

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

Regular Agenda for November 12th meeting. Location: 4B rd.42670 (next to the water plant)

Meeting Brought to order by: Nancy Abercrombie at 4:04 pm. Proof of quorum, board members present; Jonh-Olav Johnsen (via phone), Shelley Karcher, Madeline Henry.

Staff in attendance: Teresa Stevens and Garnet Akers. Association Members in attendance: Leo Hendricks. Guests in attendance: None

Vote on October 22nd, 2024, meeting minutes:

Members Addressing the board: Leo Hendricks came on behalf of Fred Wagner:

The concern being that there's no easement and Fred is trying to be proactive because his son inherits, and he'll fence it off. Where are you guys or what have you all come up with?

Madeline Henry: Clarified were discussing the hydrant at the corner of Freds property. Back in August, I believe, is when we all discussed this as a board and John-Olav came up (Nancy and Shelley concurred) with the idea to cap that hydrant and move it to the corner of the road. But that was as far as it went.

Teresa: There is an easement in place automatically for utilities. If the hydrant has been installed for more than 7years. There is an 8 ft. right of way/ easement on either side of the pipe.

Leo Hendricks: The hydrant would be a lot easier to flush if it was out at the corner of the road.

Garnet and Teresa: both said not necessarily.

Garnet: The reason the hydrant might be where it is because that is the lowest spot on the line right, so it makes the most sense as the lines go away from that point and this was all done before any of us were part of the association, so we don't know necessarily why it is sitting right there.

Teresa: But it seems likely with that being the lowest spot may to be the most efficient place to get all that stuff out of the line especially when they were building off that side because it crosses the river that makes a left and goes down the street and it comes in from the North East into the well out there and then goes up the road so it's probably from being able to do the flushing from that side. All that was most likely, so you don't blow a hole.

Nancy: Bob Echols built the plant. Would he maybe know why that was there?

Teresa: No, unless he did the distribution system, and I don't know if he did.

Nancy: I don't know either.

Teresa: The future conversation might be, do we decide does it remain like it is. Or there might be some previous ones they just haven't been reported.

Shelley: OK, yeah and I've looked at a lot of those of the different iterations of the plats for all of it and some of them have water rights marks some of them don't, but I think that like I said Mr. Myers has got tons of stuff and I would be really surprised if he didn't know.

Teresa: Actually, the maps are pretty good. It's not the maps that we're worried about, it would be the actual recorded easement for that because the maps are spot on, we've been able to use them, and that hydrant is not sitting very far off that line.

Shelley: I think originally there was the convenance for the subdivision that has long since expired but it talked about the comments of course but that doesn't make a lot of money I just feel like we're never going to be like yeah and you know the guys that did the eventual subdivision were a bunch of cowboys that were about making money. So, you know they weren't real to the letter about how things were done.

Nancy: All the surveys were all off. When they came back out to sell our property out to the river. John Wayne had heck with a lot of them.

Shelley: Yeah, we've had to have all of ours resurveyed and it was off but not horribly. That's why we had the drain right of way issue.

Nancy: Do we or do you have a map of our distribution system? (Talking to Teresa) Has that been recorded, do you know?

Teresa: They would have no reason to be recorded.

Nancy: Reason, I'm saying that is because things disappear out here, maps get up and walk off out here. So, we need to record everything.

Shelley: That's why we have these records building with all these new file cabinets.

Nancy: Ok, I won't say anymore.

Shelley: That's not what I'm saying, you're fine. I'm just saying that I don't trust the county to keep records safe and we build the records building for this reason.

Shelley: said that that is why you need to get 411 before you build/dig. The easement is wherever Game, and Fish put a chain and lock prevent people from driving back there. Leo mentioned that the man that gets the flushed water for his trees has been getting the water from back there. Garnet said yes that he has

Leo: Mentioned the brown water in the dog water.

Teresa: Okay, color is not an issue. I do sample EVERY month and for 2 years they come back clean and in compliance. The color you're seeing is Iron and manganese. That does not mean its bad water. Since you brought this matter up we stated flushing at the low point in the system which behind the property you're talking about.

ON- GOING BUSINESS:

Plant Update/ RFP scoring:

Teresa: Filters were supposed to be installed but they did not come in.

