



General Manager's Report:
Board Meeting – December 18, 2025

ACTIVITIES FOR THE MONTH

Customer Service Team Update

Meter Applications

As of December 1st, Seven potential customers were notified. We did lose a customer who requested ten meters due to selling property and one service was purchased. There are eight remaining meter applications on the list, and the list will end January 2026.

Angel Donations

Thanks to the generosity of our community, \$765.73 was donated to help neighbors who may be struggling with their water bills this month.

Field Team Update

With the recent temperature changes, our customer service lines are becoming more challenging to maintain due to freezing conditions.

The ideal main size for our system is 4" or larger, and a service line is typically connected to the main with a saddle and then to the meter. However, most of our mains are smaller, and in many cases, two customers share the same service line from the main.

The attached photos illustrate the difficulties our team faces when making repairs. Additionally, we've noticed inconsistencies in how the customer's side of the meter was installed. Please remember: customers should never need to access our meter box.



PRODUCTION REPORT

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

Pine

Total production for Pine: 4.168 million gallons

Average per day: **139,6000 gallons**

Strawberry

Total production for Strawberry: **2.538 million gallons (September was 3.120 million gallons)**

Average per day: **84,600 gallons**

Total gallons: **6.799 million gallons**

| Map Label | Meter Read | | Total Gallons Produced | Address | | |
|--------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------|------------------------|--------------------------------------------------|--|--|
| | Last Month | Current Month | | | | |
| Strawberry Wells: | | | | | | |
| SV-1 | 202,953 | 437,377 | 234,424 | 8342 W Ralls Drive | | |
| SV-2 | 46,789,957 | 47,529,079 | 739,122 | 4889 N Rim View Loop | | |
| SR-5 | 1,097,185 | 1,097,335 | 150 | 4980 N Fuller Road | | |
| TF | 10,747,246 | 10,767,850 | 20,604 | 9060 W Tomahawk Trail | | |
| | Total Produced - Strawberry District Wells: | | 994,300 | | | |
| Strawberry Water Share Agreements: | | | | | | |
| J1 (WSA) | 40,229,000 | 40,418,600 | 189,600 | 5096 N Hwy 87 [Day-Johnson] | | |
| J2 (WSA) | 8,632,466 | 8,633,163 | 697 | 5096 N Hwy 87 [Day-Johnson] | | |
| G (WSA) | 29,576,420 | 29,612,940 | 36,520 | 101 Parkinson Drive [Gordon] | | |
| | Total Produced - Strawberry WSA: | | 226,817 | | | |
| Strawberry Water Transfer & Accounted-for: | | Total Produced - Strawberry District Wells & WSA: | | 1,221,117 | | |
| Magnolia Water Line | 0 | | 1,320,000 | From Pine to Strawberry (Add to Strawberry) | | |
| Magnolia Water Line | 0 | | 0 | From Strawberry to Pine (Deduct from Strawberry) | | |
| Construction - Strawberry | 0 | | 0 | | | |
| Fire Use - Strawberry | | | 0 | | | |
| USFS - Strawberry | | | 0 | | | |
| H2O Flush - Strawberry | | | 0 | | | |
| Leak Loss - Strawberry | | 3000 | (3000) | | | |
| | Total Produced in Strawberry With Water Transfer & Accounted-for: | | 2,538,117 | | | |
| | Total System Well Production JUN: | | 6,799,345 | | | |
| Water Loss | | Total Production with Accounted for Water Loss | | 6,706,874 | | |
| STWID Master Meter: | 49,896 | Total sold gallons | | 3,991,546 | | |
| Total H2O Flush: | - | Total gallons unaccounted | | 2,715,328 | | |
| Total USFS: | - | percent unaccounted water | | -40% | | |
| Total Fire: | - | | | | | |
| Total Construction: | 575 | | | | | |
| Total Leak Loss: | 42,000 * | | | | | |
| Total Accounted for Water Loss | 92,471 | | | | | |
| Customer Usage Data | | | | | | |
| Residential | | | | | | |
| Gallons Consumed | 3,503,811 | | | | | |
| Number Meters Read | 3304 | <u>Average monthly usage per account</u> | | 1,060.475 | | |
| | | <u>Avg daily usage per account</u> | | 35.35 | | |
| Commercial | | | | | | |
| Gallons Consumed | 487,735 | | | | | |
| Number Meters Read | 68 | <u>Average monthly usage per account</u> | | 7,172.574 | | |
| | | <u>Avg daily usage per account</u> | | 239.09 | | |
| <u>Zero Reads</u> | 746 | <u>Percent of total read</u> | | 22% | | |

ONGOING PROJECTS

- Lead and Copper un-known service line project has begun. Findings are uploaded to 120water.
- Potholing for extended SV3 project.
- Assessment of well, booster and storage facilities is completed, and our inventory of assets will be updated.
- Pinecone Trails proposal is in the process for main replacement. We may have to consider replacement in-house.