



**MEETING MINUTES**  
**JANUARY 09, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioners Gilbert England and Ron Courtney were absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Kelley and seconded by Commissioner Kim Ballard to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. CONSTRUCTION/PROJECT PROGRESS REPORTS**

1. **Nucor Impacts** - Tuesday January 7th, Mr. Josh Cole, with Brown Sprinkler System, which is the consultant to install an emergency sprinkler system for Nucor. They are wanting to install an overhead sprinkler system for the old administration building which is now their medical clinic building. Obe informed Mr. Brown that CCWD does not have a dedicated storage tank for the valley and this is controlled by the pressure reducing valve that if a large amount of water is taken or a quick shut down could cause an issue of no water supply. Furthermore, that CCWD is not offering fire services, but would work with them on the basis of trying to provide as much potable water they desire without harming the distribution system. Obe has scheduled time next week to work with Mr. Cole.

**V. GENERAL BUSINESS**

1. **System Update** – The unaccounted water loss for December was 9.0% which brings the end of (annual) year loss to a 9.8%.

Office staff mailed 134 disconnect notice letters related to our water service accounts. This week, CCWD disconnected a total of 14 meters for CCWD delinquents, 8 of those have been reconnected (3) same days fees. Also, the next day, which was yesterday, CCWD disconnected 8 water services for Carrollton Utilities. Currently, 2 of those have been restored. Carrollton Utilities had to delay theirs by one day from the original scheduled date because their over the line phone payment process went down and was not operable the night before. CCWD installed 30 new services for the year 2019.

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City of Ghent, regards to Fire Hydrants Replacement - On December 27th, Obe received a letter from the City of Ghent legal counsel, William Brammell, Sr. The letter stated that he was asked to communicate in regards to making a request to replace the two hydrants in Ghent that were removed. (For clarity, one was destroyed last May and the other was removed a few years ago.) The letter did not have much bite as there are no regulations to require CCWD to replace the hydrants. He attempted to show an exhibit of statute that reads, a utility "may" consider installation of fire hydrants on "new or extended" proposed water lines. Obe stated that he has wasted much time explaining too many of the water district's business and the nature of the business model per regulations; with many in understanding at the end of the conversation. This letter came unannounced and strongly believe that the intent of the attorney was trying to bluff. Obe reached out to one of the best attorneys that understands Utility District regulations, Damon Talley, which is with a utility firm called SKO. Damon also represents Kentucky Rural Water Association.

Mr. Damon Talley responded in writing to the City's attorney explaining that Carroll County Water is not legally required to replace any fire hydrants. In his conclusion, he urged the City to withdrawal their request and if they desire to have the hydrants then they shall pay CCWD the actual cost of the installation(s). Obe read the letters out loud. At this time, the City of Ghent or their legal counsel has not responded.

2. **Meter RMAs** – Obe has been in conversations with Chris Boyd to verify when the 177-meter bodies would be received so that CCWD could start replacing meters at a higher rate. According to Mr. Boyd they should be shipped soon. Also, 535 new meter registers are being requested to replace what is in the shop and inside active meter pits that are not broadcasting that will be covered at no cost. This number had a safety factor built into it when it was originally projected what CCWD would need at a time in Spring of 2020. If all works out, CCWD should be back to ground zero on faulty meters at the end of warranty. This is the reason way the Project is called "Ground Zero".
3. **CCWD vs. Lewin Line Construction** – CCWD received payment out of no warning of the full amount of the original invoice which was \$1,105.32. Obe contacted Ruth Baxter to let her know that the original amount was received. (Obe read Ruth's letter out loud.)
4. **2019 Tariff Revision Update** – PSC has approved our proposed tariff as submitted. PSC's staff that handles the tariff approval process was off during Christmas to New Years so the official approval did not come until late Friday, January 3rd. PSC back dated the approval effective date to January 1st, 2020. Thus, CCWD could not time warp back in time, so the changes in billing will make its transition this month and be ready to generate the rates table based on meter size on the next bill statement which will be at the first of February 2020.

5. **Build America Bond (BAB) Submittal** – On Monday, January 6th, Obe submitted the IRS packet to request the rebate that should be received electronically into our O&M account within the 60-90 days. The amount to expect is \$5,785.00.

6. **Open Complaint / Concern Discussion** - At the present time, there were no complaints or concerns.

**VI. FINANCIAL REPORT:**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #22890 thru #22984 for payment.

**VII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Doug Terry to adjourn the meeting at 4:05 p.m. (ET) Motion passed.



  
Mike Lewis, Secretary/Treasurer



**MEETING MINUTES**  
**February 13, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Ron Courtney was absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Kelley and seconded by Commissioner Mike Lewis to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. CONSTRUCTION/PROJECT PROGRESS REPORTS**

1. **Nucor Impacts** – A.) Sprinkler System: Sent Josh Coale a cost estimate for CCWD to perform a 6" tie in connection to the existing 8" water main on January 28th with a hydrant and stub out for their sprinkler vault connection. The proposed vault will have to meet CCWD's specs. The cost of an ultra-sonic sensor meter would be installed by CCWD. The cost estimate was around \$18,800 as it is proposed right now. CCWD has not heard back from Josh Coale with Brown Sprinkler Corporation.  
B.) Hwy. 42 Road Relocation: Obe received an email from Richard Davis who is an engineer with HDR that is working for Nucor on the proposed Hwy. 42 road relocation. He informed that Nucor is still moving forward in design. Mr. Davis also reported that CCWD would receive the large drawing (base map) that shows all utilities along the corridor of Hwy. 42. As of right now, there are no proposed road construction plans that exist at this time.  
C.) Well Head Protection: Obe started a quick review of the Well Head Protection, notified National Water and Nucor to see if any progress had been made and asked again for the copy of the report water withdrawal testing. The following week, Obe received the report. Obe has also been on talks with Rob Blair with KY DOW and Matt Glass of Kentucky Rural Water, about the status of Nucor's permit. Mr. Blair told Obe that Nucor has not submitted any more data and would like for CCWD to keep him informed. Mr. Blair also stated that we will simulate the test data into our model to assure that Nucor would not impact our capability of our water withdrawal permit.
2. **Glenwood Hall Flushing Replacement** – CCWD had a leak on a water hydrant that was connected to a 12" water main that was secluded back in Glenwood Hall resort. This was located in an area where it originally was going up to the top of a hill for a proposed water storage tank. Glenwood Hall never built the tank. (Note: Glenwood Hall resort had their own water plant and CCWD took them over because it was in

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extremely bad shape.) The flush hydrant was removed and replaced with an underground blow off. This was an isolated hidden place, theft and vandalism could easily take place. In the future, CCWD will go back in this area to spot the water main to verify the last meter tap and eliminate some 12" water main. CCWD has no as-built construction drawings. This will allow improvements of better water quality.

3. Greenbrier Drive Creek Exposure – Field operations did a wonderful job on repairing an exposed 6" PVC SJ water main on Greenbrier Drive. Obe reported that this area had some history of local residence being upset with the county/state drainage in the area. Therefore, Obe notified Judge Shorty Tomlinson that CCWD will be working in this area to improve drainage in a small area related to the water main and not all problematic areas. Therefore, if the local political officials had any complaints or concerns from any residents then they would know exactly what was going on and hopefully could nip the complaint. CCWD took before, during, and after work progress pictures. The work completed is about 90% as CCWD will bring in some extra stone to slow down storm water drainage and to keep the existing vertical banks from eroding at a higher rate. Concrete head wall has been installed between the water main and the water way to protect the pipeline. When weather breaks, CCWD will also dress the ground with seed and mulch to establish grass. (Pictures on display.)
  
4. **Project "O"** – Obe stated that he could easily start in a rant with isolated events but there is no need. Obe reported that the misconduct, effort, mistakes are being documented and correction actions/direction are being accumulated and will be part of the review for determining salary adjustments or merits that usually take place every 6 months; if not being terminated. (Obe noted that not all mistakes are being documented as human errors will take place but it is the repetitive and the action of employee when they show no respect to correct the mistake in a manner to stop it from happening again and the go to excuse of being forgetful). The dismissal or overlooking on the basis of someone having a bad day has to be accountable for their action. The dumb card, the "I don't remember" or the denial of a mistake is not a repeatable acceptable excuse. Matter of fact, with the pay wages that we have, CCWD should have individuals that should be able to discover most of the root of the problems and have suggestions on how to prevent the mistake happening again. With that said, Obe went on to report some of the improvements that have been pushed forward as directed and are in the daily office operations now.
  - No office staff shall call a field operative to initiate a connection, reconnection or disconnect without having a work order generated and digitally transmitted to the field technician. Office staff can use the standby cellular phone to transmit the work order, if needed. (Typically, workorders are done the next business day but sometimes they fall into a same day action.)
  - All work orders have a place to be filed in the office and not left in a service truck. Field crews shall either turn in all work orders on the same day or under certain situations, the very next morning. Office staff will review all

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work orders every day. On Fridays, the office staff will run an open work order report to be submitted to Obe for review and follow up with both departments on Monday morning staff meetings. This will allow to catch any over sights and easier to fix issues within the same billing period and fresher memory of the transaction. We have two drives for field operations tasks; one is the work orders that are more related to billing and liabilities such as line locates, etc. Then we have an ongoing weekly work schedules for each department that has priority levels of routine tasks and improvements to be achieved. This allows every week to reflect of what work was accomplished.

- Office staff has been given a task to create a “Customer Request Form” to have a log sheet to be kept at each work station. For the purpose of when a customer calls to request an action that there are certain questions to be asked and logged in such as a bill forward address, best contact phone number, and email address, etc.. Also this is the time to communicate the timing of bills versus water service cycle. This is very common for our customers to get confused. This is something else that will be reviewed, is the timing of processing finals. Obe’s opinion as of right now, is to send a customer a final bill as soon as the workorder is processed so that the customer gets the bill quicker and not necessarily two more bills with the final coming almost 6 weeks later.
- When a customer calls to report a name change or better yet, requesting someone to be stricken from account, a written request can be sent through different means. Carroll County Water has been building more options and these options shall be used. Everyone has an email address and even a general email box as our [helpdesk@carrollcountywater.com](mailto:helpdesk@carrollcountywater.com) account. This account is checked every day by the assigned staff. In summary, this form will be handy for multiple reasons such as when staff is under stress with a hectic day, simple oversight without having a reminder in front of them of the important information to finalize the bill, easier method to enter into billing at a later time, and also when we cross train and/or a substitution of the position is needed.
- Obe is working to have our office database go to a cloud storage to make easier controls, share and confirm the data is being backed up. Obe will be able to see activity on certain files and who is doing what with time stamps. Obe will be able to create certain folders for field operations to maintain their own forms they use. If we have a disaster, sabotage or hard drive crash, it will be much easier to handle and get office operation going again.

**V. GENERAL BUSINESS**

1. **System Update** – The unaccounted water loss for January was 20.04% which brings the current annual year loss to a 20.04%. The past 12 months running loss is 9.96%. January is always a bad month for reporting water loss. The issue is that the usage cycle goes from the middle of December through January 14th/15th. The large plants shut down for the holidays thus the industrial sales and the commercial sales drop as the hotel water consumption reflect the larger vacancies. The residential stayed about the same and with the milder winter, customers had not needed to let the water run at night or burst pipes. Then the production is based on the 31 days of January plant operation. We know we have some hidden leaks in certain zones and will continue to hunt and make repairs. The battle will never end but we have to continue to battle so we can maintain a good distribution system.

In November, Kentucky PSC came out with a more detailed water loss report form. Starting in January, Obe adopted this part of the monthly/annual reporting. Obe was reporting both PSC and KRWA prior and wanted to continue to make it consistent throughout the year and make a clean start at beginning of the year. This way if Obe needed to tabulate data; it would allow data to be charted as the format would be similar. The new form is similar from the past, other than creating Line item 29 which is a place to report "Theft" but it is still an item that PSC does not discount towards rate case calculations.

Kentucky Tier II report has been submitted on 02/11/2020. This report had a March 1 deadline. This process was changed by statute of how to report and costs. This is one of the reports that CCWD never did report up to a few years ago. Originally you had to uninstall their software each year then go to their website to download the new software then submit. They have created a website/portal that CCWD had to create a username and password, watch a training tutorial, fill out all the data field, upload the exhibits and pay \$25.00 plus a transaction fee. This will be an annual cost going forward.

Kentucky Division of Water - Curtis Spears with Ky DOW, Groundwater branch came in to do special sampling at our Well #3. This is done either every year or every other year. It is a free program where CCWD gets a lot of detailed sample reporting.

Office staff mailed 159 disconnect notice letters related to our customers. Last week, CCWD disconnected a total of 14 meters for CCWD delinquents, 7 of those have been reconnected. CCWD disconnected additional 9 water services for Carrollton Utilities. Currently, 6 of those have been restored. On January 13th, when CCWD did our "Meter Sweep" on the January disconnects, we found two illegal tamperers. They have been charged for additional damages and service fees. CCWD installed one new service for January and just received payment for another new service this week in Worthville (Jennifer Gomez).

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Kendall Pump Station - Routinely CCWD, field ops will inspect all of our pump station and control valve stations every week and submit the paperwork to be filed every week. There are some pumps that we do not allow to alternate so we can protect from a faulty issue. We exercise these pumps to make sure they are ready to be put in service at times of need or cycle rotation. We discovered that we had mice damage in one of the motors during last month inspection. We pulled the motor from stock and installed the motor on site. We have reordered our stocked motor while also putting down mice poison at the station too.

The annual audit started on site on January 21. RZW will be back in the office February 26th.

2. **Meters** (RMAs – Project Ground Zero, AMI & Cellular Pilots) - On January 9th, CCWD received 12 brand new Hersey replacement meters fully equipped from a warranty exchange at no cost. On January 10th, the following day, CCWD shipped out 21 Hersey meters for warranty repairs or replacements. To finish up the topic with Hersey meters. Last year, Obe was told that Mueller will be going to a new technology (MiNet) and it would not be exchanging the new replacements with the "Hot Rod" transmitters. Therefore replacements would not be able to be read without purchasing new radios that hook to the laptops. Obe stated that he had told them from day one that this didn't sound fair and would be tromping on legality issues. Obe was told that other brands have done the same thing. During this time, CCWD was really needing to purchase a radio for the recently purchased service truck to make all of our service fleet fully functional but Obe intentionally did not buy because knowingly when it came the day, CCWD could reference that if they ship us a meter that we could not radio read the replacement meter with the existing radio receiver then we could easily just send us a direct read (cheap) meter replacement. Last month, Obe wrote a three page letter to the Board of Directors of Muller Systems after meeting with new territory representative. The letter demanded that they either continue to supply CCWD with AMR meters that can be read with the older receivers or to replace the receivers at no cost. Also within the letter, Obe explained that many years ago, CCWD brought in competition within our existing AMR system. As far as Obe knows, there are no other utilities that built a hybrid system. (CCWD has been applauded by creating this platform.) Therefore, Obe explained to them in this letter that CCWD could easily never purchase another meter and could easily transition them out of meter reading collection operation. Response was received (verbally) was that they have decided to supply CCWD with the same meter type. (Obe stated that he has requested this in writing but has not received this request yet.) With the conclusion of that issue, CCWD purchased a new radio since the old radio is not available any more. The day of purchased of the new receiver, it was reported from field operations that we had an existing receiver malfunctioning. CCWD may have to purchase another but will analyze the existing failing receiver to see exactly what the problem is.



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Zenner Meter Reading Pilot - Was originally scheduled to start the installation next week. With schedule conflicts, CCWD request to postpone the start up to work out some other scheduled conflicts. The preliminary installation is now schedule for the week of March 23<sup>rd</sup>. Obe has a phone conference with the project manager tomorrow to go over details before committing to this date.

Badger Pilot - Submitting data to them for cellular coverage research in this area. This is the only pilot that will work off the cellular platform. The beauty of this type, there is no radio receivers, repeaters or collectors are needed. It's all collected from cellular which comes directly from the cloud server to the office.

Master Meter meters - We received first 25-meter bodies to get things going. Then February 4th, we received another 177 meter bodies. We have batched tested the meters and have built all the new registers that we can from previous leftover new registers. These are field ready and on this past Monday 2/10, all men went out and exchanged out active meters in the distribution system. CCWD will pay for these meter bodies at a cost of approximately \$55 each with adding the free replacement register/transmitters. CCWD's cost is approximately a little over \$11,000 for a value of meters at approximately \$44,250. Saving the District nearly \$33,250.

On February 5th, received 42 XTR new encoders (radio transmitters) under warranty exchange at no cost.


3. **Tariff Revision Update** – CCWD's revised tariff is now in full effect. CCWD will have a little hangover effect because our staff failed to recognize that when we had to close out the January billing cycle that the last two days of January when transactions are pending would be processed in the new billing cycle. We collected the existing rates of deposits of \$55 and service fees of \$40. This causes no issues other than a clean slate between the billing cycles. Obe has taken several calls from other utilities to ask about our new tariff revisions.
4. **PSC Annual Inspection** – Erin Donges sent out an email asking to set up an annual PSC inspection. We have scheduled the on-site inspection for February 26th. CCWD has our meter test bench on schedule to be certified by American Scales next week just prior to PSC inspection. This use to be done by PSC at no additional cost then the regulatory fee.
5. **Open Complaint / Concern Discussion** - At the present time, there were no complaints or concerns.