They said the first week of January that we get them in. Garnet mentioned that the Skid 2 filters are doing just fine, and Teresa agreed.

and calibrate all the turbidity meters. All Q4 samples came back well for 2 years now. The wet well will be cleaned out for the first time in a year on Tuesday. The turbidities haven't indicated that they're high, but at a time when the flows are low, we'll take advantage of that and be proactive. We'll also be running that chimney sweep through that line to help clean out any sediment. Hopefully it been keeping out any fish.

Shelley: Do they come through live?

Teresa: They come to the wet well live

Garnet: They don't make their way out alive.

Teresa: Said they've caught some good-sized fish in there. Back when I first started and they cleaned the wet well. Before the screen was installed BTVB's were through the roof.

Ganet: Any fish that makes through, he scoops out with a pool net and puts them back in the river. I have not seen any fish in the wet well in 2 years now. Thanks to that screen.

Teresa: I don't know if the RFP is in this part of the meeting or if it is in another part of the meeting.

Nancy & Madeline: Both answered that it is in this portion of the meeting?

Teresa: Did everyone have a chance to look at this? Does anyone have any questions?

Nancy: I did look through it, but I wasn't able to print that until today.

Teresa: I don't know about you guys but for me they got a perfect score.

Nancy: Yeah, I looked through it and it looked like it.

Shelley: Do you need one from each of us or one that we all sign?

Teresa: We can all sign off on one and then leave them with Madi. She can scan the scoring sheets in and that way we know were all on the same page. Then I can go back to Eric and say, hey we've don't the RPF process, we have our person and evaluate them and granted notice of award. I'll let him guide me through what the next steps are. It should be notice of award then well schedule a kickoff meeting with him and get the ball rolling. Then that's where the financial part comes in. There we'll see the official cost to plan and design it and then that will be the first incumbent part. We're not going to have it all spent by June, but at least we can incumbent some of it, ask for an extension. Which should not be a problem at all.

Shelley: So, once they do the bid or whatever you want to call it. For the planning and developing at what point do we or do they find out what it will cost?

Teresa: That will be part of their 95% plan. They'll come back to us and say yes, this is the shape and everything we want. If you, look at the cost chart in the RFP. That's what I personally always look at.

Shelley: That's what I looked at very closely.

Teresa: You don't want someone to go to the bid estimate and see that it was \$250,000 and they come back at like \$900,000, just for example.

Shelley: I was happy to see that out of all the projects they've completed they only had one go over. Very impressive.

Nancy: Well, they probably won't be working in January. Start date wouldn't be until April, right?

Teresa: Well, they'll start soon after that kick off meeting happens, for plan and design. But as far as playing in the dirt, no.

Shelley: I don't see why a little bit of mud would be that big of a problem.

Teresa: April would be likely, the only unforeseen that I anticipate is the state throwing fits, like they did with this building. BUT they really can't throw any fits with this project. This is a very cookie cutter. Projects such as this are done all over the state all the time. If design is okay.

Nancy: With Eric, he'll have a problem with the design, and he'll have to b=put his two cents worth in.

Teresa: That's what I'm saying. It's a very cookie cutter. And really can't have much to say about a tank. Put it in place and put some valves in, some skata and that's it. You can't tweak it anymore than it is. It should not be that hard, at all.

Nancy: Well at least they're dealing with the state/county/ whatever. Not us.

Teresa: Right! If you guys don't have any questions we need to approve the RFP.

Madeline Henry made a motion to approve Cheney Walters Echols RFP 2024-01 wins the award for the new Tank Project. Nancy Abercrombie seconded the RFP award motion. The vote to approve the RFP tank proposal was unanimous.

Expense Report:

Nancy: Did everyone look over the expense reports?

John-Olav: I'll be honest, I did not. Not with post-surgery

Nancy: I follow this all month long and it looks good to me. Take it from me, it's fine. Ok, we need to make a motion.

John -Olav Johnsen made a motion to approve the expense report and Shelley Karcher seconded the motion. The vote to approve was unanimous.

