

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

January 19, 2016: 6:00 P.M.

Rocky Mountain Fire Station, 7700 Baseline Road, Boulder, CO

**ATTENDEES**

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

Others present: Judy Bertrand, MDM (District Manager)

**ADMINISTRATIVE  
MATTERS**

Attendance and Agenda: The meeting was called to order by President Foss at 6:45 pm and a quorum was noted. The Agenda was approved.

Minutes: President Foss made a Motion to approve the Minutes with Director Ertl seconding said Motion and the Minutes of December 15, 2015 were unanimously approved.

Vacancies: The Board discussed the vacancies on the Board and wanted to meet the latest homeowners who had expressed an interest prior to appointing someone to the Board. This issue will be tabled until the February 16, 2016 Board meeting.

Resolution to Appoint Designated Election Official: The District Manager presented a Resolution appointing her as the DEO for the May 3, 2016 election. President Foss made a Motion to approve; with Treasurer Konecne seconding said Motion. The Motion was unanimously approved.

Banking Issues: The District Manager stated that there continued to be problems with Great Western Bank entering incorrect payment information in the lockbox. She also stated that she was still unable to access the bank accounts online and requested that Betty Konecne reinstate having the bank statements mailed to MDM. The Manager also stated that Money Market rates provided by GWB were substantially lower than at other banks. She mentioned that First Bank offered .10% with a balance of \$20,000 and GWB was only paying .05%.

The President requested that Treasurer Konecne change the Wells Fargo savings account (contact and mailing address) to Judy Bertrand.

Update on Billing and Payment Issues: The District Manager presented a detailed analysis of the current problems with not having the meter reading software or Stoker billing software accessible. She also discussed the continued GWB payment errors. Ms. Bertrand acknowledged that due to an incorrect 12-8-15 Report provided to her that several of the customers had incorrect outstanding balances when she entered the customer data into QuickBooks. Also, she stated that Stoker contained many

adjustments and payments that were not provided in the 12-8-15 Report and this caused errors in invoices for December 2015.

The Board requested that Director Williams and Judy Bertrand prepare a letter to the homeowners informing them of the software and billing issues and that we will be billing an average of 4,000 gallons per month until the new systems are in place.

The Board directed the Manager to credit late fees and make adjustments to usage. They also instructed her to not send any Courtesy or Final Notices until the new system is installed.

2015 Audit: The Board authorized the Manager to sign the Engagement letter for the audit with John Cutler and Associates if he charged the same fee as last year.

## **FINANCIAL MATTERS**

Claims: The Board reviewed the payment of claims for the period ending January 15, 2016. President Foss made a Motion to accept the claims; with Director Williams seconding said motion. The claims were unanimously approved.

Financial Statements: The Financials for December 2015 were presented to the Board. Treasurer Konecne stated that she wanted the closing journal entries made. The Manager stated that she did not have all the December expenses that were paid in January at this time as several are set up in autopay. Treasurer Konecne accepted the financials with an uncategorized \$72.77 adjustment and A/P journals to be made. Director Ertl seconded said Motion and the financials were unanimously accepted.

2016 Rates and Fees: The Manager mentioned that the new rates and fees would be billed as of January 31, 2016. She stated the *Utility Policies, Rates and Fees* for 2016 had been mailed to all homeowners. The Board requested that she send them to the Board via email.

## **OPERATIONS REVIEW**

The ORC provided lab results for January 2016 sampling showing HHWSD is in compliance.

The Board discussed the leak at Simmons and Cherryvale and is anticipating the bill from the City for tapping the saddle for the fire hydrants. President Foss requested that the ORC follow up on this and find out where this happened, the cause of it, what was done and what we could do to keep this from happening in the future.

## **CASELLE AND BADGER SYSTEMS**

The Manager stated that the District would be using the State of Colorado SIPA system to allow homeowners to make EFT or credit card payments. She stated that there would be numerous forms for Board signature when establishing this portal access through the State.

## **OTHER BUSINESS**

Director Ertl stated that when Googling HHWSD that it showed the former manager's home. Ms. Bertrand said she would review the website to see if it still contained 1048 Westview.

## **CUSTOMER RELATIONS**

The District Manager discussed some of the issues previously in the "Update on Billing and Payment Issues" section. She stated that she would have a staff member go through each check image on Great Western Bank since October to confirm that GWB had entered the correct account numbers and payment amounts. She also stated that she had received several calls from homeowners who were upset about the average 4,000 gallons being billed. The Manager informed the homeowners that their account balances would be adjusted after the new meter reading and billing software were installed. The Board directed the Manager to continue to bill 4,000 gallons per home.

## **ADJOURNMENT**

There being no further business to come before the Board at this time, upon motion by President Foss to adjourn the meeting seconded by Director Williams, and upon unanimous vote, the meeting was adjourned at 8:27 p.m.

The next regular meeting is scheduled for February 16, 2016 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 JANUARY 19, 2016 MINUTES OF HOOVER HILL WATER AND SANITATION DISTRICT BY THE BOARD OF DIRECTORS.**

POOL REGARDING NUMBER OF HOMEOWNERS THAT WILL USE ONLINE PAYMENT OPTIONS:

Dave Foss: 74 use online: 180 will pay by check

Tania Ertl: 127 use online: 50%

Betty Konecne: 85 use online: 1/3

Judy Bertrand: 152 use online