

Water/Utility Billing Committee Meeting – March 5, 2015

MINUTES

Committee Members: Rich Knaub, Tim Morgan, Bill Mosca, Jim Wiley and Steve Schooley

Guests: Henry Lackland and Robert Edge (S/T)

The meeting was called to order by Rich Knaub at 10:05 a.m. The February 5th meeting minutes were reviewed. Bill Mosca made the motion to approve with one correction, seconded by Jim Wiley. Motion carried.

Old Business Issues: Updates

- 1. Water permit update awaiting permits per Rich**
- 2. NHC awaiting updated reports**

Potable & irrigation water:

- 1. Ledger issues—What are our total expenses/details/etc.?**
- 2. Team members will review all data. Rich will send the data to all members via e-mail.**
- 3. The cost of proper maintenance, preventive maintenance, and misc. applications are issues. The monthly and annual cost data will be used to set a benchmark.**
- 4. Discussion was held regarding the financial impact (pro/con) to residents.**
- 5. Questions for S/T: What's the warranty on the water meters? What's the annual failure rate of meters currently in service? Robert will follow-up on both issues.**
- 6. Life expectancy of meters is every 10 years per S/T.**
- 7. Rich and Tim updated members on their 4-hour irrigation walk w/ArtisTree.**
- 8. Monthly budget data: Rich and Steve will review the past 4 months of data--base vs. usage rates. Results will be shared at the next meeting.**

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Brainstorming Ideas:

- 1. Prioritizing issues**
- 2. Lack of control of the commons**

Visit to Ft. Myers:

- 1. Rich spent time with the S/T team for an overview of their operation.**
- 2. Issues with S/T— What is the time line for zero usage, and what is the follow-up procedure?**
- 3. Is this handled in a timely manner for the residents?**
- 4. Are we using the right process for billing?**
- 5. S/T will send all water reports to committee members per e-mail.**

Billing Services:

Color coding of accounts—

- 1. Standby—Purple**
- 2. Sewer only—Orange**
- 3. Sewer/Water—Blue**
- 4. No owner—Yellow**

This will make the report very user-friendly.

Collection Process:

- 1. Reviewed the 60- 90 day collection process issues.**
- 2. What is the S/T collection process?**

The meeting was adjourned following a motion from Jim Wiley, seconded by Bill Mosca at 11:45 a.m.

The next meeting will be April 2, 2015, at 10:00 a.m.

Tim Morgan

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