

(Held while observing current CDC Covid-19 guidelines.)

- Meeting called to Order by chairman, Robert Arnett.
- Attendance & Introductions: In attendance: Robert J. Arnett (chair/board member), Ralph K. Harman (co-Chair/board member), Bradley A. Riley (board member), Alva R. Wade (PSD's Chief Operator/Meterman), Nora Simcoe (PSD's Office Administrator/Billing Clerk).
- Comments from the Public and Appointments: None.
- 4. Consent & Approval of PSD Items by board members present (as presented by Nora Simcoe):
 - 1) Consideration of Previous Meeting Minutes from July, 2025 meeting, as presented for review. No comments made.
 - 2) Consideration of Payments:
 - A. Accounts Payable Review items received to date including individual invoices, statements, prepared checks ready for signature, on-line payments documentation, and a summary of accounts payable transactions (see attached List of Transactions) received/processed after last month's board meeting through current date (including debit card purchase receipts from office and field staff).
 - B. Approve Transfer of Funds to Reserve Accounts @ PSC specified rates
 - i. Cash Working Reserve Capital (July, 2025) to be made monthly, as ordered.
 - ii. PSD Reserves (July, 2025) to be made only as funds sufficient to cover upcoming vendor payments allow.
 - C. Approve Payment of Security Deposit Refunds / Account Refunds:
 - i. Refunds of security deposits held for accounts with a good 12-month payment history.
 - ii. Closed accounts with a credit balance (after security deposit applied to account balance) refunds.

Ralph Harman made a motion to 1) accept previous month's minutes, as presented; 2) approve payment of accounts payable items, as presented; 3) approve transfer of funds into reserve accounts, as presented, and 4) approve payment of customer account / security deposit refunds, as presented. Bradley Riley seconded the motion; vote was taken, motion passed unanimously. Prepared checks were signed by appropriate board members.
- 5. Consent & Approve Financial Transactions:
 - A. Review Financial Reports
 - i. Bank Account Balances: Bank account balances as of 8/6/2025, were presented to those in attendance.
 - ii. Profit/Loss Statements (as available): The July, 2025 Profit/Loss Report was distributed. Previous months reports were emailed to board members prior to meeting.
 - iii. Transfer of Funds to Debit Card: Balance on debit card was reviewed and discussed, and determined that no more funds were currently needed. No action was taken.
 - iv. Review WV Municipal Bond Commission Reports:
 - a. Statement of Accounts for July, 2025 were presented for review.
- 6. OLD BUSINESS:
 - a. Gravel for Arnettsville Community Center Driveway – awaiting someone who can haul small delivery needed. No delivery has been able to be scheduled to date.
 - b. Customer Service Info Improvement Bulletin Board @ ACC – on hold; board members began installation of a bulletin board inside the ACC hallway, but lacked correct length of screws to complete job. Brad Riley volunteered to bring proper length to the ACC and complete the job on day when building is open to public. Also found a bulletin board had already been installed outside in the entryway (library end) that had slipped from its' frame. They pre-drilled some holes and also will need longer screws before completing the job. Brad Riley said he would handle this job also. Office will contact Terri DeMicco to see who owns the space on board outside, to determine which bulletin board will be available for posting PSD-related info.
 - c. PSC Tariff Form No. 11 (Rule 19-A) Rate Increase Status – Upon evaluation of our records, the PSC of WV has determined that a rate increase is needed. The proposed rate increase was received in office on August 5, 2025, and required us to publish it in newspapers for both Marion & Monongalia counties within 10 days of issue. Ads are scheduled to be published in the Thursday, August 7, 2025 edition of The Dominion Post and on in the Friday, August 8, 2025, edition of the Times West Virginian. Customers have 10 days from date of ad publication(s) to respond to PSC in writing. Once ads have run, we are required to return the affidavits of publication to the PSC where final decision of rates will be determined and an order prepared. Rates do not go into effect until an order for a new Tariff Rate has been issued from the PSC. As a courtesy, the Proposed Rate Increase will also be posted on the PSD's bulletin board space, after determined its' location.

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In the findings of the PSC did not change any rates other than water usage rates and leak adjustment rates, as well as changing the Cash Working Reserve Capital fund percentage. They also did not approve an administrative reconnection charge, stating what we had in place would be sufficient (see attachment of Proposed Rate Increase).

