

Union Williams

PUBLIC SERVICE DISTRICT

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P.O. Box 243 ■ Waverly, WV 26184 ■ 304-464-5121 ■ Fax 304-464-4793

November 10, 2021

Wood County Commissioners
No. 1 Court Square, Suite 203
Parkersburg, WV 26101

Re: Minutes of Board Meeting

Dear Commissioners:

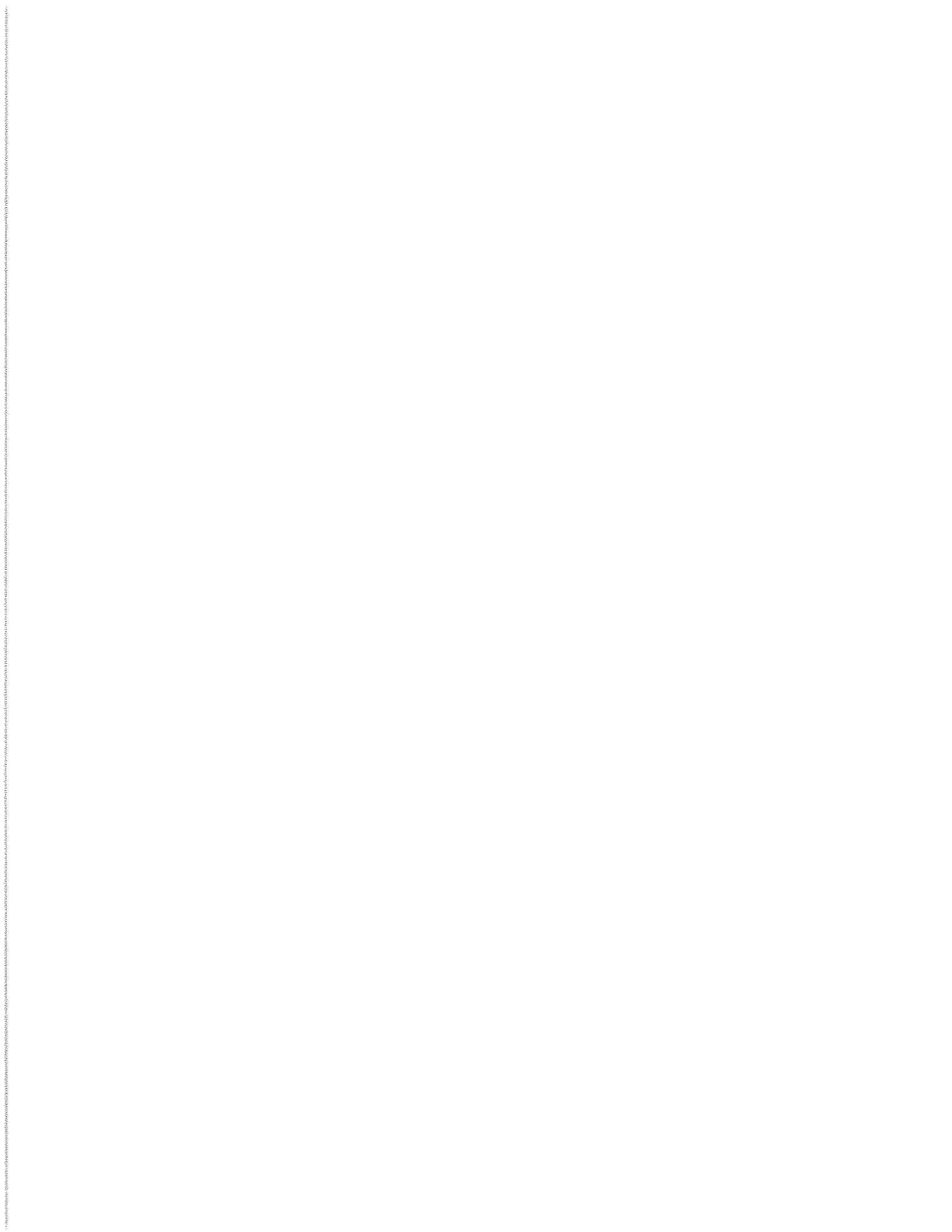
Enclosed is a copy of the minutes of our Regular Board Meeting held on October 12, 2021. This meeting was held in the District's office, Waverly, West Virginia.

Should you have any questions, please give me a call.

