

**MINUTES OF THE BOARD OF DIRECTORS  
HOOVER HILL WATER AND SANITATION DISTRICT**

November 18, 2014: 6:45 P.M.

Rocky Mountain Fire Department, Station 1,  
7700 Baseline Road, Boulder, Colorado 80303

**ATTENDEES**

Directors present: Tania Ertl  
Dave Foss, President  
Betty Konecne, Treasurer  
Ann Weickmann  
David Williams

Others present: Judy Bertrand, MDM (District Manager)

**ADMINISTRATIVE  
MATTERS**

Attendance and Agenda: The meeting was called to order by President Foss at 6:44 pm and a quorum was noted. The Agenda was approved.

Minutes: The Minutes from October 22, 2014 were reviewed and unanimously approved.

Request for Relief/Usage Rate Adjustment: The District Manager presented two cases of homeowners requesting relief for water charges due to illness and financial issues. The Board stated that the precedent has been to *occasionally* provide relief only for water breaks or leaks. The Board discussed that it is the responsibility of each homeowner to pay for their usage. Although the Board is sympathetic, they feel that providing credits to some homeowners could affect the usage rates to the community.

The Board did direct the Manager not to shut off water to account #1390 due to the owner having severe medical issues.

The District Manager also brought up the numerous emails from account #170 regarding his request to have the \$30 Final Shut off fee reversed. She informed the Board that he had only made 2 payments in 6 months. The homeowner complained about the bill format. Although the homeowner stated he had made the full payment, at the time of this meeting he had failed to do so. The Board directed the District Manager to collect the amount or shut off the water as per the Final Notice to him.

President Foss presented the analysis of water usage for account #1680. As this account has in the past used as much as 77,000 gal the Board decided to withhold a decision until after the November 30<sup>th</sup> meter readings.

The District Manager informed the Board that the ORC had found the meter unattached at the home of account #60 and took a picture of the meter/transmitter. This meter has shown zero usage for several months. The City of Boulder had been called to repair it and Joe stated that it had been tampered with. The District Manager instructed the City

to repair it. The Board directed the Manager to charge account #60 for repair for the meter. The District Manager also informed them that this account would be sent a Final Notice on December 1 if the account had not been brought current. There was discussion regarding shutting off the water at this address as this homeowner may simply turn the water back on himself. The Board requested that the ORC determine if there was a way to lock the meter in order to insure this homeowner did not tamper with or have the ability to turn the water on and off at will.

Policy and Procedures: The Board directed that Policy and Procedures be included on the Agenda for the December 2014 Board meeting. This will include a discussion of auto-pay and credit cards for payments and new billing software.

Phone Line Transfer: The District Manager stated that Vonage has been cancelled but they charged the District \$104.50 for early cancellation fee. Director Williams requested that the District Manager write a letter to the Colorado Public Utility Commission as Century Link did release the phone number and the issue was with Vonage not allowing HHWSD to keep the existing phone number. The Manager was directed by the Board to cancel the business phone number 303-499-4425 with Century Link and have a message stating the new number is 303-704-9438. The lift station phone number will remain active.

## **FINANCIAL MATTERS**

Claims: The Board reviewed the payment of claims for the period ending November 17, 2014. Director Weickmann questioned the ORC's charge for meeting with her to clarify the use of the Orion utility function when reading meters. There were 7 meters that were unreadable for October and 4 that showed zero usage. After discussion, the Board unanimously approved the claims as presented.

Financial Statements: The Income Statement, Balance Sheet and various other financial documents were presented to the Board, with Treasurer Konecne making a motion to accept and Director Ertl seconding. The Board unanimously approved accepting the October 31, 2014 financial documents.

Water and Sewer Billing: The Board was presented with a spreadsheet showing the City of Boulder water/sewer usage and charges to the usage and charges billed to the homeowners.

Accounts Receivables: The Manager provided a spreadsheet (which is attached to these Minutes) showing the accounts that had been given a 60 Day Courtesy Notice in the October 31, 2014 water and sewer bills. There were 4 final notices mailed with the billing for October.

## **BUDGET:**

Director Williams made a motion to accept the 2015 budget, with President Foss seconding. The 2015 budget was approved unanimously and the Resolutions to Adopt the Budget, Appropriate Sums of Money and Set Mill Levies were approved and signed. The District Manager stated she would notify the County of the mill levies and make the budget statutory filings.

The Board requested that Director Ertl prepare a draft letter to the homeowners regarding the increase in water and sanitation fees for 2015.

**OPERATIONS  
REVIEW**

Due to the final review of the budget, the Operations Review was not included on the Agenda for the month of November. President Foss requested that the ORC provide the sampling results.

**CUSTOMER  
RELATIONS**

Due to the final review of the budget, Customer Relations was not included on the Agenda for the month of November. However, customer issues were discussed this month and can be found under "Administrative Matters".

**ADJOURNMENT**

There being no further business to come before the Board at this time, upon motion by President Foss, seconded by Director Williams, and upon unanimous vote, the meeting was adjourned at 8:42 p.m.

The next regular meeting is scheduled for December 16, 2014 at 6:45 p.m. at the Rocky Mountain Fire Station, 7700 Baseline Road, Boulder, Colorado 80303.

Respectfully submitted,  
Judy Bertrand, District Manager: Secretary

**THESE MINUTES APPROVED AS THE OFFICIAL NOVEMBER 18, 2014 MINUTES OF HOOVER HILL WATER AND SANITATION DISTRICT BY THE BOARD OF DIRECTORS.**