

JOINT POWERS WATER BOARD MINUTES
Regular Meeting of
June 22nd, 2009
6:00 PM JPWT Plant Board Room

6:00 PM **Call to Order** by Martin Waters

Board Members Present: Jerry Zachman, Ron Klecker, Tom Fay, Dave Malewicki, Joe Hagerty

Board Members Absent: None

Staff Present: Kelly Daleiden, Shelly Keyes, Veolia Water NA; Chris Larson, HR Green

Staff Absent: None

MOTION BY KLECKER, SECOND BY ZACHMAN, TO ADOPT THE AGENDA AS PRESENTED. MOTION CARRIED UNANIMOUSLY.

MOTION BY ZACHMAN, SECOND BY FAY TO APPROVE THE MINUTES OF THE MAY 26th, 2009, REGULAR MEETING. MOTION CARRIED UNANIMOUSLY.

Waters asked for discussion of the \$100,000 adjustment on the Great Northern Bank statement. Keyes explained that Check# 16206 for \$111,041.58 cut to the City of St. Michael last month was deposited by them as \$11,041.58. Great Northern called the Joint Powers office to confirm the check amount and then adjusted the additional \$100,000 from Joint Powers' checking account. MOTION BY MALEWICKI, SECOND BY WATERS, TO APPROVE THE CONSENT AGENDA AS PRESENTED. MOTION CARRIED UNANIMOUSLY.

Under **Unfinished Business**, Larson reported that no further information has been received from the insurance company regarding the Wellhouse 9 valve issue, although all the repair work has been completed. Daleiden explained the independent insurance adjuster was still working on a recommendation. No action required by the Board. MOTION BY WATERS, SECOND BY FAY TO TABLE DISCUSSION OF THE WELLHOUSE 9 VALVE ISSUE UNTIL FURTHER INFORMATION IS AVAILABLE. MOTION CARRIED UNANIMOUSLY.

Under **New Business**, Daleiden explained the Identity Theft Prevention program required by the Federal Trade Commission. The purpose of the program is to detect and prevent identity theft. A written program was created by Veolia Water which provides initial risk assessment of Joint Powers billing procedures. The program also provides guidelines regarding identity verification and customer authentication when updating customer accounts. Waters asked where customer banking information is stored and Daleiden explained that customer accounts in the Utility Billing software hold the information but the Joint Powers website does not. Daleiden further explained the Veolia Water IT Department provides additional internet security measures for Joint Powers' computer systems protection. MOTION BY HAGERTY, SECOND BY MALEWICKI TO ACCEPT THE IDENTITY THEFT PREVENTION PROGRAM AS PRESENTED. MOTION CARRIED UNANIMOUSLY.

Other **New Business** included discussion of the Delinquent Account/Water Disconnection Policy. Daleiden explained that both St. Michael and Hanover city staff/council expressed interest in a disconnect policy and preliminary collection letters were sent to delinquent customers mid-June. Daleiden added the response was good but the addition of a disconnect policy will further reduce delinquent accounts and the need for certification to property taxes. Tax certification worked in the past, but the recent increase of property foreclosures means payments of property taxes and the attached delinquent water bills could be delayed several years.

Waters asked if Albertville has a disconnect policy and Daleiden confirmed that the Albertville policy implements a disconnect notice for customer accounts which are 60 days past due. Those

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customers must establish an autopay payment plan, pay a deposit equal to 2 months of billing, or pay the delinquent balance in full. Klecker added that after the Albertville staff sends the initial disconnect letter which includes an exact disconnect date, they also doortag the property 24 hours before the actual water shut off. Water shut offs are usually done on Wednesdays so customers can make arrangements to get the water back on before the weekend.

Hagerty asked if the current economic conditions had affected some customers who had a good pay history and Daleiden agreed there were some but most customers on the delinquent list were chronic non-payers. Malewicki asked if follow up with the Minnesota Health and Welfare Department would be required for properties that do have water shut offs and Daleiden stated she would check on those requirements. Daleiden added the policy would be developed with procedures to handle hardship cases and asked Board Members for input on the disconnect policy since Joint Powers' policies do reflect and impact the public perception of city government. General discussion followed. MOTION BY WATERS, SECOND BY ZACHMAN TO TABLE THE DISCONNECT POLICY IMPLEMENTATION UNTIL NEXT MONTH. MOTION CARRIED UNANIMOUSLY.

There were no items under **Engineering**.

There were no items under **Operations/Office**.

The Board reviewed the list of claims. MOTION BY ZACHMAN, SECOND BY KLECKER, TO APPROVE THE LIST OF CLAIMS AS PRESENTED. MOTION CARRIED UNANIMOUSLY.

There was no **Other Business/Announcements/Correspondence**.

MOTION BY WATERS, SECOND BY ZACHMAN, TO ADJOURN AT 6:43 PM. MOTION CARRIED UNANIMOUSLY.

Recording Secretary