

DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION
ANNUAL MEMBERSHIP MEETING

March 31, 2015
7:00 p.m. to 9:02 p.m.
Doña Ana Elementary School
5551 Camino de Flores
Las Cruces, New Mexico

REPORTED BY: CYNTHIA GONZÁLEZ, RPR
NM CCR 59, TX CSR 8467
Huseby, Inc.
1230 West Morehead Street
Charlotte, NC 28208

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P R E S E N T E R S

Jim Melton, Board President
Jennifer Horton, Executive Director
Lilla Reid of Souder, Miller & Associates
Lee Peters, Esq.

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1 P R O C E E D I N G S

2 MR. MELTON: Good morning, ladies and
3 gentlemen. I'd like to call this meeting to order.
4 This is a resumption of the meeting that was
5 originally scheduled on the 27th of January. It is
6 the annual -- regular annual meeting of the
7 membership of the Doña Ana Mutual Domestic Water
8 Consumers Association being held here at Doña Ana
9 Elementary School.

10 Madam Executive Director, do we have a Proof of
11 Notice available?

12 MS. HORTON: Yes, we do.

13 MR. MELTON: Thank you.

14 Do we have proof of mailing them?

15 MS. HORTON: Yes, we do.

16 MR. MELTON: Thank you.

17 What is the total membership of the
18 association?

19 MS. HORTON: 4,079.

20 MR. MELTON: Thank you.

21 And how many members constitute a quorum?

22 MS. HORTON: 41 members.

23 MR. MELTON: How many members do we have
24 present at this time? Since we still have a few
25 folks moving in, the number is subject to being

1 revised. I was advised several minutes ago that we
2 had 42. So if no one has any objection, we'll go
3 ahead, and I will declare a quorum present, and we
4 will move ahead as soon as --

5 MS. HORTON: It's 45.

6 MR. MELTON: 45 present at this time.

7 First thing I would like everyone to do is that
8 if you have cell phones, pagers, tablets, anything
9 that would be alerting you to messages or e-mails or
10 whatnot, would you please either place them in
11 silence or turn them off.

12 And now I will entertain a motion for the
13 approval of the agenda of the meeting as it was
14 originally scheduled on the 27th of September.

15 MS. HOFFMAN: So moved.

16 MS. HORTON: The 27th of January.

17 MR. MELTON: I'm sorry. January rather
18 than September.

19 Please state your name and whether you're a
20 member or not, and that way we can get you on the
21 record.

22 MS. HOFFMAN: Mary Hoffman,
23 10032 San Savino Court, Las Cruces. I'm a member.

24 MR. MELTON: Thank you very much.

25 Ms. Hoffman has made a motion. Do I hear a

1 second?

2 MS. RICHARDSON: I second.

3 MR. MELTON: And who seconded it?

4 MS. RICHARDSON: My name is Susan
5 Richardson. I live at 5469 Mirasol. I'm a member.

6 MR. MELTON: Susan Richardson is the
7 member who seconded it. I have a motion and a
8 second on the floor.

9 Is there any discussion? There being no
10 discussion, if no one has an objection, we will pass
11 this on a voice vote. If someone objects, then we
12 will pass out ballots.

13 Are there any objections to a voice vote? If
14 not, would all in favor say aye?

15 (All say aye.)

16 MR. MELTON: All opposed? The ayes have
17 it unanimously. The agenda is approved as
18 presented.

19 First of all, I would like to introduce the
20 board of directors. For those of you who do not
21 know me, if any of you don't, my name is Jim Melton.
22 I'm president of the board. And I would like to
23 thank you all for turning out tonight. I'd like to
24 welcome you to our meeting.

25 Our vice president is Mr. Jamie Stull sitting

1 here to my left. Our secretary/treasurer is Agnes
2 Balizan beside him. And our District 2
3 representative is Dr. Kurt Anderson on the end.

4 On the other side of the table, we have our
5 legal counsel, Mr. Lee Peters. We have our
6 District 5 representative, Kay Trujillo. And we
7 have our executive director, Jennifer Horton.

8 At this time I'm going to -- oh, I'm sorry. In
9 the back Karl and Lilla please hold up your hands or
10 wave or something. Those are members of our
11 engineering firm, Souder & Miller. They try to keep
12 us from building things that fall apart.

13 At this time I will turn the mic over to
14 Jennifer Horton who will introduce the members of
15 our staff as well as make a presentation of some
16 awards to the staff.

17 MS. HORTON: Good evening. Okay. I'd
18 like to introduce our staff, and we're going to do
19 something a little different tonight. We are going
20 to be giving service awards. So I would like to
21 introduce our staff as I give service awards out.

22 The first one is Eloy Castillo. He's a Level 2
23 water operator with 17 years' experience. Pete
24 Ortiz, he's a Level 2 water operator, Level 1
25 wastewater with 14 years of service. Orlando Parra

1 is our operations manager, 14 years' service.

2 Cyndi Shelsea, she is our customer service
3 department lead with 14 years' service. Manny
4 Hernandez is a Level 2 water, Level 1 wastewater
5 with seven years of service. And Manny is out.
6 We've got a leak or a break up at Radium Springs; so
7 we've got three guys up there.

8 Raúl Guzmán is our utility service worker with
9 seven years' experience, and he is also in Radium
10 Springs. George Castillo is a Level 4 water
11 operator, three years of service, Radium Springs
12 also. Al Chavez is a Level 1 water operator with
13 three years' service. And he is here.

14 Chris Morales is a Level 1 water operator,
15 three years' service. Blanca Madrid, Level 1
16 customer service rep, two years' experience. Ines
17 Herrera, Level 1 customer service rep, one year of
18 service.

19 Linda Morina, Level 3 customer service rep, one
20 year of service. No, she's not in Radium. Come on
21 up. Abenicio Fernandez, project manager, one year
22 of service.

23 And then we have four others who are newly
24 hired. They have less than one year in service, but
25 I do want to recognize them tonight. Jennifer

1 Calhoun, administration department lead. All of you
2 get to come up. Don't worry. Edward Salomon, he's
3 our administrative assistant. Joe Martinez,
4 operation support specialist. And Raymond Parsons,
5 Level 4 wastewater, Level 3 water.

6 This is the staff what works hard every day,
7 day in and day out, to make sure bills go out, your
8 water stays running, your wastewater plant runs. So
9 please give them a round of applause. I am grateful
10 for the job they do day in and day out for us. You
11 can sit.

12 And I have one last acknowledgment that we want
13 to give out. We've had a board member on our board
14 for years and years, Emma Garcia. She recently has
15 resigned her position with the board, but we are
16 grateful for all these years of service. And her
17 daughter is here tonight to accept the plaque and
18 the card in appreciation for her years of service.

19 Anna, if you'll come up. You come on up too.

20 Thank you.

21 MR. MELTON: I'd like to cover a little
22 bit of the procedures that we'd like to utilize
23 tonight to try to make things flow smoothly so we
24 can get as accurate a record as possible. As you
25 noticed, we have an individual up here that is

1 transcribing our meeting. And so this has been the
2 case in the past. We've had some issues with being
3 able to identify who was speaking and things of that
4 nature.

5 So what we would like to ask you to do is --
6 and I realize it's going to take a little bit more
7 time, but we've tried to open up the aiseways and
8 whatnot -- have everyone come forward to the mic,
9 state their name and whether they're a member or
10 not, and then make their motion, second, or whatnot.

11 Comments, anything of that nature, if we have
12 more than one individual who wishes to speak, then I
13 would recommend that we line up at the podium, and
14 we'll try to get through it that way. We'll try to
15 have a little bit of, hopefully, organization.

