

NAVAJO DAM DOMESTIC WATER CONSUMERS & MUTUAL SEWAGE WORKS COOPERTIVE, INC.

Agenda of October 22nd, 2024: Location: 4B rd. 42670 (next to the water plant)

Meeting Brought to order BY: Craig Pilley at 2:01pm. Proof of quorum, board members in attendance: Craig Pilley, Shelley Karcher, Jonh-Olav Johnsen, Nancy Abercrombie, Madeline Henry. Staff in Attendance: Teresa Stevens Association members in attendance: Ana Padilla Tonya Blakely (via phone). Guests in attendance: NONE.

Vote on the September Minutes: Madeline Henry made a motion to approve the September 2024 Minutes motion was seconded by John-Olav Johnsen. The vote to approve was unanimous.

Association Members Addressing the board: Tonya Blakely (via phone):

Tonya began by asking a few questions of the board: Firstly, when the meter is installed, does it start at zero? Madeline answered her question; yes, all new meters are at zero when installed.

Tonya explained that for a year now her bill has consistently been charged with heavy overages. That she does not owe. As every time she leaves the meter is turned off and she takes a photo of the meter every time she gets to the property and before she leaves. The techs have manually read Tonya's meter. By Tonya's math she only owes \$31.27. But her bill is \$687.00. Tonya asked the board at what point do we admit that this is the fault of the accountant and at what point is enough, enough and hire a competent accountant. Tonya said that she cannot be the only one having this problem. Madeline and Tonya explained that she is one of about 7 other residents. Nancy explained that just because the meter is showing that it only ran 1400 gallons, and the techs say so does not mean that Stacy can change it based off that. Madeline interjected and explained that she provided Stacy with the manual reading of Tonya's meter back in May of 2024. It read 1429.01.

Shelley let Tonya know that many of the board members were very frustrated with this situation and none as frustrated as herself. The fact that this has been ongoing for a year is unacceptable.

Nancy asked if Tonya would just pay the minimum of \$59.85 until this matter is resolved? Tonya replied that normally yes, but to what end? When her bill will still reflect overages of water that we all know she is NOT using, and the bill itself will not be accurate.

Nancy asked Madeline if Tonya's meter is new or not? Yes, Tonya's meter is new. Nancy then asked if we could swap the meter for a different one? Madeline, Shelley, and Craig all said that the issue is not the meter it is in the software. Madeline added that Teresa has said this very thing many times herself.

Nancy told Tonya that she and Stacy had tried on several occasions to get this matter straightened out. To which they've have no luck. Since when they call, they just get passed from person to person or told they'll be called back and never are. Madeline asked when these phone calls took place. Nancy said back in May, June, July and September. Nancy said that she and Stacy do think the issue is the decimal point. Stacy can't fix it because it's on Beacon/Badgers end, in the program.

Tonya asked if the association has reserves. To which Shelley asked in what fashion did she mean? Tonya explained money. Craig answered Tonya, saying that this association operates on very little money and therefore there are no reserves. Tonya asked if we have a contract with Beacon/badger?

Nancy asked Madeline If we do or not? Madeline responded that she believed the association had a contract but could not say for certain one way or another. Tonya explained further that if we do have a contract then they are in violation of our contract. In which we have grounds to take legal action.

Tonya Blakely- Suggested to reach out to a Lawyer concerning this matter and contact all the residents effected by this issue and create a petition. With that Tonya ended the call.

Craig said that the issue is between the two programs (beacon/badger and account edge) Bottom line Stacy needs to make time to fix this issue. Tonya was more than accommodating. Madeline, John and Shelley all agreed.

Ana Padilla: Asked if this was an isolated incident? It is not. It's affecting me more than just Tonya Blakely. Ana mentioned that she is hearing a lot of the board is separately talking to Stacy about these issues, instead of the board sitting down together and that's what needs to happen.

John suggested that if we have 7 meters that we are having problems with. We've identified those issues to Stacy. We need to have her double check those 7 meters and manipulate those or at least Tonya's bill manually every month.

Nancy- How do you know what's correct and what's not? How do we know if those people really aren't using that much water? Nancy said that would take a lot of work every month. Stacy would have to manually do that for every resident having an issue and we would then have to vote and approve all 7 every month. Because Stacy must make a sperate journal entry for each because of the audit.

Shelley responded, "That could be, but we definitely know for a fact that Tonya is NOT using the amount of water that she is getting billed for and excuses are not acceptable anymore.

Craig asked the board about sending a letter Beacon/Badger and explain the situation? Nancy said that's a good idea and that might help.

Nancy Brought up her conversation with Mrs. Gillespie. She explained that she really feels that only Stacy should handle any accounting/ billing questions.

Nancy Abercrombie made a motion that no one handles any accounting questions, only Stacy. Shelley Karcher seconded the motion. The vote to approve was unanimous.

ON-GOING:

Plant Update/ Tank Project Update: Nancy stated that we must have an amendment made to our lease with BLM before anything can be done. Teresa and Shelley both asked why? Nancy explained that we must because we are adding another tank to the property. Teresa and Shelley both said that that is not the case. Teresa said that the engineers will handle EVERYTHING from start to finish. Teresa said the plant is running well and she had been concerned due to the heavy rainstorms that

came through. But Garnet and Jay handled everything perfectly and kept the plant running nicely despite the weather.

