



ROBERTS CREEK  
WATER DISTRICT

RECEIVED

OCT 4 2021

# Water Leak Credit Request



BY: \_\_\_\_\_

Per Roberts Creek Water District Water Service Ordinance #2000-3-1, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Ordinance #2000-3-1 (rental tenants not eligible for credit). For credit consideration, the water customer account holder **must complete Section 1 below**:

## SECTION 1 - TO BE COMPLETED BY THE CUSTOMER

### UTILITY CUSTOMER INFORMATION

(Please type or print clearly)

Customer Name:

Travis Bitterman

Service Address:

193- Bobwhite ST

Daytime Phone:

541-671-0403

Service Number:

1256000

### REPAIR DATE

### LEAK REPAIR RECEIPTS - PLEASE ATTACH

Date Leak Repaired:

9-30-21-10-1-21

Attached

There is no receipt from repair. It was repaired at 110 Co St.

Brief Description of Leak Failure & Repair:

Main Line coming to house broke where repaired on 8-3-21 \*

I certify that I am the account holder and that the leak has been repaired. I request that Roberts Creek Water District consider my request for a water leak credit.

Customer Signature

*[Handwritten Signature]*

Date 10-4-21

## SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received:

10/4/21

Meter Read Date to use for  
Water Leak Credit Evaluation:

10/10/21

If Credit Granted, Utility Bill  
Anticipated to Show the Credit Amount:

Estimated leak period based on consumption history (attach service history): 9/11 - 10/10/21

Estimated normal billing during leak period: 42.95 Leak month billing: 62.90

Past average normal billing in same billing cycle (or est avg billing if less than 1 yr of svc): ( 42.95 )  
(NOTE: if estimating average billing, attach calculation documentation)

Estimated charges in connection with the leak of the leak billing period(s) divided by 2= 19.95/2 = 9.98

Calculated water leak credit amount: ----- 14,000 gal vs 7,000 gal ----- 9.98

Reviewer's Initials:

DC

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_

\* Usage in July/Aug reviewed, was not higher than normal usage.





**ROBERTS CREEK  
WATER DISTRICT**

**RECEIVED**

OCT 15 2021

BY: \_\_\_\_\_

**Water Leak  
Credit Request**



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However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Ordinance #2000-3-1 (rental tenants not eligible for credit). For credit consideration, the water customer account holder **must complete Section 1 below**:

**SECTION 1 - TO BE COMPLETED BY THE CUSTOMER**

UTILITY CUSTOMER INFORMATION		(Please type or print clearly)
Customer Name: <u>SHAROL LANKERT</u>		Service Address: <u>209 ASH STREET ROSEBURG OR 97471</u>
Daytime Phone: <u>541-637-0758</u>	Service Number: <u>9869000</u>	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired: <u>9-?-21</u> <small>exact DATE</small>	<input type="checkbox"/> Attached <u>(CANT FIND RECEIPTS) PLUMBING PARTS TOILET SEAL ALSO HAD TO REPLACE DRY WALL AND FLOORING IN DINING ROOM + REMOVE MOLD</u>	
Brief Description of Leak Failure & Repair: <u>TOILET SEAL Replacement and Water Valve at back of toilet on wall replaced due to leaking AND WATER HOSE VALVE AND PIPE on OUTSIDE WALL AT PATIO (LEAKING) REPLACED WATER WAS LEAKING INSIDE HOUSE + WALL</u>		
I certify that I am the account holder and that the leak has been repaired. I request that Roberts Creek Water District consider my request for a water leak credit.		
Customer Signature <u>Sharol Lankert</u>		Date <u>10-13-21</u>

**SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT**

Date Form Received: <u>10/15/21</u>	Meter Read Date to use for Water Leak Credit Evaluation: <u>9/10/21</u>	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:
Estimated leak period based on consumption history (attach service history): <u>8/11 - 9/10/21</u>		
Estimated normal billing during leak period: <u>40.10</u>		Leak month billing: <u>114.20</u>
Past average normal billing in same billing cycle (or est avg billing if less than 1 yr of svc): <small>(NOTE: if estimating average billing, attach calculation documentation)</small>		<u>( 40.10 )</u>
Estimated charges in connection with the leak of the leak billing period(s) divided by 2= <u>74.10 / 2 = 37.05</u>		
Calculated water leak credit amount: <u>32,000 gal vs. 6,000 gal</u> ----- <u>37.05</u>		
Reviewer's Initials: <u>DC</u>	Approver's Initials:	<input type="checkbox"/> Credit Granted <input type="checkbox"/> Credit Denied
		If Leak Credit Granted: Date Applied: _____ Initials: _____



**ROBERTS CREEK  
WATER DISTRICT**

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NOV 15 2021

BY: \_\_\_\_\_

**Water Leak  
Credit Request**



Per Roberts Creek Water District Water Service Ordinance #2000-3-1, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Ordinance #2000-3-1 (rental tenants not eligible for credit). For credit consideration, the water customer account holder **must complete Section 1 below**:

**SECTION 1 - TO BE COMPLETED BY THE CUSTOMER**

**UTILITY CUSTOMER INFORMATION**

(Please type or print clearly)

Customer Name: <u>John P. Magee</u>		Service Address: <u>132 Palmdale Ave. Roseburg, OR 97471</u>
Daytime Phone: <u>541-679-7397</u>	Service Number:	

**REPAIR DATE**

**LEAK REPAIR RECEIPTS - PLEASE ATTACH**

Date Leak Repaired: <u>9/28/21</u>	<input type="checkbox"/> Attached
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Brief Description of Leak Failure & Repair:  
Main water pipe broke / roots from tree

I certify that I am the account holder and that the leak has been repaired. I request that Roberts Creek Water District consider my request for a water leak credit.