16 I would like to note that we're utilizing the
17 facility of Doña Ana Mutual -- or Doña Ana
18 Elementary School. We have to have this room
19 cleared by 10:00 p.m. this evening. So we may rest
20 assured that we will be out of the room by
21 10 o'clock. Basically what I'm saying is we're not
22 going to have a 4:00 a.m. meeting.

23 We have two issues to be voted upon tonight,
24 and those two issues will be voted upon utilizing
25 ballots. The way that will happen is that we're

1 going to ask you when we begin to vote, when we call
2 for a vote, to go to the ladies at the back where
3 you signed in, and you will be asked to sign for
4 your ballots.

5 There have been allegations in the past of one
6 membership having more than one vote. This is one
7 of the means that we have chosen to limit that.
8 That way if someone signs for a ballot and somebody
9 else comes up and wants a ballot, sorry about that.
10 You get one vote, one ballot.

11 Also could I please have one volunteer from the
12 audience who will witness when the -- after the
13 ballots are turned in and they're being counted by
14 our staff will witness that?

15 The gentleman with the hat right in the back,
16 please state your name.

17 MR. BUTLER: Oscar Vasquez Butler.

18 MR. MELTON: Oscar Vasquez Butler. Thank
19 you, Mr. Butler.

20 Okay. The first item on the agenda is the
21 minutes of the regular meeting of the membership
22 meeting that was held on April 29, 2014.

23 Madam Executive Director, would you please
24 present those minutes?

25 MS. HORTON: Sure will. Can I stand up

1 there?

2 MR. MELTON: Yes, ma'am. I'd rather have
3 you standing here than me.

4 MS. HORTON: Okay. So you should all have
5 copies of the minutes that were handed out tonight
6 to you when you signed in. They're also up here on
7 the screen. I hope you've had a chance to review
8 them.

9 Is there anyone that needs additional time to
10 review them before I take a motion from the floor?

11 Okay. I don't see hands; so I will take a
12 motion for approval of the minutes as presented.
13 They are a condensed version.

14 Do I have a first from anyone?

15 MS. TATUM: Sandy Tatum, Radium Springs,
16 member. I move to accept the minutes as presented
17 for the January -- I mean the April 19, 2014,
18 meeting.

19 MS. HORTON: April 29?

20 MS. TATUM: Yes.

21 MS. HORTON: Okay. Do I have a second?

22 MR. GARCIA: Raymond Garcia. I'm a
23 member, and I second that motion.

24 MS. HORTON: Is there any discussion of
25 the motion?

1 I see none. So if you will take an ID and go
2 back to where you checked in, the ladies in the back
3 and the gentleman in the back will hand you a
4 ballot. Orlando is coming forward. He'll be at the
5 podium with a ballot box, and you can deposit your
6 ballots in that ballot box.

7 (Recess for voting.)

8 MS. HORTON: Is there anybody who has not
9 picked up a ballot to cast a vote for the minutes?

10 Okay. It appears that everyone has had the
11 opportunity to get a ballot and cast that ballot.
12 So we're going to have Mr. Butler, Joe Martinez, and
13 Alfonso Chavez, along with our legal counsel Lee
14 Peters, go out in the hallway, and tally those
15 votes. And then they will be back in with those,
16 and we will announce the results.

17 (Recess for vote count.)

18 MR. MELTON: Success. May I have your
19 attention, please. The results of the ballot was to
20 approve the minutes of the April 29, 2014, meeting
21 by a vote of 42 for, 1 against, and 1 that was not
22 marked.

23 Is there any question on the vote? If not, I
24 will pass this over to our executive director for --
25 to be entombed in our archives.

1 Okay. Our next item on the agenda is the
2 approval of the Open Meetings Act Resolution
3 2015-01. Now, this is basically nothing more than
4 an annual requirement that we establish what -- what
5 establishes or what constitutes, in our opinion,
6 reasonable notice for meetings. And we have to do
7 this annually. So that is a resolution by the board
8 of directors. It's brought to the membership for
9 their approval.

10 And I will at this time introduce -- or will
11 entertain a motion to approve that resolution.

12 MR. ZIMMERMAN: How about discussion
13 first?

14 MR. MELTON: How about having a motion on
15 the floor first, sir?

16 MR. ZIMMERMAN: How about a discussion?

17 MR. MELTON: You're out of order.

18 MR. ZIMMERMAN: You won't let anybody
19 talk?

20 MS. HORTON: Please stand up and come to
21 the microphone. We can't hear you.

22 MR. MELTON: I'm awaiting a motion.

23 Mr. Butler?

24 MR. BUTLER: Mr. Chairman, I'll make the
25 motion that we approve.

1 voted now?

2 I think we're ready to count, gentlemen. Where
3 is Lee? Mr. Peters, I think we're ready to count.

4 (Recess for vote counting.)

5 MR. MELTON: Ladies and gentlemen, if I
6 could have your attention, the results of that vote
7 were 41 for, 3 against, and 1 unmarked ballot again.
8 So as a result, the Open Meetings Act Resolution
9 2015-01 passed by a vote of 41 to 3 with 1
10 abstention.

11 Okay. Looks like it's time for the reports.
12 First of all, I would like to apologize to everyone
13 for the time that it took to do this by ballot and
14 whatnot. However, in the past we've had some major
15 issues raised by individuals alluding to
16 irregularities in the balloting.

17 My preference would be to be able to come to a
18 meeting and offer the group an option of a voice
19 vote or a show of hands. However, we cannot by law
20 deny anyone their right to a secret ballot. So if
21 we have one objection when this question comes up,
22 then we will in the future come prepared for
23 balloting like this.

24 So hopefully you can understand where we are
25 coming from in trying to administer the meetings.

1 We're trying our very best to get business taken
2 care of in accordance with the statutes that we have
3 to live with.

4 Insofar as the board president's report is
5 concerned, before I get into that, I would like to
6 thank a group of folks. Yesterday we had I
7 believe -- what was it? -- seven, eight, six people,
8 seven people, something like this, that came into
9 the office, sat down in the board room, utilized for
10 the most part their own cell phones, and we worked
11 through physically calling, dialing telephone
12 numbers just at random off of the membership list,
13 attempting to generate interest in our meetings. It
14 shows tonight I believe because we do have a quorum,
15 and we've had some significant issues getting one
16 previously.

17 So I would like to ask everyone to give -- this
18 group of folks, I'd like to ask them to stand up for
19 us, and I'd like everyone else to give them a round
20 of applause.

21 Doña Ana Water has undergone an enormous
22 transition in the past couple of years. In point of
23 fact, that transition is not complete as we speak.
24 It is ongoing, and it will continue to be ongoing
25 probably for quite some time in the future.

1 We're not without our problems. We recognize
2 that. We're willing to try to work on them.

3 Our membership has increased from approximately
4 2,700 in early 2013 to over 4,000 today. And that
5 is an unbelievable percentage of increase in trying
6 to administer and service because we now have well
7 over 5,000 connections.

8 Is that not correct?

9 MS. HORTON: Correct.

10 MR. MELTON: We've had some disagreements.

11 I'm sure that we'll have more in the future.

12 However, I would like to clear a couple of things up
13 because, in traveling throughout the county, I've
14 heard numerous statements made and whatnot. And
15 basically it concerns an issue or some issues that
16 have arisen because of some differences of opinion
17 and differences of the way we feel things should
18 be -- business should be conducted.

19 I have heard reports of, quote, numerous
20 complaints filed with the Attorney General. In
21 point of fact, to the best of our knowledge to
22 determine, there has only been one complaint filed.
23 That complaint was filed with reference to an Open
24 Meetings Act violation alleged for the 7th of
25 October meeting in 2013.