**VI. FINANCIAL REPORT:**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #22985 through # 23084 for payment.

**VII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Ballard and seconded by Commissioner Lewis to adjourn the meeting at 4:05 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer

**CCWD**  
Central County Water District



**MEETING MINUTES**  
**March 12, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Ron Courtney was absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Kelley and seconded by Commissioner Mike Lewis to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. CONSTRUCTION/PROJECT PROGRESS REPORTS**

**\*Corona-virus** - Obe's opening statement was related to the handling of the pandemic that appears to be hitting the United States. Obe reported that that the media can blow things out of proportion but CCWD will have to take this serious as the public frenzy has already started locally without having the first confirmed case in our jurisdiction. We have ordered treatment plant chemicals to maximum holding stages without tripping any safety violations. We have stocked up on disinfectants, PPEs and hand sanitizer as much as possible and rubbing alcohol for water sample collections. CCWD had decent supplies but with a lot of uncertainties, additional supplies have been stocked. Obe contacted a major chemical supplier to get disinfectants, and they are completely out so it is just not at the local stores that have empty shelves. If cases are confirmed, we are prepared to close lobby hours, push for online payments and take calls for schedule appointments for anyone that needs water services and requires contracts signed.

**1. Nucor Impacts –**

**Well Head Protection** - There has been no progress or work activity to report.

**Emergency Sprinkler connection** - After having some silence on any activities since the time sending a cost estimate to Brown Sprinkler system (Josh Coale). Earlier, it appeared that Nucor had hired Brown Sprinkler to design and install the sprinkler system. About two weeks ago, we started receiving several calls from other contractors about this job.

Hwy. 42 Road Relocation - Kevin Brian and Thomas Johnathan with HDR, Inc (Engineering) firm reached out through email to invite Terry Roach and myself to a discussion meeting. The plan was to go over design drawings, establish a design and construction schedule, establish reimbursement on force labor, engineering/inspection cost, and construction cost. That meeting took place yesterday, March 11. The road alignment has been established and accepted by Kentucky Highway Department.

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Their time table is to have road and utilities plans with bid documents ready in August and start construction in the Fall of 2020. With completion of asphalt being laid down in the Spring of 2021. This will be a 100% reimbursement project. (Exhibit shown in regards to road alignment)

2. **Happy Hollow** – For a very long time we have been losing a high percentage of water loss in Happy Hollow resort. A few years ago, we installed a pressure reducing station and distribution zone meter. On average, we would lose approximately about half of what we sold in this area. Approximate sales are about 250,000 gallons of water compared to about 500,000 gallons of water. This kind of loss sounds horrible and it is, but in the scheme of things, losing 250,000 gallons in a month versus 25 million gallons in production is around 1% loss. Based on a monthly loss this equates to about \$128 in cost. Since we can produce good cheap water, it does not impact our revenues like other water companies. Therefore, when it comes to operations, it is more cost effective to stay focus on higher priority jobs. This is not indicating that water loss should be taken lightly. Obe explained that every water system is uniquely different. This leak took several man hours to find. Based on the man hours of 124 and cutting in two isolation valves, gps data collection and the need to do final dress work in the near future; the total cost will be around \$6,960 (Labor \$4,330 and Materials \$2,630.) The findings were a result of terrible installation. Whoever installed this pipe, when crossing through a large drainage ditch used a small 6" length repair wrap to tie in misaligned 3" pvc pipe both being vertical and horizontal misaligned. Also, in the same area was 3 - 3 inch saddles with corps being about 6" apart from each other. The service taps did not go to anything but caused more risks of failures. (Exhibit shown.)
  
3. **Project "O"** – On Monday, February 17, the online digital library has been established. This will take some time to organize and purge outdated data. Even though the library folder was created a few years ago, it has no structure. Now that it is accessible, Obe will be able to work and control it much better and create a structured platform so that eventually all staff will have to follow guidelines to build and place things in the right location to allow others to find and locate documents in an expedient manner.  
Obe has submitted a revised version of the Service Agreement contract to the Kentucky PSC for their approval. The preliminary review was positive and should be authorized on April 6th. Unfortunately, the proposed contract is a two-page agreement with the additions of gathering the number and the names of all the adults to be living in the household; question if you have had prior service with the District and if so, are you aware of any unpaid balances; and if the applicant owns or rents property. If you rent, then you must show a copy of the lease agreement or provide owner's name and contact information.

V. GENERAL BUSINESS

1. **System Update** – The unaccounted water loss for February was 15.03% which brings the current annual year loss to a 17.62%. The past 12 months rolling water loss is 10.83%. Since February did not bounce back like what should have expected with number of days of sales and the shorter monthly production; Obe reported that he did more exploratory investigation. First, spoke with Jeff Merman of Automatic Controls when Obe was in Bowling Green at the Management Conference. Obe asked him to come in to CCWD the next time he was in the area when visiting some of the industrial sites. Obe requested him to train Phil Napier to run the ultra-sonic meter and Mr. Merman to test our plant meters. Also requested Mr. Merman to bring some of his high tech listening equipment to see if he could pinpoint our possible leak at the Gallatin well field. As you talk to them at a show, they broadcast enough confidence that they could find a pin drop in a mile of pipe. The test results at the Ghent plant showed that the main HSB #2 plant meter was over accuracy of 8.3% and the lag service was over by 3.6%. So if you take the overall system production, then the plant meter would contribute to a false +6.8% of production. The majority problem with our plant meter is the piping layout of elbows in the small building, extreme high pressure that leaves our plants, and the Ghent water is marginally heavy in manganese. Over time, the manganese builds up on the propeller of the large 8" meter which ultimately causes less volume of water passing along, then speeds up the revolutions of the meter then therefore over registers the value of water passing through.

The findings at the Gallatin plant was unknown. Obe reported that as time allows, CCWD will continue to investigate this concern.

Last year on the same cycle, the sales are down 23.9 MG versus 19.9 for a 16.7% decline. Water Revenue reflects a -8.6% decline but actual money collected on all collections are slightly up \$7,600 which equates as 0.5% incline.

Kentucky Tier II report - Reported last month that this report was submitted on 02/11/2020; prior to the March 1st deadline. On February 26th, Obe received an auto generated email about non-payment and if immediate corrective action did not take place prior to March 1st then we would be subject to an excessive penalty. The status of our records showed the payment transaction was completed and bank records confirmed it too. The next day, Obe received an email stating that they had an automated email go out in error.

**CCWD#1 MEETING MINUTES (cont.)**  
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Office staff mailed 143 disconnect notice letters related to delinquent accounts. Last week, CCWD disconnected a total of 25 meters for CCWD, 15 of those have been reconnected. CCWD disconnected additional 2 water services for Carrollton Utilities earlier this week in which both paid and have been restored.

Annual Audit - The majority of the annual audit is completed. On March 10th, the Annual PSC gross report was submitted through certified mail. Email is not an accepted method. Once CCWD receives the receipt back in the mail then CCWD can request a 30-day postponement until Kentucky Retirement System releases the new liability numbers that must be shown in the audit.

2. **Meters (RMAs – Project Ground Zero, AMI & Cellular Pilots)** - On March 3rd, Furguson picked up 5 (MasterMeter) defective brand-new replacements that were flawed from factory.

Hersey meters are 100% fully functional in the distribution system. We have 19 meters in the meter shop, waiting for Consolidated Pipe Supply to pick up for exchange. CCWD recently received the 21 brand new meters with the new ME-8 registers at no cost. Currently no meters are being out for warranty exchange. Also, Obe has worked with Eddie Brewer of CPS on the malfunction radio. Earlier, Obe confirmed the radio was not receiving and could not easily be repaired. When Obe spoke with Eddie in Bowling Green at the conference, he mentioned that he had someone that could look at it and not send through Hersey factory. After his review, the radio must be totally overhauled and factory will push for a new type radio purchase. This person said he had an older type radio receiver that he will give to the District at no cost.

Zenner meter group will be here the week of March 23rd to install the free pilot. We will be testing approximately 25 meters in the Worthville area. If test goes well, we should be able to read these meters every morning from the office.

3. **Tariff Revision Update** – This update has been covered in the previous improvement agenda item. We have requested to improve our service agreement contract with new customers. The other item that was not mentioned prior is that there is another line item on the contract to create a place to show the "Deposit Payment" amount. This is to avoid customer service to easily place in a consistent placement on the contract and not write randomly. The other thing to Obe's madness is to create a similar term definition. When looking at reports in billing that shows the security deposit, the auto labels of transaction are called "Deposit Payment" and "Deposit Applied". Obe has placed the term on contract to easily describe that this type of transaction is monies coming into the District that will go into the rental account. Deposit Applied is the reverse transaction, it is money going back to the customer and being applied to the account.

**CCWD#1 MEETING MINUTES (cont.)**

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4. **PSC Annual Inspection** – Originally, we had our on-site inspection for February 26th. Earlier that same morning, received an email at 0630, stating she had to cancel because she had strep throat. She thought she would be feeling better by the time of the inspection. Then it was schedule for Friday, March 6th. This was canceled because she had an early morning parent-teacher conference meeting in the morning and now a recent PSC staff meeting at 2:30 on this date. She has now schedule for March 20th.
  
5. **Annual CCR** – The annual CCR has been completed. The draft has been sent to the print shop to make enough copies for distribute for all our customers. The CCR was emailed to Dorothy Radar of Kentucky American Water on March 2 prior to deadline. The CCR has been uploaded to our website and on the KRWA website too.
  
6. **TBUT Updates (Theft by Unlawful Taking)** - This is related to customer Roque Rojas (Julianne Burgess) that stole water and did damages to our meter base. This customer was originally disconnected for a delinquent account early in February. The customer was reported that he was in the meter base on Saturday, February 15th messing with an inactive meter base. Customer had cut the meter lock off and the meter nuts from the setter so he could attempt to use a plastic funnel and hose clamps to rig stealing the water. Obviously, his hard work did not pay off because his contraption would not hold any type of pressure, so it probably blew up in his face. He removed the dual check valve assembly from the setter when he thought it could hose clamp to the copper pipe of the setter. On Saturday, the police were notified as well as pictures were documented. The sheriff department said to document everything well and that they would come in next week. I generated an invoice for damages of \$1,706.58. On March 10, Mr. Rojas has been arrested and spent the night in jail. (See Exhibit of Mug shot was on display)
  
7. **Open Complaint / Concern Discussion** - At the present time, there were no complaints or concerns.

**VI. FINANCIAL REPORT:**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23085 through #23172 for payment.

**VII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Ballard to adjourn the meeting at 4:10 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer



## **MEETING MINUTES**

**April 9, 2020, 3:00 P.M.**

### **I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Doug Terry, Gilbert England, Ron Courtney, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Darrell Lykins was absent. The others present were Manager Obe Cox.

### **II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Lewis and seconded by Commissioner Jim Sapp to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

### **III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

### **IV. CCWD OPERATIONS AND CORONAVIRUS (COVID-19) IMPACT RESPONSES –**

Corona-Virus has impacted the way we normally do operation majorly. It has not stopped any type of services that we normally perform other than the approach. Since the last time we met, a lot of things have been thrown at us. Management keeps creating strategy and contingency plans for the worse to come and hope that better days are ahead. Obe has taken many calls from different agencies, other systems, on the way we do business, causes more responses to the changed workflows. In summary: First to report, the entire staff's health is good. Most of our employees' morale is really good. On March 16<sup>th</sup>, Obe created a plan of action for the District. First started out as Level 2 on March 16<sup>th</sup>. (Exhibit.) It did not take long to move to Level 3, it was a good transition to tell customers to make electronic submissions. Most customers found this transition at ease. When CCWD heard about the first case in Carroll County it was a NAS employee. Then, shortly a second case being a resident of Ghent. The reality is, we are at a 3.8 level because we try in every way to be able to process a request and if all fails, and the customer has no internet, no credit card, etc. we will do something just outside our doors.

The first action was to create division of office and field personnel. We handled this by making the maintenance building the place where work orders and forms were physically placed. We moved power tools etc. from meter shop to maintenance building. Only time field operation enter the office building was to enter in the back of the meter shop to go to men's bathroom.

Obe set up a couple of laptops and built the platforms to create a workflow from home for Angie and Lisa in case the need to create more isolation between employees. This allows them to have the billing software, access to the CCWD digital library and other work programs on their devices such as the CCWD helpdesk email accounts. Incoming calls are directly forward from the office to their location away from the office. Obe sent Angie Evans home to test the operation prior to the need of this situation. The testing was good because it showed some weakness that needed to be tweaked. It also showed that we needed to have some things like having different forms and envelopes as both employees does not have printers at home. This allowed time to set computers to their local internet portal; etc.

## CCWD#1 MEETING MINUTES (cont.)

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Obe changed our website to pop a balloon on entry to the website to broadcast a message about COVID-19 virus and informing the viewer that the preferred method of getting forms from the website. Obe installed more forms such as the new service agreement form on the website.

If things get worse, Obe has created packets for everyone to be able to work in isolation. There are all kinds of work that needs to be done.

Obe stated that he would not list all items but in summary, there are things like system flushing, documented meter pit inspection, spraying weed kill at infrastructure places, landscaping, painting project, asbuilt drawing scans, GPSing our water meters and 'how to' videos for customers to view on our website. Currently, CCWD is fully functional in the field and respecting the CDC social distancing guidelines.

As of April 7<sup>th</sup>, Obe took a call from one of our admin staff, stating that they picked up a loved one in the family that had been recently checked out of a hospital. The governor had just mentioned earlier that evening during his daily press meeting about the hospital was hit with several COVID-19 cases. Obe went into the office that night to gather different work items and to log into our phone server to execute the phones ringing into home numbers starting at 0800 the next business morning. Obe reported that the office staff is working in isolation and the men have been to strictly not to go into the office other than the back of the meter shop and bathroom. Our disinfectant items, toilet paper and essential items are well stocked but trying to moderate to make last. As we had a good normal supply at this beginning and during the early stages, we took advantage of stocking these items.

Obe reported that the system is prepared and working well and operations are being completed to the best of our ability. CCWD weakness is the chance that we all become ill at the same time. This is the reason to use caution and separation now as best as we can.

The things we have built and created over the years, has us somewhat prepared to deal with things like this. All field operators have their own trucks and this is a safe domain. Even if there is a job like GPSing meters that is preferred to have two men, we are taking both trucks to create that social distancing!

## V. CONSTRUCTION/PROJECT PROGRESS REPORTS

### 1. Nucor Impacts –

**Well Head Protection** - There has been no progress or work activity to report.

**Emergency Sprinkler connection** – Have not received any updates on Nucor's decision of what they are doing with this proposed project. Since road project is more apparent that it will be built; they may incorporate the meter installation location into the road plans.

**Hwy. 42 Road Relocation** - Kevin Brian and Thomas Johnathan with HDR, Inc (Engineering) firm contacted Obe for a web meeting amongst all parties involved in the proposed road project. At the time they stated that Nucor is full speed ahead to complete the project. The day of the proposed meeting date, an email was sent out that Nucor had canceled the meeting so they could focus on their employees and operations during the COVID-19 virus pandemic.

Obe contacted Ruth Baxter, our attorney, to make sure she does not have any client conflicts with the District and Nucor. Mrs. Baxter responded that she does not have any conflicts and would be happy to assist in anyway.



**CCWD#1 MEETING MINUTES (cont.)**

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2. **Greenbriar Water Exposure Repair** – On March 13<sup>th</sup>, the field crew completed this project. They went back to site, graded, hauled away any foreign debris, seeded and mulched the area. The crews before final dress up was done, crew installed more rip-rap and creek rock in the channel to slow the water flow down to minimize the soil erosion. Thus, increasing this area to maintain stability for a longer period. No complaints were received throughout this project. (Pictures are available)
  
3. **Zenner Meter Pilot Install** - On Sunday, March 22, Obe was in contact with Nick Rosario, a Zenner employee. This is the date he flew into Cincinnati/Northern Kentucky airport. Obe wanted to confirm that he did not have any issue with flight cancelation and wanted to brief him on the social distancing aspect. Obe equipped him with hand sanitizer, air disinfectant and sanitary gloves to be used during his stay in Kentucky. The pilot was easily installed with no major flaws. Training was completed into sub groups to create a small grouping. What would have been viewed by phone was hooked to a larger monitoring for additional spacing during these training events.  
The 24 meters are online and are being studied on a morning basis. It has already notified us of one customer leak. After on site examination, the customer had turned off our meter emergency cut off valve but our valve was leaking through internally so it was still feeding the customer's leak. We quickly installed a side setter allowing the shut off valve to seal completely off. Since then we have replaced the meter base as the setter did not have a check valve and the vault was not in the best of condition.
  
