From: Drew Perkins
To: Drew Perkins
Subject: November 2026 Administration Report
Date: Friday, November 20, 2026 12:55:21 PM
Attachments: image001.png

Report This Email

Board Members,

Please see below for a brief update on administrative activities and initiatives currently underway throughout the District.

Muni-Link Billing System

- Successfully completed our fourth monthly billing cycle in November, further strengthening staff familiarity with the system while customers continue adjusting to their new billing schedules and payment options.
- Staff continue developing and documenting Standard Operating Procedures (SOPs) tailored to the District's operational needs.
- Identified account conversion discrepancies that resulted in certain bills being directed to property owners rather than tenants. Staff are reviewing and correcting affected accounts.

Customer Communications & Collections

- Staff continue reviewing accounts that have become delinquent since the billing system transition to identify underlying causes and address potential billing-related issues.
- Responding to inquiries from tenants and property owners regarding the District's proposed transition to property owner billing, providing clarification and addressing concerns as needed.
- Customer inquiries through office visits, emails, and phone calls have noticeably decreased, indicating that most customers have successfully adapted to the District's new billing cycle and payment processes following the transition from Boone Electric Cooperative.

Staffing & Personnel

- Successfully hired and onboarded Jazmine as the District's new Administrative Accounting Assistant.
- Jazmine has quickly acclimated to her new role and is successfully assuming administrative and accounting responsibilities as duties are transitioned to her.
- Her initiative and ability to quickly adapt have already made her a valuable addition

to the District's administrative team.

Headquarters & Office Improvements

- The District's October 20 Open House was a success, with attendees providing positive feedback regarding the District's recent operational transitions and headquarters renovations.
- Interior improvements, including lobby signage and wall décor, remain in progress. A new vendor has been selected following delays and limited progress with the original vendor.

Annual Personal Financial Disclosures

- Reminder emails regarding annual personal financial disclosure requirements have been distributed to Board members and the Executive Director.
- Anyone requiring hard copies, additional documentation, or assistance with the disclosure process is encouraged to contact Drew.

October Safety Meeting

- The October Safety Meeting was completed as scheduled. Meeting minutes are included for Board review and documentation.

Please feel free to reach out with any questions or requests for additional information.

Best regards,

Drew Perkins, Director of Administration
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BCRSD
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Clean water for your future

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SAFETY MEETING AGENDA

October 22, 2026 - 2:00p
BCRSD Conference Room

1. Safety Topic – Vactor Safety 7/18/2016

2. Accidents and Near Misses

   Accident *– An unintended incident resulting in damage to person, property or both.*
   Preventable Accident *– A preventable accident is one in which one or more employees have some responsibility for causing or contributing to the occurrence of an accident.*
   Near Miss *– An unintended incident that could have, but does not, result in damage to person, property or both.*

3. Status of Safety Works-in-Progress & Annual Items

4. Other Business + Updates
   a. HR
      i. Birthdays & Anniversaries
   b. Executive Director Updates
   c. Project Manager Updates

5. Equipment Safety

6. Old Business

7. New Business

8. Adjourn Meeting

SAFETY IS A PERSONAL RESPONSIBILITY

October's Safety & Staff Meeting Minutes
October 22, 2026 2:00pm – BCRSD Conference Room

SAFETY IS A PERSONAL RESPONSIBILITY

MEMBERS PRESENT: Drew Perkins, Jason Horton, Angela Gonzalez, Daniel Cunningham, Roy Freeman, Kevin Sublett, Caleb Rittenour, Rodney Spires, Elke Boyd

MEMBERS ABSENT: Seth Cozean, Jesse Stephens, Jason Wolf, Spencer Nichols, Kenneth Eskew, Robbie Hill, John Fraser,

Vactor Safety

The safety training focused on the safe operation of Vactor sewer-cleaning equipment and the potential hazards associated with high-pressure water systems, vacuum equipment, and wastewater collection operations. Key safety considerations included inspecting equipment before use, identifying damaged hoses or connections, maintaining a safe distance from pressurized equipment, and ensuring personnel remain clear of moving components and vacuum intake areas. Particular attention was given to the risks of high-pressure water injuries, equipment malfunctions, and exposure to biological contaminants commonly encountered during sewer maintenance activities.

The training also reinforced the importance of wearing appropriate personal protective equipment, establishing a safe work area, and maintaining communication between operators and ground personnel. Employees were reminded to follow manufacturer operating procedures, properly secure equipment before performing maintenance, and remain aware of surrounding traffic, pedestrians, and changing jobsite conditions. The overall message emphasized that proper equipment inspection, operator training, and consistent adherence to established safety procedures are essential to preventing injuries and ensuring safe and efficient sewer maintenance operations.

Accidents or Near Misses: Nothing to Discuss

Status of Safety Works-in-Progress & Annual Items: Nothing to Discuss

Other Business: Nothing to Discuss

Equipment Safety: Nothing to Discuss

Old Business: Nothing to Discuss

New Business: Nothing to Discuss

Meeting Adjourned at 3:30 pm.