1 In mid-September the Attorney General returned
2 that complaint without action and declared that
3 there had been no violation of the Open Meetings
4 Act. So therefore hopefully we have put the
5 question as to whether or not the -- there was some
6 sort of an irregularity with the 7 October meeting
7 in 2013 at rest.

8 The other one is that numerous complaints have
9 been filed with New Mexico Environment Division
10 which is the organization that has government
11 oversight of mutual domestics. In point of fact,
12 six complaints have been filed. Those complaints
13 are still open.

14 We forwarded additional information at the
15 request of NMED last week. We are confident that
16 we're going to have a finding in the relatively near
17 future of no issue there. We feel that we, the
18 board, and the staff has operated within the
19 statutes and within the documents upon which Doña
20 Ana Mutual is founded and based.

21 As soon as the final report concerning those
22 six complaints is provided to us, the following
23 month I will pledge to the membership that in your
24 bill will be a newsletter that tells you what the
25 outcome of those complaints was. I firmly believe

1 in keeping the membership informed about what's
2 happening in their association. We have no desire
3 to cover anything up, and we welcome anyone's input.

4 We have board meetings every second Tuesday --
5 second and fourth Tuesday of every month, except the
6 month of December, normally at 9:00 a.m. in the
7 board room at the office in Doña Ana. Every one of
8 our meetings has a section of time set aside for
9 public input.

10 If public input generates something that
11 requires action by the board or the board considers
12 requires action, it will be placed as an action item
13 on the agenda and acted on by the board.

14 We are extremely sad to announce the
15 resignation of Emma Garcia. As one of our board
16 members, Emma had been a true and faithful member of
17 this board for many years and contributed an
18 unbelievable amount to the Association and to the
19 operation of the board. We know that she's having
20 some unbelievably serious health issues, and we wish
21 her a speedy and complete recovery.

22 With that having been said, I'm going to go
23 ahead and turn it over to our executive director,
24 then to our legal counsel, and then to our
25 engineering staff to give their reports. I believe

1 our executive director --

2 Are you going to start with the financial
3 report or what?

4 MS. HORTON: I am not. I'm going to start
5 with department reports.

6 MR. MELTON: Department reports. Okay.
7 Our executive director, Jennifer Horton.

8 MS. HORTON: Good evening. I'm going to
9 be discussing various projects that have occurred in
10 2014 and the changes you can look forward to in
11 2015. I'm going to start with the customer service
12 and administration department.

13 One of the big changes that you're going to see
14 occur in 2015 is new software. We were -- the board
15 approved in two thousand -- end of 2013 new billing
16 software and new accounting software. The
17 accounting version of the software went live July 1
18 of 2014, and we've been operating under that since
19 that time frame.

20 The billing department will receive their part
21 of the new software starting in July of this year.
22 So with that you're going to see changes to the
23 online portal if you use it. You are also going to
24 see changes to the appearance of your bill and the
25 way it's laid out.

1 Notices are going to be different. And as time
2 permits and as we go along and get a little bit
3 closer, you're going to start seeing those notices
4 go out whether it's in your bill, on the web site,
5 in newsletters so that, when we do go live with the
6 new billing software, you don't just all of a sudden
7 get a new bill and not recognize it because it is
8 very, very different from what you're used to
9 seeing.

10 We are very excited about the changes. We
11 right now use a software that we've been in for 15
12 years. And like everything, software changes.
13 Technology rapidly changes, and we are hoping that
14 this will alleviate some of the challenges that
15 we've had this last year, particularly with
16 e-billing.

17 E-billing has been a big challenge. Some of
18 you may know. Some of you may have no idea because
19 your e-bill is working perfectly fine. Some people
20 we send out the e-mails, there's things attached.
21 The next month they get nothing attached. And we
22 see no errors when we see it. It appears to be
23 going out properly. But then we receive the phone
24 calls and e-mails that it's not.

25 So please bear with us as we get to that point

1 and go through the software changes. I know things
2 have been difficult with e-billing and some of the
3 other issues with the accounts, and our staff has
4 worked very hard to try to resolve them. But please
5 realize, when we go to the new software, you're
6 going to see problems. There's going to be issues.
7 We're going to do some parallel billings.

8 But the first 90 days, if you think something
9 is off with your bill, contact our staff. They're
10 more than happy to review your account in detail
11 with you and go through it step by step and make
12 sure that we haven't made a mistake. And if we
13 have, we're happy to fix them. And we're going to
14 make them. So just please be patient with our
15 staff. They do try very, very hard.

16 The next thing I want to talk about is
17 wastewater billing. For the ones of you that are on
18 wastewater, there's kind of been a change this year
19 compared to last year's wastewater billing. And
20 that had to do with the time frame in which we
21 closed on Picacho Hills.

22 But this year we started billing from
23 mid-November to mid-February. We take that
24 three-month average and take 90 percent of that, and
25 that is what your wastewater is based upon. And

1 that is our standard practice going forward. So you
2 can count on that and rely on that that's how it's
3 going to be calculated every single year.

4 One of the other big changes that's happening
5 in customer service and admin and all of them across
6 the board -- but it's being promoted primarily by
7 our administration department -- is employee
8 recognition and training. One of our goals this
9 last year was to improve our customer service.

10 We heard lots of complaints, lots of concerns
11 about the level of service our members were
12 receiving, and that's never a complaint or a concern
13 we want to hear. But it was a legitimate complaint
14 that we addressed.

15 We put our staff through some training, and
16 they're going to continue to go through training.
17 Our customer service and administration department
18 is going through customer service training, how to
19 deal and customers, proper telephone etiquette.
20 There's going to be some proper writing as far as
21 responding to e-mails and things like that.

22 Our projects and operations department is going
23 to go through safety training. These two
24 departments work around heavy equipment. They work
25 around cars, moving vehicles. It's important that

1 our staff stays safe and that the public is safe as
2 well.

3 Then as a whole, our staff is going through
4 diversity training, the bullying in the workplace,
5 things like that. We just have felt that providing
6 customer service not only externally but also
7 internally to each other is a very important dynamic
8 to our organization and to any organization. And
9 our staff is working very hard, and they are doing a
10 very good job taking the things that they're
11 learning in their trainings and applying them to
12 each other and to all of you.

13 So I hope that if you are some of the ones who
14 have had issues with our staff as far as customer
15 service, that you're starting to see some changes.
16 We've heard some very good feedback, and so it
17 appears to be a good thing. If there's ever issues,
18 don't hesitate to tell us. We make mistakes, and
19 we're happy to fix it and move forward from that.

20 Some of the other things that we're going to do
21 is employee recognition. We're very proud of our
22 staff. They work very hard, and they do a very good
23 job day in and day out. And you saw one of those
24 things tonight with the service recognition awards.
25 And this is going to be an ongoing thing. They're

1 going to get recognized for their years of service
2 with us because longevity is what we want to
3 promote, and we want to keep our staff.

4 We don't want to train them and get their
5 certifications up and then just see them run off to
6 another utility district.

7 One of the other things that we're going to be
8 doing is employee of the month. And we started
9 that. So we selected one in January, and we
10 selected one in February. Our January employee of
11 the month was Chris Morales from the operations
12 department, and George Castillo was our February
13 employee of the month. And he was also from the
14 operations department.

15 They are selected by our management staff. So
16 every month the four managers and I get together,
17 and we go through a set of criteria, and we evaluate
18 who of our staff met that. And then we all come to
19 an agreement on who that employee should be. And at
20 the end of the year, there will be an overall
21 employee that is going to be selected for employee
22 of the year.

