

10/19/17 Minutes

1. Call to Order – 5:15 pm

Directors present: Ward Holmes, Jeff Wagner, Tom Brossia, Chuck Stevens, and Mike Roussin. General Manager Charlie Smith, customers Cheryl and Hansuli Ryser, Kim McRae, L.J. Woodruff, Tom Gilliam, and Thom Carden were also present.

2. Approval of Agenda – An agenda item for the 2018 was added.

3. 9/21/2016 Minutes –

4. Dr. Thom Carden 900 Spring Rd. Billing Dispute.

Dr. Carden disputes his water usage, his meter usage for the summer was: June -18,600 gallons; July water usage – 8,870 gallons; August water usage – 15,430 gallons; September water usage - 7,030 gallons. He has an ADU and the renter moved out in August. His meter was replaced and the original meter was tested and determined to be accurate. Dr. Carden had requested to be put on the August Agenda to dispute his billing but did not attend the meeting. The new meter is registering low water usage. Dr. Carden disputed the validity of the meter test, he was offered the meter to test himself or have it tested by an outside party. He claimed that he had never had a problem like this, that his renters could not possibly have used the amount of water his meter showed. He claimed his bills had been altered and that the font is hard to read, that he was charged for 35,000 gallons of usage in one month, that the Authority has poor business practices, that he has been harassed by the Authority, and that people feel like the Authority is poorly run and unfair. Charlie responded that Dr. Carden's account file contained numerous complaints about the Lake Durango Water Company operations and billing in the past and that he had been very rude to a previous Authority employee and to Charlie during phone conversations in 2010, the meter test was completed and showed the meter to be accurate, he will investigate the difficulty that of reading the font on the bill card, that the 35,000 gallons of usage that he was billed for was in April 2016 and included the previous 4 months that had been estimated zero usage during the winter (an average of 7000 gallons per month) and that Dr. Carden had been credited all premiums. Tom defended the Authority's work and the efforts that have been made to improve the water system. Charlie said that Dr. Carden had been contacted (not harassed) on numerous occasions by himself or Alexis Bulleigh to pay his water bill or demonstrate that a leak was responsible for the high water usage which could result in crediting all or a portion of his water usage premium charges, during those conversations Dr. Carden insisted that the excessive water usage could not have occurred and that there was no way his renters could be using that much water, that he did not recognize the Authority, and Charlie was a communist. Mike, Chuck, and Ward reiterated that meter showed the billed usage, the meter had tested accurate, and that there are processes in place whereby a customer can receive credit for water usage premiums if they demonstrated that the water usage was due to a leak. Dr. Carden confirmed that he had not had his water system checked for leaks by a plumber. Charlie will hold off on disconnecting Dr. Carden water to give him time to have his water system checked.

5. General Managers Report

Financials, Billing, Insurance, etc.

Balance Sheet and Budget Performance reports for September 2017 were presented. YTD water sales are \$42,180 above budget, YTD expenses are \$19,167 below budget. Base fees retail are

below budget due to credits approved at the last meeting. The September Balance Sheet includes \$351,683 accounts payable but the corresponding grant/loan receivable was not recorded until October. There are issues with mail delivery through Albuquerque. Alexis was instructed not to send out bills until 10 full days after the 1st and 15th of the month.

Customer Feistner had a stuck float valve that feeds a horse trough resulting in 24,500 gallons usage in August. The valve was repaired and they are asking for premium relief. Tom moved to credit premiums for the Feistners August bill, Mike 2nd, Approved.

Tom moved to approve the November CWRPDA loan payment wire transfer, Jeff 2nd, approved.

Source and Supply –

The lake volume is 943 acre-feet. Approximately 40 acre-feet was drained from Amber to the lake. 100 lbs CuSO₄ was added as Amber was draining. The raw water feed to the plant is being tested twice per month for E.Coli twice per month to meet the Long Term 2 Enhanced Surface Water Treatment Rule.

Treatment

September production was 5,195,200 gallons. All lead and copper test results were well below the MCL.

Distribution

September water sales were 3,539,838 gallons. Rafter J sales are estimated. The King Mountain tank is in service. A water tap was installed on D&RG, It took several tries to find the water main. Charlie met with customer John Burroughs from Trappers Crossing to discuss the Upper Trappers Crossing tank. There was a phone message complaint from a customer about water smelling in Long Hollow. No odor could be detected at the end of the line and the customer did not leave a phone # to respond to. Lines will be flushed in November.

6. 2018 Budget

The 2018 Budget Hearing will be held at the November Board meeting. Tom moved to approve 3% bonus for Tim and Alexis for work performed this year.

7. Source Water Project

A construction progress meeting was held on 10/10, water pumping may begin in January 2018. LPC BOCC has received the Tap Moratorium letter and will meet with the Planning Director and County Attorney to determine how to proceed. Canyon Construction has requested to fill the pipeline from Lake Durango for testing. We are still on schedule for January 2018 trial pumping. Emails have been exchanged with LPWWA regarding the operating agreement.

8. Approval of Bills – tom moved to approve the bills as presented in the check detail report, Mike 2nd, Approved.

9. Public comments or Questions

10. Adjourn