Billing Matter Update:

Nancy: I understand that you've had some trouble with the meters. (talking to Madi)

Madeline: Yes, with reading the meters this month. I've been on the phone with Badger meter for six (6) days several hours each time. They have been extremely thorough and very helpful. We got it straightened out, finally. I have received several calls from residents due to their bills stating zero gallons used, zero everything. Many people feared that there was something wrong with their meter. Stacy and I had talked when I went in, and my understanding was that she was going to hold off on sending any bills until this matter was fixed properly. I don't know if Stacy is going to send the correct bills with the accurate readings or what's going to happen. I can ask her when I go in

tomorrow. On the sixth day after I went and read the last 13 meters myself. I got an email from Stacy that evening stating that Tonya Blakely's meter is reading accurately for the first time in a year.

Shelley: (Asked Madi) How difficult was Badger to get ahold of through all of this?

Madeline: Not difficult at all. It was a matter of waiting maybe a minute to speak to someone.

Nancy: Well, I went in to see Stacy today. She said she thought that update with these ME meters being added into the he thought that it was probably helped with Tonya's issues. But what she wants to do is she's going to do a mock billing and see if the readings come in and then we'll go through them again when she does the November or this month's bills. So that way we'll have something to go off from October or the last billing.

Shelley: In all your talking to Stacy have you gotten the backup account edge data to send to Durango?

Nancy Abercrombie: No. We can't, it's not ours. It's Shane's data.

Teresa: No, it's not. That is not their data, that is the associations data. I deal with this all the time for my own business. That is 100% not true.

Nancy: Ok, well. Let me rephrase this, OK what it is I talked to penny.

Shelley: I understand that, and I understand that they're pretty upset with you.

Nancy: Because I asked some questions?

Shelley: They just said they're getting some flak for you

Nancy: Me? No, I asked them questions

Shelley: About what?

Nancy: Ok she's talking about having account edge on iCloud.

Madeline: No, Account Edge cloud version. Not iCloud.

Shelley: Not iCloud, they're two totally different things.

Nancy: Excuse me here, I'm having a problem. she's talking about putting account edge on iCloud

Shelley: No, that's not what she was talking about. What she explained is that account edge has a cloud-based program. It's separate thing.

Garnet: There are all different kinds of clouds out there and iCloud is Apple specific.

Nancy: I understand that. Yes. OK I'm not explaining this.

Shelley: So, account edge has its own cloud right, and what a cloud does is makes it accessible remotely to whoever has been granted access.

Nancy: yes if you have if you have purchase the product right yeah so we would have built that we'd have to purchase accountant so that we would could access the accounts right that's what I'm trying to say right we're going to have to purchase that when you're talking 2025 hundred to buy

account edge OK so anyway so that's what I asked her that's all I asked her I said do you know if account edge can we access it program or add the data or do we have to buy you know or just the that that she came back and said that she didn't know anything about that I went in and I found out that we would have to buy account it to use icon to get into the data OK so then I talked with a couple of other CPA's and with us being in the program My CPA up and Durango I talked to bacon in Farmington which we do not have any affiliation about reason I use bacon is because I'm familiar with him because he had Dagget surveying when I used to work there. Being that we are a state utility we are regulated by the state. We are a nonprofit corporation. OK so if we have an audit and if we get asked if there is an outside access to that program and if they cannot trace it to where it say we go in and do something with that program the account cannot trace that our audit is the findings more because too many cooks in the pot OK in the kitchen So what they're saying is it probably would not be cohesive for us and the state you know to work to bring it all together if we get in there and start doing it if we did any corrections

Shelley: Well and my understanding when we talked to penny was that wasn't the purpose of us having access it was more viewing access so that if Madi's getting calls about people's bills she could see in real time and not to manipulate it not to enter data not nothing just to be able to view it.

Nancy: That's what I was talking to penny about is access or futility but not really read all right that's what I was asking for that I don't see I don't know anything about account edge but I would be shocked if there wasn't some function to set it up as a read only give specific people specific access the account gets full access, Madi gets read access only. out and that's what I was asking

Nancy: My concern is if we or they gave us access and we went and got access to our account edge data, and it was changed. Because account edge does not track those changes. Then there go our findings. We've given the information to our auditor, and he gets in and looks at this we've got too many findings in the eyes of the state. Because there are too many cooks in the kitchen. I just want some that is cohesive for us and the state.

