

Doney Park Water
"A Member-Owned Cooperative"
(Administrative Session)
Minutes
April 28, 2010

Directors Present: Bob Lupo
Jim Timney
Larry Davis
Del Porter
Richard Downey
Selden Wasson

Directors Absent: Ed Peacock

Also Present: Bill Linville – General Manager
Missy Oates - Staff

Members Present: Ms. Stees

The Board of Directors held their regularly scheduled meeting (**Working Session**) at the Doney Park Water office at 5290 E Northgate Loop, Flagstaff AZ. Director Bob Lupo called the meeting to order at 5:02 p.m.

The first agenda item was the **approval of the March 2010 Board Meeting Minutes**. Director Lupo reviewed the minutes with the Board, and Director Porter made a motion to approve the March Board Minutes. Director Davis seconded the motion, all were in favor, and the motion to approve was passed.

Next on the agenda was **Communication from members**.

Ms. Stees was in attendance due to a leak she has experienced. She mentioned that her water usage had risen in December by 900 gallons, but had been ok until then. She had checked around her house and a conversation with Director Davis who offered her advice that she claimed was very helpful. She found someone to repair the leak on 4-28. She complained that our Customer Service was not to her liking. She had called to get a wrench to open the meter in which she was then told to be careful so no damages occurred to any parts in the vault and that she couldn't shut her water off with the company curb stop valve in the vault, to which she claimed we thought she was stupid for not knowing this. Bill discussed her usage with her and explained that it was not excessive and wasn't flagged to indicate a leak was at all possible due to the usage going up and down and was pretty consistent. She mentioned that the leak had been there since she purchased the home 6 years ago and the inspector did not find it. Director Lupo discussed some options she may have for recovering her loss with her and offered his guidance. As far as her complaint about our customer service, Director Lupo explained that the Board would review the phone calls and take any necessary action. Bill Linville commented that we pride ourselves on good customer service and expect the same respect from our Members. Bill reviewed the several recorded phone calls of our conversations with her that showed our customer service was respectable and professional on our part. .

The next agenda item was noted that the **Alphabetical member list** had been printed on April 21st for the Annual Meeting.

The Next Item on the agenda was **Safety Report**. Director Davis reviewed the report verbally with the others. Director Davis moved to approve the report, Director Wasson seconded, all were in favor and the motion to approve was passed.

The next agenda item was **approval of the March Check Register**. The Board reviewed the information on the check register. Director Porter made a motion to approve the financials and check register, Director Wasson seconded the motion, all were in favor, and the motion to approve was passed.

The next agenda item was **approval of the March Financial Register**. The Board reviewed the information on the check register. Director Timney made a motion to approve the financials, Director Davis seconded the motion, all were in favor, and the motion to approve was passed.

Director Porter made a motion to adjourn, Director Davis seconded the motion, all were in favor, and the motion was passed. The meeting adjourned at 5:47 p.m.

Secretary

Date