

WATER SYSTEM MANAGEMENT PLAN

for

TOWN OF WEAVERVILLE

WEAVERVILLE WATER SYSTEM

PWS ID: 01-11-025
Buncombe County
North Carolina

WSMP No. 00-00961

Michael JaVan Morgan
Town Manager

Developed by
The Weaverville Department of Public Works
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Weaverville, NC 28787
(828) 645-0606
Larry Sprinkle, Director

March 10, 2000

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Water System Management Plan

This Water System Management Plan is prepared for the Town of Weaverville Water System, System Identification Number 01-11-025.

System Ownership

The Weaverville Water System is owned and operated by the Town of Weaverville, a Municipal Corporation. The Town of Weaverville was established in 1875. In 1913 the voters approved the construction of a municipal water system. Since that time, the Town has continuously operated a municipal water system.

Items Affecting Owner's Control

Except as noted in this section, all land, buildings, reservoirs, waterlines, pumping stations and other facilities which make up the System are solely owned by the Town of Weaverville.

In November, 1995-96, through a competitive bid process coordinated by the Office of State Treasure, State and Local Government Finance Division, the Town of Weaverville sold \$3.864 million water bond anticipation notes for the financing of water system improvements including the construction of a new 1.5 mgd water treatment facility at the Ivy River. The notes are general obligations of the Town issued under authority of a \$4.6 million order for water bonds approved by Weaverville voters at a referendum held in June, 1993. Annual bond payments are made from current years operating revenues of the Water Department. Documents supporting the bond approvals are included in Section 2.

In 1996 the Town constructed a new Public Works Facility at 15 Quarry Road. This facility is used for administrative and maintenance activities of the Street, Sanitation and Recreation Departments and Water (distribution system) Maintenance. Funding for this project included \$533,000 in local funds and \$400,000 in commercial loan secured by a Deed of Trust recorded with the Buncombe County Register of Deeds, Book 1698, Page 301. Loan principal and interest payment are divided equally between the Town's General Fund Budget and the current revenues of the Water Department.

In 1926 the Town entered into a lease with the United States Forest Service for property on the Ox Creek area for use as a watershed. The use of this property and associated treatment facility was suspended in 1998 with the completion of the Ivy River Water Treatment Plant. This property is presently maintained for possible future and/or emergency use as a water source. A copy of the Special Use Permit for this property is included in Section 2.

Location of Owner and Water System

The Town of Weaverville is located in Buncombe County in Western North Carolina.

Offices and facilities are located at the following addresses:

Town of Weaverville
12 North Main Street
Post Office Box 338
Weaverville, North Carolina 28787-0338
Phone: (828) 645-7116
Fax: (828) 645-4776

Weaverville Public Works (Water Department)
15 Quarry Road
Weaverville, North Carolina 28787-8426
Phone: (828) 645-0606
Fax: (828) 645-4877

Ivy River (Weaverville) Water Treatment Plant
50 Sams Road
P. O. Box 338
Weaverville, North Carolina 28787-0338
Phone: (828) 658-2417

The water system presently serves all of the Town of Weaverville, approximately 1125 customers, and approximately 550 customers in northern Buncombe County in the area adjacent to the corporate limits of the Town and along the water transmission line from the Ivy River Water Treatment Plant. The treatment plant is located approximately 6 miles north of Weaverville near the border of Buncombe and Madison counties.

System Organization

The Town of Weaverville has a Council-Manager form of government. Legislative and policy making authority rest with the Mayor and a five-member Town Council. The Mayor and Council are elected every two years in a non-partisan election held during odd-number years. The Town Council hires a Town Manager to carry out its policies, as well as to manage and direct the daily operations of the Town. The Weaverville Town Council meets 7:00 PM on the third Monday of each month at the Weaverville Community Center on Lake Louise Drive.

Officers and Administrative Employees

Mayor:	Mary “Bett” Stroud
Council Members:	Dottie Sherrill, Vice Mayor Marcie Nisbeth John V. Penley Harold A. Payne Al Root
Town Manager:	Michael JaVan Morgan
Finance Officer:	Brenda Ayers
Public Works Director:	Larry Sprinkle

The Town provides recreational activities, police protection, maintains streets, and has a paid/volunteer fire department. The Town’s Water Department is operated by the Town as a part of the Weaverville Public Works Department. The Town does not contract for the operation of any portion of the Water System.

