

FRIDAY LETTER

August 17, 2018

1. **Dispute over bill for new service connection.** Robert Kommer plans to build a house on property at the SE corner of 99th and 280th, and has asked for water service. Frank completed the installation in May and sent us an invoice for his work. In July I sent Robert a bill that included Frank's work plus our cost of parts. Robert called me to complain that we had overcharged him for copper pipe and that Frank's charges seemed unreasonable. He wanted more details. I asked Frank for a breakout of his costs, and he told me that he no longer billed using rental rates for various equipment, but used simple unit costs for types of work, like boring under the road, plus a labor cost for the whole crew of \$125 per job hour.

I worked with Dave to be sure our cost of parts matched the most current invoices, and found we had, indeed, overcharged for the copper pipe, but also had left out some of the parts in the original bill. I broke out Frank's charges between \$1,400 for the road bore and labor at \$125/hr for eight hours and sent Robert an amended invoice with these changes on August 13th. Robert responded with an expanded complaint, and I told him he would need to take his issues directly to the Board.

I have attached a 6-page pdf with all the supporting documents, including e-mail exchanges, for your review. As you will note in my last e-mail, I have invited him to attend your August 27th board meeting.

2. **Preparing for Dave's advancement.** I am getting old and want to retire within the next year. Dave and I have talked about a transition that would have him become both the Operator and Manager in steps over the next year. We are meeting weekly and preparing a detailed plan for presentation to the Board to support a transition that would also have Angie take over my current bill paying and other bookkeeping duties. Aside from the training, we think three big things need to happen before the transition could be complete:

- The new office and board room must be completed and everything moved in to free up the current office space as a shop.
- All the loose files and paperwork scattered around the office must be brought into a sensible filing system (including archives)
- Make improvements in both QuickBooks and our CUSI billing systems that allow communication between them and a streamlined financial reporting protocol for Angie and the Treasurer.

Without objection from the Board we will continue to work on this plan for presentation at a future board meeting.

Kelly