

April 23, 2019

ICRWUA Meeting

Prepared by Dean Humphrey

Thank you for allowing me to address the Board. While my statements may sound negative in nature, that is not my intention as these are simply my observations and opinions.

1. Monthly Operator Reports are redundant, lack detail, are not posted in a timely manner, in certain cases are misleading as to what and when work was completed, are not dated, and do not include information on who submitted the report.
2. Quarterly Financial Reports are not posted in a timely manner and are lacking detail. I suggest the board consider posting a P and L statement such as was posted in the first quarter of 2018.
3. On our web site one can find an ADEQ Consumer Confidence Report. I am not sure if this report is required any longer, but I want to point out that the last posted report was for 2017. This report indicates that one should contact Wallace Utility for assistance. If the report is required, it would be good to have it posted online.
4. It was nice to see a newsletter posted at the end of 2018. I wonder though why a statement marked in bold font, referencing past board actions was necessary. Can't we let go of what happened in the past and deal with current facts and issues?

Additionally, I suggest the newsletters be posted under the heading Newsletter on our web page.

5. In early April of this year, I called Derek Scott and asked why our water was cloudy and if there had been any problems with the system. He stated that he had not received any complaints about such a problem but that quite possibly the fire department was flushing hydrants which can cause cloudy water.

Per Derick's suggestion, I checked my system for leaks and found none. A few days later my wife began receiving emails about cloudy water in other homeowner's water supply. The emails referenced homeowner calls to A-Quality and responses that there were no problems reported and that the fire department was flushing hydrants.

On Monday April 22<sup>nd</sup>, I stopped in and spoke with two firemen at the Outer Loop Station 57. They stated they had not done any hydrant flushes over the past month in our neighborhoods. I also called the Williamson Valley Fire Station asking the same question and was told no flushing was done by them and that Station 57 handled our hydrants.

My water is now clear, but I do question why this happened and why a Board member or our system operator could not have been more proactive in communicating with system users.

Owning our system has come with many challenges over the years. I believe most of the frustration with homeowners has been the lack of, accuracy of, and timeliness of communication with shareholders. Board members have in the past made decisions based on what they felt was accurate information at the time and as with past Boards I believe our current Board has the best intentions for our communities.

I want to thank the Water Board members and our system Operator for their efforts to ensure we have quality water at a reasonable cost. I ask that my statements be food for thought in hopes that together we can be more transparent moving forward

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