

Waterville Estates Village District

October 9, 2021

Commissioners Meeting

Attendees: John Herlihy, Gerry Panuczak, Maureen Patti, Ellen Witt, Judy Kinney, John Scruton, Rob Diefenbach, Jeff Porter, D. Mayo, Stephanie Arpier, Sarah Bernardi, Bill Mitchell, Mark O'hara, Jaime Oldmixon, Jack Letvinchuck, Charles Goodhue, David rodr, Joan Wood, Amanda Kierce, plus other unidentifiable parties via phone.

Guests: In person session: Andrea Canfield, Mark Canfield, Larry Peruzzi

Call to Order: Ms. Patti called the meeting to order at 9:06 AM.

Adoption of Agenda: Ms. Patti acknowledged the Proposed Computer Equipment Policy and Password Policy documents submitted by J. Scruton and included as handouts. She suggested that these items be tabled for action at the next Commissioner's meeting and that some questions would be addressed at a meeting with J. Scuton before the meeting.

Treasurer's Report: No report was available at this time. Mr. Diefenbach said that his time had been dedicated to developing a user friendly budget sheet.

Interim General Manager's Report (See Attached): Ms. Patti updated the status of the boil water order, advising that the boil water order had been lifted yesterday, Friday, and that this had been communicated to the community via Constant Contact. The Interim General Manager's report outlined the incidents, timeline and actions regarding the boil water order of the past week. It was as follows: On 9/27 there was an e-coli hit on the well water, probably a result of the heavy rains. Since the system treats all the water as if there were bacteria, this only triggered additional testing. Friday at 11 AM the water-monitoring software system (SCADA) did a check that everything was fine with levels in the tanks. At some point after that the SCADA system shut down & failed to restart so no data was collected and no warnings sent regarding the situation. As near as we can tell at some point on Saturday, the check valve at the bottom of Well # 1 stayed open. When the pump in Well # 2 started it pumped some water up to the treatment plant, but water was also pumped into Well # 1 through the open check valve. That pressure prevented Well # 1 from starting. Also it resulted in a lower flow to the treatment plant from Well # 2 at about 22 gallons/minute (instead of 80 gallons/minute/well). With the weekend usage all the tanks were drawn down. Monday morning the problem was discovered and immediate action taken to analyze and correct the situation. A notice was sent out that there was a problem by email to all on the list serve. Once the water is treated with Chlorine to kill any harmful bacteria it needs a certain amount of 'contact time'. A second notice was later sent with a boil order given that the water in the tank into which the treated water was pumped to be held for adequate time to kill bacteria, was being drawn out of too rapidly for the other tanks. The problem with the check valve was diagnosed late in the day Monday. The work-around was to start and pressurize Well #1 first then start Well # 2. Both wells were then run all night to fill the tanks and guarantee adequate 'contact time'. The Boil Order was distributed door to door Tuesday as water was restored throughout most of the District. Another email was sent Tuesday and indicated water volume was mostly restored, emphasizing again the need to boil water, mentioning the e-coli test from September in the well and asking help identifying any remaining areas without water. Lines were bled in different areas on

Tuesday and Wednesday. Testing occurred regarding the boil order. Two negative tests taken 24 hours apart is needed before lifting the order.

We are demanding the computer software company fix what is causing the SCADA system to stop/fail to restart. We are ordering and installing a separate warning system (about \$2,000 with annual cell charges \$400) as a 'belt and suspenders' approach. We have a company with a crane coming to remove Well # 1, replace the foot valve and while the pump is out, install one of the two new pumps and motors we have on hand. We do not plan to do this until after the weekend, but have adjusted the system so Well # 1 always starts first and will closely monitor the situation. We are contacting a second company for additional maintenance, cleaning out any iron deposits that accumulated overtime on two 9 foot screens at the bottom of the wells since we are opening up both wells to replace with the new pumps. We hope it can be done at the same time as when the pumps are removed. When we finish with Well #1 and it is back running, we plan to do the same with Well # 2.

