

Best Water! Best Service!



Gardnerville Water Company
Regular Board Meeting Minutes
Tuesday, July 13, 2021 5:00p.m.
Board Room
1579 Virginia Ranch Rd
Gardnerville, NV 89410

Board Members Present:

Dave Ellison, *Vice Chairman*
Barbara Henningsen, *Secretary*
Doug Sonnemann, *Treasurer*
Barbara Henningsen, *Secretary*

Staff Members Present:

Mark Lovelady, *GWC Manager*
Kristien Bennett, *GWC Financial Officer*
Chuck Zumpft, *GWC Attorney*
Amber Ambrose, *GWC Administrative Assistant*

Public Present:

Bill Coffey, *Servline Representative*
Gerry Harstine, *Servline Representstive*

Dave Ellison called the July 13, 2021 Regular Board meeting to order at 5:04 p.m.

Approval of Agenda: Carl Spahr made a motion to approve the Agenda for the July 13, 2021 Board meeting. Doug Sonnemann seconded the motion. Motion was approved.

Minutes of the June 8, 2021, Regular Board Meeting: Barbara Henningsen made a motion to approve the June 8, 2021 Regular Board Meeting Minutes. Doug Sonnemann seconded the motion. Motion was approved.

Financial Statements for June 2021: Doug Sonnemann made a motion to approve the June 2021 Financial Statements. Carl Spahr seconded the motion. Motion was approved.

Dave asked when Wells Fargo accounts will be closed, Kristien said they will be ready to be closed at the end of July.

Water Operations Supervisor Quarterly Update:

Jonas Austin reported on the current work going on out in the field including: the 1.5 MG tank has been completed and waiting on sample results before putting it online, flow testing in Chichester is half complete, washing and painting hydrants, ongoing weed control, Well #1 is back online, Eamon is waiting to schedule his D1 test, and Amber is progressing well in the field.

Dave asked if the tank is necessary for fire suppression, Jonas said yes. Dave also asked if it is a problem to have Well 3 down for rehab, Jonas said no, it's more of a backup well.

Agenda Item 1: Discussion and Possible Action Regarding HomeServe Leak Protection Proposal

HomeServe is a leading provider of home repair solutions serving over 4 million customers across North America. Since 2003, HomeServe has protected homeowners against the expense and inconvenience of gas line, electrical, water heater, HVAC and other home emergencies by providing affordable coverage

and quality local service. Their customer focus and best-in-class repair plans drive positive brand attribution to their numerous municipal, utility and association partners.

Features:

- **Homeowners can opt in or out at any time**
- 24/7/365 Call Center Availability
- Customers call 24/7/365 to receive prompt emergency repairs provided by local, licensed contractors.
- No Deductibles, Trip charges, or Pre-inspection
- 1000+ Municipality and Utility participants – including Ely, Elko, Las Vegas, North Las Vegas and Kingsbury GID
- Currently serving over 5 million customers
- 1.6 million jobs completed over the past 3 years (1 every 49 seconds)
- Saved customers over \$521 million in repair costs over the past 3 years

Marketing

- No Public Funds are used in marketing, distribution, or administration of the program
- Only market by direct mail, no telemarketing or door to door sales
- Limited to 3 mailing campaigns per year
- Marketing clearly states utility does not provide program & is voluntary for homeowner
- Utility role: logo & review of material
- Maximize proactive education of homeowner

Plans

- Servline Leak Protection Program: cost: \$0.73 per month - benefit: up to \$500 for extra water usage (repair costs not covered), 1x per 12 months - location: meter to inside home
- NLC External Water Service Line Plan: cost: \$5.25 per month - benefit: up to \$8,500 coverage per incident for repair/replacement costs of broken, cracked, and leaking pipes; tree root penetration, thawing of frozen lines; clogs; - location: meter to home exterior (shut-off valve not covered)
- NLC Interior Plumbing and Drainage Plan: cost \$9.49 per month - benefit: up to \$3,000 per incident - location: water and drain lines inside the home (shut-off valve not covered)

GWC leak Data

Year	Leak Notices	Number of Adjustments	Amount of Adjustment
2019	565	32	\$1,911.76
2020	583	40	\$1,003.47
2021 (Jan-April)	160	16	\$277.89

GWC would initiate the plan January 2022 as we would have to modify the water bill design and work with Caselle to add the leak protection program fee to the customer’s bill. GWC would bill the customer and send that payment directly to Servline. Also, the GWC Rules and Regs would be modified to reflect that all leak adjustments are through Servline and GWC would not make leak adjustments to its customers.

