

**General Manager's Report
Roxborough Water and Sanitation District
February 17, 2021**

Information Only

Operations:

- Kick-off meeting for the monitoring and operation plan to avoid future nitrification in the distribution system went well. We have provided the Jacobs team with a lot of data and should have their report in 4-6 weeks.
- It appears there may be a link between manganese concentrations in the finished water and nitrification, so Jacobs will be reviewing that as well under their existing scope. The water treatment plant was designed to allow pre-oxidation of manganese, and once we have the Jacobs report we will work with TST to evaluate implementing that treatment capability.

Cyberattack:

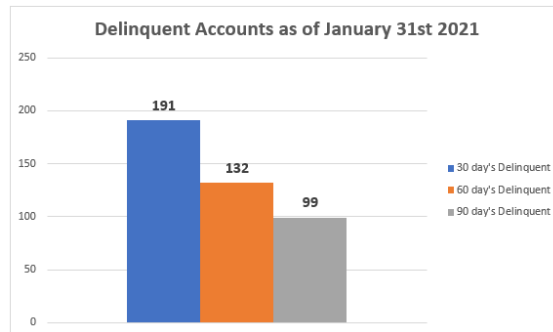
- We believe all costs related to the attack have been submitted, and the District has incurred \$13,238.14 in expenses above and beyond the \$200,000 in cybersecurity insurance coverage.
- Under the Colorado Special District Insurance Pool, the District is eligible for a Cyber Health Assessment and External Vulnerability Check. The discounted cost for the full assessment for Pool members is \$8,000, and the District has received a scholarship from the Pool in the amount of \$4,500. We will also be eligible to submit 50% of the remaining cost of \$3,500 for reimbursement under our annual safety grant. The final cost to the District for the assessment will be \$1,750. Completing this assessment increases our eligible cybersecurity coverage from \$200,000 to \$1,000,000 at no cost to the District.

Past Due Accounts:

- Now that the billing system has been restored, we are able to provide monthly reports on past due accounts.
- We have \$140,306 in total accounts 90 days or more past due.
- We have developed a list of past due accounts and are reaching out to residents to set up payment plans.
- We will work with residents on payment plans as needed, but we may need to consider shut offs for accounts with high balances and continued high water use.



Delinquent Accounts



**January
2021**

**Total Amount
Past Due 30 days
\$10,630**

**Total Amount
Past Due 60 days
\$5,073**

**Total Amount
Past Due 90 days
\$140,306**

Dominion Water and Sanitation District/Sterling Ranch:

- Day-to-day operations going well.
- Dominion has provided oral notification that they no longer want RWSD to operate its wastewater facilities effective April 1, 2021. This will have a relatively minor impact on revenues from Dominion, but it will also significantly reduce risks associated with operating the wastewater lift stations, force main and future wastewater treatment plant(s).
- RWSD has received a proposed price to line the O-Line manholes and pipe and are putting together a summary for Dominion since they will be responsible for all costs.

Ravenna:

- We received several odor complaints from within Ravenna. After monitoring it appears the odors are related to residential grinder pumps within Ravenna, and not the Dominion discharge to the District's system.

Public Outreach:

- We are once again participating in Garden in a Box.
- The District is participating in a Metro Area Drought Coordination Group to share information and resources for communicating with residents about the drought and implementing restrictions as needed.