



EAST BOULDER COUNTY WATER DISTRICT

P.O. Box 18641, BOULDER, COLORADO 80308-1641
303.554.0031 ♦ WWW.EASTBOULDERWATER.COM

Board of Directors Regular Meeting

Virtual Meeting Held with Zoom

8 February 2021

This meeting was held via videoconference due to the coronavirus.

Mark Johns (President) called the meeting to order at 4:00 PM. Those in attendance via video were the board members Marsh Lavenue, Catherine Gee, Yvonne Gates and Bob Champ. Mary Wagner (Bookkeeper) and Peter O'Brien (Operations) were also present. Nick Bennett was absent.

PUBLIC COMMENTS

No members of the public were present.

SECRETARY'S REPORT

The minutes of the 11 January 2021 meeting were discussed. Yvonne Gates made the motion that we approve the minutes of the 11 January 2021 meeting. Marsh Lavenue seconded the motion, which was approved unanimously.

REPORTS FROM CONSULTANTS AND COMMITTEES

FINANCE REPORT

Mary Wagner had e-mailed the financial packet to the board. The water usage spreadsheet was also e-mailed.

The audit exemption is on track for the March 8, 2021 date. A new audit firm located in Belgium will be doing the audit exemption for us.

We still have a discrepancy in taxes of \$195.22, which will have to be appropriately dealt with.

Mary went through the financial statements and the board approved the financial statements and the transactions.

IT REPORT

Nick's report was discussed and will be posted on the website.

SYSTEM OPERATIONS REPORT – 1/12/2021-2/08/2021

1/12/2021	<ul style="list-style-type: none">Locate 7739 Spring Dr and refresh marks.Collect sample 510 Ponderosa and deliver to the lab.
1/14/2021	<ul style="list-style-type: none">Justin refresh locates with Xcel at 7526 Empire
1/20/2021	<ul style="list-style-type: none">Pump House Check 0.88mg/l free.Meet with Nick Bennett to get laptop setup with Auto Read and Auto Vu
1/27/2021	<ul style="list-style-type: none">Locate 7750 Spring Dr., 7526 Spring Dr., 777 Skyway Dr., 630 Paragon Dr.

02/01/2021	<ul style="list-style-type: none"> ▪ Meter readings note attempted to switch to new computer, didnt seem to interface with autovu, Nick Bennett began working on the issue, so I went to read meters with old computer. ▪ During the meter reading process 7469 Spring Dr. wouldn't read so I stopped to do a manual read. the meter read 4771, but last reading was 1981. because this didn't make sense to me I continued to investigate by locating the meter next door at 7435 Spring Dr. it read 1986 which seemed to be inline with what I was expecting. I then went to 7435 Spring and turned on a exterior faucet, and the meter reading 1986 began to flow, I shut off the water and flow stopped at the meter. I suspected that the meter/radio numbers for the properties had somehow been switched. I spoke to both Mary Wagner, and Mark John about the issue.
02/02/2021	<ul style="list-style-type: none"> ▪ Pumphouse check 0.80mg/l free
02/04/2021	<ul style="list-style-type: none"> ▪ Locate 0 Spring intersection of Panorama and Spring drive, locate 753 Paragon Dr.

Peter discussed in more detail the meter problems he encountered on February 1st. This will be more fully discussed under other matters to come before the board.

UNFINISHED BUSINESS

BILLING SOFTWARE ESCROW

See the IT report for details.

DISTRICT MASS NOTIFICATION

Catherine, Marsh and Nick met to discuss what our approach to district mass notification should be. Because of the low frequency of outages/interruptions in our service (about once every 2 or three years) it was decided to Table this issue for about one year and revisit it again. By then White Mountain Technology and Consulting may have something operative and we can perhaps make a more informed decision. The board agreed that our approach should be low cost and easy to administer.

NEW BUSINESS

AUDIT EXEMPTION

This was discussed under Mary’s financial report.

DIRECTORS COMMENTS AND OTHER MATTERS TO COME BEFORE THE BOARD

Mark noted that the residence at 7550 Spring Drive (which is in our service area) is interested in having a meter installed so they can eventually connect to the system. Because of landscaping issues Mark and Peter will look at the property on Wednesday to try and decide on an appropriate place to put the meter pit and then we can make the necessary arrangements to install the meter.

