

DeBerry Water Supply Corporation Board Meeting

1/14/2025 @6PM at DeBerry Fire Station

Attendees:

Sara Edwards – President
Matt Tillman – Vice President
Tammy Walters – Secretary/Treasurer
Mary Robinson – Board Member
Stever Werner – Board Member
~17 Members

Consent Agenda

Last month's meeting minutes were reviewed. Sara motioned to accept, Steve seconded and all approved.

Financials were reviewed. Steve motioned to accept, Mary seconded and all approved.

Customer Service Updates

- **Discussion:** Customer calls have been positive overall, with common inquiries about bill payment and water pressure fluctuations due to tank cleaning.
- **Decision:** Continue posting about pressure fluctuations on the website and through email/text alerts and direct customers to the website for further information.

Leak Reporting and Work Order Process

- **Discussion:** The current process for reporting leaks involves entering information in the complaint log and notifying Galen. The information is then subsequently entered into Diamond Maps.
- **Decision:** Explore ways to automate the data entry process to avoid duplication between the complaint log and Diamond Maps.

System Report

- **Discussion:** The Colemans have repaired eight major leaks in December, several of which were discovered without prior reports. The new operator discussed their initial experience with the system, including challenges with older meters and frequent callbacks.
- **Action Items:**

- We will continue replacing older meters and lids.
- Develop a plan for addressing frequent meter callbacks and providing cost estimates for associated repairs.

Water Loss Analysis

- **Discussion:** Review of water loss data indicated a 35% water loss, but some readings were unavailable due to a broken well meter. The Colemans have been meticulously documenting well readings and other water loss data in a binder for TCEQ compliance.
- **Decision:** To further investigate water loss, the team will:
 - Monitor well 2 readings more closely.
 - Continue implementing automated flush valves.
 - Track water usage by the fire department.
 - Document the amount of water lost due to leaks.
 - Update the file with customer phone numbers in Diamond Maps.
 - Collaborate with Galen to implement a strategy for gathering and recording water usage data from the fire department.

Customer Service Inspections (CSI)

- **Discussion:** DeBerry Water Supply Corporation is now conducting CSI inspections on new construction and remodels. Recent challenges with a customer who required multiple inspections highlighted the need for a clear service trip fee policy.
- **Decision:**
 - Implement a consistent service trip fee policy for CSI inspections.
 - Conduct a review of current customer accounts to ensure compliance with CSI requirements.
 - Educate customers about the importance of backflow preventers and cutoff valves.
 - Develop a comprehensive service trip fee policy.
 - Collaborate with Derek and Galen to review existing customer accounts and ensure compliance with CSI requirements.

Automatic Flush Valve Program

- **Discussion:** The implementation of automatic flush valves has significantly improved water quality and clarity in areas with high sediment levels.
- **Decision:** Continue installing automatic flush valves in areas with high sediment levels, potentially adding them to the ends of lines and other strategic locations.

- Collaborate with Galen to identify and prioritize locations for future flush valve installations.

Tank Cleaning

- **Discussion:** DeBerry's storage tanks were recently cleaned, revealing significant sediment buildup. The Colemans are advocating for more frequent cleaning due to the high sediment levels.
- The coating on the bottom of the tank is blistering and will need to be redone in two years at a cost of ~\$20K.
- **Decision:**
 - Consider cleaning the tanks more frequently, possibly every two years.
 - Explore the possibility of using a camera to inspect the pressure tank and determine the need for recoating.

Emergency Preparedness Plan

- **Discussion:** The emergency preparedness plan has been updated and approved by TCEQ. The team discussed the importance of conducting tabletop exercises to test and refine the plan.
- **Decision:** Plan and conduct a tabletop exercise to assess the emergency preparedness plan.

TCEQ Violations

- **Discussion:** We have resolved all outstanding violations. TCEQ will be visiting on Thursday to review the system and provide recommendations.
- TCEQ will be collecting raw water samples from each well to assess sediment levels. Adurra is being consulted about well rehabilitation options.

Annual Meeting and Elections

- **Discussion:** The annual meeting is scheduled for March 1st. Applications for board positions are due tomorrow by 4pm. Confirmed the election process and ensure that voters are aware of their options for submitting ballots.

Meter Assessment

- **Discussion:** The replacement of over 40 meters resulted in a modest increase in water sales, but no significant impact on revenue due to low water rates and the free water allowance. We will continue identifying and replacing faulty meters.

Microsoft Teams

- **Discussion:** There is a need to have a common place for files so that the board members can all work on the same thing together. Teams was researched and we discussed the different pricing options.
- **Decision:** The middle tier had a free 30 day trial option. Tammy motioned to set that up and let the board try it out for the month and bring it back to the next meeting to vote if we truly want to purchase it. Steve seconded and all approved.

Rate Changes

- **Discussion:** Sara presented a new rate structure. We have been consistently losing money for the last three years because we are not bringing in enough money. The new rate structure distributes the fixed costs of the system amongst all of the members. It also eliminates the first 2000 gallons of water being free. Community members were concerned with the increase in costs to the current members that only use 2000 gallons or less, but it was discussed that these lower tier customers are 40% of our system and that we don't have any large customers. In addition, the new rate structure will encourage our larger customers to use less water so we cannot count on them to cover the costs for the lower level customers.
- **Decision:** Sara motioned to accept the new rate structure. Matt seconded and all approved. It should be noted that the approval was done reluctantly only because without this increase the board felt that we could not recover the system.

Adjournment

Tammy motioned to adjourn, Sara seconded and all approved.

Next meeting will be Tuesday February 11th at 6pm at the DeBerry Fire Station.

- **Discussion:** The team will continue working on implementing the improvements outlined in the meeting.
- **Action Items:**
 - **[Name]** - Schedule a follow-up meeting to discuss progress on action items.




Steve


