

PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

BOARD OF DIRECTORS MEETING

Thursday, December 17, 2015 at 6:00 pm

PSWID Administrative Office

6306 W. Hardscrabble Road

Pine, AZ 85544

I. CALL TO ORDER

Tom Weeks called the meeting to order at 6:00 p.m.

II. PLEDGE OF ALLEGIANCE

Led by Tom Weeks

III. ROLL CALL OF BOARD MEMBERS

Conducted by Tom Weeks. Board members present: Tom Weeks, Maher Hazine, Richard James, Larry Bagshaw, Rus Brock, Paul Randall and Trent McNeeley. A quorum was present.

IV. CONSENT AGENDA

All items listed on the Consent Agenda are considered to be routine or have been previously reviewed by the PSWID Board, and will be enacted by one motion. There will be no separate discussion of these items unless a Board Member so requests; in which such event the item will be removed from the General Order of Business, and considered separately immediately following the consent agenda.

A. APPROVAL OF MINUTES

November 19, 2015 meeting

December 10, 2015 work session

B. ACCEPTANCE OF THE FOLLOWING REPORTS:

1) TREASURER'S REPORT as posted on the website

2) BOARD MEMBERS REPORTS

- a. Support Services Committee Report – No report
- b. Water Enhancement Committee Report – no meeting
- c. Customer Service Committee Report – Pulled to discuss
- d. Human Resources Committee Report – no meeting

3) CH2M MONTHLY STANDARD REPORTS as posted on the website

- a. Repair Order Status
- b. Well and Tank Report
- c. Well Test Report
- d. Water Loss Report
- e. Vehicle Report
- f. Key Performance Report
- g. Improvement Projects Report
- h. Inquiry Follow-up

4) ACCOUNTING MANAGERS PROJECTS REPORT – No report

5) UPDATE ON THE BACKFLOW PREVENTION REQUIREMENTS – Pulled to discuss

Maher Hazine moved to accept the consent agenda items with the exception of those items pulled. Larry Bagshaw seconded the motion. The motion was approved unanimously.

V. DISCUSSION OF PULLED CONSENT AGENDA ITEMS:

A. CUSTOMER SERVICE COMMITTEE REPORT: Richard James reported that the district manager's reports were based on a calendar month to month basis while his reports were based on a meeting to meeting basis, causing discrepancies between the numbers. It was discussed that reports on a calendar month basis would be fine, while any current hot issues should be discussed. Meter misreads are still an issue, but they are still under the KPI levels.

B. UPDATE ON THE BACKFLOW PREVENTION REQUIREMENTS: The committee met on Monday, Nov. 23 and decided to accept permanent air gaps, not ones with hoses. The air gap must be constructed so a hose cannot be attached to it. Otherwise the policy will still be the same. Properties with livestock will still need reduced pressure backflow devices, with air gaps permissible with an annual inspection required. A drawing of permissible air gaps will be drafted and the new verbiage will be drafted and will be sent to our attorney for review. Customers with current problems will still be on hold.

VI. CUSTOMER CORRESPONDENCE

Larry Bagshaw read a letter from Donn Wills thanking the district for being open minded about the backflow prevention device review.

VII. CALL TO THE PUBLIC

No comments from the public.

VIII. REGULAR AGENDA ITEMS

A. OLD BUSINESS

- 1) Information/Discussion/Action regarding the response from CH2M on the Rimwoods Telemetry project. Maher Hazine reported that alternatives to the district reimbursing the costs of the telemetry if we terminate the contract were proposed to CH2M on December 7 and also the telemetry on the second tank was discussed. The telemetry should be installed on the Rimwoods tank by January.
- 2) Information/Discussion/Action regarding the capability of the One Call. Requested by Maher Hazine. It was discovered that One Call has the capability of doing up to 5 robocalls at a time as long as they are 15 minutes apart and not to the same group of people. It was tested and works. Since the data has to come from the El Dorado system, due to confidentiality issues, our on call service cannot access the database to do the calls when the office is closed. An alternative is purchasing a reverse 911 system which is expensive. We still need to see if we can find some way to issue calls overnights and weekends without office staff coming in. Beckie Sigeti reported that after hours calls do go to the on call person, who after determining the problem and its scope, does alert the answering service, so they can notify customers who do call in.
- 3) Information/Discussion/Action regarding the modification of the trailer to include better ramps and tie downs. Tom Weeks had contacted a mobile welder, but had not heard back. Alternatives would be Sandy Schnieber or Travis Buckner.

B. NEW BUSINESS

- 1) Information/Discussion/Action regarding the update to the El Dorado system. The upgrade has been done, but Beckie Sigeti says that there are a few new glitches that should be fixed by January 15. There was a major problem with the billing that should be fixed.
- 2) Information/Discussion/Action regarding the request from James Parks for reimbursement for damage to his irrigation system. Richard James said that Mr. Parks only wanted to be reimbursed \$359 for water loss. The district had been working on water lines adjacent to the property, but could not verify that they had damaged the ½ inch lines. The customer had replaced the irrigation lines. Maher Hazine moved that the customer be credited the \$359. Richard James seconded the motion. There was some discussion that it couldn't be definitely proved that the district caused the damage, but we should make a payment in good faith and also as an investment in customer relations, since we were working near his property. It was noted that the district should be taking pictures any time we are working on lines and should do better investigations. The reimbursement should cover any water usage above and beyond their normal usage and any late fees should be

waived as part of the reimbursement. The motion was approved by the board with Tom Weeks abstaining. A letter will also be sent to the customer.

- 3) Information/Discussion/Action regarding the review of the district's insurance policies. Requested by Beckie Sigeti. Beckie reported that the first policy that needs renewal is the one for public officials in January. She is to contact Crabdree Insurance to see if they can shop for a better rate for us.
- 4) Information/Discussion/Action regarding the selection of the District Engineer. Rus Brock reported that the interviews were held with three engineering firms today. They are all based in the Metro Phoenix area. The top candidate was identified, and the committee will now look at their rates/pricing to see if they are reasonable. If not, they will look at the second firm's pricing.
- 5) Information/Discussion/Action regarding the meeting dates/times for 2016. It was agreed that the third Thursday of each month was acceptable. Beckie Sigeti had already set up the 2016 meeting dates on the website.

C. OTHER AGENDA ITEMS

- 1) Information/Discussion/Action regarding Agenda Items for the January meeting. Maher Hazine requested an update on the El Dorado system. Rus Brock said he would make a presentation about the new district engineer. Beckie Sigeti requested that she make a presentation on the customer survey results.

IX. ADJOURNMENT

Larry Bagshaw moved to adjourn the meeting. Richard James seconded the motion. The vote was unanimous in favor of the motion.