

# CUMBERLAND WATER BOARD

May 3, 2017 at 7:00 P.M.

## Minutes

### 1. CALL TO ORDER

7:14 p.m.

### 2. ROLL CALL

Utility Office Assistant Katelynn Ernsting called roll with Anna Pea, Joe Siefker, Nicole Bell, and Brian Gritter present. Absent was Mark Reynold. Also present was Clerk Treasurer Erica Salmon, Town Attorney Dan Taylor, Director of Utilities Steve Yagelski, and Chief of Police Michael Crooke.

### 3. CONSIDERATION OF MINUTES

\* April 1, 2017 Minutes—Approved 4-0 with a motion from Gritter and a second from Pea.

### 4. PUBLIC COMMENTS (Please limit comments to 5 minutes maximum)

None

### 5. FINANCIAL REPORT

\* Invoices More Than \$5,000 – None

\* Claims Register—Approved 4-0 with a motion from Pea and a second from Gritter.

### 6. OPERATIONS UPDATE

#### **Water:**

- Carl reported a power outage at the water plant occurred as a result of a truck hitting snapping a telephone pole on U.S. 40. Power was out for approximately seven (7) hours, but the emergency generator was not required as the tower had plenty of water.
- Fire hydrant flushing continues; plant operations and distribution system are in good working order.
- GEM Water Plant:
  - Processed 5,010,000 gals of water.
  - Maximum day was 192,000 gals.
  - Minimum day was 116,000 gals.
  - Average day was 162,000 gals.
- There have been 192 new GEM Water Utility connections since the purchase.

#### **Service Advisory Board**

Citizens Water announced at the April meeting that it has instituted a few more customer-friendly approaches to customer service and bill payment. Citizens has added CVS and Family Dollar locations for payment vendors. This new service includes real time payment posting.

Payment kiosks have been added to main office on Meridian – two inside and two outside. The kiosks take check, cash and credit card with no fee assessed.

*“The Town of Cumberland acknowledges its responsibility to comply with the Americans with Disabilities Act of 1990. In order to assist individuals with disabilities who require special services (i.e. sign interpretive services, alternative audio/visual devices, and amanuenses) for participation in or access to Town sponsored public programs, services, and/or meetings, the Town requests that individuals make requests for these services at least forty-eight (48) hours ahead of the scheduled program, service, and/or meeting. To make arrangements please contact Christine Owens, Director of Planning & Development at (317) 894-6202 or [planner@town-cumberland.com](mailto:planner@town-cumberland.com).”*

A pro-active customer alert system is being instituted. This is a customer choice to enact, but the system is capable of providing alerts on overdue payments, scheduled orders, payment reminders, payment posting, paperless bills, budget view, and payment plans. Notification is capable via voice, text, or e-mail.

A video explaining the new utility bills is available on [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com).

**7. OLD BUSINESS**

Filter Media project- Completed and successful with very few customer complaints.

**8. NEW BUSINESS**

\* GEM Water Rate Study—Greg Guerrettaz requested no increase or decrease in rates.

**9. BOARD MEMBER COMMENTS**

None

**10. FUTURE AGENDA ITEMS** for the June 7, 2017 meeting.

None

**11. ADJOURNMENT**

7:27 p.m.