

Double Horn Creek Water Supply Corporation

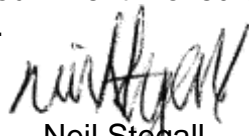
Minutes of Board of Directors Meeting
103 Vista View Trail, Spicewood, TX 78669

May 17, 2017

1. Call to order at 2:01 PM. Board members Glen Zoerner, Neil Stegall, Bernd Luhrs and Curtis Raetz present. Lafayette Coleman of Spicewood Utilities also in attendance.
2. Summary of meeting notice published. Post with county and on community bulletin boards.
3. Minutes for April 12 and 18, 2017 discussed and approved.
4. Member and public comments: Lewis Feder present, expressed interest in business of the water board and water issues of the Double Horn community.
5. Bank, financial statements reviewed
 - a. Invoices paid:
 - i. Spicewood Utilities Service
 - ii. Nelson Business Services
 - iii. Postage reimbursement
6. Operator's report
 - a. Tank replacement completed
 - b. Well #1 project
 - i. Engineer consultant considering the sizing of filter capacity at five canisters. However the use of three filter canisters matches the 150 gpm output capacity of the plant. The cost of three canisters would be approximately \$10,000. Further discussion with the engineer is needed.
 - ii. Lewis Feder questioned need for Well #1. Glen Zoerner replied that DHWSC needs its capacity boosted for increasing demand and the most expedient, cost efficient way to do that is to bring Well #1 back online after three years. As this well is designated a groundwater influenced well, DHWSC has to meet applicable TCEQ standards for its use, including a change in treatment standards and the daily monitoring of the water plant treatment process daily.
7. Discussion:
 - a. Meeting with Attorney Mark Zeppa. See April 18, 2017 DHWSC meeting minutes.
 - i. Continuing concern as regards inadequate interest in board membership and activities, to the extent that the board could be rendered incapable of discharging its responsibilities due to lack of board members. Discussion followed among board members about maintaining search for another board member. Consensus that board should move forward to consider all contingencies in preparation for annual meeting.

Lewis Feder stated the DHWSC is the “jewel” of the community and should not be sacrificed. He is concerned that others should participate on the board but expresses dismay that there is such a lack of civic interest and participation.

- b. Electronic payment rollout reviewed with Lafayette Coleman
 - i. Double billing by Payclix for a few customers. Returned charges made. Members now have will receive email and mailed notices of charges and will be able to pay bill electronically, by credit card or by check.
 - ii. Option to register for Payclix will be offered by end of May billing cycle.
 - iii. Bill and payment options to explained in email and letter to members. They will have choice to opt out of paper billing.
 - iv. All customer service requests and complaints to be handled by Lafayette Coleman of SUS. Lewis Feder asked about monthly charges from Payclix, told that 1% of transactions is the fee which will be billed as part of SUS invoice.
 - c. Tariff review committee volunteers: Zoerner, Luhrs to review and edit tariff within guidelines discussed with Mark Zeppa
 - d. Rate structure committee volunteers: Stegall, Raetz
 - i. Will review number rate tiers, incentives to reduce usage by those members with high usage. Noted by Raetz that pool owners want to be considered a special class.
 - ii. Will discuss and offer billing appeal process for those with documented catastrophic leaks. Lewis Feder stated vehemently that any leak on the owner’s side of the meter should be charged without exception as there is no compelling reason to waive that charge; all water use should be charged without exception. Noted that he had been in a lawsuit with the previous water company management regarding billing practices for leakage.
8. Other business
- a. Financial review committee needs to issue final quantitative report on status of DHWSC finances. Qualitative measures of checks and balances, financial structure already completed for past annual company meeting.
 - b. Double Horn HOA has asked DHWSC to vote on the current road financing.
9. Next meeting scheduled for July 12, 2017 at 2:00 PM
10. Adjournment moved by Raetz, seconded by Stegall. Adjourned at 4:00 PM.



Neil Stegall
Secretary/Treasurer



Glen Zoerner
President