

MADRONA BEACH COMMUNITY WATER SYSTEM

Board Meeting Minutes

August 13, 2025

BOARD MEMBER ATTENDANCE

Laurie Cook
Jeff Erwin (Absent)
Scott Lawhon
Diana Nestor
Jeff Patt
Ryan White

SHAREHOLDER ATTENDANCE

None

I. CALL TO ORDER

The meeting was called to order at 6:38pm by Ryan.

II. SHAREHOLDER COMMENTS

None.

III. MEETING MINUTES

The minutes of the June meeting were unanimously approved. There was no meeting in July.

IV. TREASURER'S REPORT

A. Balance Sheet, July P&L YTD

Diana presented the July financials, with these highlights:

Total assets as of 7/31/2025: \$219,070.61
July income: \$3,321.06 (water fees, interest earned)
July expenses: \$16,168.29
July net income: -\$12,847.23
YTD net income: \$8,961.74

B. Annual Invoicing Update

Several shareholders still owe all or part of their annual water fees. Diana will send final notices and updated invoices, with added interest. We will shut the water off to accounts without payment plan arrangements if fees are outstanding as of August 15.

C. QuickBooks

Diana discussed the increasing monthly subscription fees for QuickBooks Online and that she is researching the possibility of moving to QuickBooks Desktop. More discussion is needed.

V. WATER SYSTEM OPERATIONS & UPGRADES

A. 2025 Connection Upgrades

Jeff reported that Quality Water Care will be working on upgrades on the west side of Sunset and High Street and will be shutting down water on August 28. He also reported that several meters in this area are stuck and will be replaced. These connections are likely to be leaking and contributing to our water loss. Laurie will research the addresses and notify the affected shareholders.

B. Easement Concerns

During the recent upgrades at Sunset/Maple/Olympic, we encountered two issues with the easement in the Madrona Street alley: a shareholder built a fence over the water lines, and a second shareholder is storing a boat and trailer across the alley, impeding access for the crew. We were unable to reach this shareholder despite multiple attempts, and Quality charged us an extra \$1,000 to move the boat and trailer out of the way. We need to determine how to proceed with the fence and whether to charge the extra fee back to the shareholder.

C. Shutdown Notification Process

Laurie reported that the most recent water shutdowns in the Sunset/Maple/Olympic area were communicated by Quality on a Friday afternoon, less than a week from the first shutdown. This resulted in a less-than-ideal customer experience and several shareholders complained. This was reported to Quality and Becky has promised to continue improving on timely communication.

D. Fire Hydrant Flushing

We discussed the next steps for the Fire Department to flush and test our fire hydrants, and the request from Quality for a detailed plan. We will need to alert shareholders via email and signage. Jason advised that the water will be brown for a short time after flushing.

E. Generator Service Contract

Tabled for next meeting.

VI. CUSTOMER SERVICE REPORT

A. Shareholder Feedback

Covered in previous discussions.

B. Q2 Meter Reads

Laurie is working on getting the Q2 meter read data into Access so it can be sent to shareholders.

C. Shareholder Communication

We need to communicate the 2026 rate increase. Laurie will do this and update the website.

VII. OLD BUSINESS

A. Quality Water Care 2025 Contract

Tabled for next meeting. We will take our existing contract and draft an update to be negotiated with Quality.

B. Open Board Member Position

We will continue looking for a shareholder to join our Board as a Trustee.

VIII. NEW BUSINESS

A. Water Use Efficiency (WUE) Goal

Per Becky, this Department of Health goal does not need to be updated this year after all.

B. Water Share Waitlist

Laurie reported that several people are interested in acquiring new water shares. She has created a water share waiting list to manage this information.

C. Shutoff and Reconnection Fees

Jeff discussed the need to updated our fee structure to include costs for Quality to disconnect and reconnect a water meter, in the case of non-payment or other issue. It was motioned, seconded, and approved that we update our fees to include \$200 to shut service off and \$200 to reconnect service. Laurie will add this to the website.

D. Administrative Fee

Jeff proposed that we add a \$50 per year administrative fee as of January 1 for anyone who doesn't have an email on file with us. This would help offset the cost of labor and postage to manually send invoices, meter reads, and other communications by regular mail. Motion/second/approved.

XI. ADJOURNMENT

The meeting was adjourned at 7:35 pm.

XII. EXECUTIVE SESSION

An executive session was convened to discuss confidential matters related to non-payment of water dues.

Next Board meeting: September 10, 2025 at 6:30pm.
Respectfully submitted, Laurie Cook, Board Secretary