

**MINUTES OF THE REGULAR MEETING
OF THE BOARD OF DIRECTORS
OF LITTLE THOMPSON WATER DISTRICT**

The Board of Directors of Little Thompson Water District (LTWD) met in regular session on Thursday, April 20, 2023. Attendance was as follows:

Board of Directors:

Emily McMurtrey, President, Present
Steven Brandenburg, Present
Larry Brandt, Present
Ryan Heiland, Present
Ed Martens, Present
Bill Szmyd, Present
James J. Walker, Present

Staff in Attendance:

Amber Kauffman, District Manager
Angela Diekhoff, Business Manager
Brad E. Eaton, District Engineer
Ken Lambrecht, Operations Manager
Amanda Hoff, Water Resources Administrator
Garrett Dickson, Water Resources Administrator
Kammy K. Tinney, Business Project Manager
Judy O'Malley, Recording Secretary

Other Attendees:

Clayton Orback, Little Thompson Water District Engineering Technician I
Annika Deming, Associate Account Director II of Wildrock PR & Marketing
Kristin Gollhofer, Founder and Chief Executive Officer (CEO) of Wildrock PR & Marketing

Prior to the Call to Order the Board was taken on a tour of the District shop and the reception areas.

CALL TO ORDER

President Emily McMurtrey called the meeting to order at 5:09 p.m. followed by the recitation of the *Pledge of Allegiance*.

ROLL CALL

Roll call was taken. All Directors were present.

AGENDA REVIEW

There were no changes to the agenda.

PUBLIC COMMENTS ON NON-AGENDA ITEMS

President McMurtrey opened the Public Comments period. There were no public comments, and the Public Comments period was closed.

CONSENT AGENDA

It was moved by Director Bill Szmyd, seconded by Director Larry Brandt, to approve the Consent Agenda, including:

- Minutes of the March 23, 2023, Regular Board Meeting,
- Tap List 687,
- March 2023 Disbursements in the amount \$2,474,523.72:
 - ❖ **Operating Account: \$2,002,229.79:**
 - ACH Manual Check Numbers 4431 to 4500 – \$1,619,523.72,
 - Check Numbers 11191 to 11227 – \$382,706.07,
 - ❖ **Payroll Account: (Three Bi-weekly payroll periods in March) for \$471,994.40:**
 - ACH Transmittal Vouchers O-2295 to O-2311 – \$231,674.75,
 - ACH Direct Deposit Numbers N-12424 to N-12530 – \$239,223.11,
 - Live Check Numbers 2112 to 2113 - \$1,096.54,
- March 2023 Financial Report.

Motion carried unanimously.

DISCUSSION ITEMS

WildRock Introductions and Updates:

District Manager Amber Kauffman introduced Kristin Gollhofer and Annika Deming, of the District's new marketing firm Wildrock PR & Marketing, to the Board. Ms. Gollhofer and Ms. Deming presented the following information to the Board:

- WildRock is a team of marketing experts that will be able to guide the District on a reimagined path to develop a strategic marketing and communications plan.
 - ❖ WildRock will provide the District with a primary account team.
 - ❖ WildRock has local and national clients, with a niche in the water industry.

- WildRock offers a fresh perspective to assist the District in achieving its communication goals using the following tools:
 - ❖ Daily execution of social media, digital ads, newsletters, and other printed materials.
 - ❖ Monthly calls with the District.
 - ❖ Monthly reporting to the District.
 - ❖ Annual strategic planning sessions with bi-annual strategy check-ins.
 - ❖ Dedicated team to support the District with of-the-moment needs.
- 2023 Communication Strategy:
 - ❖ WildRock met with District Staff for a strategy session on communications.
 - ❖ WildRock developed a communication plan for 2023 with a goal outline.
- WildRock's 2023 Communication goals for the District are as follows:
 - ❖ Produce communication materials that successfully reach the District's diverse and widespread customer base to educate them on key issues and programs.
 - ❖ Increase District Customer participation in conservation efforts, especially the EyeOnWater app, to ultimately decrease water over-usage and demands on infrastructure.
 - ❖ Reduce District Staff time dedicated to communication efforts so focus can be redirected to more pressing District business.
- WildRock will be optimizing the current communication channels used by the District including the following:
 - ❖ Social media.
 - ❖ Printed collateral.
 - ❖ Digital advertising.
 - ❖ Email marketing.
 - ❖ District website.
- WildRock Staff reviewed the metrics to evaluate success for each communication channel.
- WildRock Staff advised the Board the following groups are the target audience:
 - ❖ Customers (residential & non-residential).
 - ❖ Commercial (except dairy users).
 - ❖ Wholesale customers.
 - ❖ Developers.
- WildRock Staff reviewed the planned quarterly activities and key messages to be released across all communication channels.
 - ❖ Activities will be reviewed frequently for effectiveness and adjusted as needed.
- WildRock Staff advised the Board that while it was early in the collaboration, they have seen great initial performance on social media and the website.
- WildRock Staff advised the Board that they will also be supporting the District with crisis communications.

