

## **NAVAJO DAM DOMESTIC WATER CONSUMERS & MUTUAL SEWAGE WORKS COOPERATIVE, INC.**

*ANNUAL MEETING AGENDA JANUARY 11<sup>TH</sup> 2025:*

**Meeting brought to order by: Craig Pilley at 11:03 am. Proof of quorum, board members in attendance: John-Olav Johnsen, Shelley Karcher, Madeline Henry. Staff in attendance: Teresa Stevens, Garnet Akers. Association members in attendance: Ana Padilla, Bambi Pilley, Pat & Leo Hendriks, Janie Gibbons, Pam Edwards, Dennis Joaquim, Barbra Warnock, BJ Lattanzi, Diane Bertrand, Gail Richardson. Guests in attendance: Geren Tea, Carol and Wayne Thompson, Bob Echols**

**VOTE ON THE ANNUAL MINUTES OF 2024 - Madeline Henry read the Annual meeting minutes of 2024. Shelley Karcher made a motion to accept the minutes, and the vote was seconded by Leo Hendricks. The vote to approve the minutes was unanimously approved.**

### **ON GOING BUSINESS:**

**PLANT UPDATE: Plant Update: Teresa addressed the attendees:**

So with that we just again that's an operational things and if you want to go into the reason that I'd be more than happy to explain that to you but you don't have to do that right now but we are completely in compliance which has been one of my goals when I got hired the team has been great working with us we the board and you all replace the filters at the plant which we did one set in 2022 and then we just completed the second set last week. As you guys have probably discussed that's where a lot of the RMR budget goes too.

**John-Olav Johnsen:** It's one thing just to turn the tap on and get water there's a lot that goes out in this building over here that make sure that our water is safe when it gets to you guys.

**Teresa:** Absolutely, we did have our sanitary survey in this last year and that went well. We didn't have any deficiencies, which is a huge thing. I take care of a handful of systems across the state and to come out of one of those without any findings at all is an impressive thing. That just goes to show how much you guys' care and how much the community cares about their water system. Which is awesome to see. You'll hear from the tank project here in just a little bit. We did go out and get bids for engineering services and we'll get through that part for the grant funding that we have. That's going to be something that we'll be working on through the next summer/ year or two. We're looking forward to adding that capacity to our system. Does anyone have any questions for me? I want to say a huge thank you to Garnet and Jay for running the day-to-day of the plant. These guys do a great job.

**Tank Project:** Bob Echols explained the project step by step and walked the attendees through the price break down: Attached Below:

### **2025 Budget:**

Craig explained that this is just a draft that our accountant gave us. This is not set in stone. It does not have the appropriate date either.

**Ana Padilla made a motion to accept the 2025 budget draft and motion was seconded by BJ Lattanzi. The vote to approve was unanimous.**

### **NEW BUSINESS:**

**General Update:**

**Accountants/ billing:** Craig explained that our contract with Shane Chance goes through the 13th of this month, and they were wanting to outsource work on several accounts including ours to India. Which in the board's opinion was not a good idea. We're going to change accountants, and we've got two accountants here

today. We're going to let them speak and tell us about themselves. The board will make a final decision on which route we go once we vote at our regular meeting.

**Geren Tea w/ Chipman's Accounting:** Geren walked everyone through what going with Chipman's as the association accounting service would look like. He explained that the invoicing and payments would be handled by Madeline Henry. With himself and his team being background support for Madeline. With invoicing being handled in-house Madeline is able to assist the residents in real time. Unlike the current situation, there would be a clear and transparent relationship. Geren explained his goal for this partnership are Madeline and the board would have access to everything through my portal as well as. Ana Padilla asked what Geren would charge for his services? Geren said \$250 a month for the reporting and accounting side of things. While Madeline handles the invoicing and day to day tasks.

**Carol Thompson:** Owns her own business CSA bookkeeping and taxes. She was appalled to learn that we did not have access to our accounts. She explained that not having access to your own books is appalling. But how can a board make good decisions on grants, repairs or anything without seeing the information. How dangerous it is when you don't know where you stand. She further explained her background and experience as a bookkeeper. She related the benefits of having someone such as Madi, who knows what's going on and can see the data in real time.

