

## LAKE LIMERICK COUNTRY CLUB -WATER SYSTEM COMMITTEE MEETING

**Minutes** of September 28,2024 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

**Employees Attending:** Water System Manager Chris McMullen.

**Guests:** None

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### COMMENTS FROM THE CHAIR:

Following are the brief comments from the Chair:

- 1) The Water Budget was passed with 406 votes, 237 Yes votes and 173 No votes.
- 2) There seemed to be more concern about the lack of complete documents than complaints about the Water Budget. People would have liked to see 2023 P&L vs. 2024 P&L.
- 3) The Audit was approved even though there were 171 Yes votes and 233 No votes because it requires a 2/3 majority to reject the Audit.

See attached Water Report for 24-09-21 BOD for additional details.

### APPROVAL OF MINUTES

Motion made by Dan Cossano to approve August minutes. Seconded by Anne Moen and carried with no nays.

### COMMENTS FROM THE BOARD

John Ingemi, Board Member, requested to make some comments:

- 1) There are a lot of positive features of the Ampstun system that hadn't been used before.

- 2) There was some trouble with posting votes online. Notices were sent to members through Ampstun to 1022 members with the results. Unfortunately, e-mails from Ampstun show as coming from “utilitybillingsystem” instead of from Lake Limerick.
- 3) Ampstun Help Desk was very good and provided prompt support.
- 4) The office is working on implementing a new HOA management system called Buildium that would combine the features of several separate systems currently in use including payroll, Quick Books accounting, architectural permits, compliance, payments, etc. The plan is to enter account information in October and go live November 1<sup>st</sup> and run in parallel with current systems. Currently it would handle HOA payments but not Water payments as they are through the separate Ampstun application.

ADDITION TO THE AGENDA FROM COMMITTEE MEMBERS

None

FINANCIAL REPORT: SUE HEARRON

*LAKE LIMERICK WATER SYSTEM  
 TREASURERS FINANCIALS UPDATE REPORT  
 Submitted By Sue Hearron, Treasurer For August 2024*

**Bank Accounts and Investments:**

• Heritage:	Checking-8937	Water Operating	\$558,986.67
	Money Market-8953	Mainline Reserves	\$ 63,111.37
	Money Market-8945	Capacity Reserves	\$ 11,000.87
• OCCU	Savings ID-1002	LLCC Water Committee	\$102,640.87
	Checking ID-2001	LLCC Water Committee	\$76,853.99
• Edward Jones	Various CD Investments	Mainline Reserves	\$908,938.58
	Various CD Investments	Well Reserves	\$499,829.85
	Various CD Investments	Savings	\$393,348.12
<b>TOTAL:</b>			<b>\$2,614,710.32</b>

**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.

**RESERVES STATUS:**

7/26/24 Sue requested the following transfers and checks cut:

1. A transfer in the amount of \$74,299.50 (for the months of Mar, Apr, May & June) was made from the Heritage Bank operating account into the Heritage Reserve Accounts as follows:
  - \$47,880.40 Water Mainline Reserve
  - \$26,369.20 Water Capacity Reserve
2. A transfer in the amount of \$48,106.21 from Heritage Water Mainline Reserve into Heritage Checking and  
 A transfer in the amount of \$30,559.97 from Heritage Water Well Capacity Reserve into Heritage Checking.
3. A Check cut from the Heritage Operating Account in the amount of \$78,666.18 payable to Edwards Jones investments and allocated as follows: \$48,106.21 to Water Mainline Acct #841-11177-1-9 and \$30,559.97 to Water Well Capacity Reserve Account #841-20044-1-1

**PENDING ACTION ITEMS:**

- Sue Requested Copies from the office of the bank accounts. The Heritage Mainline Savings has a much higher balance than it should. Sue was given access to Heritage Bank Account online and was able to pull balances but unable to get access to the detailed Statement Of Account (SOA). She has requested copies from Shannon of July, August and September to do a review.
- A reserve transfer from the Heritage operating account into the two reserve accounts needs to be processed for July, Aug & September.
- P&L is not included in attachments. Sue has requested a copy be sent to Kelly to forward to the group since Sue will be out of town and unable to access internet until 10/8 and forward to the group.

