

**Reform Water User Association  
Board Meeting Minutes  
September 4<sup>th</sup>, 2025  
Location: Sherwood Community Center**

The meeting was called to order by President Keith Woods at 6:05 p.m.

**Present**

Keith Woods, President  
Junior Grantham, Vice President  
Charles Fondren, Secretary  
Keith Williams

**Absent**

Robert Bright  
**Others in Attendance**  
Katy Henry, GTPDD  
Tammi McGarr, GTPDD  
Daniel Gilliland, Gilliland's Services  
Chad Johnson, Gilliland's Services  
Dana Murphy  
Charles & Shelly Patton

The minutes for August were motioned for approval unanimously.

**New Business**

- Multi-Unit ("Piggybacking") Policy — ADOPTED: Board adopted a Multi-Unit Rate policy for existing grandfathered single-meter, multi-structure accounts. Each residential unit on a single meter will be charged an additional base rate of \$30 per unit (in addition to usage billed per 1,000 gallons at standard rates). No new piggybacking is allowed under existing bylaws; this policy addresses legacy situations until individually metered or otherwise resolved. Implementation: units added beginning next billing cycle after notice. Notification: system-wide letter and website/phone notice.

Junior Grantham motioned for approval, with Keith Williams seconding. All Approved.

- Hydrant/Contractor Water Accounting: Outside entities must not fill from RWA hydrants without authorization. Any permitted fills must be reported for accounting against water loss. Staff to notify involved parties and stop unauthorized use.
- Reconnection Timeline Clarification: Reaffirmed standard 24 business hours for meter unlock/turn-on after payment (per association policies and procedures). Staff will continue to communicate timelines clearly to customers.
- Rate Study & Engineering / Funding Meeting: Updated rate study is complete. Board will invite Engineer Stanley Mason to present options (grants, project scope). Plan: attempt to schedule for next regular meeting at 6:00 PM or hold a special meeting if needed.

**Customer Account Issues**

- Charles & Shelly Patton described yellow/"smoky" water and occasional pressure issues. Board and staff explained rural end-of-line dynamics, impact of construction/boring activity.
- Dana Murphy came to meeting to express gratitude for Gilliands Water Services. Customer confirmed earlier that she did in fact have a leak.

- Social Media Complaints / Courtesy: Discussion about a recent Facebook post regarding a disconnect/reconnect timeline. Staff reiterated standard practice and the need for respectful, fact-based communication.

### **Financial Report**

- Water sales/collections: \$39,000.82
- Total income: \$39,552.37
- Expenses: \$40,696.74
- Net: (\$1,694.37) loss
- Notes: September expenses are expected to be approximately \$7,648 lower (improved outlook).
- Investments: Raymond James balance at end of July approx. \$430,038; CD at Renaissance \$21,372; CD at Kilmichael approx. \$22,000.
- Last month expenses ~\$42,000, resulting in ~\$10–11k loss. Revenues ~\$33,200. Next month outlook better with ~\$27,000 expenses.

Junior Grantham motioned for approval, Keith Williams seconding. All in favor.

### **Operator Report**

- Leaks: Four leaks this month; largest on a 4" line near the store. This is from the boring crew, Mastech.
- Water loss: Still elevated; work continues as leaks appear.
- Lock-offs: ~20 this month; fees assessed per policy.

### **Old Business**

- Operator Coverage & Compliance: Ongoing concerns that one person cannot both operate the Class B plant and handle system maintenance and to obtain monthly well readings and compliance data promptly. Action: Katy to request well readings and any pending sampling documents from Ricky;
- Equipment at Well (unused machine): Discussed relocating/periodically operating the idle unit to keep it functional. Matter tabled pending coordination with the operator.
- Auditor/Accountant Items: Engagement letter date correction acknowledged; staff compiling: (1) rate-increase effective date(s), (2) June 30, 2024 CD balances, (3) board roster as of 6/30/24. Back unemployment reports were filed and paid; awaiting additional agency info to finalize outstanding reports.

The meeting was motioned for adjournment at 8 by Junior Grantham, seconded by Charles Fondren

**Next Meeting:** The meeting is at 6 p.m. on October 9th, 2025 at Sherwood Community Center

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Keith Woods, President

