

Administrative Monthly Report

October 16, 2024

Board of Directors Meeting

UTILITY BILLING ACTIVITY FOR THE MONTH OF SEPTEMBER

Customer Utility Billing		
Billing Category	Number of Accts	Amount Billed
Usage Customers Billed - SEWER	842	\$40,631.78
Usage Customers Billed - WATER	865	\$65,884.72
ON/OFF Service	12	\$450.00
LATE FEE	46	\$920.00
TRANSFER	11	\$3,850.00
EQR	27	\$785.75
WATER & SEWER HOOK UP	4	\$12,000.00
CONSOLIDATION	2	\$2,000.00
TAP	1	10,000.00

SEPTEMBER - XPRESS BILL PAY TRANSACTION AND CHARGES ACTIVITY

Product / Service Description	Qty	Unit Price	Line Total
EFT Web Transactions	263	\$0.64	\$168.32
EFT Return NSF or Account Closed	1	\$14.00	\$14.00
Credit/Debit Card Web Transactions	408	\$0.49	\$199.92
Online Banking - Bank Bill Pay Transactions	17	\$0.25	\$4.25
Lock Box Service Transactions	124	\$0.58	\$71.92
Toll Free Operator Assisted Transactions	4	\$1.25	\$5.00
Toll Free IVR Transactions	10	\$1.25	\$12.50
Support, Maintenance, Hosting - Fee	1	\$100.00	\$100.00

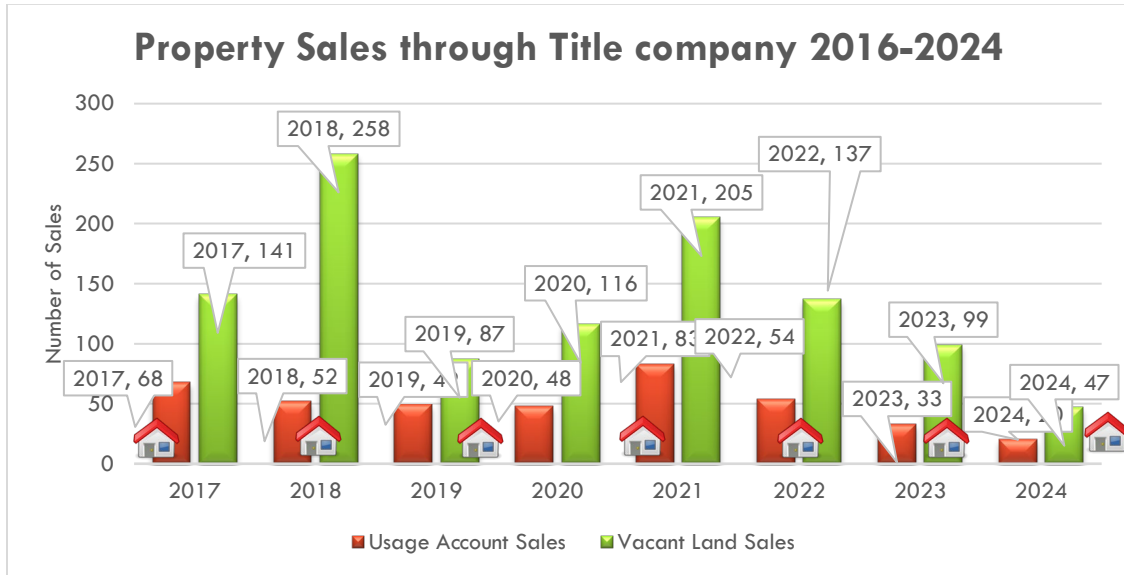
Town of Crestone Sewer 2024

Town of Crestone Sewer Billing - 2024

Date	Monthly Total	Monthly Flow	Flow Charges	Average Daily BOD	Monthly BOD	BOD Charges	Paid	Balance Due
January	418,898	3,309,294.20	\$ 3,309.29	37	1221	\$ 1,210.01	Check #13917	02/28/2024- \$4,519.31
February	379,458	2,997,718.20	\$2,997.72	38	1140	\$1,129.74	Paid online	03/31/2024- \$4,127.46
March	351,472	2,776,628.80	\$2,776.63	72	2016	\$1997.86	Check #14046	04/30/2024- \$4,774.48
April	384,310	3,036,049.00	\$3,036.05	33	1099	\$1,089.11	Check #14104	5/31/2024- \$4125.16
May	413,178	3,264,106.20	\$3,264.11	34	1020	\$1,010.82	Check # 14104	4,274.93- 06/30/2024 + \$499.56 overpayment
June	374,378	2,957,586.20	\$2957.59	38	1064	\$1,054.42	Check #14183	3,512.45 - 07/31/2024
July	450,704	3,560,561.60	\$3,560.56	52	1716	\$1,700.56	Check #14202	5,261.12- 08/31/2024
August	410,448	3,242,539.20	\$3,242.54	40	1240	\$1,228.84	Check 14263	4,471.38 - 09/30/2024
September	443,555	3,504,084.50	\$3,504.08	31	930	\$921.63		\$4,425.71 - 10/31/2024
October								
November								
December								
2024 Totals	3,626.401		\$28,648.57	375	11446	\$11,342.99		