23 The other thing we're going to promote is what
24 we're going to call the award of excellence. And
25 that is those employees who were here every day

1 during the year that weren't sick every other week
2 and weren't out all the time. Vacation, yes. We
3 encourage our staff to take vacation, but we want to
4 see our staff be here and want to come to work and
5 have a good attitude and be here consistently.

6 And so those are some of the things that we are
7 changing in-house with our staff. I think it's
8 important that all of you realize the changes that
9 we're making, and I hope that you notice different
10 attitudes with our staff as well.

11 I'm going to go into some of our projects and
12 operations. I'm going to touch briefly on our
13 projects. Our engineers are going to give you more
14 of a detailed report on those projects.

15 One of the things that we're probably most
16 happy about in administration and customer service
17 is the drive-through. Some of you have used it,
18 hopefully. We had a lot of good feedback about our
19 office remodel. We opened up our lobby. That was
20 one of the things with customer service we wanted to
21 promote, was a more open environment, not the glass
22 windows, and just a more friendly, inviting
23 atmosphere in our office.

24 And people seem happy about that, and they seem
25 happy about the drive-through. They don't have to

1 get out just to drop off the bill. They drive
2 through, drop it off in the window, and drive on.
3 We've had a lot of customers that have really used
4 that, and we've had really good, positive feedback
5 about that.

6 Our shop building up in Picacho Hills. We are
7 in the process of building a 3,000-square-foot
8 building in Picacho Hills near the wastewater
9 treatment plant. It's going to house a backhoe.
10 It's going to house pipe, fittings, things like that
11 so that, when you do have a break up there, our
12 staff can respond in a more timely manner.

13 Right now if there's a break in Picacho Hills,
14 then they have to come down, load a backhoe on a
15 trailer, drive it up to Picacho, load whatever else
16 they're going to need -- pipe, fittings -- get up
17 there, dig everything up, fix it, and hope they
18 brought everything, or they've got to drive all the
19 way back to Doña Ana and drive all the way back to
20 Picacho Hills.

21 That takes time, and that's more time that you
22 are without water or you are without pressure. So
23 this is going to allow them to stock the necessary
24 parts to respond in a much more timely manner, and
25 it's going to be a lot more efficient.

1 One of the other changes that occurred was new
2 meters. We started in Doña Ana. We replaced 3,000
3 meters in Doña Ana, moved on into Picacho Hills
4 after we closed and replaced all of the meters in
5 Picacho Hills. Then we went on to our small system,
6 Fairview, and then on up to Radium Springs.

7 And at this point, minus a few large meters in
8 Radium Springs, that project is complete. So we can
9 now read all 5,400 meters in two days' time, and it
10 was taking us about 200 man-hours a month to read
11 all 5,400 meters because we were sending out three
12 staff at a time reading eight hours a day multiple
13 days, and it was taking as long as ten days a month
14 to get those meters read.

15 So now it's one person. They drive the system
16 in basically a day and a half, and all the meters
17 are read. Not only has that freed up our staff to
18 do more preventative maintenance in the system, but
19 it also allows for more accurate readings because
20 you don't have human error in there. You don't have
21 someone punching in numbers, writing down numbers.
22 It automatically picks these up through a computer
23 radio device, and they're downloaded directly into
24 our billing software.

25 So we are quite excited. I know our operations

1 staff is happy to have that and admin as well
2 because it's made meter reading go much smoother.

3 The other -- one of the other big projects
4 going on is valve and fire hydrant maintenance.
5 We're out locating all of our valves in our new
6 system, locating the fire hydrants, painting,
7 exercising, making sure that the hydrants open. The
8 last thing we want is for there to be a fire, the
9 fire trucks pull up, and they can't open a fire
10 hydrant because it's frozen or it's stuck.

11 We found three or four, I believe, that have
12 been unable to be opened, and so the staff are in
13 the process of replacing those. And so we will work
14 our way through the system and get them eventually
15 all the way complete. And we will know that all of
16 our hydrants work, and we will find all of our
17 valves and know what works and what doesn't work.

18 We spend a lot of time in Radium Springs
19 replacing valves. I can't tell you the number of
20 valves that, once we got out there, you go to turn
21 them, and they break. They don't break in the open
22 position. They broke in the closed position. And
23 no one is ever happy about that. So they are, over
24 time, replacing all of those.

25 Eventually we hope to re-pipe most of the

1 system in Radium, but that takes time and that takes
2 money. So we will eventually get there.

3 The last item I have for projects is the
4 wastewater transfer. This has been a long-discussed
5 item. The Village of Doña Ana currently has a
6 wastewater collection system, and that is currently
7 owned by Doña Ana County. For many, many years Doña
8 Ana Mutual ran that system, and it had always been
9 the hope and the plan that that system would
10 transfer to a mutual domestic, and we are finally at
11 that point.

12 The board of commission and the board of
13 directors for Doña Ana Mutual, both parties have
14 agreed to the transfer. We are all working on our
15 respective approvals at this point. The Association
16 is working on obtaining the approval from the USDA.

17 The County is working on approving -- getting
18 the approvals of the Environment Department and the
19 Board of Finance of the state. Once those -- all
20 three of those approvals have happened, then we will
21 move on to closing, and we will be the rightful
22 owners of the collection system there in Doña Ana.

23 I know that brings probably a lot of questions
24 based on past history with us and wastewater. While
25 wastewater is a big deal for us and something that

1 we are moving towards, we do want to see wastewater
2 grow. We want to see failing septic and cesspools
3 get off line and get onto a sewer system.

4 I will say our plan is not to build a sewer
5 plant in the north valley that many of you have
6 heard of. We are in the process of working with the
7 City of Las Cruces to take our wastewater east of
8 the river, the Rio Grande, and treating it on a
9 permanent basis. And so the City will treat it, but
10 we will own the collection system and do the billing
11 and the operations of the system.

12 We think that's a good partnership. They have
13 a huge plant that has capacity, and they're willing
14 to take it. And we think that's a win-win for
15 everyone. That gives the customers the sewer system
16 they want, and that doesn't put the financial burden
17 on the Association to own and operate a large sewer
18 plant.

19 With that, that ends my department report. I
20 will stand for questions on those. If there are no
21 questions, I will move on into the financial report.

22 No questions? Wow, I got off lucky.

23 Okay. The financial report. I want to first
24 start with our current budget. This is our current
25 operating budget for this fiscal year. You will see

1 at the beginning, at the very top, all of our
2 revenue categories.

3 The first column is the GL account. The second
4 column is what's budgeted for this year. The third
5 column is the actual spent as of February 28, end of
6 the month.

7 So you will see a large projection for revenue,
8 11.6 million. That includes 7.5 million of state
9 and federal money -- grant money to be spent. We
10 are well behind where we had hoped to be this year.
11 Money moves slow in this state. Trying to get money
12 closed in projects online, that takes some time, and
13 we've run into some challenges. So that's fairly
14 slow.

15 We are behind on water and wastewater sales,
16 but we're getting ready to hit the warm months. And
17 so we see a big increase starting about April with
18 water sales. And so that starts to kind of pick up
19 and catch up at that point. Right now we're sitting
20 at 3.7 million total for all funds on revenue.

21 We'll move on to expenses. You will see our
22 line items, that we've done quite well keeping our
23 expenses down. Several years ago, two and a half
24 years ago I believe, we implemented a policy -- the
25 board of directors did -- requiring that everything

1 that's purchased has three price quotes. And that
2 is to make sure that our staff is doing the very
3 best they can to spend money wisely and to make sure
4 that we are working really hard with the money that
5 we bring in from water sales and wastewater sales.
6 And I think that's a good reflection in our budget.
7 We are well under where we need to be.