- d. PSC Annual Report status – work continues and is nearing completion with final compilation of water loss event figures. Also awaiting July, 2025 bank statements, which should arrive this week.
- e. PSC Order regarding texting outage messages to customers for scheduled and unscheduled outages. Discussion was held regarding order received after last meeting, requiring our response 30 days of notice, with our plan for reaching customers in timely manner and what methods would be used to convey the information and best to achieve it. One point in this discussion was regarding length of message restrictions could be limited to 180 characters/text message. The office staff directed to contact our current vendor VoiceShot to obtain pricing information, determine actual limit of characters allowed in a message, requirements to send text messages and to get direction on preparing the actual file format required to transmit information through VoiceShot in this manner. Office directed to also prepare their response to PSC with our plan for communicating outages to customers that will need to be sent by Friday, August 8, 2025.

7. NEW BUSINESS:

- A. Domain Changes with GoDaddy – Board reviewed upcoming changes issued by GoDaddy. No action was needed.
- B. Review of Encova Business Continuity Plan Suggestions – Board reviewed flyer sent by Encova, was unsure if action required and office was directed to contact Bill Bailey Insurance to verify if action needed. Tabled until next meeting.
- C. usCellular is now part of T-Mobile – the office was notified that our field staff cell service with usCellular has now become part of T-Mobile and per information received, our service will not change, but only be enhanced with more coverage. Discussion was held regarding how poor service that phone is currently giving, compared to Field Staff's personal cell phone with another carrier. It was decided that no action be taken at this time, but will give them a month or two to see if the changes improve our service. It was also suggested that Alva Wade at his earliest convenience, take the PSD's phone into store and ask for SIM-card change, that might improve the quality of service.
- D. Fairmont Federal Credit Union mailed out a booklet of changes to Terms and Conditions that will go into effect 9/1/2025. Office staff directed to read over to see how the changes may affect the PSD accounts.

8. P.S.D. Staff Reports:

A. WD Chief Operator Report (Alva R. Wade)

- 1. Discussion was held regarding last month's notification from City of Fairmont (after our board meeting that month) that our meter at Pleasant View/Fairground would be tested on following Monday and that we could contact their office to schedule a time for our field staff to be there also. Could never reach them to set a time, and Jake went their periodically in between meter reading, tasks, etc., but was never able to find anyone there. Board wondered what results had been. Office staff directed to contact City of Fairmont to obtain copy of results.
- 2. Reporting/Water Sampling
 - i. Monthly Operating Report; last one submitted June, 2025. July, 2025 pending Thursday of this week.
 - ii. Monthly Bact-T (2 a month) – submitted per schedule
 - iii. Quarterly TTHM/HAA5 – submitted, as required per schedule
- 3. Review Water Loss
 - i. RVS 33.03% a reduction from previous month (from end-of-month Systems Totals Report figures):
 - 1. Adjusted Water Loss Figures (not available at time of meeting); to be compiled at later date.
 - a. Related Loss Events
 - i. Distribution Lines – yes
 - 1. Leak on Pickhandle Hill Road repaired, approx. loss 25g/hour
 - 2. Hydrant River Road/US. Rt.19 awaiting correct parts to make repair
 - ii. Customer-side of Meter leaks – yes
 - 1. Acct# 342
 - iii. PSD Side of Meter Leaks – yes
 - 1. Acct# 703

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- iv. Water Sampling/Chlorine Changeout Usage - yes
- v. Flushing:
 - 1. Lines (after leak repair) - yes
 - 2. Monthly End-of-Line – Hagans Road routes & River Road routes flushing was completed, but Rt. 19 Reading Routes 1,5&6 flushing remained incomplete at time of meeting.
 - 3. Monthly Hydrants – completed with flushing in various areas

- ii. Additional Leak Detection Efforts this month – night-time valve manipulation and pressure testing as scheduling allows.

4. Distribution System Status:

- i. System Maintenance – 0 updates/repairs
- ii. New Taps - 0
- iii. New Customer @ Existing Taps (Meter Resets) - 2
- iv. Closed Accounts Final Read/Locked Out - 3
- v. Meter Changeouts: 11
 - 1. Testing: 7 tested (0 failed (# disposed – untested/unreparable)
- vi. Service Requests
 - 1. Meter Checks (customer or office requested / due to high usage) - 15
 - 2. Pressure Issues – 1 reported
 - 3. Datalogs of Iperl Meters – 9

5. Line Locates (Miss Utility requests) Received/Responded in past month - 63

- Office Administrator/Billing Clerk (Nora Simcoe)

- 1. System Totals Report: Current charges Accounts Receivable (\$34,990.06 - 552 customers)

- 2. Active Past Due Accounts Review:

- 107 accounts with past due balance 7/21/2025.