The Town is a member of the Asheville/Buncombe Metropolitan Sewer District, which provides sanitary sewer service to every section of the Town.

The 1980 Census cited the Town’s population at 1,495. By the 1990 census, the Town had grown to a population of 2,107 that represented a 40.9% population increase in 10 years. However, as of July 1997, according to the North Carolina Office of State Planning, the Town had grown an additional 18.66% to a population of 2,450.

Organizational charts showing positions and reporting relationships are included in Section 3.

Job descriptions for key management personnel are included in Section 3.

Qualifications and Training

Qualifications of Management and Key Employees

Michael JaVan Morgan, Town Manager

Mr. Morgan has a Bachelor of Arts in Political Science and a Masters of Public Affairs. He has completed courses of instruction at the University of North Carolina at Chapel Hill - Institute of Government including City/County Administration, Budget and Financial Planning and Development Supervision. He has over 20 years experience in Public Administration and an extensive background in grant writing and procurement, fiscal planning and budgeting, and supervision of day-to-day management activities. His current professional activities include Western North Carolina Management Association Chairman 1998-99, University of North Carolina at Asheville Community Leadership Program, International City/County Management Association, North Carolina City/County Management Association, and United Way Strategic Planning Committee. He is the recipient of numerous awards including State of North Carolina Commitment to Service Award, Region F Council of Governments Outstanding Achievement Award, Excellence in Public Service Award - 1997, Outstanding Executive Manager in Public Service and Certification of Recognition for Excellence in Budget Preparation from The Governmental Finance Officers Association of the United States and Canada 1997, 1998, 1999.

Brenda Ayers, Finance Officer

Mrs. Ayers has an Associate in Applied Science Degree and 14 years experience in local government finance. She has completed numerous courses at the University of North Carolina at Chapel Hill - Institute of Government including Governmental Accounting, School for Finance Officers, Effective Management Program, Fundamentals of Purchasing, Budget and Financial Planning, Cash Management and Investing, and Administrators for Small Towns. She is a member of the North Carolina Public Finance Officers Association, the Government Finance Officers Association and the North Carolina Local Government Investment Association. Mrs. Ayers is the recipient of the Government Finance Officers Award for Excellence in Financial Reporting for 1998 and 1999 and the Excellence in Public Service Award - 1999.

Larry Sprinkle, Public Works Director

Mr. Sprinkle has a background in civil and electrical engineering and over 30 years experience in the water industry including water distribution system design and the operation of water treatment facilities. His management training and experience includes completion of the course of instruction in Municipal Administration, University of North Carolina at Chapel Hill - Institute of Government and six years serving as Weaverville Town Manager. In addition to management experience, Mr. Sprinkle has over 20 years experience with instrumentation and controls, Supervisory Control and Data Acquisition (SCADA) systems, computer programming and a thorough knowledge of water system hydraulics. Other certifications and training include licensing by the State of N. C. Board of Examiners of Electrical Contractors (License # 16677-I); and Grade A-Distribution Operator

Certification issued by the North Carolina Water Treatment Facilities Operators Board (Certificate #977054.) Mr. Sprinkle is a member of the American Water Works Association and is the recipient of an Excellence in Public Service Award - 1999.

Linda Adams, Administrative Assistant

Mrs. Adams has a Bachelor of Science in Business Administration. She came to Weaverville with 10 years experience working for the City of Asheville - Water Resources Department where her duties included budgeting and finance, personnel administration, teaching "We Care" (a customer service program), and computer classes for division personnel. Her certifications include Grade C -Distribution Operator Certification (Certificate # 976194). She is a member of the North Carolina Waterworks Operators Association and AWWA. She is the recipient of awards including Outstanding Clerical Employee for the City of Asheville, City of Asheville "Best" award, and Excellence in Public Service Award - 1998.

