

## PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

Work/Study Session  
Thursday, February 28, 2019 at 4:30 p.m.  
PSWID Administrative Office  
6306 W Hardscrabble Rd.  
Pine, AZ 85544

### 1. CALL TO ORDER

Bob Arbuthnot called the meeting to order at 4:30 p.m.

### 2. PLEDGE OF ALLEGIANCE

Led by Bob Arbuthnot

### 3. ROLL CALL OF BOARD MEMBERS

Conducted by Bob Arbuthnot: Board members present: Sharon Hillman, Willy Willis, Alan Kleinman, Bob Arbuthnot and Larry Bagshaw. Tammy Albright was present via phone. A quorum was present. Cato Esquivel and Paul Hendricks were also present.

### 4. CALL TO THE PUBLIC

"Jimi" Elton Harris and 4 of his neighbors were at the meeting to discuss the muddy water that is in the systems after repairs are made to the area around Ellison Drive. They would like to have the district look into why the water gets so muddy and what can be done to alleviate the problem. Most of them also have extra charges added to their bills for the water used to clear their house lines. Cato will look into this. Perhaps there is a break that is unknown and he could possibly install flush valves.

Lisa Campbell was also at the meeting to request that the district help with the upkeep of Water Tank Road since it is a private road used by the district as well as the residents along the road. The county will not maintain it since it is not 20 feet wide. Cato will look into the district helping out.

5. **DISCUSS WILL SERVE/SERVICE REQUEST POLICY.** Cato Esquivel. Cato gave the board members a copy of a recent will serve letter that he gave a customer as an example of what he wants to do. The board agreed that it was a well drafted document and definitely required follow-up on the part of the recipient. The district is now in constant contact with the county regarding building permits, so we do know what development is being done in the district which was not the case in the past. Tammy Albright requested some changes in the policy, specifically the addition of a two tier approval process. She will meet with Cato regarding her request.

6. **DISCUSS WIFA PROJECTS LIST.** Bob Arbuthnot. Bob wanted to discuss this further since we have made changes to the list each of the last two months. The list may not address the current most common and costly problems. Definitely the condition of the water storage tanks was not adequately addressed. We need to assess what problems need to be addressed that are not currently on the list.

7. **DISCUSS SERVLINER INSURANCE.** Cato Esquivel. With the colder temperatures this winter there

have been more leaks on the customer side of the lines. When they contact Servline, they don't realize that their bill has to be at least double their normal water usage. They also do not realize that they can only claim against the insurance once a year. Cato is drafting a new flyer with more explanation of the insurance coverage with the cooperation of Servline. It will explain the coverage better and also cover what is and what is not covered. The board agreed that this should be done, as some of the issues brought up in the discussion had not been addressed in the meetings where Servline and its coverage was introduced and explained to the board.

8. **DISCUSS POSSIBLE RATE STUDY PROPOSAL.** This was briefly discussed as the time was getting close to the time of the regular board meeting. Tammy Albright was questioning where the district came up with the rates on the schedule. Most of the board members were unsure also. Sam Schwalm had a couple of explanations for the rates. No hard analysis has ever been done on the rates and should be done. However such an analysis could be very costly if we hire a consultant to do it. It was suggested the EUSI look at the rate structure for similar sized districts around the state and bring those back to the board. We definitely need to look at the impact fees and new service fees. There will be a new 30 minute study session scheduled to discuss this again.
9. **MOTION TO ADJOURN.** Alan Kleinman moved that the meeting be adjourned. Larry Bagshaw seconded the motion. The motion carried unanimously.