

**MINUTES  
EAGAR UTILITIES BOARD  
22 W. 2<sup>nd</sup> Street  
March 2, 2015– 12:10 PM**

Mayor Bryce Hamblin called the Regular Utilities Board Meeting to order and welcomed those present. Mayor Hamblin said to let the record show that Bryce Hamblin, Bruce Ray, Milt Nelson, and Patricia Hartman are present and that a quorum is present. Mayor Hamblin led the Pledge of Allegiance and Bruce Ray offered the invocation.

**BOARD MEMBERS PRESENT:** Mayor Bryce Hamblin, Chair  
Patricia Hartman, Citizen Member  
Bruce Ray, Public Works/Community Development Director  
Milt Nelson, Water/Wastewater Operator III  
Katie Brady, Finance Manager  
Tami Ryall, Town Manager

**BOARD MEMBERS ABSENT:** Dennis Bigelow, Citizen Member

**STAFF:** Stephanie Finch, Utility Billing Supervisor  
Marion Wiltbank, Assistant Town Clerk

**ITEM #5: OPEN CALL TO THE PUBLIC**

None.

**ITEM #6: REVIEW OF MINUTES OF PREVIOUS MEETING**

**A. DISCUSSION AND CONSIDERATION TO APPROVE THE FEBRUARY 2, 2015 MINUTES OF THE UTILITIES BOARD**

Patricia Hartman moved to approve the Minutes of the February 2, 2014 Utilities Board meeting. Bruce Ray seconded; all were in favor, motion carried unanimously. 6-0

**ITEM #7: NEW BUSINESS**

**A. DISCUSSION AND CONSIDERATION TO ENSURE THAT RESIDENTS USING PERSONAL WELLS AS THEIR MAIN WATER SUPPLY HAVE INSTALLED BACKFLOW DEVICES IN COMPLIANCE WITH ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY STANDARDS**

Utility Billing Supervisor Stephanie Finch that there are eight different accounts that have their own water wells and pays water/sewer capital. They have water meters that are town's property, but they are turned off. If their wells run dry then they turn town water on, usually without telling the town and paying the turn on fee, so the town charges them a meter tampering fee on their next bill. ADEQ requires a backflow device to protect the town's water system from contamination, installed at the customer's expense. A lot of the people will tell you they have a backflow device and they don't. We need a policy in place that tells us what to do in the water department and how to make the customer be in compliance with ADEQ. If they are not in compliance do we need to pull the meters up? Ms Finch read Eagar Town Code Title 13 Section 28. 040 - Cross—connection and backflow prevention - "The town may refuse to provide service unless the lines or piping are installed on the premises so as to prevent cross-connections or backflow." ADEQ requires installation of a backflow device and annual inspection. It is not a big issue right now but the town needs to protect itself and be in compliance with ADEQ standards.

Water/Wastewater Operator III Milt Nelson said if you drill a well solely for irrigation the well is not tested and approved through ADEQ, but domestic water wells should be tested and inspected. In the first year a backflow device would cost the well owner around \$500.00 to install and inspect by a certified inspector.

Mayor Bryce Hamblin questioned how much it would cost the well owner if the meter was removed and they had to pay to reconnect. Finance Director Katie Brady stated \$1,100 to reconnect. Ms Brady said that someone in the past refused to put a backflow device in and the town didn't do anything, as there was not a policy to enforce.

Public Works Director Bruce Ray said that the city of Show Low has a policy on backflow devices if a well is connected to house and to meter. Mayor Hamblin said if ADEQ requires a backflow device and inspection annually then the town should also in our policy.

Mr. Nelson showed a list of 25 businesses that are required to have a backflow device and to be tested annually, but he doesn't know if they are tested, except for Sonic and Circle K who give him the test results. Ms Finch suggested having locks on the meters that are suppose to have backflow devices on their wells and the customer would have to let the town see the backflow device and annual inspection report. Mr. Ray said Public Works would have to replace those meters with a locking meter. Town Manager Tami Ryall said the backflow device policy should be put in the town code and the town would have to give a realistic time frame for customers with wells to comply with the new policy.

Mayor Hamblin said that Mr. Ray will develop a policy and bring back to the board.

**B. DISCUSSION AND CONSIDERATION TO CHARGE A HIGHER DEPOSIT FOR UTILITY CUSTOMERS THAT REFUSE TO RELEASE THEIR SOCIAL SECURITY NUMBERS FOR PURPOSES OF THE COLLECTION PROCESS**

Stephanie Finch stated the town has a new collection company regarding collections for outstanding utility accounts "ONLINE Information Services". They will be going back six

years and nine months to collect outstanding bills. They seem to have a little steeper way of contacting those that owe the town money. They will need to locate these people and the best way is with a Social Security number. A Drivers License is harder to locate customers. With a Social Security number you can go online and look where they live and everything. ONLINE suggested that the town charge a higher deposit for people who don't give their social security number. Right now a regular deposit is \$100. Mayor Hamblin asked if the town could do a credit check to see if their credit is good. Ms Finch said unless ONLINE collects we don't pay them anything. A credit check would cost the town money. She suggests doubling the deposit to \$200 unless they give the town their social security number. Mayor Hamblin said if the customer has stiffed other utility companies in the past they need to be charged a higher deposit also. Katie said that NEC charges two times the monthly average for bad credit risks. Ms Finch said that there are ten to fifteen turn on/off's in the winter and there is more in the summer with people moving in and out and if a customer has an outstanding bill the town adds it to the new bill.

Mayor Hamblin said the proposal is that the town charge a \$200 deposit if there is not a social security number. Ms Brady said they would write a recommendation/resolution and take it to the council. Ms Ryall said they did not have to post it for 60 days as it was a deposit not a fee.

Tami Ryall moved to charge a higher deposit of \$200 for customers who will not give their social security number and take the recommendation to the Eagar Town Council. Bruce Ray seconded; all were in favor, motion carried unanimously. 6-0

#### **ITEM #8: ADJOURNMENT**

Patricia Hartman moved to adjourn the meeting [at 12:30 p.m.]. Katie Brady seconded; all were in favor, motion carried unanimously. 6-0

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Mayor Bryce Hamblin, Chairman