Anthony Laughter, Water Production Supervisor

Mr. Laughter has worked in water treatment since 1991. Prior to joining the Weaverville staff he worked as an A Operator for the City of Hendersonville at their water treatment facility in Mills River North Carolina. His certifications include Grade A - Surface Water Treatment and Grade C -Distribution (Certificate #975090), Grade I Wastewater (Certificate # 23660) and Total and Fecal Coliform Analysis. Tony's training includes SCBA, HAZMAT Operations level, Emergency Response and Repair of Chlorine Cylinders, and CPR. He is a member of the North Carolina Waterworks Operators Association and the recipient of the Excellence in Public Service Award - 1999.

Phillip Turbyfill, Water Distribution Supervisor

Mr. Turbyfill has 10 years experience in water system operation and maintenance. Prior to his employment with the Town of Weaverville he worked for the City of Asheville - Water Resources Department where his duties included operation, maintenance and repair of pumping stations, controls and instrumentation and the general distribution system. He has a thorough knowledge of water distribution principals, instrumentation and control, cross connection control and SCADA. His certifications and training include Grade A - Distribution certification (Certificate # 976332) and Backflow Prevention Device Testing & Cross Connection Control (Certificate # BFP303).

Wesley Rice, Public Works Supervisor

Mr. Rice has 3 years experience in water distribution system maintenance, meter reading and customer service. His certifications and training include Grade C - Distribution certification (Certificate # 980324), Grade C - Water Meter Technician (Certificate # WMC742) and OSHA Competent Person training for trenching and shoring operations.

William Drown, Assistant Water Treatment Supervisor

Mr. Drown has 17 years experience in water distribution and 8 years experience in the operation of a surface water treatment facility. His certifications include Grade A - Surface Water Treatment (Certificate #975377), Grade II Wastewater (Certificate # 21841) and Total and Fecal Coliform Analysis. Other training includes SCBA, HAZMAT Operations level, Emergency Response and Repair of Chlorine Cylinders, and CPR. He is a member of the North Carolina Waterworks Operators Association.

Rickie Allen Harper, Meter Reading/Customer Service

Mr. Harper has 17 years experience in water distribution which includes serving as the Asst. Superintendent of Water and Sewer Maintenance for the City of Asheville. He holds certifications in Grade B - Distribution (Certificate # 990516), Backflow Prevention Device Testing & Cross Connection Control and Trench Shoring.

Kenneth Sprinkle, Water Plant Operator

Mr. Sprinkle has an extensive background in mechanics and equipment repair and 6 years experience in water treatment and distribution. He hold a Grade B- Surface Water Treatment certification (Certificate # 976095) and is a member of the North Carolina Waterworks Operators Association.

Gary Norton, Water Plant Operator

Mr. Norton has over 7 years in water treatment. His certifications include Grade A- Surface Water Treatment and Grade C- Well (Certificate # 975980), and Grade II Wastewater (Certificate # 21853). Other training includes SCBA, HAZMAT Operations level, Emergency Response and Repair of Chlorine Cylinders, and CPR.

Steve Morgan, Water Plant Operator

Mr. Morgan has a Bachelor of Science in Physics and 17 years experience in water treatment. He holds a Grade A - Surface Water Treatment certificate (Certificate # 975582) and Total and Fecal Coliform analysis.

Jody Holcombe, Distribution Crew Chief

Mr. Holcombe has seven years experience in water distribution system operation and maintenance. He is certified as Grade B- Distribution Operator (Certificate # 977136) and OSHA Competent Person training for trenching and shoring operations.

Training and Continuing Education

The Town of Weaverville is committed to providing adequate training and continuing education to its employees. Through the annual budget process, funds are made available to all departments to cover the cost of training courses and seminars and travel expenses associated therewith.

The Town requires that operators holding State Certifications in Water Treatment and Water Distribution System Operations renew their certifications annually. The Town employs a program to encourage employees upgrade of State Certifications. Employees employed directly in water treatment and distribution are required to participate in the upgrade training program.

Key employees are members of the American Water Works Association, the North Carolina Waterworks Operators Association and the North Carolina Rural Water Association. Employees attend relevant workshops and conferences of these organizations.