Customer Signature [Signature] Date 11/12/21

**SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT**

Date Form Received:

11/15/21

Meter Read Date to use for Water Leak Credit Evaluation:

8/10, 9/10 + 10/10

If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:

49.88

Estimated leak period based on consumption history (attach service history): 7/11 - 9/28/21

Estimated normal billing during leak period: 126 Leak month billing: 225.75

Past average normal billing in same billing cycle (or est avg billing if less than 1 yr of svc): ( 126.00 )

(NOTE: if estimating average billing, attach calculation documentation)

Estimated charges in connection with the leak of the leak billing period(s) divided by 2= 99.75 / 2 =

Calculated water leak credit amount: ----- 55,000 gal vs 20,000 gal ----- 49.88

Reviewer's Initials:

JC

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_

MINUTES OF THE GREEN AREA WATER & SANITARY AUTHORITY  
BOARD OF DIRECTORS MEETING  
October 14, 2021

Board Chair Tracey Parker called the meeting to order at 5:06pm. Present were Board Directors Tracey Parker, Brenda Kingry, Tom Fullbright. Also present were GAWSA employees David Campos, Kay Huff, Alan Paulson, and Shannon Miller. Directors Steve Lusch and Carolyn White were absent.

Director Brenda Kingry made a motion to approve the following customer leak adjustment credits upon review:

Kindell Coleman: \$66.98 credit  
Penny Tolley: \$100.00 credit  
Oleg Gidenko: \$100.00 credit

Director Tom Fullbright seconded the motion. The motion was unanimously approved.

Director Brenda Kingry then made a motion to approve the September GAWSA meeting minutes and accounts payable. Director Fullbright seconded the motion. The motion was unanimously approved.

David presented the General Manager's Report.

David provided the Board with an update on the billing systems consolidation. David stated that it was previously discussed that, for rental tenants who are responsible for paying water services, those tenants would also be responsible for sewer services. This was to promote billing consistency and efficiency. David consulted with GAWSA legal counsel for verification, but the response from the attorney was that GAWSA should require that the property owners are responsible for all water and sewer services. This would be a significant change from our current billing policies. David recommended that we reach out to other combined water/sewer agencies to get more information on their billing practices. This is a change that will need to be adopted by way of an ordinance. Since GAWSA needs to adopt new rules and regulations, this would be a good time to evaluate all billing policies. Discussion followed.

David informed the Board he will pay all outstanding charges due to Douglas Fast Net, with the exception of the assessed early termination fees. David stated that he does not want to continue fighting over charges and would rather move forward with other items of business.

David provided an update on the new IT services being implemented.

David informed the Board that this year's theme for SDAO Best Practices is cybersecurity. SDAO has provided a template Information Security Policy that we will modify for GAWSA. The policy will be presented at the November regular meeting to be adopted by resolution.

David stated GAWSA will be applying for the SDAO Safety and Security Grant. Our grant application will include: a surveillance camera system for G4 pumpstation, trail cameras for water reservoirs, an AED unit for one of the sewer service trucks, and some security fencing.

MINUTES OF THE GREEN AREA WATER & SANITARY AUTHORITY  
BOARD OF DIRECTORS MEETING  
October 14, 2021

David informed the Board that he dropped off the old plans for the sewer building, along with a CAD drawing of what we are wanting for the remodel, at Rogers Engineering. David reported that Tom Rogers is pretty backed up with projects but may be able to work us in if time allows. Tom stated that we are likely several months out for the remodel. Brief discussion followed.

Collection Systems Supervisor Shannon Miller presented his sanitary operations report. Shannon stated that Douglas County will be contracting with a firm for aerial imaging and alignment. GAWSA has the opportunity to piggyback onto the County's contract to for the aerial imaging, which can then be imported into our GIS program. The cost for GAWSA would be \$1,000. A short discussion followed. An intergovernmental agreement will follow.

Shannon informed the Board that he met with customer Ron Williams to continue discussions about the sale of his property to GAWSA. The property sits adjacent to the G4 pumpstation. Although GAWSA had offered to purchase the property, as well as allow Mr. Williams to live on the property for a very minimal rent, Mr. Williams had changed his mind and is no longer interested in selling his property to GAWSA. Discussion followed.

Operations Superintendent Alan Paulson presented his water operations report. Alan informed the Board that GAWSA received the final billing from Douglas County for the Carnes Road project, and we do not agree with the billed amount. Alan will meet with Jill Hawkins of Knife River to discuss the invoice. A short discussion followed.

Alan provided an update on the Grant Smith Road project.

Alan informed the Board of the passing of Landon Rainwater, Winston Dillard Water District Manager. Alan stated that we have offered our assistance to Winston Dillard Water District.

There being no further business before the Board, Board Chair Tracey Parker adjourned the meeting at 6:44pm.

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Steve Lusch, Board Secretary