**AR Summary Report for YTD 2024**

	<u>Current</u>	<u>31-60 Days</u>	<u>61-90 Days</u>	<u>&gt;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
08/31/24	25,569.24	-3,495.79	12,976.08	17,414.49	53,404.02

**Reports Attached:**

- Edwards Jones Detail Spreadsheet of CD Investments.
- Cash Accounts Summary

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

After the financial report was given, Sue Hearron left for her vacation.

**1) Managers' Report & Consumption Spreadsheet** – See attached consumption report.

- Overall, consumption was down by almost 2 million gallons to 5.8 million gallons in August.
- Water distributions system loss (DSL) was back up to 15% in August and calculated net loss was just over 1 million gallons.
- Measured flows in the middle of the night, which are indicators of the distribution system loss, are low but still occur. One leak was recently repaired.
- Need to continue to review the water system to determine the causes of the apparent losses.
- Coincidentally, a significant water main leak was reported on Sunday September 29<sup>th</sup>, the day after our meeting, and was repaired the next day.

**2) Project Status:**

- **Well Analysis by Picatti Brothers** – The contractor, Picatti, is scheduled to come Tuesday, October 1<sup>st</sup> to complete their testing at Well #6. The well at that site is over 400' deep. Since the pump will be pulled to perform the tests, Picatti will replace the pump with a new one at the same time at no additional labor cost. The old pump will be retained as a spare. Picatti's report will be provided after that.
- **Source Meters** – Received the new source meters. Fittings to install the new source meters have finally arrived. Currently scheduling time to install the new source flow meters which will help to improve source flow accuracy and offer another way to detect system leaks.
- **Testing Stations** – There has been no time to install the testing stations.
- **Seasonal Help** - Chris would like to hire a seasonal helper to get some of these projects completed.

**3) Maintenance Status:**

- **Leaks** - As noted in the Consumption Report, leaks were back over 1 million gallons in August. However, a significant mainline leak was located and repaired the week after the committee meeting. This should help to reduce the overall distribution system leakage. Chris to review leak detection equipment starting October 1<sup>st</sup> to make a recommendation to the Water Committee for purchase. A question was raised about how deep watermains were buried. Chris indicated they are typically less than 5' deep. It costs about \$500/incident to request a ground penetrating radar service to locate pipes and valves.
- **LCRR Surveys** - Only about a third of the consumer surveys, to determine the water type of water pipe and fittings, have been returned. The forms are due to DOH by October 16. There was discussion about how to get more surveys back from customers including resending the information using the Ampstun e-mail facility.

**4) New Information:**

- **Upcoming Project PARS** –PARS are waiting for the results from the Picatti well evaluation tests.
- **WSP** –
  - As part of the WSP, Lake Limerick needs to set a Water Use Efficiency goal that is attainable throughout the period of the WSP which is ten years. Chris distributed portions of the DOH Water Use Efficiency Guidebook for committee members to review to aid in setting up a reasonable set of goals. The goals need to be presented at a community meeting open to all members.
  - Kelly, Chris and Don met to review one of DOH’s questions regarding the reserve amounts collected annually that was used in the Reserve Account Estimates Table 9-7. It was determined that the estimated starting value for 2024 was changed when NWS updated the table to start in 2024 rather than 2020 and they referred the question back to NWS for the answer.
- **Graffiti** – Graffiti on the Well #1 tank adjacent to Mason Lake Rd. has been painted over.

#### CORRESPONDENCE FROM MEMBERS

##### 1) **Written** - Water line repair at 1980 E St. Andrews Dr. – Neil Burkel

Kelly met with Neil and explained that the damage was in public right-of-way and that the landscaping damage could not be covered by the Water Department. Neil accepted that answer. Chris to review another issue that Neil had with respect to the drainage ditch.

##### 2) **Email** - None

#### ONE-TIME WATER USAGE FORGIVENESS REQUESTS

- 1) None received
- 2) Chris expects a forgiveness request next month for 100 Barnsby.

#### MOTIONS TO THE BOARD

After reviewing the amount of money that needs to be transferred from Water to the HOA, it was decided that it would be appropriate to formalize that with a motion.

*\* Motion made by Don Bird to transfer \$300,000 from Water operating accounts to the HOA to cover expenses that HOA paid on the Water Departments behalf during the previous 10 months acknowledging that this amount may be adjusted as a result of further analysis. Seconded by Dan Cossano, approved by all present.*

#### MOTIONS TO THE BOARD FROM PREVIOUS MEETING

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

*\* Motion 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 is current on her account and the water leak has been fixed and confirmed by the Water Department.

