

Minutes of the West Madison Utility District Meeting  
May 9, 2017

BE IT REMEMBERED that the special meeting of the Board of Commissioners of the West Madison Utility District was duly convened, held and conducted on May 9, 2017 in the Kearney Park Community Center at 443 Livingston Vernon Road, Flora, MS as follows, to wit:

The President of the Board, Larry Bennett, presided and called the meeting to order.

The following members were present:

Commissioner Louvella Lawson      KT Newman  
Commissioner Scott Colson  
Commissioner Evelyn Brown  
Commissioner Larry Bennett  
Commissioner Letitia Reeves

The Board President announced that the members of the Board present constituted a quorum and declared the meeting duly convened. Commissioner Brown opened the meeting with a prayer.

Next item on the Agenda is to approve the agenda. Comm. Reeves motioned and Comm. Lawson second. The matter carried unanimously.

#### Operators Update

KT reported there were no compliance issue to report everything is operating normally.

The generator at the well loss power during the storm, but we were able to get a generator from Madison County. That generator will be returned on Wednesday May 10, 2017. Madison County has a lot of generators stored at their facility and at one time the generator that he borrowed was stored at the Well site; but for some reason Madison County came and got it from the well. Letitia wanted to know who KT had talked with to get the generator. KT said he spoke with Tom at Madison County. It would be helpful if WMUD asked them if we could store this generator at the well, so if the power goes out again we would have it on site.

Meter reading and rereading cut-offs are done in accordance with what he believes is in accordance with the manner of WMUD policy and procedures. He stressed that "believes to be" because he just want to hear from the Board exactly how WMUD wants this process to go. In the past the meter reading and rereads are done by the 25<sup>th</sup> of each month. He assumed that was sufficient time to get the bills out by the first of the month. However, if that is insufficient or if there is a need to change the date let him know and he will change the process. As of right now, the process is to be completed by the 25<sup>th</sup> of each month. Comm. Colson wanted to know if that was always the process. KT said that was correct. Comm. Brown wanted to know if the 25<sup>th</sup> falls on the week-end would that change the date Rachel would receive the reading. KT said it does not matter where the 25<sup>th</sup> falls they will be in the office by

the 25<sup>th</sup>. Rachel may not be able to do any processing until next business day but the readings will be completed by his crew.

KT went on to report that all work orders have been completed and there are no outstanding work orders at this time. Also, if anyone has questions or issues in regards to how work orders are completed, he would be more than happy to address our concerns. There was an issue last month with work orders on Lincoln and Norris Streets that happened to coincided with the Board meeting WMUD was having that day. To his understanding the work order was sent out and for some reason it was not addressed by him or his employees. Or could have been the customer felt that it was not addressed. Comm.

Comm. Bennett said he had a concern regarding the processing of when a work order has been generated from Rachel and your office receive the work order. Your office contacts MS One, then MS One notifies WMUD office via email, this is where it gets a bit clouded as to the work process and record keeping for completion of jobs. What paper work do you turn in to WMUD when the work order is completed? KT said none, other than to call and say that the leak or whatever is fixed. Comm. Colson asked KT, if he gets a physical paper work order and KT said yes, always. Comm. Colson went on to say, so what Comm. Bennett is getting at is what happens to the work order paper, does it comes back to the office or is it thrown in the trash? KT said no, Rachel fax the work order and it comes to my phone in a PDF file. Comm. Colson asked, how do we know when the work is complete? KT said, he will call and let Rachel know that he has finished the job. Comm. Bennett said, what he would like to have happen is a hard copy of the work order to be filled out, stating what was done, how long it took to complete the job and PO number if materials were purchased. In having a close-out record, should a customer call in a few days later saying there is still an issue and when will it be fixed. WMUD office will have documentation showing what was done and the date it was closed out. WMUD will be able to substantiate what was done on that particular job. Comm. Reeves asked if the work order could be scanned back in to Rachel once it has been closed out. KT said he could be fax, scan or email the work order close out. Comm. Colson wanted to know what happens in the WMUD office to close out the work order. Comm. Bennett said to his understanding, Rachel told him it never gets closed. Comm. Colson asked, what's the point of having a work order if it just up in the air? Comm. Bennett explained it is a written request to the operator to take action for repairs. The operator has a record and WMUD will have a record showing when the request was made. Comm. Louvella again repeated the process of when a work order is completed and KT's office notifies Rachel letting her know the job has been completed at that point this would close out the job. Comm. Bennett said for good record keeping purposes Rachel needs to document it for our files that the job is closed out. Comm. Colson commented if the computer is generating work orders it's in the system until closed, via the computer. His understanding of work orders which he handles daily, once it is closed you should be able to print a report that gives you open work orders and then go back and check if you have any questions on opening date work done on job and date closed . In other words, it should be closed by computer not just on a piece of paper and not just verbal. Comm. Bennett said he agrees with that. Comm. Brown said as far as she knows the work order is done manually and Rachel faxes it over to Tiffany and when it is completed then Tiffany will let her know when the job is completed. Comm. Bennett said, one evening he had stopped in the office and Rachel was very proud to show him her book of work orders. As he was looking at the book of work orders he said, "Rachel maybe I'm missing something but he could not tell when the work orders were closed", and she said, they are not. She did not close any work orders because she was too busy with other things in the office. KT said, a hard copy could be



