



Facilities:

Community Center and Golf Course: The additional parking area has been completed although aesthetically a few changes need to be made as it was not a smooth as we hoped it would be. Additional cart paths have been paved, #18, #1, #8, and we will continue to do these each year. Golf Course staff are getting ready to close down the Course at the beginning of November depending on weather. The back of the building slope is being filled today with dirt and we will finalize the landscaping on the area by this Fall. Turf has been put down at the driving range as part of our redesign thanks to the men's club. See press release:

Shooting Range: NDOW notified us that we did receive the grant for the shooting range and we just got the final paperwork allowing us to finish by June which is great news. Work includes the following:

1. Scope of Work

- ① • ADA access – reconfigure fencing to allow ADA access, add concrete for mobility and regrade areas.
- ② • Shooting benches – Have 2 benches; Add two additional benches for long range targets.
- ③ • Tables – Add pistol table; Add 3 tables behind current shooting benches to promote and permit safety areas for storage, cleaning and day use at the range.
- ④ • Foundation – Add cement under shooting tables and gutter to catch shell casings.
- ⑤ • Signs – Add yardage markings; Add rules and safety signage to promote range safety and compliance.
- ⑥ • Backstops
- ⑦ • Berms – Add berms at 0-50, 100, 200, 300 yards; Add 25 yard target berm in pistol area; Add dirt berm to separate shooting range and pistol area.
- ⑧ • Targets
- ⑨ • Pavilions – Small pavilions over each shooting bench.

Schuckmann's Complex: The Boys and Girls Clubs of Elko has approved to move forward with a Club/Rec Center/Splash Pad in the Spring Creek Area. The SCA has met with a large, private foundation to review the possibility of funding updates at the Schuckmann's Sports Complex. These could include lights, a concession stand with bathrooms, a football field, and updates to the grounds. The SCA will continue to meet with the youth sports organizations who use these facilities and continue planning. We are now developing a case statement, funding plan, and prospect list and move to a capital campaign with board approval.

School District: ECSD has purchased the Marina Hills property for the new school. They are moving forward with finalizing specs and timelines.

Commercial Properties: We still have 451 Spring Creek Parkway for sale as well as the small lot behind the Dance Club. The Physical Therapy office construction is coming along as well as David White, PA is opening an urgent care in Spring Creek which is more good news.

Operations:

Frontier:

From BCP: We have about 40 complaints. At this point, we have sent the inquiry letters to Frontier, along with the copies of the complaints we have received. While we cannot speak about any specific complaint, I can confirm that we are waiting for the company to respond to what we have already sent, which will take some time. When we receive the responses to the complaints, then we will likely have conversations with Frontier about the specifics of some of the complaints and the general nature of all complaints.

We represent consumers as a whole, not as individuals, so we will do our best to determine what global relief would be best for all, which we will keep in mind going forward. At this point, we cannot make a decision on our next step until we receive an answer from Frontier. To our knowledge, the company appears to be cooperating and will be providing answers.

Background: At SCA, we receive many calls, comments and concerns from residents who continue to have subpar internet in our Spring Creek community. These members call Frontier for help on their internet speeds since many run home businesses, take classes online for college or school or even do other work and are unable to because of continuous disconnecting and slow speeds. It appears that Frontier promises speeds they are not delivering yet residents are still paying for that speed. For instance, if you pay for 6 mbps and only deliver and get 1.5-2, you are not getting what you are paying for and that is taking advantage of the community. Many residents and businesses have reached out to managers at Frontier to no avail.

Frontier really dominates the Spring Creek and Elko area and appears to be overcharging and failing to provide the level of services advertised which creates profits for Frontier but leaves the users frustrated. It also appears that the infrastructure in our area that is promised to their customers gets shifted with certain subscribers in order to provide services to others. This is not known for sure but many assume this is the case as it has been in West Virginia and other areas who have sued Frontier for these very same reasons.