Employees assigned to duties with the Sanitation, Street and Recreation Departments are cross-trained in water distribution system maintenance activities. These employees are assigned to perform water maintenance duties on a monthly basis so as to keep them familiar with such activities.

System Policies

Policies and Procedures Ordinance

The Weaverville Town Council is responsible for adopting policies for the operation of the water system. The Town Manager and Public Works Director make recommendations to the Town Council regarding these policies and recommend updates as necessary to keep the policies current with ever changing regulations.

The *Weaverville Water Policies and Procedures* ordinance was last amended by the Town Council on August 18, 1997 and is incorporated in the Code of Ordinances of the Town of Weaverville as Chapter 30. These policies are included in Section 4 and the complete Town Code, including the *Weaverville Water Policies and Procedures* are available on the Town's web site at www.weaverville.net.

The Policy is a comprehensive document containing provisions ranging from the water billing procedures to waterline extension policies to cross-connection control. An outline of the Policy is as follows:

Article 1 - General

- Section 1.1 General Provisions
- Section 1.2 Definitions
- Section 1.3 Hearings and Appeal Procedures

Article 2 - Policies and Procedures Relating to Availability of Water and Extension Services

- Section 2.1 Availability of Services
- Section 2.2 Commitment Letter
- Section 2.3 Connection Permit
- Section 2.4 Extension Agreement
- Section 2.5 General Policies Relating to Connection Permits and Extension Agreements
- Section 2.6 Development Charge
- Section 2.7 Reserved
- Section 2.8 Customer Services
- Section 2.9 Use Restrictions

Article 3 - Specific Policies and Procedures Relating to Water Service

- Section 3.1 Connection with Fire Hydrants
- Section 3.2 Weaverville Standard Requirements
- Section 3.3 Meters
- Section 3.4 Cross-Connection Control Policy
- Section 3.5 Fire Protection Service
- Section 3.6 Connection and Service Fees
- Section 3.7 Billing Adjustments
- Section 3.8 Use Restrictions
- Section 3.9 Interruption of Service

Article 4 - Maintenance, Operation and Controls

Section 4.1	Maintenance of Service Connections
Section 4.2	Termination
Section 4.3	Governmental Service
Section 4.4	Claims
Section 4.5	Contracts
Section 4.5	Forms

Standard Details For Construction

In order to assure uniformity in the construction of extensions and additions to the water distribution system, the Town has established a supplement to Section 3.2 of the Weaverville Water Policy and Procedures. This document entitled *The Town of Weaverville Town of Weaverville - Standard Details For Construction* includes standard specifications and standard details for the construction of waterlines. A copy of this document is included in Section 5.

System Monitoring, Reporting, and Record Keeping

The Weaverville Water System complies with the monitoring and reporting requirements for assuring that the source water quality, treatment process and water distributed to customers is meeting applicable standards. This data is reported in accordance with Rule .1525 and .1526 of the Rules Governing Public Water Systems. Policies pertaining to monitoring, reporting and record keeping are included in Section 6 and include the follows:

Town of Weaverville Water Treatment - System Monitoring, Reporting and Record Keeping

This document outlines the procedures implemented to maintain system monitoring and compliance pursuant to North Carolina Administrative Code Title 15A Subchapter 18C - Water Supplies.

Potable Water Quality Monitoring Report

This report is used by the Department to track system water sample. It is used for routine sampling and sampling as a result of customer complaints.

Annual Wastewater Facilities Report

This is the annual wastewater report for collection, treatment and discharge of wastewater from the Ivy River Water Treatment Plant.

Notification of Water Quality Violations

The Department has adopted the following policy regarding public notices:

Town of Weaverville Water Treatment - Water Quality Public Notification Policy and Procedure

This document outlines the Town's policy regarding notification to the public in the event of finish water quality problems at the treatment facility or within the distribution system. Procedures include NC DENR notification, hand delivered notices to customers in affected areas of the distribution system and news media notification in the case of system wide quality problems or bill notices. A copy of this Policy is included in Section 6.