He went on to say that after two water tests, 24 hours apart, were performed, and each returned negative and the boil order was lifted on Friday. He continued that there may be a few homes with water issues and that would be due to a break in the pipe or air lock in the system. These are normal water problems for any district. Mr. Panuczak asked what was going to happen to the pumps that are being replaced, are we keeping them, pumps do have a shelf life. J. Scruton said that we will order one new pump for backup and keep one old for ultra backup. Mr. Herlihy pointed out that Steve had talked to him about the life of the pumps. Mr. Herlihy asked if we have a log book for incidents such as this, where all the details of an incident can be logged in for future maintenance management. This was a good Alpha test for the serious need for this. J. Scruton agreed that this needs to be put on the calendar and be part of an overall asset management process and that many of the assets here are wearing out after 40 years.

Mr. Panuczak reminded the group that in December a Water Emergency Policy was adopted and it included a complete communication plan. He asked J. Scruton if he would review and see that all parts of the communication plan are working. J. Scruton answered that there are adjustments needed to the plan and that a new website is needed. Ms. Patti asked about replacing the check valves and was the valve in well #2 being replaced as well. J. Scruton said it was a supply chain problem and that he would be conferring with experts on site about replacing #2. He went on to describe the screen cleaning process.

Ms. Patti asked why we had a harmful bacteria report on Sept. 27th? J. Scruton said that since he has been here, there has not been any harmful bacteria found in tests of the system treated water. The harmful bacteria was detected in the well water on that date and was probably the result of heavy rains. With that test result, NH DES required more frequent testing by WEVD. The District water system treats all the well water with chlorine, etc. all the time. Ms. Patti noted that we are then on a constant prophylactic approach, treating constantly and is there anything to be done to avoid this happening again in a heavy rain situation? J. Scruton answered that only a new location of the well and that anything is possible with enough money. Ms. Patti thanked all involved with the water situation this week; J. Scruton, Steve Baert, J. Kinney, T. Tole, and that it has been a demanding week for all. She went on to say that, Steve, especially, stepped up and did an outstanding job and that he is taking classes to be certified to operate the water system. J. Scruton also wanted to acknowledge the support of Lakes Region Water and the representative from the SCADA system. Ms. Patti asked if we have any indication from the SCADA operators as to how another incident such as this will be avoided? We did spend a lot of money on the system and it is frustrating that this happened. J. Scruton answered not as yet, we are working on it. Our IT person wants to set it up so it is segregated and that all security

patches are added as soon as they come out. Windows 10 updates must be done. We have been advised that hackers are going after these types of programs. Ms. Patti added that she attended a training session sponsored by DES, talking about cyber security on water systems being a huge problem. EPA has training in that now. J. Scruton added that we do not have any evidence of untreated water reaching any homes and that we are working with DES on this.

J. Scruton pointed out that this past water incident emphasizes the urgent need for a new website. Our current system is outdated and does not have the capacity to meet our needs. A discussion followed regarding, Civic Plus, a company that has designed and serviced the websites for numerous towns for years. He went on to point out the benefits of Civic Plus, with regard to ease of communications, capacity and storage, RTK requests, emergency alerts, general correspondence with the community and how it greatly increases productivity and enhances transparency. He went on that the price would be approximately \$10,000 for the first year and \$3,000 per year thereafter. He asked for the go ahead to enter into talks with the company without going out to bid. A discussion followed about the Website Committee and how they would also participate in the process. J. Herlihy made a Motion to support the Interim Manager in moving ahead to solicit pricing and deliverable from Civic Plus for a WEVD website. Mr. Panuczak pointed out that a new website was part of the communication plan and that the Facebook page is not an official site. It was seconded by Mr. Panuczak. B. Mitchell commented that the communication this time with the water worked well, he thought, and he did not see any need to spend money on a new system. J. Scruton answered that the Association owns the website and it is limited as to what we can access. Ms. Patti added that it is the issue of the municipality having its own website. I have attempted to use the current website for a number of things and I could not. J. Kinney added that it is the biggest concern, she does not have the needed capacity to make required documents available, the current website is just not adequate. J. Herlihy asked to move the vote on the Motion and it passed unanimously via role call vote. J. Scruton said he would set up a meeting with Civic Plus and the website committee and other interested parties. Civic Plus will be able to help the website committee clarify needs and goals through the process.

