

OTTER ROCK WATER DISTRICT

APPROVED MEETING MINUTES

Board Meeting - October 9, 2018

A. Call to Order: A Board Meeting of the Otter Rock Water District was held on October 9, 2018. The meeting convened at 6:05 p.m., with Commissioner Rod Zawalski, Water Board President, presiding.

B. Roll Call:

Members In Attendance: Commissioners Anderson, Gleason and Zawalski were present.

Members Not In Attendance: Commissioners Davis and Bradley.

Staff Members Present: Water Superintendent Osburn and Office Manager//Bookkeeper and Secretary (OM/B/S) Erskine were present.

Public Attendance: Ricardo Alcocer, Pat Anderson, Alan Niem, Joknee DeMott

C. Consent Agenda:

Approval of Minutes: Motion to approve the September 11, 2019 meeting minutes was made by Commissioner Gleason and seconded by Commissioner Anderson. **Motion carried.**

D. Public Hearing or Comment Items:

None.

E. Ordinances:

1. System Development Charge Ordinance Number 2018-05: The meeting for Commissioners and the Attorney to discuss the specific requirements of a System Development Charge has been postponed. The SDC Ordinance will be discussed at the Board meeting on November 13, 2018.

2. Water Curtailment Ordinance Number 2018-07: The Board is waiting for a draft ordinance to be written. This ordinance will be discussed at the November 13, 2018 Board meeting.

F. Resolutions:

None

G. Special Order of Business:

1. Engineering firm selection discussion for large tank analysis: Buz Backenstow, Engineering Advisor for the Board, interviewed two firms interested in completing a large tank analysis. His recommendation is Jonathan Smith, engineer and owner of Cascade Water Works in Salem, Oregon.

Motion by Commissioner Anderson to enter into agreement with Cascade Waterworks to perform the valving and structural analysis of Otter Rock's large tank, at a rate of \$125/hr., with a total price not to exceed \$20,000. Commissioner Gleason seconded the motion. **Motion carried.**

2. Bookkeeper's Report: A bookkeeping process check was conducted on September 29, 2018, with Lurlyn Patrick, who is responsible for the accounting processes for the Beverly Beach Water District. Ms. Patrick is very knowledgeable in the use of QuickBooks, which is the billing system used by ORWD. The purpose of the review was to look at the ORWD billing procedures, review the system for efficiency and identify ways the system could make more accurate reports. The meeting was attended by Commissioners Bradley and Anderson and OM/B/S Erskine.

The primary recommendation made by Ms. Patrick was to move to greater use of paperless billing procedures (e.g. email billing and automatic payments made with the use of an ACH Payment Authorization), and less use of postal mail billing. Ms. Patrick offered to share Beverly Beach Water District's procedures with ORWD.

A discussion was held by the Board about paperless billing procedures:

- * The use of email billing would likely save the ORWD \$75/month in postage fees.

- * The ACH Payment Authorization form was presented by Commissioner Anderson. The form was customized for ORWD and could be used with customers preferring to have automatic payments made to ORWD by the bank.

- * ORWD's bank, Columbia Bank, charges \$25/month for this service, while Oregon Coast Bank has no fee. Commissioner Zawalski would like to pursue a waiver for this charge with Columbia Bank.

- * If an ACH Payment Authorization was used, would there be a penalty if a customer's payment was rejected for non-sufficient funds? The ACH form identifies a \$25 charge for NSF.

* Customers can authorize an auto-payment directly through their own bank to make ORWD water payments, at no cost to the customer. If this option is available, what would be the advantage of using an ACH Payment Authorization?

* There was unanimous Commissioner agreement that the ORWD would move forward toward paperless billing procedures and continue to encourage prepayment of water bills.

* OM/B/S Erskine will meet again with Ms. Patrick to review the forms used by Beverly Beach Water District and possibly adopt them for ORWD.

* The logo, developed by Streamline for our website, was placed on the draft ACH form. Streamline has given written permission to the Board to adopt the logo, and OM/B/S Erskine suggested that it be officially approved by the Board before further use. A motion was made by Commissioner Anderson and seconded by Commissioner Gleason to adopt the logo as the official logo of the ORWD. **Motion carried.** Attorney Appicello will research the process of trademarking the logo.

3. Web Update: Commissioner Gleason and Joknee DeMott continue to update the ORWD website.

a. A new category has been added entitled, "Documents and Reports." Under this title, the public will be able to view documents such as water rates, ordinances, the capital improvement plan and budget meeting notices. Attorney Appicello will send all ordinances to Ms. DeMott to be placed on the website.

b. Commissioner Zawalski requested that the date any document is placed on the website be included.

c. Last month, an email was sent to residents and homeowners on the email contact list, and a written letter was sent to the remaining residents and homeowners without email. Information was provided about the advantages of installing water meters, an idea for leak-checking and an invitation to the ORWD website. One customer responded, requested specific information and asked to be placed on the email contact list. Both OM/B/S Erskine and Ms. DeMott responded to the customer within 24 hours. There is still concern, however, that not everyone is receiving water-related information from the Board. How do we reach those who still aren't on our email list? A discussion was held about communicating critical information with community members and suggestions by Commissioners and Community Members included:

* With every written billing, reinforce the use of the website for pulling information and for being included on the email contact list.