Recommendation

Manager and staff recommend the Board of Directors adopt the Servline Leak Protection Program for all customers and make NLC External and Interior Plans available to customers.

Doug said that the cost to the customers is not worth the loss the company has to pay for based on numbers provided.

Dave asked if there was any contract differentiating responsibility between Servline and GWC, Gerry said there is a contract that would provide that information.

Carl asked if there was a specific reason that Servline does not cover irrigation valves, Gerry did not have a definitive answer at this time.

Consensus of the board to table this topic until the customer feedback is recovered via the September newsletter. The board will review a draft newsletter at the August 2021 meeting and make a final decision at the October 2021 Meeting.

Agenda Item 2: Old Business

A. House Sale

The house closed on 6/30/21. GWC received \$340,287 after expenses.

B. Well 10 CMAR Project

○ Update from RDC and status update for the Well #10 project attached.

Carl asked about the issue of the sizing of the equipment, Mark said that it would work but he has follow-up questions for RDC as well and will keep the board updated.

Dave asked for a status update on the “Not to Exceed” quote from RDC. Mark said that the plans are 90% ready to be submitted to the county, but their response could change the cost.

C. Highway 395 Waterline Improvement Project

GWC has not heard from NDOT.

D. SCADA Server

The SCADA server and workstation were installed June 8th.

E. Well 1 & 3 Complete Rehab

Carson Pump had completed rehab of Well #1 and will start well #3 soon.

F. 1.5 MG Tank Interior Painting and Rehabilitation Project

RDC has completed the tank project.

G. 1394 Hwy 395 Parceling Project

○ Approved by Douglas County

H. GWC Masterplan

GWC has not heard from Bruce Scott regarding the GWC Masterplan.

Agenda Item 3: Attorney Report – Chuck Zumpft

Chuck reported that he has completed the annexations for The Town of Gardnerville. The Town of

Gardnerville board will approve the annexation at their August 3rd, 2021 meeting. Chuck is waiting for information from Bruce to finish Stoneridge, Ashland Park, and Corely Ranch annexations.

Agenda Item 4: Manager's Report

The following is a recap of work completed by GWC staff in the month of June 2021.

1. Meters, Plan Reviews & Impact fees
 - A. There were 2 meters replaced in June 2021
 - B. There were 0 plan reviews in June 2021
 - C. There were \$525 in impact fees invoiced in June 2021

2. Service Orders

There were 65 service orders completed by GWC staff in June 2021

3. Locates

There were 16 locates completed by GWC staff in June 2021

4. Leak Notices

There were 81 leak notices completed by GWC staff in June 2021

5. Monthly Water Operations Supervisor Update
 - A. The 1.5 MG tank is complete, and the tank is full we are now waiting on results for VOC samples
 - B. Eamon is waiting for confirmation to schedule his D1 test
 - C. Flow testing in Chichester area is about halfway complete
 - D. Weed control is on going
 - E. Changed out one of the motors in booster 1
 - F. Washed and painted all the fire hydrants in Arbor Gardens
 - G. Well 1 passed non-compliant samples and is back online
 - H. Amber has learned a lot out in the field, progressing well

6. Current Projects in Review
 - A. Maverik Gas Station
 - B. Ashland Park
 - C. Village at Martins Trail
 - D. Stor-All Expansion

7. Current Projects Under Construction
 - A. Great Life Church
 - B. Residence 1861 Apartments
 - C. Thoroughbred Crossing Apartments

8. Current Properties in Annexation
 - A. Town of Gardnerville - Hellwinkle Ranch - 19.61 acres
 - B. Stoneridge Villas Manufactured Home Community - 29 acres
 - C. Corley Ranches LLC - The Farmstead at Corley Ranch - 130 acres
 - D. Ashland Park - 23.64 acres

9. Upcoming Vacations
Mark - July 26 - July 30

Agenda Item 6: Board Comments

Dave asked if Kristien will be working on Waterworth this year, she said yes but she has just finished the asset management project and is waiting on RCI to have time to go over her number projections.

Barbara said that the staff appears to be working well and that was a good meeting.

Agenda Item 7: Adjournment

Carl Spahr made a motion to adjourn the meeting. Barbara Henningsen seconded the motion. Motion was approved. Dave Ellison adjourned the meeting at 6:54 PM.