



## **General Manager's Report: Board Meeting – January 22<sup>nd</sup>, 2026**

### **Customer Service Team Update**

#### **Service Installation Update – Effective January 1**

As of January 1, we no longer have a waiting list for new service installations. We will continue to allow a maximum of five meters per month. Customers seeking new service will follow our standard procedures to request and purchase the service.

In addition, the new customer service fees have now been implemented, and the updated door hangers are currently being printed.

#### **Field Team Update**

On January 12, we experienced a 90-degree angle split on the six-inch main that feeds Cemetery Road. The primary challenge during this incident was isolating the affected area. As shown in the attached photo, there is no valve at the location of the break, which required us to shut down the Milk Ranch line. This shutdown caused water outages for commercial customers west of Highway 87 and south of Hardscrabble.

To prevent future wide-area service interruptions, I am currently coordinating with a contractor to install insert valves at key points in the system. These additions will significantly improve our ability to isolate smaller sections during emergency repairs.

Looking ahead, on Friday, January 23, we will be pulling the well at the Canyon Tanks. This well has been producing a low GPM and was already out of service when I began in this position. Additionally, tank inspections will begin on Monday, January 26, at the following locations:

#### **Milk Ranch Tank 1**

- Height: 16 ft
- Circumference: 51 ft
- Capacity: 24,780 gallons
- Location: 3508 N Hwy 87, Pine, AZ

#### **Milk Ranch Tank 2**

- Height: 14 ft
- Circumference: 59 ft
- Capacity: 29,007 gallons
- Location: 3508 N Hwy 87, Pine, AZ

#### **300K**

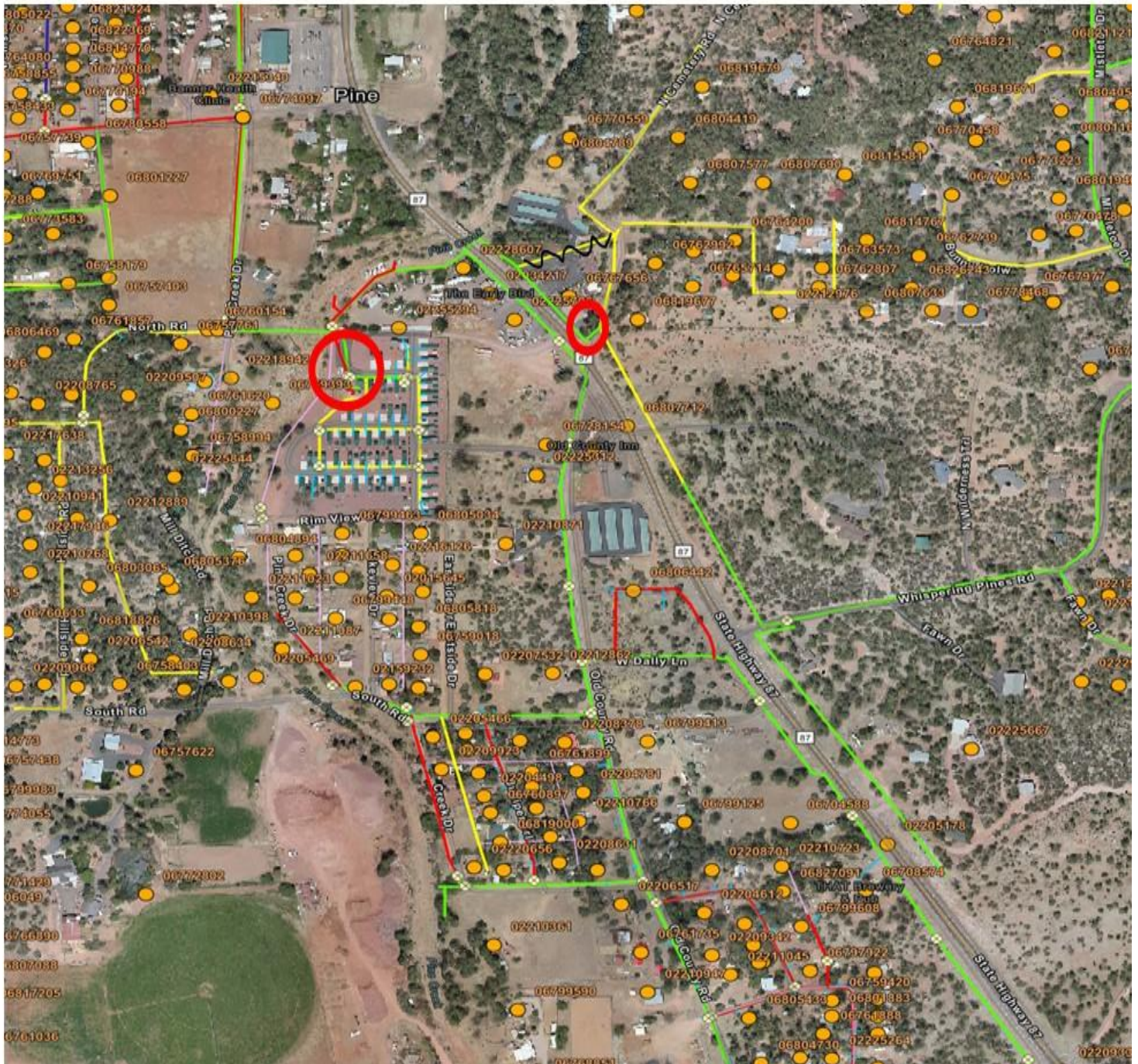
- Height: 24'
- Circumference: 147'