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Tracey Parker, Board Chair

**GAWSA  
WATER DIVISION  
ACCOUNTS PAYABLE  
OCTOBER 2021**

DATE	CK#	WATER ACCOUNTS PAYABLE FOR OCTOBER 2021		AMOUNT
10/1/2021	10148	Sysech Consulting	Installation, managed service plan - Water/Sewer	1,141.50
"	10149	Williams H. Reilly & Co.	Oxidant temp sensor kit, 5mm brine pump kit	2,919.70
"	10150	IVR Technology Group	July/August IVR maintenance/transaction fees	245.69
10/8/2021	10151	Safety Directions, LLC	Asbestos course for Water/Sewer operators	1,499.46
10/14/2021	10152	Atlas Copco Compressors	Plant compressors parts	1,664.40
"	10153	Bassett-Hyland Energy Co.	Fuel 9/16 - 9/30 water/sewer	483.20
"	10154	Canon Solutions America	Copier maintenance agreement 8/20 - 9/19	37.12
"	10155	Continental Utility Solutions	Sept merchant services, annual web portal service	3,565.35
"	10156	Camtronics Inc.	Services call for water plant and sewer G4	1,291.15
"	10157	Douglas Co. Farmers Co-op	Misc supplies	61.96
"	10158	Exodus Pest Control	Water office pest control	26.00
"	10159	IVR Technology Group	Sept IVR maintenance and transaction fees	136.64
"	10160	One Call Concepts	July locate tickets	47.60
"	10161	Oregon Linen	Rug service	58.13
"	10162	Platt Supply	1 amp fuse	34.90
"	10163	Special Districts Insurance Svc	November health insurance premiums - water	17,451.80
"	10164	Umpqua Research	Water sample testing	1,230.30
"	10165	Umpqua Quarries	Crushed rock for inventory	269.30
"	10166	USA Blue Book	CL2 sensor for water plant	1,696.97
"	10167	Traffic Safety Supply	Traffic cones for sewer	604.20
	10168	Winston Auto Parts	Backhoe oil, degreaser	120.76
	10169	Winston Sanitary Service	Dumpster at Carnes Shop	90.60
10/20/2021	10171-10188	Various closed water accts	Final bill overpayment refunds	771.97
<b>TOTAL WATER ACCOUNTS PAYABLE FOR OCTOBER 2021</b>				<b>35,448.70</b>

**GAWSA  
SANITARY DIVISION  
ACCOUNTS PAYABLE  
OCTOBER 2021**

DATE	CK #	SANITARY ACCOUNTS PAYABLE FOR OCTOBER 2021		AMOUNT
10/14/21	14097	C&S Fire Safe Services	Annual fire extinguisher inspection/maint	331.25
"	14098	Canon Solutions America	Copier maintenance agmt - September	17.04
"	14099	Graphic Dimensions	2 months utility billing forms	401.30
"	14100	Neuner Davidsion & Co	2020-2021 annual audit process thru 9/30	4,000.00
"	14101	One Call Concepts	48 locates for September	57.60
"	14102	Oregon Linen	Floor mat service - October	37.18
"	14103	Pacific Power	Electricity service - 8/31-9/30	2,155.09
"	14104	Special Districts Insurance Services	Medical & life insurance - November	10,618.92
"	14105	Stapels Pest Solutions	Office/G4 - monthly pest control - Oct	45.00
"	14106	Streamline	Monthly website maintenance - October	200.00
"	14107	Wells Fargo	3416 - Office Supplies, PPE - MC	543.05
"	14108	Wells Fargo	7067 - 2022 QB software, office supplies	836.67
10/29/21	14126	Avista Utilities	Natural gas service 9/22-10/20	57.87
"	14127	Chris & Misty Hamilton	Refund SC overpayment - 261 Char	19.00
"	14128	City of Winston	Plant personnel expenses - August	21,579.80
"	14129	Douglas County Tax Collector	2021-22 Property Taxes	2,144.12
"	14130	Kay Huff	October travel, reimburse petty cash	55.15
"	14131	Naomi White	Refund SC overpayment - 2225 Freeman	19.00
"	14132	Sierra Springs	Bottled water service - September	21.59
"	14133	Staples	Office supplies	435.82
"	14134	Wells Fargo	3416 - Willamette Graystone - Speedcrete	259.94
"	14135	Wells Fargo	7067 - Office supplies	74.97
<b>TOTAL SANITARY ACCOUNTS PAYABLE FOR OCTOBER 2021</b>				<b>43,910.36</b>

DATE	CK #	PLANT ACCOUNTS PAYABLE FOR OCTOBER 2021		AMOUNT
10/21/21	14109	Amazon Capital Services	Annual Business Prime membership	179.00
"	14110	Brian Laudenslager	Reimburse Personal Protective Equip - BL	176.93
"	14111	CenturyLink	Security gate phone line 10/11-11/11	40.77
"	14112	DC Farmers Co-op	Fencing material	1,226.00
"	14113	Dept of Consumer & Business Svs	Annual BCD Boiler Safety Program fee	246.40
"	14114	Dillan McKinney	Reimburse Personal Protective Equip - DM	72.44
"	14115	Douglas County Solid Waste	Landfill fees - grit/screenings - Sept	141.00
"	14116	Douglas Fast Net	Phone/internet - October	154.43
"	14117	Flury Supply Co	Invoice #F3316 balance	6.00
"	14118	North River Electric Inc	Electrical for clarifier	1,514.90
"	14119	Pacific Power	Electricity service 9/1-10/1	8,155.47
"	14120	Rebuild-it Services Group	Recondition Secondary Clarifier Project	28,597.00
"	14121	Sierra Springs	Bottled water service - Sept/October	63.88
"	14122	Stanley Convergent Security Sol	Monthly security system - November	193.35
"	14123	Staples	Office supplies	52.59
"	14124	The Automation Group	RACO Catalyst Alarm Dialer	6,133.00
"	14125	USABlueBook	Lab materials	238.82
<b>TOTAL PLANT ACCOUNTS PAYABLE FOR OCTOBER 2021</b>				<b>47,191.98</b>

**TOTAL ACCOUNTS PAYABLE FOR OCTOBER 2021**

**91,102.34**



**GAWSA  
SANITARY DIVISION  
ACCOUNTS PAYABLE  
AS OF 9/15/21**

<b>DATE</b>	<b>CK #</b>	<b>SANITARY ACCOUNTS PAYABLE FOR NOVEMBER 2021</b>		<b>AMOUNT</b>
09/12/21	14136	Bassett-Hyland Energy Co	Diesel fuel - October	157.00
"	14137	Canon Solutions America	Copier maintenance agmt - October	8.91
"	14138	Ismael Alanis Sanchez	Refund SC overpmt - 150 Bobwhite	148.00
"	14139	Neuner Davidson & Co	2020-2021 annual audit process thru 10/31	6,000.00
"	14140	One Call Concepts	61 locates for October	73.20
"	14141	Oregon Linen	Floor mat service - November	37.18
"	14142	Pacific Power	Electricity service - 9/30-10/29	2,430.81
"	14143	Stapels Pest Solutions	Office/G4 - monthly pest control - Nov	45.00
"	14144	Staples	Office supplies	49.00
"	14145	Streamline	Monthly website maintenance - November	200.00
"	14146	True North Equipment	Camera head repair	2,460.21
"	14147	Wells Fargo	3416 - Office supplies	9.31
"	14148	Wells Fargo	7067 - Office supplies, NEWEA webinar	205.29
<b>TOTAL SANITARY ACCOUNTS PAYABLE FOR NOVEMBER 2021</b>				<b>11,823.91</b>

