

RAFTER J IMPROVEMENT AND SERVICE DISTRICT SPECIAL MEETING

Date: October 23, 2012 12:00 noon

RAFTER J HOMEOWNERS ASSOCIATION OFFICE

2951 West Big Trail Drive
Jackson, Wyoming 83001

Phone: 307-733-5262

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MINUTES OF MEETING

Call To Order:

Secretary Wayne Flittner called the Meeting to order promptly at 12:00 Noon.

Attending:

For The District:

President Gordon Gray
Treasurer John Shipman
Secretary Wayne Flittner

Discussion Items:

Since Flittner had been designated the “go to person” for all resident complaints rising from the most recent September 30 Water Billing, he had requested the meeting for a general discussion of what has been learned, give an update of what he has done and establish a plan of action for “visits to inspect, trouble shoot and repair” those meters not reading and those meters giving zero consumption readings a total of about 20. Billings were sent to 454.

1. Phone call complaints and action taken:

Calls as of 10/24 had been received from:

- > Barbara Bridges Lots 307, 325-021 & 327-803. Wayne had called several times, gave details on each statement and will re-contact her.
- > Mort Pearson Lot 325-023. Mort had called and sent a memo to the Rafter J office. Wayne had returned his call; they had an extensive conversation responding to all his concerns and followed with a detailed email suggestion thing to do as Mort was having their irrigation system winterized this week. Email copy at Office.
- > Vicki O’Donough Lot #305. Wayne had called and they had conversed. He offered suggestions regarding her irrigation system, and followed with a detailed email with suggestions.
- > Nancy & Dick Riddle Lot 095. Wayne called and had an extensive conversation with Dick and followed with a detailed email with suggestions. Nancy sent a “thank you” email indicating

their irrigation system was being winterized this week and they will have it checked out per our suggestions.

> Mike Keegan Lot #310. Wayne had called and they had an extensive conversation, responding to all Mike's questions. Wayne sent a follow-up email.

> Chris Murphy Lot #139. Wayne called and they discussed Mike's concerns. He had been billed the minimum as we were getting zero consumption readings. Wayne told Mike we would put this on our action list—which it is for trouble shooting the reading information error. List follows of these residents.

> David Fett Lot #005. Wayne called David and they explored all his concerns and questions, Result was David understood 'but will monitor". He was satisfied with our response.

> Mary Sumicad Lot #318. Wayne called and responded to all of Mary's concerns and questions and sent her a follow-up email offering suggestions and information. She seemed satisfied with response.

> Debby Blair Lot #210. Wayne called Debby and responded to questions on the Monthly Meter Service/Maintenance charge, she seemed satisfied with his information, no further action needed at this time.

> Vinny Pacent/Sharene Garaman Lot # 297. Wayne called. They are already East for the winter. They had a long conversation. His irrigation system guys will be there this week to winterize the system and he will have them carry out our suggestions. Wayne followed with a detailed email.

> Linda Adams Cedarwoods # 103. They had been to the Rafter J office on 10/14. Wayne called and spoke with Howard Adams and they had a thorough conversation. Root question was they did not realize that we had implemented a metered water system and that they in fact had been billed 4 times and paid. Wayne sent a detailed follow-up email giving more background information to satisfy their questions.

To my knowledge, of all of these the only one requiring follow up action is the zero read Lot # 139, Chris Murphy and that is on our list.

2. Plan to Resolve "Non-Reads" and "Zero-Reads"

Barb Fields had prepared a list of the addresses in these categories as of the September 30 Billing Report. There are 11 zero reading, 4 non-reading and 3 others with possible issues that need to be resolved.

Non –Reads. Wayne is to contact Steve/Plumbing Anytime to verify the Non-Reads and to get PA started on inspecting /repairing them.

Zero--Reads. Gordon will contact Gabe Klamer to bring him up to date on the 11 we will need his assistance on.

Possible—Wayne will review the data and determine what action is needed.

Bottom Line: We have less than 20 of some 480 meters that appear to need attention.

3. Letter to Residents:

We discussed all aspects of the water issues/questions and the development of a real data base regarding consumption patterns, cycles etc. This came about by residents calling and

quoting all kinds of sources on “average” consumption for a household. Wayne said the fact that a large percentage of our residents are not here for up to 6 months can heavily skew any data as we do not have a way of determining “how many, how long “. Gordon suggested Wayne draft a letter to residents on this issue to get those who leave to advise the Rafter J ISD of their plan.

4. Kurt Stout—Meridian Engineering:

All of the prior discussion information will enable Kurt to develop planning information and budgeting for the future. Especially on the water consumption /residents issues and questions—as there will be continuous turnover of ownership in Rafter J. This database will let future ISD Directors and staff respond to such questions on a more prompt and informed basis.

5. General Letter:

Having been through this surge of resident’s questions/complaints etc. on the water billing, Gordon suggested Wayne draft a letter that can be sent individuals raising questions that detail our procedures/methods / costs for responding to their questions and concerns.

6. Adjournment:

Hearing no further discussion, Secretary Flittner adjourned the Meeting at 1:00 PM

Minutes drafted by:

Wayne Flittner, Secretary
Rafter J Improvement and Service District
October 25, 2012