



Board of Commissioners Monthly Meeting
Monday, December 16, 2024, 4:30 PM
17661 Pilkington Road, Lake Oswego OR

AGENDA ITEMS

- | | | | |
|--------------|--|---------------------|----------------|
| I. | Call to Order | | 4:30 PM |
| II. | Public Comment (2 Minute Limit) | | 4:32 PM |
| III. | Review and Approval of Minutes | | 4:35 PM |
| | <ul style="list-style-type: none">• November 25, 2024 Regular Board Meeting | | |
| IV. | General Manager's Report | | 4:37 PM |
| V. | Legislative Liaison for Grant Funding | Commissioner Magura | 4:47 PM |
| VI. | Unfinished Business | | 4:52 PM |
| | <ul style="list-style-type: none">• District Recorded Voice Plan | | |
| VII. | New Business | | 4:55 PM |
| | <ul style="list-style-type: none">• Infrastructure Management Report• Board Policy Handbook Revision, Article 6.3, F: General Manager Performance Management and Review• General Manager's Annual Performance Evaluation Worksheet• Cross Connection Control Program Gold Star Incentive• Curb Stop Manipulation Fee | | |
| VIII. | Adjournment | | 5:15 PM |

Upcoming Meetings

Regular Board Meeting: Monday, January 27, 2025 at 4:30 P.M.
Regular Board Meeting: Monday, February 24, 2025 at 4:30 P.M.

*The public is welcome to attend the meeting in person or by calling 971-517-3083.
By calling into the phone bridge, you consent to being recorded.*

**Rivergrove Water District
Board of Commissioners Regular Meeting Minutes
Monday, November 25, 2024**

A regular meeting of the Board of Commissioners was held on this day at 17661 Pilkington Road, Lake Oswego. Chair Roth presided over the meeting and attendees included: Commissioners Johnson, Magura, Patterson, and Howell. The General Manager also attended.

1. **Call to Order:** The meeting was called to order at 4:35 p.m.
2. **Public Comment:** No public comment was received.
3. **Review and Approval of Minutes:** The October 28, 2024 Board meeting minutes were approved by a motion from ***Commissioner Johnson, seconded by Commissioner Howell, and passed unanimously.***
4. **Monthly General Manager’s Report:** See attached.
5. **Legislative Liaison for Grant Funding:** Commissioner Magura provided a draft copy of the brochure that will be used to educate elected officials when lobbying for funds for asbestos cement (AC) pipe replacement. The brochure artfully captured the critical need to replace aging AC pipe that is over 70 years old and at risk for systemic failure. The Board was overwhelmingly enthusiastic with the results. A small correction will be made to update the name of a newly elected representative.

6. Unfinished Business:

a. Supervisory Control & Data Acquisition (SCADA) & Peripheral Site Control Improvements Project: The Board reviewed proposals that were submitted by five qualified bidders for upgrades to the SCADA system. After discussion on the needs of the District, the Board awarded the contract to OCD Automation by a motion from ***Commissioner Johnson, seconded by Commissioner Magura, and passed unanimously.*** The bids received and reviewed were as follows:

Control Systems NW	\$398,949
Correct Equipment	\$109,163
Industrial Systems	\$378,200
OCD Automation	\$174,596
S&B Inc.	\$358,800

b. Automated External Defibrillators (AEDs): At the previous Board meeting in November, Commissioner Patterson asked the Board to consider purchasing AEDs for the District due to their life saving capabilities. After discussion and opposition from Commissioner Johnson, the issue was tabled pending input from employees on their willingness to use the devices if available. After researching statutes and corporate policies, the General Manager briefed the Board that an employer cannot force an employee to disclose whether they will or will not use an AED as this could be considered a medical inquiry that violates the Americans with Disabilities Act unless there is a direct job-related need and the documentation is handled appropriately. The General Manager stated it was a personal choice for employees whether they felt comfortable using an AED and suggested focusing on providing employees with proper training thereby giving them the confidence to use an AED if needed. The General Manager stated the building owner was open to purchasing and installing an AED in the 1st floor vestibule within the next six months. No motion was made and the discussion was closed.

7. New Business: District Recorded Voice Plan: The General Manager presented the idea of subscribing to a telephone service that allows users to record customer service calls and voicemails. This would allow the District to record calls to improve the quality of service by analyzing customer interactions which could serve as a valuable training tool. Further value would include the ability to resolve disputes with factual evidence and identify areas for improvement in customer service strategies. Discussion ensued with Commissioner Johnson expressing concern over the need and potential cost. Commissioner Howell voiced it could be a useful tool. The discussion was tabled pending a cost analysis to be presented to the Board at the next meeting.

8. Adjournment: The meeting was adjourned at 5:55 p.m. The next regular meeting will be held on Monday, December 16, 2024.

James W. Johnson, Secretary

Date

Christine K. Roth, Chair

Date



GENERAL MANAGER'S REPORT December 2024

Water Operations

- **Valve Maintenance Program - Completed**

- Initiated exercising of all main line valves within the distribution system
 - Critical maintenance step to ensure reliable operations and functionality as well as quick isolation of leaks or breaks in the system
- Updated Master Valve Map to identify/correct locations and document valve conditions
 - Total District Valves: 359
 - Total Valves Exercised: 359
 - Total Remaining: 0
 - Current Percent Completed: 100%

- **Production versus Consumption Report**

PRODUCTION versus CONSUMPTION								
Month	Production (HCF)	Consumption (HCF)	Unaccounted Known (HCF)	Unaccounted Unknown (HCF)	Unaccounted %	Unit Loss per Service Connection	Number of Services	Revenue
Dec 24	19,050	16,962	194	1,894	9.3%	1.3	1,388	\$143,727
Oct 24	45,266	43,534	365	1,367	3.0%	.98	1,388	\$245,202
Aug 24	44,347	40,757	370	3,220	7.2%	2.3	1,387	\$233,693
Jun 24	22,786	20,725	67	1,994	8.7%	1.4	1,385	\$149,862
Apr 24	14,601	13,187	170	1,244	8.5%	.90	1,385	\$122,234
Feb 24	16,637	14,816	106	1,715	10.0%	1.2	1,385	\$128,388
Dec 23	17,756	16,574	116	1,066	6.0%	.77	1,383	\$134,561

Anomalies: Chlorine Analyzers – 58 HCF; Leaks: N/A; PRV Station - 0 HCF, District Shop – 1 HCF; Fernbrook Cir 8 HCF; Blowoff Flushing – 24 HCF; Rivers Edge Dr - 100 HCF; Dawn St Tap – 1 HCF; McEwan Tap – 2 HCF

- **Customer Assistance Requests & On Call Duty**

- ▶ Site visit requests: 22
- ▶ Emergency callouts: 0

Finance/Administrative/HR

- **District Website Mandatory Upgrade Requirements - Completed**

- District signed new contract with website host Powerful Web Design
 - Price match pledge of \$126 each month results in 37% cost savings for District!
- Contract services provided by new website host include ADA compliance and \$2M liability coverage far exceeding services provided by previous host (Streamline)
- New website prototype has been completed by the contractor and accepted by the District
 - Expected launch date will be mid-January 2025

- **December Newsletter**

- Key articles in the newsletter focus on the importance of asbestos cement pipe removal and replacement in addition to bill pay (See attached)

- **Employee Safety and Technical Training**

- Winter Weather Planning, 12 Holiday Safety Tips, Strategies in Dealing with Unhappy Customers (All employees)
- Phishline Training: Data Breach (All employees)

> Capital Improvement Projects <

- **Supervisory Control and Data Acquisition (SCADA) and Peripheral Site Control Improvements Project**

- OCD Automation was awarded the contract by vote of the Board of Commissioners
 - A site visit was conducted on 12/3/24 to kick off the project and place an initial order for parts and equipment
 - ECD: 7/1/2025