8 Again, a big portion of that expense does fit
9 in the third-to-last line item, grant expense, of
10 7.5.

11 The next big item on ours is salary, personnel
12 expense. That includes benefits, salaries, taxes,
13 things like that. We sit at -- about 35 percent of
14 our operating budget sits in personnel expenses.
15 And for a service industry, that's good. With
16 service industries, you may see as high as
17 50 percent of their budget sitting in personnel.
18 And so I'm pretty pleased with where we sit.

19 We offer good benefits for our staff, and I
20 think our staff is paid well for what we do. And I
21 think it's fair to the membership, and I think it's
22 fair to the staff. So we do our best to try to make
23 sure that we spend your money wisely and that we're
24 accountable for that.

25 Professional services, debt payments, those are

1 also large line items on our budget. Professional
2 services includes engineering, legal services, our
3 SCADA system, things like that. Debt payments
4 obviously speaks for itself. That's our principal
5 and interest payment on our debt that we have. A
6 big majority of that debt right now sits with the
7 purchase of Picacho Hills and the upgrades that are
8 planned for Picacho Hills.

9 Capital purchases was rather large this year,
10 the second-to-last line item, because the majority
11 of that went towards the office remodel and the
12 drive-through window.

13 So with that I will leave the financial report
14 at that, and I'll open it for questions. Are there
15 any questions that I can answer about the financials
16 for the Association?

17 Okay. Then I will move on to our current
18 funding. Oh, the 2014 audit. I'll touch on that
19 briefly. That has not been finalized. Until that's
20 finalized, by state law we are not allowed to
21 discuss it in any open meeting. So once it becomes
22 available, you can find that on the state auditor's
23 web site.

24 It is up here. You can just search Doña Ana
25 Mutual in the search bar, and it will bring up all

1 of our prior year audits plus the new one once it's
2 been released by the state auditor.

3 Okay. Next is our current funding. This is
4 our state and federal funding. On the left you will
5 see the state funding. This is everything we
6 currently have available.

7 We have a grant loan combination from Water
8 Trust Board, WTB 271. We currently have 2.9 million
9 remaining. That money was originally allocated for
10 the surface water transmission line that would run
11 between the Doña Ana system and the Radium Springs
12 system. That has been completed, and that is the
13 funding that is remaining from that.

14 We have currently submitted a change of scope
15 to the Water Trust Board asking that that money be
16 reallocated to Picacho Hills to help pay for the new
17 tanks that are going to be installed there.

18 The second line item is the RIP 2014-01. And
19 that has remaining 1.7 million. That is also
20 Picacho Hills funding, and that is allocated towards
21 the wastewater plant upgrade.

22 The plan in Picacho Hills has many, many
23 challenges and an administrative order against it
24 because it does not currently meet state standards
25 or requirements for the discharge that's coming out

1 of there for the use of the reclaimed water. So we
2 are waiting on the Environment Department to respond
3 back to our preliminary engineering report, and we
4 hope to go to final design and then on to
5 construction for that plant.

6 The final two, PG 3033 and PG 3034, are both
7 grants, and those are paying for the preliminary
8 engineering reports and the environmental
9 assessments that are being done in Picacho Hills so
10 that we can spend the money that is allocated.

11 Federal funding, Drinking Water 2868, we have
12 remaining \$1.1 million, and that is -- that loan has
13 been used for the meter upgrades, and it's also
14 going to be used for Phase 2 of SCADA.

15 SCADA is our supervisory control and data
16 acquisition. It is basically the telemetry
17 equipment that monitors and turns on and off our
18 wells and tanks and makes the system talk to itself
19 and work without us having to go out and literally
20 flip switches.

21 I don't expect that we are going to use all of
22 that. Anything that is left, again we've put in a
23 change of scope and asked that it be reallocated to
24 Picacho Hills for the infrastructure issues that are
25 occurring in Picacho.

1 The second is USDA. Once we finish that money,
2 which we will not spend it all, with the meter
3 project in Radium Springs, we will revert that back
4 to the feds, and they will reallocate it to another
5 entity. They don't allow for change of scope like
6 the state does. Fortunately our meter project
7 didn't come in as high as we expected in Radium
8 Springs, and so we've got a decent amount of excess
9 funds left.

10 EPA, 120,500, that is a wastewater grant. That
11 is not a loan. And that is for the Headworks
12 Project in Picacho Hills at the wastewater plant.

13 Pending funding. We currently have three
14 awards that have been awarded. We just have not
15 closed on them. The first one is Colonias
16 Infrastructure 3177 in the amount of 188,000. That
17 is for the design in Fairview Estates.

18 Fairview Estates is a small 54-connection
19 system that was acquired in December of 2013, and it
20 needs all new piping in it. It's got very
21 small-diameter pipe, not even standard PVC water
22 lines, and issues with their wells. So we're going
23 to tie in Fairview to our Doña Ana system, and that
24 is going to pay for the design of that.

25 The second one, CIF 3184, again that is

1 Colonias funding, 100,000. That is the design for
2 Radium Springs. We are getting ready to start our
3 first round of upgrades to Radium Springs on the
4 water lines. They have 2-, 4-, and 6-inch water
5 lines. Our plan is to get rid of all 2- and 4-inch
6 water lines to install 6- or 8-inch water lines to
7 provide fire protection in all areas.

8 The third one on the left is Drinking
9 Water 3227, 2.75 million. That is for the water
10 line at Fairview and the water tanks at Picacho
11 Hills.

12 And that is all I have for my report. Are
13 there any questions about financials, projects,
14 anything I've addressed tonight or any other
15 questions you have for me? I'd be happy to answer.

16 Okay. Thank you very much.

17 MR. MELTON: Next we'll ask Lilla Reid or
18 Karl -- I don't know which one is going to give the
19 report -- to step up here with their engineering
20 report, please.

21 MS. REID: All right. Is it still on?
22 Yep, it's on. All right. It's great to be here.
23 You can tell I don't use a mic very often, can't
24 you? Just kind of started.

25 All right. So we're going to go through some

1 of the projects. Jennifer did a great job
2 explaining a lot of the projects. So I get to just
3 skip over them. So we'll go ahead and just dive
4 right in.

5 One of the great things about the planning
6 documents that we have up here is that this is
7 always the first stage to getting into any project.
8 You have to get the planning document done so we can
9 secure funding. So in this case, you actually had
10 eight planning documents completed in 2014. So that
11 is actually one of those items that helps secure
12 some of that funding that's pending on there as
13 well.

14 So the second one up there, the District 5
15 Wastewater Preliminary Engineer Report, is actually
16 at the funding agency or actually at the review
17 agency, New Mexico Environment Department,
18 Groundwater Quality Bureau. As soon as they get
19 comments back, then we're hoping to pursue the
20 design of improving the wastewater treatment plant
21 up there.

22 So we'll go on to some of the design projects
23 that we have. The District 5 Building is in
24 progress, District 5 water improvement, the Fairview
25 water improvement, and the water SCADA Phase 2. So

1 we have some photos of the District 5 -- I guess not
2 quite photos.

3 This is the northside view and a westside view.
4 The great news about that is we'll actually start
5 construction on that on Monday. We have all of the
6 permits in place to get that project started. So
7 you may start to see some construction equipment out
8 on site.

9 And the next project that we have -- I actually
10 get probably more questions on this project than any
11 others because a lot of people actually see this
12 tank up there, and nobody is sure if it's going to,
13 you know, even hold water. So this one is actually
14 up in Picacho, and the idea here is to replace the
15 tank completely. It has been repaired multiple
16 times, and all repairs have failed at this point.

