

**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, July 18, 2024. Attendance was as follows:

Board of Directors:

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

Staff in Attendance:

Brad E. Eaton, District Engineer – *Acting Secretary*
Angela Diekhoff, Business Manager
Nancy Koch, Water Resources Advisor
Amanda Hoff, Water Resources Manager
Kammy K. Tinney, Business Project Manager
Judy O'Malley, Recording Secretary

Other Attendees:

Kristin Gollhofer, WildRock PR and Marketing, CEO and Founder – *Attended via Video Conference Call*

CALL TO ORDER

The recitation of the *Pledge of Allegiance* occurred, followed by President Emily McMurtrey calling the meeting to order at 5:02 p.m.

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 at 5:04 p.m. There being no public comments, the Public Comments period was closed at 5:05 p.m.

CONSENT AGENDA

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

- Minutes of the June 20, 2024, Regular Board Meeting,
- Tap List 702,
- June 2024 Disbursements in the amount \$1,720,690.02:
 - ❖ Operating Account: \$1,398,157.92:
 - ACH Manual Check Numbers 5549 to 5617 – \$1,176,881.01,
 - Check Numbers 11903 to 11949 – \$221,276.91,
 - ❖ Payroll Account: (Two Bi-weekly payroll periods in June) for \$322,532.10:
 - ACH Transmittal Vouchers O-2490 to O-2501 – \$164,304.86,
 - ACH Direct Deposit Numbers N-13688 to N-13760 – \$158,227.24,
- June 2024 Financial Report.

Motion carried unanimously.

DISCUSSION ITEMS

WildRock Update and Check-In:

WildRock PR and Marketing CEO and Founder Kristin Gollhofer presented a communications update to the Board. The following items were reviewed:

- The 2023 Plan / Strategy was refreshed for 2024 as many of the 2023 items were still appropriate for 2024.
 - ❖ WildRock provided the refreshed 2024 Plan / Strategy complimentary to the District.
 - ❖ Many of the programs that were used in 2023 were very successful.
- Communication Goals:
 - ❖ Produce communication materials that reach a diverse Customer base.
 - ❖ Increase Customer participation in water conservation.

- ❖ Reduce Staff time dedicated to communication efforts so focus can be redirected to other District initiatives.
- Communication Objectives:
 - ❖ Leverage the District's strongest assets, which are the Employees and Board Members, to build trust with the Customers.
 - ❖ Continue to build a foundation of communication channels for increased focus and results.
 - ❖ Position the District as experts in water distribution.
 - ❖ Let data drive decisions to streamline efforts overall.
 - ❖ Utilize a cohesive messaging and standard look and feel for the District to really facilitate that Customer trust.
- Key Messaging:
 - ❖ Allotments – with rate structure changes make sure Customers are familiar with how allotments work.
 - ❖ Conservation programs – a lot of focus was placed on the Lawn Replacement and Slow the Flow programs.
 - ❖ Taste and Odor – this was an issue in 2023 and WildRock wanted to get ahead of the game for any potential issues in 2024.
 - ❖ Rates – always an area of focus for the District as the rates are reevaluated every year, and WildRock wants to ensure the communication efforts prime Customers for any changes.
 - ❖ Capital Projects – to ensure Customers are aware of the District's efforts to provide clean and reliable water.
- Communication Channels:
 - ❖ Remained relatively the same.
 - ❖ WildRock now has year-over-year data and delivers messaging based on Customer preferences.
- 2024 First Half Update:
 - ❖ Monthly social media communications on Facebook and LinkedIn.
 - ❖ Management of Facebook and LinkedIn.
 - ❖ Quarterly digital ads on Facebook, Customer newsletters, and postcards.
 - ❖ Additional communication and support regarding the Lead Service Line Inventory (LSLI) project.
- Metrics and Performance:
 - ❖ WildRock started tracking Key Performance Indicators (KPI) for communications in 2023.
 - ❖ Of the 11 performance areas WildRock is tracking, seven are within range, on track, or exceeding expectations.
 - Facebook impressions were slightly lower than last year, likely due to 2023 being the first year WildRock managed the content.
 - ◇ However, 5.5 percent is higher than the industry average and there has been year-over-year growth.
 - Website users appear to be down, but the results are skewed due to a break in the Google Analytics reporting.
 - ◇ WildRock is still seeing strong traffic to the website in months when reporting was available.
 - Lawn Replacements began as a lower performer, but as of the week of the Board Meeting this program surpassed the goal.
 - Slow the Flow also appeared to be a lower performer, but as of the week of the Board Meeting was on track to meet the goal.
 - ❖ Communication Wins:
 - Allotment Education – the Quarter One (Q1) postcard was dedicated to educating Customers on what allotments are and why the District uses them.
 - ◇ The postcard was also used to remind Customers what type of tap they had and what their allotment is.
 - ◇ Two versions of the postcard were sent out with one advising Customers if they were exceeding their allotment.
 - ◇ The postcard also encouraged Customers to use EyeOnWater (EOW).
 - ◇ The overall result of the postcard was 457 Quick Response (QR) code scans direct to the District's EOW webpage, and 178 EOW sign-ups between February and April.