4. **Montgomery East PRV Replacement** - On March 24<sup>th</sup>, Obe received a SCADA alert in the office on a chlorine feed rate. After looking into this station to trouble shoot, he noticed that the PRV outlet pressure was modulating oddly. He asked Phil and Marvin to make a trip to the station to further investigate. Phil and Marvin were able to turn on the smaller bypass to control pressure and flows for Nucor and other while they took the larger PRV apart. The internals were damaged. The diaphragm had a slight tear and the brass body seat and body had been damaged. This was one of the original valves that had a brass seat whereas, CCWD now specs a stainless seat which last much longer. The three inch valve was replaced on the same day as we had one in stock. The replacement part has been ordered but not received. During the pandemic, we should expect delivery to be even later than normal because of the ongoing crisis. We still have repair kits and duplex in the distribution system so if we do have a situation, we will be able counter and keep all things flowing normally.
  
5. **Project "O"** – This project as we all know is to create simplicity, streamline and full access to all files in an orderly manner so everyone can work together and to prepare

## CCWD#1 MEETING MINUTES (cont.)

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us for times like we are going through. Obe stated that he is glad that we have built the platforms we have but wished all the improvements were completed to handle this situation. According to Division of Water, CCWD is in better condition than some of the other systems. On a positive note, this will push us to speed up some things as it will expose weakness and have more time to finish some on-going tasks.

### V. GENERAL BUSINESS

1. **System Update** – The unaccounted water loss for March was 13.6% which brings the current annual year loss to a 16.2%. The past 12 months rolling water loss is 12.4%. On March 10, we did meter tests before and after cleaning the Ghent production meters to compare the production flow meter to the ultrasonic meter. As the ultrasonic meter stayed true before and after, the plant meter dropped 8.3% in one of the high services buildings and a 3.8% drop. Therefore, it is evident that our plant meters were over registering. Obe reported that past reporting numbers have not been adjusted out to factor the meters over registering as he wants to keep it less confusing. The rest of the month production reflected the more accurate readings from the cleaning but the ultrasonic flow is still showing production flow rates are less than the plant meters. We will eventually create a pit to test the ultrasonic meter to be tested on our transmission line in a place where no elbows will interfere with accuracy. Once this is done then CCWD will have strong evidence that the plant meters are over registering, they do not have straighten veins or the minimum straight-line pipe clearance that is needed. The extreme high water pressure at the plants does not help the situation either.

Billing comparison note: Last year on the same (April Billing) cycle, the sales were up 22.3 MG from 19.9 MG a year ago. This is an 11.8% incline. Water Charges for this period is a \$136,268, previous month was \$126,422 and a year ago was \$118,739 which reflects a +7.8% and a +14.7% incline in those time frames.

This is the section that usually updates the stats for disconnection and services being restored. Kentucky Public Service Commission on March 16<sup>th</sup> at the 6:00 p.m. hour gave an Executive Order being Case #2020-00085 which ordered us to not disconnect anyone for delinquency or access any late fees. This order also pursuant to the governor's Executive Order 2020-215(3) in reference to the State of Emergency. At this time, all employees were given a company letter to keep on them to explain that their employment with a public water supplier was essential to the quality of life. Therefore, the reporting of any disconnects from delinquents are ZERO for water or wastewater. No late fees were generated for the month of March. Obe reported that he estimates the financial loss of this mandate is estimated around \$6,200 for this period.

CCWD installed two new water services both being located in Gallatin County. One is a commercial business located on Montgomery Road. This was a larger meter install so it has been invoiced but no payment received at this time. Water meter is locked off until CCWD receives payment, plumber permit and inspection of their required shut off valve on their service line. This brings the new services to 5 new service installations for the year 2020.

**CCWD#1 MEETING MINUTES (cont.)**

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**Annual Audit** - The majority of the annual audit is complete; this was reported last month. CCWD submitted the Annual Gross Report last month on March 10<sup>th</sup> through certified mail. At that time, email (electronic submittal) was not an accepted method. This had a March 31 deadline and we could not request a postponement until the Gross Report was received by PSC. When the PSC order came out later stating it would allow electronic submission of the Annual Gross report, Obe resubmitted because CCWD still hadn't received the confirmed delivery receipt. At the same time, Obe also requested the postponement of the Annual PSC Audit report. This was all accepted and postponed until June 30<sup>th</sup>. The KRS liability number has been established. RZW, stated that they would incorporate the KRS liability into the audit asap and then the MDA can be completed by management. Once that was all completed, then all the audit reporting can be done. The COVID-19 has interrupted all business workflows so it is unknown at this time when these items can be completed.

2. **Meters (RMAs – Project Ground Zero, AMI & Cellular Pilots)** – The Zenner AMI pilot has been installed and working well at the moment, as mention in the previous agenda item.

On March 13<sup>th</sup>, the day after the last month's Board meeting, we received the free Hersey radio receiver, as promised by Eddy Brewer of Consolidated Pipe Supply. On the same day, CCWD sent out to Hersey 19 meters. CCWD is 100% functional with all Hersey meters in the distribution system.

Spoke with Scott Bradley territory for Master Meter. Obe asked about the status of the 530 meter registers. He said that he knew it has been officially approved. The factory is still in operation but the speed of process has been slowed because work crews are in rotation with additional sanitation being done prior to each rotation.

3. **Lewis Line Construction Proceedings** – On March 13<sup>th</sup>, CCWD received a check \$441.90 from Ruth Baxter Law office which her office received from Lewis Line Construction. Mrs. Baxter deposited into their firm's account to verify the check would clear. Once payment cleared then she issued a check to CCWD. This was to cover the legal portion of the lawsuit filed against Lewis line Construction. Later Obe received a letter from Ruth's office showing that CCWD had dropped the suit since we had been 100% reimbursed from their Hwy. 227 damages when they recklessly hit our water main.

4. **PSC Annual Inspection / Approval** – Last time we met, Obe reported that the inspection had been canceled several times and it was then scheduled for March 20<sup>th</sup>. On March 16<sup>th</sup>, inside the PSC Order, all on-site inspection was cancelled. Erin Donges, working from home, started to ask for certain exhibits for the inspection. Obe was able to satisfy all of her requests. Obe has not heard back from her recently as he is assuming the inspection will be reschedule for later in the year, once the COVID-19 virus has ended.

The proposed service agreement contract was approved.

**CCWD#1 MEETING MINUTES (cont.)**

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5. **Annual CCR** – The annual CCR brochure has been completed and CCWD has received the brochures from the print shop. As reported last month, the CCR was emailed to Dorothy Radar of Kentucky American Water on March 2 prior to deadline. The CCR has been uploaded to our website and on the KRWA website too on the same date. On April 7<sup>th</sup>, earlier this week, all residential CCRs were delivered to the local post office and mailed first class mail. On the same day, all the good faith hand outs were delivered on site and placed at the doors of the establishment. Obe wished the CCR had more information on the brochure in regards to the COVID-19 but of course, this all recently hit after them being printed. Obe was going to place an insert, even had the inserts ready to be placed inside the envelopes but when we received the CCRs that were already sealed within the envelopes. CCWD did place the insert with a cover letter to the handouts that involved the commercials and industrials. The insert covered that the water quality has not been breached and explanation of business online payments and electronic request during the COVID-19 pandemic. Obe reported that he has scheduled next week to create the required packet and submit to DOW to complete this mandate of the annual CCR distribution.

6. **TBUT Updates (Theft by Unlawful Taking)** – It seems like more and more we are experiencing these kind of events. Of course, this should decline since we have an order to not do any disconnects related to the new delinquency but if someone tampers with a lock then it qualifies for criminal charge. On March 20<sup>th</sup>, at the location of 6004 Hwy. 36 East, CCWD found an illegal tamper at an inactive meter base that had been inactive for some time. The subject removed dual setter that had an “S” piece of copper pipe in the setter to allow for a pressure reducing valve. The Subject removed the “S” piece and bent the meter setter alignment (destroying) then reinstalled the PRV to be used at the jumper. Pictures were taken, licenses plates of both vehicles on site at the time of findings & police report filed. We have had a few calls in regards for water service at this location but at the current time, no one has paid for the damages. All callers have history to this location. Since then, we have pictures of the people living at this location. Someone has plumbed up a sump pump in the nearby creek and has connected it to the trailer’s indoor plumbing.

On another past subject, Obe reported an update on another customer that had cut off a meter lock. The subject from time to time would call after hours; leave an ugly voicemail about what he was distraught over at the current moment. Obe tried to call him back during business hours but never had success of him answering or being able to leave a voicemail due to the voicemail not being set up.

**CCWD#1 MEETING MINUTES (cont.)**

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A call came in from the local health department. They called since they took a call from the subject's sister. They were unaware of the delinquent status and the theft of services and the damages. The local health department fully understood the situation and had no request of action. Then later that afternoon, Obe took the first call from the state attorney general office, asking about the status of this customer. Once again, Heather Napier of the AG office was unaware of the delinquency or thefts and the manner of not being able to reach the customer. Then the sister called, tried to argue the case her brother did not do anything illegal. When she figured out that was not going anywhere then she offered to pay through credit card. She went through another weekend of no payment or paperwork being submitted. Obe sent another email, stating we had not heard from her so nothing is being done from the District side until required documents and payment were received. Obe received another call from the AG office that the sister, the subject's sister, had called her again, the state AG office. Obe explained all the actions that took place and CCWD were waiting for her to do what she had promised. Obe stated he could go on and on far more because there were so many twists from their side, as it was reported he was involved in a car accident, he fell down broke his ribs, to his girlfriend that he is currently living with, had the CORONA-VIRUS. Long story short, the sister finally sent all paperwork and the required agreed monies to CCWD. Even that was not a smooth traction because every sheet paper had something incomplete as missing signature, missing void check, etc.

Heather Napier from the AG office, called again to personally thank us for doing everything we could, knowing what we were dealing with. As she reported that her phone was blowing up with cases like this throughout the state.

7. **Open Complaint / Concern Discussion** - At the present time, there were no complaints or concerns.

**VI. FINANCIAL REPORT:**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23173 through #23257 for payment.

**VII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Ron Courtney and seconded by Commissioner Kim Ballard to adjourn the meeting at 4:15 p.m. (ET) Motion passed.



  
Mike Lewis, Secretary-Treasurer



Carroll County Water District

**MEETING MINUTES**  
**May 14, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Ron Courtney, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. All Commissioners were present. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Jim Sapp and seconded by Commissioner Ron Courtney to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting other than Jerilyn Zapp with Raisor, Zapp & Woods CPA firm.

**IV. 2019 ANNUAL AUDIT PRESENTATION** - Jerilyn Zapp of Raisor, Zapp, and Woods, CPA, presented the annual audit to the Board. Typically the audit has been presented prior to March 31<sup>st</sup> before PSC annual reporting deadline. Recently, the trend is middle of the year because Kentucky Retirement System's liability is not established until the middle of the year. The annual audit was presented last year in June.

She stated the first section of the audit is the Management Discussion and Analysis (MDA) written by management (Obe Cox). Mrs. Zapp explained the reason why the annual audit was delayed which was the same basis of the previous years. Since the Governmental Accounting Standards Board (GASB) has required the liability numbers to be included in the utility's financial statements, you must wait until those numbers are released. This year, continues to deal with the GASB 75 and the GASB 68 that deals with both liabilities of the retirement pension and the retirement's health insurance portion. This is also known as OPEB (Other Post-Employment Benefits). In conclusion, CCWD as well with other utilities under the discretion of Kentucky Public Service are not sure of the future, the water rates are not allowed to be considered into billing rates to start banking a fund to cover these types of new liabilities that were originally the liability of the commonwealth. These new liabilities will be a subject that will require continuous monitoring. This continues to make things very complicated and appears to create more confusion on the financial statements and not just a simple note within the report as the audit report consist of more required notes to this subject than anything else.

Obe Cox reported earlier today, all required reporting was submitted. Kentucky Department of Local Government web portal is offline but he emailed (pdf) to a general mail box as directed. It was confirmed just a few minutes ago, that it had been received.

## CCWD#1 MEETING MINUTES (cont.)

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- V. **CCWD OPERATIONS AND CORONAVIRUS (COVID-19) IMPACT RESPONSES** – Coronavirus (COVID-19) pandemic is still amongst the United States and the state of Kentucky still has an executive order in place of how businesses are to operate. Currently, we are in Day 10 of the soft opening transition phase. The entire staff's health is good and morale is high. The way that CCWD is operating is still similar from last month's reporting. All water services are still available and being performed. State orders are still in place to not disconnect from non-payments or accessing late fees. CCWD has stocked us with equipment to scan employee's body temperature and is stocked with personal protective equipment (PPE). Cleaning/disinfecting happens at the beginning, throughout and at the end of each day. (Carrollton Office Supply (COS) notified us that they are having problems supplying us with copier/printer paper. When our stock was getting empty, Lisa picked up two cases from Sam's this past Saturday, May 9<sup>th</sup>.

## VI. CONSTRUCTION/PROJECT PROGRESS REPORTS

1. **Nucor Impacts** – Nucor made an announcement on April 21 that all their proposed developments have been officially postponed for 3-6 months.
2. **System Flushing** – After routine meter reading was completed last month, distribution system was flushed while also inspecting all hydrants. Those devices were exercised and painted. This was a soft system flushed to allow us to work on more of painting and exercising valves. We may go back to certain areas and flush harder to scouring our pipe to get more manganese out of the pipeline.
3. **Ky. 184 North Improvement Project** – CCWD received most of our materials to build a loop water main from the small gap on Hwy. 184 on the Goessling property. CCWD installed the water main and connected the existing end of mains, moved southward 1,700 feet south of this area and installed another isolation valve. Thus allowing our distribution system to flow more water southward from a lower hydraulic grade. This reduces our extremely high distribution pressure zone on the south leg from the KU tank side from 205 psi to 182 psi. We also found an ongoing small bleeder leak on the northern water main where it comes over from the old McIntyre farm. After the repairs, the water line passed both pressure test and the water quality samples came back negative of any bacteria. The proposed control station has been designed and being prefabricated. The major components have been picked up and will be installed inside the vault while being built. This will allow further reduction in system pressure in this area with the capability of taking emergency water from Gallatin Co Water without increasing the water pressure during the time of need. Prior to this development the water pressure would increase to about 230 psi at the end of this leg in our distribution system.

We did receive an inquiry/concern the construction of what he referenced as "meters" in what he called in the "driveway" entry from Mr. David White. He stated that his wife owns property in this area and this was their driveway. After clarifying that we were talking about the same area because there is no driveway. This is the approach from the 1984 water main project that followed the old county roadway.

**CCWD#1 MEETING MINUTES (cont.)**

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After Obe explained that there was already one meter base in this area, it was tapped off the existing 6" water main near an existing elbow which already had a gate valve and 1" blow off pit. Obe did inform him that we have installed additional isolation valve; but most of the items already existed that he never saw them because of the vegetation. Since we grubbed out the area now those underground boxes are more visible. David White told Obe that he had to jump off the phone because his phone was blowing up but that he would call back. He has not called back yet. Therefore, Obe was never given the chance to inform him that the old meter base was being relocated out of this area. Originally, Angie Evans took his call and reported to Obe before transferring the call that she said in her words, was being really "shitty" and rude. Obe reported while he was on the phone that he did not experience any rudeness or disrespect.

4. **Project "O"** –Most of the improvements that have been completed, are being tested now as we are working remotely to create employee isolation from each other as much as possible. Obe reported that these times will make us better and more efficient when we get back to normal operation level. Obe reported that the office is experiencing some internet issues. The security cameras are going i.p. hopping and during heavy bandwidth operation such as generating bills through the web billing. CCWD has a grandfathered plan from Time Warner which is now Spectrum. The speeds are 15 x 2, which was much faster when we dropped AT&T a few years ago to support the phone system. Now 15x2 speeds is considered outdated; the lowest plan now is 100 upload x 10 download. CCWD can jump to this plan but it causes us to forfeit the \$40 / month plan of the Management Security. Once we make a change the charge will be apx. \$170/month plus the security wall device. Obe has been researching for over a year about I.T. security and assistance to the office. As of right now, CCWD has no I.T. support. This has been a task that Obe has handled since switching CCWD admin office to the internet and changing the computer work stations and data devices. Now since CCWD must change the broadband data plan then it makes sense to have a partnership with a company that can provide security and I.T. support. Plans to have E&H to come into office to do a cable clean up. This will allow us to have all communication cables labeled with a diagram so CCWD and tech support can communicate and troubleshoot remotely at a much quicker method.



**VII. GENERAL BUSINESS**

1. **System Update** – The unaccounted water loss for April was 11.8% which brings the current annual year loss to a 15.2%. The past 12 months rolling water loss is 13.5%. We have installed a vault on top of our high transmission main to create access to the barrel of water pipe. This will allow for an easy method to do certify testing on our plant meters in the future.

Billing Stat comparison: Last month on the same (May 1 Billing) cycle, the sales are down 20.9 MG from 22.6 MG (5.6% decline). Water Charges for this period is \$132,000, the previous period was \$136,000 and a year ago, it was \$142,000 which reflects a -7.3% decline in sales. The main contribution factors to this are the commercials, Kentucky American and the two steel plants sales are down.

On accounts receivables, CCWD processed the file within billing to submit to our primary bank to do the direct auto bank draft payments. This was the most transactions ever done by CCWD's history of this type of transaction. There were 400 accounts that produced an electronic payment batch that made the payment batch of \$12,900 dollars.