Board members had questions throughout the presentation and discussion followed regarding what is working, if WildRock can provide translation services, if WildRock could provide short 30 second videos, among other items.

Public Hearing: Action Item: Motion to Approve: Resolution 2023-13 Mandatory Watering Days:
District Manager Kauffman presented the following information to the Board:

- **In the March 2023 Board Meeting, staff discussed the Outdoor Watering Schedule (Resolution 2020-11) and recommended that the District change the outside watering days in the resolution from voluntary to MANDATORY.**
 - ❖ This change to the resolution is recommended to reduce excessive water demand and provide a consistent message that our water supplies are finite and that they must not be wasted as highlighted in the March 2023 supply and demand outlook.
 - ❖ Specific watering days help reduce peak demands on the treatment plant by distributing the potential for people to water their lawns.
 - Watering less frequently also helps grass grow a deeper root zone improving the resiliency of the customer's landscaping, a message District Staff try to spread.
 - ❖ Staff recommended that the Board approve the change and asked for a motion to approve Resolution 2023-13 as proposed.

Discussion followed regarding the need to impose mandatory watering days based on water supplies and infrastructure needs, the District being proactive rather than reactive in preserving supplies, whether the mandate included commercial businesses, and if the resolution was clear in that the watering days were for lawn watering versus other water uses.

Following discussion, **it was moved by Director Jim Walker, seconded by Director Szmyd, to approve Resolution 2023-13 with the change of Mandatory Outdoor Watering Schedule to Mandatory Lawn Watering Schedule. Motion carried by six aye votes and one nay vote.**

[Public Hearing: Action Item: Updated Rates and Fees: Motion to Approve: Section 1501.1 Schedule A – Tap Fees:](#)

Business Manager Angela Diekhoff presented the following information to the Board:

- A rate study was presented to the Board at the February 16, 2023, Board Meeting.
 - ❖ The Board directed Staff to raise the Plant Investment Fees (PIF) effective June 1, 2023, and then again effective January 1, 2024.
 - ❖ Ms. Diekhoff presented the PIF increase to the Board, along with the new Tap Fee rates.

It was moved by Director Steve Brandenburg, seconded by Director Szmyd, to approve the increase to the PIF. Motion carried unanimously.

[Public Hearing: Action Item: Updated Rates and Fees: Motion to Approve: Water Shortage Contingency Action Table:](#)

Business Manger Diekhoff and Water Resources Administrator Amanda Hoff presented the following information to the Board:

- Conservation Specialist Holly Suess and Ms. Hoff had been working on updating the Water Shortage Contingency Plan Action Summary Table to reflect Resolution 2023-13.
- Staff recommended adding mandatory watering hours, Enforcement Fines to the action level green, and increasing Enforcement Fines for all levels.
 - ❖ Based on feedback from Customer Service the majority of customers violating the action levels were over-users who would pay the fines and continue to ignore the action level watering schedule.
 - ❖ The Board has been supportive of Ms. Suess and Customer Service Staff in reducing over-use and the requested Enforcement Fines would be another tool to achieve this goal.
 - ❖ Each situation will be evaluated and if a customer's situation presents a valid reason for not following the action level fines may be removed at Staff discretion.

Discussion followed regarding how Staff will know if someone is not following the mandatory schedule, how to assist customers who do not know how to program their sprinkler systems and continuing to get the message out about how to properly water for stronger, more resilient landscaping.

