



Terrace Lakes Water Company

A Member Owned Non-Profit Corporation

REGULAR MEETING MINUTES

Meeting Date: August 1, 2021

Meeting Place: Board Member Stillman home, 5 Moonglow

I. Call to Order

The regular meeting was called to order by Board President Dennis Largent at Board member Stillman's home.

Members Present: Largent, Stillman, Cordova & Steele participated via phone

Members Absent: Rolly Woolsey was excused

Also in Attendance: None

II. Approval of Minutes

1. 07/09/2021 Rescheduled Regular Meeting Minutes

A motion was made by Steele and seconded by Largent to approve the TLWC meeting minutes of July 9, 2021.

After a unanimous affirmative voice vote, the motion CARRIED.

III. Agenda Items

1. Approve Resolution for Red Flag Rule – Identity Theft Prevention Program

Cordova explained that the Red Flags Rule requires businesses and organizations to implement a written identity theft prevention program designed to detect the “red flags” of identity theft in their day-to-day operations, take steps to prevent the crime, and mitigate its damage. We may not need to implement the program at the moment, but as we allow payment agreements or when any delinquent account are forwarded to collection agencies we will be required to have this in place.

It was determined to revisit this in the future and adopt the Rule at a future date.

2. ECWAG Grant Update – Well 3 vs. Well 5 proposed sites

Board President Largent stated that after much discussion by the Board with the Engineer, it was agreed that the best option for the TLWC was to proceed with the Well 3 option as a location for a new well under the ECWAG grant. A monthly update on the project will be reflected in future minutes of the Board.

3. Treasurers Report

The Board reviewed Revenues and Expenses for the month of July, 2021.

4. Delinquent Accounts

Cordova explained that several certified letters will be sent out to delinquent account owners soon. She asked the Board that if the delinquent account holder paid in full, then late payment fees could be reversed. No objection was heard from the Board.

In addition, Cordova asked how long of a term would a payment agreement be allowed? After discussion, it was agreed that if the customer did enter into a payment agreement with the Water Company, the past due balances should be paid in full within one year.

IV. General Discussion

Under General Discussion, the Board conversed about the following:

- upcoming litigation with TLRR and who would attend court dates;
- installing meters at North Ridge at Terrace Lakes Subdivision;
- Board members helping to identify properties that are connected to the water system and are not currently being charged.

V. Adjourn

A motion was made by Steele and seconded by Stillman to adjourn.

After a unanimous affirmative voice vote, the Board adjourned at 12:12PM.

Signed and Approved this 5th day of September, 2021.

Dennis Largent, TLWC Board President