

From 8/31: Have all the fire hydrants been tested and what were the results?

As far as we understand to-date, hydrants should be tested once every 6 months or annually. We do not currently have a documented policy in place on this. It is part of why Ron Brown is pushing to get our SOP done.

What was the safety concern cited, but never disclosed, by Angie while explaining the reason for pulling the Call to the Public and has it been resolved?(I'm thinking that's a question for Angie.)

Prior to your illness, there was a board meeting where your behavior during the call to the public escalated to yelling. In an effort to avoid future incidences, the call to the public was removed.

From 9/4: Will facts and figures be compiled and available for review prior to the rate increase Hearing? (That was evidently a no, but a package was presented to Lance in August and I am still interested in reviewing that.)

This question is answered on our FAQ page but the website has not been updated with past budgets. You have a copy of the current one. A package was not presented to Lance. It was stated that one would be compiled, but has not been completed. Included will be a copy of our SOP and a map of the district. What **was** given to him was simply contact information for board members and office staff.

From 9/27: What does a 47% water loss translate to in dollars?

It depends on how many gallons are used. We had a 47% water loss in May which translated into approximately \$1,500.00 at cost.

From the March meeting - What is the House Bill Angie referenced regarding publication of Hearing Notices in a newspaper that overrides ARS 48?(Another Angie question)

This statute is linked from the FAQ page.

What was the outcome of the meeting with Rock Pro?

There was no meeting with Rock Pro. It was a phone call between the owner and office with regard to his account. It was discussed at the meeting.

How many customers receive the email notifications and what percentage of customers does that represent?

We do not have that information as the request to be placed on the email list is not logged in our customer billing database. All customers who have requested email notifications are receiving said notifications. Email notifications are not legal notices just as it states in the email body. Our post office bulletin board and our office window are our two legal notice locations.

What is the current balance in the ARPA Grant?

Expenditures to date are currently being tabulated. Our website will be updated for all customers to review. We will attempt to have it available for viewing prior to Christmas.

Has the RWAAZ sent a circuit rider and what was the outcome?

Generally speaking, a circuit rider comes out to visit us annually. As explained to the last rep, Christopher Arguelles, we have high water losses and he expressed interest in coming back with more information. He did not.

From 10/3: What is the legal basis for requiring a 48 hour advance filing of a Request to Speak at the rate increase Hearing? (Assuming that was a Board decision, it would be a Board question.)

You may be confused on this one. Firstly, we ask that if you have any items to discuss at a regular meeting, that they be submitted

in writing 24 hours prior to the meeting for review/approval. Remember we are not legally required to have an open call to the public and the board has not yet chosen to reinstate it. Secondly, everyone was invited to speak (and a few did) with regards to the rate increase and no requests were required. This was as per our notice.

From 10/21: Is the Board looking into a standpipe/water station? (Another Board question.)

The board did look into a standpipe. It is a tempting way to make additional income and offer individuals in Chloride that do not currently have service a place to purchase water. Our issue is legal logistics. A DWID cannot sell outside of the district the townsite voted was our limits. We quickly decided that it was a better option to replace some of the valves which help to shut off sections of town during repairs. We did not further inquire about the standpipe legalities. The board decided at our meeting to go in a different direction at that time.

Re:Executive Session on 10/25- Under which category does the Cell Tower discussion fall? (Another Board question.)

Financial contracts/negotiations

From 10/27: Please send the missing charts from the AZDWR reports for 2022-2024 (repeated 11/6, 11/12,11/22 and 11/30)

What is meant by "charts"?

Why the fluctuation of 168 connections from 2022-2024? (Repeated 11/6, 11/12, and 11/22).

If you are inquiring about the Use Report, there has not been a fluctuation of 168 connections. The "population served" is different than the "connections".

2024 report says 29,280 gallons were purchased and 29,280 gallons were sold. Considering our loss percentage, how is that possible? (Repeated 11/6, 11/12 and 11/22)

If you are referring to our use report, it is not a profit/loss report. "Delivered to Customers" is how much we distribute as opposed to purchase. 100% of our water is distributed through our lines.

Please provide reasonings for (the listed multiple) redactions in the ERP? (Another Board question.)

As was explained in a previous meeting (or two), it was agreed that our actual process for handling emergencies should not be available to avoid sabotage. That has since been rescinded, however quite a bit of the ERP we have been working with is a template provided by RWA. We are working to revise our ERP currently to reflect what each board member would like to be responsible for. It was requested at the last meeting that we have an executive session soon to go over it together.

From 11/6: What is the legal basis for Angie's claim that "We're not allowed to" respond to customer emails? (Another Angie question.)

Board members (in the past) have made several attempts to work with you to answer questions and resolve issues. Because conversations have no record (unless recorded), the board took a hands-off approach as it was not in their best interest to interact. It has since been decided that correspondence will go through the CDWID office and email service to keep better track of questions and correspondence.

From 11/12 : please add the 1,000 gallon rate level to the Agenda (Repeated 11/22 and 11/28)

We will be holding an executive session to discuss a rate and fee schedule change, as stated in in the notice sent with November billing, in January. The revised schedule will be published and mailed out to all customers. It will include a line item for the 1,000 gallons. We would like to point out that our minimum fee **for 2,000 gallons** is going up by \$2.00. It was stated at the hearing that that would mean that each additional 1,000 gallons

would be \$1.00. This is not really additional information or an agenda item.

From 11/16: Addressed specifically to Chuck - please reply to 9/27's still-pertinent questions numbered 2, 3, 4, 7, 8.(That would be a Chuck question.)

Questions 2, 3, 4, 7 and 8 are answered herein.

From 11/22 At the Hearing Chuck promised that a 1,000 gallon rate level would be looked into. When will it be on the Agenda? (Repeated 11/28. Still not on the December Agenda.) (Another Chuck question.)

Addressed above.

From 11/22: Water loss percentages were not reported in September or October. Actually, checking Board Meeting videos from the beginning of the year there have been none reported at all. Please supply the full year's reports.

This is a records request.

No vote was taken during the Regular Meeting to hold the Executive Session following it. Since it was posted in advance, and I sent an informational email about it, it should have been on the Agenda and voted upon. Why wasn't it? (Another Chuck question.)

A vote does not need to take place to have an executive session. The board may vote to go into session during a meeting, but an executive session can be planned without a meeting.

When will the 1,000 gallon rate level appear on the Agenda? (Another Chuck question. He was the one shutting people down with this promise, I believe he is responsible for following through on it. It is still not on the December Agenda.)

Addressed above.

What is the schedule for the weekly Members meetings regarding the CIP? (Repeated 11/28)

If there are items to discuss with regards to construction, we generally meet on Thursday.