- **Resilient Backbone and Asbestos Cement Pipe Replacement Program**

- Project funding of \$2.7M has been secured with Safe Drinking Water Revolving Loan Fund administered through Business Oregon
- Project Details:

	Estimated Dates	
	<u>Start</u>	<u>Completion</u>
▪ Survey, Geotechnical Exploration & Evaluation	11/01/2024	01/01/2025
▪ Preliminary Engineering and Utility Coordination	11/01/2024	01/01/2025
▪ Permitting	02/01/2025	03/01/2025
▪ Final Design	11/01/2024	02/01/2025
▪ Bidding and Contract Award	02/01/2025	04/01/2025
▪ Procurement and Construction	04/01/2025	12/01/2025



Asbestos Cement Pipe Replacement Program

The Rivergrove Water District was developed in the early 1960s to serve semi-rural areas of Clackamas County. The District is nearly fully developed as an urban residential area surrounded by the cities of Lake Oswego, Tualatin, and Rivergrove. The majority of the District's water system piping was constructed with **asbestos cement (AC) pipe** that is now over 70 years old and at risk for systemic failure due to age and condition. Significant portions of the system are located in areas mapped as being highly susceptible to liquefaction and landslides during a seismic event. The cost to replace this aged infrastructure is over \$43 million and exceeds what the District can fund on its own.

Over 65% of our water distribution system is AC pipe, including a majority of the District's critical backbone transmission and distribution piping. Studies show AC pipe installed in the 1960s is at high risk for failure. The District lacks the financial resources to launch a large-scale AC pipe replacement program and has aggressively utilized Oregon's low interest revolving loans to fund several major infrastructure improvement projects. The District's rate study advisor has warned we cannot finance additional pipe replacement projects through added debt financing. The Board is asking for help from our congressional and legislative representatives to assist in funding this critical infrastructure need.

In 2025, we are excited to start the replacement of AC pipe within SW Childs Road and SW Indian Creek Avenue. Funding for this project has been secured through a \$2.77M revolving loan from Business Oregon. Over 2,390 linear feet of water main pipe will be upgraded as well as two existing fire hydrants. A new fire hydrant is also planned. Read our February 2025 newsletter for more details.

Backflow Testing – Annual Reports Due **September 30, 2025**

Customers with inground irrigation, sprinkler systems, and/or certain water features such as fountains and pools are required by law to have their backflow tested annually by a state certified tester. Get your system tested **prior to the start of the irrigation season**. Visit our website for more information.

Building a Pleasant Bill Paying Relationship

Customers are the backbone to our District's existence. The relationship is simple... water is needed to sustain life and the District provides these services to ensure the water is safe for consumption. A foundation of this relationship is ensuring the District has the funds to operate. As a nonprofit utility source, we do not receive tax/levy revenue and rely solely on the revenue generated from water sales.

To assist customers in paying bills, we provide clear communication on bi-monthly invoices that outline payment terms and dates as well as information on the consequences of late payments. To make it easier for our customers to pay, we offer multiple payment options: checks, online banking, credit cards, phone payments, automatic deductions, and easy access to online bill viewing/payment portals.

We understand under the current economy consumers are juggling expenses and living paycheck to paycheck. We offer no interest payment plans based on the customer's ability to pay and, in some instances, a one-time waiver for certain penalty fees. We also provide references for community services within the Portland area that can assist with utility payments. The District services nearly 1,400 accounts and our goal is to have a successful relationship with each and every customer.

Water Conservation....**Make every drop count**

Use water-saving devices like low-flow shower heads and faucet aerators. Use a displacement device like a water filled bottle in your toilet tank to reduce the amount of water to flush. Repair leaky taps or toilets as soon as possible. Get our free brochure or coloring book to learn more ways you can save.

Water Humor...What do you get when you throw a million books in the ocean? *A title wave.*

Strategies in Dealing with Unhappy Customers



- When your primary duty is to provide customer service, it is important to use professional communication and listening skills to resolve tense situations.
- Learning strategies for interacting with unhappy customers can help you in assisting customers while meeting your employer's expectations.
- Below are 12 ways you can try to work with customers to solve their problems and help you mitigate the situation.

1. Be empathetic

Empathy can be a powerful tool when discussing customers' issues. If you can understand and relate to the customer's feelings, it may help you diffuse the situation. Ask the customer about their thoughts and feelings. Once you identify the issue, establish rapport with the customer by letting them know that you would feel the same way if the situation happened to you. For instance, if a customer voices concern about their water being shut off, you can say something like, *"I understand how frustrating that can be. Let's take a look at your account and figure this out together."* This strategy helps the customer realize that they are speaking to a person who understands them.

2. Listen actively

Listen closely to what the customer is saying instead of paying attention to the anger behind their words. If you listen actively to the words they say, you can easily determine what is making them so upset and how to resolve the problem. For example, a customer could walk into the office/or call and say, *"You turned off my water with no notice."* Demonstrate active listening by using the same language your customer is using. You can say something like, *"We provided notification via a door tag (or letter). That is surprising. Let's check if we used the wrong address."* This response recognizes the feelings of the customer without escalating their emotions.

3. Separate the issue into smaller issues

If a customer calls/visits with a major issue, it might help to divide it into several smaller portions. For example, determine if they are upset with a late deposit fee, a missing Customer Service Agreement, or a late payment. These small portions are easier to manage and may lessen the customer's stress which can help you resolve the situation more quickly.

4. Listen to what the customer says and repeat it back to them

A fundamental part of active listening is making sure you and the customer are in sync about the situation. Once you feel you understand the root cause of their concern, repeat it back to them to make sure you understand each other. This helps show you are in alignment with the customer and gives them confirmation that you are listening to them. For instance, you can begin by saying, "*What I'm hearing is...*" and then repeat their concern back to them. This shows that you are listening and want to help.

5. Stay calm

When customers express their emotions, stay calm and manage your own emotions. It helps to take a practical approach to problem-solving rather than a personal one. Typically, a customer's comments and criticisms are about the experience rather than about you as a service provider. Allow the customer to voice their concerns without interrupting to show you respect their feelings. When you respond, choose neutral language.

6. Offer solutions

Once you understand why the customer feels the way they do, you can offer a solution. If the customer denies your proposed solution, review your internal policies to learn if you can offer something additional to satisfy them. It is important to meet the customer's expectations if you can do so within reason. Here are some examples of statements to introduce solutions:

- "*I know this isn't how you want to start your day, and I can offer you this solution.*"
- "*There are several ways to resolve this. We can find the one that best suits you.*"
- "*I understand your problem; I can help you by ...*"

If you deliver a message that may be disappointing to the customer, try to counter it with a positive message that still addresses their feelings. For example, you can say, "*While I'm unable to remove the late fees, I can offer you a \$15.00 credit to your account if your account remains in good standing for 6 consecutive billing periods.*" This may help the customer focus on the positive aspects of the solution and how the organization can help them resolve the issue.

7. Act quickly

If you can resolve the issue immediately, do so. Being able to address a customer's issue quickly may show them you take their concerns seriously. Showing good customer service skills during an issue may build trust and defuse the situation and avoid escalation.

8. Offer a sincere apology

It is typically helpful to apologize for the customer's inconvenience. This shows them you understand their experience and care about meeting their needs. **To protect your employer, remember to only accept fault for the issue if the employer made an error.** Instead of saying,

"My apologies for our mistake," try saying statements like, *"I'm sorry about the inconvenience you experienced."* You can sympathize with the customer without taking the blame.

