

Due to COVID-19 restrictions, but being an 'essential' business, the board meeting was moved to Snider Temple UMC basement; notice of where meeting to be held was posted on both entrance doors at Arnettville Community Center, stating that attendance would be limited to 10 persons (including board & staff) at one time (on a 1st come, 1st served basis) and would be observing 6 foot social spacing.

Attendance & Introductions: Robert Arnett (Board Chairman), Robert Frame (Board Co-Chairman), Nora Simcoe (PSD employee), William Malone (WD Chief Operator) - faxed his report to office and spoke with board chairman on telephone.

Meeting called to order by Chairman, Robert Arnett.

Comments from the Public - none.

Appointments

There were no appointments scheduled.

Consent & Approval - Office Administrator/Billing Clerk

a) Consideration of Meeting Minutes.

Nora Simcoe presented the final draft of the March 4, 2020, meeting minutes for approval. Robert Frame made a motion to accept the March 4, 2020, meeting minutes as presented; Robert Arnett seconded the motion; motion passed unanimously.

b) Consideration of Accounts Payable.

Nora Simcoe presented the accounts payable for the Board's approval. Robert Arnett made a motion to approve accounts payable as presented; Robert Frame seconded the motion; motion passed unanimously.

The supporting documents/invoices for accounts payable were reviewed. Accounts payable records initiated by the Board members and prepared checks were presented at this time and were signed by the Board members.

c) Consideration and approval for Transfer of \$500 to Debit Card account to replenish funds.

Robert Frame made motion to transfer \$500 as requested to the debit card account; Robert Arnett seconded the motion; motion passed unanimously. Discussed how to reactivate 2nd debit card by checking balance on card.

d) Financial Report - System Totals

1 Water Sold / Billed

Nora Simcoe reported that we sold 1,429,640 gallons of water billed 532 customers \$29,836.90 and have approximately \$12,000 in past due accounts and approximately \$5,000.00 of overpayment/prepayments. Discussed the fact that the customers having a large overpayment have been contacted to not continue to pay, but they refuse and want balance left as is. This could impact us if had to refund these amounts.

2. Past Due Accounts:

No meters had to be pulled this past month for nonpayment and that the remaining past due amounts are under deferred payment plans or already have had meters removed, but not reinstated.

3. Accounts Payable - current status

Paid partial payments to Chickerell, still owe him approximately \$2,000. Paid first installment to D&G Machine on pump repairs; still behind two months to Town of Rivesville, however, previous past due has been paid off. Board directed to continue to pay debts as funds available using prior established guidelines of priority.

Unfinished Business

a) Purchase Office Laptop & Reading Laptop

All softwares installed on new office laptop. Rearranged office due to permanent failure of Lexmark billcard printer during last billcard print. Board had previously approved replacement of both office printers, but no funding has been available to date. Having no other option, in order to meet the deadline of mailing, attempted printing billcardstock through the HP printer, as had nothing to lose. It fed through fine and didn't curl the cardstock as Lexmark had done. It will take more toner purchases, but these cartridges are cheaper than Lexmark ones had been. Since fed so easily, Ms. Simcoe was able to print new rates on back of billcard also. Ms. Simcoe pointed out that the duress on the current printer may be fatal and we will have to be prepared for emergency purchase of printer if it fails. Displayed video of new office arrangement (showing new and existing old equipment) to board members. It was noted that the previously approved, but not purchased reading laptop still needs to be obtained as soon as funds allow. We continue to use Robert Arnett's and/or Nora Simcoe's personal laptops to read the electronic meters using VGB unit. This unit will need to be scheduled for refurbishment as soon as possible after new Sensus contract begins.

b) Bennett & Dobbins Rate Increase Status

Emergency interim rate increase was approved for bills on or after February 24, 2020, however, we were not able to begin until April 1 billing due to needing to have been advertised in newspaper. Roger Estep, Utilities Analyst, has to submit his report in early May, so wants records requested by April 20, 2020. Am conferring with Bennett & Dobbins to complete this list.

c) Thrasher - concerning Asset Retirement Obligations Update

Dan Ferrell of Thrasher, informed Robert Arnett that we had no assets that qualified for the Asset Retirement Obligation, that all ours were under the dollar amount. It was discussed whether this applied to office equipment, reading equipment, but no answer was available at that time.

d) Meeting with Town of Rivesville Report

Robert Arnett reported via Dan Ferrell of Thrasher that the outcome of cooperative testing with Town of Rivesville's engineers was a recommendation that Town of Rivesville needs to replace their line to restore to conditions/status as before project was completed, however, this may not improve their customer's pressure. It was recommended that they need to feed from Northview Tank. The 3/5/2020 pressure tests showed 20psi. The December 23, 2019 letter's recommendations were still valid. Mr. Arnett is to forward copies of these letters to the office. Our board discussed that our plan is to discontinue paying electric until they fix their problem. If Hill Street Tank is out of service, then we are to be moved to the Northview Tank and while on that tank, we were to pay the electric usage above \$400, but that we were not to be continually on the Northview Tank. No firm action was decided at this time, but will be re-addressed at some point in the future.

A side discussion concerning lack of copies of current agreements ('gentlemen' or otherwise) was held involving Town of Rivesville as well as Greater Paw Paw Sanitary District. It was recommended that we reach out to Mr. DeMicco as he was on board and handled most communications regarding these projects at that time.

e) LOGO identification of Paw Paw Rt. 19 PSD employees.

Two sets of magnets displaying our logo are to be ordered upon receipt of dimensions from meterman. ID badge possibilities were displayed to board. These to be completed with photo images and distributed to board members and staff alike. Awaiting vests to imprint with logo.