CCWD installed two more new water services both being located in Gallatin County. This was similar reported last month as both new services were installed in Gallatin County, as well. This brings the new services to seven new service installations for the current year. Zero disconnects and no forfeited late fees generated or collected due to the state executive order. Therefore, this is also going to impact our reduction in misc. service collections. Meter reading for the month of April, started on the 14<sup>th</sup>, was completed within one day except for one reader. He was able to complete his routes the very next morning. Our guys are reading meters today for June billing.

On April 15<sup>th</sup>, Obe renewed all the employees' water licenses including his.

2. **Meters (RMAs – Project Ground Zero, AMI & Cellular Pilots)** – The Zenner AMI pilot continues to work well.

Last week, Obe had a web meeting with Scott Bradley territory representative for Master Meter and Chris Boyd of Ferguson Waterworks to review the study. After reviewing the data based on the analysis, Obe asked them to go back to pick up a proposed repeater station at the Hwy. 42 (Dow Chem) zone meter and also a proposed site in Glenwood Hall Resort near the hotels and pool areas where existing towers. The prop study confirmed the area that Obe has stated before, if making a slow transition into this technology, the best area for CCWD is the Jackson Ridge water tank. This site can pick up the most meters from one site/collector station.

**CCWD#1 MEETING MINUTES (cont.)**

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3. **Annual CCR** - On April 13<sup>th</sup>, the required packet was submitted to the Kentucky Division of Water through USPS with certified mailing receipt requirement. CCWD has received the receipt.

Also, on April 17<sup>th</sup>, Obe attended a Kentucky Division of Water and a Kentucky Rural Water training webinar to learn the preferred method of submitting packets to the Division of Water during the Coronavirus. On May 4<sup>th</sup>, Obe submitted both MORs through their web portal. Since there was an issue with his older Microsoft office software in regards to the digital secured signature, he scanned the signed forms and submitted them as a pdf format which is an accepted work around.

4. **Open Complaint / Concern Discussion** - At the present time, there were no complaints or concerns.

**VIII. FINANCIAL REPORT:**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23258 through #23363 for payment.

**IX. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Ron Courtney to adjourn the meeting at 4:51 p.m. (ET) Motion passed.

**CCWD**  
Carroll County Water District

  
Mike Lewis, Secretary-Treasurer



**MEETING MINUTES**  
**June 11, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Ron Courtney, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. All Commissioners were present. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Sapp and seconded by Commissioner Lykins to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

On Monday, June 8th, CCWD changed their operations to Level 2 being that the lobby (common area) is still closed to unannounced walk ins but are scheduling appointments to set the tone of one person maximum in lobby at a time thus allowing for disinfectant of exposed areas and staff hands. The employee's morale and health are still good throughout these times of the pandemic and the national rioting/protesting. CCWD operations and services are fully being executed other than the delinquent disconnects and late fees which is halted per state emergency executive order.

**V. CONSTRUCTION/PROJECT PROGRESS REPORTS -**

1. **Nucor Impacts** (Well Head Protection, Hwy. 42, Sprinkler System): Well Head Protection and the Hwy. 42 road project have not had any activity do to the COVID-19 situation. The emergency sprinkler system project has been reported by Josh Coale of Brown's Sprinkler system that he has received the job from Nucor but in a holding status until COVID precautionary phase is over.

On a misc. note, on June 2, one of our maintenance men witnessed a valve wrench and men working within one of our large meter vaults that was inactive. Turns out that Nucor had installed a 2" water line and drilled into meter vault, made a connection at an outlet prior to the meter. Larry Powell with Nucor called Obe. Obe told him that this was an illegal tap and that it appeared that the contractor was about to open the water valve to steal water plus the damage to the vault. Advised him to pay for activation fees, sign contract, and pay for all the damage. Our men would make the connection on the outside of vault where the existing 2" shall be installed.

2. **GPS Data Collection / GIS Model:** GPS Data Collection / GIS Model - GIS model and mapping system we have has been a wonderful asset. Field operations have started to aggressively collect field data on all the water meters. Eventually this data will be inputted into our GIS model. This kind of data will be a huge asset for CCWD just as all the isolation valves in this distribution system have been a great asset for operations.

## CCWD#1 MEETING MINUTES (cont.)

JUNE 11, 2020

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3. **Kentucky 184 North Improvement Project (Cap. Improvement)** : Ky. 184 North Improvement Project (Cap Imp.) - Last week, Obe received word that the control and meter station would be completed and delivered the week of June 8th. This is a project that is considered to be a capital improvement for CCWD as it enhances the distribution by lower operating pressure and allows rerouting water during an emergency event.

4. **Project "O"**: On May 18th, two men from E&H Integrated Systems came to the office to be briefed with all equipment and also use a special device to start the mapping of all devices to create an asbuilt drawing for future assistance when troubleshooting any kind of failures.

Obe also contacted Spectrum to request for the additional speed package from 15x2 to 100x10 without any equipment change. The service lady stated that typically equipment had to be swapped out, Obe strongly requested that he had been advised that the existing equipment could handle the new speeds; as some of this equipment would be replaced once we have E&H to manage the security fire wall device.

### VI. GENERAL BUSINESS

1. **System Update** – The unaccounted water loss for May was 14% which brings the current annual year loss to a 15%. The past 12 months rolling water loss is 13.1%. CCWD has on order the secondary meter access vault for the Gallatin Well Field. This will be installed on the transmission main to create easy and routine access to the barrel of water pipe. Thus, allowing for an easy method to do certify testing on our plant meter in the future. This is similar to what we just did at the Ghent Treatment facility.

**Billing Stat comparison:** The current (June) month billing period, generated water only charges of \$134,321 in relation to 21.1 MG sold. Compared to the previous month, water charges were \$131,905 (1.8%) and 21 MG sold. Compared to last year at the same period, the charges are nearly no change at \$134,012.

2. CCWD installed two more new water services both being located in Carroll County. This brings the new services to 9 new service installations for the current year. Zero disconnects and no forfeited late fees generated or collected due to the state executive order. Therefore, this is also going to impact our reduction in misc. service collections. The snowbirds have started to be turned back on so the revised service fee amounts that went into effect earlier this year. This has helped absorb some of the impacts of the executive order placed on CCWD. Meter reading for the month of May, started on the 14th and was completed on the same day. We are schedule to collect meter readings for billing Monday, June 15th. Jon Perkin's one year anniversary was June 10 which made him eligible for a step up in pay (1.25/hr.) \$20.50. This step in base pay was granted on the following payroll period.

As of earlier this week, a report was generated from billing to view the number of disconnects based on non-payment. This resulted in 138 accounts for an outstanding balance of \$21,637.11. If everyone of the accounts were deactivated and reactivated would tally additional \$17,940 for service fees. Based on history, approx. 67% actually are obtained which would forecast out to \$11,960 of money collected. Therefore, based on the same percentage then total money lost would be approximately \$26,400 based on the collection of water charge debt and the service fees. This does not consider the lost water sales revenue based on consumption that is being encountered as well.

**CCWD#1 MEETING MINUTES (cont.)**

**JUNE 11, 2020**

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3. **Meters (RMAs – Project Ground Zero, AMI & Cellular Pilots)** – The Zenner AMI pilot continues to work well. As of right now, meter readings are not being brought directly into billing but able to grab the daily meter reading from the web portal then insert into billing. In the future, we will test that inner face exchange between reading and billing platforms.

On May 19th, we received 19 brand new Hersey (AMR) meters being equipped with the brass body, register and wired antenna at no cost. The defective 19 meters that was shipped out, did not return. They were replaced with brand new meters. CCWD tracking database has been updated to reflect our inventory.

4. **Health Insurance Renewal** - It's the time of the year for our annual health insurance review. Obe has done the routine research on insurance benefits and annual performance/cost of living wage adjustments. On the health insurance, most of the local utilities and the local county government and the municipal is covering 100% for employee and family. Several years ago, we moved within in KACo group to save a lot of money on premiums. According to the research, CCWD is still paying less than other utilities. Our coverage and out of pocket expenses are similar to others but we are paying less on premiums.

Also, priced other carriers directly such as United Healthcare and Humana based on very similar coverage, the premiums inflated from 26% to 63% increase. After all the research, Carrollton Utilities offer their employees and their family members 100% premiums cost coverage so out of pocket cost as long as they participate in the wellness program. Their out of pocket cost and deductibles are much lower but however, Carrollton Utilities pays more on premiums than we do. Based on research information and with the current COVID impacts, it was recommended that CCWD stay with the current renewal plan which has a 9.1% premium increase but no change in coverage. This is the "Renewal Plan - Anthem BCBS - KACo 2020 Option 22 Rx E2. Additional notes, Carrollton Utilities will be absorbing a 12% annual increase which is a much smaller market and is more subject to a larger bounce depending on previous claims. Bullock Pen Water District is absorbing a 14.1% increase. (See Exhibits.)

A motion was made by Commissioner Mike Lewis and seconded by Commissioner Mike Kelley to select the Renewal Plan - Anthem BCBS - KACo 2020 Option 22 Rx E2 for the employee health insurance policy. Motion passed unanimously.

5. **Annual Evaluations** - Employee evaluations were completed last week to go over accomplishments, strengths, weakness and future goals but will have a secondary evaluation prior to any payroll changes. As a whole, CCWD is still progressing in a positive way. In house capital improvement projects are continually to be completed with pride. There are no conflicts within the staff. CCWD's reputation is good in the communities and within the government agencies. CCWD was awarded the Kentucky Rural Water Association's Wooden Bucket award that goes to a utility that has performed outstanding services.

Obe informed the Board that he always manages with the basis of merit raises and to strive to have a team that works continuously together and make improvements on their

**CCWD#1 MEETING MINUTES (cont.)**  
**JUNE 11, 2020**  
**PAGE 4**

weakness. Ultimately, the goal is to be able to award everyone the same, as this would be the indicator that unity is being met. The Board reviewed the labor statistics and cost of living increase, and then went into a discussion. The conclusion was the Board approved a 3% increase in payroll for the incoming year to be given at the discretion of Manager Cox.

A motion by Commissioner Terry and second by Commissioner Sapp and being a unanimous decision to increase payroll 3% to be effective on the first payroll in July.

A discussion took place in regards to the current work environment based on the COVID and national protests that some employers are struggling to have employees to show up at work and perform their routine responsibilities. Thus, has caused large corporations such as Wal-Mart, Kroger and Amazon to pay their hourly wage employees \$1 - \$2 on the hour increase and given them additional Essential hazard bonuses.

6. **Open Complaint / Concern Discussion** - Commissioner Sapp stated his concern about the current COVID pandemic may be the new normal way of life. He requested that Management research options for a drive through window and automation enhancements to protect staffing and customers.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23364 through #23457 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Sapp and seconded by Commissioner Lykins to adjourn the meeting at 3:47 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer

**CCWD**  
Circuit County Water District



Carroll County Water District

**BOARD OF COMMISSIONERS MONTHLY MEETING  
AGENDA**

**THURSDAY, AUGUST 13<sup>TH</sup> 2020 @ 3:00 PM**

**CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)**

- I. CALL TO ORDER / ROLL CALL**
- II. MINUTES FROM PREVIOUS MONTH'S MEETING**
- III. RECOGNITION OF GUESTS**
- IV. COVID-19 IMPACT / STATUS UPDATE:**
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS**
  - 1. FEMA Project
  - 2. Kentucky Hwy. 184 North Improvement Project (Cap. Imp.)
  - 3. Nucor Project
  - 4. Project "O" Improvements
- VI. GENERAL BUSINESS**
  - 1. System Update
  - 2. Delinquency Proactive Plan
  - 3. Gate Valve Exercise/Replacement Program
  - 4. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS**
- VIII. ADJOURNMENT**

- *Once you replace negative thoughts with positive ones, you will start having positive results.*
- *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"*  
*CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District



**MEETING MINUTES**  
**July 09, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Ron Courtney, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. All Commissioners were present. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Jim Sapp and seconded by Commissioner Lykins to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

CCWD operations has not changed within the past 30 days. We continue to provide all normal services and accommodations other than the lobby door is locked and appointments are scheduled for only one customer at a time within the lobby room while staff stays behind the payment counter glass barrier. As it was mentioned in last month's meeting that management shall look more into improvements to protect staff and create better workflows for the current pandemic. The weakness in the lobby is the staff needs to manually unlock the door. Obe started more research into the drive through services. This led to a source that provided equipment to be installed on the main exterior door to allow office staff to buzz customers into the lobby without going into the same room or touching shared hardware. After pricing other similar equipment and a conversation that took place during a FEMA meeting, Southeast Banking equipment was selected to install on Monday, July 13th to expedite the install to improve the work flow during this COVID-19 pandemic as the cases of Carroll County are rising at a much higher rate than surrounding counties. FEMA assured me that this would be a covered reimbursement expense.

The employee's morale and health are still good throughout these times of the COVID-19 era. CCWD operations and services continues to be executed other than the delinquent disconnects and late fees which is halted per state emergency executive order. On Tuesday, July 7th, generated a report from billing to the parameters of delinquents. This report showed that 157 accounts would be disconnected based on the same principals. Without penalties or service charges of any sorts the balance owed is \$32,818.58. Based on historical data, the calculated lost that would be typically collected from this amount is near of \$24,000. Of the 157 accounts would predict a 105 customers obtaining their services so additional lost revenue would be \$13,650 (service fees). Therefore, between the forecasted customer returning then lost revenue would be at this time \$37,650. Of course, the service charges for running Carrollton Utilities sewer delinquents are lost revenue as well that is not included in this estimation.



## CCWD#1 MEETING MINUTES (cont.)

JULY 9, 2020

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### V. CONSTRUCTION/PROJECT PROGRESS REPORTS –

1. **FEMA Project** - Obe has participated in two meetings with FEMA within the last 30 days. The Disaster Recovery project has been assigned a number which is DR#4497. On June 16, 2020, was a kickoff meeting to go over a few items and meet the team that Obe would be working with. They instructed him on some of the items that would be reimbursed and some guidelines of reporting. They suggested that CCWD should get prepared for another surge in the Fall season as they felt there would be no more federal shutdowns. Based on COVID receipts and the install of the lobby main entry door as of June 7th; CCWD shall be reimbursed an estimate of \$8,900 based on current receipts/estimates. Currently, the speculation of reimbursement is the same as previous FEMA project being Federal FEMA rate of return is 75% of cost and State FEMA is 12%, leaving CCWD with a cost of 13%.

In the second meeting, Obe was advised that they have taken it up the chain command to see if the drive through equipment would be a reimbursable item.

2. **Kentucky 184 North Improvement Project (Cap. Improvement)** : As of right now, all components have been installed with the prv station and is in the ground but pending on setting the control point on the final PRV. Once the PRV valve has been set then this project is completed other than a little stone needs to be placed around the valves on the north end.

3. **Production Field Meter Test Stations (Cap. Imp.)** : Both poly access vaults have been installed on the main transmission lines for the Ghent and Gallatin well fields by our men. Yesterday, Andy Taylor of Service Specialties from Winchester Kentucky came on site to test the meters and our ultrasonic meter. He also did the repair to the ultrasonic meter by changing out the battery.

4. **Project "O"**: E&H has been on site a couple of times to work with them on a permanent fix on the phones and internet. The existing data switch settings had to be reprogrammed and phones changed to a static IP address instead of 'hoping'. The voice and data had to be separated/bridged to eliminate the phantom calls and dropped call issue. Also, they had to come back for better labeling to create a better map for record keeping sake as the first submittal and product was rejected by Obe.

### VI. GENERAL BUSINESS

1. **System Update** – The unaccounted water loss for June was an outstanding 4.2% which brings the current annual year loss to a 13.1%. The past 12 months rolling water loss is 11.6%. We did find a large leak on Hwy. 227 on a long service line from original 4" water main which was a road crossing. We tapped the newer 8" water main to eliminate the road crossing, found the original and turned it off and plugged. We also GPS all critical points of this tap relocation. We installed a zone meter for this area back a few years ago (2014). We have lowered our previous benchmark after this repair.

Billing Stat comparison: Obe reported a good month in water sales. The increase was spread out in all categories of types of customers. The current (July) month billing period, generated water sales was \$162,937 based on 26.4 MG sold. In comparison to the previous month, water charges were \$134,321 (21.3%) and 21.1 MG sold. Last year at the same period, the sales still incline as then it generated \$149,619 based on 25.5 MG metered.

We had a small increase in customers to sign up for auto payment deposits. On June 15th, our ACH processed 423 accounts for a total of \$13,9994.04.

**CCWD#1 MEETING MINUTES (cont.)**  
**JULY 9, 2020**  
**PAGE 3**

On a side note, we received an old parcel this past month, payment check and bill card stub enclosed of a check dated of December 3, 2017. After reviewing the account, the payment was received late in the next billing cycle. But it was post marked June 16, 2020.

Kentucky Rural Water Association Annual Business Meeting - Obe presented the Board a letter from KRWA requesting a representative (Obe Cox) to attend the KRWA Annual Business meeting on August 25th as a Zoom internet meeting. The annual conference has been cancelled due to the COVID-19 situation.

