



**May 18, 2020
Regular Board Meeting**

The Regular Meeting of Madison Utilities convened at the Madison Utilities' Office located at 101 Ray Sanderson Drive with Chairman Terris Tatum presiding. Chairman Tatum, Director Rob Szmyd, Director Gerald Clark and Director A. Keith Cook were present via Zoom. Also present were Secretary/Treasurer/General Manager Emory DeBord and Recording Clerk Jodie Parker. Vice Chairman Steve Haraway was absent.

Others present were Finance Manager Gary Sparks, Wastewater Manager Mark Bland, Water Manager Jason Leggett and Customer Service Manager Misty Leftwich. Attorney Karen Lynn was present via Zoom.

Chairman Terris Tatum called the Regular Board meeting to order at 5:30 p.m.

Note: The Regular Meeting was held via video conference using the Zoom App due to recent events and directives relating to the COVID-19 pandemic.

1. PUBLIC COMMENTS

None

2. CURRENT AGENDA/MINUTES OF PREVIOUS MEETING

a. May 18, 2020 Current Agenda

The agenda for the May 18, 2020 Regular Meeting was presented to the Board. Director Clark moved to approve the May 18, 2020 Regular Meeting Agenda as submitted; Director Szmyd seconded the motion. The motion was approved unanimously.

b. May 4, 2020 Regular Meeting Minutes

The minutes for the May 4, 2020 Regular Meeting were presented to the Board. Director Clark moved to approve the minutes for the May 4, 2020 Regular Meeting; Director Cook seconded the motion. The motion was approved unanimously.

3. PLATS/BONDS

a. Preliminary Project Approval

None

b. Dedication and Improvements

None

4. OLD BUSINESS

None.

5. NEW BUSINESS

a. Award of Bid – Yard Repair Services

Water Manager Leggett explained that the bid was being awarded to the same landscaper who currently does repairs for Madison County. He added that there was a bit of confusion with the bid surrounding the date but that after a conversation with the Board attorney it was determined that the bid could be accepted. Director Clark asked how long it would take for the current yard repairs to be caught up. Water Manager Leggett explained the process and stated that it primarily was dependent on the size of the project. He further explained that without having all of the projects in front of him, he estimated that it would take a few weeks to catch up. Director Clark replied that the typical wait time has been too long. Water Manager Leggett stated that how long it takes to get caught up depends on the weather and the availability of sod and that once the landscaping company gets caught up, we should stay caught up and the turn-around should be much faster.

Director Clark moved to approve the award of bid for Yard Repair Services; Director Szmyd seconded the motion. The motion was approved unanimously.

b. Revised Office Hours

Customer Service Manager Leftwich stated that the office hours were changed over nearly four years ago and that the impact of that change had been positive. She continued that, due to the COVID-19 pandemic, the lobby and drive thru have been closed and the call center phones have shut-off at 4:00 pm allowing all of the customer service employees to leave at 4:00. Customer Service Manager Leftwich detailed some of the positive effects which resulted, as well as some research she had done into the hours of other utilities around the area and across the country. She added that she was recommending changing the office hours to open at 7:00 a.m. (an hour earlier to accommodate customers wanting to come in before work) and close at 4:00 p.m. In addition, she stated that she intends to continue to offer customers the option of starting new service via phone instead of needing to come to the office in person.

After a brief discussion, Director Cook motioned to approve revising the office hours for 90 days and then evaluating to consider making the change permanent; Director Clark seconded the motion. The motion was approved unanimously.

6. LEGAL

Attorney Lynn informed the Board that Attorney Sanderson was working on two easements (one on Westchester and one on Landers). She also mentioned that the Williams Well closing proceedings took place the previous Friday and that once it was recorded, Attorney Sanderson would be in touch with the City to finalize.

7. WATER REPORT

None

8. WASTEWATER REPORT

Wastewater Manager Bland reported that the fuel key fobs for the fueling station had been issued to all of Public Works, the Building Department and the Fire Department and he was getting them ready for the Police Department next. He added that he would work with Vice Chairman Haraway to ensure all of Madison County personnel were taken care of.

9. FINANCE REPORT

None

10. CUSTOMER SERVICE

None

11. GENERAL MANAGER REPORT

General Manager DeBord stated that the fire hydrant agreement with the City of Madison had been finalized and that the ribbon cutting for the Joint Fueling Station was scheduled for June 23, 2020 at 10:00am. He also mentioned that an attorney representing an injured contract worker had contacted him, but he wanted to have Attorney Sanderson present for any further discussion. General Manager DeBord relayed that he had spoken with several other utilities to determine when they would be resuming normal operations. Some discussion ensued on the best time for Madison Utilities to resume normal operations. General Manager DeBord suggested opening the lobby on Tuesday, May 26th, with operations returning to normal on June 1st; the Board concurred. Chairman Tatum commented that the earliest we can get the word out to customers the better.

12. VICE CHAIRMAN HARAWAY

None

13. DIRECTOR COOK

None.

14. **DIRECTOR CLARK**

None

15. **DIRECTOR SZMYD**

None

16. **CHAIRMAN TATUM**

Chairman Tatum and the other Board members gave their evaluation of General Manager DeBord stating, among other things, that they feel everything is going in a positive direction, they are in full support of everything he is doing, they think he has done well to build relationships with other utilities and developers and are overall, are very satisfied with his performance.

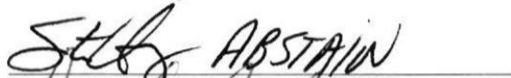
17. **ADJOURNMENT**

Director Clark moved to adjourn the meeting; Director Cook seconded the motion. At 6:12 p.m. the Board adjourned.

Approved,



Terris Tatum, Chairman



Steve Haraway, Vice Chairman



Gerald Clark, Director

A. Keith Cook, Director

Rob Szmyd, Director

ATTEST:



Emory DeBord, Secretary/Treasurer