<b>DATE</b>	<b>CK #</b>	<b>PLANT ACCOUNTS PAYABLE FOR NOVEMBER 2021</b>		
09/15/21	14149	Avista Utilities	Natural gas service - 9/22-10/20	588.11
"	14150	Batteries Plus	Batteries	53.98
"	14151	D Scott McKinney	Reimburse OAWU Conference expenses	654.06
"	14152	Douglas Fast Net	Phone/internet services - November	154.64
"	14153	GAWSA	Water service 9/10-10/10	227.45
"	14154	Oregon DEQ	WW Treatment Opr Cert Renewal - BL	160.00
"	14155	Oregon DEQ	WW Treatment Opr Cert Renewal - CS	160.00
"	14156	Shirtcliff Oil Company	Vehicle fuel - October	112.37
"	14157	US Celluar	Monthly cell phone service 10/14-11/13	35.01
"	14158	USABlueBook	Lab materials	749.66
"	14159	Wilson Equipment	2021 Bobcat S850	70,357.68
<b>TOTAL PLANT ACCOUNTS PAYABLE FOR NOVEMBER 2021</b>				<b>73,252.96</b>

**TOTAL ACCOUNTS PAYABLE FOR NOVEMBER 2021** 85,076.87

**GREEN AREA WATER & SANITARY AUTHORITY**  
**GENERAL MANAGER'S REPORT**  
**November 15, 2021**

**Billing Conversion**

A letter was sent out with October billing statements, notifying customers of our intent to evaluate billing policies and present significant proposed changes to current policies. We have received some customer feedback, mainly from rental property owners who would be affected by the policy changes. The general reaction is that the property owners/landlords are not very receptive to the change. We have reached out to other joint water/sewer agencies to get insight on; how to present the change, ways to potentially accommodate affected customers, and overall how does the policy work for those agencies. We will continue to work toward this. We also have the option to utilize our SDAO consultant if necessary.

Retired water office staff employee Sharon Cason, who has been filling in recently, offered to help with the Backflow system conversion, which I am considering since she has the most knowledge on the backflow management system. She would mainly assist with gathering and organizing data for importing into UMS, verifying data integrity after conversion, and testing the backflow module in UMS.

We were initially planning to “go live” with the consolidated billing in November, but we would have been under significant time constraints. We will roll out the consolidated billing in December.

**SDAO Best Practices**

I have attached Resolution No. 2021-11-01 for review and adoption. Resolution No. 2021-11-01 implements an Information Security and Acceptable Use Policy for GAWSA. I have reviewed the policy with Systech Consulting.

**Dissolved Districts Financial Audits**

The audit for Green Sanitary District is in its final stages. The auditors were conducting field work for the Roberts Creek Water audit last week. My plan is to have the financial report drafted by Thanksgiving so I can focus on the billing/accounting system/office merge in December and the next few months thereafter.

**Other Task Items**

We have one remaining contract to assign to GAWSA from Roberts Creek Water District. I sent a request to Chase for the assignment of the loan but never received a response. Our next payment is due December 1. I plan to send another request with confirmation so that we can put the final stamp on the dissolution.

After the office merger has settled, I think we should then focus updating all ordinances for GAWSA.

**GREEN AREA WATER AND SANITARY AUTHORITY**

**RESOLUTION NO. 2021-11-01**

**RESOLUTION ESTABLISHING AN INFORMATION SECURITY POLICY**

**WHEREAS**, Green Area Water & Sanitary Authority (GAWSA) seeks to ensure that appropriate measures are implemented to protect customers' and employees' personal and sensitive information. GAWSA also seeks to provide protection from outside intrusion into GAWSA's computer systems to ensure reliable business operation

**WHEREAS**, GAWSA, in collaboration with Special Districts Association of Oregon, has developed an Information Security Policy

**NOW, THEREFORE, BE IT RESOLVED THAT THE GREEN AREA WATER & SANITARY AUTHORITY BOARD OF DIRECTORS, adopts the attached Information Security Policy, Exhibit A, effective November 16<sup>th</sup>, 2021.**

**ADOPTED** by the Board of Directors on this 15th day of November 2021.

**GREEN AREA WATER AND SANITARY  
AUTHORITY**

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Board Chair

ATTEST:

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Secretary

## Exhibit A

# GAWSA Information Security Policy

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### **Introduction**

Green Area Water & Sanitary Authority (GAWSA) seeks to ensure that appropriate measures are implemented to protect customer and employee personal and sensitive information. This Information Security Policy is designed to establish a foundation for an organizational culture of security.

The purpose of this policy is to clearly communicate the organizations security objectives and guidelines to minimize the risk of internal and external threats.

### **Compliance**

Non-compliance with this policy may pose risk to the organization; accordingly, compliance with this program is mandatory. Failure to comply may result in disciplinary action up to and including termination of employment or business relationships. Management reserves the right to monitor, consistent with applicable laws, all activities within their business environment. The organization will appropriately report violations of State and/or Federal laws and will cooperate with regulatory bodies and law enforcement agencies investigating such incidents.

### **Privileged Access**

Access to the organization's systems and applications above and beyond general user access shall be limited to the IT Manager and key administrators.

### **Data Backup & Recovery**

The organization will conduct regular backups of all critical business data. Full data backups will be performed on a daily basis. Confirmation that backups were performed successfully will be conducted daily. Testing of cloud backups and restoration capability will be performed on a quarterly basis.