provided if that is what we wanted. Just to be clear if a work order was received today and he goes out to look at it, it would be classified as normal or emergency. Normal work order goes to MS One locate and it takes 48 hours; so two days after that he will fix the problem. If it is an emergency notification MS One will be notified that it is an emergency which in turn they will go out within a 4 hour short not notice to locate. The problem will be fixed on the same day so as to restore water to that customer.

KT expressed that he was still cautious how to handle Mrs. Martin and Simmons Memorial. He said, Mrs. Martin did call him when she received the second letter from WMUD; and she was adamant that she paid fees for her house and the trailer. She said WMUD made her run the trailer line up to a certain point to tie in with the house line. Comm. Reeves asked KT if he had been able to locate her lines. KT said no and that he was not going up there until WMUD and him are all on the same page. The bottom line is that Mrs. Martin is not willing to pay anything to install new meters or run a line. Mrs. Martin said she does know where the trailer line runs but not the house line. Letitia said she thinks we should give the go ahead to put the meter down but let her know if the water line is not in the right location she will have to pay for that new installment. Comm. Brown said it makes sense that the meters had to be installed at one time or other and the fees would have had to be paid in order to get service. The motion was made by Comm. Reeves and second by Comm. Colson to put in the new meters. Comm. Bennett asked that a letter be drafted stating what WMUD intent for work and that she would no longer be billed a flat rate but will be billed according to the new rates guide lines. Comm. Reeves will send the letter to Mrs. Martin.

In regards to Simmons Memorial a spoke's person, Roger Weathersby would like to speak. He stated that the church and rectory meters were all tied in together. WMUD wants to charge two fees for two meters. He wanted to know if there could be just one meter for the two buildings. Comm. Bennett said in accordance with rules and guidelines everyone should have a meter. KT said he could have one meter but charge two rates for each location without having to dig and run another line which would save cost on materials. WMUD would not lose any revenue. It would be a cost only for one install and each month there would be a double rate on the meters. Motion was made to put in a One inch meter for Simmons Memorial and they would pay two rate fees and pay one tap fee. It was approved aye.

Next on KT agenda was the seven meters installed which showed zero usage. The meters were installed at 165 Woodland, 109 and 111 Virginia, 458 Livingston Vernon, 111 Magnolia, 3000 Center and 123 Pugh Road. KT wanted to know what would be the next meter project since he had completed the zero usage meters change out. Comm. Colson said his meter reads were general at minimum rate and needed to be changed. KT said he could continue taking the Billing Register Report and identifying the zero usage meters which does not necessarily mean they need to be changed. In some cases, it may be only one person living in the house or the house may be empty. Comm. Reeves and Comm. Brown concurred that meters read bare minimum usage should be the next set to be changed out if necessary. Comm. Bennett said in looking at the Billing Register there were about 102 accounts readings that were 2000 and under and KT should start with that group.

Comm. Reeves wanted to know how many meters could he installed monthly and if a large quantity was ordered would there be a discount given to WMUD. KT said he did not know. Comm. Reeves would have Rachel look into order a large amount to see if a discount could be given on the purchase. Comm. Colson asked how many meter could he installed daily and KT replied about 30 a day. Comm. Brown suggested that maybe 15 a month be installed.



