



SCOTT LAKE MAINTENANCE COMPANY

BOARD OF TRUSTEES

November 20, 2025

6 pm – 8 pm

Zoom and in the Community Center

Called to Order at 6:02 pm

Roll Call – Board of Trustees Present:

• Eric Riffe • Theresa Parsons • Judy Zygar • Jim Johnson • Julie Orcutt

Absent:

• Tom Culleton

Pledge of Allegiance

Adoption of Agenda:

President

MOTION: Jim Johnson moved, and Theresa Parsons seconded to approve the agenda as presented. The motion passed unanimously.

Minutes Approval:

President

MOTION: Julie Orcutt moved, and Theresa Parsons seconded, to approve the minutes as amended. The motion passed unanimously.

New Board Member: Tom Friedrich – He has lived in the community for 8 years and has served on several boards in the past. I've been the president of Capital City Bass Club for the last 12 years.

MOTION: Julie Orcutt moved and Theresa Parsons seconded to be a Board member. The motion passed unanimously.

Off Duty Sheriff Duty Patrol – Lt. McIver

He introduced himself as the person who manages the contract for off-duty patrols for the sheriff's department. Judy explained that our community has been asking, "What are you doing about this?" and "What are you doing about that?" She mentioned that the park becomes problematic during the summer months, with community members riding their four-wheelers speeding down the road, and issues with people prowling homes and vehicles.

Lt. McIver stated that there are typically 7-10 deputies serving the entire county at any given time. Their start and stop times overlap slightly, which means there may be three crews on duty for a short period. However, it's more common for only one deputy to be working in the district that includes Scott Lake. Given the high volume of calls they receive, whenever they have the opportunity, they conduct random patrols to address issues like speeding and other disturbances. With so few deputies on the road, it is challenging to dedicate specific time to particular areas, which is why they offer this off-duty service.

As a board, you will determine the number of days and specific areas of focus for the deputies. These areas may include addressing speeding, ensuring compliance with stop signs, and managing requests from community members who will be away for an extended period. Community members can notify the office by filling out a form kept in a book. The deputy will check in at the office and conduct routine checks of the homes during their four-hour shift. We do not get involved in anything related to the civil side of the community. We are here for the criminal aspect.

Once the contract is signed by both parties, I will schedule patrol days and times. This information will be shared with the deputies for sign-up. Each shift will last a minimum of four hours, during which the deputy will remain within the Scott Lake community.

One positive aspect of this program is that when deputies work these shifts, they identify areas that need attention and can relay that information to other deputies who patrol the district. This helps ensure ongoing attention to problem areas.

The cost for off-duty patrols is approximately \$161 per hour. This rate is standard and includes wages, insurance, retirement, and medical benefits. The sheriff's office pays the deputy's wage directly and then bills you for it. Consequently, you may find that a deputy assigned to this shift could cost you \$50 less per hour.

Please provide a 10-day notice when submitting your schedule requests. If you submit your preferred days for January and later find that those dates do not work for you and wish to change them for February, please send us your new dates with at least 10 days' notice. I can then update the schedule and ensure that the new days and times are filled.

MOTION: Theresa Parsons moved, and Julie Orcutt seconded, to enter into an agreement with the Sheriff's office to provide additional patrols at our expense and to authorize the president to sign the contract. The motion passed with 5 yes and 1 no

SLMC Member Comments and Board Responses – 30 minutes, 3 minutes per member to speak.

Old Business:

Park Shelter Rental Form Attorney Response – Eric

Julie will add the attorney's comments to the park shelter form and bring it back to the board for final approval.

Eldorado Update - Theresa

Judy, Penny, and I spent most of today in meetings, and overall, things are progressing well. Although there are always hiccups along the way, there is a strong possibility that the next billing cycle will be significantly better than past ones. Penny has been quite assertive in her commitment to assist, as this will help us understand how the entire program operates. Together, Judy, Penny, and I handled the initial data entry in Eldorado.

Billing will transition to Eldorado this month. We understand this may cause some inconvenience, as everyone will need to set up their portal again if they want to pay online or utilize automatic payments. However, once everything is set up, the system will function much better. You will have access to all your information, including your payment history, outstanding balance, and water usage.

To help explain these changes to the billing system, we will provide a two-sided letter that outlines the details. Additionally, we will follow this up with a postcard.

Penny has done an excellent job creating step-by-step instructions for setting up your portal, which are available in two formats: plain text and screenshot guides. Both formats essentially provide the same information, but they offer different ways of visualizing the process. These instructions are posted on the website for users to download.

Judy has also reviewed the instructions to ensure they make sense, particularly since she manages multiple properties and can link them together. Although we haven't set up our personal accounts yet, we did test a sample account, and it worked well.