J. Scruton went on with his report: Carpet for office is finished and step fixed. Carpet cost came in \$200 lower than original quote. Brocks indicated the labor to move furniture was lower than expected. There was a leak in heating system above the closet on second floor that is being readied for computers that has been fixed. There are units above the ceiling that are broken and need removal. The plumber has offered to take out the units at no cost in exchange for the salvage value. We have not yet determined replacement plan for the entire Summit Lounge level. J. Scruton asked if we can proceed to get the broken units removed? Ms. Patti made a Motion to authorize J. Scruton to move ahead with a plumbing vendor to remove the broken units. It was seconded by J. Herlihy and passed unanimously via role call vote.

J. Scruton said he is working on getting a quote at running electrical to the Summit Lounge closet in preparation of it becoming a secure computer closet. We also had the broken lighting in the Office area replaced with LED. We are getting a quote at replacing the "cannister" lights in the Board Room with much brighter LEDs since it is dark there even with the lights on.

J. Scruton reported on the option of buying a hot tub to replace the small one outside this year and using it in the family pool area as a self-contained unit so there is a hot tub inside for this year. However, we are finding extremely long wait times. We do not believe the little one outside could be moved inside successfully. The architect has not gotten back on what we need to do with the floor and building. It was fairly clear any solution was going to require more money than was in the warrant

article for 2021. He is still working to get someone to develop a plan to replace the tank in that location and have it be ADA accessible. As a result there will be no hot tub in the indoor pool area this winter. Ms. Patti asked about the suggestion by the engineers about using epoxy on the concrete of the indoor hot tub where the leaks are. J. Scruton said that he is still waiting for a solution from the second architect and that the price was approximately \$5,000 to study it. Ms. Patti asked where we are with engineering regarding relocating the hot tub to the area near the family pool. J. Scruton answered that it was up in the air.

Regarding the snowmobile that doesn't run at the Ski lodge and should be sold, an employee has made an offer that seems reasonable. On the Oshkosh, no bids were received any bids with our minimums in place. We are looking into the cost to hire a low-bed trailer to take it to the White Farm.

He concluded his report citing a recent college graduate being hired as the full-time Administration and Finance Assistant, Allison Smith. We still need one more part-time office person, but will wait until Allison is fully trained to better access need and avoid the issue of training two at once. Ms. Patti pointed out that J. Kinney was authorized to hire part time contract people to fill some positions for the interim. J. Kinney said that, Allison, is doing a great job and that with the part time person, she and staff will have everything up to date. Ms. Patti added that Civic Plus does operate the Thornton website.

Committee Reports:

Outdoor Courts Committee- See Report Attached

Snow making: Mr. Panuczak reported that the committee was gathering information on the cost of two options: Phase 1: Looking into installing a Y valve in the existing pump house to untreated municipal water can be used during Phase 1, which would use untreated water for snow making, and running a 4 inch pipe up the side of the mountain to cover Lazy 8 trail. This will use existing snow making equipment and move it around the mountain. Phase 2: Using water from the upper pond for snow making on the whole mountain. The estimated initial cost of this is \$235,000 and the yearly cost of annually making snow would be approximately \$25,000. The committee is waiting for information on the rusted tank in the pump house and how to by-pass that. He went on to recommend that the WEA Board talk with the consultant about the timeline of the two phases. Phase 1 could be implemented by next winter and Phase 2 in two years. A new overall management plan would have to be developed for the operation of the mountain to support these costs.

C. Goodhue spoke about the survey that he developed regarding public opinion on snow making. It has been circulated to a large portion of the community, with 240 responding to date. He summarized that so far, 95% of the respondents expressed strong or very strong support for Campton Mountain. 86% noted that they were in favor of snow making and 86% of the respondents, so far, said that they have folks in their households that ski or ride. 98% indicated that with better predictability and snow coverage their use of the mountain would increase. He went on to say that on October 15, the cutoff date, he would put together a report for review. J. Kinney said that the survey will be further circulated via Constant Contact on Monday. B. Mitchell asked about the cost of tickets? Mr. Panuczak responded that that would be in the business plan. Mr. Herlihy added that quantitative information from the survey would be valuable. C. Goodhue answered that it is looking like \$14-18.00 for just the Green and \$26-30.00 for Black Diamond. Mr. Panuczak added that M. O'hara has been working on the numbers and asked if he would like to speak to that. There was no response. Ms. Patti asked about what \$235K

covers? Mr. Panuczak said he would send the spread sheet over. Ms. Patti made a Motion to include the Snow Making Committee preliminary draft spreadsheet of costs for Phase II of snow making plan to be included in the official minutes of this October 9, 2021 meeting. Mr. Panuczak seconded and the Motion passed unanimously via roll call vote.

