



Gardnerville Water Company
Regular Board Meeting Minutes
Tuesday, July 9, 2019 5:00 p.m.
Board Room
1579 Virginia Ranch Rd
Gardnerville, NV 89410

Board Members Present:

Carl Spahr, *Chairman*
Barbara Henningsen, *Secretary*
Dave Ellison, *Member-at-Large*
Mark Hussman, *Member-at-Large*

Staff Members Present:

Mark Lovelady, *GWC Manager*
Kristien Bennett, *GWC Financial Officer*
Trebeca Itzen, *GWC Administrative*
Chuck Zumpft, *Attorney*

Public Present:

Seth Griffin, E2C

Carl Spahr called the July 9, 2019 Regular Board meeting to order at 4:58 p.m.

Approval of Agenda: Barbara Henningsen made a motion to approve the Agenda for the July 9, 2019 Board meeting. Dave Ellison seconded the motion. Motion was approved.

Minutes of the June 11, 2019 Regular Board Meeting: Barbara Henningsen made a motion to approve the June 11, 2019 Regular Board Meeting Minutes. Dave Ellison seconded the motion. Motion was approved.

Minutes of the June 18, 2019 Special Board Meeting: Dave Ellison made a motion to approve the June 18, 2019 Special Board Meeting Minutes, with one correction: change “Regular” to “Special” Board meeting. Mark Hussman seconded the motion. Motion was approved.

Financial Statements for June 2019: Dave Ellison made a motion to approve the June 2019 Financial Statements. Mark Hussman seconded the motion. Motion was approved.

AGENDA ITEM 1: OLD BUSINESS

A. Parceling of Well 10 Site

RO Anderson working on parceling to create 3 parcels. The parceling should be submitted to Douglas County on August 2nd. Douglas County could take an additional 30 days, giving GWC a target date of September 1st to be complete.

B. House Parcel

Sierra Peaks Tree Service is completing the tree removal and trim project. GWC staff is removing fencing from around the house and cleaning up the lot.

Staff will obtain quotes from local handyman services to complete the interior maintenance items. Due to time constraints, quotes will be emailed to the Board for approval.

Interior maintenance items:

- Remove tack strips throughout as carpeting has been removed
- Paint upstairs plywood floors & cement floor
- Remove linoleum flooring & paint plywood floor in downstairs den
- Power wash exterior
- Touchup paint
- Remove extra hardware, curtains, blinds, nails, screws, etc
- Replace trim around upstairs bedroom

C. Well 10 Development

RCI began work on CMAR and test well for well 10.

D. Water Rights Review

RCI continuing to review current water rights.

AGENDA ITEM 2A: Discussion and Possible Action Managed IT Services

At the May 14, 2019 Regular Board Meeting Ken Deering presented information on ransomware, wanted to know more about GWC's protection. Because of GWC's limited staff size, all GWC's IT professional services is contracted out E2C such as computer and server replacement, repairs, software requirements, mail service, and more.

Kristien reached out to E2C for a quote for a managed IT service. Attached is a comprehensive solution and process for how E2C provides tailored services that fit GWC's needs. E2C understands the goal is to have the IT environment meet or exceed the necessary requirements to qualify for Cyber Risk Insurance.

E Squared C, Inc. has a firm understanding of GWC's current environment, present IT challenges, and fully understands the necessary steps to fulfill the requirements of Cyber Risk Insurance. The attached provides an itemized scope of work that is responsive to these requirements.

Standard Monthly Rate: \$750

Includes: Deskside Services, Operating System Patching, Antivirus Updates, Proactive and preventative maintenance, Deploy and maintain network and locally attached peripherals, IMACD's (Installs, Moves, Adds, Changes, Deletes), Help desk and 3rd party vendor support, Maintain policies, standards, and procedures on site, Tier 1 Reactive support, Printer, Fax Machines, and Copier Support, Incident Management, local Server Services and Monitoring, Local server console monitoring, Operating System Patching, Proactive and preventative maintenance, Deploy and maintain core software images, Help desk and 3rd party vendor coordination, Network attached device support, IMACD's (Installs, Moves, Adds, Changes, Deletes), Job scheduling, System administration, Backups and data handling, Remote Site Backup, Exchange E-Mail/Messaging Services, Internet Services, WAN/LAN Management and Monitoring, LAN design and equipment provisioning, IMACD of LAN equipment, Performance testing capacity planning, 24 X 7 management and monitoring, Quality of Service protocol (QoS) management, Reporting, Asset management, Documented procedures and diagrams, Security, Coordination with third party vendors (Spectrum. etc.), Application Support, Help Desk.