Now, we will be able to access and run our own reports. If someone calls to inquire about their balance, Penny can look it up and even process payments over the phone—tasks she previously relied on Sharon to handle.

EIDorado is our database where staff enter customer information and payments. This data syncs with Inuity, the program customers use to access their accounts. If community members need assistance with signing up, Penny has been very helpful to those who are not familiar with computers or are confused by new programs. They can simply stop in, and she will assist them in setting up their accounts in the new portal.

From Judy's and my perspectives as board members involved in this process, we can see the level of effort required for this type of billing and the work it takes to get everything done.

OrgSupport has successfully transmitted the essential data required for the upload into the EIDorado system. In addition, Eric has completed the final necessary agreement, so that the payment portal will be fully operational.

I'm going to ask the Treasurer, the President, or everyone, depending on their responses, about possibly waiving late fees if the bills are issued a little later than usual. This would give everyone some extra time. However, I might be speaking for you, Judy, and I don't mean to, but individuals who aren't making any payments at all are at risk of having their water shut off.

We haven't been shutting anyone off until we had the billing situation cleaned up and running properly. There have been enough glitches that we don't want to mistakenly shut anyone off. However, we are making good progress to get this up and running and create a much cleaner, smoother system.

Sometimes, the people who complain the loudest are the ones who don't consistently make their payments or don't even attempt to pay. I encourage everyone to check in with Penny if you haven't made a payment, because we will start shutting off services after the first of the year. Everybody knows that they owe a water bill, and if you haven't made any payments or made any attempts to make any payments towards a payment plan, you will be shut off.

The new system, El Dorado, will feature a customer portal where each customer can log in to track their payment status. Once everyone gets on board and we roll out El Dorado, people will be happier. They will have ownership of their accounts, and we are committed to helping everyone who is trying to sort out their bills. If there's a problem, we will work with you. However, if you have made no effort to address your situation, you can expect your services to be shut off.

There seems to be a perception that, due to past problems, some people believe they can take advantage of the system by avoiding payments. That is not the case. In previous years, we had many properties that were overdue because we were not taking action. I want to emphasize that we will address this issue going forward.

I also want to commend Penny for her efforts in assisting individuals experiencing billing and payment issues. She has been working hard to help them resolve these issues. Additionally, I thank all the individuals who come in to get their situations sorted out..

We've discussed offering hands-on training for the community. If anyone is interested, we can assist them in setting up their new accounts, managing payments, or addressing any other needs they may have. Unfortunately, everyone will need to modify their online payment settings once again. We will ensure that this information is communicated to the community.

So at the beginning, you discussed waiving late fees?

MOTION: It was moved by Theresa Parsons, and Judy Zygar seconded, to waive late fees on the Scott Lake Water and HOA bill until the 20th; any payments made after January 20th will incur late fees. The motion passed unanimously.

Linda Caines wanted to give special recognition to Penny for her help. I had mistakenly fallen a month behind on our bill without realizing it due to my foot surgery. Although I had paid all our other bills, I continued to receive water bills, indicating that I was two months behind. Penny kindly took the time to go through the details with me, and it turned out that I had forgotten to pay the October bill. Now, I'm all caught up. Penny was very understanding and didn't make me feel bad about my mistake.

Off Duty Sheriff Patrol - Tom

The cost is \$155 per hour, with a minimum of 3 hours required. They usually stay for 3 hours unless an emergency arises. This totals \$465 for each day they are on-site. We have budgeted for this expense this year, so we need to address any issues that may arise. Let's aim to arrange a face-to-face meeting with St. Ruben Mancillas at our December meeting.

New Business:

Cars Parking in Community Parking Lot After Hours – Julie

To protect our liability regarding the community parking lot, we need to install signs indicating that parking is at one's own risk. The signs should state "PARK AT YOUR OWN RISK NOT RESPONSIBLE FOR DAMAGE OR THEFT TO VEHICLES OR VEHICLE CONTENTS". We will post these signs at both the community center and the park.

Additionally, during events, we should ask attendees to move their vehicles from the parking lot to make space for event parking.

PWS1 PFAS Settlement \$21,21,219.96 – Theresa

We opted into a lawsuit against 3M, DuPont, Tithe, Tifco, Bass, and two other companies, with the main focus being on the primary manufacturers of PFAS in the United States. There was a class action lawsuit involving all these companies, and they eventually reached a settlement divided into two parts. DuPont and 3M were grouped together, while the other two companies were in another group.

