



# City Manager's Report

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March 7, 2023

## 1. Upcoming Meetings/Projects – Council Look Ahead

Attached is the most recently updated Look Ahead document for Council review. The primary meeting focus in addition to the regular Council business and study session meetings are the meetings associated with the Municipal Code Update Project and the Budget Process.

## 2. Natural Hazards Mitigation Plan

Jackson County Emergency Management is leading a process to update and renew the existing Natural Hazards Mitigation Plan (NHMP) document. This is a framework that guides decision-making and policy development for the reduction or elimination of risk resulting from natural disasters such as earthquake, flood, wildfire, winter storm events, etc.

The NHMP update will address natural hazards impacts in unincorporated areas of Jackson County as well as nine incorporated cities. Gold Hill has not previously been among those incorporated cities to participate and have its own specific addendum within the plan. Participating and being included in the NHMP makes Gold Hill eligible for grants to reduce/mitigate its own local vulnerabilities as well as be eligible for reimbursements from state and federal agencies should a natural disaster occur.

More information will be provided to Council as the Gold Hill addendum document is developed and submitted to Jackson County in the next 30-60 days.

## 3. Oregon Health Authority (OHA) – Water System Survey Update

As reported in a prior City Manager Report, the City's water system is regulated by OHA who conduct physical assessments/surveys of the system on a three year cycle. The November 2022 survey identified a deficiency that had also been identified in the 2019 survey that was identified in an April 6, 2023 notice as needing immediate corrective action to avoid enforcement action.

Corrective action had been discussed between myself and Southern Oregon Water Technologies (SOWT), the City's contract water systems operator prior to the receipt of the attached notice with solution options identified, cost estimates provided and preferred path selected. The solution will

provide SOWT with the equipment and tools to be able to complete the required tracer study that has long been a noted deficiency. Compliance has been maintained up to this point using an alternative process that had been acceptable to OHA while a permanent solution was being developed, but that allowance has run its course and the permanent solution needs to be implemented within the next 30-60 days.

Final engineering for the equipment necessary to permanently comply with the tracer study requirements is nearly complete and will be followed by the purchase and installation of the equipment in the Water Treatment Plan and the outflow from the water reservoirs. The total cost to the water fund is expected to be between \$15,000 and \$20,000.

#### **4. Utility Bill Past Due Billing Process**

Staff recently send a letter to all utility customers that have overdue account balances of 60 days or more. Many carry relatively small 60 day plus balances and historically make irregular, off cycle payments. However, there are a growing number of customer accounts with significant overdue amounts. The letter provides customers with a notice of the City's intention of re-instituting late fees, door hangars and water shut-off's to ensure collections occur. The letter also outlines the ability to enter into payment plans and also the potential availability of bill pay assistance through ACCESS (federal funds).

A copy of the letter sent out on April 10<sup>th</sup> is attached.