9. Stay polite

Focus on your tone when managing these interactions. Employ a neutral tone to remain professional. Speak calmly, even if the customer raises their voice. If the customer interrupts you, let them speak. If they interrupt you repeatedly, ask them politely if you can respond to what they said. Remaining calm may encourage the customer to do the same, which can lead to a more productive conversation.

10. Request a more polite tone

You should tell the customer that you are happy to help them if they communicate calmly and politely with you. Our ordinance contains policy directives about how customers should communicate with staff and you might explain these rules to them. Remember to use a neutral tone. For example, you might say, *"We ask that customers use family-friendly language. Would you mind explaining your situation to me again using appropriate language so I can better assist you?"*

11. Keep the interaction brief

Try to respond to the customer with short, definitive statements to encourage a collaborative solution rather than an argument. If the customer rejects your solutions repeatedly, it might be worthwhile to involve the General Manager. If the best solution is to end the call or ask them to leave the office, be professional. If other customers are near, you should apologize to them for the inconvenience. If you feel threatened at any time, call local law enforcement or use the panic button available in the office.

12. Thank the customer for voicing their concern to you

Express your gratitude to the customer for bringing the issue to your attention. This can help establish a rapport with them and set a positive tone for your interaction. A simple *"thank you"* to acknowledge their patience and time as you work to solve the problem is enough. If you're working on an issue and there's a long period of silence, thank the customer for their patience with you as you resolve their issue. When the customer gives you feedback, either negative or positive, thank them for sharing their opinion and making our customer service better.

Remember, if you are unsure how to resolve a situation, elevate it to the General Manager. The District wants to ensure its employees have a pleasant and professional work environment.

Monthly Reconciliation Summary November 2024

Reviewed & Approved by Commissioners
Board Meeting: December 16, 2024

Bank Account Name	QuickBooks Account Number	Bank Statement Date	QuickBooks Beginning Balance	Statement Ending Balance	QuickBooks Ending Balance	Uncleared Balance
Banner Bank (Checking)	1015	11/30/2024	\$ 402,583.34	\$ 542,697.02	\$ 350,327.98	\$ 192,369.04
Banner Bank (Deposit)	1085	11/30/2024	\$ 60,396.50	\$ 60,903.44	\$ 60,903.44	\$ -
LGIP (SDC)	1106	11/30/2024	\$ 416,834.25	\$ 418,539.17	\$ 418,539.17	\$ -
LGIP (Capital Improvement)	1107	11/30/2024	\$ 761,207.89	\$ 764,321.27	\$ 764,321.27	\$ -
LGIP (Unemployment)	1108	11/30/2024	\$ 41,309.78	\$ 41,478.74	\$ 41,478.74	\$ -
LGIP (Truck)	1109	11/30/2024	\$ 39,127.02	\$ 39,287.06	\$ 39,287.06	\$ -
LGIP (Non-Restricted)	1110	11/30/2024	\$ 277,625.70	\$ 278,761.22	\$ 278,761.22	\$ -

Checks issued this period 10106 - **10118** from Banner Bank Act 1015

Checks voided this period: 0

RIVERGROVE WATER DISTRICT

Balance Sheet

As of November 30, 2024

	Nov 30, 24
ASSETS	
Current Assets	
Checking/Savings	
1015 · Checking - Banner Bank	350,327.98
1085 · Water Deposit-Banner Bank	60,903.44
1100 · LGIP	
1101 · Restricted	
1106 · System Development Account	418,539.17
1107 · Capital Improvement Account	764,321.27
1108 · Unemployment Account	41,478.74
1109 · Truck & Equipment Account	39,287.06
Total 1101 · Restricted	1,263,626.24
1110 · Non-Restricted	278,761.22
Total 1100 · LGIP	1,542,387.46
Total Checking/Savings	1,953,618.88
Total Current Assets	1,953,618.88
TOTAL ASSETS	1,953,618.88
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Other Current Liabilities	
2100 · Payroll Liabilities	
2110 · Federal Withholding	4,447.65
2120 · FICA Social Security	3,323.68
2140 · Medicare	777.30
2150 · State Withholding	3,221.41
2165 · Oregon State Transit Tax	47.23
2170 · WBF Assessment	14.66
2175 · Paid Family Medical Leave	321.63
Total 2100 · Payroll Liabilities	12,153.56
Total Other Current Liabilities	12,153.56
Total Current Liabilities	12,153.56
Total Liabilities	12,153.56
Equity	
32000 · All Fund Balances	2,093,095.54
Net Income	-151,630.22
Total Equity	1,941,465.32
TOTAL LIABILITIES & EQUITY	1,953,618.88

RIVERGROVE WATER DISTRICT

Accounts Receivable Summary

From 10/10/2024 Through 12/10/2024

				<u>Balance</u>
<u>OPEN BALANCE</u>				3,961.41
	3,961.41			
<u>BI-MONTHLY-Adjustment</u>	<u>Amount</u>	<u>Usage</u>	<u>Count</u>	
WATER	-107.92	0.00	13	3,853.49
WATER Miscellaneous	-105.00	0.00	7	3,748.49
WAT.Penalty	165.00	0.00	28	3,913.49
***Total Adjustment	-47.92	0.00	48	
<u>BI-MONTHLY-Charge</u>	<u>Minimum</u>	<u>Overage</u>	<u>Usage</u>	<u>Count</u>
WATER	157,028.01	232,448.22	60,572.00	2,794
***Total Charge	157,028.01	232,448.22	60,572.00	2,794
				389,476.23
				393,389.72
<u>BI-MONTHLY-Penalty</u>	<u>Amount</u>		<u>Count</u>	
WATER	1,605.00		107	394,994.72
***Total Penalty	1,605.00		107	
<u>BI-MONTHLY-Miscellaneous</u>	<u>Amount</u>		<u>Count</u>	
WATER Miscellaneous	1,810.00		70	396,804.72
***Total Miscellaneous	1,810.00		70	
<u>BI-MONTHLY-Payment</u>	<u>Amount</u>		<u>Count</u>	
WATER	-250,573.01		1,504	146,231.71
WATER Miscellaneous	-1,570.00		5	144,661.71
WAT.Penalty	-2,005.00		1	142,656.71
***Total Payments	-254,148.01		1,510	
<u>BI-MONTHLY-Return Check</u>	<u>Amount</u>		<u>Count</u>	
WATER	816.56		4	143,473.27
***Total Return Check	816.56		4	
<u>BI-MONTHLY-Deposit Applied</u>	<u>Amount</u>		<u>Count</u>	
WATER	-697.70		14	142,775.57
WATER Miscellaneous	-2.30		1	142,773.27
***Total Deposit Applied	-700.00		14	
				Closing Balance
				142,773.27

