

**Reform Water User Association**  
**Board Meeting Minutes**  
**October 9th, 2025**  
**Location: Sherwood Community Center**

The meeting was called to order by Robert Bright at 6:15 p.m.

**Present**

Charles Fondren, Secretary

Robert Bright

Paul Lanthrip, Jr.

**Absent**

Keith Woods, President

Junior Grantham, Vice President

Keith Williams

**Others in Attendance**

Katy Henry, GTPDD

Tammi McGarr, GTPDD

Daniel Gilliland, Gilliland's Services

Chad Johnson, Gilliland's Services

Alan Barefield, Rate Study

Dorence & Barbara Cooley

Karen Jones & Jimmy Brown

Dana Murphy

The minutes for September were motioned for approval unanimously.

**Customer Account Issues**

- Karen Jones reported persistent discolored water and sediment at her residence (near end of a line). She installed a home filtration system three weeks prior; filters expected to last 3–6 months were heavily discolored within three weeks. She requested an itemized invoice for a prior meter set and expressed concern about notification practices for Reform Information. Customer was thinking it was dirt in lines, it is actually iron and iron sediment. **Board/Staff Response:** Daniel Gilliland summarized system conditions since his hire: extensive leak repairs (31 leaks first month; 36 second month; many repairs since) and ongoing efforts to improve the system. Bleeding lines after leaks can stir settled iron/sediment and temporarily discolor water; end-of-line locations may be more affected. Boil-water notices are issued when pressure drops to/near zero (loss of positive pressure/possible backflow). Not all leaks require a boil-water notice. Office posts alerts on the website and issues text/email notifications (to enrolled customers) when leaks are reported. Operator asked to be contacted directly for dirty-water events to allow on-site flushing/response.
- Dana Murphy came to meeting to express gratitude for Gillilands Water Services.

**Financial Report**

- Water sales/collections: \$29522.43
- Expenses: \$33, 037.61
- Net: (\$3, 515.18) loss

Charles Fondren motioned for approval, Robert Bright seconding. All in favor.

## **Operator Report**

- Discussion of a water leak area near Blythe Creek Road, behind Blythe Creek Church; investigation planned.
- General note: fixing leaks in one zone can raise pressure elsewhere, causing other weak points to surface; ongoing field workload acknowledged.

## **Old Business**

- The Board requested that the piggy-back (multiple unit) billing notification letters be prepared and mailed by GTPDD. Gilliland's Services will begin reporting identified multi-unit connections to the office so that the appropriate unit charges can be applied in billing.
- Mr. Alan Barefield presented the rate study, providing several rate structure options. The Board requested that Mr. Barefield develop a proposed rate adjustment that will move Reform Water out of the current deficit ("red zone") while also supporting necessary system upgrades and repairs, with consideration given to minimizing financial impact on customers. Mr. Barefield is scheduled to return at the next board meeting to present the revised recommendation.

The meeting was motioned for adjournment by Robert Bright, seconded by Charles Fondren

**Next Meeting:** The meeting is at 6 p.m. on November, 2025 at Sherwood Community Center

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Keith Woods, President