Shelley: I understand that but if it's set up to where only one entity or person has editing access there's no question then, correct?

Nancy: Right, I understand that that's what I wanted her to answer for me.

Teresa: Its all traceable. There are access restrictions that can be put in place where multiple eyes can see the account edge data but not multiple fingers.

Shelley: Well, I know it's been a week since we talked to her and my question is why she hasn't been even provided with the information that she, Penny has asked for so that she can understand our account.

Teresa: That's your data, point blank they cannot tell you that you can't have access to it.

Nancy: I understand that.

Shelley: Then why don't we have them and why haven't they been given to penny OK I haven't asked for him because I had an accident then why didn't you tell somebody that you need that somebody else needed to do Nancy I'm not trying to beat you up but I feel like you are putting up every roadblock that you can possibly come up with to keep us from switching accounts and I do not for

the life of me understand the purpose of that you have a fiduciary responsibility to this association in this community for the water not to shame chance and not to Stacy so I I don't understand where the block is I I just and if you can explain it to me then please do but it's getting really frustrating and we are running out of time it's been OK um as far as getting the information I never even thought about it OK I had an accident that the board information was completely out of my mind OK so I apologize for not

Nancy: I'm sorry I did not communicate that. I wasn't able to do that. OK I apologize.

Shelley: Is that something that's something that you can take responsibility for people with Stacy yeah you can ask for it I got to go in there tomorrow I can ask for it tomorrow OK that's perfect I'm not putting no walks up I'm asking questions and that's fine but it feels like so we had a meeting with them the three of us had a meeting with penny where we could all talk to her and then today we find now that you have been talking to them separately that nobody else knows anything about yeah that OK I misunderstood what this this access was you know when I was talking to her I was under there I assumed I thought that you could see it too the conversations that it wasn't just her and me it was the three of us with her so I assumed I apologize.

Shelley: On a phone call?

Nancy: No, it wasn't a phone call it was through her messaging didn't you get where'd you set up with their BXP (BPX) messaging that's her fault.

Shelley: No, it's not

Nancy: She should have added you to the same one.

Shelley: Did she contact you first?

Nancy: Yes

Shelley: To say where's information?

Nancy: No, and I can't get to it now. She sent me an e-mail saying to set this up. So, I went in, and I set it up, I was under the impression that my setup was all of us. I made an assumption. I thought it was all of us. All I did was ask her some questions and apparently, she goes to you now, which I did not know about that. If she had a question, I asked her to call me. Then I could discuss my questions. I mean the communication is gone now. It's not my fault that we didn't get the information from Stacy.

Nancy: I had an accident, and I never thought about it. If Madi can do this then go do it. I'm not putting roadblocks up. I'm just asking questions.

Shelley: I understand that, and I think that questions are great. But I felt like we came away from the meeting with Penny feeling incredibly relieved at how on the ball she was with everything. She answered questions she brought up things that I certainly had never thought about. The fact that she thinks it's only going to take a couple of weeks outside to get everything switched over. I thought t that was great. I just didn't have any concerns at all after we talked to her, and it felt extremely comfortable. Most importantly, it felt as though we were moving forward with this. Then here we are a week later and nothing's happened. So, I'm just trying to understand.

Nancy: I wasn't able to do it. That's all I can tell you. I don't know what else to say.

Shelley: I know that, and this isn't you think, but just with the emails with Madi and the meter reading issues and her just talking about how she's been on the phone with Badger consistently and even over weekends. That's why I asked Madi because that's been Stacy's excuse for the last year with the billing problem. Stacy can never get ahold of them.

Garnet: You got ahold of them on Saturday, right?

Madeline: Yes, I reached out Friday, Saturday, Sunday, Monday and Tuesday and that Wednesday.

Shelley: That was why I was so impressed me was the Saturday and Sunday.

Teresa: Honestly, it's not in an accountant's wheelhouse. Water and meter issues have no relevance to them.

Madeline: But, if the accountants have full administrative access, then it's kind of their issue to resolve, right?

