

# Barlow Water Improvement District

## Operations Manual

Board Approved Rev 03-09-19

The Barlow Water Improvement District (BWID), an Oregon Corporation, organized pursuant to ORS Chapter 65; operating as a nonprofit water improvement district pursuant to ORS Chapter 554.

The Board of Directors is to be seven members and will meet on the second Saturday of each month at 9:00am at the Fire Hall meeting room. All members are invited and encouraged to attend. The Office Manager will provide the agenda and handouts for the meeting.

The Federal and State reporting year is fiscal 07-01 through 06-30. The accounting firm of Pauly Rogers and Co., LLC, in Tigard, Oregon performs the annual tax return. Our bookkeeper, Dana Billingsley, will provide an annual financial statement for BWID to supply to USDA.

### **Office operations:**

Office for BWID rented from Wamic RFPD for \$4160.00 per year, paid annually.

**Mailing Address:** 11 S. County Rd #B  
Tygh Valley, Or 97063

Office Phone: 541-544-2920  
Cell Phone: 503-680-2641

### **USPS Mail Box:**

Locked box located at entrance to office parking lot.

### **Secure Payment Box:**

Deposit slot located on the corner of the building outside of the BWID office.

### **Open Hours:**

The office is typically open Monday through Friday from 8:00am to 12:00pm. Emergency water problems may be reported 24/7 by calling the District cell phone. Non-emergency callers should leave a voice message on the office answering system and the message will be returned within 24 hours. If the office is to be closed during normal hours, notification will be posted in the office window, stating reason and duration of closure.

### **Banking:**

The District's checking, money market and depreciation reserve accounts are held by U.S. Bank in The Dalles. The final payment accrual account is held by Washington Federal Savings in The Dalles.

**Billing System and Meter Reading:**

Continental Utility Solutions, Inc. provides and maintains the billing system and the program manual is kept in the office for reference. Updates and on-line training are available at any time. System backup will be performed each day after transaction activities are complete.

The billing will be mailed at the Post Office in Tygh Valley using the first class pre-sort rate currently in place for the BWID, using Permit #4. Minimum mailing to capture the low rate is 500 pieces.

Meters are read the first week of the following months – February or March (weather/access permitting), April, June, August, and October. All billing is done on the 15<sup>th</sup> of each month and due by the 5<sup>th</sup> of the following month. If the 15<sup>th</sup> falls on a weekend, billing will be done the next business day. Unpaid charges shall become delinquent 10 days from the billing due date and a monthly late fee and interest charge applies.

**Collections:**

Collection activity starts on the 15<sup>th</sup> of the month. If the 15<sup>th</sup> falls on a weekend, activity starts the following business day. A report is run and the following account activity occurs:

- 60 days delinquent are sent a “Written Notice of Pending Discontinuance of Water Service” if their bill is not paid the day before the next billing date.
- Approximately 10 days before the water is due to be shut off, a follow up letter (final shutoff notice) is mailed .
- 2 business days before the water is due to be shut off, a notice is posted on the door of the property.
- Past due accounts are subject to a lien being placed on their property when their account is \$500.00 or 6 months past due.
- To restore water service, customer must:
  - 1) Pay all of their past due account balance, including any delinquency charges, interest and fees.
  - 2) Pay a \$75.00 service restoration fee.

**Payment Receipt:**

All rented property will be billed to and collected from the landowner.

Deposits are made a minimum of once a month (on or after the 6<sup>th</sup>) unless adverse weather conditions exist. Payments are to be posted daily. Scanned copies of all deposits and Account Receivable reports will be forwarded to Dana Billingsley once reports are available.

The District’s U.S. Bank accounts are supported by U.S. Bank/Commercial Banking Division.

Bank statements will be reviewed, initialed, and dated by the Office Manager when received and forwarded to Dana Billingsley, bookkeeper within two days of receipt.

Bank statement reconciliation will occur the week after the Board meeting and will be reviewed by the Board Financial Officer and Office Manager. Reports will be signed, dated and placed in bank statement file. Bank and VISA statements, check registers, and journal entries will be reviewed and reconciled on a quarterly basis by the Board Financial Officer and Office Manager. All reports will be signed, dated, and placed in the "Quarterly Financial Review" file.