The meter/account number transposition problem discussed in Peter’s report was discussed in more detail. Apparently, when the lot numbers were assigned by Bob Farmer and Mary the two lots were reversed and since 2005 water usage and therefore billing has been reversed on the two properties. One of the residences has had several owners and was the larger user of water but paid for the lower user. The lower user has remained the only owner of the property and therefore has paid more than their correct amount for water used over the past fifteen years. This is not a trivial amount. Mark will talk to our lawyers regarding our responsibility and report back at the next meeting. We discussed whether other errors such as this could be present in the district and Peter and Mary will get the necessary maps and try to assess if more problems could exist. This will be discussed at the next meeting.

ADJOURN

A motion was made to adjourn by Mark Johns, seconded by Yvonne Gates and unanimously approved. The meeting was adjourned at 5:45 PM.

The secretary respectfully submits the above.

Robert Champ
2/8/2021



JNB Services, LLC

P.O. Box 21496 ♦ BOULDER, COLORADO ♦ 80308-4496
303.324.2734 ♦ J.NICHOLAS.BENNETT@JNB-SERVICES.COM

February 7, 2021

Board of Directors
East Boulder County Water District
P.O. Box 18641
Boulder, CO 80308-0641

RE: IT Consultant Status Report for February 8, 2021 Board Meeting

Dear Board:

The following are the activities during this period. Activities performed through February 5, 2021 have been billed to the District.

Action Items

This section identifies any issues that require Board action or decisions. The issue(s) are summarized here, with details in the appropriate section of the report.

None.

General IT Consulting Activities

1. Website Maintenance
 - a. Published the January 11, 2021 Meeting Minutes.
 - b. Published the January 2021 Financials.
 - c. Published the February 8, 2021 Meeting Agenda.
 - d. Updated the News Alerts on the Home page for the virtual meeting that will be held on February 8, 2021.
2. IT Maintenance
 - a. System Maintenance on Current Laptop

None.
 - b. System Maintenance on New Laptop
 1. Windows Updates.
 2. Disk drive maintenance.
 3. Working with Sensus, installed an upgraded version of the AutoRead software, and the current version of the AutoVu software on the new laptop.
 4. Next month, the current license for Carbonite will be redirected to support the new laptop.
 - c. Sensus Handheld
 1. The software for the handheld was upgraded to support the new version of AutoRead installed on the laptop.

General Support

1. New Billing System – Escrow Agreement

WMTC has accepted the proposed language for vacating the escrow requirement. Mark has signed two copies of the document. I will be meeting with WMTC to provide them the document and will return with a signed copy for the District.

2. Bulk Messaging

I will be following up with WMTC over the next period of weeks to see the progress and evolution of their design and service offering for messaging.

Had a working meeting with Marsh and Catherine on furthering the requirements and understanding the issues associated with notifications for the District. The basis was the presentation that Catherine made to the Board, and we went through and updated the document from the beginning with additional factors. Catherine had another meeting and she had to leave the meeting and Marsh and I continued for a little more discussion.

I reported that some of the factors I have found in my research for an effective notification program:

- a. There should be no assumption by the District of the preferred modality (email or SMS text to telephone) of the notification when multiple methods are available.
- b. If different types of notifications with different degrees of importance to the recipient are involved, it would be desirable for the system to allow the recipient to indicate which modality each such type of message be used to send the notification. By definition and process, this makes it an “opt-in.”
- c. The notification should be something that is generally “actionable” by the recipient. At the least, it is informative of the status of the District’s service. At the most, it provides critical information of a health or safety nature.
- d. The notification should be appropriate and specifically for the recipient. The effectiveness of notifications is greatly diminished if a recipient receives one that is not pertinent of them. For example, if a portion of the District’s distribution system is affected (and not the entire District), then only the households on the affected portion should receive the notification. This is to prevent a recipient getting notifications that are essentially meaningless to them, and thereby diminishing the effectiveness of notifications that really do mean something.
- e. The system should take the minimal amount of effort on the part of the District to generate a notification and to cause its dissemination to affected recipients. It may be, that to ensure the specificity of the recipient(s) of the notification (per “d,” above), a more comprehensive setup process may be required. This should not be viewed as a problem or issue, as it is generally a one-time process.

New Issues or Comments

1. None.

Sincerely,

J. Nicholas Bennett
Principal