

LAKE LIMERICK COUNTRY CLUB -WATER SYSTEM COMMITTEE MEETING

Minutes of August 24,2024 9:00 am

Meeting Location: Hybrid: In person at the Inn Crow's Nest for Water Committee & by Zoom for Community Members

Call to Order: Meeting called to order by Chairman Kelly Evans.

Members Attending: Chairman Kelly Evans, Secretary Don Bird, Treasurer Sue Hearron, Dan Cossano, Keith Matches and Anne Moen

Board Members: John Ingemi, Dean Dyson, Joel Gray

Employees Attending: Water System Manager Chris McMullen.

Guests:

COMMENTS FROM THE CHAIR:

Following are the brief comments from the Chair:

- 1) The Board passed the Water Budgets with revisions and one "No" vote. It's a good budget, proud of the Water Committee and thanks to staff support.
- 2) The motions to the Board approved including a new PC for the Water Chairperson.
- 3) Regarding the Water System Plan, a fee was paid to the Department of Health as required, Chris to coordinate with Lydia to determine who is responsible to complete the remaining punch list items.
- 4) Need to explore the option of using the current budget and adding 5% for next year rather than going through the whole process and to see if can work toward a bi-annual budget.

See attached Water Report for 24-08-17 BOD for additional details.

APPROVAL OF MINUTES

Motion made by Anne Moen to approve July minutes. Seconded by Sue Hearron and carried with no nays.

COMMENTS FROM GUEST

None

ADDITION TO THE AGENDA FROM COMMITTEE MEMBERS

None

LAKE LIMERICK WATER SYSTEM TREASURERS FINANCIALS UPDATE REPORT

*Submitted By Sue Hearron, Treasurer
For July 2024*

Bank Accounts and Investments:

• Heritage:	Checking-8937	Water Operating	\$438,715.00
	Money Market-8953	Mainline Reserves	\$ 63,107.09
	Money Market-8945	Capacity Reserves	\$11,000.50
• OCCU	Savings ID-1002	LLCC Water Committee	\$102,632.15
	Checking ID-2001	LLCC Water Committee	\$76,847.46
• Edward Jones	Various CD Investments	Mainline Reserves	\$857,539.78
	Various CD Investments	Well Reserves	\$467,326.98
	Various CD Investments	Savings	\$390,811.71
TOTAL:			\$2,407,980.67

Water Financials Update:

- OCC Bank Account is currently asleep as it has not had any activity in months. We need to make a deposit or a transfer to wake up the account.
- Sue Requested Copies from the office of the bank accounts. The Heritage Mainline Savings has a much higher balance than it should. She will work with Amber to resolve.
- Expenses are now up to date in Quickbook. Sue will be working with Amber and Angela to determine the amount Water needs to reimburse HOA for expenses paid on Waters behalf.
- P& L is now updated for FY 10/23-7/24.
- Balance sheet still has some issues and the copy received from Angelina included HOA. Sue has requested a new balance sheet for Water only.

AR Summary Report for YTD 2024

	<u>Current</u>	<u>31-60 Days</u>	<u>61-90 Days</u>	<u>>90 Days</u>	<u>Total</u>
01/31/24	9,882.18	-5,288.18	9,888.76	7,251.90	21,727.66
02/29/24	19,417.13	-1,316.95	-272.14	8,666.55	26,494.59
03/31/24	19,030.85	6,120.74	-2,529.92	7,892.28	30,513.95
04/30/24	17,082.24	6,716.46	3,700.20	4,729.60	32,228.50

05/30/24	18,663.35	7,459.81	-1,026.32	12,526.41	37,623.25
06/30/24	21,694.33	7,755.08	5,667.41	10,085.50	45,202.32
07/31/24	15,780.24	5,732.18	5,080.01	14,088.70	40,681.13

Reports Attached:

- Edwards Jones Detail Spreadsheet of CD Investments.
- Cash Accounts Summary
- AR Aging Report Summary
- P&L Report

** Motion made by Anne Moen to approve July financial report with limited information. Seconded by Keith Matches, carried with one abstain by Dan Cossano.*

BOARD MEMBER REPORT: JOHN INGEMI

Following are comments from John Ingemi regarding upcoming Water billing changes:

- 1) John attended the Ampstun program training session presented by Joanna Land, Ampstun trainer to Office and Water staff and Water Committee members
- 2) Only about 5% of the features of Ampstun are currently used
- 3) Going to start offering paperless billing
- 4) E-mail addresses are currently being input into Ampstun by John and others
- 5) Plan to send note to members to join, some Water Committee members offered to join
- 6) The format of the paper and online bill will be different but similar
- 7) Shannon has approved using the paperless billing features and moving QuickBooks to a dedicated HOA software platform including billing, financials, permits, compliance and the features currently used in Payment Services Network.
- 8) Shannon plans to migrate to the new HOA software in October operating in parallel with the current operations.
- 9) There is currently a new temp agency staff person assisting with staff operations.
- 10) Ampstun can currently be used to send notes to members
- 11) Through Ampstun, a delinquent account list was created and shared with Board members.

