

To be held while observing current CDC Covid-19 guidelines (as notified via meeting agenda).

Meeting Called To Order by Chairman, Robert J. Arnett.

**Attendance & Introductions:**

Robert J. Arnett (board member), Robert C. Frame (board member), Ralph K. Harman (board member), Alva "Jake" Wade (Chief Operator), Nora Simcoe (PSD Office Staff)

**Comments from the Public and Appointments:** None.

**Consent and Approval PSD Items by board members present** (presented by Nora Simcoe):

- November 1, 2023 Meeting Minutes were reviewed. No corrections were noted.
- Accounts Payable items received to date were reviewed and included individual invoices, prepared checks ready for signature and on-line payment documentation, as well as a summary Transaction List by Date for month of November, 2023.
- Transfer of Funds documents were reviewed and included calculations of 1) Reserve Funds (Cash Reserve Working Capital, PSD Reserves), 2) Extra Payment on USDA loan reserve deficit, if needed) and 3) Customer Security Deposit / Finalized Account Refunds.

Ralph Harman made a motion to cover Consent & Approval PSD Items as follows: 1) accept minutes as presented; 2) approve payment (by check and on-line) of A/P items as presented; 3) approve Transfer of Funds as presented and 4) approve payment of Security Deposit / Account Refunds. Robert Arnett seconded the motion; vote was taken; passed unanimously. Prepared checks were signed by authorized board members.

**Review Financial Reports**

- Bank account balances were presented to those in attendance.
- Profit / Loss Report for month of October, 2023 was distributed. The November, 2023 report is still in progress due to end-of-month transactions, thus not available at time of meeting and will be presented at next board meeting.

**Review WV Municipal Bond Commission Reports**

- Statement of Accounts PSD 08-A Water Reserve & 17-A Water Reserve for November, 2023 was presented for review. No Comments.
- Loan Reserve Deficiency Memorandum - we had no deficiency for November, 2023, as discussed in October board meeting. However, the loan referenced at last month's meeting was incorrectly noted as the payment in amount of \$261.30, the reference was to the other loan with payment of \$622.40 that will no longer be automatically withdrawn by the USDA/MBC from our funds each month, until such a time that it would become necessary again.

**Review Office Activity Report**

- The monthly Office Activity Report continues to be delayed, due to other office priorities at this time.

**OLD Business:**

- *Approval of 2024 Meeting Schedule:* The board asked for any changed date requests from those in attendance. Having none presented, Robert Arnett made motion to approve the 2024 board meeting schedule as presented. Ralph Harman seconded the motion; vote was taken; passed unanimously. Office was directed to distribute to the website, the Arnettville Community Center bulletin board, to Bennett & Dobbins, PLLC for board payroll updates.
- *Lead Service Line Inventory (LSLI) Status:* Nora Simcoe reported that the preparation of a customer survey regarding needed information for the LSLI reports is nearing completion and will be presented for approval at the next meeting.
- *Audit Update:* Our final payment for the previous 2 audits is in the current Accounts Payable for payment. Our last audit already contracted with Tetrick & Bartlett for FY 2022/2023 will begin shortly. It was noted that board members could expect to be contacted in near future with the audit packet containing questionnaires, and should also expect direct phone calls from auditor's office.

**NEW Business:**

- *New Board Member:* Robert Arnett introduced our newly appointed board member, Ralph K. Harman, who was appointed 11/22/2023, by the Marion County Commission. He was sworn in 12/1/2023, and will serve a 6-year term.
- *Bank Account Changes:* Review of current bank account authorized signers regarding recent board member changes, requires changes on our accounts with Fairmont Federal Credit Union. Robert Arnett made a motion to remove Robert Frame from accounts and to have Ralph Harman added. Robert Frame seconded the motion. Vote was taken; passed unanimously. The office has already made contact with bank personnel, Rachel Pratt, to determine what documents they need to have submitted and to schedule a date when members can go to office to sign necessary paperwork. Ms. Pratt will contact those involved individually to schedule this day/time to complete changeover.
- *Review/Update Long Service Line Agreement:* tabled until next meeting due to time constraints.