Optional additions to the contracted terms and are subject to a monthly increase, due to complexity and commitment requirements to facilitate those services.

1.9 Cyber Risk Assessment & Compliance: + \$550

1.10 PCI Compliance: + \$350

Adjusted Monthly Rate if all options are selected: \$1,485

Hourly Project Rate: \$135 Per Hour

Recommendation

Staff recommends awarding managed IT services to E Squared C.

Mark Hussman made a motion to award managed IT services to E Squared C in the amount of \$750. Dave Ellison seconded the motion. Motion was approved.

AGENDA ITEM 2B: Discussion and Possible Action - Utilizing Resource Concepts Inc For Engineering Consulting and Advisory Services

On 06/24/19 Mark Lovelady, David Ellison, and Ken Deering spoke with Bruce Scott, Resource Concepts Inc (RCI), on the phone about additional consulting engineering work with GWC, when requested. They asked him if he would be interested in performing engineering work as he has done in the past, being GWC's agent when reviewing developer proposals, and attending board meetings, when requested, to add to specific project discussions.

Bruce was open to these requests and would want to do this work by the hour, not on retainer. If there were a conflict of interest, he may have to withdraw from a project, but he thought these situations would be relatively rare.

Mark, David, and Ken thought Bruce would be a good fit for GWC and a good resource to work with. They recommend using RCI in a larger role than in the past.

Recommendation

Staff recommends awarding GWC engineering consulting and advisory services to Resource Concepts Inc.

Dave Ellison made a motion to award GWC engineering consulting and advisory services to Resource Concepts Inc. Mark Hussman seconded the motion. Motion was approved.

AGENDA ITEM 2C: Discussion and Possible Action - Award of Underground Heating Oil Storage Tank Removal

Two GWC properties have underground heating oil storage tanks that must be removed. 1297 Hwy 395 is the house parcel located next to future well #10. 1394 Hwy 395 is the GWC old office location. Both tanks are possible contamination sources for our wells.

GWC requested proposals from local, state certified tank removal companies.

Reno Drain Oil Service \$4,400 each tank; total cost \$8,800

Olcese Services \$8,725 each tank; total cost \$17,450

Recommendation

Staff recommends awarding of underground heating oil storage tank removal to Reno Drain Oil Service in the amount of \$8,800.

Barbara Henningsen made a motion awarding the removal of underground heating oil storage tanks to Reno Drain Oil Service in the amount of \$8,800. Mark Hussman seconded the motion. Motion was approved.

AGENDA ITEM 2D: Discussion Only - Revised Job Descriptions, Handbook and Hiring Additional Staff

Reasoning for Revised Job Description and Additional Staffing

GWC is growing yet staffing has remained the same. GWC is no longer the “little blue house downtown” but a major, vital utility company for the Gardnerville residents. GWC customer base will continue to grow for years to come with the possibility of doubling or tripling our customer base. Development possibilities include: Thoroughbred Crossing 20 units, 1861 Residences 80 units, Gilman Multi-Family Development 52 units, Stoneridge Villas 155 units, Virginia Ranch Estates 1020 units, Corley’s Farmstead 240 units and Park Cattle 1250 units. With growth, infrastructure grows, so does staffing to accommodate those new customers.

Over the past 13 years, GWC has not added employees only replaced those who have moved on. In 2006 when I, Kristien, started at GWC there were 3 operators, 2 office staff, and a manager. Now it is 2019, and numerous commercial, residential and multi-family units have been built over 13 years, however GWC still has 3 operators, 2 office staff, and a manager.