It was moved by Director Szmyd, seconded by Director Ed Martens, to approve the updated rates and fees to the Water Shortage Contingency Plan Action Level Summary Table. Motion carried by six aye votes, and one nay vote.

President McMurtrey called for a break at 6:20 p.m. The meeting resumed at 6:30 p.m.

[Carter Lake Filter Plant \(CLFP\):](#)

District Manager Kauffman presented the following information to the Board:

- Pretreatment:
 - ❖ NoCo Engineering provided the board with a virtual tour of the proposed south plant layout in a 3D model.
 - ❖ The model did not show the Dissolved Air Flotation (DAF) system building as it will be designed after the procurement is completed.
 - ❖ Each DAF system is configured slightly differently and will have very specific sizing for the basins they are contained in.
- Dry Creek Reservoir:
 - ❖ Stantec did not have enough water quality information to call it a Reservoir Management Plan, they called it Dry Creek Reservoir Water Quality Monitoring Plan and would like to test eight to ten months to determine seasonal changes to the water.
 - Mr. Whittet advised the CLFP Board that it will cost about \$1,500.00 per month for this testing.
 - ❖ Director Brandenburg advised the Board that Stantec suggested the following three options:
 - Monitor the reservoir for one year.
 - Change out all of the water in the reservoir.
 - Try adding hydrogen peroxide.
 - ❖ The following recommendations were made:
 - CLFP Manager Rick Whittet recommended adding hydrogen peroxide to Dry Creek Reservoir.
 - Ms. Kauffman recommended Dry Creek Reservoir not be used for one year, and no chemicals be added to the water, so Stantec can obtain true samples of the water.
 - Josh Cook, PE of NoCo Engineering, agreed with Ms. Kauffman about sampling and jar testing for one year.

- Director Martens agreed with the testing and study of the water conditions throughout the year.
- ❖ Mr. Whittet felt other options included selling the water, and that if the water in the reservoir is left to sit for a year the conditions will deteriorate further.
 - Ms. Kauffman feels the Dry Creek Reservoir water needs to be available for use by the District and Central Weld County Water District (CWCWD).

Discussion followed regarding previous conversations and data regarding the best way to use the Dry Creek Reservoir water and not have taste and odor issues when the water is needed for use. Discussion was also held regarding how to properly deliver chemicals into the reservoir to mitigate the issues.

It was decided that the District Board should notify Mr. Whittet, at the next CLFP Board Meeting, they no longer want to go forward with the plan to treat Dry Creek Reservoir water with hydrogen peroxide this year and wish to have the water tested untreated for eight to ten months.

St. Vrain Water Authority (SVWA):

District Manager Kauffman presented the following information to the Board:

- The SVWA Board reviewed the following:
 - ❖ Insurance details.
 - ❖ Approvals of financials.
 - ❖ It was decided to use Streamline for the website.
- A rate hearing will be held at the May 2023 SVWA Board Meeting.
 - ❖ Ms. Kauffman advised the Board there will be an invoice from SVWA in the next month.
- SVWA issued a Request for Proposal (RFP) for an auditor.
 - ❖ Staff received one response.
- The SVWA plant has been producing water.
 - ❖ Staff have been sending the water back to the storage ponds as they cannot deliver the water to customers yet.
- SVWA was holding a tour on May 8, 2023, and it was open to the District Board, a private tour was also offered.
 - ❖ The District Board requested to have a private tour.

Windy Gap FIRMING Project (WGFP):

District Manager Kauffman advised the Board that WGFP reports would be given quarterly as requested.

Officer Elections and Representation at Other Boards:

District Manager Kauffman presented the following information to the Board:

The District is required to submit to a Transparency Notice and update the officers of the Board to the State by January 15 annually, and subsequently if the officers change. The current officer positions and delegates to other boards include the following:

- President: Emily McMurtrey
- Vice President: Steven Brandenburg
- Treasurer: Larry Brandt
- Secretary: Amber Kauffman
- Carter Lake Filter Plant Delegates: Ed Martens, Steven Brandenburg, Ryan Heiland
- St. Vrain Water Authority Delegate: Jim Walker (a three-year commitment 2022-2025)

Board members discussed their feelings on their current positions, as well as suggestions for any changes. Discussion was also held as to whether the position of CLFP Board President should be traded between the District and CWCWD annually. Ms. Kauffman noted that this was a verbal agreement that had been made but was not followed.