New Rate 10/2022
Rate per 1,000 Gallons of Flow: \$7.900 / 1,000
gallons
Rate per Pound of BOD: \$0.991 /
pounds BOD

August - 2024- Property Sales: 6 - Homes, 5 - Lots

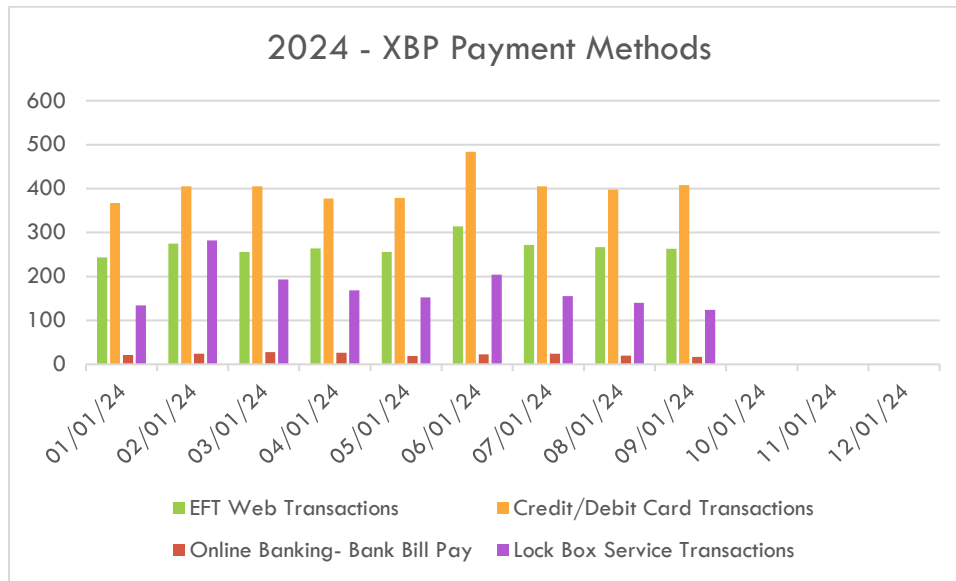


August - 2024 – Other Sales Statistic Including Name Changes Only

Prepared by Greg Hess

Type	Vacant Lot	House	Total Charges
Quit Claim Deed	1	0	\$0.00
Warranty Deed	2	4	\$0.00
Treasurer's Deed	0	0	\$0.00
Bargain & Sale Deed	0	0	\$0.00
Personal Representative's Deed	0	1	\$0.00
General Warranty Deed	2	0	\$0.00
			Total: \$0.00

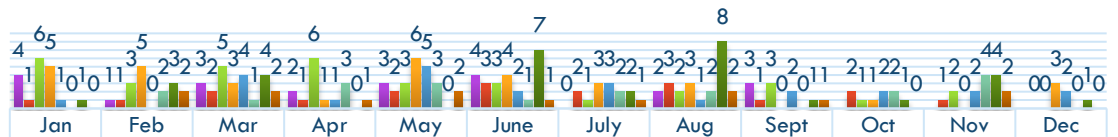
2024 - Xpress Bill Pay Customers Transactions Activity



2024 - Water and Sewer Hook up Applications

3- Application (s) received in August, 22 – Total application (s) received in 2024