KT asked Comm. Brown to go over the conversation that the two of them had regarding changing out the large 2 inch meters. Comm. Brown said, to her understanding the 2 inch meters would not register accurately the water flow because it did not create enough water pressure to move the meter dial. In the Varillia Road and Hidden Lake area there were an unusual large amount of homes with under 2000 usage each month. Normally these homes are at least 2000 sq. ft. or more. Which may indicated quite a bit of revenue being loss due to the 2 inch meters instead of the 1 inch meters being used. Comm. Reeves and Comm. Bennett both expressed that there were no addresses on the Billing Register so how could the meters be changed if we don't know which ones need to be changed. KT said he could take the meter read sheet and the Billing Register report to identify the low usage in that area. Rachel said she could print a customer list sheet that has the address.

The last item on KT's report was Kay Retha McField who was there to address the Board on her on behalf. Ms. McField said last month her bill showed that she used 10,000 gallons of water, which she is disputing. She said there is no leak at her house, there is only three people in the house, one bath room, the kitchen sink and a washing machine. First Ms. McField went into the office and spoke with Rachel. Rachel printed a history of her water usage of the last year which showed her bill was not excessively high. If, the bill had been excessively high the RVS system would flag the bill for a reread. Next Ms. McField went over to Comm. Brown home to explain that her bill was too high for one month. Comm. Brown told her she would have to speak with the Board of Commissioners at the next Board meeting. Ms. McField had taken pictures over a couple of days which showed an unusual amount of water being used. Ms. McField said within a 24-hour period the meter showed over 500 gallons of water being used. Ms. McField said that was impossible because no one is at home during the day and no one comes home until around 5 p.m. During the course of the evening they may be up for only 5 to 6 hours and for sure they are not constantly running water non-stop. Comm. Brown contacted KT who also went to her house and could not find a leak but indicated that her toilet could possibly have a slow leak. Ms. McField is requesting that her meter be changed. KT told the Board members that her meter was less than a year old and he could not see any fault with the current meter. He also indicated that it is not the responsibility of WMUD to locate a water leak in the customer's home. Ms. McField said she had a plumber to come out to check for leaks and the plumber could not find any leaks. Comm. Bennett put the question to the floor and Comm. Brown motioned and Comm. Lawson second that WMUD would change Ms. McField meter located at 108 Norris Street. The matter carried unanimously to replace her meter.

#### Re: Consent Items

Comm. Bennet asked for motion to approve 5, 6, 7, 8 and 9. Comm. Colson motioned that items 5, 6, 7, and 8 be approved however, item 9, Memorandum from James H. Craig of Local Governments and Rural Water Systems had not been reviewed and a discussion needed to take place. Comm. Reeves second. The matter carried unanimously to approve 5, 6, 7, and 8.

Comm. Brown explained the James H. Craig memo had come into the office on Monday and therefore was not distributed prior to this Board meeting. The memorandum was basically informing about drinking water systems improvements revolving loan fund program amendment. After reviewing the memo, Comm. Reeves motioned and Comm. Colson second it be approved as item 9 on the Agenda. The matter carried unanimously.

#### Re. Consumer Confidence Report

Comm. Bennett asked Comm. Brown if she recalled him signing the Consumer Confidence Report last month. Comm. Brown indicated that he had signed a report but did not recall it being the CC Report and asked if it could have been named something else. Comm. Bennett said the report should have been sent over to KT to complete filling out the paper work and asked if she could go into the office to see if she could find it. Comm. Reeves made a suggestion that when letters, memo and other pertinent papers come into the office that Rachel put it in a folder, give her a call and she would come pick it up then scan a copy to all Board Members.

Re: Grant Update

Comm. Brown asked what is the status on paperwork in getting a grant? Comm. Reeves said everything is on hold because WMUD could not qualify for a matching loan fund. Also the county would not be able to provide any help because they have a short-fall in funds and was trying to acquire a loan. The federal government has made quite a few cuts to grants for the 2018, year and CDBG was not sure what funds would be available in grants.

Comm. Bennett asked if there was any Old Business or New Business to discuss. There was none. Comm. Colson motioned and Comm. Lawson moved the meeting be adjourned.