

Annual Riverbend-Riverbank Water Board Meeting

June 18, 2024

DRAFT #1

Board Member Attendees: John Carnathan, Laureen Felton, Lynn Van Zandt, Liz Hammack, Patrick Hale, Jeff Dickson, Bob Smethers

Other Attendees: Stuart Silver

Meeting called to order by John Carnathan at 6:32 pm.

Minutes from previous meeting read, approved and accepted by all in attendance.

State of the Well Report — Bob Smethers

Well Cleaning & Inspection

The well was cleaned and inspected earlier this year. We received a hard copy cleaning and inspection report, as well as a thumb drive that includes the report and a video.

The plan is to have the well cleaned and inspected every 12 months in the early spring.

Water Use Review

Water usage is increasing as the weather gets warmer. (35% in May; over 50% as of June 18). The percentage = the percent of our water right used.

As a consequence, chlorine and electricity usage increase.

Leak in Pump House

On April 20, Jeff and John found a big leak in the pump house. The cause was a broken water line on an old pump that was no longer being used. The old pump was removed, and the leak was plugged. fixed

Distribution Pump Controllers

The pump house leak triggered us to inspect the operation of our distribution pump controllers (10 years old).

Findings: One controller not operational. The keypad for the other controller too old and difficult to use. Can't reprogram or troubleshoot. Also, the pumps are supposed to be variable speed.

John noticed that they are no longer variable speed; just on or off. Also, no parts are available for the old controllers.

Action taken: the distribution pump controllers were replaced by Fisher Supply.

Polyphosphate Pump

This pump was replaced a few months ago, and was brought back online.

The polyphosphate is supposed to cause small sediment particles to clump to avoid brown water in things like your toilet. It hasn't been found to be effective.

Unanswered question: can the clumping cause issues with home water filtration systems?

Start Switch for Generator

The switch broke. Bob replaced it.

Consumer Confidence Report

The latest Consumer Confidence Report for our well has been posted to our website. Lynn also sent to all residents.

The certification and report itself will be submitted to the state.

Safety Information - OSHA Requirement

Issue raised by Liz Hammack. Liz has researched what is required for handling chemicals safely (MSDSs, etc.) Per Bob, our only hazardous chemical is chlorine. Liz and Bob briefly discussed safety, what should be in our manual, and what should be displayed in the well/pump house. We will continue to work on getting this information together with the objective of including only what is necessary.

Bob's To Do

- Back up generator check up.
 - Annual renewal for website posting is due. He will look into renewing for multiple years at a time to save money.
 - Bob's system operator certification expires at the end of July (good for 3 years). Bob will make sure that he gets his certification renewed. The class is free.
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Financial Report — Lynn Van Zandt

Fiscal Year-To-Date Report

- Income more than budgeted by ~\$1,400.00.
- Expenses less than budgeted by ~\$7,300.00
- Net of \$12,000.00
- \$97,000.00 in checking and savings
- Aging as of June 13: Twenty one customers with credit balance totaling \$3,800.00; and 19 customers with past due balances totaling \$3,300.00. Some of these customers are still paying the old rate.
- PGE bills - **\$2,000.00** less than budgeted.

John asked if Lynn has seen an increase in usage from previous years (besides rate increases). Lynn responded yes. Every month Lynn asks Bob for usage. Logic would dictate that usage and what we pay PGE would synch; but it doesn't. Lynn calls PGE for an explanation. So - we can't yet tell if the new controllers are making a difference.

Customer Payment Methods

Lynn again looking into payment by credit card. Lisa (our bookkeeper), told Lynn that a service by QuickBooks costs ~3%/month. Lisa will get more details for us.

General thoughts on this proposal:

If we use this service, 3% is approximately \$2.79 of a bi-monthly water bill. Options are:

- Raise water rates to cover the 3%. If a household pays by check, they get a \$3.00 discount.
- Or, no increase this fiscal year (ends in September 2024). See how many take advantage of paying by credit cards. Allowing credit cards could help with people who don't pay regularly and would like to set up autopay. Some currently set up autopay through their bank which issues a check every 2 months.
- Lynn would prefer we go live with this as of November 1, **the start of our new fiscal year**. The reason is because our next billing won't go out until then. And the last time we raised our rates **during a non-billing month it** took a lot of work. Do it **all** at once. **Lynn misspoke, our new fiscal year starts October 1**
- Motion made by Lynn to offer this payment method starting November 1. Motion seconded by John, and passed by all other attendees.