As a result, we had to submit claims for damages caused by PFAS found in our systems, and we received some settlement funds. This is our third installment, and there is no known timeline for when or if we will receive additional funds. Occasionally, we see deposits in our account, but this latest amount is the smallest so far. In total, we have received approximately \$140,000.

This money is ours, and I propose allocating it to replace the distribution system. We plan to set aside these funds as we move forward with budgeting and project planning. The water committee will present requests to use this money for those costs.

Judy appreciates that Theresa filled out all the paperwork and got everything started because we wouldn't have the money if you hadn't done it, so I understand it.

Committee Reports:

Water Committee – Theresa

We are having the contractor install the next batch of 150 radio-read meters, and I have ordered the last batch, which has not arrived yet. We expect to have all meters installed by spring, allowing for full integration with the new billing software.

During a routine inspection, NW Water, as a certified water operator, discovered that one of the booster pumps at the upper booster station was not turning on. We called in American Pumps, and they determined that the power outage we experienced had tripped a relay. They reset it, and everything is now functioning properly. We do have a spare pump available at the upper booster station if needed.

The water committee is working to engage the board in a request to hire an engineer to develop a proposal for a strategic plan to replace the distribution system. This process will take several months, but we are making progress. We have met with a couple of engineering firms and have requested proposals from them. Replacing the distribution system is essential, but it is a large, expensive, long-term plan involving many moving parts, including funding and various phases. The first step will be a strategic planning proposal from our engineers.

Regarding our billing system, we aim to establish a user-friendly solution that allows customers to access their records online. Initially, there won't be any historical data, but over time, it will accumulate. Each reading will be stored for several years, enabling customers to track their usage and history.

Our meetings are scheduled for the second and fourth Wednesdays of the month at 6 PM. We will not hold a meeting on Christmas Eve. I will be asking the water committee to change our meeting date on December 10th and will email you all with the details.

Finance Committee – Judy

We currently have \$2.3 million in investments. Since the beginning of the year, our net change has been \$152,000. As you can see from the graph, we are still moving in a positive direction. We are gaining interest, and eventually we plan to use some of this money to improve our water infrastructure. As we continue to grow, we will be better positioned to secure a loan for the water system. I want to collaborate with OrgSupport to finalize our financial policies and address some other policies we have started.

Architectural – Eric

Last summer, a house three homes down from mine was demolished, and I signed the forms to have a new modular home placed.

Compliance – Jim

The property on Trevue that had the chickens has agreed to remove them. I will drive by in a couple of weeks to see if they followed through with getting rid of the chickens.

Communication – Julie

I will have the Social Media policy for you at the next Board meeting..

Governance – Theresa

We received a letter from the attorney about six months ago, indicating that he would be working on a template for all his clients. This is necessary because new legislation requires all homeowners' associations (HOAs) with common properties to come into compliance by 2028.

Coincidentally, when Penny, Judy, and I met with Craig from OrgSupport, he mentioned that he is currently updating an HOA he works with and that he has conducted extensive research on the matter. He reminded us that we need to ensure compliance in about 2 years and that it will take time to update our governance documents.

The legislature has made significant efforts over the past couple of years to pass legislation establishing specific standards, but our current governance documents do not meet these requirements. We will need to start working on this soon.

I was reflecting on what Judy mentioned regarding finance, and I believe we need to budget for this in the upcoming year. This will be a significant undertaking, and I don't think our small group can manage it on its own. We will likely need to hire a consultant.

I was impressed with Craig's insights and research. We mustn't lose sight of this issue, as we are obligated as a board to bring our governance documents into compliance with the new legislation. Additionally, we currently have only one person on the Governance Committee.

Events Committee – Stephanie Stender

We recently held a Pumpkin Carving Contest with 17 entries, and SLAMS came to help us judge. Due to stormy weather, we moved our Trunk-or-Treat event inside the community center. We had about 175 trick-or-treaters, and everyone enjoyed it so much that we are considering skipping the trunk event next year and doing something different instead.

Mark your calendars for the Battle of the Lights on December 19th at 7 PM! All you need to do is turn on your lights, and we will designate the first-, second-, and third-place winners, who will receive gift certificates.

Pictures with Santa will take place on December 20th at 4 PM. We are looking to collect about 100 clean, gently used stuffed animals for Santa to give to the kids. These can be dropped off at my porch anytime.

Additionally, we are seeking 5-6 volunteers to help with Santa, in addition to our leading group. This is an excellent opportunity for high school students to earn community service hours. When you sit with Santa, you'll have the chance to get your picture taken with him!

Let's schedule the Town Hall for the Park/Water, March 7 @ 10 am and have the Events committee provide the snacks for the event.

Meeting adjourned at 7:25

DRAFT