New Business

a) Budget for Fiscal year July 1, 2020 thru June 30, 2021

Nora Simcoe reported that due to workload this month, the budget preparation was not yet completed. Tabled until next meeting.

b) COVID-19 Impact

i. Shutoffs: Following guidelines from Governor's office and the Public Service Commission, no shutoffs for nonpayment of past due will be made during this event, but will resume normal notification beginning with next billing cycle after ban is lifted.

ii. Late Fee Charges: Discussion of possibilities available for late fee tracking and implications of COVID-19 impact on customers employment status was held. Robert Arnett made a motion to waive late fees, but to track these amounts lost to us using RVS billing software (will not be printed on billcard, but a report generated monthly); Robert Frame seconded the motion; motion passed unanimously.

iii. Deferred Payment Plan: Discussion was held concerning how many months (3, 6, 9, 12) would be allowed for repayment of accumulated past due during this event. Customers would be paying a portion of the past due in addition to their current billed amount each month. Being unsure of how long this event could continue with its' restrictions and their impact, no decision was made at this time, but would be re-addressed in the future, in order to consider all the factors. It was also noted that any decisions made would have to be fluid and able to change in the future as needed to suit the current situations.

iv. Impact on Employee Rights: Following guidelines, employees are directed to protect themselves and the customers by observing and adhering to COVID-19 restrictions (masks, no direct customer contact, frequent handwashing, cleaning of touched surfaces).

v. Impact on System Operation: currently our suppliers have not been impacted and all our chemical supplies are sufficient at this time.

Discussion of backup persons for water sampling/testing, chlorine tests, meter reading/maintenance, etc was held. Trevor Waters (a past employee) has volunteered that he is available and can help out anytime we need him. Also was pointed out that another previous Town of Rivesville employee, Ray Martin, might be approached if needed.

Discussion was held concerning Jake Wade aiding in system maintenance/new tap installation since he is currently unemployed by a second job. It was noted that the board might need to consider paying him a higher rate. Particularly for hours worked in maintenance capacity and this could be tracked on his timesheet. This led to discussion of ability to reach him due to poor cell service and the possibility of purchasing a booster to aid in this capacity. Booster will not help in most areas of our system currently lacking service. Service is just not available in these areas like Hagans.

C. The annual Sensus support package expires May 1, 2020, but is available for renewal at a cost of \$3,380/year. If paying incident by incident it would run between \$6000/\$8000. In order for us to take advantage of the cost savings, Sensus offered to accept quarterly payments on this amount. Robert Arnett made a motion to renew the annual support package at a cost of \$3,380/year; Robert Frame seconded the motion, motion passed unanimously.

D. Consumer Confidence Report (CCR): Received City of Fairmont's Ccr; had not received ours. Sent copy of last year's to Bill Malone to update numbers and return to me by April 20, 2020, but have not heard from him concerning this. Based on the number of customers/people we serve, we must mail to each customers or publish in the newspaper before July 1, 2020. If mailing, must be included with June1 billing.

Reports from Paw Paw Route 19 PSD Employees / Contractors/ Board Members:

A) **William Malone, WD Chief Operator** in his absence, he submitted his water loss report for meeting via FAX to office.

i. Water Loss Report:

Mr. Malone discussed water loss report handed out as 39%. Losses continue to be present and location(s) have not been determined to date, deterred by seemingly constant rain this winter, hoping for a drier spring that could show more evidence of a leak.

ii. System Maintenance Report:

1. Water Outage Report - pleased to report there were no outages in the last month.
2. Leak Detection Progress - rain/cold weather preventing real progress in this department. Pressure testing will be performed as weather and staff availability allow, possibly on upcoming weekend.
3. System Repairs/Maintenance Update nothing scheduled to date.
4. Customer Service Requests
 - a. Outstanding Work Orders
 1. Current Customers: none
 2. New Tap Needed (paid) Pending Installation: Triplett, Simmons
5. Workorder Status Current customers Meter related assigned to Jake per office.
Change Kalisch back to radio read meter; turnaround meter for Britton; re-sync radio meters already installed

B.) Nora Simcoe Office Administrator/Billing Clerk.

- i. Customer issues: Water theft situation.
- ii. Updating Google Business to current information; removing references to old address etc, customers are googling and still sending to old address.
- iii. Asked permission to close office and attend Microsoft Excel seminar potentially to be held in Morgantown on May 14, 2020 (dependent on Covid-19 restrictions).
- iv. Printed new tariff rate on back of billcards, but realized afterwards that did not notify customers who choose to only get online notification of billing.
- v. Closing of shutoff accounts: Ask board for policy decision on how long we wait before closing accounts and applying security deposits (sending final bill or refund) after an account has been shutoff for nonpayment. Robert Arnett made a motion to wait 90 days after shutoff then finalize accounts (apply remaining security deposit to account and then mail final bill / refund to customer). Robert Frame seconded the motion; motion passed unanimously. Mr. Arnett felt that this was covered and already dealt with in the Public Service Commission's board members policy manual, but was not sure. He was to consult his manuals.
- vi. Update Policies:
 - A. Termination Request for Discontinued Service
 - B. Post-It High Usage for doors
 - C. Leak Adjustment Request

Reports from Board Members: none

Board discussed various options to consider in future to accommodate meetings and COVID-19 restrictions. Electronic streaming was possibility. In meantime, add note to agenda requesting that customers submit in writing their requests/concerns, so could be addressed and still stay in COVID-19 attendance guidelines. Plan to continue to meet at Snider Temple UMC basement and clean as required until Arnettsville Community Center re-opens.

Adjournment

Robert Frame made a motion to adjourn the meeting; Robert Arnett seconded the motion; motion passed unanimously.