Teresa: Yes and no. You guys have gone from one end of the spectrum to the complete extreme. Meaning, you have one person doing it all in the house and that one person being the only one knowing what's happening and it backfired. To now it's the far opposite where the accountants have full access to everything, all third party, and it backfired. With no one being able to really act. Instead of putting it right down the middle where it needs to be. You need a happy medium. Again, you need multiple eyes on everything NOT multiple fingers. To get problems solved.

Shelley: That was what made me so happy. I got first saying they have a cloud version that was not well, Hallelujah.

Teresa: Exactly, and that way if we ever had this year issue again, Madi can look at it while looking at the tablet you know the meter reader while looking at the software. That's what the problem was and that's what we kept saying for the past year! We knew exactly where it was, but we didn't have the access to fix it and we never had the ability to have that conversation

Garnet: Stacy is listed as administrative for Beacon/Badger

Madeline: Actually, Kia is. Kia hasn't worked there in over a year now.

Garnet & Teresa: That's where Madi needs to be doing this apart from invoicing. Madi needs to be able to set up the meters from start to finish, that way if there is an issue again. Madi can fix it. She needs to be compensated for that task and the accountants need not be compensated for that, as they are now. Teresa: Because they haven't really been doing that anyway. Getting paid for a job that they're not doing.

Garnet: Pretty much since they started.

Teresa: For some small systems that's what they do. But for a regular CPA that's not their wheelhouse and they're not set up to run a water system. Nor are they close enough to it like we are. That's why we need more eyes on everything. To check each other and to be able to say, hey, you put a 2 instead of 3, that's why its reading wrong. Then your accountant does their part of journal entries, and things like that and making sure we

Shelley: Like you said Teresa, if you can see both sets of information at the same time, that is much more efficient.

Teresa: We understand what it needs to look like. CPAs do not. Because it is not accounting. I deal with this all over. With implementing those changes your audit findings should be nonexistent.

Shelley: One thing that Madi and I had talked about. When she spoke with Badger, with the reader issue. They said it looked to them that the program was not set up properly.

Teresa: I believe that based on what's been going on over the year. There is a very important part to that. It's called a slot file. If that is not created correctly it wreaks total havoc. Its as simple as making that ½ hour or longer phone call and sitting down with a trained technician and making sure that slot file is correct. Again, Badger only picks up what the billing software gives it. That's why I have said from the beginning, it is NOT a badger issue it's a billing issue. Which as Madi just dealt with for the past 6 days, that's exactly what the problem was.

Garnet: Absolutely, it just would have been more professional of them to admit they don't know rather than this constant denial of its not wrong or its not our fault.

Teresa: Agreed!

Shelley: That has been my biggest frustration for MONTHS. Particularly Tonya's because hers was SO egregious and specific. And we kept getting told by the accountant that it was NOT wrong.

Garnet: Especially when their meter has run less than 1500 gallons. I have tested Tonya's meter when I have turned it on before to see. Didn't Stacy mention something about not knowing about the ME or not understanding something about them? Which granted that's not an accountant's job so that makes sense. But the constant denial. Is ridiculous.

Shelley: Exactly, that's what we've all been saying and me especially for months. If you don't know then just say so.

Nancy: Well, what I did with Tonya's bill, I came up with from the past year is a credit of \$594.00.

Shelley: OK and that was part of the question that I had what we are going to do about Tonya's bill retroactively.

Nancy: I did I approve that credit, its right here of \$594.00. Stacy, she thinks that when we do the reading at the end of November they probably will be fixed. What I'm going to request, after talking with Stacy, is that she's going to give us a list of the meters that we're having problems with. We read the meter then we do hand reading also.

Teresa, Shelley & Garnet: They've been through that already.

Garnet: We haven't been doing it for the last couple months because it had shown time and time again that there was nothing wrong with the meters and they were being picked up.

Nancy: OK that's what I'd like to happen is if we read the meters manually. Then give, Stacy she said to give her a picture of the meter, so she knows exactly where the decimal point is on the meter for 60 days. Because that's the point on the meter is not where it's out of Wack at right, but she must have the meter reading the hand reading and she'll have the meter pictures.