- 76 active accounts with past due balance > \$25.00 mailed 7/21/2025, due for shutoff 8/4/2025

- Notices not mailed: #*

- (5 - on PayPlan, 18 - <\$25; 7 - paid before notice mailed, 0 - Voucher/Agency promise, 1 – short term Medical Hold)*

- 19 Shutoff workorders with doorhang notice of termination/restoration requirements prepared

- 0 Shutoff to date; 5 pending.

- 3. Other Office Items:

- a. Deferred Payment Plan / Monthly Report of Payouts activated in RVS software beginning 8/1/2025.

- An unknown utility within RVS system was activated eliminating manual tracking, noting by hand on billcards each month, removal of late fees, etc. for customers with payment plan agreements. Late fee will be shown on billcard, but will not be applied to account unless agreed payment is not received. If not received, late fee remains on account and it becomes past due eligible for shutoff in 5 days without further notification. The monthly report of Payout activity on these plans will be generated along with other end-of-month reports.

- b. Customer's meter setter temporarily repaired last month still has higher usage than normal this month, upon checking meter setter/datalog, appears meter setter needed a 2nd repair. Still need to have scheduled for meter setter replacement when Mr. Chickerell in area for another repair. Customer's account will be adjusted accordingly this month for loss occurring after has passed through the meter by way of the meter setter.

- c. A customer has reported to the office an on-going issue over past 7 months in full detail and is desperate to solve the issue. The customer shared details of problem with low pressure, trickle of water through faucets, etc. and all the repairs they have already done, which have not seemed to make a difference. Board discussed various options and directed Alva Wade to visit site with

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appropriate equipment to try and verify if between meter and house or in house and to attempt to flush customer line, in case mud in line from leak repair made several months ago.

- d. Review of Unpaid/Closed Accounts for Board Action. None presented this month.

9 Reports from Board Members:

- A. Robert Arnett that Dan Ferrell with Thrasher Engineering will be retiring by end of year. He believes Eric Sherrard will be working with us as needed following Mr. Ferrell's retirement.
 - B. Robert Arnett informed board that Sugar Lane PSD has approached to see if our staff could lend a hand anytime as needed. Board felt if Jake could spare time and continue to perform tasks needed on our system, it would be allowable.
 - C. Robert Arnett also updated the estimate of repairs needed to the Georgetown Tank road (erroneously listed in last month's meeting minutes as damage to the tank due to the omission of word "road"). Tom Chickerell evaluated the area and believes that it can be restored at an estimated cost of \$3,000.00 (bulldozer hours, gravel, labor). The board will purchase the gravel and the remainder of costs to be divided 5 ways (us and 4 residents accessing the lower portion of the roadway). Work to be scheduled at contractor's convenience and ability to arrange gravel deliveries as needed to minimize hours spent on job waiting for delivery.
 - D. Discussion regarding a current lack of legal counsel to consult with, if needed. Office staff directed to contact PSC and see if there any legal sources available through them or if they can recommend someone in our area with expertise in PSD related issues.
 - E. Kim Salerno the newly elected mayor of Rivesville has made contact with office to introduce herself and to get an overview of history between our two entities. Current contact information/names of our staff/board members was given to her. Discussed needing to be included in any notification of a boil water advisory that might impact our pumping schedule/tank(s) of water on hand. It seems that Town of Rivesville does not have any water field staff at the moment for various reasons.
 - F. Randy Valentine phoned office to discuss lack of weed eating being performed around meter boxes at Pleasant View on his property. To be discussed and managed with Town of Rivesville in near future. Alva Wade directed to investigate current status of meter box area and to also investigate potential leak in same area reported by Mr. Valentine.
 - G. Discussed potential leak reported by a non-customer of our PSD, but a resident living along Rt. 19, in Marion county who has viewed a larger accumulation of water than normal in front of their property. Alva Wade believes same place he has tested in past, but never has found it to be treated water, believed to be surface water, but will doublecheck again.
 - H. Discussed next scheduled Board Member Training Session to be held in Charleston, WV. Mr. Riley will need to attend this session and will obtain receipts to be reimbursed for gas while traveling, lodging and meals to attend this session.
- Ralph Harman made a motion to adjourn meeting; Bradley Riley seconded the motion; vote taken, passed unanimously. Meeting adjourned.

Board members proceeded to locate & prepare site for installation on hallway wall of the new bulletin board donated to the PSD. It was situated so that another bulletin board could be installed beside it. In addition, they repaired the outside bulletin board, as it was out of frame and on ground when they arrived.