

CORBETT WATER DISTRICT



BOARD OF COMMISSIONERS REGULAR MONTHLY BOARD MEETING HYBRID MEETING: IN-PERSON ~ VIRTUAL MEETING VIA ZOOM

Tuesday, July 18, 2023, 6:30 p.m. ~ Corbett Fire Hall 36930 E Hist. Col. Riv. Hwy

BOARD MEMBERS PRESENT: In-Person: Michael Arion, Sara Grigsby, Angie Kimpo, Kelly Piper.

BOARD MEMBERS ABSENT: Dan Graff

STAFF MEMBERS PRESENT: District Manager Ana Linden, District Clerk Heather McGivney, Assistant District Clerk Angela Bowman, DRC David Jacob

COMMUNITY MEMBERS PRESENT: Robert Bitton, Jack Garrison, Roland Beebe, Malcolm Freund, Terry Emmert, Kenneth Bauman, Jeff Aho

COMMUNITY MEMBERS PRESENT VIA ZOOM: Cloudy Sears, Alivia Pence, Brad Hunter, Anonymous

AGENDA

- 1. Call to Order** – Board Member Kelly Piper called the meeting to order at 6:32pm.
- 2. Roll Call** – Michael Arion, Sara Grigsby, Angie Kimpo, and Kelly Piper were present. Dan Graff was absent.
- 3. Oath of Office for Newly Elected Board Members-** New board members Michael Arion and Angie Kimpo completed their oath of office. Dan Graff was absent; he will complete his oath of office at the next board meeting.
- 4. Approval of the Agenda** – Sara Grigsby moved to approve the agenda, Michael Arion seconded. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*)
- 5. Election of Officers** – Sara Grigsby nominated Kelly Piper to be President. Michael Arion seconded (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*). Kelly Piper nominated Angie Kimpo for Secretary, Sara Grigsby seconded. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*). Kelly Piper nominated Sara Grigsby for Treasurer, Michael Arion seconded. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*).
- 6. Approval of the Minutes** – Kelly Piper moved to approve 06/20/23 Budget Hearing Minutes. Michael Arion seconded. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*) Sara Grigsby moved to approve the 06/20/23 Regular Meeting minutes, seconded by Kelly Piper. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*)
- 7. Treasurer's Report** – Sara Grigsby went over the summary of accounts and looked at what was over or under the amount budgeted. Building & Grounds is 242% over the \$3,000 that was budgeted. Legal is 370.27% over the \$5,000 that was budgeted. \$4,200 was spent on Legal in the month of June. The money is going to Harrang and Long-Gary Rudnick for 15 hours of work regarding the Well lawsuit. Mains Repair & Maintenance is 136.63% over the \$15,000 that was budgeted. Meter Repairs \$10,700 was spent this month - this is for the pipes and fittings for the Viewpoint Inn. CWD spent almost \$2,000 dollars on Security - this includes cameras at the Office and Treatment Plant which will be reimbursed by our Security grant. Spent about \$4,800 on Capital outlay - Groundwater. Sara went over the profit and loss statement, and we are up 8.5% from last year. Community member Jack Garrison

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asked about our closing total on the LGIP savings account. Sara stated that it was at \$484,000. Angie Kimpo moved to accept the Treasurer's Report as presented, Seconded by Michael Arion (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*)

8. Manager's Report – Ana Linden reported the leak on Evans Rd was repaired and a new 4" steel leak has appeared on Hurlburt Rd, just past Kimbley Rd. Utility workers are still working on moving the Springdale Station meter from across the highway to the same side as store. Last year a customer came to the board about a large bill due to a significant leak and the board agreed to forgive the entire leak and upgrade the reservoir with a new control valve as well as telemetry to understand what is going on at the tank. Alex from Cimco-GC Systems was out for scheduled maintenance of PRV 1 at the treatment plant. They also took photos of PRV 2 to get a bid for the next rebuild, and looked at PRV 10 on Corbett Hill to see if they could determine a reason why the hydrant might not be functioning to capacity. Dave Flood and our utility workers continue to flow hydrants together. Ana noted the tech that did the PRV work asked what our plan specs were for the PRV in relation to optimal flow from the downstream hydrants. It is Ana's understanding that there has never been a study or a plan when it comes to line size, hydrants, flow, PRV, etc. Sara brought up the question whether that is something they've talked through or have history on. David Jacobs brought up the Master Plan and what the available flows for the correct sizes are. New cameras are getting installed at the treatment plant. The crew has been working on the manhole walkway at the District office. Ana would like the garden club to design the outside area. The security grant budget has mostly been spent - one of the biggest expenses was a camera that could pan the highway and be streamed through the website. Ana discussed main line pipes that are not in the public right of way.

OLD BUSINESS

1. Building Update – Kelly reported that when the HVAC was installed they are required to do a full national scenic expedited review and passed. The roof of the barn has been finished. The security install is about three quarters of the way done. Angie suggested the garden club design a low water garden to role model water conservation.