RIVERGROVE WATER DISTRICT
Check Register
As of November 30, 2024

Type	Date	Num	Name	Memo	Amount	Balance
						400,469.05
Deposit	11/01/2024		Deposit	Deposit	74.58	400,543.63
Deposit	11/01/2024		Deposit	Deposit	364.91	400,908.54
Deposit	11/01/2024		Deposit	Deposit	562.30	401,470.84
Deposit	11/01/2024		Deposit	Deposit	1,378.50	402,849.34
Deposit	11/01/2024		Deposit	Deposit	632.59	403,481.93
Deposit	11/04/2024		Deposit	Deposit	504.60	403,986.53
Deposit	11/04/2024		Deposit	Deposit	63.06	404,049.59
Deposit	11/04/2024		Deposit	Deposit	164.52	404,214.11
Deposit	11/04/2024		Deposit	Deposit	362.76	404,576.87
Deposit	11/05/2024		Deposit	Deposit	619.26	405,196.13
Deposit	11/05/2024		Deposit	Deposit	1,668.19	406,864.32
Deposit	11/05/2024		Deposit	Deposit	4,832.44	411,696.76
Deposit	11/05/2024		Deposit	Deposit	487.74	412,184.50
General Journal	11/05/2024	am	Customer Chargeback	Customer Chargeback	-162.90	412,021.60
Deposit	11/06/2024		Deposit	Deposit	2,831.98	414,853.58
General Journal	11/06/2024	amR	GJE Reverse CK10056 void	GJE Reverse CK10056 void	20.24	414,873.82
Deposit	11/07/2024		Deposit	Deposit	985.79	415,859.61
Deposit	11/07/2024		Deposit	Deposit	3,165.15	419,024.76
General Journal	11/07/2024	am	Customer Refund	Customer Refund	50.00	419,074.76
Deposit	11/08/2024		Deposit	Deposit	862.36	419,937.12
General Journal	11/08/2024	am	Customer Deposit	Customer Deposit	-50.00	419,887.12
General Journal	11/08/2024	am	Customer Refund	Customer Refund	50.00	419,937.12
General Journal	11/08/2024	am	Customer Refund	Customer Refund	50.00	419,987.12
Deposit	11/08/2024		Deposit	Deposit	7,186.01	427,173.13
Deposit	11/08/2024		Deposit	Deposit	2,929.53	430,102.66
Deposit	11/12/2024		Deposit	Deposit	95.60	430,198.26
Deposit	11/12/2024		Deposit	Deposit	450.30	430,648.56
Deposit	11/12/2024		Deposit	Deposit	155.22	430,803.78
Deposit	11/12/2024		Deposit	Deposit	1,953.92	432,757.70
Deposit	11/12/2024		Deposit	Deposit	330.90	433,088.60
Deposit	11/12/2024		Deposit	Deposit	468.58	433,557.18
General Journal	11/12/2024	PR 11/09/24	Payroll	Payroll 10/27/24-11/09/24	-7,777.99	425,779.19
General Journal	11/12/2024	PR 11/09/24	Payroll	Payroll 10/27/24-11/09/24	-3,340.80	422,438.39
General Journal	11/12/2024	PR 11/09/24	Deferred Comp Payroll	Deferred Comp Payroll	-473.95	421,964.44
General Journal	11/12/2024	PR 11/09/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	421,964.44
Deposit	11/12/2024		Deposit	Deposit	92,021.97	513,986.41
Deposit	11/13/2024		Deposit	Deposit	35,028.98	549,015.39
General Journal	11/13/2024	am	Customer Deposit	Customer Deposit	-50.00	548,965.39
Deposit	11/13/2024		Deposit	Deposit	994.58	549,959.97
Deposit	11/14/2024		Deposit	Deposit	1,570.19	551,530.16
Deposit	11/14/2024		Deposit	Deposit	136.02	551,666.18
Deposit	11/15/2024		Deposit	Deposit	508.96	552,175.14
General Journal	11/15/2024	am	Customer Deposit	Customer Deposit	-50.00	552,125.14

RIVERGROVE WATER DISTRICT

Check Register

As of November 30, 2024

General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-47.70	552,077.44
General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-147.54	551,929.90
General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-539.55	551,390.35
Deposit	11/15/2024	Deposit	Deposit	1,274.72	552,665.07
Deposit	11/15/2024	Deposit	Deposit	626.46	553,291.53
Check	11/16/2024	Service Charge	Service Charge	-108.36	553,183.17
Deposit	11/18/2024	Deposit	Deposit	1,283.52	554,466.69
Deposit	11/18/2024	Deposit	Deposit	266.22	554,732.91
Deposit	11/18/2024	Deposit	Deposit	165.42	554,898.33
Deposit	11/19/2024	Deposit	Deposit	1,129.44	556,027.77
Deposit	11/19/2024	Deposit	Deposit	143.00	556,170.77
Check	11/20/2024 ACH	VERIZON WIRELESS	Monthly Service	-390.23	555,780.54
Check	11/20/2024 10106	SOUND TELECOM	Answering Svs Monthly Fee	-256.30	555,524.24
Check	11/20/2024 ACH	WATER ENVIRONMENT SVS	Hill Top Rd Surface Water	-16.35	555,507.89
Check	11/20/2024 ACH	POA	Copier Service	-314.82	555,193.07
Check	11/20/2024 ACH	VANCO Payment Solutions	Monthly Service Fee	-67.00	555,126.07
Check	11/20/2024 ACH	AFLAC	Monthly Health Premium	-618.40	554,507.67
Check	11/20/2024 ACH	KAISER FOUNDATION PLAN	Monthly Health Premium	-2,372.04	552,135.63
Check	11/20/2024 ACH	Core & Main	1-1/4 CPLG Compression Fittings	-364.62	551,771.01
Check	11/20/2024 ACH	PGE	Monthly Electric Fees	-4,319.60	547,451.41
Check	11/20/2024 10107	CONTINENTAL UTILITY	ACH Activation Fee	-12.00	547,439.41
Check	11/20/2024 10108	Special Districts Assc.	2025 SDAO Membership Dues	-917.00	546,522.41
Check	11/20/2024 ACH	River Grove, LLC	December 2024 Rent/Utilities	-1,763.00	544,759.41
Check	11/20/2024 10109	Customer Refund	Customer Refund	-50.00	544,709.41
Check	11/20/2024 10110	Customer Refund	Customer Refund Reissue	-20.24	544,689.17
Check	11/20/2024 10111	Customer Refund	Customer Refund	-29.57	544,659.60
Check	11/20/2024 10112	Customer Refund	Customer Refund	-35.83	544,623.77
Deposit	11/20/2024	Deposit	Deposit	120.00	544,743.77
Check	11/20/2024 10113	OHA Cashier	Cross Connction 2025 Fee	-200.00	544,543.77
Check	11/20/2024 10114	Employee Gear Allowance	Employee Gear Allowance	-135.00	544,408.77
Check	11/20/2024 10115	Business Oregon	Loan S09008 Wells Improvement	-53,414.26	490,994.51
Check	11/20/2024 10116	Business Oregon	Loan S17031 (Reservoir 3)	-133,018.57	357,975.94
General Journal	11/20/2024 am	Customer Deposit	Customer Deposit	-50.00	357,925.94
General Journal	11/20/2024 am	Customer Refund	Customer Refund	50.00	357,975.94
Check	11/20/2024 ACH	PAYCHEX	Payroll 10/27/24-11/09/24	-85.90	357,890.04
Deposit	11/20/2024	Deposit	Deposit	296.82	358,186.86
General Journal	11/20/2024 am	Customer Chargeback	Customer Chargeback	-81.77	358,105.09
Check	11/20/2024 ACH	COMCAST CABLE	Monthly Service	-662.67	357,442.42
Check	11/20/2024 ACH	CHEVRON TEXACO CARD	Monthly Fuel Charges	-256.46	357,185.96
Check	11/20/2024 ACH	Banner Bank MASTERCARD	Monthly Charges	-1,254.10	355,931.86
Check	11/20/2024 10118	Zenner Performance	Meters	-1,741.38	354,190.48
Deposit	11/21/2024	Deposit	Deposit	337.62	354,528.10
General Journal	11/21/2024 am	Customer Deposit	Customer Deposit	-50.00	354,478.10
Deposit	11/21/2024	Deposit	Deposit	42.40	354,520.50
Check	11/21/2024 ACH	RH2 Engineering, Inc.	Engineering Services	-4,442.63	350,077.87