The Spring Creek Association board decided to start pursuing next steps with Frontier for a short term solution for our residents, whether that is Frontier charging customers only for the speeds they are actually receiving, and even requiring Frontier to put in additional infrastructure in our area. We will also be simultaneously working through various avenues to get this issue resolved for our residents for the long term with state and local officials. Likely this is not going to be a quick process although starting somewhere and getting the ball running is key.

Roads and Maintenance: SCA finished the chip seal and fog seal process. We did run into issues with fog sealing SV Parkway and plan on doing that this Spring once that road oxidizes more.

Roads crew is shouldering sides of roads, finishing pot holes and gearing up for the winter weather.

Summit Engineering has started the Pavement Preservation investigation. Tom will provide an update at the meeting.

Animal Control: The Sheriff did hire an animal control for Spring Creek which has officially start on October 30th. She is signed up for an animal control class at the end of November but she will be on the job training until then. We are hopeful this position dedicated to SCA will help with the animal issues and help solve some of the resident's headaches.

Weed Management: Weed management will continue to be a long term issue for SC and the residents. We are working with conservation groups on biocontrol and other methods to help with the noxious weeds in our area. We are meeting with the Department of Ag next week to see what new measures we can put in place together to help with the issue. We have also started reseeding areas with crested wheat. We are planning for next year's fire breaks and looking for a grant to do this with NDF. We may also look at outside contractors for road brush beating next year to get it done as quickly as we can. We have 150 miles of roads which turns into 300 when both sides need to be done.

Geese Management: The geese management plan for 2018 has started as we just submitted renewal permits for our plan for next year. As many of you have seen, there are a significant number that have come back this Fall. We will continue to work with NDOW and other partners to get control of this issue. Permits have been submitted, State and Federal, we are waiting for a response.

Water Issues: You likely have seen in the paper the water company appealing the decision by the PUCN Commission, here is what the PUCN just sent back on next steps:

11.8.17: The PUCN formally denied GBWC appeal. GBWC can take them to court which we assume will be the next step. On page 24 of that order there are several paragraphs that have deadlines. The first is paragraph 3 that gives them 60 days from the issuance of the order to reprice the customers' bills. Paragraph 7 gives them 90 days to submit an outline showing their compliance with the order in paragraph 3. Paragraph 8 gives them 150 days to show they have complied with the order. Paragraph 12 gives them 90 days to submit the final cost of participating in the docket and paragraph 10 gives them till November 15th to submit the steps they are taking to improve customer relations.

They can only ask for reconsideration once. Commission has 40 days to rule, if the Commission does nothing, it is deemed denied. Then GBWC could sue the Commission in district court.

In regard to attorney fees, the commission ordered that it still maintains the authority to rule on that in a general rate case.

For comments, I asked BPS and they said only parties to the docket can file an answer to the petition for reconsideration. If you are not a party, you can try to file comments and it will get sent to General Counsel to determine if the comments can go into the docket (late-filed) or not since the commenting period has already passed and there are no proceedings scheduled.

We still are hearing from property owners that the issue continues with high bills. The PUCN is still encouraging residents to put in complaints if they find an issue. Senator Goicochea is working with the PUCN to get their engineers out here for a system review.

http://elkodaily.com/news/article_e089bf3d-e782-545a-9cae-bd424493515f.html

Background:

Below you will find comments regarding the PUCN's decision for the water meter reading issue. At the Utility Consumer Session on September 20th, many residents expressed their concerns in regards to water and are looking for a long term solution. We will be working with the PUCN and elected officials to have their engineers review our system and understand what we will be facing in the near future.