WATER SYSTEM MANAGER'S REPORT: CHRIS MCMULLEN

- 1) **Managers' Report & Consumption Spreadsheet** – See attached consumption report.
 - Overall, consumption was up substantially to over 7.7 million gallons compared to 5.3 million gallons in June. However, this was less than the 8.5 million gallons consumed last July which was, at least partially, due to water conservation efforts.
 - Water distributions system loss (DSL) was down to 11% from 16% in June but calculated net loss was still about 1 million gallons. Chris noted that this does not include golf irrigation water as that comes from the Lake.

- Need to continue to review the water system to determine the causes of the apparent losses. Still waiting for parts to install new source flow meters which will help to improve source flow accuracy.
- Three new customer meters were installed for members on Somersby, Errigal and Olde Lyme.

2) Project Status:

- **Well Analysis by Picatti Brothers** – The contractor, Picatti, planned to test Well 6 the 3rd week of August but that had not occurred by the time of this meeting. They plan to come out in September to confirm that the Well #6 wellsite is fully accessible by their “big” truck and bring that rig the next week. Their report will be provided after that.
- **Source Meters** – Received the new source meters. Still waiting on additional fittings to install the new source meters.
- **PFAS Testing** - Polyfluoroalkyl (PFAS) and herbicide water samples were taken and submitted for testing.
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3) Maintenance Status:

- **Leaks** - As noted in the Consumption Report, leaks were down in June but have increased in July. Because the tank level sensor at Well 3 was repaired, the well is not overflowing which could partially account for the reduction in July. Estimates of the water that overflowed, if available, could be included in the Consumption Report. The capital budget includes money for leak detection equipment. Chris has requested demonstrations of that type of equipment from two companies.
- **Customer Meter Replacement** – Customer meters wear out and get out of calibration. Lydia from Northwest Water Systems indicated this should be in the WSP and suggested it should be 200 meters /year. The new budget includes an allocation for replacing meters. Although the initial budget presented included 200 meters, the Board only approved 100 meters as a pilot project.
- **LCRR Surveys** - The Office still has not received enough of the consumer surveys regarding type of water pipe and fittings. The forms are due to DOH by October 16.
- **Well Site Protection Notifications** – Letters need to be sent to specific members as well as 14 non-members that are located within a specific radius of each of the well sites to alert them to protect the area around the well sites from contamination. Chris has drafts of each of the letters to be sent.

4) New Information:

- **Upcoming Project PARS** – As noted above, several PARS are waiting for the results from the Picatti well evaluation tests.
- **Graffiti** – Well #1 tank adjacent to Mason Lake Rd. has quite a bit of graffiti. Chris has paint and needs two full days without rain to paint out the graffiti.
- **Communications Update** – It was noted that more work is being done at the cell tower just off of Penzance. This means better cell communications may be on the horizon to allow for improved SCADA communications and security cameras.

- 1) **Written** - None
- 2) **Email** - None

ONE-TIME WATER USAGE FORGIVENESS REQUESTS

- 1) Sheila Vanderbosch, account #100448, submitted a forgiveness request just a few days prior to the meeting based on her July water bill for June. It was noted in the supporting details provided that the August water bill was even higher because the leak was still occurring in July. The committee determined that the original request was premature and needed to be edited with more up-to-date information.
- 2) A revised forgiveness was submitted based on the August Water Bill which had a Water Usage of 37,172 gallons billed at \$451. Deducting the base Water Usage cost of \$44.00, the forgiveness request was \$407.00.

Motion made by Don Bird to approve the forgiveness request from Sheila Vanderbosch, account #100488, for an amount of \$407.00, which is the August water usage amount of \$451.00 less the base water usage bill of \$44.00, since she was current on her account and the water leak has been fixed and confirmed by the Water Department. Seconded by Dan Cossano and carried with no nays.

MOTIONS TO THE BOARD FROM PREVIOUS MEETING

The following motions to the Board from the July 2024 meeting were approved.

**Motion made by Dan Cossano to approve the Water Committee Operating Budget as amended. Seconded by Keith Matches and carried with no nays.*

**Motion made by Dan Cossano to approve the Water Committee Capital Budget as amended. Seconded by Keith Matches and carried with no nays.*

**Motion made by Keith Matches to approve purchase of a new laptop for the Water Committee Chair with a budget not to exceed \$2,000. Seconded by Ann Moen and carried with no nays.*

UNFINISHED BUSINESS:

- 1) **FY 2025 Water Budget Approval** - The FY 2024-2025 Water Operating and Capital Budgets were submitted to the Board and approved after discussion and some modifications. The final budget documents will be sent to the membership for their approval. Completed ballots must be received by September 20th.
- 2) **Water System Plan** – Chris continues to work with Lydia Bower of Northwest Water Systems to complete responses to DOH questions regarding the WSP. See comments from above.
- 3) **Summer Water Conservation Notices** – Notices were sent to all members in their June water bill to remind them to conserve water. As a result, the following table shows that there were significant reductions in monthly consumption from 2023 to 2024 between May through August.