Automated System Monitoring and Control

The Water Department utilizes a Supervisory Control and Data Acquisition (SCADA) System for monitoring and control of reservoirs, pump stations, and system pressures within the water distribution system. This system provides the operators with realtime data including all system reservoir levels, flow rates and pressures at selected points on the system, and the operating status of all pump stations and the water treatment plant.

The SCADA system controls the operation of distribution system pump stations and the High Service pumps at the water treatment plant, based upon reservoir set points established by the operator. All monitored functions are equipped with alarms. The alarm system functions locally and also outputs to an alpha numeric paging system to forward detail specific alarm conditions to the operators assigned to on-call duty.

In addition to the alarm paging system, the Central computer is fully functional from each supervisors computer on the network at Public Works. Key supervisory personnel may also dial into the system and view and operate the SCADA system from their home computer or a laptop computer connected to a standard telephone line. This allow supervisory support for the operators in case of emergency and allows immediate monitoring and control of the SCADA system by supervisory personnel in the event of emergencies.

Typical SCADA system display screens are included in Section 7.

Customer Service and Emergency Response

During normal business hours, calls for customer service and water emergencies are handled by the personnel at the Public Works Facility and/or the Weaverville Town Hall. A multi-channel two-way radio system facilitates communication between these points, the Water Treatment Plant, and all Public Works/Water Department Crews. All equipment necessary for emergency communication is equipped with battery backup and/stand-by power to maintain operation in the event of electrical power failure.

After normal business hours, on holidays, and on weekends, Public Works employees are assigned for emergency response duty. The response team includes a 1st Call supervisory employee and a minimum of two additional employees are assigned to be available “on-call”. Customers telephoning Town offices after hours, holidays and weekends are directed to leave their messages on the voice mail system. The system immediately pages the 1st Call employee who responds. A copy of a typical monthly On-Call Schedule for employees is included in Section 7.

Safety Procedures

The Department of Public Works utilizes a variety of procedures to assure the safety of its employees and the public in general. These procedures range from process safety policies at the water treatment plant to “tailgate” safety meetings of maintenance crews. Specific safety training is tailored to the degree of hazard to which the employee is exposed. Supervisors are trained to recognize safety hazards and take appropriate action. The safety program includes the following elements, copies of which are included in Section 8:

Water Treatment Plant

Process Safety Management of Highly Hazardous Chemicals

Chemical Safety Information, Site Security and Fuels Regulatory Relief Act
Public Notification.

Respiratory Protection Policy and Procedures

Water Treatment and Maintenance Employees

Safety meetings are held on Monday mornings covering general safety topics which have including:

Electrical Safety	Hearing Protection
Work Site Safety	Lightning Safety
Work Zone Traffic Control	Bee Stings
Preventing Heat Stress	Dealing With Dogs
Cold Weather Safety	Cold Weather Clothing
Winter Driving	Chain Saw Safety

Safety Bulletins are issued to cover specific task related safety issues.

Power equipment Operator’s Manuals are used for training on the safe operation of power equipment.

All crews involved in trenching activities include at least one person certified as a OSHA Competent Person.

Finance

Budgeting and Finance

The Weaverville Water System is operated as an Enterprise Fund. Enterprise Funds are used to account for operations that are financed and operated in a manner similar to private business enterprises where the intent of the governing body is that the cost of providing goods and services to the general public on a continuing basis be financed or recovered primarily through user charges. The Town utilizes two funds of this purpose as follows:

Water and Sewer Fund - This fund is used to account for the Town's water operations. The Town no longer operates a sewer collection system.

Water and Sewer Capital Projects Fund - This fund is used to account for the Ivy River Water Treatment Plant Project. This project is financed primarily by federal grants and bond proceeds.

Water and Sewer Fund -Operating Revenues and Expenditures

The annual Operating Budget for the Weaverville Water System (Department) is prepared by the administrative staff and adopted by the Town Council as a part of the Town's normal budget process in accordance with the General Statutes of the State of North Carolina.