2. Branding and Logo – Assistant District Clerk Angela Bowman presented three logo ideas along with letterheads to go with each logo. She discussed the different aspects put into each logo and why she included them. Sara brought up that the amount of water used in the logos looks like we could never run out. Angie made the comment that the letterheads have large color bands which could be expensive with printing. Kelly agrees that we should have something updated and cohesive.

3. Asterra Scan results – Ana Linden discussed that Asterra satellite scan. The scan can see soil saturation and looks for chemical signatures of potable water. Asterra put in the request for acquisition and overlaid what they found over the location of our pipes. Ana showed a picture of the scan which shows "points of interest" in a 350 feet circle. These points will be used by the boots on the ground experts provided by Asterra. CWD workers will accompany the experts with our own listening equipment so that they can get practice. Ana pointed out various areas that were highlighted by the Asterra scan. She has high hopes for what they will find with the expert boots on the ground.

NEW BUSINESS

1. Re-visit leak adjustment for 8273-01 Kelly read the leak adjustment policy aloud. Ana reiterated that last year the board had agreed to forgive the full balance of \$9,371.75. The customer then asked for the contact information of our liability insurance. The board had then told him they would withhold the leak adjustment for the time being and wait for him to contact SDIS (insurance company). Over the

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following months, the office had been in contact with the customer. They did not file a claim. They had not paid their outstanding bill. After the first quarter aged receivables report of this year, the Board asked to treat this account as past due. The account received a 10% late fee and it was put on the shut off list. The customer's brother asked how they could keep their water on without paying the past due amount. Ana told them they could file a claim with the insurance or she would ask the board to re-grant the leak adjustment for the full amount of the leak. The customer opted to file a claim with SDIS. CWD staff provided a full timeline of events to SDIS. We were informed by our insurance agent that we had acted with appropriate speed to resolve the problem when we became aware of it, and that the customer had not provided any proof of damages. This information, along with the 2 year statute of limitations, is favorable to the District. The insurance agent suggested that the District offer a partial or full leak adjustment, and write off the late fee, if the customer were to sign a release. The total amount due is \$10,308.93, which consists of the leak of \$9,371.75 and a late fee of \$937.18.

The customer responded that they had bought the property five years ago and had persistent leak problems. They were advised by CWD that they didn't need to put a PRV in place. However, the problems persisted, so the customer got a pressure gauge and measured the pressure at a hose bib of 130-140 PSI. Their plumber has been working on the leaks for over 4 years. They were told that there should only be about 40 lbs of pressure, since they were next to a reservoir. The person who built the house installed a pressure assist to ensure that there was enough pressure to get water to the house. DRC David Jacob said that he investigated the situation, and he discovered that the line to the customer's house had been put on the high pressure "upstream" side of the reservoir, rather than the "downstream" side, which might be causing the pressure surges. Someone probably looked at the plan to connect to the downstream side and decided that the 10 PSI that this would provide would have been insufficient (requirements say at least 20 PSI). David did a test and discovered that when the tank became full, there was a short period of time, as the valve closed, with extreme pressure surges. As soon as they found this problem, they throttled the valve to prevent the surges until they could find a better valve as a permanent solution. They installed a permanent valve, which solved the pressure issue, but the maintenance on the valve is complicated.

The customer left the last meeting with the assumption that CWD would contact the insurance company for them. So the customer's brother has only been in contact with insurance recently. There has been a persistent misunderstanding about contacting the insurance company. Ana stated that the day after the August Board Meeting, she emailed the insurance contact info to the address provided, with the instruction to contact SDIS to start a claim. Since then, CWD employees have emailed the insurance company information to both the customer's brother and various members of the customer's staff. They didn't contact SDIS until this month. The customer said that he wants the leak adjustment, but also reimbursement for past plumbing costs and for replacing the line. He said that he was told by past CWD employees to not put a PRV on his line, because there wasn't enough pressure to begin with. He is currently in contact with SDIS to file a claim for other damages. He would like a copy of the letter/timeline that the District provided SDIS.

Kenneth Bauman, the attorney for the customer, feels that all of the problems that the customer has had since the purchase of the property were caused by being connected to the upstream/high pressure side of the reservoir. Therefore, he believes that the liability lies with CWD. He feels that all of the repair costs over the years should be added to the claim. He feels that the insurance company might be more

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cooperative if he sues the District. Ana responded that we should probably sit down with the insurance agent to discuss the current status of the claim, since the customer has given SDIS more information. Various board members expressed a desire to see the minutes of the previous meetings this customer attended, as well as past correspondence, to see if it can be determined whether CWD agreed to contact insurance for the customer.