Total Authorized Consumption

	Apr.	May	June	Jul.
2023	3,115,863	5,841,767	6,472,720	8,457,535
2024	3,883,851	4,569,190	5,319,064	7,745,578
Difference	767,988	-1,272,577	-1,153,656	-711,957
% Inc/Dec	24.6%	-21.8%	-17.8%	-8.4%

NEW BUSINESS

1) Inaccurate Water Billing Recovery Remedies – Don Bird made some analyses about inconsistencies in the water billing accounts and learned during the Ampstun training how to find and modify the customer accounts accordingly.

The following account issues were identified:

- 2 accounts where the Water Usage portion of the bill had “expired” and the accounts were only charged the reserves after the “expired” dates. Neither had been billed for Water Usage for over a year.
- 10 accounts with metered lots but non-meter rate codes were charged at non-metered rates but had been using water.
- 47 accounts classified as NONMETER and billed at non-meter rate that show as having meters but no water usage.

The resolution to these issues is that Don will work with Shannon and Carianne prior to the September billing to change the first two account anomaly categories to the appropriate classification and rate code and bill the members accordingly. The 47 accounts with non-metered rate code but with meters and no usage will need further investigation to determine if they should be changed to locked meter rate code or metered rate code with appropriate rates.

After discussion among the Water Committee members, it was decided to just move forward with the correct rate codes including associated rates and not try to back charge the members for previous accounting errors.

2) FY Capital Projects Planning – Defer this until the next meeting

3) Water Forgiveness Policy Update – Sub-Committee

Kelly requested that a subcommittee be formed to establish forgiveness policies and procedures. Anne Moen, Keith Matches and Don Bird volunteered to be on that subcommittee to develop a draft prior to the next Water Committee meeting.

4) Purchase Order Tracking / Check Requests

Currently there is no purchase order system in place. Instead, there are “check request” forms that are filled out or invoices submitted for past purchases. Check requests should be signed by the

Water Committee Chair or Treasurer, but this isn't currently occurring. Invoices are typically approved by the Water Manager. A more formal process needs to be established. It's possible the new HOA software system will include features to handle this.

5) Process for Transfers from Water to HOA

The process for calculating and processing the funds transfers from Water to HOA are not clearly established or followed. Kelly to meet with Sue Hearron, Don Bird and Shannon Ramos to clarify these processes and procedures.

Action Items

- 1) Sue to work with Office staff to finalize transfers from Water to HOA.
- 2) Edward Jones statement not up-to-date and Sue to get updates.
- 3) Review water bill format including category descriptions, fonts and graph and see if base and excess water usage can be separated. Implement for FY 2025 billing.
- 4) Determine Office staff responsibilities.
- 5) Switch Water Committee volunteers to e-mail format water bills
- 6) Chris to contact Lydia to review WSP questions and determine responsibilities for completing DOH response.
- 7) Chris to check with customer requesting forgiveness to determine if they want to update their request and do e-vote prior to Board meeting.
- 8) Kelly encouraged committee members to attend Town Hall meeting on September 9th.
- 9) Chris to send required well site protection letters to affected members and non-members.
- 10) Don to review WSP draft history to assist in answering question from WSP regarding reserve estimate of \$400,000.
- 11) Chris to meet with companies to review available leak detection equipment.
- 12) Graffiti at Well #1 needs to be painted.
- 13) Work with Shannon, Carianne, Don and Kelly to correct known billing system account anomalies.
- 14) Water bill forgiveness policy and procedures to be drafted by sub-committee of Anne, Keith and Don.
- 15) Need to review PO tracking and check request procedures.

Announcements

Next meeting: September 28th, 9:00 AM Hybrid in the Crow's Nest

Events:

- 1) End of Summer Bash – August 31, 2024
- 2) Town Hall Meeting for Budget – September 9, 2024 7:00 PM

Closed Session to discuss personnel and / or legal issues: No closed session was necessary.

Motion to Adjourn:

*Motion made by Keith Matches to adjourn the meeting. Seconded by Anne Moen carried with no nays.

Motions for the Board

Motion made by Don Bird to approve the forgiveness request from Sheila Vanderbosch, account #100488, for an amount of \$407.00, which is the August water usage amount of \$451.00 less the base water usage bill of \$44.00, since she was current on her account and the water leak has been fixed and confirmed by the Water Department. Seconded by Dan Cossano and carried with no nays.