours calls will be billed as well as notified with the policy information along with the By-Laws "shut-off" valve requirement and a list of plumbers who could install the valve. Any subsequent calls for after- hours service will be charged \$50 with the same notifications. This is a needed policy to suggest to all Members to install and use the required shut-off valve, while minimizing employee overtime costs. Should a member decide to operate our shut off valve, to avoid the after-hour service charge, there is a \$300 tampering fee.

Other agenda items addressed included; electronic mapping, truck replacement, fire hydrant testing, web page updates, emergency plan, updates to Rules & Regulations and Policies & Procedures, alternate funding applications, legislator assistance and compliance audits.

Lastly, parties involved with Cannon Cove development made a presentation seeking expansion of Big Mesa's water service to supply water service to the area. Many questions and considerations remain which will be discussed and reviewed at future monthly meetings.

Please plan to attend the next open Water Board Monthly Meeting on Saturday November 10th at 9:00am at the Water Building. We hope to see you there!

Sincerely,

Your Water Board and Staff