

# Pinos Altos Mutual Domestic Water Consumers Association

## November 17, 2016 Meeting Minutes

The meeting was called to order at 7:05 pm by Bob Garrett, President. A quorum was present and the meeting notice was posted.

Those present were Allan Phillips, Vice President; Becky Dinwiddie, Treasurer; April Matthews, Office Manager/Bookkeeper; David Van Auker, Member at Large; and Shay Lane, Secretary.

The **agenda** was approved as written.

**Minutes** of the previous meeting on September 15, 2016 were approved with corrections for typos, moved by Becky and seconded by David.

**The Bookkeepers report** was emailed to everyone and was accepted as written. April reported a new member sent in application and deposit. Board moved to accept transfer of membership, David motioned and Allen seconded.

April has sent out four Certified Letters on late accounts, but none have been picked up. One person has two accounts, so was sent two letters. The Certified letter says that they need to pay a certain amount of money by a certain date, but April would like to make some changes to the letter and will send a draft to the Board for approval.

April reported she cannot change the wording on the monthly bill about the due date. There are members who are posting their payments to be mailed on the due date, so when she receives them they are late. There was discussion about putting comments on the back of the monthly bills, charging late fees, writing a letter not notes on the bill. Becky motioned that a letter be drafted to be approved by the Board, which will be mailed to Association Members clarifying due dates and late fees to be included with the December bill, Shay seconded. Approved.

April reported that the cost of the software to communicate with a tablet is now \$700 and this doesn't do anything else, just allows billing software to talk to the tablet. The cost of a good tablet will be \$250 as cheaper tablets won't work with our billing software. There are 136 accounts that are currently being read by Linda, written down, then entered into software program. The tablet would automate this process and save April about 4 hours a month, plus cut down on errors. Discussion was about how long we are planning to stay with this software, that our current computer is 4 years old and running Windows 7 and it won't take Windows 10, we will need a new computer within the year, differences between a new laptop vs a desktop, April can put together some price quotes and email to Board; discussion tabled to come back to later in the meeting.

Bob said we all need to go to the bank and sign new account signature cards, to take April off the account as a signer and put Shay on.

**Treasurer's Report** – Becky passed out a handout Budget Comparisons & Proposed Budget for 2017. Becky explained how she projected for the new budget, explained that the Depreciation of \$8,000 annually is just on paper, not actually cash spent; she is anticipating the change in cash as a cushion, with the extra funds coming from the increase in fees; the Vanguard check was put in savings for a savings account balance in the amount of \$159,000 that we can use as collateral if we need a loan for major repairs, not funds to spend; she is projecting rate increases, fees, taxes, payroll, payroll taxes and storage. There were questions about the amounts in Operations and Maintenance and a desire to increase these amounts by \$500, the storage fee can be lowered by

\$500. April is charging costs to the lines she thinks they go to, so some of the amounts seem too low or too high, but all balance out, Water Sampling will be \$1,000 and a new line needs to be added for Office Equipment and Cell Phone in the amount of \$2,000 to account for a new computer every 3 to 4 years or so.

There was discussion about saving funds of \$500 each year to have enough every 4 years for a new computer, but it was decided this was too complicated.

Bob talked about Training, any Board member can take training, and should, at NMED and since we have never had an audit, if and when we do, we will get in some trouble that we are not trained. Becky explained that there is a requirement for all water boards to have their books audited, but it is very expensive and most small associations like ours don't do it. The State will eventually get to us. We post all reports and information on the website. We are all volunteer Board members and auditors tend to expect professional bookkeeping and reports. We do our best!

Shay moved to approve the 2017 Budget with the above amendments and Allen seconded, all approved. Becky will make changes and email to Board.

**Certified Operator's Report** – Bob was ready to give a 10 minute presentation of what we test for and why. As the meeting was running long, Bob gave out handouts and we can revisit at a future time. All is good with the water system. There is a wall being built across from the Fire Station and down the road some, Bob will call 811 for BlueStake to be sure water lines are protected.

**VP / Operations Report** – Allan reported nothing new as far as no major leaks.

#### **Mandated Business Items –**

We already went over the 2017 Budget and approved with changes.

There was discussion about the refund of deposits made to the Association by new Members. April will process refunds in December.

#### **Non-Mandated Business Items -**

Bob reported about the 2014 "Wrong Month" collection of sample notice; we have to post the notice for 7 days at the Fire Station, then notify them we did it, then we are okay. We can put a note about this on the back of the monthly billing in the future and state more info is on website.

CWO and Bookkeeper reimbursement policy – The CWO travel is to be paid, discussion about paying bookkeeper to drive to Post Office, April is willing to get the \$15.00 fee (that we get waived) instead. Bob will check the By Laws and Operating Policy to see if this has been addressed previously. Otherwise it is \$0.30 per mile reimbursement for 18 trips per month, 16 miles round trip each. Another alternative is to increase bookkeeper payroll. Donna told April and David that she was spending 20 to 30 hours each month doing books, April is currently spending 30 to 45 hours per month to do books. Bob will put this on the Agenda for the next meeting to discuss.

Decision was made to change meetings to Wednesday nights from Thursday nights in future. Next meeting was set for January 18, 2017. It will be added to the letter being prepared about the late fees and due dates that the meetings will be on 3<sup>rd</sup> Wednesday night of odd months.

Review of operations, maintenance and emergency policies was not done, the meeting was running too late. Bob gave handouts and we can read ourselves and ask questions at next meeting.

**General Discussion -**

April reported that there are no written instructions for the bookkeeper position, it was decided to wait to have her write any. She is also having people come to her house to talk to her about bills and make payments, including paying with cash. She is not allowed to accept cash payments and should not have to deal with people at her house. She is to say "I am not authorized to do business from my home, or accept cash payments." This should also be put in the above mentioned letter.

Bob will go to the bank to arrange for the new signature cards to be prepared. He will email us all when we should go sign.

Becky reported that the Quarterly Payroll Reports were filed for last quarter and she is set up online for all remittances.

At 8:50 PM David motioned to Adjourn the meeting, Allan seconded.

These Minutes submitted by Shay Lane, Secretary.