It was moved by Director Szmyd, seconded by President McMurtrey, to appoint Director Brandt to the CLFP Board. Mr. Brandt accepted the appointment. Motion carried by five ayes and two nays.

It was moved by Director Szmyd, seconded by Director Walker, to appoint Director Ryan Heiland to the CLFP Board. Mr. Heiland accepted the appointment. Motion carried unanimously.

It was moved by President McMurtrey, seconded by Director Szmyd, to appoint Director Brandenburg to the CLFP Board. Mr. Brandenburg accepted the appointment. Motion carried unanimously.

It was moved by Director Martens, seconded by Director Brandenburg, to nominate Director McMurtrey as President of the District Board, Director Brandenburg as Vice-President of the District Board, Director Brandt as Treasurer of the District Board, and Ms. Kauffman as the Secretary of the District Board. All nominees accepted. Motion carried unanimously.

It was moved by Director Szmyd, seconded by Director Brandt, to appoint Director Walker to the SVWA Board. Mr. Walker accepted the appointment. Motion carried unanimously.

Public Hearing: Action Item: Resolutions 2023-14, 2023-15 Inclusions:

President McMurtrey opened the Public Hearing. There were no public comments, and the Public Hearing was closed.

It was moved by Director Szmyd, seconded by Director Martens, to adopt Resolution 2023-14 Inclusion (Harbert, King, Precht, Williams). Motion Carried unanimously.

It was moved by Director Szmyd, seconded by Director Brandt, to adopt Resolution 2023-15 Inclusions (Eining, Haley). Motion carried unanimously.

STAFF REPORTS

District Manager's Report: District Manager Kauffman reported on the following:

- **Dry Creek Reservoir Management Study:**
 - ❖ The study was reviewed during the CLFP report; however, Ms. Kauffman advised the Board she can forward a copy of the study to anyone who would like to read it.
- **Aurora Organic Dairy Agreement:**
 - ❖ The agreement was very close to being completed and Ms. Kauffman expected to be able to present the final copy to the Board at the May 18, 2023, meeting.
- **Northern Colorado Real Estate Summit:**
 - ❖ Ms. Kauffman and Business Project Manager Kammy Tinney attended the summit, hosted by BizWest, to get an insider's perspective on commercial and residential development activity in Northern Colorado.
 - ❖ Following are takeaways from the event:
 - Residential growth continued but had slowed.
 - ◊ Residential growth was trending toward multifamily construction.
 - There is an increase in industrial and commercial/retail development.
 - Mortgage rates were expected to return close to five percent mid-year but predicted flat or negative market appreciation for real estate.
 - Challenges to development such as the cost of water taps and other items were also discussed.
 - ❖ Chimney Hollow Reservoir Tour:
 - Ms. Kauffman advised the Board she had registered everyone for the tour.
 - The tour is scheduled for June 7, 2023, at 9:00 a.m. leaving from Northern Colorado Water Conservancy District (Northern).
 - ❖ Spring 2023 Newsletter:
 - Ms. Kauffman notified the Board that the first newsletter developed by WildRock had been sent.
 - The Newsletter highlighted Crew Leader Operations Services Dave Shumpert.

Business Manager's Report: Business Manager Diekhoff reported on the following:

- **Office Update:**
 - ❖ The front office was still under construction but the main updates had been completed.
 - ❖ The District received a dividend back from the health insurance provider Colorado Employers Benefit Trust (CEBT).
 - ❖ The Special District Association (SDA) Conference is scheduled for September 12 through 14, 2023.
 - Board members were asked to advise Administrative Assistant Judy O'Malley if they planned to attend.
 - ❖ The District was running a promotion giving either two soaker hoses or one automatic shut off hose nozzle to anyone who came into the office and showed that they Like the Facebook page.
 - ❖ Low-income Customer Assistance:
 - Ms. Diekhoff advised the Board she is working with the Low Income Household Water Assistance Program (LIHWAP) to help customers in need with their water bill.
 - The program is run by the state.
 - Program Staff will determine customer qualifications and advise the District.