Teresa: Who's asking? Stacy? None of that will work. The issue is already fixed so doing all that is a waste of time and it is not necessary at all. What needs to happen is just do a normal read for the next 2 months and go from there. This is yet another great example of why Stacy should not be doing this. This is why Beacon/Badger program needs to be here or done by Madi. Because everything happens here, reading all that. This needs to be internal. We must be able to see the information. Stacy has no use for that except for when they bill people. Also Well be able to fix any issues before the bills go out and say hey is this is a legit one. When we finish reading meters in the South side, we always have some odd ones of like 60,000 gallons. Without really knowing we investigate it and find out they filled up a pool. Again, that's why I said to read meters for two more months and then make sure we don't have any more issues with that. See whatever direction it goes and then after that we can look at whatever we may need to. Keeping in mind some overages are not to others.

Nancy: Do you have a file of a requests for turning on or turning off or do you just give all those to Stacy? (talking to Madeline)

Madeline: I keep copies and give copies to Stacy as well.

Nancy: So, you have a record that we can go back on and say well they're not here it's been turned off and that would be another indication of a problem.

Madeline: Looking at this list, I don't recognize most of these. And they weren't on the last one we got in April. Most of those, there were 4 of them that I had Garnet and Jay go look at them and manually read those meters and I told Stacy those people haven't been there in years. Or they're snowbirds.

Teresa: Probably they're inactive and have not been removed from the master and need to be. Yet another example of why this needs to be done here.

Nancy: We still get a lot of mail here at the post office. How are we going to get this information up to them in Durango?

Madeline: I go to town at least once a week to meet Stacy. That is in my contract, so I'm contractually obligated to do it once a week. The difference now would be once a week to Durango. I prefer to do my grocery shopping up there.

Shelley: I go at least once a week for work purposes.

Teresa: My mom lives up there, so I can even drop stuff off up there if need be.

Nancy: OK I was just asking.

Shelley: Okay, now. I don't want you leaving here with you pissed off at me or if you want to be pissed go ahead. That's fine too. But are we on the same page with switching accounts?

Nancy: I'm on the page switching accounts but I want or that I'm going to get answers to because I've been an account for 50 years.

Shelley: I think that's great because you've got information and knowledge that I don't have. Accounting is not my wheelhouse. I know what I know but that that is not my bailiwick. But Stacy is

scaring me bad with many things. I'm very concerned about the overall picture. The electric thing, whatever day it was that our electricity was about to be turned off. But Madis gotten notices before this and Garnet gets disconnect calls to the plant.

Nancy: No, I understand.

Madeline: I mentioned the disconnect calls/ voicemails to Stacy and she said they were scams.

Garnet: That's what I thought too, but it's every month.

Nancy: Well, this is the first I've heard of any of this. No one tells me things.

Shelley: Isn't that something that can be set up as automatic payment?

Madeline: I'm pretty sure. That's what I thought was going to happen. Because back when we were establishing electricity for this building Stacy asked me for help getting all the accounts on one. So, I ended up having to fill out new applications and new everything in order down at FEUS for all the accounts to be combined. I thought we had talked about setting up autopay at one point in person, but it was never brought up again. Because the account had someone's social security number, and it wasn't anyone currently on the boards social. Stacy tried.

Shelley: Don't we have a TIN?

Madeline: I would assume we do we're a business.

Nancy: Well, that's left over from Candy. Because every time we turn around there's something that should have been changed or done leftover from Candy. You know the nightmare that keeps giving.

Shelley: No. There's a whole lot of issues that cannot be blamed on Candy anymore. That's not a valid excuse. After 3 almost 4 years.

Garnet: At least meters were read properly, every month. No matter what. She would get on the phone with Badger for as long as it took to get the matter resolved that day.

Nancy: I'm for changing accountants, I wish we could talk to some other accountants.

Shelley: I do too, but Madi has been working her tail off. You can't make them, and you certainly don't want people you have to force to do this. I personally was very happy with everything Penny had to say and every answer and explanation she gave was very professional. Whoever we switch to, with the caveat: if we start running into problems, they do not go on for a year or more. No one better say they don't have time. No one.

Garnet: I think another this is that contracts that anything that has to do with meter, reading and set up in on Madi's contract and that she is compensated for that as well.

Shelley: I think that would be ideal, if Madi is taking over some of the duties that we've previously had an accountant doing then, Madi needs to get paid for that.

Nancy: Oh, I agree. I have no problem with that at all.