RIVERGROVE WATER DISTRICT
Check Register
 As of November 30, 2024

Deposit	11/22/2024	Deposit	Deposit	686.02	350,763.89
General Journal	11/22/2024 am	Customer Deposit	Customer Deposit	-49.12	350,714.77
General Journal	11/22/2024 am	Customer Deposit	Customer Deposit	-0.88	350,713.89
Deposit	11/25/2024	Deposit	Deposit	689.64	351,403.53
Deposit	11/25/2024	Deposit	Deposit	448.76	351,852.29
Deposit	11/25/2024	Deposit	Deposit	6,687.16	358,539.45
Deposit	11/25/2024	Deposit	Deposit	81.77	358,621.22
General Journal	11/25/2024 am	Customer Refund	Customer Refund	50.00	358,671.22
Check	11/25/2024 10117	Customer Refund	Customer Refund	-3.72	358,667.50
Deposit	11/26/2024	Deposit	Deposit	2,197.28	360,864.78
Deposit	11/26/2024	Deposit	Deposit	141.00	361,005.78
General Journal	11/26/2024 PR 11/23/24	Deferred Comp Payroll	Deferred Comp Payroll	-1,473.95	359,531.83
General Journal	11/26/2024 PR 11/23/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	359,531.83
General Journal	11/26/2024 PR 11/26/24	Payroll	Payroll 11/10/24-11/23/24	-6,917.92	352,613.91
General Journal	11/26/2024 PR 11/26/24	Payroll	Payroll 11/10/24-11/23/24	-3,396.27	349,217.64
Check	11/26/2024 ACH	PAYCHEX	Payroll 11/10/2024-11/23/2024	-155.90	349,061.74
Deposit	11/27/2024	Deposit	Deposit	715.46	349,777.20
Deposit	11/27/2024	Deposit	Deposit	457.36	350,234.56
Deposit	11/27/2024	Deposit	Deposit	93.42	350,327.98
				<u>-50,141.07</u>	<u>350,327.98</u>
				<u>-50,141.07</u>	<u>350,327.98</u>

RIVERGROVE WATER DISTRICT

Check Register

As of November 30, 2024

Type	Date	Num	Name	Memo	Amount	Balance
						400,469.05
Deposit	11/01/2024		Deposit	Deposit	74.58	400,543.63
Deposit	11/01/2024		Deposit	Deposit	364.91	400,908.54
Deposit	11/01/2024		Deposit	Deposit	562.30	401,470.84
Deposit	11/01/2024		Deposit	Deposit	1,378.50	402,849.34
Deposit	11/01/2024		Deposit	Deposit	632.59	403,481.93
Deposit	11/04/2024		Deposit	Deposit	504.60	403,986.53
Deposit	11/04/2024		Deposit	Deposit	63.06	404,049.59
Deposit	11/04/2024		Deposit	Deposit	164.52	404,214.11
Deposit	11/04/2024		Deposit	Deposit	362.76	404,576.87
Deposit	11/05/2024		Deposit	Deposit	619.26	405,196.13
Deposit	11/05/2024		Deposit	Deposit	1,668.19	406,864.32
Deposit	11/05/2024		Deposit	Deposit	4,832.44	411,696.76
Deposit	11/05/2024		Deposit	Deposit	487.74	412,184.50
General Journal	11/05/2024	am	Customer Chargeback	Customer Chargeback	-162.90	412,021.60
Deposit	11/06/2024		Deposit	Deposit	2,831.98	414,853.58
General Journal	11/06/2024	amR	GJE Reverse CK10056 void	GJE Reverse CK10056 void	20.24	414,873.82
Deposit	11/07/2024		Deposit	Deposit	985.79	415,859.61
Deposit	11/07/2024		Deposit	Deposit	3,165.15	419,024.76
General Journal	11/07/2024	am	Customer Refund	Customer Refund	50.00	419,074.76
Deposit	11/08/2024		Deposit	Deposit	862.36	419,937.12
General Journal	11/08/2024	am	Customer Deposit	Customer Deposit	-50.00	419,887.12
General Journal	11/08/2024	am	Customer Refund	Customer Refund	50.00	419,937.12
General Journal	11/08/2024	am	Customer Refund	Customer Refund	50.00	419,987.12
Deposit	11/08/2024		Deposit	Deposit	7,186.01	427,173.13
Deposit	11/08/2024		Deposit	Deposit	2,929.53	430,102.66
Deposit	11/12/2024		Deposit	Deposit	95.60	430,198.26
Deposit	11/12/2024		Deposit	Deposit	450.30	430,648.56
Deposit	11/12/2024		Deposit	Deposit	155.22	430,803.78
Deposit	11/12/2024		Deposit	Deposit	1,953.92	432,757.70
Deposit	11/12/2024		Deposit	Deposit	330.90	433,088.60
Deposit	11/12/2024		Deposit	Deposit	468.58	433,557.18
General Journal	11/12/2024	PR 11/09/24	Payroll	Payroll 10/27/24-11/09/24	-7,777.99	425,779.19
General Journal	11/12/2024	PR 11/09/24	Payroll	Payroll 10/27/24-11/09/24	-3,340.80	422,438.39
General Journal	11/12/2024	PR 11/09/24	Deferred Comp Payroll	Deferred Comp Payroll	-473.95	421,964.44
General Journal	11/12/2024	PR 11/09/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	421,964.44
Deposit	11/12/2024		Deposit	Deposit	92,021.97	513,986.41
Deposit	11/13/2024		Deposit	Deposit	35,028.98	549,015.39
General Journal	11/13/2024	am	Customer Deposit	Customer Deposit	-50.00	548,965.39
Deposit	11/13/2024		Deposit	Deposit	994.58	549,959.97
Deposit	11/14/2024		Deposit	Deposit	1,570.19	551,530.16
Deposit	11/14/2024		Deposit	Deposit	136.02	551,666.18
Deposit	11/15/2024		Deposit	Deposit	508.96	552,175.14
General Journal	11/15/2024	am	Customer Deposit	Customer Deposit	-50.00	552,125.14