Revenues - The primary source of revenue to the Department is proceeds from water sales. Other revenue includes Tap Fees, Capacity Depletion Fees, Reconnect Fees, Interest Income and other Miscellaneous revenues. Key revenues are as follows:

Water Revenue - The Town utilizes a differential water rate for sales inside and outside the Corporate Limits of the Town. Minimum water billing is dependent upon meter size. A copy of the current water rates is included in Section 9.

Tap Fees - Tap Fees are established to cover the actual cost of installing new water services. These fees vary depending upon meter size. A schedule of Tap Fees is included in Section 9.

Capacity Depletion Fees - The Town has established Capacity Depletion charges based upon the "System Buy-In Method" that is described in AWWA's manual for Water Rates and Related Charges. A schedule of these charges is included in Section 9.

Expenditures - For accounting purposes, expenditures of the Department are divided into the following divisions:

Water Administration - This division includes administrative services of the Department including management, water billing and accounting.

Water Production - This division includes all activities associated with the production of water including the operation of the Ivy River Water Treatment Plant and supplemental purchase of water from other systems.

Water Maintenance - This division includes all activities associated with the water distribution system including expenses for water maintenance crews, supplies and equipment.

A Schedule of Revenues and Expenditures for the years 1998 and 1999 are included in Section 9.

Water and Sewer Capital Projects Fund

Ivy River Water Treatment Plant Funding

In November, 1995-96 the Town of Weaverville sold \$3.864 million water bond anticipation notes for the financing of water system improvements including the construction of a new water treatment facility at the Ivy River.

The notes are general obligations of the Town issued under authority of a \$4.6 million order for water bonds approved by Weaverville voters at a referendum held in June, 1993. Annual bond payments are made from current years operating revenues of the Water Department. A Schedule of Revenue, Expenditures and Changes in Fund Balance for this fund and other documents supporting Local Government Commission approval are included in Section 2 as *Items Effecting Ownership*.

Financial Reporting

The Town of Weaverville is the recipient of awards for excellence in budgeting and finance including:

Certificate of Achievement for Excellence in Financial Reporting - for the years 1997 & 1998 by the Government Finance Officers Association of the United States and Canada.

Distinguished Budget Presentation Award - for the years 1997, 1998 & 1999 by the Government Finance Officers Association of the United States and Canada.

State Treasurer's Governmental Accounting/Financial Management Award - presented by the North Carolina Department of Treasurer for the year 1996

Certifications

Water System Management Plan Certification

Certification that states the information in this Water System Management Plan is true, accurate, and complete is included in Section 10.

O&M and Emergency Plan Certification

O&M and Emergency Plans are maintained at the Public Works Facility and at the Ivy River Water Treatment Plant as applicable.

Certification that states that these plans have been completed and are available is included in Section 10.

Section 2

Items Effecting Owners Control

Contents

Water System Debt

\$3,090,000 Water and Sewer Series A bonds

\$ 814,000 Water and Sewer Series B bonds

\$ 400,000 Public Works Facility loan

Documents Supporting Local Government Commission approval of bonds.

U. S. Forest Service Lease - Ox Creek Watershed Property

Section 3

Staff Organization

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Organizational Chart - Public Works

Organizational Chart - Administration

Job Descriptions

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Public Works Director

Administrative Assistant

Public Works Supervisor

Water Maintenance Supervisor

Meter Reader/Distribution Technician

Water Treatment Supervisor

Water Plant Operator

Equipment Operator II (Maintenance Crew Chief)

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System Policies Part I

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Weaverville Water Policies and Procedures Ordinance

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Chlorine Ton Cylinder Standard Operating Procedures

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Accident Investigation Report

Heat Producing Permit

Chemical Safety Information

Respiratory Protection Policy and Procedures

Miscellaneous Safety Program

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Section 9

Finance

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Water and Sewer Fund - Schedule of Revenues and Expenditures

Capital Projects Fund - Schedule of Revenues and Expenditures

Schedule of Water Rates, Fees, Charges and Penalties

Ordinance Establishing Water System Capacity Depletion & Tap Fees

Budget and Finance Awards

Section 10

Certifications

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Water System Management Plan Certification

O&M and Emergency Plan Certification