17 The tank -- we actually did have a diver come
18 out there, and the tank has been inspected. And at
19 this point it's going to be cheaper to demolish it
20 and get rid of it than it is to try to repair it.
21 So this right here -- what needs to be done out
22 there is to be able to provide a two-day capacity,
23 and this tank is unable to do that as well.

24 So we have some more pictures of what's going
25 to be happening in District 5. So this right here

1 is on Anthem. And so on Anthem we're going to be
2 putting some 8- and 10-inch water lines to connect
3 to the existing water line there.

4 And the next photo is probably Barcelona Ridge,
5 and this is going to tie in that well that you see
6 right when you get into the subdivision. And this
7 well is actually a really high producer, and so
8 we're excited to get this one onto the system.

9 And then the next one -- actually, these two
10 locations, there's going to be well houses.
11 Currently there's not well houses on the one that
12 we're going to connect as well as the one north of
13 Barcelona, I think Well No. 7 there. And so we're
14 going to actually put these in, houses, and all the
15 proper equipment for them.

16 And then the next one will actually show us
17 going up to the new tank site. And the new tank
18 site is going to have two tanks, both of them
19 900,000 gallons. We try to incorporate two tanks
20 when we can. In case something goes down, you know,
21 we have a second tank there. If we have to go in
22 and recoat, we always have that capability without
23 leaving anybody without water. So it does include
24 water line, fill line, and distribution line coming
25 down from the hill.

1 And so then this is the water system
2 improvement for District 5, those segments.

3 MR. BESS: I'm Dave Bess. What does
4 900,000 gallons represent in average days of use?

5 MS. REID: In this case, what we're
6 actually doing is 1.8 million gallons total, and
7 that will give you two days' worth of storage on a
8 20-year projection. So it gives you more than what
9 you need today, and it also provides for two hours
10 of fire flow. So at -- so then at this point,
11 hopefully we should have some good storage for the
12 District 5 area.

13 MR. BESS: Thank you.

14 MS. REID: Absolutely. By the way, I'm
15 Lilla Reid of Souder, Miller & Associates. Karl is
16 in the back. So if you happen to hear him say
17 something, it's just because he's trying to improve
18 what we're talking about up here.

19 What else have we got on there next? I think
20 we have the Fairview project. Jennifer talked about
21 this a little bit. So the views down there is the
22 little area. There's Northview, Southview,
23 Eastview, Westview, Desert View. So that's the
24 subdivision there on the south.

25 As she said, it needs a lot of improvements.

1 It is very small-diameter lines. We're going to
2 come in with 6-inch line. There's going to be fire
3 flow. There's going to be fire hydrants. And this
4 is going to connect to the southern part of the
5 current District 4. And so this includes going over
6 the river.

7 So we're going to go over the Picacho Bridge
8 which is fun. It's been a lot of fun getting all
9 the permits associated with NMDOT and IBWCH across
10 the river.

11 And then it actually shows a line going up to
12 tap into Picacho Mutual Domestic. That's actually
13 an alternative and not necessarily something that
14 will be built in the first phase. But there will
15 actually be a stub out so that -- being a good
16 neighbor and allowing for water support between the
17 two mutual domestics. And so that's 6-, 8-, 12-inch
18 lines in that area. The total project is about 3.4
19 miles of water lines.

20 So the next one we actually have is design and
21 construction projects that were completed in 2014.
22 The first one is Doña Ana Road/Doña Ana School Road,
23 the office remodel, then a little sewer line
24 relocation, and then a meter replacement project.

25 So the first one, Doña Ana Road/Doña Ana School

1 Road, was really good. It was a nice, smooth
2 project. It got done on time. It got done on
3 budget. Operations doesn't always think it's a
4 smooth project, but in engineering when we get those
5 things, that actually makes it a better project.

6 So there's a couple of construction photos on
7 this one. This total project was 2.4 miles, and
8 there was 10-inch, 8-inch, and 6-inch. And Colonias
9 funding and Water Trust Board both were used for
10 that project.

11 The next project was the office remodel, and
12 Jennifer told you about it. And I think you may
13 have maybe been to the office to see it. Opening up
14 the lobby, a couple of additional offices, the
15 drive-through window, expanded conference room which
16 hopefully the board and public like that.

17 New tile. I don't know if you guys knew, but
18 when you first walked in, there was tile that was
19 really slippery. And so if it was raining
20 outside -- we don't get rain a lot. But if it was
21 wet outside, it would be slippery when you came in
22 the door. And then some new carpet.

23 So this little sewer line project was
24 interesting because there was one customer on it.
25 But there happened to be -- I didn't actually -- I

1 don't have a good photo of the wall. But the wall
2 is probably about 10-foot tall there, and the
3 wastewater line that needed to be replaced was
4 underneath it. And so it was actually unsafe for us
5 to get a contractor in there to dig underneath that
6 wall without tearing down the wall.

7 In this case we ended up relocating that water
8 line -- that sewer line outside of the wall and
9 running it down, penetrating the manhole in the
10 bottom, and putting out some new clean-outs. It was
11 a small project but did take some coordination. So
12 it was about 200 linear feet of sewer line.

13 And the next project that we have was the meter
14 replacement. And I think staff and engineering was
15 excited to actually finish this project. It was a
16 multi-year project. So I'm really happy that the
17 benefits are working out for Doña Ana Mutual because
18 it was a surprisingly difficult project.

19 It had multiple challenges, but everything is
20 working great now. I mean there was over
21 3,000 meters relaced. It was 3,300-and-some meters.
22 So it was a big project and multiple funding sources
23 for it.

24 The next ones we're going to talk about were
25 designs completed and construction projects in

1 progress. So there's one project that kind of
2 incorporated District 3, 2, 4. So there were
3 actually multiple areas. And then the District 5
4 Headworks.

5 And so on this one, one of the areas was up on
6 Lujan Hill Road and Doña Ana Road, and this one
7 completed what was considered the Surface Water
8 Transmission Project. That was the original name of
9 it. But it definitely connected the -- probably
10 District 1, the northern part of the District 1, up
11 to what is the Radium Springs area. So this
12 actually finished that and includes actually a
13 really nice loop on the northern part of what was
14 the Doña Ana system.

15 So Myles Road, this was also a completion of a
16 project. But this actually does a lot for the
17 Legends West area. And it included improving flows
18 through that area. So there was a water line that
19 was between -- that was through the onion fields.
20 And so we rerouted that to come down along the
21 roads.

22 And then there's a little portion that is on
23 Elks Drive. And when they were doing the
24 intersection, this is -- it doesn't actually show
25 the Engler underpass, but actually we had put casing

1 in there when they were doing the underpass so that
2 we didn't have to come in and mess up the pavement
3 again. So there was casing that we tied into on
4 each side of that, and then we got to lay the rest
5 of the water line in the median and then connect by
6 the Hatfield-Brewster Station, if anybody is aware
7 of that, off of Hatfield.

8 And then the District 5 Headworks Project, I
9 don't know if anybody has ever seen the headworks
10 out there, but I recommend you bypass it and wait
11 till we actually get this done. It does need
12 improvement. So what we're trying to do now is get
13 out there and get this installed prior to any of the
14 other benefits. This is going to help keep any rags
15 or any other trash that actually gets into the
16 wastewater treatment plant and hopefully improve.

17 So we actually have federal funding for this
18 one too, and that's one of our holdups right now, is
19 waiting for EPA to finish their review and allow us
20 to award the project to the low bidder.

21 The 2015 projects. We would like to get ready
22 to start the design project for District 5
23 wastewater improvements. We have to get the
24 planning document approved first. As soon as we get
25 that done, we can actually start these designs.

1 And then the design and construction project,
2 District 5 Building, we're going to start
3 construction Monday. So that's great news.