### **Multi-factor Authentication**

Multi-factor authentication will be utilized on all systems or services that are external to the organization. This includes email and Software as a Service (SaaS).

### **Endpoint Protection**

All organization servers and workstations will utilize an endpoint protection tool to protect systems against malware and viruses.

### **Firewall with Security Services**

The organization will protect the corporate network from the Internet through the use of a firewall with Intrusion Prevention System (IPS) capability.

### **Email Security**

The organization will protect their email system by utilizing antivirus, antispam and anti-phishing technologies. The organization will also not utilize email to send or receive sensitive information.

### **Wireless**

The organization's wireless will be setup utilizing two separate SSID's one for organizationally owned devices and another for personal/ guest devices. The password for the corporate SSID will not be shared with end-users and only known by key personnel.

## Exhibit A

# GAWSA Information Security Policy

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### Password Management

The organization will utilize the following password configuration:

- System account lockout threshold: 15 Minutes
- Invalid login attempts before lockout: 3
- Minimum password length: 12
- Maximum password age: 90 days
- Password history: 7
- Password complexity: On

In addition, the organization will educate users on creating/ utilizing secure passwords for systems/ services that can't be controlled by the organization.

### Email Phishing Exercises

The organization will perform simulated phishing exercises used to test and educate users.

### Security Awareness Training

The organization's personnel are required to participate in security training in the following instances:

1. All new hires are required to complete security awareness training before being granted system access
2. A formal refresher training is conducted on an annual basis. All employees are required to participate in and complete this training.

### Acceptable Use Policy

The organization will require all users sign an acceptable use policy before accessing organizational resources. This policy governs the use of the company resources and covers a wide range of issues surrounding the rights, responsibilities and privileges – as well as sanctions – connected with computer use. See *Appendix A* for a copy of current Acceptable Use Policy

### Asset Management

An inventory of all the organization's hardware and software will be maintained that documents the following:

- Employee in possession of the hardware or software
- Location of hardware or software
- Date of purchase
- Serial number
- Type of device and description

### Patch Management

All software and operating system updates and patches will be configured to automatically install. Periodic review will be conducted to ensure all updates and patches are applied to all devices.

### Securing Remote Workers

The organization requires all remote users to utilize company owned devices when working remotely. Those devices will be setup with a secure VPN.

## Exhibit A

# GAWSA Information Security Policy

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### **Mobile Device Management (MDM)**

The organization will utilize a tool or service for the administration of mobile devices in the event the mobile device is used to access organizational information (this includes email).

### **Standard Configuration**

The organization will utilize a standard configuration for all endpoints, servers, network devices, mobile devices, and printers. Any changes to the standard configurations will be reviewed and approved by leadership.

### **Incident Response**

The organization will utilize an incident response plan in the event of cyber related incident. This plan will include at the minimum:

- Essential contact for an incident response service provider, FBI, local law enforcement, cyber insurance company, legal counsel.
- Users roles and responsibilities.
- Schedule of regular testing of the incident response plan.

# Exhibit A

## GAWSA Information Security Policy

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### Appendix A – Acceptable Use Policy

#### Purpose

The purpose of this policy is to outline the acceptable use of computer equipment, email, and internet access at Green Area Water & Sanitary Authority (GAWSA). These rules are in place to protect the employee and the company. Inappropriate use exposes the company to risks including virus attacks, compromises of network systems and services, and legal issues.

#### Scope

This policy applies to both permanent and temporary employees of the organization. This policy applies to all equipment that is owned or leased by the company. This policy is a supplement to the GAWSA Information Security Policy.

#### General Use

IDs/Passwords:

Access to the organization's IT systems is controlled by the use of User IDs, passwords and/or tokens. All User IDs and passwords are to be uniquely assigned to named individuals and consequently, individuals are accountable for all actions on organization systems and services.

Password Requirements:

- Minimum password length: 12
- Must have a combination of letters, numbers, and special characters.
- If possible, utilize a password manager to create (much stronger) and unique passwords for each service or account.

Individuals must not:

- Allow anyone else to use their user ID/token and/or password on any organizational IT systems.
  - Exceptions to this must be approved by leadership.
- Leave their password unprotected (for example writing it down).
- Leave their user accounts logged in at an unattended and unlocked computer.
- Perform any unauthorized changes to the organization's IT systems or information.
- Attempt to access data that they are not authorized to use or access.
- Exceed the limits of their authorization or specific business need to interrogate the system or data.
- Connect any non-company authorized device to the organizations corporate network or IT systems.
- Insert unapproved media (CD, USB thumb drive, SD card) into corporate devices.
- Store organizational data on any non-authorized equipment, or personnel equipment.
- Give or transfer organizational data or software to any person or organization outside of the organization without the authority of leadership.

#### Internet and Email Use

Use of the internet and email is intended for business use. Personal use is permitted where such use does not affect the individual's business performance, is not detrimental to the organization in any way, not in breach of any term and condition of employment and does not place the individual or organization in breach of statutory or other legal obligations.

All individuals are accountable for their actions on the internet and email systems.

## Exhibit A

# GAWSA Information Security Policy

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Individuals must not:

- Disclose employee, client, and other proprietary information which the employee has access.
- Use the internet or email for the purposes of harassment or abuse.
- Use profanity, obscenities, or derogatory remarks in communications.
- Access, download, send or receive any data (including images), which the organization considers offensive in any way, including sexually explicit, discriminatory, defamatory or libelous material.
- Use the internet or email to make personal gains or conduct a personal business.
- Use the internet or email to gamble.
- Use the email systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.
- Place any information on the Internet that relates to the organization, alter any information about it, or express any opinion about the organization, unless they are specifically authorized to do this.
- Send unprotected sensitive or confidential information externally.
- Forward organizational mail to personal non-organizational email accounts (for example a personal Gmail account).
- Make official commitments through the internet or email on behalf of the organization unless authorized to do so.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without prior approval.
- Remove or disable anti-virus software.
- Use unauthorized services on the internet to store or transmit PII. This includes (Dropbox, Google Drive, personal email accounts, etc.)