- Lead Testing – the District requested support from WildRock to communicate the LSLI project to Customers.
 - ◇ WildRock integrated the message using existing channels:
 - Developed a new webpage on the website with an online questionnaire.
 - Outreach postcard, letter, and emails.
 - Potholing door hanger distributed to affected Customers.
 - Customer Service scripts.
 - Due to WildRock’s clear communications Customer Service received very little pushback.

Discussion followed regarding what type of metrics can be utilized, including the District’s trust standing with Customers, continued interaction with the Customers with different types of Community Outreach, and ways for the Directors to have occasional communication with Customers.

Director Brandenburg stated that the Operations Crew does a fantastic job of face-to-face interactions with Customers.

Also discussed was a website refresh. While Customers are visiting the website, information, especially for developers, can be difficult to find. The current District platform has a framework that limits information layout. WildRock had provided the District a proposal for a new website in 2023. With the Americans with Disabilities Act (ADA) requirements WildRock will need to present a new proposal. If the District accepts the proposal WildRock should be able to have a new website running in eight to 12 weeks.

Raw Water Master Plan Update:

Water Resources Advisor Nancy Koch and Water Resources Manager Amanda Hoff presented the following information to the Board:

- In the Raw Water Master Plan, Water Resources Staff and Williams and Weiss Consulting, LLC (WWC) are assessing the District’s raw water supplies, which includes consideration of water treatment capacity, storage and infrastructure.
 - ❖ The first task of the Raw Water Master Plan has been completed:
 - Updating the 2019 MODSIM model, existing water supplies and demands and added assumptions based on infrastructure capacities.
 - Using this information, Water Resources Staff have assessed the District’s ability to meet existing, future, and obligated demands.
 - ❖ Supply and Demand:
 - Staff looked at meeting the existing demands and future demands differently than in the past:
 - ◇ Demand per development per year.
 - ◇ Annual increase in demand.
 - ◇ Location of demand.
 - ◇ Location and volume of second use water.
 - ◇ Data available for System Master plan.
 - ❖ Water Storage Demand:
 - Staff approximated when developments will be coming online, and how many taps each development will require based on Commitment Letters.
 - Staff projected low, medium, and high water demands based on data and assumptions.
 - District Manager Amber Kauffman met with the Town of Mead (Mead) and learned of an increased number of developments in the entitlement process.
 - ◇ Staff determined it is likely the District will follow the high projected water demands based on this information.
 - Although Developers must dedicate water to the District, the District water supply fluctuates annually based on the quota from Northern Colorado Water Conservancy District (Northern) and the amount of Windy Gap water delivered.
 - ❖ Findings Based on Existing Conditions and Assumptions:
 - The District owns water supplies to meet existing demands including system losses which are assumed to be 20 percent.