#### UNFINISHED BUSINESS:

**1) Water Forgiveness Policy Approval** – The subcommittee formed to establish forgiveness policies and procedures, including Anne Moen, Keith Matches and Don Bird, presented a draft of the Standard Operating Procedures *SOP - Water One Time Forgiveness Request* to the Water Committee. After review, there were a number of suggested edits and additions to the draft policy. These edits will be incorporated into the final draft of the policy.

*\* Motion made by Dan Cossano to approve the SOP - Water One Time Forgiveness Request as amended with Water Committee suggestions. Seconded by Anne Moen. Approved by all present.*

**2) Water System Plan** – Chris to work with Lydia Bower of Northwest Water Systems to complete responses to DOH questions regarding the WSP. See comments from above.

**3) Water Funds Transfer to HOA** – Need to formalize the process for the things HOA pays on behalf of the Water Departments and change the way charges are handled so that more invoices and credit card transactions that are for Water bills are directly charged to Water and paid out of Water checking accounts. Implementing a purchase order system would help this. The new HOA management software, Buildium, may include this feature.

#### NEW BUSINESS

**1) Inaccurate Water Billing Recovery Remedies** – Due to the shortage of time, this topic will be discussed further at the next meeting.

**2) Updating Meter Installation/use Information** – Don indicated he has been researching 43 member accounts that are classified as NONMTR and billed at the Non-Metered rate but in fact have meters installed on the property and are being read by the meter reading system and billed through Ampstun at the Non-Metered rate.

The customer accounts fall into the following general categories:

- Customers with multiple adjacent lots, typically one with their residence and one vacant lot
- Camping or RV lots with at least an outdoor faucet and possibly a storage shed and no usage.
- Camping or RV lots with at least an outdoor faucet and possibly a storage shed with small spring/summer usage.
- Vacant lot and current on their water bills
- Vacant lot and way behind on water bills
- House with a meter but little usage since January 2023 and behind on water bills
- House with a meter but little usage since January 2023 and current on their water bills

Don proposed that all these metered customers be reviewed to determine if they should be billed at the normal full lot rate or marked and billed at the Locked Meter rate and if they are to change to the Locked Meter rate, that their meter be secured by a lock or security tag.

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

**4) Monthly HOA Funds Transfer Process** - Kelly to work with Shannon to establish a more formal process for accumulating the charges HOA pays on behalf of the Water Department and a regular process for reporting to the Water Committee Treasurer the amount to be paid so that the transfer can be approved and paid.

**5) Purchase Order and Water Account Billing**

This discussion will be deferred to the next meeting. The new Buildium HOA management application needs to be researched to see if it includes features to support Purchase Order Tracking.

### **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 - Done
- 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 - Done
- 8) Kelly encouraged committee members to attend Town Hall meeting on September 9<sup>th</sup>. - Done
- 9) Chris to send required well site protection letters to affected members and non-members. - Done
- 10) Don to review WSP draft history to assist in answering question from WSP regarding reserve estimate of \$400,000. – Reviewed with Kelly and Chris and referred back to NWS
- 11) Chris to meet with companies to review available leak detection equipment.
- 12) Graffiti at Well #1 needs to be painted. - Done
- 13) Work with Shannon, Carianne, Don and Kelly to correct known billing system account anomalies. – In process.
- 14) Water bill forgiveness policy and procedures to be drafted by sub-committee of Anne, Keith and Don. – Draft done, review in process
- 15) Need to review PO tracking and check request procedures.

### **Announcements**

**Next Water Committee meeting:** October 26<sup>th</sup>, 9:00 AM Hybrid in the Crow's Nest

**Events:**

1) BOD Meeting October 19, 2024, 9:00 AM - Great Hall & Hybrid

**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.

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**Motions for the Board**

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*\* Motion made by Don Bird to transfer \$300,000 from Water operating accounts to the HOA to cover expenses that HOA paid on the Water Departments behalf during the previous 10 months acknowledging that this amount may be adjusted as a result of further analysis. Seconded by Dan Cossano, approved by all present (Sue Hearron left early).*

*\* Motion made by Dan Cossano to approve the SOP - Water One Time Forgiveness Request as amended with Water Committee suggestions. Seconded by Anne Moen. Approved by all present (Sue Hearron left early).*