

**Ames Lake Water Association
Board of Directors Meeting October 19, 2020
7:00 P.M**

Meeting Minutes

- Call to Order

David Hoffmann called to order the regular meeting of the Board of Directors of Ames Lake Water Association (ALWA) at 7:09 PM on October 19, 2020. The meeting was conducted via webinar due to the Washington Stay Home Stay Safe order. The following Board members were present in addition to Mr. Hoffmann: Sherri Zucker, Michael Bicak, Kevin Guiberson, Merlyn Blue, and Jeff Villnow.

Also present: Jeremy Reier (ALWA System Manager) Kristina Parker (ALWA Director of Finance of Administration), Richard Jonson (Jonson and Jonson), Warren Perkins (Gray and Osborne), and James Tucker representing ALWA members Jim and Ann Black.

- Changes or Additions to Agenda

None.

- Business from the Floor

On behalf of ALWA members Jim and Ann Black, Mr. James Tucker of Bear Creek Landscaping discussed irrigations system issues and associated water consumption on the Black property that resulted in the Black's request for a water loss adjustment. During the course of the discussion, the Board asked several clarifying questions.

Kris explained the ALWA water loss policy to Mr. Tucker and noted that this was the Black's second request. The Black's also requested relief from a water loss in 2015. Mr. Tucker acknowledged the policy and indicated that he would follow-up with the Blacks.

- Consent Agenda

The Board reviewed contents of the Consent Agenda, containing:

- Minutes of the August Board meeting,
- Membership Transfers,
- Water Loss Adjustments and,
- Aging Accounts.

Jeff moved to approve all items on the Consent Agenda. Kevin seconded. All approved.

- Financial Reports and Membership Count

- Checklist & EFT Approval

Jeff moved to approve the checklist. Merlyn seconded. All approved.

- Consultant Reports

None.

- System Operator Manager Report

- Water Use

- Water usage was 6.2M gallons in September
 - Unaccounted for water was 2.6%
- Update: Member Easement for Tolt Hill Booster Pump Station
 - Jeremy updated the Board on a recommendation to obtain two easements from the property owner on the south side of Association's Tolt Hill property in connection with the Tolt Hill Booster Pump Station project.
- Update: Cell Tower Lease
 - Jeremy briefed the Board on Exhibit B of the pending cell tower lease, including plans regarding the easement road, parking area and access, and "no-parking" areas
 - A large tree fell during the October 12-13 windstorms and significantly damaged the tower
- Union Hill Valve Break
 - Jeremy briefed the Board on a valve break on Union Hill and efforts to replace the valve
- Business Manager Report
 - Kris provided updates related to Banking, Cash Flow, Accounts Receivable, Budget v Actual, Aging Accounts, Long Term Debt, and Membership Updates
 - 21 delinquent notices were mailed
 - No door hangers were delivered
 - No services were shut off
 - 3 accounts were non-responsive
 - As part of the ALWA response to Covid 19, no late fees or delinquent notice fees were charged in September
 - Governor Inslee extended the suspension on charging late fees and water shut offs to December 31, 2020.

Merlyn moved to extend ALWA's suspension of late fees and water shut offs to December 31, 2020 in accordance with State policy. Michael seconded. All approved.

- Office Updates
 - The annual meeting was conducted virtually as scheduled on September 24.
 - New billing software was installed, and testing/training continued in September. The goal is to be fully migrated by the end of October.
 - A record number of water loss adjustments were received in September, involving a lot of staff hours to resolve.
 - Two new money market accounts were established with WaFd and the balance of the Opus account was transferred to WaFd.
 - The banking account balances were reviewed. Sherri and Kristina would move funds to keep the Operating Account below \$250,000.
- Office Personnel Goal Setting
 - Kris updated the Board on short, mid, and long-range goal setting for the office team
- Update on Cell Tower Lease
 - A meeting between ATC and ALWA personnel was held on Sept. 1 to talk through outstanding items.

- A revised lease reflecting the September 1 discussions was sent to ATC on Oct. 5.
- On oct. 19, ATC requested a second meeting to discuss details of the revised lease.
- Lockbox Services
 - Kris successfully tested Key Bank's lockbox service and summarized next steps to move to the Key Bank system, including:
 - 30-day notice to RTL
 - Key Bank authorization to sweep Seattle P.O. Box
 - Training and documentation on the new system
- IVR/SMS
 - Kris reporting on her research into different IVR/SMS options, including the pros, cons, and costs of each option
 - Kris recommended getting both IVR and SMS services as add-ons to the new billing software.

Michael moved to authorize Kris to incorporate IVR and SMS services via the recently added billing software. Merlyn seconded. All approved.

- New Business – None
- Business from the Board – None
- Review of Action Items – None
- Executive Session - None
- Next Regular Meeting
 - The next regular meeting will be Tuesday November 10, 2020, 7:00 PM. The meeting will be conducted via webinar.
- Adjournment
 - David Hoffmann adjourned the meeting at 8:56 pm

Minutes prepared by Jeff Villnow, Secretary.