In a special agenda meeting Sept. 19, the Public Utilities Commission of Nevada denied GBWC's petition in which the company assert that it resolved meter reading and billing issues with its customers "consistent with its tariff." Instead, the PUCN ordered the company to reprice residents' water bills at \$3.47 per 1,000 gallons January to October 2016. The reimbursement includes "every residential Spring Creek customer" and excludes commercial customers with meter service larger than 3 inches and residents whose meters were recorded with automatic meter reading devices. For those who had their meter read with an AMR device, the PUCN allows customers to submit recommendations and supporting materials within 30 days from today. The order states that GBWC must calculate the refunds within 60 days. An individual who was already refunded by the company will have that amount deducted from the refund due. Commissioner Ann Pongracz summarized several key points of the order. She said that the commission denied the petition for several reasons, including that GBWC "failed" in its duty "to provide for safe, economic, efficient, prudent and reliable operation service." Pongracz also cited a 1970 decision from the Nevada Supreme Court decision involving Southwest Gas Corp. stating that "a regulated entity cannot escape the responsibility" for "fake ...[or]... late meter reading" and "unauthorized estimations" of usage and failure to "apply adjustments because of inadequate staff or misconduct of an employee." That precedent informed the commissioners' decision. "We make a finding that the company is responsible for the acts of their employees," Pongracz said. Chairman Joseph Reynolds said GBWC would be "held responsible" for its failure to "comply with its legal duties" and said the commission would put "accounting mechanism and reporting requirements also for Great Basin Water in going forward." "A very close eye will be kept on their future progress," Reynolds said. Along with the repricing, GBWC must annually report its progress for the next three years to improve meter reading accuracy and technicians' training, rebuild customer relationships, and offer alternative bill paying options. They must also staff GBWC representatives in Spring Creek who can address customer issues and forward them to management. Commissioner Bruce Breslow said he agreed with the order and emphasized that trust and communication between customers in a small town and a utility company is very important. "[The] public trusts a utility with the handling of service, billing and communications," Breslow said. "I think the utility failed the public in conveying the truth of what happened and letting them know along the way what was happening."

In the order, the commission listed several areas of improvement for GBWC, including improving training and oversight of meter readers, analyzing trends of revenue and consumption data, and use reports "to detect data errors and omissions."

Neighbor 2 Neighbor: We have developed a N2N program which will work with volunteers in SC to help their neighbors who are elderly, disabled, or a vet in need with property work like weeds or even snow removal. We have received a few applications and will continue to help those in need.

Blue Reflector Program: This year the SCA road and snow removal crews would like to help as much as they can by picking up their blades for those who are disabled during snow removal. We are looking into new attachments and equipment to be able to do this for many more in the future although we felt this was an important place to start.

So, if you are disabled and need this type of help this Winter, please come to the SCA office and fill out a Neighbor 2 Neighbor Form (may require additional documentation) and we will get a Blue Reflector placed at the end of your driveway for this Winter. Please do not remove these as well will collect them again after snow season.

Traveling Merchant:

We are working with the County on an ordinance to help the residents with solicitors. Last County meeting Katie and I presented our thoughts to the Commission who directed staff to have a final version presented and to work with Katie on language. We hope this is resolved by December.

Ranger Country USA: Update at meeting.

Road Franchise: Update at meeting.

2017 Focus Areas

Although this is not an all-inclusive list, below are some of the key initiatives we will be tackling this upcoming year:

Roads: Association roads, like many other areas in our HOA, have had years of deferred maintenance which is why we are in need of repairing so many over the next few years. Additional patch and shoulder work is needed on most roads as well as chip-sealing many of the roads and paving mailbox areas.

Water: The Association is pursuing legislative changes in regards to water and has set aside funds to see this through as well as any other water related issues we may need to pursue on behalf of our residents including a possible rate increase hearing.

Geese: We have over 500 resident geese at the Marina which are causing many issues for our members. We are working on a plan with USDA, NDOW, and other local agencies to humanely remove some of the population.

Amenities: Like the roads, many amenities are in a state of disrepair. We are receiving input from the amenity users and will be updating facilities although most will need to be in phases and funds saved up.

Animal Control: A large issue for many is animal control and specifically dogs. We are working on a plan to implement specific animal control measures in the Association to help alleviate these continued issues.

Weeds: Noxious weeds are very prevalent in the Association and need to be controlled. Many local agencies have come together to attack this problem County wide including the Association.

Capital Reserves: Implementation of a strong capital reserve program will help us be on top of repairs and additions for years to come instead of being in a state of crisis when a large issue.

Events:

Trunk or Treat UPDATE

Respectfully Submitted,

Jessie Bahr, Spring Creek Association President/ General Manager