A motion was made by Commissioner Jim Sapp and second by Commissioner Doug Terry to nominate Obe Cox as the Voting delegate to represent Carroll County Water District at the KRWA Annual.

CCWD installed 3 more new water services this past month and we have 2 more already on the schedule to be installed. This will bring the annual installs to 13 new service connections. Meter reading for the month of June, started and finished on the 15th.

2. **New Service Truck Received** - CCWD finally received the new service truck that we ordered last year in November 2019 based on the exact same specifications and pricing as the 2019 Service truck we purchased last year. The purchase price was \$34,000. We received a 2020 Ford 150 XL 4WD Supercrew; V-8 5.0 L, 10 speed automatic transmission. The responsibility to take care of this vehicle has been assigned to Marvin O'Neal. Jon Perkins will move into the 2014 service truck. Eventually the sale of the 2011 service truck will be put out for bid as we start to dismantle some of the equipment from the truck.
3. **Build American Bond Rebate** - On July 2, Obe submitted the credit payment application request to IRS. This is related to the 2010 Waterworks Revenue Bond Rebate. CCWD shall receive funds directly to the bank account of approximately \$5,785.
4. **Open Complaint / Concern Discussion** - There were no concerns or complaints.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23458 through #23561 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Doug Terry and seconded by Commissioner Ron Courtney to adjourn the meeting at 3:50 p.m. (ET) Motion passed.

**CCWD**  
Carroll County Water District

  
Mike Lewis, Secretary-Treasurer



Carroll County Water District

## BOARD OF COMMISSIONERS MONTHLY MEETING

### AGENDA/MINUTES

**THURSDAY, JULY 9<sup>TH</sup> 2020 @ 3:00 PM**

**CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)**

- I. CALL TO ORDER / ROLL CALL**
- II. MINUTES FROM PREVIOUS MONTH'S MEETING**
- III. RECOGNITION OF GUESTS**
- IV. COVID-19 IMPACT / STATUS UPDATE:**
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS**
  1. FEMA Project
  2. Kentucky Hwy. 184 North Improvement Project (Cap. Imp.)
  3. Production Field Meter Test Stations (Cap. Imp.)
  4. Project "O" Improvements
- VI. GENERAL BUSINESS**
  1. System Update
  2. New Service Truck Received
  3. Build America Rebate (BAB)
  4. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS**
- VIII. ADJOURNMENT**

- *Once you replace negative thoughts with positive ones, you will start having positive results.*
- *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"  
CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District



Carroll County Water District

**BOARD OF COMMISSIONERS MONTHLY MEETING  
AGENDA**

**THURSDAY, SEPTEMBER 10<sup>TH</sup> 2020 @ 3:00 PM**  
**CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)**

- I. CALL TO ORDER / ROLL CALL**
- II. MINUTES FROM PREVIOUS MONTH'S MEETING**
- III. RECOGNITION OF GUESTS**
- IV. COVID-19 IMPACT / STATUS UPDATE:**
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS**
  - 1. FEMA Project
  - 2. Hwy. 36 Valve Improvement
  - 3. Scenic View Improvement
  - 4. Project "O" Improvements
- VI. GENERAL BUSINESS**
  - 1. System Update
  - 2. Delinquency Proactive Plan
  - 3. Gate Valve Exercise/Replacement Program (US KY 42)
  - 4. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS**
- VIII. ADJOURNMENT**

- *Once you replace negative thoughts with positive ones, you will start having positive results.*
- *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"  
CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District



**MEETING MINUTES**  
**AUGUST 13, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Darrell Lykins, Doug Terry, Gilbert England, Ron Courtney, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Sapp was absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Lewis and seconded by Commissioner Darrell Lykins to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

CCWD's entire staff is healthy and morale is good. We did have one employee get notified that he had been exposed by a positive COVID case. This employee was put in work isolation, meaning that he was working on tasks that could be achieved without any assistance such as running routine work orders, weed eating, and valve and meter inspections, etc. Also, employee had to report to management or field supervisor throughout the day and furthermore, was tracked by the GPS devices. The 14 day isolation period came and passed with employee never showing any symptoms. As well, the COVID positive individual never did pass the virus onto his family members that lived in the same house. All of them, tested negative.

Obe ordered a couple of drop boxes to be mounted outside to assist with customers that want to pay in cash. One of the boxes are permanently mounted between the customer payment drop and mail box. Obe contacted Farmer's Milton bank to see if they wanted to donate their typical money/receipt transaction envelope as he thought this would be a benefit for both agency. The self contain envelopes also gave means for customers to insert cash and have a place to write customer name, physical address and or account number with the envelope before dropping into payment box throughout the day and night. Farmers Bank was thrilled to help with request. (United Citizen does not have envelopes as they do not have a drive up window.)

The automatic door system that was recently installed is working flawlessly and allowing our staff to reduce the foot traffic in our lobby and/or controlling the volume.

Obe is still working with FEMA to attempt the possibility of reimbursement for the drive up transaction window. This is an emergency plan to increase more control and make a reduction of immediate threats to our staff and the public's safety.

## CCWD#1 MEETING MINUTES (cont.)

AUGUST 13, 2020

PAGE 2

### V. CONSTRUCTION/PROJECT PROGRESS REPORTS –

1. **FEMA Project** - On July 21, Obe was attending a large zoom meeting with FEMA in regards to the national Federal Disaster project. During this meeting, Obe had to leave abruptly from as we endured a loss of controls at the Ghent Water Plant causing the block building to start flooding. In that meeting before exiting, Obe took that the reimbursement is going to be at 75% Federal with zero reimbursement from State FEMA. Earlier in the kick off, it was assumed that it would be similar to the previous FEMA project when the state contributed a 12% rate reimbursement.

Obe spoke with Pamela Parten with the Kentucky Emergency Management department about the drive up transaction window. She informed him that he needed to submit a justification letter and cost estimate for the drive up window. Obe read the justification letter out loud. The cost estimate has not been submitted as it has been very difficult to obtain cost as contractors are really struggling on finding staffing and obtaining material cost estimates due to the blame of the pandemic.

Obe reported that he had reached out to several (8) contractors to obtain quotes for the bump out for the window. During these times, it seems very hard to find a contractor that is in operation or not completely covered up. Obe felt that he would have at least a few quotes submitted in the near future to have something to present next month or even call a special meeting to try to speed up the process as it is critical to have in place prior to the forecasted fall surge of the pandemic.

2. **Kentucky 184 North Improvement Project (Cap. Improvement)** : Reported last month that this project was near completion. The project is now complete for time being as it is fully in operation. We had to take the top bonnet of the valve and exercise the spring then it took seat. This is a pressure reducing control and zone meter station without telemetry. At some point in the future, may want to equip with telemetry to collect real time flow data and pressure readings instead of monthly zone loss or weekly flow rate checks.

3. **Nucor Project** : On August 4th, met with Pat Underwood with Nucor. He wanted to give Obe an update about Nucor's projects. The one that has started back up is the additions of their water withdrawals from the aquifer. Nucor is planning on taking more water from wells for their production expansion. All the water they are planning to take is for process so water sales should not be affected other than a slight increase as for their potable water means. The issue they are trying to overcome is they are trying to build an underground settling basin tank that needs to be 62 feet deep. Unfortunately, they are hitting water at 40 feet from the surface. The preliminary plans are drilling eight wells around the proposed basin so they can pump concrete around and underneath to create the 3 foot thick basin. When they are pumping out of this, they will be running approximately 62,500 gallons per minute. The Division of Water is doing the hydraulic analysis to assure that we will not impact CCWD during build . Once the basin is built then the wells will be properly capped off.

4. **Project "O"**: Obe continues to work on trying to create a secured simple network for all the workstations and devices with a simple file sharing system such as bridging the security cameras from Ghent Plant to the admin office. Therefore, live feeds can be broadcasted from the treatment plant. Obe has postponed some features that we want to incorporate into our system at this time. There is some mitigation that we were going to hire E&H but he is going to attempt to set those setup himself to create network sharing accounts for Lisa and Angie. He is trying to establish contacts with at least two outlets that will know the mapping of devices so in the future CCWD will have more available expedited, higher quality assistance.

**CCWD#1 MEETING MINUTES (cont.)**

**AUGUST 13, 2020**

**PAGE 3**

Obe has been working with Angie and Lisa on moving files and formatting files to create a file share system that allows for other users to find documents and place newer files in the same directory that relates to the subject. Obe reported that this is a large under taking but it is beginning to take some shape. It will have to take everyone to complete this job to accomplish the company goal.

**VI. GENERAL BUSINESS**

1. System Update – The unaccounted water loss for July was an 11.9% which brings the current annual year loss to a 12.9%. The past 12 months rolling water loss is 12.1%.

Field operation fixed an elusive leak that took a couple days to find the exact location of leak on Forest Hill Court off of M&T Road. This small leak dropped the pressure quite a bit due to the undersized water line in the first cul-de-sac. This portion of the subdivision will be included in the capital improvement projects as we will upsize the current water line to stabilize adequate pressure during a small leakage. Also avoiding the possibility of ill weather and overtime repairs if a small leak is encountered.

Billing Stat comparison: Obe reported a decent month in water sales. The current (August) month billing period, generated water sales of \$155,954.84 based on 25.4 MG sold. In comparison to the previous month, water charges were \$162,937 (-4.3%) and 26.4 MG sold . Last year at the same period, the sales were similar as then it generated \$158,643 (-1.7%) based on 26.8 MG metered (-5%).

On August 5th morning during SCADA routine review, it appeared that a leak popped in the Glenwood Hall Resort earlier that morning. After making an onsite visit found that someone had hit an above ground flush hydrant. After exposing the hydrant shoe, it was completely covered with concrete; making a repair impossible to fix the leak. The hydrant did not have a dedicated isolation valve to the hydrant. Field crew installed a hydrant valve and replaced the hydrant with an underground flushing device. Apparently, there were some late hour partying to take place as several golf carts were stolen; one ended up in the lake. A police report was filed. Notification was given to the Manager of the resort that if they want to reinstall the hydrant then they could pay for it or maybe turn in to their insurance claim for reimbursement.

On August 5th, while Obe was in the FEMA meeting, the ten inch control valve malfunction causing flooding. Obe had order the gear box to this valve many years ago, afraid that this important device would expire causing a major halt in operations. Luckily, we had this valve in stock so within an hour we were able to switch out the gear box and back to full operation without any further failures. Valve is very quiet when closing and opening. It is a valve that closes many, many times throughout the day, every day.



## CCWD#1 MEETING MINUTES (cont.)

AUGUST 13, 2020

PAGE 4

About three weeks ago, administration received a reimbursement check in the mail for \$488.81. The bad news Obe reported is this check was mailed in error. The good news, it is related to COVID relief package and even though the check needed to be shredded; it will be credited on the next bill statement according to the insurance representative.

CCWD has installed two more new water services this past month and we have three more on the schedule to be installed. This will bring the annual installs to eighteen new service connections. The current active meter roster is now over 3,000 (3,009) accounts.

Meter reading collection continues to be successful in reading all sales meters within one day. Meter readings were collected on July 15th. Then verification reads were retaken of the meters that were either flagged for either extreme high or low usage.

It appears the local post office had botched our August bill statement cards. As the bill cards were dropped to the Carrollton post office on Friday, July 31st at 11:30 a.m. Obe reported he did not receive his personal bill until next Friday, August 7th as well as other employees too. Also, Lisa contacted Carrollton Utilities to check on their status of bills received. They stated they just received their water bill on Thursday, August 6th. Which makes it apparent that the bills laid in the local post office until found on Thursday. Based on the post office protocols, would indicate the bills started their journey of distribution on the Thursday, August 7th.

- 2. Delinquency Proactive Plan** - Obe drafted a warning/courtesy notification letter to help existing customers to take action now to avoid being cut off in the future with higher cost such as service fees. Obe read the letter out loud. This letter actually gives the customer opportunity to wipe out their balance if they follow the guidelines to request assistance from the state. It appears that this did have a positive action as while the bills didn't hit the mailboxes like they normally do, the office received approximately \$7,000 / \$8,000 in credit card payments within a couple days around the 4th about the time letters hit and now knowing the water bill cards had not been delivered by USPS at that time. Matter of fact, a lot of the transactions were paid by credit card. We are certain that no one received their bills prior to August 6th other than the customers that are signed up for both the email notification and bill statement card. On another note, the office took calls that also offended people saying that they did not need any assistance with paying their bills even though they were in a delinquent status.

On another avenue of handling sluggish payments, we are trying to catch and notify accounts that are not paying a dime and allowing a water leak to run. For example, we did a courtesy turn off at meter and placed a 'blue tag' door hanger; after not being able to reach people inside the dwelling. Shortly after the field technician left the property; received a phone call from the customer to the office. After Obe explained to the customer of the situation, allowed customer to turn water back on as it was not locked off at this time. Later in the week, found the same situation of water ponding/flowing in yard from the water leak. Obe asked the technician to turn water back off as the customer would not come to the door even though they could be heard inside structure. This time we gave them a mandate to fix the water leak. Customer fixed the leak and it appeared the customer appreciated the letter to help find some assistance.



**CCWD#1 MEETING MINUTES (cont.)**

**AUGUST 13, 2020**

**PAGE 5**

In summary, during last month meeting, Obe reported 157 active accounts were delinquent and qualified for service disconnection. When we ran the same disconnection report to get the accounts of this status, there was 201 accounts. As of today, there are 136. Obe stated that you would be very surprised of the accounts that are on the list that should not be on the list. It is very aggravating to see accounts when no payments are received for several months and the consumption goes up as well. Obe reported that he believed some people are filling their swimming pools up that were purchased with the money they received from the government stimulus checks and choosing not to pay for the water as they know they will not be disconnected per government mandate.

3. **Gate Valve Exercise/Replacement Program** - From our annual valve exercise program, several existing gate valves were flagged that needed to be replaced. There were several along the lower side of Boone Road/Oakview area and Hwy. 355 & Fairview that has been recently replaced. Obe reported that when we replace these valves, we install the valve box with alignment disc to stabilize ground shifting that would cause the valve access to be closed off so therefore we would not be able to use valve quickly. Also scheduled is to replace an eight inch valve that was installed on the KY. 42 road project which should be under factory warranty. The exact location of this particular valve is at our Hwy. 42 zone meter near the DOW chemical site. This valve is normally closed to allow the zone meter to monitor the entire flow rate. Obe stated that unfortunately, since the valve is bypassing water while closed, it is not allowing for more precise detection; only if we have major leak or someone on a hydrant. This was detected during our routine flushing as Obe watches for scouring rates on the telemetry system. After follow up action then it was determined that the valve was leeching through at all times.
4. **Open Complaint / Concern Discussion** - There were no concerns or complaints.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23562 through #23666 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Ron Courtney to adjourn the meeting at 3:53 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer





Carroll County Water District

**BOARD OF COMMISSIONERS MONTHLY MEETING  
AGENDA / PRESENTATION**

**THURSDAY, OCTOBER 15<sup>TH</sup> 2020 @ 3:00 PM**

**CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)**

- I. CALL TO ORDER / ROLL CALL**
- II. MINUTES FROM PREVIOUS MONTH'S MEETING**
- III. RECOGNITION OF GUESTS**
- IV. COVID-19 IMPACT / STATUS UPDATE:**
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS**
  - 1. FEMA Project
  - 2. Annual Tank PM Program
  - 3. Wheatley Tank Vandalism - Emergency Repair Response
  - 4. Project "O" Improvements
- VI. GENERAL BUSINESS**
  - 1. System Update
  - 2. Division of Water Annual Inspection
  - 3. Ky PSC Annual Inspection
  - 4. Build American Bond (BAB) Rebate
  - 5. Theft by Unlawful Taking (TBUT) Case Updates
  - 6. Financial Disclosure Packet Submittals
  - 7. Well Head Protection Update
  - 8. Meter Warranty Status
  - 9. Manager Annual Evaluation
  - 10. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS**
- VIII. ADJOURNMENT**
  - *Once you replace negative thoughts with positive ones, you will start having positive results.*
  - *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"*  
*CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District





**MEETING MINUTES  
SEPTEMBER 10, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Treasurer Mike Lewis, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Ron Courtney, Mike Kelley, and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Joe Raisor and Gilbert England was absent. (Joe Raisor, Chairperson was present at a later time to review and sign documents.) The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Ron Courtney and seconded by Commissioner Doug Terry to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

No one on CCWD's staff was giving any kind of notifications of positive exposures or signs of any illness. Only one received word that their daughter might have been exposed to a Covid case but the daughter and entire family was tested with all test results for the family came back negative. The morale is still considered good. No change in operations other than changing the front door sign from "Lobby Closed except for appointments" or "Lobby Open to appointments and special assistance."

**V. CONSTRUCTION/PROJECT PROGRESS REPORTS -**

1. **FEMA Project** - Management reached out over to 18 different contractors to try to find interest in building the bump out for the drive-up window in preparedness of a COVID fall surge forecast. CCWD received three quotes. The lowest quote received was from Ateck who is currently building the Ghent convenience store that is now under roof. Ateck submitted a \$29,850 to build the bump out and Meinders Concrete Construction submitted a proposal for \$50,570. Mefford Construction called in a \$78,000.

