



ROXBOROUGH WATER AND SANITATION DISTRICT

General Manager's Report March 16, 2022

Information Only

Cyber Security:

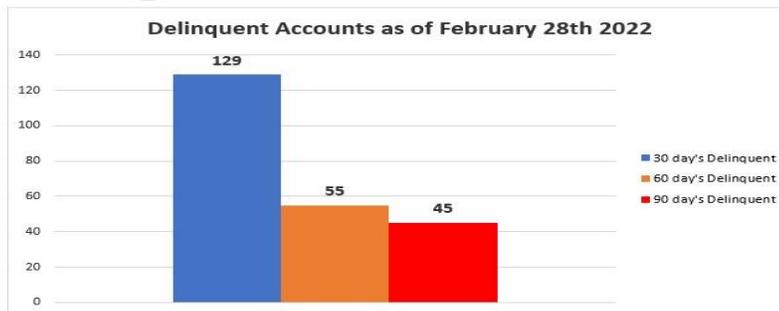
- We have entered into an agreement with ConnectWise for its Perch cybersecurity monitoring and BitDefender virus protection. Had we had this service in place in 2020, the cyberattack would have been detected before any files could be encrypted.
- All staff have completed a one-hour webinar on cybersecurity and phishing e-mails as part of our ongoing training.
- To maintain our \$1M in cybersecurity liability coverage with the SDA Pool, I will include a full report on how the District addressed the findings of the 2021 NetDiligence audit as an attachment to the April GM report.

Past Due Accounts:

- As of February 28, we had 45 accounts with a past due balance of \$13,627, compared to 38 accounts with a past due balance of \$7,836 as of January 31.
- We originally had 30 customers on the shut off list for March. In the end, only 3 customers were shut off, and 2 of the 3 were back on within a few hours. In most cases, the full past due amount was paid to avoid, or resolve shut offs.
- All payment agreements for past-due water and sewer bills are current except one. The resident that is not current has been approved for Low-Income Household Water Assistance, and his account should be paid in full soon.



Delinquent Accounts



**Total Amount
Past Due 30 days
\$18,454**

**Total Amount
Past Due 60 days
\$8,296**

**Total Amount
Past Due 90 days
\$13,627**

February 2022



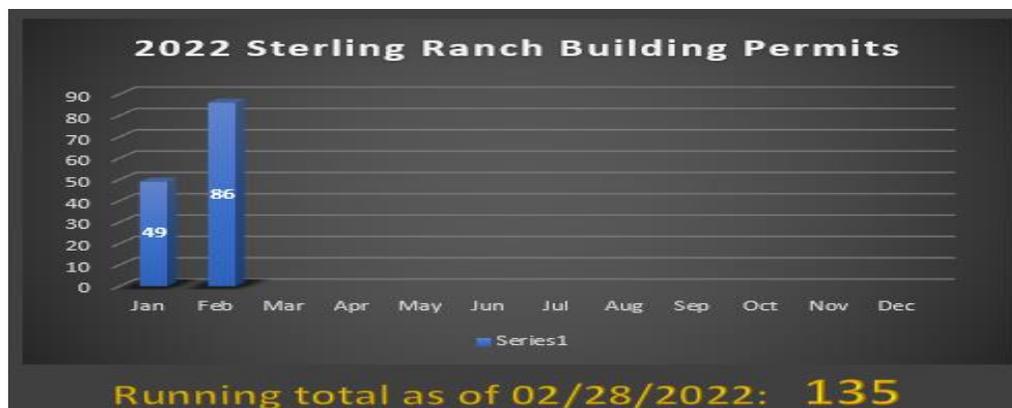
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Dominion Water and Sanitation District/Sterling Ranch:

- Day-to-day operations going well.
- We've received multiple odor complaints from residents of Chatfield Farms. All complaints have been communicated to Dominion. Dominion does plan to add rain pans and caulking to manhole covers similarly to RWSD, and they are moving forward with a project to add chemical at the Titan Road Lift Station to stop hydrogen sulfide production in their force main upstream of the connection to RWSD system.
- There were an additional 19 Certificates of Occupancy (CO) issued in Sterling Ranch in January bringing the total number of COs that have been issued in Sterling Ranch to 1,440 for a monthly Wastewater Operations Charge of \$28,800.
- Year to date development summary:



- Under the Purchase and Sale Agreement for the Wastewater Treatment Plant, RWSD tracks new building permits issued in Sterling Ranch. Dominion is invoiced \$300 for each residential equivalent building permit in the prior year. In February Dominion was invoiced a total of \$162,900 for 2021.





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Public Outreach:

- Blog post on hard water and mineral build up on filters and tankless water heaters. These appliances need more frequent maintenance than the manufacturer's recommendation due to water hardness.
- Testified for SDA in the Senate Local Government Committee on a bill that would have subjected all special districts to referendums and initiatives.
- Attended a public meeting on the Pomeroy Group proposal for a Nordic Spa on the Homestead property (PA12 & 14) in Roxborough Park. My comments at the meeting made it clear that regardless of zoning for the property, the Availability of Service Agreement executed by the prior owner in 2005 reserved 18 residential equivalents (EQRs) on both parcels. Increasing the number of EQRs on the property would require payment of Availability of Service Charges going back to 2005 with interest, and RWSD has limited remaining water and no additional capacity in Aurora infrastructure to convey water to the WTP.
- The Roxborough Park Foundation is hosting a Town Hall meeting on the spa proposal on March 17 at 6:00 p.m.