- The District can only meet half of the obligated demands with this loss if all obligated demand was to come online at once.
 - ◇ Outside water use would need to be restricted by 25 to 50 percent for three of 10 years to offset mitigate system losses.
 - ◇ This system loss is treated water that is not delivered to customers.
- If the District reduces losses by 5 percent, there would be a gain of 375 acre-feet (AF) which is a \$54,000,000 (M) value at today's cash-in-lieu.
- A reduction of system losses would reduce demand on Carter Lake Filter Plant (CLFP).
- ❖ CLFP capacity is assumed to be 38 million gallons per day (MGD).
 - The combined maximum water use by Central Weld County Water District (CWCWD) and the District is at 36.9 MGD.
 - Nothing in the joint agreement states how much capacity either entity can use.
- ❖ Existing Conditions Conclusion:
 - District system losses can be over 1,000 AF.
 - CLFP treatment capacity is a significant near-term concern.
 - ◇ Drey Creek Reservoir limitations include water quality, limitations due to two-way piping from and to Dry Creek Reservoir (DCR) and CFP may impact water supply plans.
 - The District is still storage long.
 - The District owns water that can come online in the near-term.
- ❖ Near-Term Future Conditions:
 - Options to be considered:
 - ◇ Second use water location and yield – where does it go and what does it yield.
 - ◇ A District treatment plant east of Interstate-25 (I-25).
 - ◇ Expand non-potable water use – a lot of developments in Mead are along the Highland Ditch.
 - ◇ Capitalize on storage – possible lease some storage and use the income to pay for infrastructure expenses.
 - ◇ CLFP / DCR bottlenecks.
 - ◇ New water supplies.
 - ◇ Water Loss / Conservation – reduce water loss to gain water.
 - ◇ Return flow obligations (RFOs) – meeting return flows with effluent will allow more treatable water to be available for distribution.

President McMurtrey called for a break at 6:32 p.m. The meeting reconvened at 6:45 p.m.

Raw Water Master Plan Update (continued):

Discussion continued following the break regarding planning needs for second use water and native water, and how the District will need to make sure the waters are used in the right way when they become available.

CLFP:

In the absence of District Manager Kauffman, District Engineer Brad Eaton presented the following information to the Board:

- The line between DCR and CLFP had a break.
 - ❖ After the repair the plant planned to start pumping water from DCR again.
- The algacide treatment made a great improvement in Methyl-Iso borneol (MIB) and Geosmin levels.
 - ❖ The applicator suggested evaluating ultrasonic as a method to control algae.
 - ❖ It was suggested that the plant contact Berthoud and Johnstown to truth test the impact of ultrasonic and also evaluate aeration as an alternative.
 - ❖ Mr. Eaton noted that he has seen ultrasonic treatment create different problems.
- The new membranes in Cell 6 of the North Plant continue to outperform the old version of membranes in all other cells by nearly 40 percent over the course of 7 days.
 - ❖ The new version of membranes also does not have to have a clean in place cycle as frequently as the old versions.

- ❖ Given this information, the CLFP Board authorized CLFP Staff to spend \$3,352,460 to replace the remaining membranes in the plant and the clovers and valves that are in those cells.
- ❖ The delivery is expected to occur in January or February.
- ❖ The CLFP Board felt, as did the district managers, that the cost was worth the capacity in the plant given our high demands and concern for plant capacity.
- CLFP Manager Rick Whittet found two new employees to fill the board authorized positions.

St. Vrain Water Authority (SVWA):

In the absence of District Manager Kauffman, District Engineer Eaton presented the following information to the Board:

- The SVWA audit was presented to the SVWA Board with an unmodified opinion.
 - ❖ The audit was performed as a blended component of the Town of Firestone's (Firestone) audit as they have a controlling position on the Board and the budget for SVWA is not too large.
- The SVWA Board approved the use of a payment card for the Authority.
 - ❖ The Authority would like to use it when paying for subscriptions such as Microsoft 365 so that the receipts are separate from Firestone.
- The SVWA Board approved the ability for its customers to pay via Automated Clearing House (ACH).
- SVWA's attorney is changing firms effective August 1, 2024.
 - ❖ The SVWA Board agreed to transfer the SVWA documents to the attorney's new firm.
 - ❖ The attorney will provide a new engagement letter for the SVWA Board to consider at the August meeting.
- A big conversation surrounding Americans with Disabilities Act (ADA) compliance with the documents posted on the website and what should be posted on the website.
 - ❖ There is a concern that the effort to make board packets ADA accessible for posting takes too much time.
 - ❖ The SVWA Board will revisit the topic next month to decide the path forward.