Collections - Overdue Accounts

John spoke with Lisa our bookkeeper. At no cost to us, overdue accounts can be reported to the credit bureau. This service gives us one more tool to collect from people who pay late, or who aren't paying at all.

A household would need to be at least 90 days delinquent. Within those 90 days, the household would have received 2 bills, and a notice that they are going to be reported to the credit bureau.

As of now, there are no plans to turn a household over to a collection agency. It's also very expensive to engage a collection agency.

Motion made by Lynn to report delinquent households to the credit bureau after 90 days past due. Motion seconded by John and passed by all other attendees.

Oldest delinquent account:

- Amount overdue is \$981.00.
- Current Oregon law - the household must be given 20 days notice before the water is turned off.
- *Action:* John will physically walk a letter of 20 days notice to turn off the water to the home, and place it in the owner's hands. Lynn will accompany John as a witness.
- The shutoff for this particular household is lockable.
- Additional discussion around this household and all other water district households:
 - We don't want to turn anyone's water off. However, all customers must be treated the same. In the past, a different household on Riverbend had the water turned off and locked because of an overdue account.

- A question was asked - are there extenuating circumstances that keep this household from paying? The son has been approached, but has refused to do anything. Per the law, he is not responsible for the bill.
- Another homeowner has offered to pay this household's bill. What precedent would this set? The water board has a legal standing to collect this money. This generous person does not. Question raised: does this generous person expect to be repaid? We don't know. *Action:* Lynn will ask this person.
- If the water is turned off, the cost to turn it back on: a \$1,000.00 deposit; and the \$981.00 overdue plus interest and penalties.

Old Business

Pump Restart Procedure

Pump restart procedure still not documented. Jeff stated that the procedure for restarting the new pumps is as follows:

Press the **Restart** button. If that works, you're done.

If pressing the Restart button doesn't work:

1. Turn off circuit breaker (on the wall).
2. Wait 10 minutes.
3. Turn circuit breaker back on.

Spare Parts Inventory

Still not done. Lynn needs help to do this.

Proposal: Lynn and John to do the inventory on June 20.

Well Pumps

Well pumps 20+ years old, and working on borrowed time. We want to be prepared for when they break down, especially if it occurs during the hot summer months.

Jeff believes both will not break at the same time. (We receive notification from Mission Control if a pump stops working.)

John asked for a volunteer for someone to start getting quotes and lead times for new pumps from Steve's Pump (installed the original pumps), Fischer and 2-3 other companies. **Lynn volunteered to do this.**

Who volunteered? Liz?

Oregon Health Authority (OHA) - Testing for Lead Pipes

- OHA told John that his first report was not "random" enough. Must be 20% of the Riverbend-Riverbank homes built before 1985 (approximately 17 homes).

- John proposed another list, which the OHA approved.
- Water service line = the water line going from the main directly to each household.
- OHA requirement: a photo of the gooseneck connection between the household water service line and the main line (*i.e.*, the water shutoff connection for the home). And certification that you've followed the steps to determine the water service line material.
- Any home found to have lead pipes is eligible for financial assistance from a government fund to help replace the pipes. John does not think that any of our homes have lead pipes.
- John formatted a letter with instructions for the selected homeowners that was reviewed by all meeting attendees. Feedback - add that the households were randomly selected.

OSHA Reporting

Liz asked who received the OSHA report stating that we have to report any injuries, etc. Lynn received it, and will forward it to Liz. Everything that Liz has read states that we don't have to report if we have less than 10 employees. But we do need to display the posters they require.

Directory of Water District Households

Lynn is working on a directory of water board households. She is changing the criteria - if you do not want to be included in the directory, you must opt out. Otherwise, you'll be in it. All of the water board meeting attendees agreed this was a good idea, and we really want a directory. One used to exist; however, it was removed.

Meeting Adjourned

Motion to adjourn the meeting made by John Carnathan at 7:28 pm. Seconded by Lynn, and approved by all.