2. Debrief of Manager Evaluation workshop – Sara Grigsby reported on a manager evaluation for non-profit organizations workshop that she attended. She’s recommending that the Policy Committee use this information to make a policy about how the District Manager should be evaluated. The annual review of the Manager has to be connected with the mission, the strategic direction, and the future of the organization. The Board of Commissioners is in charge of the Manager evaluation process. Part is to look at what the Manager has accomplished both inside the organization, and outside of it in the community. The evaluation should be based on the job description, and should also involve praise and feedback in real time as well as the annual review. Obtain information from employees, the Manager, the Board of Commissioners, volunteers, and the community. There should be quantitative and qualitative criteria, and the criteria should be known to the Manager.

3. Letter to the Public – Kelly Piper reported that feedback that we’ve gotten from the public indicates that they don’t know the rationale behind the rate increase. The folks who attend regularly meetings and rate hearings are aware, but most of the public doesn’t understand. Kelly wrote a letter about why there was a rate increase, and the process that we went through to determine the new rates. Kelly is welcoming feedback. When the letter is done, it will be mailed with the August bills.

ITEMS NOT ON THE AGENDA – It has come to our attention that the Yoshida Estate is for sale. The Riverview Restaurant is an out-of-district customer. We installed a meter on this side of the Stark Street Bridge, and the restaurant ran a line attached to the underside of the bridge to their property. At some point, the restaurant must have run a line to the Yoshida Estate, because we do not have a separate meter for the Estate. Now the Estate has been donated to Mt. Hood Community College, who is trying to sell it. Ana called the real estate agent and brought the water situation to their attention.

SUGGESTIONS FOR FUTURE AGENDA ITEMS – None.

PUBLIC COMMENTS – Community member Robert Bitton has lived in the district for 43 years. He is dissatisfied that there was a leak on his property that was not discovered until the June billing cycle, leading to a bill over \$1600.00. He fixed the leak and filled out the paperwork for a leak adjustment. He also expressed concern about the volunteer who has been assisting CWD with installing security cameras, and whether that volunteer has permission from the IBEW union to be performing electrical work. Ana responded that the leak adjustment form was turned in the day prior, and the next step is for our workers to visit the meter to make sure the leak has been fixed. So the leak adjustment should be completed within the next week, and we will mail a letter to the customer.

Community member Jeff Aho on Mershon Rd. He wanted to express his opinion about our tiered billing structure where higher numbers of units cost more per unit. He lives on 5 acres with a garden, a small number of livestock, and blueberries that are shared and sold in the community. He was shocked by his most recent bill. Compared with the old billing system at \$3.23 per unit, he calculated that his current bill was 50% more. He feels like a typical water user for a Corbett resident with property. He feels like if this rate were to continue, or rise, he might consider getting together with neighbors to drill a well for

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irrigation. Then CWD would lose a customer. Michael Arion responded that when the rates were increased, they raised the base rate, but tried to be sensitive to low water users by including the first three units of water with the higher base rate. However, it seemed like the fairest thing to use the tiered system for the larger users because they might be able to bear the increased cost compared to the low users. Also, it would encourage the conservation of water, for example with customers who might not be fixing their leaks because the water is relatively cheap. Kelly said that it was hard to address the needs of both the customer who lives paycheck to paycheck, and also the more affluent customer who uses more water in their large house and garden. Jeff would like the Board to re-evaluate this structure, now that we're seeing the effect in the summer when there is higher use. Sara commented that we will be looking at rates on a yearly basis, something that has been done very irregularly in the past.

Community member Cloudy Sears wanted to thank the Board, and said that she is delighted with the make up of the new board. She also appreciates the more recent employee improvements. At times, she was afraid that the system might collapse. However, now there is a Board and staff who are incrementally trying to deal with the problems from the past, and play catch up with the basic maintenance of the water system. She recognizes that the District needs money to make those system repairs and attract workers with competitive wages.

Community member Malcolm Freund asked DRC David Jacob if he had figured out a way to monitor pressure, and adjust the settings to create optimal pressure throughout our plus or minus 60 PRVs. David responded that the Master Plan contained a hydraulic model that advocated for the installation of two additional PRVs. The new PRVs, along with PRV maintenance, should serve our system well and help solve the problem of low-flow fire hydrants. Malcolm also asked about customers outside the District who don't contribute to the District with property taxes. Ana responded that they pay with higher variable base rates that are re-calculated every year to reflect the assessed value of the property in question.

Community member Jack Garrison presented the Board with a complaint that he had received about the District from a resident. He asks that the Board address it soon. He also added that when thinking about rates, one has to consider the sunk costs and the operating costs. It is hard to compare our system to another system that is operating wells.

ADJOURNMENT OF MEETING – Kelly Piper made a motion to adjourn the meeting at approximately 8:54pm, Angie Kimpo seconded. (*motion passed 4 yes votes: M. Arion, S. Grigsby, A. Kimpo, K. Piper; 0 no votes*)

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