

**GROVE MUNICIPAL SERVICES AUTHORITY
REGULAR MEETING
TUESDAY, JANUARY 19, 2016
4:30 PM**

The Grove Municipal Services Authority met in regular session on Tuesday, January 19, 2016 at 4:30 PM with Chairman Robert Plunk presiding. Members present were Berwin Kock, Kenneth Fitch and Don Nielsen. Member, Bill Dyer was absent. Also present was General Manager, Bill Keefer; Attorney, Darren Cook; Public Works Director, Jack Bower; City Treasurer, Lisa Allred; Assistant General Manager, Debbie Bottoroff and City Clerk, Bonnie Buzzard.

Public Comments

Plunk opened the floor for discussion from Bill and / or Margaret Little pertaining to billing dates dispute for service addresses of 25271 S 630 Road and 62950 E 253 Road. Margaret Little addressed the Board to respectfully request the reasoning got the following on their utility bill(s):

- billing date on their actual statement to be different than their actual reading date
- service dates are never consist and that it is never for the actual 30 days
- any technology available for accuracy
- Any future plans and timelines for change

Utility Office Manager, Tawni Adams and Utility (Billing) Clerk, Stephanie Huggins addressed the Board in response to the Little's concerns by saying that they have had numerous complaints about the actual reading dates versus the actual billing dates. Those concerns have been reported to the GMSA software programmer's, and they keep reporting to us that there the software can't be altered to accommodate that concern because of the way the Staff is having to manual read all of the meters due to faulted AMR's. Adams added that Zenner has been contract with GMSA to come in an attempt to fix the meter data. The Staff is hoping that they would totally be on board by this summer. Keefer apologized for any inconvenience this situation may have caused to the customers.

Nielsen made the motion to approve the minutes from the previous meeting. Seconded by Kock. AYE: Kock, Nielsen and Plunk. NAY: None. Fitch abstained. Motion carried.

Fitch made the motion to approve the purchase order register. Seconded by Nielsen. AYE: Kock. Fitch, Nielsen and Plunk. NAY: None. Motion carried.

Plunk opened the floor for discussion with respect to policies and procedures in regards to issues with the AMR System. Keefer reported that the Staff has been experiencing some ongoing issues relating to the AMR system. The Staff would like to review and discuss the various issues with the Board and outline the measures that are being taken to address the problems. In addition, Staff also wants to make sure that the Board is comfortable with the policy that the Staff has been taken in addressing issues with the fireflies and unreported gas usage. The Staff has sent out an explanation letter to all customers that has received a billing statement that reflected high gas usage caused by the most recent firefly issue. AMR Technician, Kaston Johnson addressed the Board with an actual gas meter device to demonstrate exactly how the fireflies work inside the gas meter device, and to described in detail on how it is suppose operate vs. how it actual does operate. Johnson entertained questions, comments and concerns from the Board and Staff. Kock made the motion to accept the

report presentation by Johnson. Seconded by Nielsen. AYE: Kock. Fitch, Nielsen and Plunk. NAY: None. Motion carried.

STAFF REPORTS:

Water Plant Superintendent, Aston York updated the Board on the ongoing maintenance at the water plant. Keefer reported that all issues were addressed prior to DEQ onsite inspections.

Bower reported that the crews is preparing to start the line replacement along the Cory Smith addition later this week.

Bower then reported that the leaks at the clear well are confined to the construction joints in the floor along the east and west lines.

TRUSTEES REPORT:

Kock commended the Staff for working through the issues they are experiencing with the AMR devices.

Plunk expressed thanks to Bill & Margaret Little for coming in an addressing the Board with their concerns to their billing statement.

At 5:18 PM Kock made the motion to adjourn. Seconded by Nielsen. AYE: Kock. Fitch, Nielsen and Plunk. NAY: None. Motion carried.