Southeast Banking is to supply the bullet resistance window, payment drawer and overnight drop off box that will dump directly into interior secured office drawer. The approximate cost of material is \$8,750.

These are unusual times and trying to build a protective layer to protect the staffing and the public exposure during this world pandemic as according to the local News Democrat newspaper, the White House Corona virus Task Force has marked Carroll County as a "red zone" due to the high positives testing results. This is an urgent emergency matter of handling this crisis. CCWD is hoping that the state government will lift the mandate of not being able to disconnect the water services so that we can continue to work on trying to get our accounts receivables up as we already offer a hardship payment plan to avoid disconnection but lets the customer know of the responsibility. If this is the case then once we have the drive-up window, we can handle these accounts in this proposed manner without increasing risk for both parties. Eventually, the state will lift mandate and chaos will be given for some period.

A motion by Commissioner Jim Sapp and second by Commissioner Darrell Lykins and being a unanimous decision to proceed with constructing the building extension to allow the installation of the drive up payment window due to the worldwide emergency pandemic to provide safety to the staff, the District's customers and other visitors to enable the systems daily operation during these times.

**CCWD#1 MEETING MINUTES (cont.)**

**SEPTEMBER 10, 2020**

**PAGE 2**

**FEMA (continuation)** - On another note, on July 27th, Manager Cox submitted a required "Risk Assessment" report requested by FEMA which is a requirement before any reimbursements can be received.

**2. Hwy. 36 Valve Improvement Project (Cap Imp):** CCWD has an existing zone meter in Easterday area that monitors water flow down Hwy. 36 to the Carrollton Tank but it also has Boone Road water line that branches off this main that feeds into the same tank zone area. This also has another branch that has a good population of homes. In the past, when searching for small pesky, elusive leaks; CCWD does not have any isolation valves to reduce the footprint. Also, during an emergency repair this would cause a greater outage and it eliminated the secondary feed line in downstream zone. The maintenance men was schedule to install a couple isolation valves in a couple strategic places to help in the future of reducing the population outage, also keeping a secondary feed line active and providing tools to use to find future water leaks during hunts. This has been completed.

**AT&T battle/disappointment:** Before digging started, 811 was called. AT&T gave an email for an all clear status within 48 hours of the request. When our field crew started digging, two phone cables were hit early as they were not very deep. One of cable had 100 (inner) pair lines. Later to find out, there were 3 active land lines out of the 100. Jared Radar, the AT&T repairmen was disgruntled with having to make a repair; even though he admitted on site that the reason why the "All Clear" status was wrongfully transmitted as his mapping showed the active cables on the opposite of the dig area. He asked if we could come back later to back fill their hole. Later that evening, Obe received a call from the property owner stating that they were installing an above ground pedestal that the land owner did not want and also reported that Mr. Radar said he was going to charge the water company for the damage repairs and they are the cause of the above ground pedestal. The next morning, Obe forward a message to Radar that the water company would dispute any charges as we had documentation our file that an all clear dig area. Furthermore, that CCWD would not assist with back filling as the customer does not want the pedestal. Radar said there was no sense in back filling as they would order an underground "Zaga Box". As of right now, CCWD has not received any bill from AT&T but the above ground pedestal has not been changed out either. Since then, our ground restore dress up has taken seed and looks good. Also, Obe reported that he has tried numerous times to reach Jared Radar and left several messages without any of them being returned. Obe also has called the AT&T headquarters to report the issue with the property owners concern of the above ground pedestal. The reference number with AT&T is NA112335. Obe has been told by AT&T personnel that he should receive a call back with someone that could handle the right of way claim within 48 hours. The number you have to call is automated and takes forever to speak to a live person from a far that usually sends you through multiple bounce transfers.

**3. Scenic View Improvement:** The field crew moved in to Wideview Drive as a small leak was surfacing that was only creating a small wet area at the edge of the road. Water was tested and it appeared to be treated water. The men searched for an entire day chasing that ultimately landed towards a concrete driveway. On the next day, field crew went back in to find what we thought to be a dead cap under the drive. Later, after exposing the pipeline under the concrete driveway was a meter service corporation fitting tapped straight up on the barrel of water main then a 3" x 2" plastic reducer. The corporation stop valve was turned off and plugged to avoid any future seepage. Then relocated the tap outside of the existing driveway into a green space and ran a new service line from the new tap to the existing meter base. The driveway disturbed area was backfilled with 100% crushed stone to avoid settling and after hour calls to re-establish grade. The following week, installed another isolation valve on this branch line to create a smaller outage and smaller footprint to search for small leaks.

**CCWD#1 MEETING MINUTES (cont.)**

**SEPTEMBER 10, 2020**

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4. **Project "O":** It seems like there has been several distractions this past month so the digital library progress was stagnant. One of those interruptions came from the City of Ghent and Cahill surveyors. It was a legit request but required going through land leases and property deeds. Obe had to go through several files. During the search and review, he took the time to note the location and group the sites to make an easier overall search for next time when someone else may need to reply back from a land dispute. Obe came to conclusion since he was doing this that it made perfect sense to digitalize and create a means of searching through a computer search for key words such as a deed book and page number since we now have that information as well in our GIS data base. One of the requests that involved the Wheatley Water tank lot and the George Race properties, my findings resulted that the original deed was filed in Carroll County and not Owen County. Obe reached out to Ruth Baxter to file the original deed that we had in our possession. Ruth personally dropped this document to the Owen Clerk's office. Earlier this week, since we have not received the original deed back, Obe emailed Ruth to see if she knew the whereabouts or status of filing. This is when she reported that she personally dropped it off for recording. She also stated she would check on the status and see where they postal mailed the deed to. Then we discussed the risk concern of the postal service performance.

**VI. GENERAL BUSINESS**

1. System Update – The unaccounted water loss for August was a 11.6% which brings the current annual year loss to a 12.7%. The past 12 months rolling water loss is 12.4%.

Field operation fixed another electrical issue from the 2010 Improvement Project. This makes the third site where an underground control station had an electrical failure because of the way the contractor connected the plastic conduit to the metal stub out. Early Friday morning, the Carrollton tank went into a "Loss of Power" alarm status. First reported to Owen Electric to see if they were experiencing any outages. They pinged the electric meter and that showed that power was good up to the meter base. Field crew replaced the main electric breaker to only result in the same kick out. Then based on previous failures, had men dig just outside of the control station to find that the plastic conduit had settles down and sheered the electric lines going into the can.

Billing Stat comparison: On a summary billing stat update based on September bill generation; water sales are \$151,730 based on 24.4 MG sold. In comparison to the previous month, water charges were \$155,954 (-2.7%) with 25.5 MG sold (-4.1%). Last year at the same period, the sales were higher as then it generated \$155,197 (-2.2%) based on 26.7 MG (-8.8%).

Earlier this week, received a call from an active customer (Jay Gibson) that had patiently waited to report no water at one of his active meter accounts that is located on Hwy. 355 in Owen County. This is a site that usually occupies recreational campers. Once making an onsite inspection, found that not just the water meter was stolen but also the copper "S" piece that holds pressure reducing valve was missing from the tandem meter setter. After an onsite investigation because sometimes history of particular sites and tracking of the strength of radio frequency, we found the stolen materials at an inactive meter base

**CCWD#1 MEETING MINUTES (cont.)**  
**SEPTEMBER 10, 2020**  
**PAGE 4**

located at J.N Lee Road being the property owner of Holbert and Michelle Humphrey; Deed Book 241 and Page 290. Holbert Humphrey is deceased due to an automobile a couple of years ago. We notified the Owen County sheriff department. They asked us to submit the cost of damages and stolen materials and said to call back if we run into any issues on site. Field crew documented pictures of items and license plate of vehicle on site of discovery of the person living there at the time which was obvious they were receiving stolen product. Earlier on July 27 when doing meter sweeps on inactive accounts, service men found that the meter lock and setter was destroyed while having the meter setter valve half open, causing more damage to valve. CCWD removed the water service from this lot as a result of multiple offenses and a method to avoid more operation expense.

Last month, Obe reported to the Board that CCWD received a credit for \$489 on our health insurance premium due to Covid relief. On August 21, we received a dividend check from KACo insurance check for \$1,524.

CCWD has installed two more new water services this past month with none pending at this time. This will bring the annual installs to 20 new services for the year.

Meter reading collection continues to be successful in reading all active water meters within one day. It takes a full staff to accomplish this as automatic radio meter collection failures are piling up since the lack of warranty exchanges have been delayed. Meter readings were collected on Friday, August 14th.

Phil Napier is schedule to take his 3B treatment certification test in Frankfort on Friday, November 20. Obe received notification that the state will open the web portal to register any applicants on September 1 and it was limited seats. This registration would be taken on a first to register basis with limited openings. Obe was set to register at midnight to do the online register to assure of locking the test date for Napier to grab a close location and soon as possible. Unfortunately, the late hour did not work as the portal had an issue. That morning after 8 o'clock, Obe tried to reach the certification by phone only to be able to leave a voice mail. Then followed up with an email, asking for verification that their system was having an issue. Obe received an email stating the registration did have a problem but had no idea when the issue would be resolved. Obe replied back through email, making a request to give me a heads up on when it was open as I have checked multiple times and found no change. The next mid-morning, Ky DOW did sent him an email so the registration for Phil Napier was eventually successful.



**CCWD#1 MEETING MINUTES (cont.)**

**SEPTEMBER 10, 2020**

**PAGE 5**

2. **Delinquency Proactive Plan** - As reported last month, it appears that the warning letters did help with accounts receivable. Another thing, trying to catch is when we know that a person has moved out, even though a customer may have not notified us, we are doing a courtesy turn off and final out that particular account. Then the person who is living at the residence then comes in to sign contract and pay for water services.  
Last month, Obe reported that we had reduced the 201 delinquent accounts to 136 that would have required the water service to be locked off as the result of the warning letters being disbursed. This month the same report shows 158 accounts.
3. **Gate Valve Exercise/Replacement Program** - Last month reported that field operation had worked on several isolation valves in the distribution system. At that time, CCWD was still working with a supplier about a couple of valves along Hwy. 42 that were still in warranty. Those valves have been fixed as well.
4. **Open Complaint / Concern Discussion** - Obe requested for next month (October) Board meeting to be postponed one week to a Thursday, October 15, 2020 at 3:00 pm. Due to a short staff because of an employee requested an extended vacation at the first of the month. During the same time the work load for Obe is already heavy with required state reporting deadlines.  
A motion by Commissioner Jim Sapp and second by Commissioner Darrell Lykins and being a unanimous decision to move the board meeting to the following week at the same time.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23667 through #23753 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Terry and seconded by Commissioner Ballard to adjourn the meeting at 4:05 p.m. (ET) Motion passed.



  
Mike Lewis, Secretary-Treasurer



Carroll County Water District

## BOARD OF COMMISSIONERS MONTHLY MEETING

### AGENDA / MINUTES

THURSDAY, OCTOBER 15<sup>TH</sup> 2020 @ 3:00 PM

CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)

- I. CALL TO ORDER / ROLL CALL
- II. MINUTES FROM PREVIOUS MONTH'S MEETING
- III. RECOGNITION OF GUESTS
- IV. COVID-19 IMPACT / STATUS UPDATE:
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS
  1. FEMA Project
  2. Annual Tank PM Program
  3. Wheatley Tank Vandalism - Emergency Repair Response
  4. Project "O" Improvements
- VI. GENERAL BUSINESS
  1. System Update
  2. Division of Water Annual Inspection
  3. Ky PSC Annual Inspection
  4. Build American Bond (BAB) Rebate
  5. Theft by Unlawful Taking (TBUT) Case Updates
  6. Financial Disclosure Packet Submittals
  7. Well Head Protection Update
  8. Meter Warranty Status
  9. Manager Annual Evaluation
  10. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS
- VIII. ADJOURNMENT
  - *Once you replace negative thoughts with positive ones, you will start having positive results.*
  - *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"*  
*CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District





**MEETING MINUTES  
OCTOBER 15, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Gilbert England, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Doug Terry and Ron Courtney were absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Kim Ballard and seconded by Commissioner Mike Kelley to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

The health of the District's employees is still good with no positive Covid cases for our staff or their immediate families. The morale is good especially while living in these odd times. No change in operation from the previous month. Recently, Obe received notification from the Kentucky PSC that they have filed an amendment to the ongoing mandate being the Case No. 2020-000850; this is related to the emergency order of not disconnecting any delinquent accounts or assessing any late fees on any accounts. The new order will allow starting on October 20th, that disconnects can be executed. No late fees on residential customers only until 12/31/2020. We must offer a payment plan a minimum of six months but no longer than two years. Earlier this week, a preliminary report was ran to see how many qualified for disconnection due to being past due. The amount has increased to 193 accounts with a total balance owed of \$41,718. Last month, the same report showed 158 accounts. We are hoping that the disconnect letters will get their attention and they respond properly. Once again, we will inform the recipient within the letter, the contact information to approach for government assistance. We have counted our meter locks in preparation; we have 78 locks in service trucks with 24 new ones on the shelf for a total of 102.

The construction of the building extension is in progress. This will allow us to install the park and go transaction window. We will more than likely have to coordinate with contractors to have the clerks work remotely to allow a transition of interior wall coming down and still function with billing inquiries with customers.

**V. CONSTRUCTION/PROJECT PROGRESS REPORTS -**

1. **FEMA Project** - Obe received a call and a follow up email from Jefferson Mason with Federal FEMA. He informed him that he was our new PDMG and POC for this project. When Obe asked about our previous Project Manager and point of contact FEMA person, he stated that she was replaced because of an illness. He asked for information that had already been submitted to Ms. Partin. Obe is in the process of getting him all of his information. I told him that we would like to get all the needed items in; so that CCWD could request payment before the end of our fiscal year.

2. **Annual Tank Schedule PM:** Middle of September, directly after monthly meter reading collection, we rented a man lift to start prepping the Ghent Raw Water Tank for painting. The men did an excellent job painting the tank with a slightly darker gray paint. Once this was done, on Tuesday morning, the lift was moved to pressure wash the Fairview tank and the Jackson Ridge tank. (See Exhibits.)

**CCWD#1 MEETING MINUTES (cont.)**  
**OCTOBER 15, 2020**  
**PAGE 2**

3. **Wheatly Tank Vandalism - Emergency Repair Response:** On September 14 evening, it was reported that water was pouring out of the Wheatley water tank which is our tallest tank we have in our system at 166 feet tall. Phil Napier was dispatched to the scene to witness the damage and the deputy had two juveniles detained. They reported that they had shot at the tank three times that evening. I called a tank consultant immediately that night to get him to reach out to his resources to arrange a tank crew to come in as soon as possible. The next morning, I went to the tank site with a range finder to get the hole elevation and then went back to see how we could lower the tank and keep everyone in adequate water service. The following morning, Phil and Obe met the emergency tank crew and the tank consultant to make the repair. Once men was hoisted up and making repair, we advised the tank crew to inspect the tank as there was some areas from the ground that looked suspicious. The men took video of two other spots that was above the water table and sent the information down. On that day, three holes were repaired quickly.

On the very next day being September 17th, Obe met with Wayne Barnes, the insurance claim adjuster. After discussing several random related items, Obe explained that the tank has been damaged and this was a temporary repair. A more permanent repair was required such as reestablishing prime coating and attainment of the proper paint thickness would be needed to extend the life back to the prior status before this event occurred. It also appears that a smaller caliber bullet may have dinged the tank causing small failures inside of the tank.

**PERMANENT FOLLOW UP WORK:** As of right now, the current cost of repair is a total \$7,488.44. Obe is working with Jay Hoffman of Wet & Dry Tank company and the Semper Fi tank company to schedule more work to enhance the temporary repair to extend the life of the repair. This will allow the entire tank to get back on the same schedule of future maintenance work. (Exhibits of reports, videos and site photos were on display.)

4. **Project "O":** To follow up on the conclusion of the misfiled deed in Carroll County courthouse instead of Owen County in regards to the Wheatly tank lot. The original has been received from the Owen County courthouse and is now filed within the other properties owned by CCWD in Owen County.

Due to the excessive work load, no major accomplishments have been completed. Recently, a few weaknesses of the Admin SOPs have been exposed and will be inserted into the manual.

**VI. GENERAL BUSINESS**

1. **System Update** -- The unaccounted water loss for September was a 7.5% which brings the current annual year loss to a 12.1%. The past 12 months rolling water loss is 12.2%. The field crew has found and repaired several pesky leaks with a few being under asphalt which causes a greater cost of repairs. As of October 9th, CCWD has installed 24 new services for the year.

The field operations also took our "Clean up" tracking list and made a sweep of all the recent disturbed areas to grade and get seed established before winter season. There were 21 sites listed; now completed. Some of the paved areas that have been disturbed due to necessary repairs are not complete as they required more time to settle plus trying to coordinate with local asphalt company that is randomly operating.