Teresa finished our lead and copper report and sent it in mid-October. When she hears something regarding our report, she will of course let us know. Teresa then passed out the bids for the board to score and she explained to Madeline that she can email the score sheet to the rest of the board. Meanwhile before the next meeting the board members need to read through their copies and at the November meeting, we'll score them as a board.

(Meeting ended due to Madeline needing to leave.)

Expense Report/ 2023 Taxes(vote):

The board received the expense reports and the 2023 taxes via email and reviewed a hard copy at the meeting. John-Olav Johnsen made a motion to approve the expense reports for the month and Nancy Abercrombie seconded the motion. The vote to approve the expense reports was unanimous.

Shelley Karcher made a motion to approve the taxes for 2023. The motion was Seconded by Madeline Henry. The vote to approve the 2023 taxes is unanimous.

Billing Issue Update: Previously discussed

NEW BUSINESS:

Accountants Discussion: Craig wanted to clear the air and explained that Shelley, Madeline and himself had a VERY Brief conversation. During which he gave his input, which was why Madi and Shelley called him, regarding the discussion concerning our current circumstances. Craig said to have your ducks in a row. Meaning to speak with at least three (3) DIFFERENT ACCOUNTING FIRMS, to be proactive incase that the meeting with Shane went south. Shane Chance has had us on the chopping block. Craigs line of thinking was if Shane did not like what we had to say then we wouldn't be kicked to the curb with no accountant available to take us. As discussed, Madeline solicited some information from other accountants.

Madeline Henry contacted several accountants, three (3) of which are highly versed with rural water associations and are available to meet with new clients:

- 1.) **Novia Mobus with Four Corners accounting** in Flora Vista. She said that she and her team could not take us on until after the first of the year. She handles a good majority of rural water associations in the area. Sometime after the first her and her team would be happy to schedule a meeting with the board.
- 2.) **Gwen Alston Accounting Firm** in Farmington: They handle some rural water associations and felt that they could handle our accounts. They also wanted the board to meet with them and discuss our needs.
- 3.) **Steve Oldfield & Associates** in Farmington, Teresa recommended this firm to us. Speaking with one of the head accountants briefly, they handle many rural water associations, and they provided a very rough outline for Madeline based off what they do for many of the other associations. Madeline also used the current contract with Shane Chance to further explain

what the association needs. This accountant said the same thing, that they need to meet with the board and discuss in person the specifics of our account.

Nancy expressed her opinion that changing accountants is opening a major can of worms. Since our reports won't get made for months, payroll won't happen for months, and many other items will be delayed. Shelley added that this is why we need to meet with these accountants ASAP to get the ball rolling and so that way our transition will be a smooth one.

Nancy also said that our accounting program may not be compatible with whatever software these other accountants use. Craig said that we don't know that for certain and that he is concerned about the ditch we may be running into at current.

Shelley added that this is yet another reason to sit down with these accountants as soon as possible with as many board members as possible and find one that suits us the best. Because the issues we are having in our current situation cannot continue and that is simply unprofessional for us to be told "I don't have time/ or its not (insert excuse)" there are many other ways to express that point in a professional manner. Shelley asked Madeline when the accountants said they could meet. Madeline explained that that Steve Oldfield and Gwen Alston said it was only a matter of us pinning down when we could meet and set a meeting date from there. SO, within a week.

Shelley then asked when Craig and John were available to meet? John and Craig both said that their schedules were jam packed. John will be having surgery mid-November. He can possibly be available via phone to meet with accountants. He may be available to attend the December meeting, but he will let us know more later. Craig is unavailable except for a few dates sporadically thought and can maybe give Madi some dates but he said it would be unlikely. Ana Padila said that between Madi, Shelley and Nancy that is a quorum and the three of them can meet with the potential accountants and catch Craig and John up via email and decide as a whole board when convenient for everyone.

Erbes/C'De Baca:

Stacy wanted Madeline to inform the board of a matter that occurred recently. Back in August of 2022 Mr. Erbes purchased a lot in the community. In June of 2023 Mr. Erbes sold the property (or so Madeline thought) to Mr. C'De'Baca. A few months back Mr. C'De Baca emailed Madeline to have the water shut off. Madeline Henry emailed Mr. C'De'Baca back with the service request form and explained the process via email. To which Madeline received no contact from Mr.C'De Baca. After waiting a few days, Madeline Henry reached out again via phone twice with no luck reaching Mr.C' De' Baca. Mid – End of September, Stacy received a call from Mr. Erbes and he asked if Mr.C'De'Baca had been paying for the water or not? Stacy told him that he had no. Mr. Erbes had Stacy switch the account back into Mr.Erbes name. Stacy said she was hesitant to do but she switched the account back into Mr.Erbes name and he paid the water bill.

Shelley and Craig asked what paperwork she was provided by Mr. Erbes? Madeline answered that to her knowledge none other than when he first became a resident. Craig asked Madeline what Mr. C'De Baca provided. Mr.C'De'Baca gave Madeline the deed and the water app, and rural addressing application. Nancy asked if it was a deed or not. Madeline said that she thought it was a deed. Shelley and Craig both stressed that there should have been some sort of paper trail and

Madeline and John-Olav agreed. Shelley said she would investigate this matter further and email us with what she found.

OLD BUSINESS: N/A

Madeline Henry made a motion to adjourn the meeting, and the motion was seconded by Shelley Karcher. The vote to adjourn was unanimous. Meeting adjourned at 3:10

Next regular meeting will be held November 12th at 4pm. Location: 4B rd. 42670 at the records building next to the water plant.