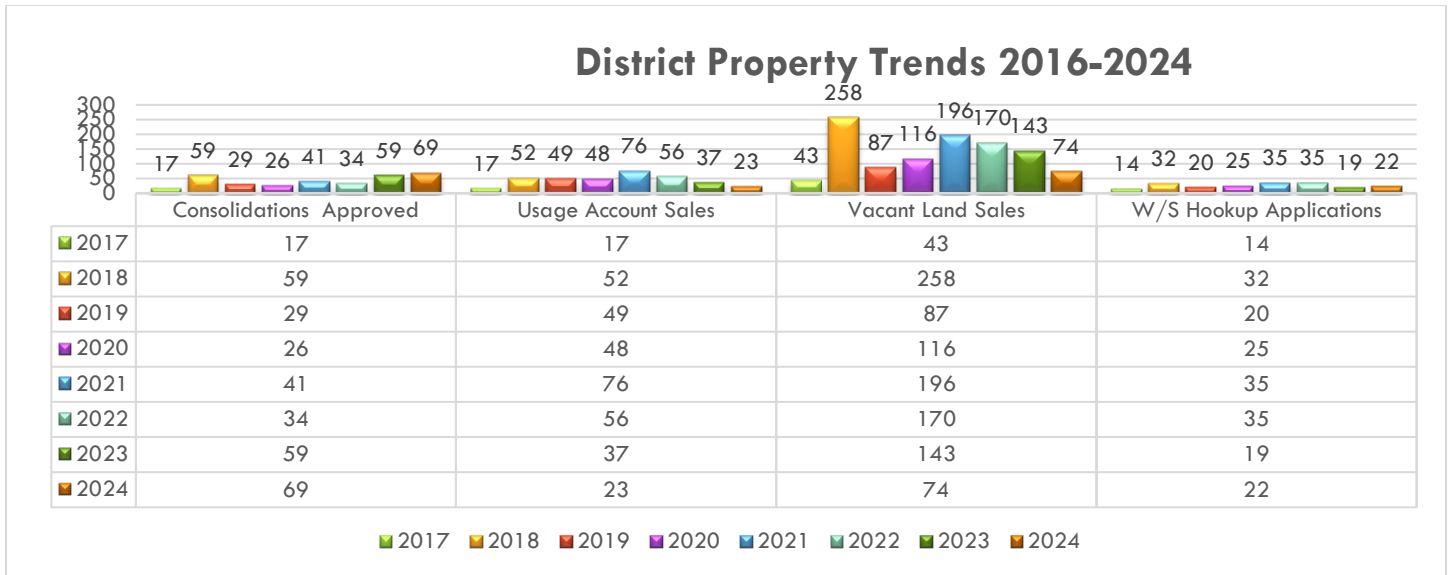
Water-Sewer Hookups 2016-2024



Year	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2024 = 22 applications	4	1	3	2	3	4	0	2	3			
2023 = 19 applications	1	1	2	1	2	3	2	3	1	2	1	0
2022 = 35 applications	6	3	5	6	3	3	1	2	3	1	2	0
2021 = 35 applications	5	5	3	1	6	4	3	3	0	1	0	3
2020 = 25 applications	1	0	4	1	5	2	3	1	2	2	2	2
2019 = 20 applications	0	2	1	3	3	1	2	2	0	2	4	0
2018 = 32 applications	1	3	4	0	0	7	2	8	1	1	4	1
2017 = 14 applications	0	2	2	1	2	1	1	2	1	0	2	0

■ 2024 = 22 applications
 ■ 2023 = 19 applications
 ■ 2022 = 35 applications
 ■ 2021 = 35 applications
■ 2020 = 25 applications
 ■ 2019 = 20 applications
 ■ 2018 = 32 applications
 ■ 2017 = 14 applications

2016-2024 PROPERTY TRENDS



ADMINISTRATIVE UPDATES:

- **Consolidations:**

- District received multiple resolutions from the SC County and new requests for consolidations.
- In 2024, 30 consolidations completed, involving a total of 69 lots. Also one (1) subdivision happened in 2024

- **Certification of delinquent accounts**

Following is the tentative schedule for this project:

- September 1, 2024: Letters mailed to delinquent account holders
- August-October – working on pre certification drafts, checking for payments or change of ownership.
- October 16, 2024: Final date for Property Owner Response to the letter
- October 16, 2024: BOARD MEETING and Hearing date
- Resolution prepared with the list of identified delinquent accounts
- October 31, 2024: PACKET GETS MAILED TO THE COUNTY TREASURER
Packet includes the Final list of delinquent accounts along with the 2024 Executed Resolution
- November 1 through December 10, 2024: the Treasurer will accept certifications for inclusion on the tax rolls
- November 30, 2024: LAST DAY FOR CLOSING REQUESTS FROM TITLE COMPANIES
- December 9, 2024: LAST DAY TO NOTIFY COUNTY OF ANY CLOSINGS/CHANGES THAT OCCURED

- **Projects:**

- SOP updates – in progress
- Updating Pressure Zones Project in Caselle – completed
- Website Tap status and AOS verification project - in progress
- Certifications of Delinquent accounts – in progress
- Creation of District’s social media accounts – in progress

- **2025 Health Benefits:**
- Enrollment portal will be accessible to employees from October 1st through November 8th.
- The deadline for completing enrollment is November 15, 2024.
- All full-time employees have been informed about the enrollment process and provided with enrollment instructions.

- **Delinquent water shut off's:**
 - No delinquent water shut off in the month of October.

- **October's billing message:** As winter approaches, it's time to winterize your home. Be sure to clear water lines and hoses before temperatures drop to avoid costly repairs from frozen or burst pipes. Protect your home by insulating pipes, faucets, and water meters in cold areas. If you have pipes in the attic, unheated garage, or crawl space, wrap them to prevent freezing. If you'll be away for an extended period, ask a trusted neighbor to check your home, or contact us to arrange a seasonal water shut-off at (719) 256-4310. Office hours: Mon - Thu, 8:00 AM - 5:30 PM (closed for lunch 12:00 PM - 1:00 PM). For questions about online bill payments, call (385) 218-0343 or email support@xpressbillpay.com. Wishing you a safe and happy Halloween!