

**Heard County Water Authority  
Board Meeting Minutes  
February 25, 2019**

The Heard County Water Authority Board met in regular session on Monday February 25, 2019 at 5:00p.m. The following members were present: James Ray Gosdin, Sr., Patty Jiles, Loy Howard, Tommie McKeever and Alvin Ginn.

Chairman Gosdin called the meeting to order. Alvin Ginn gave the invocation and led the Pledge of Allegiance.

**Recognition of Guests:** Chairman Gosdin welcomed Chad Sipe and Mark Hain of Carter & Sloope.

**Approve Agenda:** On motion and second (Ginn, Jiles) a unanimous vote was made to approve the agenda.

**Approve Minutes:** On motion and second (McKeever, Jiles) a unanimous vote was made to approve the minutes for January 2019.

**New Business:**

**Leak Adjustment Policy:** Director Laurie Cook presented a revised leak adjustment policy. She advised a customer who was requesting a leak adjustment for his bill asked why we only adjust the highest bill of a leak event. The customer pointed out that he had two high bills back to back from the same leak. Director Cook stated she thought he had a very valid point. She presented a revision that states that the once a year leak adjustment policy should cover the entire leak event as long as it didn't go over three months. Most leaks go unnoticed at first and can span three billing cycles. The revised policy also states that proof of the leak being fixed in a timely manner was a requirement to get the adjustment. Policy also states that a leak adjustment will not be given to a customer who hasn't fixed their leak after three (3) notices from HCWA.

On motion and second (Ginn, Howard) a unanimous vote was made to approve the leak adjustment policy revision.

**Rate Increase Proposal:** Chad Sipe addressed the board concerning the HCWA Rate Study from Carter & Sloope Engineering. Mark Hain presented a slide show explaining the findings of the study and how a rate increase would impact HCWA and the customers. On motion and second ( Ginn, Howard) a unanimous vote was made to approve the Rate Increase.

Director Cook recommended that the rate increase start on April 1, 2019. This would allow for HCWA to give notice to customers before the increase. On motion and second (Ginn, McKeever) a unanimous vote was made to approve the date for the rate increase.

**Old Business:**

**Checking Account Options/CD's:** Director Cook reported to the board that she had contacted different banks to get the best interest rates for HCWA. She made the decision to go with Bank OZK because they offered the best interest rates for the return on the money deposited.

**Reports:**

1.) **Administration:** Director Laurie Cook reported financial statements, in the absence of Michelle Robinson, CPA.

\*Total Revenue: \$188,441.80

\*Net Ordinary Income: \$23,056.41

2.) **Distribution:** Director Laurie Cook reported for Distribution, in the absence of Michael McClain:

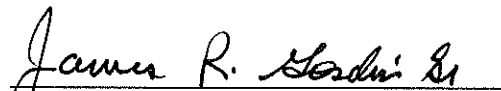
Services: 1  
Leaks: 26  
Main Breaks: 0  
Main Leaks: 1  
Locates: 36  
Work Orders: 173  
Turn Offs: 22  
Data Log: 28  
DOT Permits: 1

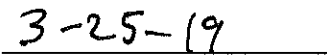
3.) **WTP-** Bryant Snyder reported normal operations and no violations for January 2019. Safety Meeting was held for the department. General safety awareness was discussed.

4.) **WWTP-** Darrell Brice reported normal operations and no violations for January 2019. Safety meeting was held discussing handling of chemicals.

**Executive Session:** None

**Adjourn:** On motion and second (Howard, McKeever) a unanimous vote was made to adjourn at 6:04 pm.

  
James Ray Gosdin, Sr., Chairman

  
Date