- LIHWAP only pays for the past due portion of the bill and will not cover late or shut off fees.
- Because LIHWAP is run by Colorado it assists District Customers in Boulder, Larimer, and Weld Counties.
- **Customer Appreciation:**
 - ❖ Ms. Diekhoff noted that the newsletter Ms. Kauffman mentioned would be released in the next run of utility bills.
 - ❖ Ms. Diekhoff also gave kudos to Conservation Specialist Sues, Water Resources Administrator Hoff, and Water Resources Administrator Garrett Dickson for the superb job they accomplished of passing the water conservation message along at a Barefoot Lakes Homeowners' Association (HOA) meeting.
 - The group also advised Barefoot Lakes residents about prior-appropriation water rights and how it affects the filling of the lakes.
- **EyeOnWater (EOW):**
 - ❖ Ms. Diekhoff advised the Board the percentage of customers signed up for EOW remained at 15 percent.
 - A promotional postcard would be sent out shortly offering customers a \$10 credit if they sign up for the app.

District Engineer's Report: District Engineer Brad Eaton reported on the following:

- There were three Tap Commitment Requests for February. The year-to-date total was 12.
- **Capital Projects:**
 - ❖ CR Land Services have received two of 21 easements for the Northeast Transmission Line project.
 - ❖ The Twin Mounds project exterior work continued to progress.
 - The site has been broken into three times so the contractor has added cameras and a security firm has been hired.
 - An overnight guard has been posted.
 - So much equipment has been stolen from the contractor that their insurance company is dropping them.
 - ❖ The design for the Loveland Campion Conversion Project Number 1 is complete and the project will go out for bid in the next few weeks.
 - ❖ The design for the relocation of the waterline for the Weld County Road (WCR) 54 Bridge Replacement project is substantially complete.
 - ❖ Raw Water Infrastructure concept alignments are under review.
 - ❖ Design for the 3rd and Welker project in The Town of Mead (Mead) continues.
 - ❖ The Larimer County Road (LCR) 8 and 21 waterline modifications project is out for bid.
 - ❖ Staff have been reaching out to suppliers so the District could procure the necessary products for projects.
- **Development Projects:**
 - ❖ There were no new development projects for March.
 - ❖ Staff saw a slowdown in referrals from other agencies.
 - Mead has a bi-weekly project review meeting, but that has been cancelled twice due to the lack of topics.

There was discussion regarding the uptick of construction on multi-family dwellings.

- **Other Engineering & Geographic Information System (GIS) Activities:**
 - ❖ District Engineer Eaton advised the Board that the new GIS Specialist, Zach Hecker, was coming up to speed quickly and was a great force in maintaining and building on the system.
 - ❖ West Interstate 25 (I-25) Transmission Line Construction Manager at Risk (CMAR) candidates were in review, with Brookfield in the lead role to make the final decision.
 - ❖ Colorado Department of Transportation (CDOT) announced the start of Segment 5 of the I-25 improvements.
 - District Staff will be very busy once the project starts as there is a lot of District infrastructure in the area.

Discussion followed regarding ongoing security for the Twin Mounds site after the rehabilitation has been completed.

Water Resources Manager's Report: In the absence of Water Resources Manager Nancy Koch, Water Resources Administrator Hoff reported on the following:

- Water use for the month of March had been less than projected.
- Northern had announced a 70 percent quota.
 - ❖ Ms. Hoff advised the Cumulative Water Use graph will be adjusted to reflect the new quota in the May 18, 2023, Board Packet.

- Staff started filling Dry Creek Reservoir.
 - ❖ Due to the high snowpack Windy Gap water was going to spill so Northern was urging participants to take all of their water.
 - ❖ The District stored about 400 acre-feet (ac-ft).
- Water Court:
 - ❖ The District case was re-referred to the water judge which puts the District on the Water Court track, but a court date had not been scheduled.
 - ❖ The District still has objectors including the State of Colorado.
 - Water Resources Staff were working through the objectors' talking points.
 - ❖ There was not much change in the Handy Ditch Company case.
- The snowpack in the Upper Colorado River Basin may have peaked, but there was still a chance of another small increase before the end of the season.
- Ms. Hoff advised the Board that in addition to Ms. Diekhoff's comments on the meeting with Barefoot Lakes residents, she felt that Conservation Specialist Suess and Water Resources Administrator Dickson did a very good job with customer service.

