This brief is being provided to inform the board, staff, and public of the details of an agenda item that requires no action from the board. The President of the Board will provide board members, staff, and the public the opportunity to ask questions about this topic when this agenda item is announced.

**Date:** September 27th, 2021

**Originator:** Administrative Manager

**Purpose of Brief:** Informational Briefing

**Supporting Documents Included:** No

* **Rate Study Update:**

Hansford Consulting provided Rich with a list of required documents and reports needed to conduct the Rate Study, I am actively working on providing this necessary information.

* **Customer Outreach Program Update:**

During the last billing cycle, customers saw a blank customer contact form included with their standard invoices. Thus far 70% of our customers have returned a completed form.

* **Audit 2020/2021 – Scheduling:**

The 2020/2021 Audit has been scheduled for October 21st and 22nd. Prep work has commenced.

* **County Tax Sale:**

APN: 131-320-024 is going to tax sale between Oct. 22nd – Oct 25th, 2021 the CSD will be able to file a claim of excess proceeds to re-coup delinquent fees owed to the CSD is the amount of 10,282.74. However the CSD does not have a lien filled against this property. Having a Lien will place the CSD higher on the list of claiming funds. Thus a Public Hearing to file liens against this property will be on the CSD November agenda.

* **End of the year: Preparation/Finalization:**

Due to accounts payables, accounts receivables, bad debit and work in progress transaction processing thru August 2021. The financials provided are not final. Nevertheless, please note as we review the Financials during this meeting all Payroll Transactions are final and accurate.

* **NEW Customer Packets:**

Rich and Skyler are working diligently on the customer packet portion that encompasses all Water and Sewer functionality. Therefore, at this present time New Customer packets include the following information until further notice: GMCSD Contact List, Quarterly Rate Sheet, Late & Interest Charges policy, Welcome letter’s from Rich and Cary.