

OGDEN DUNES WATERWORKS - BOARD OF DIRECTORS

January 13, 2014; 6:00 pm

Directors Attending

(LB) Luke Brennan - President

(TE) Terry Easton – Vice-President

(GC) Greg Casimer - Secretary

Waterworks Staff Attending

(CL) Chuck Litzkow - Waterworks Manager

(MT) Mike Teeling – Asst. to Waterworks Manager

Guests Attending

(TC) Tom Clouser

(MC) Mark Coleman

=====

The meeting was called to order by LB at 6:05pm.

- 1) December 9, 2013 meeting minutes were reviewed and approved by unanimous consent.
- 2) CL reported that hydrant flushing and valve exercising is now 100% complete. All hydrants and valves survived the deep freeze intact.
- 3) iCloud Service
 - a) MT reported that the iCloud vendor is not responding to our calls. He has left messages and is attempting weekly contact without success.
 - b) The Waterworks received three customer complaints this month about payments that were mishandled by iCloud.
 - c) The Board discussed finding an alternative way to get iCloud’s attention. CL will provide a status update at the February meeting.
- 4) Storz Fittings and Flags for Hydrants
 - a) CL informed the Board that he has begun to order a small number of Storz fittings to complete the retrofit for all hydrants.

- b) GC requested that CL keep track of these costs in the Waterworks accounting system and retain appropriate receipts.

5) Town Contract – CL reported that the 2013 payment has been made.

6) Update on Rate Increase Petition

- a) GC reported receiving the OUCC report on December 11, 2013 and routing it among the Board members and Manager.
- b) The OUCC report states that the Waterworks has provided sufficient support in its petition and its answers to the OUCC's requests for information to support a rate increase of 17.5% in comparison to the Waterworks original request of 20.29%
- c) GC remarked that upon review, he believed the OUCC report was generally fair and reasonable although some matters could be debated. Further, the Waterworks has already complied with one of the OUCC's recommendations – that a permanent Waterworks manager be hired.
- d) GC has also made some inquiries on the procedure for a stipulation between the OUCC and the Waterworks on the 17.5% increase.
- e) After general discussion, the Board agreed to pursue a stipulation and settlement with the OUCC based on a 17.5% increase. GC will contact the OUCC and report back to the Board.

7) Weather Related Incidents

- a) CL reported that 5 meters were treated for freezing during the polar vortex.
- b) CL also shut off water to one residence when water was observed running out from under the garage door and the customer's emergency number was found to be no longer current.

8) Refunds for Billing Errors

- a) CL is working with Keystone to coordinate refunds. The current plan is to record credits on the customer accounts as opposed to sending out refund checks, given the small amounts involved.

9) 2013 Tax Payments

- a) MT reported that he is still waiting for authorization from the IN Department of Revenue and it is expected soon.
- b) CL will work with the Waterworks accountant on determining the tax due and making the appropriate payment.

10) Contracts for Water Service

- a) The Board considered and discussed a proposal to discontinue the practice of providing water service contracts directly to individual tenants as opposed to the landlords for the rented property. The current practice has led to frequent billing disputes with tenants, typically based

on questions about the length of a particular tenancy. Additionally, tenants commonly fail to notify the Waterworks of their arrival and departure dates which makes it difficult to resolve billing disputes after the fact.

- b) Tenants are not currently required to make a security deposit with the Waterworks and therefore the Waterworks has no readily available recourse for a failure of payment by a tenant who has moved out.
- c) While water service is metered and final readings can be performed on any day in a billing cycle (provided the tenant has given prior notice of departure), the same is not true for Sanitation services. This is the source of another payment dispute the Waterworks commonly has with tenants who assume the Waterworks can apportion Sanitation services in the same increments as water. The Waterworks has no authority to make any adjustments to quarterly sanitation fees.
- d) After discussion, the Board agreed to perform additional research and address any specific changes to current billing policy at a subsequent meeting.

11) Election of Officers for 2014

- a) LB announced that he has been appointed to an additional three year term as a member of the Waterworks Board.
- b) The Board discussed whether any changes should be made for 2014 with respect to the offices held by each Board member. GC noted that he is passing the duty to record meeting minutes back to the Waterworks Manager following the January meeting.
- c) MOTION (by GC) – that all Waterworks Board members retain their 2013 positions for 2014. SECOND (by TE). Upon proper motion and second, votes of the Board are as follows: AYE (LB, TE, GC); NAY (none). Motion is passed.

12) Backflow Preventers – CL is working with E. Hewitt on proper installation of backflow preventers at residences on Shore Drive and Aspen Rd.

13) Annunciator Project – CL is working with T. Tuttle on installation. Project completion is expected in February.

14) 2014 Waterworks Budget

- a) TE provided the Board with a draft budget for the Waterworks for 2014. The draft budget assumes a rate increase will be granted and will begin producing revenue in the 2nd quarter of 2014. The Board engaged in discussion over various line items in the draft budget.
- b) MOTION (by GC) – that the draft budget submitted by TE be adopted as the Waterworks official budget for 2014. SECOND (by TE). Upon proper motion and second, votes of the Board are as follows: AYE (LB, TE, GC); NAY (none). Motion is passed.

15) Meeting adjourned by unanimous consent at 7:10pm.