RIVERGROVE WATER DISTRICT

Check Register

As of November 30, 2024

General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-47.70	552,077.44
General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-147.54	551,929.90
General Journal	11/15/2024 am	Customer Chargeback	Customer Chargeback	-539.55	551,390.35
Deposit	11/15/2024	Deposit	Deposit	1,274.72	552,665.07
Deposit	11/15/2024	Deposit	Deposit	626.46	553,291.53
Check	11/16/2024	Service Charge	Service Charge	-108.36	553,183.17
Deposit	11/18/2024	Deposit	Deposit	1,283.52	554,466.69
Deposit	11/18/2024	Deposit	Deposit	266.22	554,732.91
Deposit	11/18/2024	Deposit	Deposit	165.42	554,898.33
Deposit	11/19/2024	Deposit	Deposit	1,129.44	556,027.77
Deposit	11/19/2024	Deposit	Deposit	143.00	556,170.77
Check	11/20/2024 ACH	VERIZON WIRELESS	Monthly Service	-390.23	555,780.54
Check	11/20/2024 10106	SOUND TELECOM	Answering Svs Monthly Fee	-256.30	555,524.24
Check	11/20/2024 ACH	WATER ENVIRONMENT SVS	Hill Top Rd Surface Water	-16.35	555,507.89
Check	11/20/2024 ACH	POA	Copier Service	-314.82	555,193.07
Check	11/20/2024 ACH	VANCO Payment Solutions	Monthly Service Fee	-67.00	555,126.07
Check	11/20/2024 ACH	AFLAC	Monthly Health Premium	-618.40	554,507.67
Check	11/20/2024 ACH	KAISER FOUNDATION PLAN	Monthly Health Premium	-2,372.04	552,135.63
Check	11/20/2024 ACH	Core & Main	1-1/4 CPLG Compression Fittings	-364.62	551,771.01
Check	11/20/2024 ACH	PGE	Monthly Electric Fees	-4,319.60	547,451.41
Check	11/20/2024 10107	CONTINENTAL UTILITY	ACH Activation Fee	-12.00	547,439.41
Check	11/20/2024 10108	Special Districts Assc.	2025 SDAO Membership Dues	-917.00	546,522.41
Check	11/20/2024 ACH	River Grove, LLC	December 2024 Rent/Utilities	-1,763.00	544,759.41
Check	11/20/2024 10109	Customer Refund	Customer Refund	-50.00	544,709.41
Check	11/20/2024 10110	Customer Refund	Customer Refund Reissue	-20.24	544,689.17
Check	11/20/2024 10111	Customer Refund	Customer Refund	-29.57	544,659.60
Check	11/20/2024 10112	Customer Refund	Customer Refund	-35.83	544,623.77
Deposit	11/20/2024	Deposit	Deposit	120.00	544,743.77
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Check	11/20/2024 10114	Employee Gear Allowance	Employee Gear Allowance	-135.00	544,408.77
Check	11/20/2024 10115	Business Oregon	Loan S09008 Wells Improvement	-53,414.26	490,994.51
Check	11/20/2024 10116	Business Oregon	Loan S17031 (Reservoir 3)	-133,018.57	357,975.94
General Journal	11/20/2024 am	Customer Deposit	Customer Deposit	-50.00	357,925.94
General Journal	11/20/2024 am	Customer Refund	Customer Refund	50.00	357,975.94
Check	11/20/2024 ACH	PAYCHEX	Payroll 10/27/24-11/09/24	-85.90	357,890.04
Deposit	11/20/2024	Deposit	Deposit	296.82	358,186.86
General Journal	11/20/2024 am	Customer Chargeback	Customer Chargeback	-81.77	358,105.09
Check	11/20/2024 ACH	COMCAST CABLE	Monthly Service	-662.67	357,442.42
Check	11/20/2024 ACH	CHEVRON TEXACO CARD	Monthly Fuel Charges	-256.46	357,185.96
Check	11/20/2024 ACH	Banner Bank MASTERCARD	Monthly Charges	-1,254.10	355,931.86
Check	11/20/2024 10118	Zenner Performance	Meters	-1,741.38	354,190.48
Deposit	11/21/2024	Deposit	Deposit	337.62	354,528.10
General Journal	11/21/2024 am	Customer Deposit	Customer Deposit	-50.00	354,478.10
Deposit	11/21/2024	Deposit	Deposit	42.40	354,520.50
Check	11/21/2024 ACH	RH2 Engineering, Inc.	Engineering Services	-4,442.63	350,077.87

RIVERGROVE WATER DISTRICT
Check Register
As of November 30, 2024

Deposit	11/22/2024	Deposit	Deposit	686.02	350,763.89
General Journal	11/22/2024 am	Customer Deposit	Customer Deposit	-49.12	350,714.77
General Journal	11/22/2024 am	Customer Deposit	Customer Deposit	-0.88	350,713.89
Deposit	11/25/2024	Deposit	Deposit	689.64	351,403.53
Deposit	11/25/2024	Deposit	Deposit	448.76	351,852.29
Deposit	11/25/2024	Deposit	Deposit	6,687.16	358,539.45
Deposit	11/25/2024	Deposit	Deposit	81.77	358,621.22
General Journal	11/25/2024 am	Customer Refund	Customer Refund	50.00	358,671.22
Check	11/25/2024 10117	Customer Refund	Customer Refund	-3.72	358,667.50
Deposit	11/26/2024	Deposit	Deposit	2,197.28	360,864.78
Deposit	11/26/2024	Deposit	Deposit	141.00	361,005.78
General Journal	11/26/2024 PR 11/23/24	Deferred Comp Payroll	Deferred Comp Payroll	-1,473.95	359,531.83
General Journal	11/26/2024 PR 11/23/24	Deferred Comp Payroll	Deferred Comp Payroll	0.00	359,531.83
General Journal	11/26/2024 PR 11/26/24	Payroll	Payroll 11/10/24-11/23/24	-6,917.92	352,613.91
General Journal	11/26/2024 PR 11/26/24	Payroll	Payroll 11/10/24-11/23/24	-3,396.27	349,217.64
Check	11/26/2024 ACH	PAYCHEX	Payroll 11/10/2024-11/23/2024	-155.90	349,061.74
Deposit	11/27/2024	Deposit	Deposit	715.46	349,777.20
Deposit	11/27/2024	Deposit	Deposit	457.36	350,234.56
Deposit	11/27/2024	Deposit	Deposit	93.42	350,327.98
				-50,141.07	350,327.98
				-50,141.07	350,327.98

RIVERGROVE WATER DISTRICT
Revenue & Expense Budget vs. Actual
 July 2024 through June 2025

	<u>Jul '24 - Jun 25</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Ordinary Income/Expense				
Income				
4000 · Income				
4005 · Water Sales & Charges	599,782.68	1,155,000.00	-555,217.32	51.93%
4010 · Water Deposit Fee	3,450.00	5,000.00	-1,550.00	69.0%
4015 · New Service Fee	150.00	250.00	-100.00	60.0%
4020 · Installation Fee	1,650.00	2,200.00	-550.00	75.0%
4024 · Pre-Application Meeting Fee	0.00	1,000.00	-1,000.00	0.0%
4026 · Development Security Deposit	0.00	6,000.00	-6,000.00	0.0%
4030 · Delinquent & Restoration Fee	11,380.25	12,500.00	-1,119.75	91.04%
4035 · SDC Chgs-SDC Restricted Ci Fund	31,324.00	30,000.00	1,324.00	104.41%
4056 · Bank Interest/LGIP Interest				
4058 · Banner - Water Dep Interest Ear	1,345.72	1,200.00	145.72	112.14%
4059 · LGIP - Non Restrict Int Earn	6,949.94	6,000.00	949.94	115.83%
4064 · SDC Interest-LGIP CI Fund	9,182.35	15,000.00	-5,817.65	61.22%
4065 · CI Interest -LGIP CI Fund	18,502.96	30,000.00	-11,497.04	61.68%
4066 · LGIP-Int Earn Unemployment Fund	883.23	1,000.00	-116.77	88.32%
4067 · LGIP-Int Earn Truck&Equip Fund	836.64	900.00	-63.36	92.96%
Total 4056 · Bank Interest/LGIP Interest	37,700.84	54,100.00	-16,399.16	69.69%
4090 · Miscellaneous Income	9,625.23	1,000.00	8,625.23	962.52%
Total 4000 · Income	695,063.00	1,267,050.00	-571,987.00	54.86%
Total Income	695,063.00	1,267,050.00	-571,987.00	54.86%
Gross Income	695,063.00	1,267,050.00	-571,987.00	54.86%
Expense				
5000 · Personnel Services				
5001 · Compensation				
5020 · Administrative Wages	64,345.58	157,000.00	-92,654.42	40.98%
5040 · Operator Wages	48,226.67	135,000.00	-86,773.33	35.72%
5090 · Deferred Compensation	5,213.46	30,000.00	-24,786.54	17.38%
Total 5001 · Compensation	117,785.71	322,000.00	-204,214.29	36.58%
5100 · Payroll Tax Expense	22,019.97	36,500.00	-14,480.03	60.33%
5200 · Payroll Benefits				
5210 · Workers' Compensation	1,508.91	4,000.00	-2,491.09	37.72%
5220 · Health Benefits	13,483.97	95,000.00	-81,516.03	14.19%
5235 · Employee Recognition	0.00	1,000.00	-1,000.00	0.0%
5240 · Wellness Benefit	0.00	600.00	-600.00	0.0%
Total 5200 · Payroll Benefits	14,992.88	100,600.00	-85,607.12	14.9%
Total 5000 · Personnel Services	154,798.56	459,100.00	-304,301.44	33.72%
6000 · Material Services				
6001 · Administration/Billing/Overhead				
6005 · Property/Liability Insurance	0.00	30,000.00	-30,000.00	0.0%
6006 · Furn & Office Equipment - Admin	0.00	3,600.00	-3,600.00	0.0%