President McMurtrey advised the Board that Ms. Hoff arranged and ran a meeting with the Highland Ditch Company. The ditch company representatives were impressed and ready to work with Ms. Hoff.

Operations Manager's Report and Water Quality Update: Operations Manager Ken Lambrecht reported on the following:

- Leak repairs had increased significantly.
 - ❖ Mr. Lambrecht noted something was happening in Director Martens' neighborhood causing more leaks than normal.
 - ❖ Mr. Lambrecht advised a leak detection company was scheduled to look into the issue.
- Monthly Total Coliform samples were within acceptable parameters.
- The telemetry upgrade project:
 - ❖ Staff were meeting with two vendors to get a better understanding of what the best forward plan should be.
 - ❖ Staff had received master plans in the past suggesting obsolete equipment.
- New Environmental Protection Agency (EPA) Requirements:
 - ❖ Colorado Department of Public Health and Environment (CDPHE) will have to include the District's cyber security when completing the next three-year Sanitary Survey.
 - ❖ If deficiencies are found the District must send a notice to all customers advising them that issues were found and what they are, along with the timeframe the District has laid out to rectify the issues.
 - This rule has been challenged.
 - ❖ The rule that every customer service line has to be inventoried for lead and copper has been changed to only those service lines installed before the lead ban.
 - Mr. Lambrecht requested permission from the Board to send a postcard requesting customers to answer survey regarding their service lines.
 - Mr. Lambrecht would like to offer a \$10 credit to every customer who responds to the survey.
 - CDPHE has approved water providers using customer feedback for this information.
 - ❖ Mr. Lambrecht requested approval to install an unbudgeted fire detection system.
 - Mr. Lambrecht expects the cost to be approximately \$40,000.

Following discussion: **it was moved by Director Brandenburg, seconded by Director Martens, to upgrade the fire system with the budget not to exceed \$45,000. Motion carried unanimously.**

DIRECTOR REPORTS

President McMurtrey attend the Northern Spring Water Users' Conference. She advised Directors Brandenburg and Brandt were also in attendance. Ms. McMurtrey noted the following messages from the meeting:

- Protect native waters.
- Colorado-Big Thompson (C-BT) is a supplemental source of water, not the main source for water providers.
- Northern is not able to influence Colorado legislation but can make internal policies to encourage local water conservation.

Discussion followed regarding what Northern bases the quota on and that the soil moisture is not good at the moment.

Director Brandt noted that at the Northern Spring Water Users' Conference someone discussed using ground based cloud-seeding. Mr. Brandt was concerned that the chemicals would end up in the groundwater.

Director Martens noted that he and Director Szmyd had gone fishing in Arkansas and that Director Szmyd had caught a 30 pound catfish. He also noted that he and his dog had picked up ticks already and that this is early in the season for ticks.

Director Heiland noted he observed the Buc-ee's gas station had already installed large number of columns for electric vehicle (EV) charging stations. District Manager Kauffman stated Buc-ee's would have 119 gas pumps when completed.

Director Szmyd advised the Board of the following items:

- The City of Loveland had people providing information against the use of fluoride.
- Mr. Szmyd heard that some people were questioning the use of polyvinyl chloride (PVC) in water pipes and felt the District should put together some information for customers.
- If the Board would agree to make a change on reducing leaks.
 - ❖ Mr. Szmyd requested data to review where the losses occur and try to reduce losses from 20 percent to 10 percent.

Discussion followed regarding different conservation plans and ideas to be used to increase the District's water efficiency.

Director Brandenburg noted that he had attended the Northern Spring Water Users' Conference and had heard the message regarding keeping native waters within Northern Colorado. Mr. Brandenburg also advised he had read a news article stating that a development with six golf courses was to be built in Keenesburg. The developer had purchased a ranch that has a well with 1,000 ac-ft of water rights. Mr. Brandenburg noted that the City of Aurora mayor was interviewed and his opinion was that it was a huge waste of water. However, the Weld County Commissioner stated that water rights are a private property right and that the owner has the right to develop that land any way they choose.

It was moved by Director Martens, seconded by Director Szmyd, to adjourn the meeting at 8:27 p.m.

Respectfully submitted,

Amber Kauffman