### **Email:**

To avoid being a victim of malicious software or phishing attack remember:

- Never download or open attachments from unknown recipients.
- Hover over links to determine if the link is legitimate.
- If it's a specific account asking you to sign into an account don't click a link within the email visit the site directly to login.
- Verify sender. Sometimes the best way to do this is call the sender back to make sure they are the ones who initiated the email.
- Never provide personal information. Legitimate companies will never ask for you to provide personal information including passwords in an email.

### **Clean Desk and Clear Screen**

In order to reduce the risk of unauthorized access or loss of information, the organization enforces a clear desk and screen policy as follows:

- Maintaining a "clean desk" or working area throughout the day and ensure there are no confidential documents in open view if absent from their desk for an extended period of time. This will help to ensure that confidential customer information is not inadvertently disclosed.
- Computers must be logged off/locked or protected with a screen locking mechanism controlled by a password when unattended.
- Ensure that paper-based information is appropriately monitored and protected.



## Exhibit A

# GAWSA Information Security Policy

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- Ensure that all confidential documents are properly locked-up at the end of each business day. Appropriate methods to secure documents include utilizing locking filing cabinets or desk drawers, etc.
- All business-related printed matter must be disposed of using confidential waste bins or shredders.

### **Working Off-site**

It is accepted that laptops and mobile devices will be taken off-site. The following controls must be applied:

- Only equipment approved by the organization may be used to download personal information locally to the device.
- Equipment and media taken off-site must not be left unattended in public places and not left in sight in a car. Lock devices in the trunk out of sight while traveling.
- Laptops must be carried as hand luggage when traveling.
- When outside the office, computers must utilize the organization's VPN before connecting to corporate resources.

### **Mobile Devices**

- Mobile devices such as smartphones and tablets may be used but require approval.
- It is not permitted to save client information locally to a mobile device.
- Mobile devices need to be password protected and encrypted.

### **Mobile Storage Devices**

Mobile devices such as memory sticks, CDs, DVDs and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Only authorized mobile storage devices with encryption enabled must be used, when transferring sensitive or confidential data.

### **Telephone Equipment Conditions of Use**

The use of organizational voice equipment is intended for business use. Personal use of voice equipment is allowed but should be limited. Individuals must not:

- Make hoax or threatening calls to internal or external destinations.
- Accept reverse charge calls from domestic or International operators, unless it is for business use.

### **Actions upon Termination of Contract**

All organizational equipment and data, for example laptops and mobile devices including telephones, smartphones, USB memory devices and CDs/DVDs, must be returned to the organization at termination of contract.

All data or intellectual property developed or gained during the period of employment remains the property of GAWSA and must not be retained beyond termination or reused for any other purpose.

### **Monitoring and Filtering**

All data that is created and stored on organizationally owned computers and third-party vendor's systems is the property of GAWSA and there is no official provision for individual data privacy, however wherever possible the organization will avoid opening personal emails.

System logging will take place where appropriate, and investigations will be commenced where reasonable suspicion exists of a breach of this or any other policy. The organization has the right (under certain conditions) to monitor activity on its systems, including internet and email use, in order to ensure systems security and effective operation, and to protect against misuse.

**Exhibit A**  
**GAWSA Information Security Policy**

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It is your responsibility to report suspected breaches of security policy without delay to the IT department. All breaches of information security policies will be investigated. Where investigations reveal misconduct, disciplinary action may follow in line with the organization's disciplinary procedures.

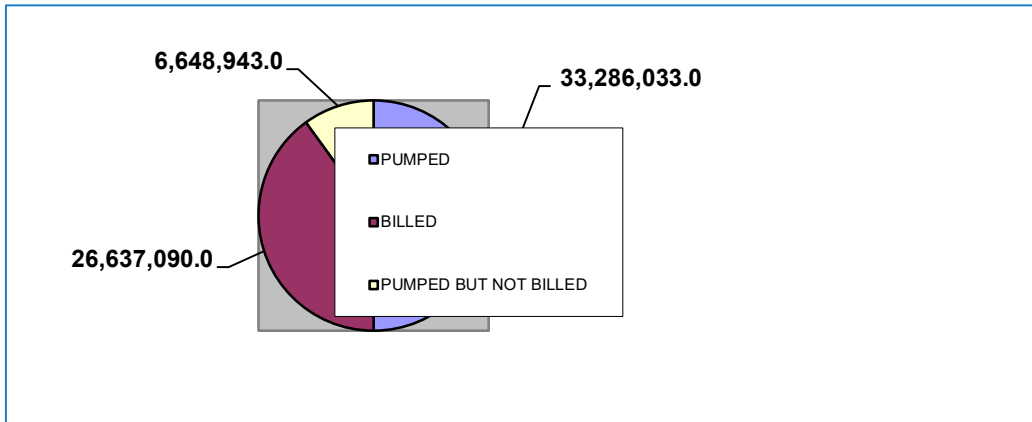
**Signature**

I have received a copy of the organization's Acceptable Use Policy as revised and approved by the management. I have read and understand the policy.