RIVERGROVE WATER DISTRICT
Revenue & Expense Budget vs. Actual
July 2024 through June 2025

	<u>Jul '24 - Jun 25</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
6007 · Bank Service Charges				
6008 · Banner - Check Bank Charges	1,111.44	1,250.00	-138.56	88.92%
6010 · Vanco Service Charges	303.00	1,250.00	-947.00	24.24%
6012 · LGIP-SDC Ser Charges-CI Fund	0.00	1.00	-1.00	0.0%
6013 · LGIP-CI Ser Chg-CI Fund	0.40	1.00	-0.60	40.0%
Total 6007 · Bank Service Charges	1,414.84	2,502.00	-1,087.16	56.55%
6018 · Meeting/Food Expense	21.54	1,000.00	-978.46	2.15%
6019 · Office Supplies, Equip, Repair	560.09	1,800.00	-1,239.91	31.12%
6020 · Postage & Shipping	20.30	1,200.00	-1,179.70	1.69%
6025 · Printing & Duplicating	1,059.32	1,400.00	-340.68	75.67%
6030 · Publications & Elections	497.96	2,000.00	-1,502.04	24.9%
6035 · Rent	8,663.28	18,000.00	-9,336.72	48.13%
6045 · Telephone - Admin	4,874.24	12,000.00	-7,125.76	40.62%
6050 · Mileage Expenses	0.00	500.00	-500.00	0.0%
6060 · Continued Education	816.39	4,000.00	-3,183.61	20.41%
6065 · Dues & Subscriptions	4,845.98	6,500.00	-1,654.02	74.55%
6070 · Fees, License, & Permits	3,863.25	8,000.00	-4,136.75	48.29%
6075 · Water Deposit Refunds	2,681.49	5,000.00	-2,318.51	53.63%
6080 · Water Sales Overpay	219.46	1,200.00	-980.54	18.29%
6090 · Meter Reading	4,935.05	8,000.00	-3,064.95	61.69%
6095 · Utilities/Office	1,155.94	2,500.00	-1,344.06	46.24%
6096 · Development Review Deposit Ref	115,736.79	10,000.00	105,736.79	1,157.37%
6099 · Contracted Services - Admin				
6099-0 · Billing	5,464.80	7,500.00	-2,035.20	72.86%
6099-1 · Copier IT	2,486.88	12,000.00	-9,513.12	20.72%
6099-2 · Personnel	0.00	5,000.00	-5,000.00	0.0%
6099-3 · Website	630.00	1,800.00	-1,170.00	35.0%
Total 6099 · Contracted Services - Admin	8,581.68	26,300.00	-17,718.32	32.63%
Total 6001 · Administration/Billing/Overhead	159,947.60	145,502.00	14,445.60	109.93%
6101 · Operation & Maintenance				
6100 · General Repair & Maintenance	13,229.46	40,000.00	-26,770.54	33.07%
6105 · Utilities	26,098.68	45,000.00	-18,901.32	58.0%
6110 · Small Tools & Equipment	684.10	2,500.00	-1,815.90	27.36%
6120 · Water Testing	1,670.00	4,200.00	-2,530.00	39.76%
6125 · Truck Maintenance	501.84	3,000.00	-2,498.16	16.73%
6130 · Gas & Oil	1,234.78	3,500.00	-2,265.22	35.28%
6135 · Telemetry/Scada	3,084.28	12,000.00	-8,915.72	25.7%
6155 · Chemicals	1,014.98	4,000.00	-2,985.02	25.38%
6160 · Contracted Services-Operations	2,005.00	10,000.00	-7,995.00	20.05%
6165 · PPE/Safety Equipment	345.00	2,000.00	-1,655.00	17.25%
6170 · Mobile Radio Phone/Pager Operat	1,950.97	5,000.00	-3,049.03	39.02%
6185 · Operations -Computer/Equipment	0.00	1,000.00	-1,000.00	0.0%

RIVERGROVE WATER DISTRICT
Revenue & Expense Budget vs. Actual
July 2024 through June 2025

	<u>Jul '24 - Jun 25</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
6190 · Cross Connect Program Supplies	0.00	500.00	-500.00	0.0%
6195 · Meters	5,767.38	6,000.00	-232.62	96.12%
Total 6101 · Operation & Maintenance	57,586.47	138,700.00	-81,113.53	41.52%
6202 · Professional Services				
6208 · Auditor	6,950.00	8,000.00	-1,050.00	86.88%
6209 · Consultants	4,070.00	4,000.00	70.00	101.75%
6210 · Engineering (Non-Reimbursable)	17,118.63	125,000.00	-107,881.37	13.7%
6215 · Legal Fees (Non-Reimbursable)	7,345.00	15,000.00	-7,655.00	48.97%
Total 6202 · Professional Services	35,483.63	152,000.00	-116,516.37	23.34%
Total 6000 · Material Services	253,017.70	436,202.00	-183,184.30	58.01%
7000 · Operating Capital Outlay				
7010 · Tool/Equipmt/Vehicles/Safety-CO	0.00	3,000.00	-3,000.00	0.0%
7040 · Fire Protection & Fire Flows-CO	47,771.99	35,000.00	12,771.99	136.49%
Total 7000 · Operating Capital Outlay	47,771.99	38,000.00	9,771.99	125.72%
8000 · Debt Recov./Capital Improvement				
8454 · SDWL#1 Wells Improve Interest	13,891.66	13,892.00	-0.34	100.0%
8455 · SDWL#2 Res 3 Seismic Upgrd Int	60,438.59	60,439.00	-0.41	100.0%
8457 · CI Dist.Main Projects	106,604.91	0.00	106,604.91	100.0%
8458 · CI Restoration Reservoirs 1 & 2	76,626.00			
8459 · SCADA System Upgrade	15,556.51			
8464 · SDWL#1 Wells Improve Principal	39,522.60	39,523.00	-0.40	100.0%
8465 · SDWL#2 Res 3 Seismic Upgrd Prin	72,579.98	72,580.00	-0.02	100.0%
8467 · Water Main Replacement Projects	13,041.45	0.00	13,041.45	100.0%
8468 · SDC Restoration Reservoirs 1&2	9,374.00			
8469 · SCADA System	1,903.09			
Total 8000 · Debt Recov./Capital Improvement	409,538.79	186,434.00	223,104.79	219.67%
Total Expense	865,127.04	1,119,736.00	-254,608.96	77.26%
Net Ordinary Income	-170,064.04	147,314.00	-317,378.04	-115.44%
Other Income/Expense				
Other Income				
9100 · Other Income				
9115 · Transfer In - Capital Improve	0.00	200,000.00	-200,000.00	0.0%
9120 · Transfer In - Unemployment	0.00	3,000.00	-3,000.00	0.0%
9125 · Transfer In - Truck & Equipment	0.00	5,000.00	-5,000.00	0.0%
Total 9100 · Other Income	0.00	208,000.00	-208,000.00	0.0%
Total Other Income	0.00	208,000.00	-208,000.00	0.0%
Net Other Income	0.00	208,000.00	-208,000.00	0.0%
Net Income	-170,064.04	355,314.00	-525,378.04	-47.86%

