

GENERAL MANAGER - STATUS REPORT

March 14, 2024

Master Plan

Updated Master Plan approved, with the concerns of the Directors addressed.

Rate Study

Bartle Wells to present draft rate studies at the 03/14/2024 meeting.

Customer Service: The District continues to maintain < 1% customer complaints.

Professional Development: All safety protocols are being utilized to promote "Zero Lost Time" due to injuries.

Succession Planning

Training is being continued for all workers to achieve certifications above current positions.

Heavy Rain Events – February 2024

All protocols were taken to insure no spills. I had a second on-call employee assigned, night checks conducted, and all equipment is being closely monitored.

Notice of Violation (NOV)

On September 21, 2023 we received a Notice of Violation letter from Lahontan in response to the spill on March 15, 2023. With the help of Rick Dever, acting Chief Plant Operator, Brandon Ricksecker, Operations Manager, and Staff we were able to create a response for Lahontan, which was submitted on October 23, 2023. John Yu from Lahontan confirmed receipt. As of today, we have not received any other communication from Lahontan.

Talking Points

- On March 6 District Operators and Collection Staff completed their OSHA required Confined Space Training.
- Applied once again for the Wastewater Arrearages Program, we received a check for \$1,603.75 to cover certain past due accounts.
- We achieved 2nd place in the state for the Small Plant Safety Award (CSDA), waiting on certificate.