

Member Advisory Committee Meeting - Tuesday March 24th, 2020  
Notes (5:00 PM – 7:00 PM)

Rich Formisano	Joyce Hibma	Ted Stonebridge (GM)
Stephen Kangas		Eric O'Brien (Board P)
Shawn McKone		Daylin Baker (Board VP)

1. Demographics project discussion – in progress (Rich) (20 min)  
 Rich ran through his project list and presented a draft table of document management including timelines and roles (such as posting to website) as well as archiving, etc. He also reviewed plans to add stats to members bills when billing software is upgraded this summer, and recapped ideas for geographic data and waitlist info. He mentioned several of these still need board approval. He provided sample tables for most of these proposals. Ted said he will continue to work with Rich on these. Ted also said the current WSP draft isn't on the website yet because chapter 5 is being reworked by Warren. Rich pointed out that since each chapter is posted as individual PDF's, the other chapters could be posted in the meantime.
  
2. Member survey update (Joyce & Andy) (20 min)  
 Joyce reported that this survey proposal was put on hold per the February board meeting. Stephen suggested this is a good time for a survey. Joyce explained that the reason for holding off is due to lack of information to make an informed opinion. They discussed the plan to put any gathered information into the newsletter.  
 We discussed how to handle questions about this at next week's annual meeting. Rich said he is working on a project outline and could take notes towards this if Eric, Warren, and Ted wanted to have a meeting to discuss the variables and risks associated with treated vs. untreated water. These notes could help guide Eric in responding to any questions about this at the annual meeting.  
 Ted offered to collect any thoughts/ideas from any of us via e-mail to help Eric prepare for the annual meeting. Shawn suggested we say it's still being explored but the pathway will be hard and there are some harsh realities that may prevent us from going back to untreated. He suggested Eric give broad realities without specifics, such as DOH approval that will require a lengthy and expensive study, and that still may not get us away from chlorine residual. Joyce pointed out that even one "event" after that could put us right back where we are. Stephen suggested that if we throw out too many specifics, it could send us down a rabbit hole. Shawn offered to assemble a few talking point and send them to Ted. Eric said he'd like to see that, and he has some ideas to work with as well. Rich asked to be included on this e-mail.  
 Joyce offered to also send a list of things she has tracked from past meetings.  
 Stephen talked about the chlorine removal system he has installed in his house. Yet he still sees "surges" in his water – suggesting folks will be constantly reminded of the chlorine.

3. Review ideas for more ways the MAC can help the BOT (Rich) (20 min)  
Rich shared his list of ideas from his past e-mail (December): WSP review – he suggested setting a deadline for MAC comment submittals; NB Contract; alternative analysis of treated/untreated; backup power for new building; finding some experts for issues as needed; review project plans/schedules; working through AWIA risk assessment requirements; and review of Golder study.  
Ted asked for all MAC members to submit any input on the Golder Study. Eric shared it to group chat box in this meeting. This will be on next month's meeting agenda.
4. 2019 WSP (draft) (30 min)  
Ted will send a Dropbox invite to Stephen again, and asked everyone to submit comments/questions to him by the end of next week (April 3).
5. MAC member editorial for monthly newsletter (5 min)  
Ted solicited any ideas for editorials. Stephen asked how Sallal is handling the pandemic. Ted described distancing such as his teleworking, locking office full-time, Tree going directly from home to field (skipping office), etc.  
Joyce offered the idea of putting an article in the newsletter on what the backup plan would be if one of the staff were to get sick. Ted said it would fall on him, and he is working from home so they wouldn't all be quarantined. They are wiping down door handles, etc. at the office. He asked Tree and Denny to document their processes. Ted will work with Daylin to create a summary for the newsletter. Eric mentioned on-call backup operators from neighboring purveyors. Ted said he talked to the City and they have some staff available to help out.  
Shawn mentioned some Snoqualmie Water Operators are Sallal Members, Ted knew of two of them. Neighboring systems will help each other.  
Rich offered to help as well and mentioned that Larry had offered at the last board meeting too. He also suggested getting a tour of the system for MAC members and new board members. Ted offered that all new board members get a system tour from Denny. Stephen mentioned insurance concerns in these situations. Shawn mentioned DOH requirements for Water Operators.
6. Roundtable (25 min)  
Ted shared that our officials are requesting utilities to suspend late fees and shut-offs during the pandemic. Ted has concerns and would prefer members call in to work out payment plans and notify Sallal of circumstances. They have received calls about this already. He asked for feedback from the committee.  
Stephen suggested putting it in the newsletter. Joyce suggested requiring that they call and that a budget or payment plan is worked out. Ted shared that every month, they go through those that are 3 months or more in arrears and call them all. Most work it out, some hadn't gotten bills. They let folks know we are willing to work with them.  
Ted suggested that we remind members that the co-op still has to pay it's bills and we rely on the income to keep the association going. Stephen suggested allowing agreed

upon deferrals rather than right-offs. Rich said we shouldn't turn off anyone's water during pandemic because of the bad publicity, but agreed to reaching out to them for some kind of payment plan. He suggested we try to make it positive, explain that we, like other utilities want to make sure members have the water they need to survive and keep their family health. Let them know if they are struggling, ask that they please reach out to us so we can make alternative arrangements to help them through this challenging time. Shawn asked if any non-profits are helping folks with these kinds of expenses. No one knew of any.

Shawn's topic was about that Joyce & Rich won't be on MAC anymore, as well as himself. So what does that mean for the MAC? Ted said we need to keep getting the word out to get new members. Eric will make a plug at the annual meeting. Ted suggested we continue with work study sessions with interested MAC members and gave the example of Rich pursuing some of his projects that way with MAC members.

Stephen's topic was about the turnover on the board. He said it's noticed by members. He asked what is going on behind the curtain? Eric clarified that Michael Thomas was the only short-timer. The rest just had enough years in and were retiring and moving away from the area. Eric will bring it up at the annual meeting.

Rich wanted to thank all the MAC members for working together and to say he appreciated the time he had with the MAC and he would return to help any time. He wishes everybody good luck.

- MAC minutes will need to be approved by BOT before being added to website.
- Next meeting Tuesday April 14th 5:00 pm as a Zoom meeting.