ADA Committee: No report was available. Ms. Patti said that J. Scruton had been asked to prepare a request for proposal to evaluate and identify what needs to be updated or modified. J. Scruton said that the committee may have to rethink this. It is out to bid, however it is too broad a scope of work and should be reconsidered.

Advisory Budget Committee: M. Canfield reported that work had begun on setting the 2022 budget. He has met with J. Scruton and J. Kinney to get an understanding on there budgets and what we need to defend. M. Herring was asked about the Association's business plan for 2022. He instructed M. Canfield to use the same budget they had last year. M. Canfield went on to say that his feeling was that more information is required regarding budgets for specific events, services, and projects moving forward. He is working on setting up a meeting with M. Herring to talk about this and is hopeful that they can arrive at an approach to develop a recreation budget that can be presented by December. Mr. Herlihy said that he does not recall a Rec budget being presented for this year. J. Oldmixon said that there never really had been a business plan in this difficult past year. We are in a different place now so moving forward, projections can be made about what services will be provided. Ms. Patti said that regarding budgets being presented in the past, C. Smith and J. Kinney did provide budgets but there needs to be clarification in terms. J. Kinney said that C. Smith and she would work with the Board and Commissioners to develop annual budgets. R. Diefenbach added that the Rec Fund is right on budget to date. J. Scruton and M. Canfield will set a meeting date.

Ms. Patti asked J. Scruton if he could consult with the IT consultant about Windows 11 doom. J. Scruton answered that the new Windows 11 will not work on some systems that are older and our computer system in antiquated. Everyone needs to have a clear understanding of what budget issues are. Ms. Patti mentioned Charter Account and subcategories and that all must be included in the budget. There was a discussion about subcategories and the new law.

Planning Board: M. Canfield represented committee. He reported that on the 14th there is a meeting to continue the process to develop a survey questionnaire for all residents, voters and non-voters. The process will include working with our consultant, Carol Ogilvie, of MRI, meetings and round tables with the community. The information will translate into a Master Plan, with reporting and eventual approval by our legislature.

Records Committee: No report available, next meeting is set for later in October.

HOA Representative: None present.

Consent Calendar: Manifests and Committee Board Reports: Mr. Panuczak made a Motion to approve the Manifest. Mr. Herlihy seconded and it was passed unanimously via roll call vote. Mr. Panuczah made a Motion to approve the Outdoor Courts report, Mr. Herlihy seconded and it was passed unanimously via roll call vote.

J. Scruton added that he checked the law and that you do not have to have sub-accounts in the budget, but if you do, you have to budget for them. R. Diefenbach added that he and J. Scruton would sit down and work on it.

General Calendar: Ms. Patti pointed out that items 10 A and B had already been addressed.

Resolution to 20/20 non payment: WEA has executed the transfer of 49K and this concludes and resolves the issue of nonpayment into the Rec. Fund. The committee felt strongly that this was an equitable solution for this. Thanks to B. Silvia who worked on this and got it done. We now have a signed agreement.

Committee Membership-Resignations and Appointments: Karen Beek and Harry Bertino have resigned from ADA Committee. The RMA Modification Committee has been dissolved. Ms. Patti went on to say that volunteering is encouraged and that there are opportunities on most committees. The Budget Advisory Committee and Planning Board are closed at this time. All other committees are open to full or part time residents. She went on to say that physical participation at meeting locations is imperative and remote participation should be justified on a case by case basis. The justification is to have people participate in person with full transparency.

