Jun 9, 2026 Board Meeting Minutes

Green Hills Country Estates Water & Sewer District [PBA the District]

7:00 p.m. via Zoom or in Person @ Huntsville Library

Board Members Present

- Greg Liddell, Board President
- Natalie Davenport, Board Member
- Clark Fielden, Board Member

1. CALL TO ORDER

The Green Hills Water and Sewer District Board Work Session was called to order by **William Liddell** on June 9, 2026.

2. PURPOSE OF WORK SESSION

Natalie Davenport reviewed the purpose of the work session and explained that work sessions are intended for discussion, review, and preparation for matters that may be brought before the Board at a regular meeting. No official Board decisions are made during a work session.

3. MAPLEWELL TELEMETRY FAILURE AND RESPONSE

William Liddell reviewed the recent telemetry failure affecting the Maplewell system.

The Board discussed the following issues:

- The existing telemetry system is antiquated and had multiple points of failure.
- The lock securing the telemetry equipment had been removed while construction personnel were accessing the area, leaving the equipment unsecured.
- The hand/off/auto switch and timer malfunctioned, resulting in cascading telemetry failures and inaccurate readings.
- The system did not have an audible alarm to alert personnel when the tank reached a critically low level.
- As part of the system improvements, the telemetry equipment is being moved into a secured building and upgraded to communicate with the plant, wells, and tanks.
- The Board discussed the consequences of the telemetry failure, including the tank being drawn down and subsequently refilled, which contributed to sediment entering the distribution system and caused problems with pressure-reducing valves and system pressures.

- Once the new water treatment plant is operational, the Board expects improved water quality and cleaner water storage throughout the system.

Response and Communication

Natalie Davenport raised questions regarding system alerts and the response to a May 13 alert reporting a "system failure." The Board discussed whether additional follow-up should be required when telemetry alerts are received.

William Liddell stated that, going forward, he intends to contact the General Manager when an alert is received to verify the condition and obtain a response until confidence in the system has been restored.

The Board also discussed the importance of reviewing the response to the incident after the immediate emergency has passed, including identifying what was handled well, what could have been handled better, and what procedures should be improved.

The Board noted that providing bottled water to affected residents was accomplished more quickly than in previous incidents and was appreciated by residents.

The Board discussed challenges associated with communicating during an ongoing emergency when complete information is not yet available. Members discussed providing residents with timely status updates and estimated restoration times while avoiding unnecessary technical details.

Follow-up: William Liddell will discuss the incident and opportunities for improvement with the General Manager.

Follow-up: The Board will continue discussion of emergency communications and response procedures at a future meeting.

4. PURCHASING, PROCUREMENT, AND BID POLICIES

Natalie Davenport reviewed the District's existing Purchasing and Procurement Policy, adopted in 2022, for the purpose of familiarizing current Board members with the requirements and identifying potential areas for improvement.

The Board discussed the following provisions:

- Purchases of $500 or less may be made without additional Board approval.
- For purchases between $501 and $5,000, the policy requires written price quotes from a minimum of two, preferably three, established vendors. Phone quotes may be accepted for amounts below $1,000 if properly documented. Written authorization from one independent Board member is required.
- Purchases between $5,001 and $15,000 require the applicable quotes and approval of two Board members.
- Purchases exceeding $15,000 are subject to applicable state procurement requirements.

- The policy provides for sole-source procurement when at least two quotes cannot reasonably be obtained, provided the circumstances and justification are documented.
- Budgeted capital projects that have already been approved, bid, funded, and authorized do not require the Board to re-bid or re-approve the project each time work proceeds.

The Board discussed the need to follow the existing policy more consistently while allowing the General Manager and Board members to efficiently address routine and authorized expenditures.

5. PREFERRED VENDOR / MASTER SERVICE AGREEMENT PROGRAM

William Liddell proposed establishing a preferred vendor list and Master Service Agreement (MSA) program for contractors regularly used by the District.

The proposed program would:

- Establish a list of qualified and approved vendors.
- Obtain appropriate certificates of insurance and additional-insured protections.
- Establish consistent contractual requirements for vendors.
- Help address potential conflicts of interest.
- Provide the District with a reliable pool of vendors from which to obtain bids.
- Improve response time when work is needed.
- Provide additional liability protection for the District when work is performed by contractors.

The Board discussed potential vendor categories, including:

- Electrical work
- Excavation
- Plumbing
- Telemetry
- Well-related work

The Board agreed that the proposed MSA/preferred-vendor program should be developed for consideration and approval at a future Board meeting.

Follow-up: William Liddell will take the lead on developing the proposed MSA/preferred-vendor program for Board consideration.

6. EMERGENCY PROCUREMENT

Natalie Davenport reviewed the emergency procurement provisions of the District's existing purchasing policy.

The policy permits emergency procurement when conditions create an immediate and serious threat to public health, welfare, or safety. Emergency purchases should be limited to goods and services necessary to address the emergency, and competitive procurement should be pursued when practical.

The Board discussed the importance of documenting emergency purchases, including:

- The nature of the emergency.
- Why normal procurement procedures could not reasonably be followed.
- The vendor contacted.
- The reason the vendor was selected.
- The goods or services required.

The Board discussed the recent emergency pump replacement and noted that the District had not yet received an invoice for the work. The Board also discussed situations in which only one local vendor may be reasonably available, such as certain fire hydrant equipment.

The Board agreed that the existing sole-source and emergency procurement provisions provide mechanisms for these circumstances as long as the required documentation is maintained.

The Board emphasized that emergency procedures should not be used routinely and should be reserved for legitimate emergency circumstances.

7. EMERGENCY RESPONSE PLAN AND COMMUNICATIONS

Natalie Davenport reported that the District does not currently have a District-specific emergency response plan, although the Utah Division of Drinking Water has provided an emergency response guidebook for drinking water systems.

The Board discussed developing a District-specific emergency response plan and flow chart addressing:

- How emergencies are identified.
- Who must be notified.
- Who is responsible for making decisions.
- Who communicates with residents.
- Who prepares public notices.
- When text messages, email, telephone calls, website notices, or other communication methods should be used.
- How customer reports of problems should be routed.
- Procedures for significant water-quality events, including boil-water advisories or other public health notices.

The Board discussed the limitations of relying solely on email for urgent notifications and considered establishing a mass text notification system that would allow the District to send emergency notices to participating residents without creating a group conversation.

Natalie Davenport agreed to research available notification applications and present options to the Board.

The Board also discussed promoting emergency notification enrollment through an upcoming District newsletter.

Follow-up: Natalie Davenport will research mass emergency notification options for consideration at the next Board meeting.

Follow-up: The Board will continue development of a District-specific emergency response plan/flow chart.

8. FUTURE WORK SESSION AND WATER TREATMENT PLANT

William Liddell stated that another work session should be considered after the new water treatment plant is operational and sufficient operating data is available.

The Board discussed verifying the plant's performance against its intended objectives, including reduction of:

- Total dissolved solids (TDS)
- Manganese
- Iron
- Color

The Board discussed using actual operating data to determine whether additional policies, procedures, or operational changes are necessary.

9. WATER TREATMENT PLANT OPEN HOUSE

Natalie Davenport proposed holding an open house for District residents once the new water treatment plant is operational and construction activities have been completed.

The Board expressed support for the concept.

The proposal would be presented at the July Board meeting, with the goal of scheduling an open house for August.

10. CLOSED MEETING

Natalie Davenport made a motion to move into a closed meeting to discuss a personnel matter.

Vote:

- William Liddell: Aye
- Natalie Davenport: Aye
- Clark Fielden: Aye