* Include the website address and information about the email contact list with all Budget notices.

* Place a notice on the mailbox stands for major Water Board announcements.

* Place a notice on the announcement board of the Community Center prior to each Board meeting.

* An updated map, created by Pat Anderson, will help identify current homeowners for all properties in Otter Rock. This will be especially helpful notifying customers prior to a water shut-off. Updated owner information will be available from Lincoln County within a few weeks, after the property tax bills have been sent to homeowners.

* Visitors renting homes in Otter Rock through Vacasa, AirBNB, VRBO and private rentals are not getting the water conservation information. Ms. DeMott would like to contact homeowners of these rentals and encourage them to add signs in the homes which ask renters to conserve water. Commissioners agreed to have Ms. DeMott pursue this idea.

* Educating the public about water conservation will be included in the Water Curtailment Ordinance.

* Commissioner Zawalski requested that a list of standard communications (e.g. the water conservation email recently written) be created for future use.

H. Reports and Announcements:

1. Superintendent's Report:

a. Otter Rock's water use is down 220,000 gallons from last year in this time period.

b. Otter Rock used 205,000 gallons less this month than last month, primarily due to fixing leaks and by residents helping with water conservation.

c. Craig DeMott has been very helpful monitoring water usage over the past month. Water flow has been checked 2-3 times per day at the main meter, at various times of the day and night.

d. We are still losing approximately 100,000 gallons each month to leaks. After next week's valve repair, residents will be asked not to use water during a designated period of time in the night, so an accurate leak rate can be obtained.

e. Weekend usage remains very high. Consistent use of vacation rentals may be a contributing factor. Since the purpose of the meters is to gather information about water usage,

Superintendent Osburn recommended rearranging the order in which meters are installed and begin with meters at rental properties. Board members agreed that rentals should be the priority for meter installation.

f. On Wednesday, October 17th, the water will be turned off in one area of Otter Rock while a repair is being made. The area will include homes from 6730 Gladys Street to the south end of Gladys.

* A letter needs to be sent to affected homeowners, so all residents and visitors will be informed. Door tags need to be developed, printed and then placed on the front doors of all homes affected by Tuesday evening. Attorney Appicello will give example door tags to Ms. DeMott, who will send an email to homeowners and make the door tags. Community Member Niem suggested a notice be stapled to a telephone pole, which might also alert affected residents.

* The repair will need an excavator. Replacement parts have been received.

g. Meters were installed at the community center and at the homes of two residences. The new meters will show the flow rates and will help determine any leaks.

A motion was made by Commissioner Gleason to accept the Superintendent's Report. The motion was seconded by Commissioner Anderson. **Motion carried.**

2. Secretary's Report:

- a. OM/B/S Erskine met with Lurlyn Patrick of the Beverly Beach Water District.
- b. Payables and Receivables were completed.
- c. Several phone communications were received. Commissioner Zawalski asked that information be added to include the day the communication was received and the day of the response.

3. Treasurer's Report:

- a. Bills were paid. Payroll was paid.
- b. Government Ethics fees were paid.
- c. Taxes are due at the end of the month.
- d. Petty cash was used to pay for paper, ink and postcards.
- e. A modified Budget Report was presented. Commissioners agreed to the new format if a Yearly Tally column can be added, so amounts spent can be compared with the amounts budgeted.

A motion was made by Commissioner Anderson to accept the Secretary's and Treasurer's reports. It was seconded by Commissioner Gleason. **Motion was carried**

I. Executive Session:

None.

J. Announcements or Comments by Commission Members:

a. Commissioner Zawalski: Craig and Joknee DeMott were recognized and thanked for their consistent meter-reading in the middle of the night and during the daytime hours over the last month.

b. Commissioner Anderson: Commissioner Anderson will create and maintain a database of meter installation information. From Superintendent Osburn's records, he will record information such as the general location of the meter, the meter's identification number, and the number of hours spent installing. It was suggested that he add a list of the various parts used to install each meter. Superintendent Osburn stated that it is very difficult to track the many and varied parts that go into each job, but a general parts list could be used. It was also suggested that a GPS location of each meter be added to the database.

c. Attorney Appicello: Requested that Ms. DeMott send him a copy of the proposed ACH Payment Authorization form.

K. Adjournment:

The next Water Board Meeting is scheduled for November 13, 2018, at 6:00 p.m., in the Otter Rock Community Center.

The meeting was adjourned at 7:35 p.m.

Respectfully Submitted by OM/B/S Whitney Erskine.

Date of Approval: November 13, 2018

Approved Board Minutes were placed on the Otter Rock Water District website on 11/14/18.