Dana will provide the month-end financial reports two days prior to the meeting of the Board of Directors and the Treasurer at the meeting will present an overview of the financials.

**Credit Card:**

The Water Systems Operator and the Chairperson, as requested, shall have credit cards. Authorization for payment of the card invoice includes the review of itemized and/or original receipts by the Board Financial Officer.

**Petty Cash:**

The petty cash on hand must be balanced prior to each meeting by the Office Manager and given to Dana prior to the meeting. Dana should reimburse this amount upon request of the Office Manager.

**Bills:**

All efforts will be made to pay all bills on time to avoid any and all late fees and service charges.

**Payroll:**

The pay period is a two-week period from Thursday through Wednesday. The Chairperson or another designated Officer shall approve time sheets prior to issuance of paychecks. Payment is to be received either by check or direct deposit the Friday following the Wednesday approval and request.

The Office Manager and one designated Board member shall approve the time sheets of all other employees or contractors.

**Overtime Pay:**

Overtime is only to be used on an emergency basis, unless pre-authorized by Board Chair or another Board member acting in his/her capacity. Board will be notified ASAP when overtime is used.

**Outside Contractors:**

Outside major contractors shall be hired to assist in the operations of the BWID after approval by the Board of Directors for work over \$1,000.00. Due diligence shall be used at all times in selecting the outside contractors.

**Vendors:**

Vendors shall be selected by the manager and or Board Chairperson. A current vendor list will be available for Board review at any time.

**Newsletters:**

BWID System Operator and Office Manager shall write seasonal (4 times per year) newsletters at the beginning of each season and send to all BWID members and WamPinRock newspaper. Newsletters shall include information such as election of Board of Directors, annual meetings, rate changes, operating budget, system upgrades, system repairs and pertinent seasonal information.

**Spending Authority:**

The System Operator and Office Manager shall have spending authority of up to \$500.00 without approval of the Board. In case of emergency, System Operator and Office Manager will use their discretion when purchases exceed \$500.00 and will obtain Board approval after the purchase has been made.

**Daily Log:**

A written daily log will be maintained in the office stating: start time, work performed, stop time, vacation used, and overtime worked of all employees. Daily log will also include total mileage and fuel volume purchased when vehicle is fueled.

**Company Vehicle:**

Company vehicle and equipment shall only be used for company business. Personal use and passengers not on company business are prohibited unless pre-authorized by BWID Chairperson in writing.

**Prescription Medication:**

The Board shall be notified immediately of any employee taking prescription medication that may impair their ability to operate machinery, drive a vehicle or perform their normal job duties.

**Equipment:**

All equipment to be operated and maintained in a safe and efficient manner per industry standards. Use of a spotter while using backhoe or during excavation is mandatory.

Company computers, phones and other supplies and equipment are to be used for company business only, unless pre-authorized.

**Backup Keys and Passwords:**

At least one set of spare keys and all codes, passwords and user-IDs will be kept and maintained by a designated Board Member who lives within the BWID service area. No locks, codes, passwords, or user-IDs will be changed without Board approval.

**Emergency Notification:**

BWID Water Systems Operator will immediately post notification in office window, Tygh Valley Post Office and at Wamic Store and call or email membership of any water emergencies or issues. BWID Office Manager shall maintain current database of all BWID members to include mailing address, phone number and email address.

**Emergency Water Shutoff For Repairs:**

Immediate efforts will be put forth including working overtime to make all necessary repairs to water delivery system to minimize customers left without service.

**Off Site Travel:**

When traveling off site, on duty employees will notify Chairperson or other designated Board member when leaving and returning.

Board approval is required for all off site training.

**Per Diem:**

BWID to pay Oregon State guidelines of per diem for pre-approved employee off site travel.

**Copy Fees:**

1-10: \$30.00 flat fee

11-50: \$.50 per page

over 51: \$.25 per page

Additional fee of \$5.00 if processed within 7 days from date of request

**Security:**

All well houses and gates to be locked and secure while unattended.

BWID vehicle, tools and supplies to be locked and secured at the end of each workday.

Changes to the office operations manual can be made at anytime with Board approval.