

MEMO TO: Cameron McKay, General Manager
FROM: Judy Brewer, Administrative & Human Resource Supervisor
SUBJECT: Status Report for the meeting of November 17, 2020

Administrative Clerk/Secretary

- The selling and closing of properties seem to be slowing down which has been freeing up Brittney's time for other important tasks
- Reorganized the entire backflow prevention system which is now back up and running to ensure that every property will be addressed when needed
- Continuing to double check that Springbrook's addresses match the Assessors database, then preparing to update the master logs for each of our crew members
- A water main broke on Kahle Dr. and Brittney had the ability to use her customer service skills to inform the overwhelming amount of incoming calls regarding the situation while keeping them calm. Since she was not able to tell them when their service would be restored it made it a little more challenging
- Received more than usual designated agent letters to process between the owner and new tenants which is very time consuming
- Has been processing more than normal amount of service requests, mainly regarding leaks which lead to find that most of the valves on these leaks are not functioning properly
- Processed shut offs for non-payments on (47) accounts and was able to resolve with not having to shut off any accounts

Utility Billing Coordinator

- Carrie is getting a handle on most of the complicated aspects of our billing process including adjustments, account maintenance and juggling many tasks at one time
- Took it upon herself to courtesy call customers that use bill pay, that had outstanding balances on their accounts. This is to avoid late fees or disconnect notices which is more work for us in the long run
- Implemented a step in the receivables process to scan checks we receive without a payment coupon, also files all past payment coupons for a (2) month period in case she needs to refer to them if discrepancy arises
- Set time aside to take Springbrook classes online, hoping to streamline the billing processes and have a better understanding of what Springbrook is capable of. So far, she has completed the following Springbrook training: Payment Plan Deep Dive, Civic Pay and What's New Utility Billing Edition and became more efficient in these areas
- Updating our meter reading system while switching over to badger. The exporting format was incorrect by the provider and Carrie had to assist in the implementation of the transition that is now working

Administrative & Human Resource Supervisor

- Continuing to organize and updated the personnel files to be in compliant
- Chose a new representative at US Bank to obtain a check scanner onsite so we can make deposits from the office
- Completed entering the 2020-2021 budget into Springbrook for our financial reports
- Continuing to work closely with Re/Max to make sure they keep us updated on the status of all aspects of the rental properties
- Creating a guideline for Re/Max regarding new and upcoming leases
- Landscaper has been obtained for our rental property on Kingsbury Grade
- Attended (2) day POOL/PACT HR Leadership Conference via: Zoom
- Covering most aspects of the Accounting II position while she is on a (2) week vacation
- Organized a mandatory "Safe and Sober" class for the entire staff to attend before the Holidays
- Researched, submitted, and received a 2020-2021 Snow Storage Permit to the Division of State Lands
- Received all but (1) Ethical Standards signed by the board
- Assisting with Station 4 BMP's process with Brandon
- Researching the Out-of-Tahoe Basin water allocation statuses to keep our records updated
- Worked with Digital Technology Solutions to make sure we have an out of office message on our phone when the office is closed for Holidays
- Researched the National Notary Association regarding obtaining my Non-resident NV Notary license, which is available. My next step is signing up for the online classes to prepare for the test
- Set-up a meeting with our Springbrook representative to have the services they provide explained to me
- In contact with the DETR to resolve a couple of fraud cases that are targeting our employees

General Information

- The 2019-2020 audit has been finalized and the hard copy has been provided to KGID
- Setting up a game plan to transition KGID monthly bills to be one page. Waiting for Brandy to get back from Vacation as her knowledge is a big part of the process
- October's billing was mailed out to the customers, Thursday, November 5, 2020. Disconnect notices will go out on November 9th, Door hangers will be hung on November 16th and disconnects will be scheduled for November 23rd
- I feel our team is continuing to become more well-rounded every day and the support is always there when we need it