

## SEVEN LAKES WATER ASSOCIATION, INC.

### Board Meeting Minutes–March 15, 2022

The meeting was called to order AT 6:30 by Kim Gudgel

#### **IN ATTENDANCE:**

Board Members: Kim Gudgel, Adam Bursell, Ron Crow, Greg Jensen, Craig Thomson,  
Employees: Paul Lucas

**ABSENT:** Bruce Black

**GUESTS:** Ron Erue, Cheri Klotz, Channa Bursell

#### **MINUTES:**

The minutes for the February 22, 2022, meeting with corrections approved unanimously; motion by Greg Jensen, seconded by Ron Crow.

#### **TREASURERS REPORT:**

Income Statement for February presented by Paul Lucas discussed mileage charges and the power bill Copies of the Budget and the CDs currently held in banks will be forwarded to all board members  
Status of Audit to be complete in May after Tax Season

#### **MANAGERS REPORT:**

\_Paul stated: We have been reviewing then auditing our meter readings and billings based on those readings. It started when Eric came back to the office and informed me while he was rechecking some meter reads that Free did, he found a meter box that had not been opened but Free entered a reading. We reviewed the meter reading exception report and identified 18 meters to recheck. Eric and I proceeded to go out with 18 meters to recheck. Out of the 18, 8 were read wrong and 4 of the wrong readings were higher than the actual meter reading we read two days after Free put down his reading. These meters were not difficult to read correctly.

We decided to dig deeper and went back several years looking for any unusual patterns or excessive bills and found numerous reading mistakes. We decided that we would identify all accounts that were charged more than the water that they did use and refund all overage charges. With the questionable meter reads and meter read estimates due to the snow we decided that we would read the meters and identify any additional accounts that were overbilled and give them credit then using the new meter readings as a starting read go forward with the billing.

We established a policy that a meter reader does not recheck his own reads was recently enacted brought this to our attention. As a result of the audit, it became necessary to terminate an employee.

#### **COMMITTEE REPORTS:**

- **WEBSITE**
- We ask for training and how to post messages and other information on the website. Also, how to have our search listing above DOXO for payments.
- A copy of the original contract was also to be requested to inquire as to services additional training maintenance.

A discussion of placing low-income services available to association members

- **POLICIES/PROCEDURES**

Greg brought in the employee handbooks from Arlington and Marysville. We discussed cut and paste of pertinent items to our handbook

A sample Discipline Policy:

Documentation of employee discipline is critical, document all corrective action (Including Verbal Warnings) by placing a note in the employee's personnel file.

Maintain a confidential log of disciplinary actions for all employees. This will allow the supervisor to determine the level of discipline that is appropriate based on previous infractions. Document, Document, Document. What action was taken (i.e., terminated, sent home without pay, verbal warning)

Progressive Discipline: Verbal Warning-Written Warning-Suspension-Termination

- **FINANCE**

No report

### **OLD BUSINESSS**

Continue working on Policy Handbook,  
Develop job descriptions and a salary plan by position

### **NEW BUSINESS:**

Authorize Eric to sign checks in Paul's absence Motion by Greg, Second Ron passed

Establish background checks on all new hires

### **Open Discussion:**

It was suggested that we look into Bonding of employees handling money avoid taking any cash payments

Set up a Hardship program with \$500 to be held in reserve have a sunset provision and add the program to a listing on the website. Motion by Adam 2<sup>nd</sup> Ron passed

### **ADJOURN: 8:30**