

MEMORANDUM

Dept. of Natural Resources

State of Alaska

Division of Water

TO: Gary J. Prokosch
Acting Chief, Water Resources

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SUBJECT: Public Service

Who are our Customers? Every water user in the state, using water for commercial, industrial, and domestic needs. State, federal and local agencies; private consultants; and the private sector developing or assisting in the development of water resources in the state.

State and Federal agencies; and special interest groups requesting water for instream flow purposes.

What services are provided? Answer general water rights and water law questions. Research upon requests for general information and data (well logs, type of water use, well locations, number of water rights, quantity of rights, priority dates, status of adjudication, etc.). Respond to water use and misuse reports, and water right conflicts between users or a user and an agency's resource concern.

What services provided in the past can not be provided under the current budget? The current budget allows for an additional adjudicator in Fairbanks which, when filled, will result in better service to the public and the adjudication of additional backlog files. The Southeast and Southcentral offices have the same number of staff as in FY94. There is less travel and contractual funds available to work with which will result in an increase in response time for larger water projects, as we will depend on the applicant for additional information and data rather than collecting it ourselves.

What can be done to improve our service?

Clerical/receptionist support. LRIS has a number of small water subsystem (LAS) projects we have requested that, if completed, would speed up our adjudication and research time for water right information requested by the public. Clean-up of WRI screen for quicker retrieval and response to the public.