**Billing Stat comparison:** The October bill statement summary showed almost a no change between the prior months; current water sales are \$150,978 based on 25 MG sold. In comparison to the previous month, water charges were \$151,730 (-.5%) with 24.4 MG

**CCWD#1 MEETING MINUTES (cont.)**  
**OCTOBER 15, 2020**  
**PAGE 3**

sold (+2.5%); meaning residential sales dropped and Industrial/Wholesale slightly increased. Last year at the same period, the sales were higher as then it generated \$157,005 (-3.8%) based on 26.5 MG (-5.6%).

Routine Monthly Meter reading collection started on September 14th and was completed on the next day. Meters are mechanically working but are failing on transmitting the radio reading. Therefore more manuals are required. Yesterday October 14th, started meter reading collection for the November billing to beat the rain to help offset the weak radio read meters', therefore eliminating some manual reads. We also, are mixing up the assignments of different readers reading different routes to help solidify to know the system. We are having some issues with some of the radio receivers in the truck; trying to work around a tad as these receivers are older and not replaceable.

At the start of last month's Board meeting (09/10), Obe received a call from Heath Hewitt. The men were in Sycamore working on a small service line leak repair. The truck was parked but was side swiped. Police report was collected showed the fault of the other driver. The driver at fault is covered with Progressive insurance. Because of Covid, no adjuster was sent out. They sent an email with their direction on how to submit photos of the damaged areas. When attempting to pick up the truck from Pyles, the side bed had not been fixed. Heath called Obe and he was instructed to leave the truck until Progressive understands that they will be making all repairs to the damaged areas from the incident.

- 2. Division of Water Annual Inspection** - Abigail Harris called on September 17th, wanting to schedule an annual inspection the following week on September 22. The inspection was a typical inspection other than required mask had to be worn and we drove in separate vehicles. The book keeping inspection was held in my office. She examined all the programs and record keeping packages without any issue or concern. She wanted to visit both plants and all pump stations and tank sites. Therefore, the inspection took all day. First site was the Ghent WTP where we recently finished painting the 80,000-gallon tank. The plant facility looks exceptional well with the recent work that we have done as shown earlier since everything has been painted within the past year. The only complaint that she offered was about the overflow pipe on a 1984 tank build, which did not extend out 10 feet from the tank wall. Obe questioned her a tad on water deflection and a small headwall to prevent any water coming back towards the tank to achieve the concern of water eroding out the tank foundation. She told me that I would need to contact the Division of Water Technical Assistance to get any approval of alternative measure. We traveled to other sites. She stated that she was not allowed to enter any of the underground stations. We ended at the Dividing Ridge tank which also another 1984 build. She brought up the concern of the overflow pipe again that we

**CCWD#1 MEETING MINUTES (cont.)**

**OCTOBER 15, 2020**

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would want to correct this deficiency. Obe stated that he told her that he had been stewing since the Ghent tank site. Obe asked her where that rule was so that he could justify the additional work as the Covid fallout has hurt the water revenue collection and to note that at the Dividing Ridge tank that it was obvious that the water from the outlet hit a downward concrete sloped ditch line and the back of the tank lot sloped away from the tank; therefore water flowing would not flow uphill. She said she didn't know for sure of the location but that she would find the location and send it over. Obe told her that he was aware of it being in the AWWA 10 State Standard Recommendations and it was just that, recommendations and more concerning on new tank builds.

As of today's date, Obe has not received inspection report or any correspondence of the required 10 feet overflow pipe extension. Other than that, the inspection went great.

3. **Ky PSC Annual Inspection** - On September 30, an email was received from Erin Donges that she wanted to start the annual PSC inspection. The method for doing so would be through electronic submission. All items had been submitted electronically through email or arranged for pick up. Obe attempted several times through voice and email to request a conversation with the inspector. The concern was that this was going to take a long time to take binders and print exhibits of her 20 item check list. Obe was told she was still working from home because of COVID safety measures. Eventually contact was made and CCWD requested if she would feel comfortable that we could arrange for her to go through all binders and programs for her viewing while being isolated on site. She declined the offer; but said she would accept some sampling submittals to reduce some of the excessive scanning, etc. We are currently in the middle of this process.
4. **Build American Bond (BAB) Rebate:** The Build American Bond, also known as BAB is a process to submit a packet within a window for payment that is usually around \$6,000 per request and happens twice a year. Usually within three months, a payment is directly received into our operating account. On July 2, the packet was submitted and tracked by certified postal mail like usual. CCWD received the mail receipt that showed the packet was received on July 27. Obe went through the original paper work in file to only obtain a contact email address. He requested through email for an update on the status to determine if we need to do anything else on our part and confirm reimbursement payment. Obe went through the bank institution to see if there were any other methods to check the status of this federal IRS rebate. Lisa Poland called and spent most of a half a day on hold; to finally get a voice that said to be patient. As of today, our account has not received any funds. CCWD will continue to monitor and act if necessary but it has been reported that IRS is working with less staff and remotely.
5. **Theft by Unlawful Taking (TBUT) Case Updates:** Obe reported that he calls the Owen County Sheriff's (Bess) office on a weekly basis to get an update. Also calls the County Attorney office (Josh Smith) and the Court Designated Worker (CDW). Obe state that he is trying to get the information for our insurance company in regards to the Wheatly Tank

**CCWD#1 MEETING MINUTES (cont.)**

**OCTOBER 15, 2020**

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as they want the names of the parents; but at the same time, trying to keep up on the other illegal events in Owen County. Obe cannot get any information from the CDW worker; as they are working from home and not responding to voicemails or emails. It was first assigned to Samantha Walker (White) and now Chris Bailey. Finally reached Mr. Bailey on the phone yesterday. He was full of excuses and did not have any answers as he attempted to state his boss was on vacation all this time. I stressed to him that we needed an answer in regard to if they can release the names of the parents to the insurance company. If not, then I could report this to the insurance adjuster so they could start their legal request to obtain the information. Apparently, this is the route that needs to be taken, due to it being a very slow process and considering the ongoing laziness from the judicial system.

Obe received police reports for the GWH vandalism and theft at the location of 50 Lee Dotson which is also known as J.N. Lee Road both in Owen County. The Glenwood Hall theft and vandalism also involves two juveniles and a 18 year old. The two juveniles have admitted guilt while the 18-year-old is in Tennessee. Deputy Lilly stated that he is working on trying to bring him back to appear before the court.

The 50 Lee Dotson Road theft, Deputy Lily said that a Michelle Gentry tried to admit guilt but after he talked to her that the boy friend is going to admit guilt. They have already reported that they took the meter and put it in the meter base. These are all pending and have not gone to the judge hearing as of this week.

On a different theft that was located in Ghent, we have received in the postal mail from the Carroll County Circuit Court that Mr. Roque Rojas has been ordered to pay the court \$1,791.92 and when the Court receives all the money; then it will be released to the water company in the amount of \$1,706.58.

6. **Financial Disclosure Packet Submittals:** Obe took a roll call to obtain the status of everyone's submittals. The deadline for packets to be turned in is November 1; according to Tanya Dermon.
7. **Well Head Protection Update:** Received notification from the state that they are wanting to proceed with a 5-year recycling update to the current Well Head Protection Program. They have revised the public meeting requirement and are required for the manual to be posted on the company's website. This will be completed in the near future. Obe reported that the state reply back to the Gallatin Well Field withdrawal permit was denied

**CCWD#1 MEETING MINUTES (cont.)**

**OCTOBER 15, 2020**

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because we are not within the 85% of the existing permit. Obe was trying to match the design and withdrawal permit when he became aware of the permit approval process. As of right now, it is permitted to the ones that first make the request. Obe stated that it would be a sad day if a public water supplier is denied water withdrawal from the aquifer because an industrial facility has claimed it first. Obe said it would make more sense to have originally requested the permit to match the design on day one. He also stated that he tried to explain that this well field is designed to take the demand from the Ghent well field.

8. **Meter Warranty Status:** CCWD received from Mueller (Hersey) AMR meters twelve meter replacements. Eight meters were rebuilt and factory tested for accuracy with four meters being brand new. All meter data has been inputted into CCWD's meter database. In regards to Master Meter, Obe has been in several meetings trying to extend the current warranties on meters that are fixing to expire. On another Master Meter warranty issue, Master Meter came back on RMA# 133031 that the meter was not covered by warranty because of freeze damage. Obe contested this by 1.) the meter was pulled during warm weather and did not show any signs of leakage until putting meter on test bench. It was marked before shipping back to the factory; it was in an area that shows a weakness in casting. Also, Obe pointed out the obvious that this meter was equipped with a cast iron freeze protect plate which means the bottom plate is to break prior to any damage to gears and/or brass body. This is the reason why the meter plate is commonly referred as frost proof plate. Obe has not received the meter replacement at this time but will monitor the status to be assured that CCWD will get the meter owed to us.

**Manager Annual Evaluation:** The Board did their annual evaluation for General Manager Cox. Based on the conclusion of the process, the Board decided to increase his salary by 5%. Chairman Raisor requested that it be noted within the minutes that from the collective review that the history/forecast worksheet and the Kentucky League of Cities COLA adjustments as part of the process to determine the action of the Board. The COLA set by the Kentucky DLG for 2020 was 2.3% increase as shown on their website. In summary, the following conclusion from the Board review was stated by the Chairperson; "after evaluation and the consideration of the following; competitive wages in the local vicinity and the basis of not only of the required skill set of the general manager position. Obe continues to save the District money as being the lead in many departments. He wears many hats in this District related to the operation of the utility such as engineering, legal (to avoid the need of), human resources, public relations, head Kentucky certified water treatment, and distribution operator and computer information technology. He wears these hats to lower the cost of outside assistance from the sources listed above. Obe is dedicated and takes extreme ownership of his position and goes above and beyond. He also requires a disciplined, productive, and motivated staff. He represents the District in operations and in the communities as a positive image. Obe continues to uphold the policies while working respectfully with all bodies such as government entities, customers, commercial, industrial, and political fronts. Tracking and cashing in on warranties by using his



creation of management assets. The system continues to get stronger and has a very respectable reputation in our service area and abroad. In summary, he saves the District money and is

**CCWD#1 MEETING MINUTES (cont.)**  
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indispensable. Obe does not just maintain the utility like other utility districts; his goal is to strive to be the best water system in the state.

CCWD is operating well and continues to improve infrastructure all while having no violations over his 10-year tenure. Even though Covid pandemic has hurt the accounts receivables this year and projection of a needed rate increase is on the horizon. It has been over 10 years before the District has increased the water sale rate tables, the efficiencies improvements has extended the time of not needing such an increase. Obe has done internal energy audits on pump motors without the assistance of professional engineer firms. There are too many improvement items to list but the most recently is the revising of the tariff to increase the special non-recurring charges for the District to collect monies from the extra expense from the customer that has placed the burden onto the system operation.

A motion made by Commissioner Darrell Lykins and seconded by Commissioner Mike Kelley to pay Manager Cox an additional 5% of his base salary. The Board discussed unanimously that they were very extremely proud of the performance of the manager and how the District continuously advances in structure and technology even with a worldwide pandemic. As every year has resulted in no violations, no need of any costly public notices and a lot of praise from other agencies in regards to Carroll County Water District #1. Motion passed unanimously.

**9. Open Complaint / Concern Discussion** - No complaints or concerns at this time.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23754 through #23861 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Jim Sapp to adjourn the meeting at 4:45 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer





Carroll County Water District

## BOARD OF COMMISSIONERS MONTHLY MEETING

### AGENDA (PRESENTATION)

THURSDAY, DECEMBER 10<sup>TH</sup> 2020 @ 3:00 PM

CCWD #1 CONFERENCE ROOM / REMOTE (RING CENTRAL)

- I. CALL TO ORDER / ROLL CALL
- II. MINUTES FROM PREVIOUS MONTH'S MEETING
- III. RECOGNITION OF GUESTS
- IV. COVID-19 IMPACT / STATUS UPDATE:
- V. CONSTRUCTION/PROJECT PROGRESS REPORTS
  1. FEMA Project
  2. Wheatley Tank Repair / Improvement
  3. Project Profiles Update
  4. Ghent Eagle Pump Station
- VI. GENERAL BUSINESS
  1. System Update
  2. Board Status Update
  3. Build American Bond (BAB) Rebate
  4. Kentucky PSC Mood
  5. 2020 Budget Amendment / 2021 Budget
  6. Surplus Equipment Bid Sale (2011 Ford Service Truck)
  7. End of Year Staff/Board Evals
  8. Open Complaint / Concern Discussion
- VII. FINANCIAL REPORTS
- VIII. ADJOURNMENT
  - *Once you replace negative thoughts with positive ones, you will start having positive results.*
  - *CFO asks CEO: "What happens if we invest in developing our people and then they leave us?"*  
*CEO: "What happens if we don't, and they stay?"*

*United We Stand, Divided We Fall!*



Carroll County Water District





**MEETING MINUTES**  
**NOVEMBER 12, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Ron Courtney, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Mike Kelley was absent. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Mike Lewis and seconded by Commissioner Jim Sapp to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

The health of the District's employees is still good with no positive Covid cases for our staff or their immediate families. No change in operation from the previous month. Right after last Board meeting, the next morning, Obe received an early call from one of the employees that he was exposed to someone that was extremely ill that was in the hospital with COVID. His uncle was dying and the hospital allowed him to come in to say, "Goodbye". They followed preventative guidelines with suits and masks. That day he worked in isolation by doing weed eating and Monday morning, with no symptoms he went back to our "new" normal of work operations.

**V. CONSTRUCTION/PROJECT PROGRESS REPORTS –**

1. **FEMA Project** - Last month Obe reported that CCWD had lost our original PDMG, Pam Partin and Jefferson Mason was newly assigned to us. Mr. Mason requested some information that was previously submitted to Partin. When Obe submitted the request to Jefferson Mason, he received a quick response from him, stating he had been let go of his duties. As he replied back to Obe's email, he forwarded this to a couple of FEMA accounts; stated that someone would take this information and process it. Obe did receive another email from one of the other recipients that they would submit the information into the FEMA portal so when we were assigned a new PDMG that the information would be there. A few days later, Obe received a call from Daniel Maye. He announced that he was our new PDMG. Just a few days ago, Obe received a voicemail, stating that he needed me to resubmit the information which is easily available. In his voicemail, he also stated that FEMA had changed some of the things that was originally going to be covered. CCWD has not been given details of how this is going to impact us.

**CCWD#1 MEETING MINUTES (cont.)**  
**NOVEMBER 12, 2020**  
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2. **Wheatley Tank Repair / Improvement:** As of right now, CCWD has been reimbursed for the temporary emergency repair as the outer plates have been welded and epoxy painted. Before we can determine the best approach on the tank, the entire inside of the tank needs to be inspected. The tank is schedule to do an underwater camera inspection the week of November 16th. This will determine if a smaller caliber has damaged the areas where it has cracked our protective paint coating or any other defects.

Both the contractor of repair and the consultant has been forwarded over their payment. CCWD absorbed a \$500 deductible which may be collected when the juveniles have been processed through the judicial system. Carroll County Water has been reimbursed for the water loss and for Phil Napier's emergency call out.

3. **Meter Reading Collection:** Obe reported as of the last meter reading collection that 98% auto collection with Hersey meter reading system was successfully collected by radio frequency. The Master Meter system performed at 81% transmission. CCWD has pushed the warranty exchanges throughout the years that has saved hundreds of thousands of dollars for CCWD over time. Recently, shipped out 31 Hersey meters for a warranty exchange at no cost to CCWD. Hersey was brought into CCWD's AMR read system to provide competition about seven years ago in 2013 which usually not normal protocol of other utilities. There are several master meters that are already in prorate and 1,006 meters are going in prorate in November. Obe has had some heated discussions with Master Meter about the timing of warranty exchange and seems that the meters that would fall into prorate this month will have a small extension to exchange under full warranty exchange, here recently and throughout Obe's career on quality and the timing of warranty exchanges. Currently, CCWD's staff are sorting out all of our defective meters to determine what is under warranty and the ones that was received in November 2010 so they will be replaced under the full warranty.

During the mean time, Obe has been in several other meetings and doing a lot of research for the next platform. CCWD will be piloting a 10 Badger meter cellular system very soon. This type will eliminate the need of high cost base and collector station in the distribution system.

4. **Project "O" Improvements:** Due to the construction work into the office and more foot traffic being encountered into the lobby, and the customer call ins on arranging payments since we did do mail out notices have caused a slow down on the SOPs being processed and tweaked for clarity and structured in a user-friendly manner. It is being achieved; just in a slower pace.

**VI. GENERAL BUSINESS**

1. **System Update** – The unaccounted water loss for October was a 10.86% which brings the current annual year loss to a 11.98%. The past 12 months rolling water loss is 12.04%.

The field crew continues to find several small leaks. CCWD did another low benchmark in the Glenwood Hall Resort where CCWD took over existing pipelines. This area is heavy with plastic fittings which are not utility grade. After fixing a couple of leaks and removing four never used taps in this area, the low/slack period dropped to an overall 7 gallons per minute.

As of November 11th, CCWD has installed 28 new services for the year. There are three more new services that are pending.

**CCWD#1 MEETING MINUTES (cont.)**

**NOVEMBER 12, 2020**

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Billing Stat comparison: The November bill statement summary showed a negative 3.2% from the previous month but nearly a no change the previous year for the same reporting month.