**Ana Padilla:** Are you proposing the same as this young man?

**Carol:** Yes, basically backing up Madi and doing the reporting for instance or to double check

**BJ Lattanzi:** I was just thinking out of the cost of mailing out anything is horrendous, just with a stamp today. I know with the webpage there must be something, why can't we e-mail the invoices?

**Madeline:** The board has been discussing several ways to limit the cost of invoicing. One of them being that using postcards, as they are a lot cheaper and less time-consuming. After speaking to several secretaries, most water associations use postcards. The orientation that we are playing with is a vertical style. There has been a number of residents who have asked to see a payment history reflected on their bills. With a vertical style we have the best chance of doing this. Another option is there have been several people that do not want to receive a hard copy bill.

**BJ Lattanzi:** I recall you sent a letter out asking about who did or did not want a hard copy bill, what happened to that?

**Madeline:** Yes, that is something that we can and will work on implementing.

**John-Olav** How many people use the payment option?

**Madeline:** Religiously, there's about 50-60 who consistently pay online. There's a lot of inconsistency from month to month. Keep in mind there are a number of older residents who do not have internet and still bring a coffee can of cash to pay their bill. Limit the number of paper bills if possible. Our goal is to incorporate all of that. Lower the postage cost, include payment history and

**BJ Lattanzi:** How much do we pay the current accountants?

**Madeline:** \$1500 a month plus tax. At the beginning of 2024 they raised their bill from \$1200 to \$1400. But the checks I've signed have been over \$1500.

**BJ Lattanzi:** Explained- When her dealings with Stacy. Stacy always seems rattled and frustrated. It seems to me it's time for a change.

**Shelley:** That is one of the main reasons we suggested that Madi take over the invoicing. The multi-step process to get the residents taken care of is a bit ridiculous. You're calling Madi anyway. Now she'll have all your information right in front of her.

**BJ & Ana:** Asked for the costs regarding the invoicing program that the board decided on and whether those funds will be transferred from the current accountants to Madi.

**Craig:** Those funds will be transferred to Madi for taking care of the billing.

Madeline: The account edge software will cost about \$50 a month and it does everything we need.

**Drop Box:** Shelley came up the great idea of us having a drop box. Speaking with Craig Madeline explained the drop box and how Blanco has there's set up. Craig said this was a very easy thing to do. We just have to come up with a secure design and place.

**Ana & BJ:** Both said that this has been discussed many times throughout the years. The question was always how we do it and keep it safe and who would be responsible for collecting the payments. So, where and how are you planning to make this happen?

**Craig:** I'd say right here by the front door of the plant. Or mount to the door of this building. There are several options we can make happen.

**Shelley:** Does that sound like a good idea to everyone though?

**Attendees:** Unanimously agreed

**John – Olav Johnsen made a motion to approve the building and installing of a drop box and Leo Hendricks seconded the motion. The vote to approve was unanimously approved.**

**Amendments to By-Laws:** Madeline read the proposed amendments for the attendees: Almost all attendees participated and offered their input regarding wording of the amendments. As a group and the board, we settled on the following changes:

#### **OLD BUSINESS:**

**Craig:** Appointed Shelley Karcher as the Vice President. She will finish out the remainder of Nancy Abercrombie term. Which is 1 year to date. 2026 The president and the vice president's position will be up for election.

Ana: Asked if we were going to appoint a 5<sup>th</sup> board member or not.

Craig: Explained that we have spoken to about three different people around here. They expressed interest in being on the board. We notified them and they were unable to attend today. The tentative plan is to nail down someone who wants the position and elect them as soon as possible via executive meeting or at the latest, February's meeting.

#### **Open for discussion:**

**Motion to adjourn the meeting made by: Madeline Henry the motion was seconded by Leo Hendricks. The vote to adjourn the meeting was unanimous. The meeting was adjourned at 1:52 pm.**

**The regular meeting for January, will be held after the annual meeting on 01/11/2025**

**The next regular meeting will be held February 11<sup>th</sup>, 2025, at 4pm. Location: 4B road 42670 at the records building, next to the plant.**

