

SILVER CREEK VILLAGE WATER SUPPLY CORPORATION
Minutes of the Board of Directors Meeting
15 January 2024

Meeting called to order: 1:00 pm by Clint Cagle, President

Present: President Clint Cagle, Vice-President Tim Smith, Secretary/Treasurer Paul M. Miller, Members-At-Large Barry Dawson and William (Butch) Cain, Assistant Business Manager Mary Ann Pennington, Water System Operator Joey Krueger.

Absent: Assistant Water System Operator Jay Everett.

Invocation: Given by Clint Cagle.

Order of Business:

Minutes: The minutes from the December Board meeting were approved.

Financial Report: Mary Ann presented the financial reports. Sales and Receivable for 2023 reported total income for was \$114k. We are planning to sell about \$121k this year. We probably will have a spike for the eclipse. We do not know what "Adjustments" means in the report. Several opinions were offered. Will ask RVS.

Usually the Past Due list is the same people. The SCWSC has a procedure for delinquent accounts which is described in the Tariff.

Clint has submitted the pay increase to the required agencies – TCEQ, PEC – along with the reason for the increase. Also, we must notify USDA. Paul talked to the regional director who acknowledged our increase. Clint said the CCR is due at the end of March, the report on the regulatory charge is due by the end of January.

Clint paid our insurance bill for the year.

Discussed backing up the computer We should do this at least monthly. Western Digital has a program included with their external hard drives that allows scheduling the backups.

Barry asked if postage is included with the RVS program. We do not know the answer to that.

Gradually getting the reports in line. The Balance sheet shows the First State Bank account. Nelson showed separate accounts, but we only have one account at the bank. We can access the Money Market account at the bank for the funds due for the bills. Do we want to keep these accounts separately? Discussed funds availability. Expenses due are for the standby generator, the building, and the lab reports. Clint converted two CDs for the cash to pay these bills. We do not know specifically when these bills are due. Paul suggested we ask for either 30/60/90 days to pay.

Ops Report: No new meters have been installed.

Had several missed connections with Star propane. Finally called 4 T Propane who came

to fix/connect the 250 # tanks for well 7 and the pump station.

If we have an emergency (power outage) we can call the Burnet Office of Emergency Management. They will furnish a generator - if one is available. (That is our explanation)

Joey talked to Apex. They will test pumps or motors/generators to see if they are any good. If they are repairable, Apex will give us an estimate to fix them. The motors will generate more money than just junk metal – they have cooper wrappings.

Clint will call Mr. Nelson to discuss how he wants to repair his meter connection.

Joey got an estimate for the tap (Nothnagle), which was \$400-500 for only parts. Nelson told Joey the cost to the member could not exceed the tap fee in the Tariff. But our Tariff directs that the bill will not exceed the cost to install. We are not sure if there is a meter connection there now. Joey will check.

The heater in the WRT is not working. Joey took the heater out of the pump house and put it in the WRT. Working fine. The heater for Well 6 is working.

Joey will have to redirect the water flow in the filter for the fan installation. But the fan is ready for installation as soon as that is done.

Business:

Paul gave everyone the passwords for the password manager (Keeper) and e-mail account (SCVillageWSC@gmail.com).

The Audit is complete. It has been forwarded to our two consultants for the SWTP to review and offer suggestions.

Cell phone: Clint got a ticket number for Pure Talk. They have not called back. Butch called but did not have a way to pay for it. The credit card company wants an individual to accept responsibility in order to open a business account. Paul asked about the cost. Pure Talk is \$30 a month. Mint is \$15 a month, but they do not have phones. Clint will make the necessary arrangements for the credit card.

Barry asked if the address had been changed on the bills. Not yet, next mailout. David will change the company address for government agencies.

Nothing new on the website. Clint talked to them. They are willing to talk us through moving stuff around. The Business Manager should take care of that.

Will discuss the Business Manager later.

The down payment for the office building is done. Tim installed the mailbox and drop box. Paul will meet the driver for the installation of the building itself.

Paul asked about turning the hasp on the box covering well 7 so the screws are covered when the lock is secured.

Clint proposed extending the security fence around well 7 to include the shed. That would total 140 ft of fence. Paul proposed just a 10'x10' for the minimum expense. Barry suggested 12x12 which would not require any additional fencing (fencing comes in 50 ft sections). Clint will include this info when he talks with David tomorrow. We settled on the minimum area, but included a double gate.

We are up to date on the timeline for the annual meeting. Requirements include the agenda for both the main meeting and the Executive Session, the mail-in and meeting Ballots, directors' applications, and a resolution for unopposed candidates. Paul proposed we pass a resolution including Clint and Butch as unopposed candidates. *“Be it resolved by the Board*

of Directors that Clint Cagle and William Cain are duly elected as unopposed candidates to the Board of Directors.” Resolution passed. We need a voter registration list – not renters, but the owner(s) of the property. If there are more than one owner, they are supposed to designate in writing who specifically may cast votes for them.

Clint bought the online version of the QuickBooks software. Nelson had a desktop edition. Now it requires transferring the data from Nelson’s account to the SCVWSC account. Without Nelson’s approval, the software company views this as stealing the data. Clint will try to work it out. Will Quick Books’s files translate to Quicken? Quicken is less expensive than QuickBooks. Clint is worried that we will not be able to get prior data. Butch will check on the compatibility of Quicken with Quick Books – it is cheaper. [QuickBooks will work with Quicken files, but Quicken will not work with QuickBooks’s files.

Paul recommended we acquire NexBillPay for billing. They have SMS, text, e-mail, duns, notifications, outages, real-time payment posting, etc. They will accept credit cards, convert checks to electronic payment, allow electronic transfers, etc. They also provide a Customer web portal. However, they charge a Convenience fee of \$100 per month – they will charge a customer \$2.50 per transaction to offset this fee. E.g. If 20 customers use the transaction, SCVWSC still owes \$50. This is billing software only, not a substitute for RVS nor Quick Books.

Mary Ann needs a list of questions to ask RVS. Does RVS have a list of reports that are available to members? Is it possible for RVS to run an individual account history? And send it to the member? What items are available in a customer list? Will RVS send that to the member? Will RVS only interface with the business? Can/Will RVS accept credit cards? Are there other methods of communication (billing) between RVS and the member? Is there an option for paperless billing?

Keys to the drop box will be kept by the President, Business Manager, and Business Manager Assistant with one key kept in the office.

We discussed the Business Manager's duties. The perceived problem is conveying time constraints to prospective business managers. As with most new jobs, lots of time must be spent initially learning the job duties, but subsequent time spent will be very little. Many items requested of the former Business Manager were not completed and there is no “Policy and Procedures” manual. Paul would rather we hold interviews to avoid issues with our hiring process. He will set up interviews with the applicants starting at noon next week. Paul will distribute the resumes, potential questions, and the job posting to the interview panel. Interviews will be scheduled for Mon/Tues at noon/1 pm. We think we should offer a salary, not an hourly rate.

There being no further business to discuss, Tim moved we adjourn. Barry seconded.

Meeting adjourned @ 4:05 PM

Next Meeting: 19 February 2024, (Monday) 1 PM, at the ELB Community Center.

Any recommendations for agenda items should be forwarded to Paul M. Miller no later than a week before the meeting.