4 The District 5 water improvements and the
5 Fairview water system improvements, they're actually
6 both waiting for some funding to get closed on the
7 pending list.

8 And then District 1 Radium Springs, that was
9 also a Colonias fund that we're waiting on. And
10 this is only the first phase of improvement up at
11 Radium Springs. There's also some small lines we
12 really would like to remove. But what we're trying
13 to do now is get the critical areas and add some
14 additional fire hydrants up there.

15 Construction projects. We've already kind of
16 touched on some of the projects in different phases.

17 I really enjoy working for Doña Ana Mutual and
18 hope to continue doing it for years. And I thank
19 the board and the staff. It's always great working
20 with them. If you guys have any questions on the
21 projects, I can take those at this time.

22 Yes, ma'am?

23 MS. RICHARDSON: My name is Susan
24 Richardson, and I'm a member. And I was just
25 wondering with the wastewater. This development

1 back here, the Mirasol development, we're all on
2 septic tanks.

3 So when do you think we would -- the timeline
4 with all the other projects, when do you think you
5 would be ready to convert us over to the wastewater
6 project?

7 MS. REID: Is Mirasol in any of the --

8 MS. HORTON: No. They're up on the
9 escarpment. That's a gravity system.

10 MS. REID: Okay. The interesting thing
11 about wastewater is it's hard to get money for
12 wastewater projects. That's what we've found has
13 been very difficult. So we have actually had
14 applications in for three years in a row for
15 Colonias funding for wastewater to start doing
16 collections to improve hopefully your quality of
17 life, and we haven't been able to get wastewater
18 funding. We've been getting water funding.

19 So the applications are out there, and there's
20 a number of water locations to get water funding but
21 not as many for wastewater. So we're still trying
22 to improve collections out there. But at this
23 point, multiple years before we probably even have
24 design money, unfortunately.

25 MS. RICHARDSON: Okay. Thanks.

1 MS. REID: Yes, sir?

2 MR. BUTLER: I want to address that
3 because I'm on the Colonias Infrastructure Board.
4 I'm Oscar Vasquez Butler. I'm a member. I'm on the
5 Colonias Infrastructure Board, and our priorities
6 have been water because we have priorities for
7 water, wastewater, flood and drainage roads. So we
8 want to get all the water lines in. I know we're
9 very concerned with the flushing of systems and the
10 loss of water because of flushing.

11 But what you didn't address here was the
12 looping of lines. One of the big things with us is
13 that we want to put the water pipes in the ground,
14 and we want to loop them so that we don't waste
15 water with flushing it. And then soon after we'll
16 start prioritizing the wastewater.

17 So we're going by the priorities that were
18 established by the legislature. So as soon as we
19 get through -- and we're addressing these
20 water/wastewater needs in different counties, eleven
21 counties to be exact. So in each county there are
22 different phases of water and wastewater. So that's
23 why wastewater money is difficult to get.

24 MS. REID: Absolutely. And Colonias has
25 provided a lot of funding for Doña Ana Mutual in the

1 past. The Doña Ana Road/Doña Ana School Road
2 project, the Fairview project, those are all
3 Colonias funding. So Colonias has been very, very
4 good to Doña Ana Mutual.

5 And the interesting thing too is Doña Ana
6 Mutual is a pretty solid system. So to show
7 emergency in those funding applications is harder to
8 do. And there are a lot of water systems out there
9 that need a lot of help. So I'm sure when they're
10 reviewing those applications --

11 All right. Did you have a question? Yes, sir?

12 MR. WILES: My name is John Wiles. I'm a
13 member. I've been out of the loop for the meetings
14 for a few years.

15 What happened to all the hundreds of millions
16 of dollars in funds that we also had approved for
17 the Souder Miller vacuum-sucker, waste-treatment
18 facility?

19 MS. REID: We did. We had multiple
20 hundred thousands, and some of that actually was
21 either transferred over to water based on what was
22 needed, and there is a design out there for the
23 southeast collection area. And that is one of the
24 areas we keep trying to get funding for
25 construction.

1 But the design is -- doesn't do you much good.
2 It doesn't help you for your vacuum. So there is
3 actually a design out there to do exactly that, and
4 it is the area that's closest to the city of Las
5 Cruces at this point. And we would start building
6 in that direction. We call it the Southeast
7 Collection Area, but it is at the -- it is adjacent
8 to the city of Las Cruces border there on the north
9 side of them and the south side.

10 MR. WILES: What's the general routing of
11 the pipe, the wastewater pipe that's going between
12 Doña Ana and the Las Cruces water treatment plant?
13 What's the general routing of that? Do we know?

14 MS. REID: Yes. There is actually a
15 planning document out there that shows all the
16 collections for district -- part of District 1 all
17 the way through District 4. So there is a routing
18 as to where the mains would go, where the collection
19 lines would go based on where the majority of the
20 homes are.

21 MR. WILES: Okay.

22 MS. REID: Anything else?

23 Thank you very much. Appreciate your time.

24 MR. MELTON: Thank you very much. We will
25 now open the floor for any public input.

1 MS. HORTON: No. We have a report from
2 Lee Peters.

3 MR. MELTON: Oh, I'm sorry. I forgot.
4 Sorry, Mr. Peters. I forgot Lee.

5 MR. PETERS: How could he forget the
6 lawyer?

7 MR. MELTON: Easily.

8 MR. PETERS: Why is the lawyer sitting up
9 here with the board? Your association is a
10 governmental entity. It's a subdivision of the
11 State of New Mexico; so it has to follow all of the
12 laws that the State government and the other
13 governmental entities like the City and the
14 County -- it has to follow the Open Meetings Act.
15 That's why we have a resolution.

16 So a lot of stuff has to go through legal
17 review and approval. And that's why the lawyer is
18 sitting up here with the board, I guess.

19 Anyway, I'm supposed to report on litigation.
20 We were litigation free for a number of years after
21 a rough early part of the 2000s. But we had three
22 cases filed in 2013 that are still going on.

23 Doña Ana versus the Westmorelands. We bought
24 some water rights in 2002. The people sold them
25 again to somebody else in 2012. We didn't like

1 that; so we filed a suit. We tried the case last
2 November. We have not received a decision from the
3 judge yet. We hope to get that fairly soon.

4 Moongate Water Company sued Doña Ana Mutual in
5 2013 also over water rights. We're fighting over
6 the same water rights. They say they're Moongate's,
7 and we said we bought them and they're ours. We've
8 tried to get the case dismissed on legal and
9 technical grounds. We haven't been successful yet.
10 But ultimately we hope to do that. This case will
11 be tried in December before the water judge here in
12 Las Cruces.

13 The third case is -- we had to sue some people
14 named Zepeda in the Fairview area the day we took
15 over the system in December of 2013. We were
16 refused access to one of our two wells that supply
17 that area. So we had to go in and enforce our
18 easement rights that we had acquired from the prior
19 owner of the system. And guess what? They're also
20 challenging our water rights.

21 You get water rights, and then everyone else
22 wants them. Isn't that the fate of the West? You
23 know, whiskey is for drinking, and water is for
24 fighting. That case will go to trial before the
25 water judge on the 1st of May. So we have a busy

1 schedule this year.

2 We're also in the process of getting the water
3 rights of the Association adjudicated. We have our
4 main water rights here in the Doña Ana area that
5 were acquired in the '70s, and we are still
6 perfecting those water rights. We've acquired water
7 rights to the east, and we've acquired the water
8 rights associated with the Fort Selden system, water
9 rights associated with Picacho Hills' prior owner
10 that we now own, and the water rights in the
11 Fairview system.