Cordially,

Tracy Orr
Office Supervisor

enclosure



UNION WILLIAMS PUBLIC SERVICE DISTRICT

Regular Board Meeting
September 14, 2021

MINUTES & TREASURER'S REPORT

APPROVED

BY: *S. L. Nulter*

DATE: 11-8-2021

Roll Call:

Present -

S. L. Nulter, Chairman

G. K. Arnott, Treasurer

D. A. Raines, Secretary

Attended: Mr. Fred Hypes, Dunn Engineers

Mr. Fred Rader, Mid-Ohio Valley Regional Council

Mrs. Debra Dillon, resident

Location and Time:

4:30 P.M. – District Office

Minutes by:

K. A. Sanders

 **COPY**

S. L. Nulter called the meeting to order at 4:45 P.M.

Minutes from board meeting held on September 14, 2021 were read. G. K. Arnott moved to accept the minutes. D. A. Raines second. Unanimous.

Reviewed monthly financial statements. G. K. Arnott moved to approve the financial statements. D. A. Raines second. Unanimous.

Mr. Fred Hypes, Dunn Engineers, gave an update on the sewer project. The next few months will be used to work through design and funding.

Customer concerns – Mrs. Debra Dillon addressed the board concerning several customer service issues she felt needed their attention. 1. She felt that the letter sent to estates after a resident has passed was impersonal, especially since her deceased husband, Mr. Dave Dillon, had been an employee of the District for 30 years. 2. The office is not open for business. 3. Credit cards are not accepted to make payments. 4. The office would not provide her with the personal contact information for the board members so that she could contact them at home to discuss her complaints.

After discussion, a decision was made to respond to Mrs. Dillon's grievances by letter. A letter was written to address Mrs. Dillon's concerns. 1. The "change of ownership" letter will be printed on letterhead, and an employee will sign each letter. The letter will be reworded to suggest making an appointment to take care of the required paperwork, so that office access can be gained. 2. The office will continue to be closed due to COVID, as well as, security concerns. A sign is posted on the door advising customers to make an appointment if an in-person discussion is desired. The forms are available in the rack outside the main office door, and it will be adjusted to be more accommodating and improve the presentation. 3. Changes will not be made at this time to allow for credit card payments. The cost associated with the software and bank fees would cause a rate increase for the PSD customers as well as remove monies budgeted for maintenance and operation of the facilities. The District does offer direct

debit, which is widely accepted, and provides a very convenient automatic payment method. BillPay is also a convenient method which avoids making a trip to the office, and most banks provide BillPay at no cost to their customers. And, as usual, the office will continue to accept payments by mail and in the drop box located beside the office door. 4. The Board members personal contact information is not public. Mrs. Dillon took the proper step for filing a complaint by visiting the monthly board meeting to address her concerns. If any issues need immediate attention they should be discussed with Kelley Sanders, General Manager.

Kelley Sanders updated the board on the Bullman water line project. Kelley received a call from Mrs. Jody Bullman concerning the rights-of ways. She had obtained rights-of-ways for her and Mr. Bullman, but not for the District. She needs to go back and obtain those rights-of-ways before any work can be performed. Kelley advised Mrs. Bullman that she had been trying to contact them by email concerning the engineering fees, but had never received a response. Mrs. Bullman could not fathom why Mr. Bullman had not responded, and wondered if he had received the emails, since it was sent to his work email address. She asked that they be forwarded to his personal email. Kelley advised that the Board of Directors had discussed the engineering fees associated with their project, and would entertain splitting the costs. However, due to changes in the scope of the project, the fees were considered reasonable. Mrs. Bullman asked for the emails to be forwarded, and advised that she would work on the outstanding rights-of-ways. Kelley forwarded the emails, but got no further response. Again, the Board directed Kelley to prepare a letter and a check to Mr. and Mrs. Bullman for the remaining balance of the monies deposited to Union Williams PSD by Mr. and Mrs. Bullman to have water service extended to their home. Mr. and Mrs. Bullman will be charged the full balance of the engineering fees since no response was received to our offer. If Mr. and Mrs. Bullman wish to pursue the water service in the future, we will take a look at the project again, upon their request.

Personnel issues – We have received another resignation from a sewer employee. The District hired one new sewer employee that will begin work on October 18. We have opened help wanted advertisements in several local newspapers to help fill the second vacancy.

This month's District unaccounted for water loss is 23%. We started suffering from a leak around September 22, and have been searching for it. We fixed a leak over the weekend which may have been the culprit.

Next Board meeting is November 9, 2021, 4:30 PM, at the District office.

Meeting was adjourned at 6:30 PM.