\_\_\_\_\_  
(Print your name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)



**30 DAYS IN BILLING CYCLE: 9/11/21 TO 10/10/21**

Repairs, leaks, etc. rendering unverifiable consumption

9/11/21	522 HARMONY	REPAIR MAINLINE
9/17/21	2206 LANDERS	REPAIR SERVICE
9/20/21	3604 CARNES RD	REPAIR SERVICE
9/22/21	427 REDWOOD DR	LEAK-SERVICE LINE
10/1/21	25 SANTA ROSA CT	REPAIR SERVICE
10/5/21	1838 GLENGARY LP RD	REPAIR SERVICE
10/8/21	790 TIPTON RD	REPAIR SERVICE

2020-2021	DIFFERENCE	2021-2022	DIFFERENCE	2022-2023	DIFFERENCE
JULY	5,124,050	JULY	14,424,768	JULY	
AUGUST	1,873,280	AUGUST	891,740	AUGUST	
SEPTEMBER	7,835,590	SEPTEMBER	9,399,209	SEPTEMBER	
OCTOBER	1,704,864	OCTOBER	6,648,943	OCTOBER	
NOVEMBER	3,603,559	NOVEMBER		NOVEMBER	
DECEMBER	5,821,078	DECEMBER		DECEMBER	
JANUARY	8,863,858	JANUARY		JANUARY	
FEBRUARY	5,784,803	FEBRUARY		FEBRUARY	
MARCH	6,445,800	MARCH		MARCH	
APRIL	8,701,086	APRIL		APRIL	
MAY	5,314,222	MAY		MAY	
JUNE	6,358,042	JUNE		JUNE	

# SANITARY OPERATIONS REPORT

November 10, 2021

## ***Construction Projects***

- 265 Grant Smith commercial park development.
  - MARS Construction has started preparations for testing the manholes.
- Green Siding MH, 4209 Carnes,
  - Nothing new to report.
- Shawn Bateson, Old Summerwood Phase 5
  - Nothing new to report.
- ODOT Hwy 99/42 turn lanes project predesign survey project underway.
  - Nothing new to report.

## ***Collection System***

- AutoCAD training and lateral drawings.
- Continuing lateral curb crossing project.
- GIS, current arial imaging hosted by Douglas County, DC will do IGA.
- Finishing up flushing in basins C and D.
- Flushing Post-Carnes Road Project complete.
- Setting up Temporary TV trailer, camera head is back from repair.

## ***G4 and Pump Stations***

- Pump Stations ran well, with typical operation and maintenance.
- Pricing temporary metering option for G4.
- G4 communication and controls redundancy project with Camtronix, nothing new to report.

## ***Treatment Plant, Farm, and Ranch***

- Met with Cody Sandburg, Chris Sherlock & Alan Paulson to discuss plant, farm, and ranch interactions.

## ***Meetings and Conferences***

- Matt attended 1 Call meeting.
- Matt and I attended the GAWSA crew meetings.
- Safety meeting attended.

## ***Lateral Inspections***

- 8 Inspections.
  - 120, 130/132, & 123/125 Shaffer Ct.
  - 141, 142, 147, 150, & 154, Maywood Ct.

## ***One Call Locates***

- 61 Locates.

Submitted by, Shannon L. Miller

Green Area Water & Sanitary Authority  
Superintendents Report  
November 2021

We are still waiting for our Membrane shipment to arrive at the treatment plant, before we schedule the representative to arrive for installation and re programming.

The 8" water mainline extension for the 265 Grant Smith project passed it's pressure test and both samples. It is currently in service.

Various Staff are scheduled to attend training in the month of November. Our Treatment plant will be one of four facilities that will be available for tour, in conjunction with the UBOS short school.

The crew has been cross training when possible. We had an issue with one of our air compressors, the cost estimate is approximately \$4,700. We are scheduled to perform our annual maintenance on our raw water pumps this month.

The plant received a shipment of ACH (our coagulation chemical) 11/9/21. We have received notice that the price of caustic will be going up significantly after the first of the year. We are planning on ordering caustic before the price increase.

Regarding the SPIRE grant that we were awarded in 2019, they have finally started construction of the Water Treatment Trailers and we should hear from them soon on the status of the builds.

**If you have any questions, please feel free to give me a call at 541-670-1215**

**Thanks Alan**

# Weekly Report

Week of October 1, 2021

## For Winston-Green Wastewater

- Collected Stormwater sample
  - Performed in house testing and sent off sample to Umpqua Research for additional testing
- Used bobcat sweeper attachment to clean asphalt driveways around plant
- Cleaned Influent Pumps
- Received Clarifier #3 rebuilt drive
- Treated leachate
- Dump run with grit and screenings
- Changed out polymer tote

# Weekly Report

Week of October 15, 2021

## For Winston-Green Wastewater

- Fixed Chlorine Leak on System A
- Trimmed trees
- Trimmed Hedge on river side of plant
- Pressure washed tanker truck
- Backwash pump # 1 run indicator problems
  - The problem is intermittent, so it makes fixing it difficult
- Tore apart and fixed air release on RAS pumps 1 and 2
- Cleaned influent pump # 1
- LED outdoor light on digester building non operable
  - Tore apart, cleaned, and fixed
- Installed a felt filter on all storm drain grates
  - This will help keep debris out of our stormwater system
- Had water line burst near headworks, dug up and fixed.

# Weekly Report

Week of October 29, 2021

## For Winston-Green Wastewater

- Rebuild It Services back on site to finish Secondary Clarifier # 3 Rebuild (Pictured Below)
- Prepped Plant for Rain Event
- Cleaned/ Acid washed chlorine cells on systems A and B
- Grounds Maintenance
- Cleaned Leaves from storm Drains
- Pulled Floating mixers of Aeration Basin
  - Mixers were clean, greased, and new lifting cables installed
- Influent Pump # 3 discovered to have its check valve broken (10-22-21)
  - Check Valve cannot be inspected because its isolation valve is inoperable
    - Staff has replacement valve on hand
  - In order for the check valve and isolation valve to be replaced the flows need to increase so that the pump station can be taken offline
- Greased Rotating Biological Contactors in preparation for turning them on in the next several weeks
- County began hauling leachate to us full time again, they had been recirculating it at the landfill





