

Approved  
March 14, 2024  
as written

PINE MEADOW MUTUAL WATER COMPANY

BOARD OF TRUSTEES MEETING

THURSDAY, DECEMBER 14, 2023

SUMMIT COUNTY, UTAH

Board Members in Attendance: Eric Cylvick, Scott Smith, Steve Anderson - Board Members

Ex-Officio: Brody Blonquist

Excused: Shaun Baker; George Sears.

Eric Cylvick called the meeting to order at 6:34 p.m.

### **Minutes**

MOTION: Eric Cylvick moved to approve the Minutes of November 9, 2023, as written. Steve Anderson seconded the motion.

VOTE: The motion passed unanimously.

### **Financials**

The Board reviewed the Profit and Loss.

MOTION: Steve Anderson moved to approve the Profit and Loss/Budget versus Actual dated December 13, 2023. Scott Smith seconded the motion.

VOTE: The motion passed unanimously.

The Board reviewed the balance sheet.

Mr. Anderson asked about the installation bond. Brody explained that each owner is required to pay a \$2500 bond. The Water Company returns the \$2500 to the owner if nothing is damaged. Mr. Cylvick clarified that they have \$115,000 in \$2500 bonds. Mr. Anderson asked where that money was reflected on the financials. Brody was unsure and suggested that he ask Carol. Brody explained that some owners pay the \$2500 bond and request a refund when they are finished building their cabin. Mr. Cylvick understood that the \$115,000 needed to come out of the \$199,000. Mr. Anderson stated that the bonds they hold for a long time should go into a high-rate account. Mr. Cylvick thought they were getting 5% interest on the money market. Mr.

Anderson recommended putting all the money into the money market and sweep into the checking account when needed.

MOTION: Eric Cylvick moved to approve the balance sheet dated December 13, 2023. Scott Smith seconded the motion.

VOTE: The motion passed unanimously.

### **Unpaid Bills**

Brody Blonquist reviewed the unpaid bills. Badger Meter was the monthly meter fee. Clyde Snow Sessions and Swensen were attorney fees. Ferguson Enterprises were for small parts to keep on hand. George Sears was per diem for the monthly meeting. Hydro Specialties was for meter lids. ID Electric was to fix the heating coil at Oil Well. KGC Associates was Carol's invoice. Pine Meadow Mutual Water Company Capital Account was the savings account the Water Company pays into. Rocky Mountain Power was the monthly bill. Rural Water Association of Utah was for the annual membership dues. Scott Smith and Shaun Baker were per diems for attending the monthly meeting. SKM Inc. was for a power supply that went down at Uncle Tom's. Steve Anderson was per diem for the monthly meeting. Summit County Public Health Department was for samples. SVO Enterprises was for a new roll-up door on the building. The two Utah State Division of Finance were the monthly loan payments. State Tax Commission was the registration renewal on the Dodge truck. Weber Basin was for the annual water shares.

MOTION: Scott Smith moved to approve the unpaid bills dated December 14, 2023, as presented in the amount of \$107,604.10. Steve Anderson seconded the motion.

VOTE: The motion passed unanimously.

### **Manager's Report Eye on Water**

Brody commented on Eye on Water that Pine Meadow pays monthly. Brody suggested that as of February 1<sup>st</sup>, if an owner has not signed up for Eye on Water and they have a large leak, they are not eligible for the one-time leak reduction if they signed up after the leak occurred. Brody stated that they still have 156 customers who have not signed up for it. He noted that the Board discussed it, but it was never formally approved by the Board. Mr. Anderson clarified that it was for everyone who has a meter. Brody answered yes. Everyone who had a Badger Meter that could sign up for Eye on Water and does not have an Eye on Water account, he suggested to the board the Water Company should not give them a one-time reduction if they have a water leak in the period prior to having Eye on Water. Brody thought it was a way to encourage people to sign up. Brody stated that the advantage of having everyone on Eye on

Water helps the Water Company because the customer also gets notified when they have a water leak. He and Trevor still monitor for larger leaks, but they do not have much concern for smaller leaks. However, if the customer has a small leak, they are notified so they can start looking for it before it becomes major. Brody also thought people should sign up because the Water Company pays a monthly service for it. He recalled it was \$.89 per customer. Brody clarified that he was basing his recommendation on how Mountain Regional addresses the issue. If their customers do not sign up by the end of the year, they do not get a leak reduction.

