



## NAVAJO TRIBAL UTILITY AUTHORITY

AN ENTERPRISE OF THE NAVAJO NATION

### **NTUA follow up report to the Navajo Nation Council NAABIK'IYATI' Committee Meeting Thursday, December 8, 2022**

#### **Update Report from the NTUA regarding water cards revoked from Navajo Nation Citizens**

- 1. Check with Kayenta District for Delegate Daniel's allegation of a rancher's card confiscation (suspected livestock usage).**

**RESPONSE:** Delegate Herman Daniels provided the customer's name. We are in the process of attempting to make contact directly with the customer to work towards resolution with the customer.

We try to educate our customers to get them to understand that we provide water for domestic use only not for livestock.

- 2. Delegate Stewart reported low flow from FD WLS.**

**RESPONSE:** The current pressure setting at the individual PRV is at 45 PSI. Initially, the pressure was set at 60 PSI. Pressure was decreased due to the safety of customers, especially our elderly.

- 3. Delegate Stewart reported ice accumulation around FD WLS.**

**RESPONSE:** We physically inspected the water loading station and found that the back flow assembly equipment inside the cabinet is not draining the water through the vent correctly. Material is on order and the issue will be fixed.

- 4. Address Delegate Stewart's concern of zero-outs. Review public instructions at WLSs and card reader displays for clear directions on card usage to avoid card zero-outs and what to do if a zero-out happens.**

**RESPONSE:** The cards will zero out if the customer removes the card too quickly before the usage is updated. When this occurs, the card requires a reset from the District Office. Our Fort Defiance District team will ensure instructions are provided to all water loading stations customers moving forward. Additionally, instructions will be posted in visual sight.

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FT. DEFIANCE, AZ 86504

KAYENTA  
P.O. BOX 37  
KAYENTA, AZ 86033

TUBA CITY  
P.O. BOX 398  
TUBA CITY, AZ 86045

SHIPROCK  
P.O. BOX 1749  
SHIPROCK, NM 87420

CHINLE  
P.O. BOX 549  
CHINLE, AZ 86503

FORT DEFIANCE  
P.O. BOX 587  
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DILCON  
HC 63 BOX D  
WINSLOW, AZ 86047

CROWNPOINT  
P.O. BOX 1825  
CROWNPOINT, NM 87313

CALL **800-528-5011** OR **928-729-5721** FOR ALL OFFICES.

**\*This institution is an equal opportunity provider and employer.**

- 5. Delegate Yellowhair purchased a water card from FD District but it didn't work. He paid for it and didn't use it. His wife also had a card but when he went to report it to the District Office, they took his wife's card and cut it in half. She had paid for her card and didn't use it.**

RESPONSE: Our FD Office Supervisor, Mrs. Ilene Noble, assisted Delegate Yellowhair and his wife, Sandra on 11/22/2022. Mrs. Noble provided that she would download the usage report and confirm the balance. Following, she would confirm the balance and replenish the amount remaining on the card. Delegate Yellowhair and his wife explained their previous encounter with our Cashier the day prior in which Delegate Yellowhair came into our FD District reporting that his water loading station card had zeroed out. Delegate Yellowhair met with our Cashier and requested she provide a depleted balance and Delegate Yellowhair requested this card be cut and discarded. Our cameras were reviewed and capture the interaction between Delegate Yellowhair and our Cashier.

Following the review of the usage report, Mrs. Noble did confirm an error and replenished the actual balance to Delegate Yellowhair and his wife's water loading station card. Mrs. Noble did review the proper steps to avoid this card issue with Delegate Yellowhair and his wife.

This was closed and resolved with Delegate Yellowhair and his spouse.

Respectfully submitted by:  
Mrs. Rayni Nelson, Associate Deputy GM  
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