

REPORT OF THE GENERAL MANAGER

Presented to the Board of Directors of The Ambridge Water Authority

On August 19, 2025

- **Auditor**

- Nate submitted additional documents as requested by the auditor. No changes and still set for November/December audit review.
 - Payroll reconciles
 - Bank checks/AP reconcile

- **Projects & Engineer Updates**

- Splashpad is currently losing 50,000 + gallons of water per week. Readings are done weekly if not several times a week. See attached email to Mario.
- Hazel Ave culvert – it was determined in the recent Ambridge Borough meeting that the culvert collapsing on Hazel Ave is in fact responsibility of Ambridge Borough. I have requested for an update from Mario and included our engineer. This was to be discussed the week of 8/11/25, will provide update if available but as of now, Ambridge Borough would be solely responsible based on information provided, but there has been pushback regarding AWA having partial responsibility.
- Street Scape (next phase) – I reached out to Mario for an update regarding the next phase in order to allow LSSE to properly review, request funds and cost associated with the project.
- Nate & LSSE team meet on Monday, August 4th to discuss plans for upcoming project layouts, plans, grants and pricing. Additional information is to follow from LSSE regarding projects and outlining pricing for projects.

- **Employee Updates**

- Jesse Hernandez – Hearing set for 8/18/25 with Jesse & his attorney along with Workers Comp attorney.
- New Hire – Plant Operator Garrett Johnson has completed 8 weeks with AWA. Training has been going well with the plant. Garrett is on a 2 week shift rotation for his training in order to work each shift.
- Summer Help reimbursement – submitted to PA Department of work request for funds from summer help payment as AWA paid in advance. \$24,000 was submitted for work to date for summer help. A final submission will take place

- **Updates and General Information**

- **System Issues & Server Issues** – We recently ran into issues where our server had issues then stopped working all together. The plan was to update the server later in 2025 but the crash caused us to rush it. The new IT team worked wonders and updated the server and fixed all issues. We did have days where payments were not able to be made based on issues/no performance.
- **New Alliance** – we have had a handful of issues where deposits were delayed (10 days) or receipts missing.
 - 8/8/25 - \$50 check missing from deposit, NA said it was dated incorrectly but we asked for proof to verify if mistake on our end but no proof given.
 - Deposits received and when we do our weekly reconcile (office employee verifies the deposit slip which Nate signed off on), there have been times when the deposit was still pending at the bank.
 - While minor, I wanted to bring it to the board's attention. I have asked the bank to review their processes and we will follow up on ours to see if there are any future delays and I will relay to our auditor for suggestions as well.
- **Range Resources feedback** – There have been 2 calls regarding drilling on or near the reservoir. The first call was from a resident in Harmony Twp who had general questions and was going to reach out to Range Resources directly, the second call was from Baden Borough Mayor Rakovan. Mayor Rakovan called to

verify that drilling pads were not on the reservoir land itself. No other comments or questions have been asked as of 8/15/25.

- **Billing Software**

- Currently using Harris software for billing, managing payments, bill creations and account management. We have had several issues to where the software has issues or when we update other areas of AWA such as the meter programing and most recently AWA server. These issues have caused delays in processes and delays in general.
 - Looking to update to MuniLink which is commonly used by other water authorities/municipalities such as Sewickley, Edgworth, Monaca.
 - One stop shop for features such as customer billing, online payment system, etc.
- Cost to transition is \$28,000 for one time transition. MuniLink will gather 3 years of data to transfer along with set up entire account.
- Review of system current costs \$26,170 (not counting bills) vs MuniLink \$36,000. More money upfront but overall use of system, customer interaction along with eventually eliminating other vendors overtime would benefit AWA. MuniLink suggested to make the change for billing then look into other options such as mailing bills, website and so on.
 - Harris is currently based out of Canada and their customer service is terrible.
 - Software is outdated and creates issues and not user friendly.
 - Upfront costs but will save money over time.
 - Rave is \$4,200 per year and would be eliminated
 - Reduced customer billing with updated account platform but also reduced mailed bills overtime.

Important Dates

- Audit 2025 – AWA & JMA began audit with most recent meeting on 7/9/25. **Next meeting is set for end of August 2025.**
Range Resources submitted wire which was received on **8/13/25** in the amount of \$1,165.878. This is for the initial payment, when land is drilled, additional funds will be received for the remaining 4 years and also royalty payments. I will updated the board once this takes place.
- Bond Payment – May Bond payment was submitted, next payment is due by **August 30th, 2025.**
- LSA Grant – submitted on **11/24**. Contact was made by Dylan Doan on 5/12/25 stating all our information was received and nothing additional is needed. Timeframe for decision is **September 2025**
- **PASWS** Grant – submitted prior to **April 30th**. Pending update regarding decision date from PASWS. As of June 13th, no update and expected to hear after **October** PASWS Meeting but not confirmed.
- **New Grants** – I spoke with LSSE and AWA will submit another LSA Grant for 2025.

At this time, I have no further business to bring before the Board.

Respectfully Submitted,

**Nathaniel Protzman
General Manager**