Public Hearing: Action Item: Resolutions 2024-19 and 2024-20 Inclusions:

The Public Hearing had been properly publicized. No written objections were received. President McMurtrey opened the Public Hearing at 6:50 p.m. No public was present, and the Public Hearing was closed at 6:51 p.m.

It was moved by Director Szmyd, seconded by Director Larry Brandt, to adopt Resolution 2024-19 Inclusion (McNamara/Straatman), and Resolution 2024-20 Inclusions (Dyer/Ferro, Harris). Motion carried unanimously.

STAFF REPORTS

District Manager's Report: In the absence of District Manager Kauffman, District Engineer Eaton reported on the following:

- District Activities:
 - ❖ The next meeting for the NoCo Water Alliance is July 19 and Water Resources Manager Hoff will be attending.
 - ❖ The District received formal notice that Colorado Department of Transportation (CDOT) will be acquiring a portion of our property where the District is planning to construct the Markum Hill Tank (AT and T Hill).
 - On July 11, Civil Engineer III Jake Hebert, P.E. and Ms. Kauffman met with CDOT to discuss the path forward.
 - CDOT will be providing an offer to the District for approximately 21,001 square-feet (SF) of property for permanent right-of-way for I-25 and an additional 2,581 SF of temporary easement.
 - CDOT expects that offer to be available for Board review as early as the September board meeting and the District will receive a sizable incentive to agree to the purchase within 30 days of the offer.
 - Mr. Eaton believes there will still be enough room for the District to build the new tank.

- District Staffing:
 - ❖ The District has had a few qualified applications for the Operations Manager position and is conducting interviews.
 - ❖ The District is currently advertising for a Backhoe Crew Leader, Civil Engineer I, and a Customer Service Representative.
 - ❖ The Global Information System (GIS) and Water Resources positions have been filled.

Business Manager's Report: In the absence of Business Manager Angela Diekhoff, District Engineer Eaton reported on the following:

- Board:
 - ❖ EyeOnWater (EOW):
 - There have been 337 new customer sign-ups in the last six months.

Discussion followed regarding ways to incentivize customers to sign-up, and how the District is affected by those customers not on EOW.

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

- There were five new taps and two Accessory Dwelling Units (ADU) Commitment to Serve Requests for June. The 2024 total was 426 taps and 12 ADUs.
- Capital Projects:
 - ❖ A preliminary version of the new Water System Master Plan water model is ready for Staff review.
 - Water Resources Advisor Koch, and Water Resources Manager Hoff continued to be of great assistance.
 - ❖ The H2 and RFO Raw Water Infrastructure project was coming along.
 - ❖ Director Steve Brandenburg questioned if there was any additional information on the outside interest of placing Floating Solar Photovoltaic panels on DCR.
 - Mr. Eaton advised that information would be presented to the Board at a future meeting.
- Development Projects:
 - ❖ Several new developments are coming online.
- Other Engineering Department Activities:
 - ❖ Staffing:
 - The District hired Steve Holmes, who is a highly experienced GIS professional.
 - The Civil Engineer I position has been advertised with no success to date.
 - ◇ Staff have engaged the services of a recruiter.
 - ❖ The potholing contractor, for the LSLI project, was scheduled to begin on July 15.
 - The potholing contractor will mobilize two crews to begin the project.
 - ❖ CDOT Segment 5 design concepts have been presented for LTWD staff review.

Water Resources Manager's Report: Water Resources Manager Hoff reported on the following:

- The water use for June had hit the District's max.
- The cumulative water use for the 2023 – 2024 water year was close to the projection.
- Ms. Hoff noted that the probability of hot and dry weather had increased since the June board meeting.

