

BURLINGTON WATER DISTRICT

Manager: Hiland Water - P.O. Box 699 Newberg, OR 97132 Phone: 503-554-8333; 1-855-554-8333 (TF)
Internet: BWD Website <https://burlingtonwater.specialdistrict.org/>

Burlington Water District Board of Commissioners Meeting

Wednesday, September 18, 2024
6:15-8:45

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Minutes

Call Meeting to Order by Gail Curtis at 6:16pm.

Announce Board members present to establish quorum for meeting:

Present: Gail Curtis, chair; Anne Squier, board member; Susie Hasty, board secretary; Kris Hines, board member; Dan Zimmerman, bookkeeper; Aaron Olson, NW Natural Water Services (Hiland Water) representative, Ed Hodges, engineer of record.

Absent: Tiff Wood, board member.

Public Comment (limited to 10 min./issue): Sarah Hanson and husband Loren attended the meeting to request a bill reduction in accordance with the BWD standard procedure. They received a large bill in July of \$1205.00. And the August bill was \$400. Normal bill is around \$200. A leak was discovered in the irrigation system on their residence. Homeowners turned off the water and fixed problem immediately. They notified Hiland who directed them to speak with BWD board to request a credit to the bill. Homeowners were out of town and unable to attend meeting in August. Home is on Wapato Drive, in district.

ACTION: BWD board will review the forgiveness policy and discuss. Decision regarding forgiveness will be shared with the homeowners and with Hiland on or prior to the next board meeting on Tuesday, October 22nd. The account number is 2584. Hiland will honor the request to not turn their water off until this situation is resolved.

BWD Policy for forgiveness of bill overage due to on-site leakage:

50% of difference between current bill and what bill normally is.

Hiland cannot approve but can recommend forgiveness based on BWD policy.

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OCTOBER 9, 2024

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Guests: Tim Owens, President of Correct. Tim is presenting “The Basics of the Mission System”. Correct is the distributor of the Mission System and they follow AWAA regulations which includes cyber security.

This is a cellular based system that transfers data across a private network, not on a public site. The server is in Atlanta Georgia. There are about 257 municipalities in Oregon, Wash. and Northern Idaho who are supported by Correct who is a distributor for Mission. Mission has approx. 6000 municipalities across the country (4% of the market share) using this communication system.

BWD has a “Legacy system” (old) put in 2013 and is supported by a single cell provider (ATT). BWD may be available for an upgrade of which incentives are available. In 2018 a new product line was put into service. Mission will be reaching out to utilities such as ours next year with offer to upgrade. The new system is supported by 3 carriers (vs. one carrier) and can auto switch between the 3 depending on signal quality and/or carrier availability. Mission manages the internet contract.

Mission monitors the control panel in terms of flow, pump running, pump fail, active reservoir levels and other items. Data coming into the Mission server farm in Atlanta is stored and can run on a generator in event of power outage. The system also handles all cyber security threats. The data is available on-line and listed on the website for authorized users. The Mission system sends out an alarm (red icon on website as well as an email and text to Hiland and Curtis Olson) for any function that is out of acceptable limits. Mission controls the filling of the reservoir. Only one pump fills at a time. It does not control any draining action.

Hiland maintains Mission boxes (2) one at the reservoir and one at south end of Hwy. 30. Reservoir is powered by the grid with back up batteries in the event of a power outage. The standard is to use a 100-watt solar panel to keep batteries charged (we have 25-watt solar panel on our reservoir). Our batteries were installed 2014. The solar panel and the batteries may need replacing.

Current Mission System Vulnerability:

- a. BWD is dependent on one cellular provider (ATT). If there is a communication outage the control panel can operate off system pressure based (75psi) operation if need be. Pressure settings need to be tested and updated as necessary. The pressure transducer in the tank is what triggers refilling. Testing is a complicated process. Aaron suggested that testing every 5 years may be reasonable.
- b. Another vulnerability is the solar panel/battery issues discussed above.
- c. Cyber-attack: there is no history of hackers breaking into our Mission system.
- d. It was discussed and agreed that the 3 Hiland staff and 3 Mission staff who have access to review the system on-line be left as is.

Guest: Ed Hodges, engineer of record for BWD.

- a. **Master plan:** Work group (Gail, Anne, Kris, Susie, Ed and guest Ryan from PWB) met on September 12th. The current version of the BWD Master Plan was reviewed and discussed in detail. One issue discussed is average water loss. BWD is currently at 25% average and will likely decrease as leaks are addressed. Master Plan will be updated as information comes in. Seismic survey to be done early next month.

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ACTION: If there are additional comments on the draft master plan from the board members submit them directly to Ed by end of month.

Water Operator's Report from NW Natural Water Services (Hiland Water) representative, Aaron Olson:

- a. **Locates:** NW Natural Water Services responded to 4 locate requests. Water lines were marked as needed.
- b. **Compliance Testing:** No presence of coliform or E-Coli.
- c. **Notes from the field:** Sanitary survey with Mult. county passed.
- d. **Leak detection/repair:** Water loss for Burlington in-district for August is 69K gallons or 6.41%; Logie Trail 8K gallons or 24.62%; Chestnut leak factor is good at 500gallon loss, residents are looking at replacing 2" line; Newberry 24K gallon or 40% loss, customers are paying for the loss and continue to investigate replacing waterline.
- e. **Chlorine residual monitoring:** N/A
- f. **Customer issues:** None
2584 Account for guest speakers from earlier this evening, water will not be shut off. Hiland will get current and past bill history as well as BWD past practice standards in overage forgiveness to Gail who will share with commissioners.
2550 Squatters moved out of home, owner repairs will be required for damages by squatters, BWD has requested to authorize Hiland to make repairs and bill back to owner, owner is requesting payment plan for large water bill as well as damage repair due to squatters. Aaron will get details of proposed payment plan to Gail who will share with commissioners.

Bookkeeper/Office Manager's Report:

- a. NW Natural Water Systems (Hiland) Credit Memo and Accounts Receivable/Payable reports: August credit memo shows \$26,466.81 from NWNWS. Expenditures totaled \$6,791.05.
- b. Monthly budget statements: Balance sheet: \$610,837.96; August Profit and Loss shows water sales at 105.9%. Taxes collected at 95.4%. Total operating expenses at 40.2%
- c. Monthly budget expenditure review: As presented.

Consent Agenda:

- a. Board approval to pay bills as presented: Kris H. moved to pay bills as presented, Susie H. seconded, all in favor, motion passed unanimously.
- b. Board approval of August 2024 Board Meeting minutes as submitted: Gail C. moved to approve minutes with one change: Replace the last sentence in the first paragraph under Master Plan with "We are planning to discuss the draft Master Plan at board meetings and hold work sessions as needed."
Kris H. seconded, Anne S. abstained, motion passed.

Administrative Reports: Anne and Gail have an October 24 meeting with Jeff Pricher, interim fire chief, at Scappoose Fire Department.

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Old Business: Rate study done by OAWU to be delayed until after Master Plan is complete. Dan Z. offered to take the lead on this if the Board approves. To be discussed at the next meeting.

New Business: None

Announcements: None

Adjourn: Gail made a motion to adjourn the meeting at 8:21, Kris H. seconded, all in favor. Motion passed unanimously.

Next meeting: Tuesday, October 22, 2024, at 6:15pm

Location: All meetings to be held by GoToMeeting videoconference.

Susan Hasty,
Recording Secretary