

October 2025

Administrative Services Department Activity Report

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Monthly Statistics

428 Customers for EyeOnWater App
21 Open new water service accounts
22 Closed water service accounts billed
0 Number of Water and Sewer Billing-No billing this month (bi-monthly billing)
0 Leak Notice Letters
271 Water & Sewer Billing 45 Day Late Notices
0 Water & Sewer Billing 10 Day Shutoff Notices
6 Water & Sewer Billing 48 Hr Shutoff Notices Sent
1 Water & Sewer Billing Shut Offs
80 New Business License Issuance
1 Closed Business License

Noteworthy Information

1. Staff conducted an exit interview with Chavan & Associates LLP, confirming that there were no audit findings. The final audit report is tentatively scheduled for release by December 31, 2025, and will be included on the January City Council agenda for acceptance and filing.
2. The Budget Committee held its meeting on October 14, 2025. Upcoming monthly meetings have been scheduled as follows:
 - November 17 at 10:00 AM
 - December 15 at 10:00 AM
3. Staff attended the Springbrook conference from October 27–29, gaining valuable insights into the software’s current capabilities and upcoming enhancements. Key highlights included:
 - a. ePermitting Application Module: A new tool designed to streamline the creation, management, and tracking of building permits, special event permits, and contractor/business licenses—offering a more integrated solution.
 - b. Asset Management Module: This feature will integrate with the Utility Billing system to improve field operations, including service requests and meter replacements, enhancing overall efficiency.
 - c. Demo Forthcoming: A demonstration of these new modules is expected soon once key staff members who should be attending are identified.
4. Staff is preparing for the upcoming 2026 business license renewal. Renewal notices are tentatively scheduled to be sent out in mid-November, with a submission deadline of January 31.