

**FOREST LAKES DOMESTIC WATER IMPROVEMENT DISTRICT
REGULAR BOARD MEETING**

December 16, 2021

The Regular Meeting called to order by Chairman Mr. Lou St. Germain at 11:00 am. Board Members present Bryan Hawk, Paul Studer, and Joe Taylor. Via telecom Mary Hume. Staff member present Mr. Cooper and Amy Belch.

1. Call Meeting to Order

2. Pledge of Allegiance

3. Call to the Public

No Public

4. Reading of November 2021, Regular Board Meeting Minutes

Mr. Hawk made a motion to accept the minutes. Mr. Studer seconded the motion. Motion carried.

5. Treasure's Report for November 2021 Profit and Loss, Bank Balance, and Cash Flow Report

Mr. Studer reports service income 44.9% plus, interest income 164.6% plus, total income 51% plus, wages 37.2% under, operations 41% over, and construction in progress 75.2% plus. Bank balance and cash flow matches at \$746,802.62. Mr. Hawk made a motion to accept treasures report. Mr. Studer seconded the motion. Motion carried.

Mr. Studer made a motion to accept the June 2021 profit and loss along with Stephanie Irwin, CPA closing financials reported in the work session. Mr. Hawk seconded the motion. Motion carried.

6. On-Site Manager's Report for November 2021

Mr. Cooper reports \$440.00 in delinquents with two customer issues. Customer came in the office rude to Ms. Belch and the other customer on Facebook telling non-truths about Forest Lakes DWID. Mr. Cooper presented the board with the email and a screen shot of the comment on Facebook. Email billing is down to 330 customers. Credit card rewards \$24.36 this month and \$1171.21 for fiscal year.

Water pumped for the month 1,015,400, metered 936,345, construction water 50,000, and unaccountable water 29,055. Putting our average for the month at 2.86% and for fiscal year average 2.32%.

7. New Business

Discussion and Possible Decision of Closing Financials 2020-2021 From CPA

Mr. Studer made a motion to accept Stephanie Irwin, CPA closing financials. Mr. Taylor seconded the motion. Motion carried.

Discussion and Possible Decision of Acknowledgement of Operations and Customer Service Improvements

Mr. Taylor made a motion to allocate \$4000.00 to Mr. Cooper so he can disburse as he sees fit. Mr. Studer seconded the motion. Motion carried.

Discussion and Possible Decision of Customer Complaints, Social Media Communication, and Resolving Issues

Mr. St. Germain suggest Mr. Taylor manage the Facebook comments if he has the time. Mr. Taylor accepted the assignment. Mr. Studer made a motion for Mr. Taylor to manage Facebook comments and for Mr. Cooper to manage customer service inside the office. Mr. Hawk seconded the motion. Motion carried.

Old Business

Discussion and Possible Decision of Master Plan 2021

Mr. Taylor made a motion to table until he gets a chance to rewrite Master Plan 2021 and email to board members prior to the new year. Mr. Studer seconded the motion. Motion carried.

Manager to Board

Board to Manager

Mr. St. Germain called for a motion to close the Board Meeting. Mr. Hawk made the motion. Mr. Studer seconded the motion and it carried. Meeting closed at 11:32 am.

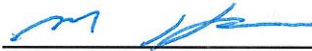
FOREST LAKES D.W.I.D.

Minutes by:

Amy Belch



Lou St. Germain, Chairman of the Board



Bryan Hawk, Secretary

1-20-27

Date