AT&T:

Garnet: (Asked Madi) Has century link said anymore to you about the phones?

Madeline: No, I've called and been told that a tech will call when they're on their way out and I have yet to receive a call. But I'll call them again.

Nancy: What's going on?

Madeline: The phones have been down for over a week.

Garnet: Issues with century link used to happen A LOT more. This is the first time in a while.

Madeline: That was the first thing I brought up when I got on the board. Because you and Jay were constantly calling me about the phones being down.

Nancy: Well maybe we should discuss getting another phone company if we're having so much trouble with them.

Madeline: We have discussed this before.

Garnet: Many times.

Shelley: What are our options then?

Nancy: AT & T

Madeline: I will give AT & T a call and get information about switching and I'll email the board with what I find.

Nancy: Capital outlay is up to date and all DFA reporting is turned in.

Madeline: Meaning DFA reports for 1st/ 2nd and 3rd quarter are turned in and accepted? Soon to be 4th quarter?

Nancy: Yes, she's talking with a gal about it. Sent our reporting in and it goes to whoever has our accounting with the state. Well, they have people come and go. So, she is in contact with a woman with the state to get our 4th quarter 2023, 1st/2nd/3rd quarter. She's working on it this week. But they're turned in and we've talked to Lee about it, and he said that if we have documentation of this, they'll be no findings.

NEW BUSINESS:

Amendments for 2024 Bylaws:

Nancy: I have a question from when I was reviewing this the other night. You were asking for is in the by-laws for new members. We're supposed to vote on new member application before they're done.

Madeline: I've brought up every new resident or transfer I've done, and they've never been voted in.

Nancy: But that's what it says in the by-laws. I'm just going by what the by-laws say. We're supposed to vote on it and then they're supposed to come to a meeting and be accepted in as members.

Garnet: I thought that was taken out from the by-laws a long time ago. Because too many people from out of town complained about that stipulation and then it was voted out at one of the annual meetings before Madi came on the board.

Madeline: I haven't seen that in the by-laws. I've heard about it from previous board members but it's not in the by-laws.

Nancy: Well, it's in the by-laws you gave me. Go to page well its under members.

Shelley: That's page two then. Under membership.

Nancy: Began reading from the bylaws as did Shelley.

Shelley: It doesn't say anything about new members coming to a meeting anywhere.

Garnet: Yeah, I'm pretty sure that was voted out a while ago. Like 2020 or 2021

Nancy: Anyways I thought I read that in the by-laws Madi gave me.

Nancy: I know what it was. It was Stacy sending out a letter to new members and at the bottom of it says that people need to come to a meeting to be approved as members.

Shelley: Is that something you have and can change, Madi?

Madeline: This is the first I've heard of any letter that Stacy sends out. When I first started, and after Nancy explained what to do for new meters or transfers. I created a packet. Containing: a welcome letter, our water app, a rural addressing app, a schedule of fees, the current by-laws and an acknowledgement of documents page, just saying that they have received the above documents, and they have been explained.

Shelley and Nancy: Then there really isn't any need for Stacy to send her letter.

Nancy: You need to get with Stacy tomorrow about the letter then.

Madeline: The annual meeting is held the Saturday following the regular meeting. Well, that's how we did it last year anyhow. But we wouldn't have had a quorum for the regular meeting the day it was supposed to be held. So, we switched it to the same day as the annual meeting an hour before.

Shelley: Maybe we should change that. Because having two meetings a few days apart does not seem efficient at all. What do you guys think?

Madeline: I agree, I think having two meetings on the same day is better than two separate meetings.

Nancy: That's fine with me. The regular meeting is an open meeting anyway.

Potential Accountants:

Shelley Karcher: Were not going to fight about it anymore. We're agreed? (Asking Nancy)

Nancy: I'm not fighting, I'm asking questions. But yes, I agree.

OLD BUSINESS: N/A

The meeting adjourned at 5:45 pm. Madeline Henry made a vote to adjourn the meeting and Shelley Karcher seconded the motion to adjourn. The vote to adjourn the meeting was unanimous.

The next regular meeting will be held December 10th, 2024, at 4pm at the records building next to the water plant. Address: 4B rd.42670.