- Capacity: 300,000 gallons
- Location: 4344 W. Pinecone Trail

### Rimwood Tanks

- Height: 28'
- Circumference: 63'
- Capacity: 67,500 gallons
- Location: 5347 N. Rimwood Rd

Please ensure that all field staff and customer service personnel are aware of these scheduled activities, as they may result in temporary fluctuations or localized outages.





## **PRODUCTION REPORT**

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

### **Pine**

Total production for Pine: **5.750 million gallons**

Average per day: **185,501 gallons**

Pine-Strawberry Water Improvement District		Month:	December
			2025
Map Label	Meter Read		Total Gallons Produced
	Last Month	Current Month	
Pine Wells:			
BT-1	33,652,400	35,736,200	2,083,800
BT-2	3,750,324	3,903,834	153,510
CT	1,165,541	1,165,541	0
MRW1	18,969,635	19,402,711	433,076
MRW2	39,256,591	39,901,198	644,607
MRW3	4,908,159	7,932,780	3,024,621
P-1	26,569,801	26,951,915	382,114
PW-2	5,070,841	5,125,805	54,964
PW-3	17,672,694	17,904,677	231,983
SH-1 new meter	1,340,961	1,340,961	0
SH-2	5,375,400	5,375,400	0
SH-3	24,658,200	24,658,200	0
SH Intertie	0	0	0
		Total Produced - Pine District Wells:	7,008,675
Pine Water Share Agreements:			
B (WSA)	53,546,100	53,546,100	0
STWID1 (WSA)	14,961,351	15,293,787	332,436
		Total Produced - Pine WSA:	332,436
Pine Water Transfer & Accounted-for:		Total Produced - Pine District Wells & WSA:	7,341,111
Magnolia Water Line	88,907,000	90,410,000	(1,503,000)
Magnolia Water Line	0		0
STWID Master Meter	11,896,559	11,945,129	(48,570)
Construction - Pine	2,199,017	2,202,999	(3,982)
Fire Use - Pine			
USFS - Pine			
H2O Flush - Pine			
Leak Loss - Pine		35,000	(35,000)
		Total Produced in Pine With Water Transfer & Accounted-for:	5,750,559

**Strawberry**

Total production for Strawberry: **2.732 million gallons (November was 2.538 million gallons)**

Average per day: **88,146 gallons**

Total gallons: **8.483 million gallons**

Map Label	Meter Read		Total Gallons Produced
	Last Month	Current Month	
<b>Strawberry Wells:</b>			
SV-1	437,377	833,785	396,408
SV-2	47,529,079	48,362,116	833,037
SR-5	1,097,335	1,097,434	99
TF	10,767,850	10,779,158	11,308
		<b>Total Produced - Strawberry District Wells:</b>	<b>1,240,852</b>
<b>Strawberry Water Share Agreements:</b>			
J1 (WSA)	40,418,600	40,418,800	200
J2 (WSA)	8,633,163	8,633,677	514
G (WSA)	29,612,940	29,613,030	90
		<b>Total Produced - Strawberry WSA:</b>	<b>804</b>
<b>Strawberry Water Transfer &amp; Accounted-for:</b>		<b>Total Produced - Strawberry District Wells &amp; WSA:</b>	<b>1,241,656</b>
Magnolia Water Line			1,503,000
Magnolia Water Line			0
Construction - Strawberry		0	0
Fire Use - Strawberry			0
USFS - Strawberry			0
H2O Flush - Strawberry			0
Leak Loss - Strawberry		12100	(12100)
		<b>Total Produced in Strawberry With Water Transfer &amp; Accounted-for:</b>	<b>2,732,556</b>
		<b>Total System Well Production:</b>	<b>8,582,767</b>
		<b>Total Production with Accounted for Water Loss</b>	<b>8,483,115</b>
STWID Master Meter:	48,570	<b>Total sold gallons</b>	<b>5,983,369</b>
Total H2O Flush:	-	<b>Total gallons unaccounted</b>	<b>2,499,746</b>
Total USFS:	-	<b>percent unaccounted water</b>	<b>-29%</b>
Total Fire:	-		
Total Construction:	3,982		
Total Leak Loss:	47,100 *		
<b>Total Accounted for Water Loss</b>	<b>99,652</b>		

**ONGOING PROJECTS**

- Lead and Copper un-known service line project has begun. Findings are uploaded to 120water.
- Potholing for extended SV3 project.
- Tank Farm electrical rehab.
- Pinecone Trails proposal is in the process for main replacement. We may have to consider replacement in-house.