**PSD Staff Reports:**

**WD Chief Operator, Alva R. "Jake" Wade:**

- **Review Water Loss Reports/Data:** RVS Water Loss from System Totals Report indicates a 50.70% water loss this month. Discussion of recent water loss events was held. Some water events loss figures have yet to be determined, so we were unable to determine our adjusted "unaccounted water loss" at this time. Office to work with chief operator to complete these figures for the files used for annual report.

• **Distribution System Status:**

**System Maintenance:**

*Leak Detection Progress:*

- additional hours have been devoted by field staff and board members to locate/correct leaks on our distribution system.

*Outstanding Workorders:*

- *Radio Read Changeouts Temporary Installs:* Other duties, events requiring Jake's focus have prevented the changeout of lperl meters installed temporarily in customer's pits to be changed back to manual meters.
- *Radio Read Changeouts Triplett Village:* Higher priority duties have prevented this changeout of meters.
- *New Service/Taps Activity or Inquiry for Service:* Site for Hidden Valley Road tap has been evaluated and the contractor consulted. Maps of current lines/taps being consulted to determine best site for the new tap.  
  
No additional applications for service requiring new taps have been received.

• *Old Meter Changeout Progress:*

*Testing of in-service meters:* At this time, limited to those found while investigating meter re-reads/checks. Still attempting to increase our inventory of meters, focusing on semi-monthly purchase of lperl meters.

**Reporting/Water Testing:**

The monthly operating report for previous month data was submitted to Charleston office on time.

Quarterly TTHM/HAA5 and monthly Bac-T samples for lab testing continue to be performed per schedule as required and all samples to date have tested within current limits.

**PSD Staff Reports:**

**Office Administrator/Billing Clerk, Nora Simcoe:**

• **Current Customer Account Issues:**

**Aggressive Notes:** It was brought to the board's attention and discussion was held regarding several aggressive notes recently received by the office from a customer. After discussion and evaluation of account notes, the board noted that it will not tolerate this type of harassment of staff. No communication from the board to the customer were able to be held, as the customer would not answer the calls. The consensus was that if any other note / call / voicemail / email of this nature is received from this customer, further action will be requested from local authorities (sheriff or prosecuting attorney's office).

**Removal of GoDaddy website:** The PSD had a 2<sup>nd</sup> website established (PawPawWater.org) to use with CCR postings, however it would not meet requirements, therefore it has been cancelled.

**Customers with large leak/billed usage in Dec1, 2023 billing:** Two large usage accounts were discussed with the board; both had leaks that would not qualify for leak adjustment; notes were made on the billcards for the customer to contact the office to have a payment plan prepared, if they so desired. Have had no communication from either one to date.

**Past Due Accounts:** November, 2023 There were over 21 active accounts pending shutoffs (2 accounts already shut off) due to past due amounts remaining unpaid at time of meeting.

- **Review Closed / Unpaid Accounts > 90 days Owing:** No action from previous attempt to collect a closed account with a remaining balance of \$379.40, so the amount owed will be restored to Bad Debt Tracker.

Three remaining closed accounts still owing were determined to be uncollectible due to no ownership of property, so will be moved to Bad Debt Tracker following meeting.

- **Bad Debt Tracker Status Report:** Currently \$11,019.66 remains uncollectible (most do not own property, skipped out/moved no forward address, etc.).

- **Other Office Issues:** *Reserve Payments status report:* Lack of funds availability affecting transfer of PSD Reserve & Extra deficit loan payment continues. CRWC funds transfer are being made each month.

*Violation Status Report:* CCR 2023 received a violation, office trying to determine what was not properly reported, as CCR's were distributed and CCR certification was submitted (certification submitted late, may be the only problem). Will report back at next meeting.

**Reports from Board Members:**

Robert Arnett reported that the Westover Fire Department fire chief, Kenny Goodwin, contacted us regarding increasing their fire coverage rating involving fire hydrants/area coverage. After some discussion, it was determined that the area in question was not in our service area, but is in the Morgantown Utility Board's service area.

Robert Arnett gave update from a recent meeting involving service line ownership between us, City of Fairmont and Town of Rivesville. No decisive action determined at this time.

**Adjournment:**

Robert Arnett made a motion to adjourn meeting; Ralph Harman seconded the motion; vote taken, passed unanimously. Meeting was adjourned.