I have too much work for one person. I am doing 6 jobs in one: customer service, water metering, utility billing, payroll, human resources and accounting. I am overworked, stressed, unhappy, and unable to complete all my responsibilities including water rate analysis, impact fee analysis, and asset management. Something must change.

Trebeca is unable to have responsibilities added to her current position as her workload is full. With the constant interruptions with phone and walk-in traffic, she has a difficult time completing her current responsibilities.

Trebeca shows confidence in understanding water metering, utility billing, and leak credits. She has amazing talents in customer service, newsletters, website, and social media. She is ready and willing to further her education, knowledge and skills to take on more responsibility with meters and utility billing.

The Operators are unable to complete all their tasks and projects. Infrastructure maintenance, well maintenance, general maintenance, service orders, meter service orders, fire hydrants, valve exercising, and other projects keep them busy. The project board continues to grow due to lack of available time to complete the projects. Additional help is requested by the Operators.

Revised Job Descriptions

Financial Officer & Human Resources -

Removes: customer service, customer questions, leak credit requests, water metering, AMI reports, meter reading, utility billing, newsletters, website, and inventory

Administrative Assistant Supervisor (New position - Promote Trebeca) -

Duties: backflow, leak credit requests, water metering, AMI reports, meter reading, utility billing, newsletters, website, inventory, and supervision of Administrative Assistant

Administrative Assistant -

Duties: communication liaison, phone and customer responsibility, posting payments, daily deposits, distributing mail, order office supplies, board meeting binder preparation, minute taking, correspondence, and filing.

Hiring of Additional Staffing in 2020

Advertise November/December; hire December; start January

Administrative Assistant - 40 hours per week - approximate annual cost \$43,000

Water Operator Trainee - 40 hours per week - approximate annual cost \$44,000

Revisions to Employee Handbook

Minor section changes: organizational chart, fair employment practices, employment vacancies, employee leaves of absence, use of GWC assets, employee standards of conduct, employee relations, and employee separation. These section changes cover standard operating procedures and employment law items not previously addressed.

Major section changes: employee compensation - salary on promotion, merit pay, and cola. This section removes the burden of the board reviewing salary items while allowing the Manager to manage his employees. Employee benefits - health, dental and vision insurance - this section makes GWC more competitive in a tight employment market, while increases employee morale.

Recommendation

Staff recommends revising the Administrative Assistant, Administrative Assistant Supervisor, and Financial Officer and Human Resources job descriptions and the Employee Handbook as presented and allow hiring of an Administrative Assistant and Water Operator Trainee starting January 2020.

Special closed personnel meeting scheduled for Thursday, July 18, 2019, at 5pm to further discuss this topic.

AGENDA ITEM 3: Attorney's Report

In process of updating our business name on title for all real property.
Annexation policies currently under review.

AGENDA ITEM 4: Manager's Report

The following is a recap of work completed by GWC staff in the month of June 2019.

8. Meters, Plan Reviews & Impact fees
 - A. There were 4 meters replaced in June 2019
 - B. There were 0 plan reviews in June 2019
 - C. There were \$0 in impact fees invoiced in June 2019
9. Service Orders

There were 58 service orders completed by GWC staff in June 2019
10. Locates

There were 10 locates completed by GWC staff in June 2019
11. Leak Notices

There were 39 leak notices completed by GWC staff in June 2019
12. Monthly Staff Projects
 - A. Monthly Bacteria and Turbidity Sampling and Testing
 - B. Trebeca working on GIS Mapping utilizing Google Earth (75% complete)
13. Current Projects in Correspondence
 - A. Firestone - Tires Plus
 - B. Thoroughbred Crossing Apartments - Resubmittal
 - C. Dotty's Tavern/Manhard Consulting

AGENDA ITEM 6: Board Comments

Mark Hussman announced his retirement with his last meeting being September 2019.

Board consensus to revisit previous board applicants to appoint a replacement member.

AGENDA ITEM 7: Adjournment

Mark Hussman made a motion to adjourn the Board meeting. Dave Ellison seconded the motion. Motion was approved. The meeting was adjourned at 7:32 p.m.