# WINSTON-GREEN WWTF

October 2021

SYSTEM CLASSIFICATION: IV PERMIT # 100554  
 COUNTY: DOUGLAS

POPULATION: 10000

TYPE: RBC / ACTIVATED SLUDGE

FILE # 98400

D A T E	TOTAL FLOW MGD	INF PH	INF			NH3 N EFF	TKN EFF	NO2 EFF	NO3 EFF	TOTAL P EFF	EFF PH	EFF TEMP MAX	EFF CBOD mg/l	% REM CBOD	LBS CBOD DIS	EFF SS mg/l	% REM SS	LBS DIS SS	CL2 RES mg/l	CL2 USED GAL.	ECOLI COL	BIOSOLIDS		
			CBOD mg/l	SS mg/l	N																	LAND gallons	DRYING BEDS gallons	RAIN FALL inches
1	1.161	7.5								7.3	22.7							0.08	640			0.01		
2	1.156	7.4								7.1	22.3							0.07	660					
3	1.205	7.3								7.1	22.3							0.04	668	28.5		0.01		
4	1.139	7.4	319	332	0.15					7.1	22.7	4.5	99%	43	0.8	100%	8	0.05	648	3.1				
5	1.399	7.3								6.9	22.5							0.04	770			0.63		
6	1.343	7.4	270	293	0.05	2.62	0.02	15.7	2.7	7.0	22.0	4.4	98%	49	2.0	99%	22	0.07	764					
7	1.238	7.5								7.0	21.6							0.06	678					
8	1.233	7.6	251	273						7.1	21.6	3.5	99%	36	1.0	100%	10	0.04	670					
9	1.173	7.4								6.9	21.5							0.07	650			0.02		
10	1.283	7.4								7.1	21.5							0.04	672	3.1		0.10		
11	1.226	7.4	277	276	0.02					7.1	21.3	3.8	99%	39	1.0	100%	10	0.04	656	2.0		0.01		
12	1.199	7.4								6.9	20.9							0.09	544			0.13		
13	1.172	7.4	255	292	0.07	2.75	0.02	16.6	3.7	7.0	21.0	4.2	98%	41	1.8	99%	18	0.05	556			0.02		
14	1.168	7.3								7.0	21.0							0.06	546					
15	1.139	7.4	283	306						6.9	21.1	3.9	99%	37	2.4	99%	23	0.05	536					
16	1.190	7.4								6.7	21.0							0.03	546			0.01		
17	1.241	7.4								7.0	20.7							0.04	572	3.1		0.02		
18	1.232	7.3	299	281	0.04					7.0	20.7	4.0	99%	41	1.6	99%	16	0.03	556					
19	1.205	7.4								6.8	20.3							0.04	550	<1		0.03		
20	1.150	7.4	276	283	0.08	2.77	0.02	18.4	3.5	6.9	20.4	4.4	98%	42	2.0	99%	19	0.04	524					
21	1.598	7.4								7.0	20.6							0.06	712			1.18		
22	1.786	7.4	312	427						7.0	20.4	4.1	99%	61	2.2	99%	33	0.05	848			0.16		
23	1.538	7.5								7.2	20.2							0.04	754			0.08		
24	1.890	7.5								7.2	20.0							0.03	892	2.0		0.49		
25	1.563	7.4	202	226	0.38					7.2	19.9	3.6	98%	47	1.6	99%	21	0.07	762			0.06		
26	1.491	7.5								7.1	19.8							0.04	738	2.0		0.12		
27	1.384	7.4	248	297	0.03	1.73	0.02	15.9	3.4	7.2	20.1	3.1	99%	36	1.6	99%	18	0.04	668			0.01		
28	1.290	7.5								7.1	20.6							0.04	674					
29	1.369	7.5								7.1	20.6							0.05	630			0.15		
30	1.636	7.5								7.0	20.1							0.02	688			0.32		
31	1.588	7.4								7.2	19.9							0.05	644	18.3		0.08		
TOT	41.39													472			199		20,416		0	0	3.64	
MAX	1.890	7.6	319	427	0.38	2.77	0.02	18.4	3.7	7.3	22.7	4.5	99%	61	2.4	100%	33	0.09	892	28.5	0	0	1.18	
MIN	1.139	7.3	202	226	0.02	1.73	0.02	15.7	2.7	6.7	19.8	3.1	98%	36	0.8	99%	8	0.02	524	2.0	0	0	0.01	
AVG	1.335	7.4	272	299	0.10	2.47	0.02	16.7	3.3	7.0	21.0	4.0	99%	43	1.6	99%	18	0.05	659				0.17	

LBS AVG

43.94

EXCESS THERMAL LOAD WEEKLY AVG. Mkcals/day	EFF TEMP @ WEEKLY AVG.
3	19.0
10	14.1
17	13.0
24	12.4

I certify that I am familiar with the information contained in this report and that to the best of my knowledge such information is true, complete and accurate.

Christopher W. Sherlock  
 SUPERINTENDENT T IV

GAWSA 25

## FLOW ALLOCATION CHART

MONTH	WINSTON MG	GREEN MG	LANDERS LN. MG	TOTAL MG	RAINFALL
Jan.21	45.59	33.58	0.965	80.13	5.14
Feb.21	46.19	31.35	0.870	78.40	4.00
Mar.21	29.72	24.94	0.546	55.21	1.85
Apr.21	18.12	18.59	0.316	37.02	0.68
May.21	16.51	18.23	0.300	35.04	0.62
June.21	18.21	18.27	0.293	36.77	1.20
July.21	16.17	18.21	0.329	34.70	0.00
Aug.21	15.86	18.09	0.388	34.33	0.00
Sept.21	16.41	18.63	0.501	35.54	2.85
Oct.21	19.05	22.33	0.570	41.96	1.03
Nov. 20	19.35	21.09	0.549	40.99	4.76
Dec.20	26.52	27.37	0.672	54.56	5.04
TOTAL	287.69	270.67	6.298	564.66	27.17
GREEN + LANDERS		276.97			
APPORTIONMENT	50.95%	49.05%			
			100%		