

**FOREST LAKES DOMESTIC WATER IMPROVEMENT DISTRICT
WORK SESSION
December 16, 2021**

The Forest Lakes DWID Work Session was called to order by Chairman Lou St. Germain 10:00 am at The Water District Office. Present were Board Members: Bryan Hawk, Joe Taylor, and Paul Studer. Mary Hume via Telecomm. Staff member present Grant Cooper and Amy Belch.

1. Discussion and Review of Closing Financials 2020-2021 from CPA, Stephanie Irwin

Mr. Studer states previous years FLDWID had an auditor they hired for \$8000 plus hotel and mileage. Now Ms. Belch sends bank statements to CPA, and everything reconciled monthly. Mr. Cooper and Ms. Belch do an internal audit at end of fiscal year, making sure every receipt filed properly, meeting minutes filed, work orders filed, and blue stakes filed. Mr. St. Germain asked if any board member were interested in hiring the audit team again. FLDWID Board is pleased with performance and outcome of the closing financials. Mr. Studer referred to the five items on transaction account that relocated to fiscal year 2020-2021 instead of 2021-2022. All items highlighted for board members to see. Mr. Studer gave credit to Mr. Cooper and Ms. Belch for the efforts they put into closing financials with Ms. Stephanie Irwin, CPA.

2. Discussion and Review of Acknowledgement of Operations and Customer Service Improvements

Mr. Studer states during the budget process the \$3000 in wages, reserved for customer service and operation acknowledgement and being under budget in wages allows FLDWID to raise the \$3000.00 to \$4000.00. Mr. St. Germain agrees with the \$4000.00 covering the AZASRS as in previous years. All board members agree with Mr. Studer and Mr. St. Germain.

3. Discussion and Review of Customer Complaints, Social Media Communication, and Resolving Issues

Mr. St. Germain suggest Mr. Cooper and Ms. Belch handle in office complaints until Mr. Cooper needs to escalate to the FLDWID board. Mr. St. Germain also suggest Mr. Taylor manage the social media comments if that is something with which he is comfortable. Mr. Taylor accepts the assignment. Mr. Studer recommends board members manage outside complaints so they can be forward to Chairman of Board if necessary. Mr. Studer states these two incidents are isolated.

4. Discuss and Review of Master Plan 2021

Mr. St. Germain suggest that FLDWID rewrite the Master Plan. Mr. Taylor recommends he be the person to rewrite Master Plan. He will send the draft to Board Members and discuss in next board meeting. Mr. Taylor will send his draft to F.L. board members before end of year. Mr. Taylor went through the Master Plan with Mr. Cooper and F.L. board to get a general idea.

Mr. St. Germain Closed meeting at 11:00 am.
Forest Lakes DWID
Minutes By: Amy Belch



Lou St. Germain, Chairman of the Board



Bryan Hawk, Secretary

1-20-22

Date