

NEWSLETTER

April 3, 2023

Update your contact information at svmwc.com/contact-us

Please make sure emails from president@squawvalleymutualwater.com do not go to spam

Hello Squaw Valley Mutual Water Company (SVMWC) members.

Billing

We keep getting asked if we have really gone to email billing. Yes, we have! To minimize hiccups and delays, you must keep your contact information updated at svmwc.com/contact-us. We assess a \$20 manual processing fee to mail paper bills.

The billing email has an attached copy of your bill to download and print. Pay on time to prevent monthly late-payment fees, and disconnection of service 150 days from the bill's date. You may pay with a credit card or bank account by clicking the link in the billing email or on our website, or by mailing a check.

Water Billing Rate Structure

In fiscal year 2022-2023 (July-June) we changed our previous water billing rate structure by reducing the annual base usage allowance from 150,000 gallons to 100,000. Our current billing rate structure can be found at svmwc.com/your-bill.

For fiscal year 2023-2024 (starting July 1, 2023) the board is considering aligning our billing rates with virtually all other water utilities by charging a base fee plus a flat usage fee for every gallon used (ie no tiers). That is, there will be no annual allowance; billing for usage will start with the first gallon used.

Comparing the proposed 2023-2024 billing rate structure to what would have been billed under the 2022-2023 rates, we currently estimate that about 50% of our members will receive lower bills.

The board will review and approve the 2023-2024 billing rate structure at its May 8th meeting. If you want to comment, please come to the meeting.

Operations & Maintenance

We are approaching the end of the first year of the three-year contract with Operational Technical Services (OTS), our operations and maintenance contractor. Our experience has been mostly positive. OTS employs two part-time licensed operators (both living in Washoe County) to monitor, operate, and maintain our water system, and a supervisor who oversees the work and with whom we jointly work on laying out operations, maintenance, and planning tasks. These have included cleaning up our supervisory control and

data acquisition (*SCADA*) system, laying out a plan for more remote monitoring and control, documenting all our operating procedures, and cleaning up the well house.

Water Tank Repair

Our smaller 169,700 gallon (lower) tank was inspected in September 2022. We sent the data to a coating expert, who reported:

The tank exterior appears to be in excellent condition.

The interior roof appears to be failing. There is catastrophic failure in the peeling areas on the roof plate and some cracks on other areas of the coating on the roof plate. This should be addressed soon.

There is some peeling on the rafter beams but no rust. This appears to be the top coat failing and separating from the intermediate coat.

The roof laps and knuckle to roof plate joint should always be caulked

We are evaluating this work's timing and cost.

The larger (upper) tank will be inspected this fall. It was inspected last year but the contractor lost the data.

Name Change Status

We are applying to do business under a fictitious business name - Olympic Valley Mutual Water Company. The application has been submitted. The next step will be placing an ad in the Auburn Journal for 4 weeks. Payments to the old name will always be accepted.

2023 Construction Update

The bid package for our major 2023 project (replacing the main line from Sandy to the lower tank, through the Squaw Summit subdivision) will be ready in the next week or so. We will then send it out for bid, which will give us a clearer idea of the final loan amount for the USDA #2 loan. Construction and loan info can be found at svmwc.com/infrastructure-improvements.

Bylaws Update

We are reviewing and updating our ByLaws. We are not contemplating significant changes; the key ones are to change the organization's name, allow more flexibility in fixing the date of the annual meeting, allowing more flexibility in sending ballots, and allowing virtual attendance at Board meetings.

Hydrants

It would greatly help our snow-clearing contractor and the valley in general if the residences near fire hydrants keep them clear of snow. This year has been especially diffi-

cult, but every bit helps to keep our snow-removal costs down and speed up fire department response in case of an emergency.

Important Upcoming Board Meetings - information at svmwc.com/board-meetings.

May 8: Review and approve proposed changes to the water billing rate structure.
Approve proposed changes to the corporate bylaws.

July 10: Approval of the 2023-2024 budget.

Thanks

David Stepner, President

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Accounting Support

You can reach our accounting firm at manager@squawvalleymutualwater.com.
or everyone in our financial team at accounting@squawvalleymutualwater.com .

Emergency Service

Please use our emergency number (442-888-5036) only for true water emergencies.
For other notifications, please use the email service@squawvalleymutualwater.com