

# CROOKED RIVER RANCH WATER COMPANY

## November Board Meeting Agenda

November 19, 2025, 3:00 PM

CRRWC Conference Room

### Rules for meeting

*We are going to have some basic rules for this meeting. No talking over each other or interrupting someone else who is talking. If a question has been asked and answered, please don't ask the question again and give someone else time to ask a question. Comments will only be taken during the public comment period unless otherwise decided by the Board President. We will show each other respect.*

1. Call to Order
2. Roll Call  
 Mark Schneider       Todd Hill       Kent Inman  
 Herb Parker       Frank Day (General Manager)
3. **Carina Soubiea resigned from the board and was replaced by Beth Gatchell, who was the only person to respond to our notice about the open position. Beth will fill the remainder of the two years that was left of Carina's position.**
4. Approve September 2025 Board Meeting Minutes- Kent made the motion to approve September 2025 minutes. Todd seconded the motion. All board members approved.
5. Treasurer's Report- Kent made the motion to approve the treasurer's report. Todd seconded the motion. All board members approved.
6. Nomination/Election of Officers- **The board members made the motion to fill the board positions as follows:**
  - Treasurer- Herb Parker
  - Vice President- Kent Inman
  - President- Beth Gatchell
7. Oath of Office
8. Unfinished Business
  - a. None
9. Well 4 upgrade study – **Parametrix Engineering spoke to the board about the options, and the board will be working on reviewing the options further.**
  - a. Water Rights renewal in 2028
10. New Business
  - a. Receive Paper Bill charge- *Mark made the motion to approve charging \$1.00 to receive paper bills starting January 1<sup>st</sup> 2026. Herb seconded the motion. All board members approved.*
  - b. Meeting dates for 2026- *The board is still scheduling the 2026 board meetings; however, the board has set the first meeting for January 21st, 2026.*
11. Operational Report (Frank)
  - a. Field Work Update- *The field staff responded to 260 leaks, finished flushing/repairing standpipes, responded to two main line repairs, installed two new connections, winterized well housing, and winterized meter boxes that needed more insulation.*
  - b. New Utility Billing Software.
    - 1. We have transitioned to the new software provider.
    - 1. We've responded to phone calls and emails promptly, and most members have shown understanding.
      - i. Q: What about a \$2 charge to process a check on autopay?
      - ii. Q: Is there another way to make a payment without a charge?- *Customers can avoid the fees of*

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*Xpress bill pay by dropping their payment in our drop box, mailing their payments, or using their banking institution's bill-pay.*

- iii. Q: What is my new account number to get logged into Xpress Bill Pay?
- iv. Q: Why didn't I get my bill this month? - *Due to the software changes and updates, there are no late charge fees for November only. Late charges will continue in December.*

### 12. Member Comment Period

Member question: Did the board know customers would incur a \$2.00 fee for ACH payments?

Frank: We were unaware of the \$2.00 fee and understood that ACH payments would not incur any charges. Additionally, the fee was described as an electronic check rather than ACH, which was not clarified to us.

### 13. Meeting Adjourned