



Meeting Minutes

December Board Meeting	
12/19/2023	Location - Office
Type of Meeting	Monthly Board Meeting
Facilitator	Keith Krueger, President
Note Taker	Kristy de Vera, Secretary
Attendees	Keith Krueger, President Leslie Magnuson, Vice President Laura Leuze, Treasurer Kristy de Vera, Secretary Mike Haney, Trustee Bruce Holen, Trustee Marc Lebeau, Legal POC Deana Sweet, Office Manager Eric Hentila, Operations Manager Absent: Eric Starup, Trustee
Called to Order at 6:29 PM	
Presenter	Keith Kruger
Discussion	There was a motion to approve the previous meeting minutes from November 28, 2023 <i>Bruce motioned to approve, Leslie seconded, and the motion was passed.</i>
Operations Manager Report	
Presenter	Eric Hentila
Discussion	Please see the attached.



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November reports have been submitted.

Note: Locate requests are submitted via email

Bellingham contractor's estimate will not include the maintenance of the system regarding the seismic controllers.

Seismic Controllers are past due, and we are scheduling a time with Beaver Equipment to come out soon to evaluate and recertify Tank 6 and Loma Tank. Beaver Equipment offers training courses, and Laura and Kristy agreed that Eric H should take the training course to be able to evaluate the equipment in the future.

Bruce: Prior board conducted a tour of the equipment with the Operations manager for informational purposes. Eric stated that he is happy to perform a ride along at any time.

Office Manager Report

Presenter	Deana Sweet
Discussion	Please see the attached.

Paul the CPA needs to send an engagement letter from the CPA so we can see the pricing for him to do the audit, which he stated he would complete by February 2024

CPA is filing an extension on the 990 for us.

Marc suggested asking for discounts for late work for engaging with the CPA

Action Item for the Finance Committee: Need specifics for dealing with the CPA: what are the needs, what is the timing, what is the cost, can weigh that against a competitor?

2 accounts have not been paying for base water, 1 has not been paying for overages and all of them will need a letter drafted.

Keith: When does an account get a new dash number? Deana answered when the membership certificate changes.

Keith: Are there any notes regarding these accounts? Deana answered those accounts are notated and clearly marked and these 3 do not have any notes or agreements that would result in them not paying.

Action Item: Deana to draft letters for these accounts



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Member complaint regarding fees charged to delinquent account.

Action Item: Keith to follow up with the member complaint. He will attempt to get them onto a payment plan. Kristy, Mike and Bruce volunteered to be on site as needed for that meeting.

Discussion Item: Better tracking for customer interactions. Per Deana, CUSI has a way to notate the accounts for all customer interactions. CUSI also tracks robocalls and can tell if the phone was answered or not. Waiting to see if the CUSI calls come up as 7Lakes or not. Delinquency issues need to be tracked within the customer accounts.

Treasurer's Report

Presenter	Leslie Magnuson
Discussion	No Attachments

The CPA will file the extension now.

We will not be replacing the CPA immediately.

Laura has questions regarding bank fees, and some other federal income taxes, etc.

Action Item: Laura and Leslie to meet with Deana regarding some of these financial questions.

Set up a time to go visit the bank to get signatories: Dec 21 at 2:30pm at Key Bank.

Secretary's Report

Presenter	Kristy de Vera
Discussion	No Attachments

Newly structured SharePoint Meeting Minutes will be electronically approved and electronically signed. All documents to be stored onto the SharePoint. All documents to be added to SharePoint prior to meetings and board members can Choose to print themselves as needed. Action Item for Kristy: Check and see how some areas can be private for the board members only

Lawsuit

Presenter	Marc Lebeau
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Seven Lakes Water Association
OPS MANAGERS REPORT:

For 19 December 2023

Meter Upgrade Project	This Month	Last Month
New Radio-Read Meters Installed	2	52
Total Radio-Read Meters Installed	1601	1599
Project Completion	72%	72%

Other State/Federal Mandated Water Testing:

- Coliform- Monthly (December test results: 0 contaminants noted).
- Chlorine concentration- Daily (No negative reports).

State DOH System Reporting:

- Distribution System Residuals– Reports submitted for November.

Utility Locate Requests	This Month	Last Month
Emergency Locate Requests (Requires O/T)	0	1
Routine Locate Requests (Does NOT require O/T)	5	27

Mainline Gate Valve Maintenance & Exercising - Annual:

The Association has approximately 277 Mainline Gate Valves located throughout the distribution system (not including 278 FH Aux. valves). The goal of this annual maintenance is to Locate, Raise valve box to grade as needed, Clean out valve box and exercise valves to ensure functionality.

Valve Maintenance	This Month	Last Month
Number of Valves Exercised	135	75
Project Completion	75%	27%

Motor Inspections Wells 7 & 10

PumpTech is scheduled for Tuesday December 19th to do testing on the Well motors at sites 7 & 10.

The motor operating Well 7 has had a loud whine since rebuild in 2021.

The motor operating Well 10 is getting close to needing a full rebuild.

These inspections will check all mechanical and electrical aspects of each motor, this will give us an estimated life expectancy remaining until a full rebuild is needed.

Seismic Controllers

The Association has Seismic Controller Assemblies located at Tank 6 and Loma Tank that need to be recertified every 3 years. Beaver Equipment out of Woodinville was contacted to initiate the recertification of the Tank 6 controllers and to replace the onboard battery backup charger that has failed. This service also includes onsite training for Ops Staff. While on site, Beaver Equipment will also assess the Loma Tank Seismic system to see what is needed to bring the system back online.



Office Manager Report
Dec 19th Monthly meeting

1. Outstanding AR as of 12/15/2023 (current invoice balances not included)

Outstanding Accounts Receivables Aging					
Billing Cycle	30 – 60	61-90	91-120	120+	Phase Amount
Phase One	95	25 (fees)	46	20	\$ 9,781.01
Phase Two	48 (fees)	56	11(fees)	21	\$ 6,261.50
Phase Three	0	0	0	0	\$ 0

Note: Cumulative figures. Members 120+ days late are also included in the 30-60, 60-90, 90-120 days late.

16 members were sent a certified letter regarding Shut off.
 4 members are on payment (not included above)

2. Billing software switch over to CUSI.

- We are using the new program now.
- A new link is on our website for the new payment portal.

3. Miscellaneous items

- The 2021/2022 Audit is Complete
- I have gotten a finish date for the 2022/2023 Audit if we go with the existing CPA firm of End of Feb 2024
- Accounting Errors –
 - During the switchover, 3 accounts with issues were found. These issues carried over from original account (01) to current accounts.
 - 20771-03 - has not been being charged for water base rate (\$42) since it started in Oct of 2020
 - 22402-05 - has not been getting charged for water over usage since is started in Dec 2022 (previous account also not charged water usage fees from 2010 to 2022)
 - 22509-01 - has not been charged for water over usage since it started in 2012.
 - We have fixed this in the new billing program, but we need to send letters to the members letting them know of this error and the correction, and the effect it will have on their bill. Their next bills will go out Beginning of Feb.
- Member complaint - email sent & forwarded to Board.