Legislative Liaison for Grant Funding

By: Commissioner Magura



**Rivergrove Water District
2024 Infrastructure Management Report**

Address	Facility	Description	Year	Value
18810 SW Hilltop Road	Hilltop Road Reservoirs-18810	Pumphouse	1967	\$ 334,000
18810 SW Hilltop Road	Hilltop Road Reservoirs-18810	Generator/Accessories & Fencing	2016	\$ 73,312
18815 SW Hilltop Road	Hilltop Road Reservoirs-18815	Water Tank #2	1966	\$ 798,420
18815 SW Hilltop Road	Hilltop Road Reservoirs-18815	Water Tank #1	1959	\$ 415,082
17661 SW Pilkington Road	Office	Main Building	1975	\$ -
4100 SW Old Gate Road	Old Gate Road	Pumphouse #1	1959	\$ 331,781
4100 SW Old Gate Road	Old Gate Road	Shop	1959	\$ 148,645
4100 SW Old Gate Road	Old Gate Road	Generator/Accessories & Fencing	2023	\$ 67,000
4100 SW Old Gate Road	Old Gate Road	Chlorination Building	2012	\$ 121,701
3600 SW Olson Court	Olson Court Reservoir	Water Tank #3	1976	\$ 1,390,674
3600 SW Olson Court	Olson Court Reservoir	Booster Pump House	1976	\$ 322,242
3600 SW Olson Court	Olson Court Reservoir	Pump & Motor	2011	\$ 263,753
3600 SW Olson Court	Olson Court Reservoir	Generator/Accessories & Fencing	2017	\$ 73,312
3600 SW Olson Court	Olson Court Reservoir	Pumphouse	2011	\$ 358,000
				\$ 4,697,922
Vehicles				
		Description	Year	Value
Ford		2 Dr Extended Cab Pickup	2020	\$ 26,800
Ford		F150 Extended Cab	2012	\$ 19,500
Chevrolet		Colorado 4x4	2006	\$ 6,500
				\$ 52,800
Equipment				
		Description	Year	Value
Cameras		Remote Security Cameras	2012	\$ 28,000
Power Vac Drive		Exerciser & Pressure Washer	2017	\$ 40,000
Olson Well - System Interaction		SCADA Integration	2011	\$ 41,800
Rigid SR 20 Locator		Locator and GPS	2023	\$ 5,800
SCADA Computer/Routers		SCADA at Wells 1 & 2	2000	\$ 10,000
Valve Boss		Valve Exerciser	2018	\$ 3,000
				\$ 128,600

F. Performance Management and Review

- a. The board shall follow the procedures described below to ensure that the General Manager receives timely performance evaluations, such that the board can monitor the effectiveness of the General Manager and their ability to manage the organization.
- b. The General Manager shall receive an annual performance evaluation ~~by their annual service anniversary each year.~~ **within 30 days after the anniversary date of the employee's hire giving a full year to evaluate performance.**
- c. ~~Two months prior to the General Manager's service anniversary, T~~the Board Chair shall ~~send a copy~~ **ensure a copy of the General Manager Performance Evaluation Worksheet is included in the monthly Board package one month prior to the anniversary month. The General Manager will complete the self-evaluation worksheet no later than two weeks following their anniversary date and provide a copy to the entire Board via email. The email shall include their desire for the annual evaluation to be held in Executive Session or during the open session of the next Board meeting.** ~~of the evaluation form to the general manager for a self-evaluation. The Board Chair shall copy the entire board with all correspondence. The General Manager shall fill out all sections of the evaluation and highlight accomplishments from the past year. The GM should also highlight their prior goals and whether they were successfully implemented. The GM will have two weeks to complete the self-evaluation. A completed self-evaluation shall be submitted to the Board Chair with copy to the entire board.~~
- d. Subsequently, **Once the board members receive the self-evaluation worksheet from the General Manager, they** will individually ~~fill out a copies of the~~ **complete the** evaluation form ~~worksheet that was included in the Board package.~~ Board members will have one week to complete the evaluation after **receipt from** the GM.'s self-evaluation. Individual ~~board members will~~ **and** submit their ~~contributions~~ **evaluations** to the Board Chair.
- e. Within 1 week of receiving the evaluations from ~~commissioners~~ **Board members**, the Board Chair shall compile all materials and ~~notify the board.~~ The Board Chair ~~subsequently shall and~~ add an Executive Session notice **or an open session item** to the agenda for the next Board meeting, pursuant to ORS 192.660 (2) i. ~~and shall notify the General Manager of the executive session in writing, with copy to the entire board. The General Manager shall have two business days to respond indicating their preference, by responding in writing.~~
- f. ~~If the General Manager requests an open session, the executive session shall be cancelled and a regular agenda item will be added. All materials pertaining to the evaluation shall be included in the public meeting packet, unless they are not disclosable due to Oregon Public Record Law. The performance evaluation shall be conducted in open session.~~
- g. If the General Manager **requests an open session, all materials pertaining to the evaluation (i.e., each Board member's evaluation) shall be included in the public meeting Board package for discussion of the evaluation. If the General Manager requests an Executive Session, does not request an open session, all materials pertaining to the evaluation (i.e., each Board member's evaluation) shall be distributed separately in an Executive Session Bboard package and for discussion of the evaluation shall be** ~~conducted in Executive Session Bboard package and~~ **for** discussion of the evaluation ~~shall be~~ conducted in Executive Session. Once the Board has completed their discussion, they shall adjourn the Executive Session and adopt the evaluation in open session.



Rivergrove Water District General Manager Performance Evaluation Worksheet

Evaluator: _____

Date: _____

Criteria	Evaluation Rating*	Comments & Feedback
1. Provides Effective Management of District Resources and Programs		
2. Provides Effective Financial Management		
3. Provides Effective Customer and Community Service		
4. Maintains a Positive Relationship with the Board of Commissioners		
5. Provides Effective Leadership and Management of District Staff		
6. Provides Effective Management of the Water System		
7. Demonstrates Personal and Professional Development		
Overall Performance Rating		

***Evaluation Rating Legend:**

- 5 = Outstanding
- 4 = Exceed expectations
- 3 = Meets expectations
- 2 = Needs improvement
- 1 = Unsatisfactory

Notable Accomplishments in the Past Year:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Goals for the Next Year:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Signatures:

	Rating		Rating
Chair		Commissioner	
Secretary		Commissioner	
Treasurer		General Manager	

Commissioners will rate their level of agreement with the performance evaluation on a 1-5 scale as defined below:

1. Strongly Disagree 2. Disagree 3. Undecided 4. Agree 5. Strongly Agree

Cross Connection Control Program Gold Star Incentive Program

The Background

- The Cross Connection Control Program is designed to ensure the District provides clean, safe, potable water to our rate payers
 - o Customers with inground irrigation, sprinkler systems, and/or certain water features such as fountains and pools are required by law to have a backflow device and have this device tested annually by a state certified tester
- The Oregon Health Authority (OHA) provides a statute (OAR 333-061-0070) that mandates stringent standards to protect public water systems from contamination caused by backflow

The Process

- The District currently has 583 rate payers with backflow devices
 - o Annual tests are due to the District by September 30th of each year
- While the District ensures 100% compliance with the testing requirements, many customers wait until the last 30-60 days before the District's cutoff date to have their devices tested
- This creates an administrative burden on staff in processing the test results
 - o Internal office procedures include:
 - Reviewing each test to ensure a state certified technician conducted the test and the form is filled out properly
 - Recording the test into the District's database
 - Notifying customers with failing tests, providing guidance on the corrective actions needed to submit a passing test, and monitoring the account to ensure a passing test is received

The Proposal

- It is optimum to have customers test their backflow device **prior** to the start of the irrigation season
- To encourage customers to adopt this behavior, the District could offer a Gold Star incentive in the amount of \$5 or \$10 for those customers that have their devices tested/passed by May 31st of each year and submitted to the District
- This initiative benefits both the District and rate payers
 - o Customers feel appreciated and the incentive offsets a small portion of their expense for annual testing
 - o Early test results spreads out the administrative burden of processing backflow tests on staff
 - o Happy customers make happy employees

**Proposal for
Curb Stop Manipulation Fee**

Open discussion only; no documentation presented