On Saturday, October 17th, Obe worked at the office to allow electricians to work on the electrical portion of our office remodeling which allows us to install the park & go transaction window. During this time, Obe worked on the PSC electronic submittal. Earlier this week, received our inspection report with a cover letter dated for October 30. The report stated that no deficiencies were identified.

2. **PSC Order Update (Covid Related)** - Last month, Obe reported to the Board that we had received notification from Kentucky PSC that they have filed an amendment to the ongoing mandate being the Case No. 2020-000850; this is related to the emergency order of not disconnecting any delinquent accounts or assessing any late fees on any accounts. At that time, it was understood by myself and other utilities that the new order will allow starting on October 20th, that disconnects can be executed after giving a customer a warning notification. (We sent out 265 warning of disconnects; Past due amount was \$34,243 and total due \$47,645 at that time.) Therefore, giving the customer time to respond by paying the delinquent balance or being allowed to have a payment plan established with a minimum of 6 months to pay off debt. On October 27th after our disconnect letters had been mailed; received a PSC email in regards to the intent of not allowed to cut off any delinquent accounts. All delinquent accounts would default to a minimum of a 6 month payment plan even if we did not hear from customer. By the time November 3rd rolled around the original date of cut offs; the report had shrunk to 106 accounts. This did have a good impact similar to what we did a few months prior. This doesn't mean bills were paid in full but at least we saw activity that verified customer is still in the claimed residence.

Accessed late fees on 35 account of commercial and industrial accounts. On those particular accounts balance past due was \$8,010.

**Proposed Rate Study** - On Monday, November 11, Obe requested to do an independent rate study by a third-party being Kentucky Rural Water, who is respected by the Kentucky Public Service. This cost to do this study is \$8,900. The scope of this work will include Cost of Service Study for retail rates; current and proposed Retail and Wholesale rates; Schedule of Adjusted Operations; Revenue Requirement Calculations; and Billing Analysis. KRWA will also include a written summary, presentation to the Board of Commissioners and management, ARF rate filings with the PSC, a proposed board resolution, customer notices and response to PSC inquiries.

**2011 Ford 150 - CCWD** has advertised the surplus vehicle in today's local paper. Will be advertised for two consecutive weeks. The sealed bid will be open at 0900 on Tuesday, November 24. Truck is worn and has 187,819 miles.

**CCWD#1 MEETING MINUTES (cont.)**

**NOVEMBER 12, 2020**

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**Division of Water** - This morning received notification of the Division of Compliance Assistance (DCA) sent a broad email stating that they have made the call to cancel all exams for 2020. It was defaulted to have Phil Napier to test for his 3B Treatment test on January 27, 2021 at 0745 in Frankfort, Kentucky.

3. **Build American Bond (BAB) Rebate Update** - As of earlier this week, the electronic rebate from the IRS has not been received. We attempted to check with USDA RD if they knew of any concerns as on the schedule, it shows for the first time, "First Call". The reply was not to worry about anything and that the rebate will eventually be there but knowing that under the Covid pandemic impact has caused the IRS to be extremely slow in processing as most of the employees are working from home.
  
4. **Theft by Unlawful Taking (TBUT) Case Updates:** Last month, Obe spoke about four ongoing cases. Really no changes in two of the four. (Wheatley was discussed earlier.) The insurance company adjuster did inform Obe last week, they have the parents names of both juveniles. He said he had not contacted the parents and will wait until we get the exploratory inspection and the final cost of the permanent repairs completed before started legal action.  
CCWD received a check from the Carroll County Clerks' office for the entire amount of \$1,706.58 on Account Number 111167, being Roque Rojas.
  
5. **2020 Annual Audit:** Obe reached out to Raisor, Zapp and Woods, CPA for a cost proposal. RZW submitted an engagement packet with a slight increase from the previous year. The proposed amount is \$10,225-\$11,600 for the annual audit. Based on my notes from last year, when collecting pricing from other firms, this was a fair market value cost proposal. Based on the current COVID pandemic, Obe did not expect any cost to decline but only increase more aggressively because of the current crisis.

A motion made by Commissioner Mike Lewis and seconded by Commissioner Darrell Lykins to select Raisor, Zapp and Woods, CPA to perform the annual audit for the District. Motion passed unanimously.

**CCWD#1 MEETING MINUTES (cont.)**

**NOVEMBER 12, 2020**

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6. **End of Year Staff/Board Convention:** This is the time when a discussion is required to select the venue of the end of year dinner to allow time for Board members and staff to come together to bond and discuss the mood and the movement of the utility. To confer with what has been encountered in the past year and look forward to conquering the next stage.

CCWD has an ongoing dinner arrangement at the Harry's Stone Grill on December 13th but due to Covid, this arrangement shall be cancelled and postponed until Spring 2021. At that time, then consider if a company gathering is needed.

This is also the time of year where consideration of the performance of all operations and the status of morale. This is the eleventh month, which may be a little premature to consider the final compensation of how the employees have performed for the year and especially of the last five months. Obe did perform an internal surprise inspection that did not farewell but they all responded very well. On a positive note, the staff has also completed a capital improvement project on Hwy. 184 that if contracted would have increased the construction cost and more than likely would have not been built as well. Also, consideration of the essential workers during Covid that many other companies giving employees hazard bonuses for continue to work during this world-wide pandemic. Recently, one of the employees came to Obe just two days ago, saying that he has access to free concrete blocks that the District could have. These kinds of materials are used for underground thrust blocks. This is just an example that shows CCWD has employees that are team driven and willing to help save the District throughout the year. This topic will be tabled for next month.

7. **Open Complaint / Concern Discussion** - No complaints or concerns at this time.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23862 through # 23945 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Mike Lewis and seconded by Commissioner Jim Sapp to adjourn the meeting at 4:15 p.m. (ET) Motion passed.



  
Mike Lewis, Secretary-Treasurer





**MEETING MINUTES  
DECEMBER 10, 2020, 3:00 P.M.**

**I. CALL TO ORDER**

Chairperson Joe Raisor, with Commissioners Jim Sapp, Darrell Lykins, Doug Terry, Gilbert England, Mike Kelley, Mike Lewis and Kim Ballard present, called the regular monthly meeting of the Carroll County Water District # 1 to order. Commissioner Ron Courtney seat vacated due to him passing away. All other commissioners were present. The others present were Manager Obe Cox.

**II. MINUTES FROM PREVIOUS MEETING**

A motion was made by Commissioner Darrell Lykins and seconded by Commissioner Mike Lewis to accept the minutes as written from the previous month's meeting. Motion passed unanimously.

**III. RECOGNITION OF GUESTS**

No other guests at this monthly meeting.

**IV. COVID-19 IMPACT / STATUS UPDATE -**

The health of the District's employees is good with no positive COVID cases within our staff. Obe did have one employee call in late Tuesday, November 24 to report that one of their kids had tested positive for COVID. Since he was originally schedule to be on vacation the next day; he went in and reprogrammed the phone to roll over to the employee so they could work from home. Other than that occurrence there were no changes in operation from the previous month. Lisa Poland did an outstanding job of working the office and getting out the monthly water bill cards on time.

On another note, the drive-up window was slightly postponed as part of the Southeast Banking crew tested positive to COVID. Currently, the lights are a small issue with finding something similar to the existing interior lights. As well, the flooring has been ordered and should be received in the later portion of the month. The electricians shall return to replace the plugs to the right color and to properly wire the end of the old circuit. The canopy should be received within a few days and the metal had to be reorder because the color was off.

**V. CONSTRUCTION/PROJECT PROGRESS REPORTS –**

1. **FEMA Project** - Last month Obe reported that he received a voicemail stating that FEMA had changed their coverage and that CCWD may not be able to receive reimbursements from FEMA. As the state already opted out of their portion. When he spoke to them several times about this project, it kept getting brought up that CCWD had other outlets to get reimbursements from the CARES money. Obe kept replying back that the SPGE did not qualify for these funds. Finally, after speaking with Misty Berryman, PMP, the Task Force Lead, she stated that they would proceed and try to get everything reimbursed as submitted. Since then, Obe has moved forward with paperwork being upload and submitted.

**CCWD#1 MEETING MINUTES (cont.)**

**DECEMBER 10, 2020**

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2. **Wheatley Tank Repair / Improvement:** On November 30, Wet and Dry Tank Inspection performed an underwater camera robot inspection at the Wheatley tank. It showed that the tank failures are all in the upper half interior of the water tank. Therefore, one could conclude that the small damaged spots are from a small caliber gun that dinged the tank over the years.

Obe reported that we had good pricing for the permanent repairs on the 3 bullet holes that is subject for insurance coverage of \$9,500. This final repair has to be performed when warmer weather returns in the Spring or later. At this time, CCWD can proceed with painting the entire interior and exterior tank for additional cost of approximate \$20,000. This will allow for no additional charges for mobilization, rigging, and sterilization. This also put the entire tank back on the same life of the protective paint coating. This will not be a fun task since we will have to dump water throughout the paint project to keep all residential and wholesale customers in service. We should also get most of the lost water reimbursed since it is related to the vandalism event.

At this time, there has been no updates on the judicial system in regards to the families involved. A motion made by Commissioner Jim Sapp and seconded by Commissioner Mike Lewis to proceed with the scheduling of making the permanent repair and painting the entire tank. Motion passed unanimously.

3. **Project Profiles Update:** Obe met with Kerry Odle of HMB Engineering consultant. It was discussed that there may be some stimulus funding available in the future. They met a couple of times to work on our existing project profiles that we have filed with the state. We updated the profiles on the proposed 500K Industrial tank for the KY 42 corridor; Carroll County Regional Nexus Project, which is a project that was filed jointly with Carrollton Utilities since they qualify for more funding due to serving more of the poverty community of Carrollton. CCWD's rural areas do not. Projects to be noted are Meter Setter Replacement which is currently being worked on throughout the year; KY 1039 Tank and Main; and Owen County Water Line Extensions.

Projects added were City of Ghent Distribution Improvements; Ghent WTP Clear Well expansion; Hwy. 227 Industrial Tank. Most of the proposed projects are a stretch but they are out there mainly to attempt to find special funding assistance. The City of Ghent Improvements, 500K Hwy. 42 Industrial tank and the Hwy. 227 upgrade project all tie together for a greater efficient distribution system. Increasing pressure with lower energy cost water in the river valley sections.

4. **Ghent Eagle Pump Station:** Around November 17th, CCWD field operation finished the Ghent Eagle Pump house rehab by pressure washing the exterior building, replacing an A/C motor component and painting the entirety of interior, including the pipes. (See Exhibits.)

**VI. GENERAL BUSINESS**

1. **System Update** – The unaccounted water loss for November was an outstanding 0.44% which brings the current annual year loss to a 10.94%. The past 12 months rolling water loss is 10.87%. The monthly average is misleading it will probably bounce next month when it levels out as meter reading collections are middle of the month to month while our production is based on the first of the month to the end of month. The field crew continues to make repairs to several small service line leaks. The leaks are usually repaired in a manner that cuts the defective area and not just rubber band the leak; reducing future leakage.

As of December 8th, CCWD has installed 31 new services for the year with four pending. On Monday December 7th, CCWD disconnected 36 accounts per Carrollton Utilities request for delinquent sewer accounts per inner local agreement. This is the first time of disconnects since earlier this year when it was not allowed because of the pandemic.

**CCWD#1 MEETING MINUTES (cont.)**

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**Billing Stat** for the 12/1 bill period; current period \$152,610 charges based on 26.04 MG. The previous month, water charges were \$146,074 (4.5% increase) with 24.1 MG (7.8%). The previous year being the same 12-month bill period, water charges was \$137,261 (11.2%) with a 23.1 MG water sold (12.7%).

On December 4th, we received by certified mail from Kentucky Employers' Mutual Insurance company a letter for request of medical reimbursements for Franklin Asset Management Company, Inc. because their manager claimed she stepped into a meter vault that did not have a lid on the meter box. The day of the claim, a work order and a service man were dispatched to find nothing out of line. The technician also documented the subject meter vault and the adjacent vaults that showed the lids on top of meter vaults without any issue. Obe contacted Ruth Baxter through email asking for her to respond to KEMI in behalf of the District since in my opinion, we are covered under the sovereign immunity and there have not been any reckless actions. Obe also attached the letter, copy of the original work order and pictures for Mrs. Ruth Baxter to use at her discretion.

**Master Meter Cross-shipment agreement** - Yesterday, Obe signed an agreement on an arrangement of shipping from Factory to CCWD of 496 new meters. This is a calculated number that he came up with on the number of failures in the system. We will have 90 days to change out the faulty meters. The agreement is also that all the defective (1,006) meters that were received in November of 2010 will be covered under warranty. Obe negotiated (argued) and ultimately agreed on by all parties on basis of the failures and the prior delay from Master Meter of the time took to replace the defective meters in the past.

2. **Board Status Update:** Ron Courtney passed away at his home on Wednesday November 25, 2020, the day before Thanksgiving. On Monday, November 30th, Obe notified Judge Executive Ryan Morris of Gallatin County and the Kentucky Public Service Commission to notify them of the seat vacancy. Ky PSC was hard to notify properly as under the current COVID, most staff are still working at home. Obe reached out to several outlets to see what the protocol was under these circumstances. Obe followed direction and emailed the vacancy to the Direct of PSC's email account. Obe received an email from Brandon Bruner, being the Administrative Branch Manager who answers on behalf of the Director. His reply was that the notification needed to be placed on the utility's letter head and attached as a pdf and emailed back. This task was completed all on the same date.

On a positive note, Mike Lewis has been reappointed to another 4-year term starting on January 2, 2021.

3. **Build American Bond (BAB) Rebate Update** - The electronic rebate from the IRS has not been received at this time. This is a rebate that should be electronically deposit into our bank account around September. At this point, not sure if it will be received by the end of the year. Will continue to monitor the status.
4. **Kentucky PSC Mood (Swing):** Recently, the Kentucky PSC, the three commissioners have changed their philosophy and placed the burden onto the utility. When a utility comes forth to the PSC, they are trying to push a no late fee charges for any customers into their tariff (permanently) and also changing the non-recurring charges worksheet to not allow a utility to obtain labor and benefit cost recover cost; therefore only getting gas mileage for the misc service fees. Obe stated the recent case that pertains to this socialism approach is 2020-00167; 2020-00196; 2020-00195; 2020-00141. Kentucky Rural Water Association is trying to meet and educate the commissioners the negative short and long term affects.



**CCWD#1 MEETING MINUTES (cont.)**

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5. **2020 Budget Amendment / 2021 Operating Budget:** The budgets were in all the Board members packets. Presentation of the budgets were presented and reviewed. Back in 2014, the legislation changed the method of submitting the budgets to Special Districts. The official name was changed to Special Purpose Government Entity (SPGE) and that SPGE had to submit directly to the Kentucky Department Local Government to their new web portal. Therefore, once the budgets are approved, Obe will submit these for the Districts. Also, the current year budget had to be amended prior to December 31.

A motion made by Commissioner Darrell Lykins and seconded by Commissioner Mike Lewis to approve the 2020 Budget Amendment as presented for the District. Motion passed unanimously.

A motion made by Commissioner Jim Sapp and seconded by Commissioner Doug Terry to approve the 2021 Budget as shown for the District. Motion passed unanimously.

6. **Surplus Equipment Bid Sale (2011 Ford Service Truck):** On November 24th, CCWD open the sealed bids for the service truck. We had a total of 3 bids. The highest bid received was for \$1,699.99 from Cody Droddy.

7. **End of Year Staff/Board Evals:** This is the time of the year that CCWD reviews the grade of all employees and CCWD's operation status. If CCWD has went above the normal in performance, morale, communication, teamwork and desire to push CCWD to excellence. In summary, taking pride in their work and representing CCWD in the best fashion. Obe reported that this year has been the most challenging in his career with the COVID pandemic and the mood of this country. Obe stated within these circumstances; the staff was able to still perform well and respect co-workers and still maintain overall excellent public service even to the portion of the customer base that feel entitled. Discussion took place with topics of essential workers receiving additional pay for consideration of hazard duty at other companies; miscellaneous duties of painting the office, multi-specialty tasks throughout the year and work towards capital improvement projects.

The attitude of staff is the recognition that continuation of gaining of knowledge and the desire to continue to improve the operations of CCWD for our customers and the future staff at the District.

A motion made by Commissioner Mike Kelley and seconded by Commissioner Kim Ballard to authorize a merit bonus for a Net \$600 for the staff. Motion passed unanimously.

8. **Open Complaint / Concern Discussion** - No complaints or concerns at this time.

**VII. FINANCIAL REPORTS**

Orders of the Treasurer and Rental Deposit forms were reviewed and signed. The financial statements were distributed and reviewed. The Commissioners accepted checks #23946 through # 24025 for payment.

**VIII. ADJOURNMENT:**

With no further business, a motion was made by Commissioner Doug Terry (in honor of Ron Courtney) and seconded by Commissioner Jim Sapp to adjourn the meeting at 4:37 p.m. (ET) Motion passed.

  
Mike Lewis, Secretary-Treasurer