Scott Smith asked if the Board would have the ability to make an exception in certain cases. Brody answered yes, each situation would still be evaluated on a case-by-case basis. Brody clarified that he was only suggesting it as a way to get people to sign up. The final decision is up to the Board.

Steve Anderson questioned how many people look at it. He was not able to get it to work so he never looks at it and he never gets notices. Brody suggested that Mr. Anderson contact Carol because she could help him set it up and link it to his email for notifications.

Mr. Anderson stated that he was neutral on Brody's recommendation. He did not think it was a bad idea, but they were not seeing many leaks and he was unsure whether they would benefit significantly. Brody replied that the benefit was merely a way to make people aware and accountable. Mr. Cylvick was concerned that denying the one-time reduction could lead to potential arguments.

Brody suggested that they table this issue until the Board has a chance to think about it.

### **Ziptility.com**

Brody reported that they have been working with a company that has an interactive web-based asset manager and task manager. He believed it would make the Water Company more efficient and help them keep track of everything. Using Eric Cylvick as an example, Brody showed how he could access all the information by clicking on Eric's home. He explained how once Carol creates a task it automatically sends an email and text to Brody and Trevor. Brody and Trevor need to complete the task before it can close. Brody stated that there is a backlog. The backlog does not notify anyone, but it sets a specific date of completion. On the specific date, they will be alerted and reminded to do the task. It can also create individual customer tasks for Carol and Brody. For example, if someone wants to pay their water bill, Brody can create a task for Carol informing her that someone is trying to pay their bill and provide their contact information. Brody explained that they can create whatever reports they want with the different task layers.

Brody had spoken with Eric in September about looking at different things to make customer

service more efficient and enabling them to track what they do. Brody stated that this company reached out to him in the middle of November, and he, Trevor, and Carol have been working with them since. They usually offer a seven-day trial; however, the Water Company was able to get a month's trial. The cost for the initial setup is \$4100 for a year. After that, the cost is \$3600 per year. The company sets it up. Brody had read the contract. If the Water Company does not renew the next year, all the retained information goes back to the Water Company. Mr. Cylvick pointed out that it is a subscription, and he assumed the cost would increase at some point. Brody thought it was worth purchasing.

Mr. Cylvick stated that Brody had reached out to him, and they talked about various aspects related to their current customer service. They talked about finding a way to streamline the process and document everything and Brody had found this cloud-based program.

The Board further discussed the merits of having this type of system. Mr. Anderson understood that Brody favored this program; however, he asked Brody to check and see what the Handsfree project management system offers that this one does not. Mr. Anderson thought this program or something similar was worth having.

Brody stated that if they choose to go with this cloud-based program or something similar, he requested an iPad for the shop that they can take out in the field and easily read the maps onsite.

Brody stated that this summer he and Trevor will take location photos and photos of the meters. Carol will be able to access the photo and email it to the customer when someone inquires about their meter location.

MOTION: Eric Cylvick moved that if Brody feels the cloud-based app Ziptility is a comparable product to the Handsfree system, to purchase the setup and a one-year subscription in the amount of \$4100. Scott Smith seconded the motion.

VOTE: The motion passed unanimously.

### **Water System Leak**

Brody reported that they were still trying to track down a leak in the water system. It is not at the meter, and it could be a frost plate.

The Regular meeting of the Pine Meadow Mutual Water Company Board of Trustees adjourned at 7:37 p.m.

Pine Meadow Water Company  
Monthly Board Meeting  
December 14, 2023  
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Minutes Approved

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Date