RTK Requests: RTK Compliance involving WEA data/records, RTK compliance re: WEA/S. Tole request, RTK compliance re: all records for 11 years. Ms. Patti explained that J. Scruton came up with an electronic process to avoid printing out thousands of pages of emails, texts, etc. A new special email account dedicated to RTK compliance has been established. Now respondents are directed to send information to the requesting party and to the new RTK email account where they are stored. Ms. Patti questioned how to convey that compliance is completed. J. Scruton said that there is a deadline with all requests. After such, J. Kenney, can send a letter stating that compliance has been met by this process. Mr. Panuczak thought it was a good idea, as did Mr. Herlihy. Ms. Patti asked about the request for 11 years worth of information and do we have a resolution? There was a discussion about J. Scruton working with requesting parties to set up separate email accounts for RTK to keep them separate. More discussion was had regarding having to change S. Tole's request from his WEA email account to his personal email account mid way through the process, since he said it was a personal request. J. Kinney explained how she attempted to rectify and that it would be necessary for her, moving forward, to have the authority to change an email address if necessary. Ms. Patti stated that she now has that authority. J. Scruton said that approximately 4,000 emails were forwarded to requesting parties with no charge. Our position is to not to question who or what the nature is, we must respond to it. Wherever the original request comes from, that is what we use, period. It should not be our problem to make changes to email addresses.

2022 Commissions Schedule (See Attached): Ms. Patti said that with consideration of staff accessibility, etc. a request to move to 11:00 AM on Thursday meetings had been made. A suggestion to move Saturday meetings to 11:00 AM was not agreed to. Ms. Patti said she will make adjustments to Saturdays, and submit schedule to be approved at the next meeting.

Attachment(s) re: Water Rate Schedule, Water Ordinance, William Mitchell communication:

Ms. Patti stated that at a, September 23rd, public hearing, it was agreed that B. Mitchell would update the letter he presented. It is dated September 26th. She asked to have this revised letter be made an attachment to this meeting. She made a Motion to attach the revised letter to this, October 9, 2021, meeting. Mr. Panuczak seconded. Mr. Herlihy questioned it. Ms. Patti said

that he asked to update the letter because numbers shifted and changes were made. The Motion was then passed unanimously via roll call vote.

Volunteer Luncheon: Ms. Patti said that a luncheon was had to thank volunteers on Sunday, September 12th. Including food orders from suppliers and home made food, the total cost was \$275.15. A discussion followed about would this come out of the Commissioners Stipend Account. Ms. Patti said that they did not want to encumber the community with the expense. Mr. Herlihy said that the accounting needs to kept straight, the stipend is a line item in the budget. J. Scruton said the question is, is it put under executive line or operational expenditure line? After further discussion, Ms. Patti made a Motion that the Commission accepts and expends \$275.15 from the Commissioners Stipend line item for raw materials and supplies used at the Thank You Volunteer Lunch on September 12, 2021. It was seconded by Mr. Panuczak and passed with Mr. Herlihy abstaining.

Set the Next Meeting: Ms. Patti indicated that the next meeting is scheduled for October 21, 2021.

Public Comment: There were no public comments.

Ms. Kinney stated that she would like to work on a schedule for the Annual Meeting. J. Scruton said that there still is flexibility, although not as much as last year. He suggested to target a public hearing for early January, post all by the end of January and have a meeting in March, second or third Saturday. J. Kinney reminded the group that the meeting has to be spaced, with regard to the towns, due to the scheduling of the list ladies. J. Scruton suggested talking to both towns. Ms. Patti said that March 26, 2022, could be a good date. J. Scruton added that the absolute deadline is a little later than that. It was agreed that date for WEVD Annual Meeting, Budget Hearing, due date for petitioned Warrant Articles, etc. would be decided at the October 21, 2021 meeting.

Motion to Enter Non-Public Session: Ms. Patti motioned to enter non-public session at 11:18 AM, pursuant to RSAs 91 A:3, II(a) & (l). Mr. Herlihy seconded and the motion passed by roll call vote with Mr. Herlihy and Ms. Patti voting.

Convening of Non-Public Session: Non-Public meeting was convened at 11:27 AM. Also attending the meeting was, J. Scruton,

Return to Public Session: Motion to return to Public Session was made by Mr. Panuczak and seconded by Mr. Herlihy. Motion passed unanimously via roll call vote. Non-public meeting was exited at 12:35 PM.

Public Session Reconvened: The public session was reconvened at 12:36 PM. Mr. Panuczak made a Motion to seal non-public meeting minutes. It was seconded by Mr. Herlihy and passed unanimously via roll call vote.

Adjournment: Mr. Panuczak motioned to adjourn the meeting, Mr. Herlihy seconded. The Motion passed unanimously via roll call vote at 12:39 PM.

