



General Manager's Report:
Board Meeting – October 23rd, 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.