Discussion followed regarding how the District knows when to tell customers to stop outside water use. Ms. Hoff discussed the triggers built into the Water Efficiency Management Plan and the steps to be taken to notify customers. At the time of the meeting there was no concern to move to Yellow – Low action level.

Operations Manager's Report and Water Quality Update: District Engineer Eaton reported on the following:

- Locate Requests and Leak Repairs were trending down.
- Backflow Regulations:
 - ❖ In late June, Staff became aware a new law, HB24-1344 signed into law on June 3, that requires backflow testers in Colorado to be licensed plumbers effective July 1.

- With the law going into effect during the industry's busiest time of the year, and the majority of certified backflow testers not holding a current plumbing license, Staff reached out to Colorado Department of Public Health and Environment (CDPHE) requesting guidance on how to handle the change.
- Staff also reached out to the Special District Association (SDA) to assist with lobbying efforts on behalf of water districts in the state, and the Colorado Department of Regulatory Agencies to voice concerns and request consideration of revised rulemaking until this matter can be brought back to the legislature for revisions.
- Under heavy scrutiny, the Colorado State Plumbing Board held an emergency meeting on July 10 and adopted revisions to its rules that will allow inspection and certification to continue by certified backflow testers.
- Monthly Water Quality Report:
 - ❖ Monthly Total Coliform samples were within acceptable parameters.
 - ❖ Disinfection By Product (DBPs) and Unregulated Contaminant Monitoring Rule (UCMR) Five samples will be taken in August.
- Project Updates and Notes:
 - ❖ Valve exercising remained on hold.

Business Project Manager's Report: Business Project Manager Tinney reported on the following:

- LSLI – Project Update:
 - ❖ The District's contractor will begin the potholing process the week of July 15.
 - Doorhangers with schedules will be placed a minimum of 48 hours ahead of the contractor being on-site.
 - ❖ Inspection results will be provided to customers following the conclusion of the potholing project.
 - ❖ Customers continue to have the opportunity to submit a survey which, if the material can be verified, could eliminate the need for potholing on the service side of the line.
 - ❖ Phase I of the LSLI Project will continue for the next three months with conclusion of the first inventory report and Lead Service Line Replacement Plan due to CDPHE on October 16, 2024.
 - ❖ Phase II of the LSLI Project includes notification to customers of service line material and the execution of a replacement program.
- Policies and Procedures:
 - ❖ Work continues on review / revision of:
 - The Development Process.
 - Section 8 Rules and Regulations.
 - Section 17 Rules and Regulations.
 - Non-Potable Water (Irrigation) System Procedures including suggested revisions to content for the District's website.
 - ❖ Staff have begun implementing "National" days as a way to thank Employees.
 - The day of the board meeting was National Ice Cream Day.
 - Every Employee and Board Member received an ice cream cone shaped pen, and ice cream was available in the east kitchen.

DIRECTOR REPORTS

- Director Brandenburg noted a Constituent called him regarding the purchase of an Inside-Use Only Tap.
 - ❖ Due to the size of the property, the Constituent would need to purchase an Estate Tap even though they have a well.
 - ❖ The Constituent will bring a request for a variance to the Board.
- Director Martens questioned how the Chevron Doctrine affects federal government agencies creating rules that put an undue burden of expense on other entities.
 - ❖ Discussion followed.
- Director Brandt stated that Poudre Valley Rural Electric Authority (PVREA) sent a letter that they would be burying lines under the intersection of Highway 257 and Weld County Road (WCR) 2; however, no one ever came out.

- Mr. Brandt also noted that workers for the Loveland and Greeley Canal had cleaned out the canal and put the debris on his property. Mr. Brandt was trying to locate a representative of the canal to rectify the situation.
 - ❖ President McMurtrey offered to assist Mr. Brandt locating a contact.

It was moved by Director Szmyd, seconded by Director Brandt, to adjourn the meeting at 7:41 p.m.

Respectfully submitted,

Brad E. Eaton
Acting Secretary