



General Manager's Report:  
Board Meeting – October 23<sup>rd</sup>, 2025

## **ACTIVITIES FOR THE MONTH**

### **Customer Service Team Update**

Our Customer Service team remains consistently busy with their core responsibilities, including notifying customers of potential leaks. In support of improved customer experience, the redesigned website now offers simpler navigation and enables more timely uploads of important documentation.

The team is also actively reorganizing and archiving documents stored in our storage unit to enhance accessibility and efficiency.

Beyond their daily duties, the team has been engaged in several community and office improvement initiatives. These include participating in the **Trunk or Treat** event, donating an unused handicap lift to a local resident, and painting the interior of the office to create a more welcoming environment.

### **Field Team Update**

Our field team has continued to demonstrate resilience and dedication in the face of challenging conditions. Recent weather events and nearby construction activities have led to line breaks, requiring quick response and repair. Additionally, fluctuating water temperatures have presented ongoing challenges to maintaining water quality.

We recently received a mobile office trailer with heat and a bathroom for the crew, and they played a key role in resituating the yard to better support daily operations. Their hands-on involvement reflects their commitment to improving our workspace.

The GIS training class was a success, and we're optimistic about integrating these tools more effectively into our system. This will enhance our ability to manage infrastructure and respond to issues with greater precision.

It's important to recognize that the duties our team performs — beyond their regular routines — are often physically demanding.

Unscheduled work request for Solitude and Mistletoe intersection repairs (refer to photos below).



## PRODUCTION REPORT

This report will include usage for the month of September 2025.

### Pine

Total production for Pine: 5.931 million gallons

Average per day: 197,7162 gallons

| Map Label                            | Meter Read  |                                                             | Total Gallons Produced |
|--------------------------------------|-------------|-------------------------------------------------------------|------------------------|
|                                      | Last Month  | Current Month                                               |                        |
| Pine Wells:                          |             |                                                             |                        |
| BT-1                                 | 32,593,880  | 32,922,700                                                  | 328,820                |
| BT-2                                 | 3,099,078   | 3,393,004                                                   | 293,926                |
| CT                                   | 1,165,541   | 1,165,541                                                   | 0                      |
| MRW1                                 | 17,532,045  | 18,120,364                                                  | 588,319                |
| MRW2                                 | 37,027,200  | 37,867,015                                                  | 839,815                |
| MRW3                                 | 337,591,800 | 341,029,400                                                 | 3,437,600              |
| P-1                                  | 24,971,728  | 25,621,932                                                  | 650,204                |
| PW-2                                 | 4,831,146   | 4,938,140                                                   | 106,994                |
| PW-3                                 | 16,762,488  | 17,186,986                                                  | 424,498                |
| SH-1 new meter                       | 1,340,961   | 1,340,961                                                   | 0                      |
| SH-2                                 | 5,375,380   | 5,375,380                                                   | 0                      |
| SH-3                                 | 24,658,200  | 24,658,200                                                  | 0                      |
| SH Intertie                          | 0           |                                                             |                        |
|                                      |             |                                                             |                        |
|                                      |             | Total Produced - Pine District Wells:                       | 6,670,176              |
| Pine Water Share Agreements:         |             |                                                             |                        |
| B (WSA)                              | 52,966,600  | 53,343,700                                                  | 377,100                |
| STWID1 (WSA)                         | 13,480,034  | 14,121,002                                                  | 640,968                |
|                                      |             | Total Produced - Pine WSA:                                  | 1,018,068              |
| Pine Water Transfer & Accounted-for: |             | Total Produced - Pine District Wells & WSA:                 | 7,688,244              |
| Magnolia Water Line                  | 84,295,000  | 85,913,000                                                  | (1,618,000)            |
| Magnolia Water Line                  | 0           |                                                             | 0                      |
| STWID Master Meter                   | 11,685,797  | 11,785,848                                                  | (100,051)              |
| Construction - Pine                  | 2,188,000   | 2,195,000                                                   | (7,000)                |
| Fire Use - Pine                      |             |                                                             |                        |
| USFS - Pine                          |             |                                                             |                        |
| H2O Flush - Pine                     |             |                                                             |                        |
| Leak Loss - Pine                     |             | 31,700                                                      | (31,700)               |
|                                      |             | Total Produced in Pine With Water Transfer & Accounted-for: | 5,931,493              |

### Strawberry

Total production for Strawberry: 3.864 million gallons (August was 3.671 million gallons)

Average per day: 128,809 gallons

Total gallons: 9.941 million gallons

| Map Label                                  | Meter Read |                                                                   | Total Gallons Produced |
|--------------------------------------------|------------|-------------------------------------------------------------------|------------------------|
|                                            | Last Month | Current Month                                                     |                        |
| Strawberry Wells:                          |            |                                                                   |                        |
| SV-1                                       | 519,997    | 528,498                                                           | 8,501                  |
| SV-1 - new meter                           | 32         | 186,982                                                           | 186,950                |
| SV-2                                       | 45,008,020 | 45,925,843                                                        | 917,823                |
| SR-5                                       | 968,161    | 1,096,047                                                         | 127,886                |
| TF                                         | 10,500,170 | 10,739,700                                                        | 239,530                |
|                                            |            | Total Produced - Strawberry District Wells:                       | 1,480,690              |
| Strawberry Water Share Agreements:         |            |                                                                   |                        |
| J1 (WSA)                                   | 39,194,800 | 39,710,600                                                        | 515,800                |
| J2 (WSA)                                   | 8,447,830  | 8,606,337                                                         | 158,507                |
| G (WSA)                                    | 29,466,270 | 29,563,680                                                        | 97,410                 |
|                                            |            | Total Produced - Strawberry WSA:                                  | 771,717                |
|                                            |            | Total Produced - Strawberry District Wells & WSA:                 | 2,252,407              |
| Strawberry Water Transfer & Accounted-for: |            |                                                                   |                        |
| Magnolia Water Line                        | 0          |                                                                   | 1,618,000              |
| Magnolia Water Line                        | 0          |                                                                   | 0                      |
| Construction - Strawberry                  | 0          | 0                                                                 | 0                      |
| Fire Use - Strawberry                      |            |                                                                   | 0                      |
| USFS - Strawberry                          |            |                                                                   | 0                      |
| H2O Flush - Strawberry                     |            |                                                                   | 0                      |
| Leak Loss - Strawberry                     |            | 6200                                                              | (6200)                 |
|                                            |            | Total Produced in Strawberry With Water Transfer & Accounted-for: | 3,864,207              |

### **Compared to August**

**September Total: 9.941 million gallons**

**August Total: 10.100 million gallons**

### **Customer Service Reminder**

All business-related issues with the water system, mains, lines, pressure, equipment, etc. whether on private or public land to be reported and/or directed through the Pine Strawberry Water Improvement District office. PSWID needs trackable work order tickets to follow up on any issue. Thank you for your cooperation."

### **ONGOING PROJECTS**

- Cemetery Road construction is on schedule. No request at this time for service lines to be moved.
- Lead and Copper un-known service line project will begin in October. Public notification will be mailed out at the end of December.
- Public notification and outreach projects for upcoming studies and construction communication continue.
- GIS staff training was a success, and we are waiting for the BADELF to be returned.
- Assessment of well, booster and storage facilities is ongoing.
- Pinecone Trails proposal is in the process for main replacement (refer to photos below).
- Updating new website is ongoing.
- Water theft continues to be tracked.