12 So we have water rights scattered through the
13 system which, as has been explained by the president
14 and executive director, has grown substantially in
15 the last couple of years. So we're trying to get
16 those adjudicated so those water rights are solid
17 and stop these other people from suing us over our
18 water rights.

19 Thank you. If you have any questions, I guess
20 I could address them. Thanks.

21 MR. MELTON: Okay. I now have egg on my
22 face. Thank you, Lee. We appreciate your update.

23 Are there any questions thus far? If not, is
24 there anything that the membership would like to
25 bring to the board? Public comment?

1 MR. HOKKANEN: I'm Jack Hokkanen, and I'm
2 a member.

3 MR. MELTON: Yes, sir. Would you step
4 over here to the podium?

5 MR. HOKKANEN: Jack Hokkanen, member.

6 What's the status and update on the customer
7 service training Sue Padilla was providing along
8 with the focus groups that she organized or started?
9 I haven't heard any conclusions, any updates.

10 MR. MELTON: You want to field that, or do
11 you want me to?

12 MS. HORTON: We hired Sue Padilla to come
13 in and do focus groups and public outreach up in
14 Picacho Hills. However, since then Sue has taken a
15 job at Burn Construction which is a direct conflict
16 for us because they are contractors that bid on many
17 of our jobs and currently work for us. And since
18 she is now involved in their financial aspect, we
19 have cut ties with Sue, unfortunately, because of
20 her new involvement.

21 Does that answer that question?

22 MR. HOKKANEN: So everything is just
23 dropped?

24 MS. HORTON: Unfortunately, yes, because
25 of Sue's new involvement.

1 MR. HOKKANEN: You're not bringing anyone
2 else on board?

3 MS. HORTON: At this point, no. A house
4 bill that had been introduced up in Santa Fe put a
5 lot to a screeching halt until we knew the end
6 result of that. And know that we know that, the
7 bylaw committee I believe is moving forward with the
8 Articles of Incorporation. The committee is moving
9 forward.

10 And as always, our board meetings are open to
11 the public, and there's a time slot for anybody and
12 everybody to come in and address the board with
13 concerns and issues that they're having.

14 Any other questions? No. Okay.

15 MR. MELTON: Sandy?

16 MS. TATUM: Sandy Tatum from Radium
17 Springs. I may have a little trouble keeping my
18 comment separate from anything that has come up in
19 the agenda. But I would like to say thank you,
20 thank you. I have never belonged to an association
21 before, and I must say this is the most stimulating
22 club I've ever had a membership in and have learned
23 a lot.

24 Being a person whose water came from a private
25 system where I knew the owner, I had sympathy, and I

1 lived in a little area but was studying water
2 impacted by the critical conditions that we are
3 facing, this has been amazing. And I would like to
4 say thank you.

5 From the beginning of the takeover of the Fort
6 Selden Water Company, which some of us kind of -- we
7 were very critical, and there was some hostility at
8 times. I found that the various changing board and
9 that the board members, the staff, all the service
10 department, I haven't been disappointed. And I feel
11 like the professionalism and responsiveness to the
12 membership's suggestions and questions, I feel like
13 I can count on that.

14 And the reports tonight and the processes, even
15 though some of them we may question are a little
16 timely -- I mean time-consuming, but they've been in
17 response to this large membership covering a great
18 distance, been in response to things that we have
19 brought up and been concerned about.

20 Thank you very much. And thank everybody who
21 is here. Wear your badges and keep coming so we
22 keep this really vital. This is water. Thank you.

23 MR. MELTON: Thank you, Sandy.

24 Mr. Hayhoe?

25 MR. HAYHOE: My name is Jim Hayhoe, and

1 I'm a member and resident of Picacho Hills. The
2 subject is fire hydrants and fire suppression I'd
3 like to spend my three minutes on.

4 First of all, I'd like to give credit to
5 Orlando and his organization. I think they've done
6 a fabulous job. We brought up an issue earlier in
7 2014 about the status of fire hydrants. Orlando and
8 his crew I think probably tested over 100 now of the
9 213 fire hydrants. We found some bad ones as
10 Jennifer has mentioned, and those are being
11 replaced.

12 But I did want to advise the members that, in
13 the discussions that have been taking place over the
14 course of the year, I think we've identified that
15 there is no official, formal policy within Doña Ana
16 Water for how to handle fire hydrant maintenance, a
17 fire-suppression policy.

18 I know that right now Doña Ana Water is going
19 through a whole system of reviewing all of the
20 policies. I've had discussions with Mr. Melton. As
21 far as I know, he's taken a review of what other
22 organizations are doing as far as formal policies.

23 But I would like to just mention to the
24 membership that I'm looking forward to the time when
25 we do hear some response from the Doña Ana Water

1 board as far as what their policy or decisions are
2 going to be regarding having a formal policy on fire
3 suppression and fire hydrant maintenance.

4 Also I guess I had not realized up until
5 tonight just how many more fire hydrants there
6 probably are in the overall Doña Ana Water system
7 beyond Picacho Hills. I tend to be very parochial
8 about Picacho Hills, I guess.

9 And I would be very interested in receiving
10 some information on how many more fire hydrants --
11 what the total population of fire hydrants is within
12 Doña Ana Water. I'd like to get a sense of how the
13 geographical distribution of those are and what the
14 overall plan is for future growth of fire hydrants
15 and fire-supression systems in the commercial
16 environments. Thank you.

17 MR. MELTON: Thank you, Jim. We'll try to
18 get back to you on that.

19 MS. HORTON: You want me to respond to
20 that?

21 MR. MELTON: If you'd like to.

22 MS. HORTON: Currently we have roughly
23 over 200 fire hydrants in Picacho Hills, roughly 450
24 fire hydrants in Doña Ana, and about 20 in Radium
25 Springs. So they have gone through and they have

1 exercised and found the hydrants in Radium Springs
2 to ensure that they work. They've gone through all
3 the Doña Ana fire hydrants in the last couple of
4 years, and now we're working our way through the
5 Picacho Hills system.

6 So does that kind of answer your question on
7 distribution?

8 MR. HAYHOE: Good start.

9 MS. HORTON: Okay.

10 MR. MELTON: Anyone else?

11 Mr. Butler?

12 MR. BUTLER: My name is Oscar Vasquez
13 Butler. I was a prior county commissioner and on
14 the Doña Ana Board. And you know that Doña Ana
15 Mutual, like all mutual domestics, their charter
16 under the Sanitary Projects Act is primarily water
17 and wastewater. So for Doña Ana to put in fire
18 hydrants, that's really a great plus for the
19 communities because that's really a County
20 responsibility.

21 So now that the County passed their 3/8 of
22 1 percent and the chairman of the County said that
23 he was going to put some money into infrastructure,
24 I'm proposing that you propose to them that they
25 help you with this project that Mr. Hayhoe was

1 referring to in terms of the maintenance and
2 fire-suppression aspects because the fire marshal
3 should start taking -- the County fire marshal
4 should now start taking responsibility for the fire
5 program.

6 You know, we members of Doña Ana Mutual have
7 been paying for that. And I've got to give the
8 board and the staff really credit for the amount of
9 grants that they've been getting. They've been
10 saving us money. And I know that I reviewed the
11 applications in the Colonias Infrastructure Board,
12 and they're there every year pushing, trying to get
13 monies for the system.

14 So maybe it's time to appeal to the County
15 about what's the mutual responsibilities of the
16 County with Doña Ana Mutual as far as maintaining
17 those fire hydrants.

18 Thank you, Mr. Chairman.

19 MR. MELTON: Thank you, sir. We
20 appreciate your suggestion, and we'll look into it.
21 By the way, I live up there where they've got 20
22 fire hydrants. It's of major concern to me.

23 Anyone else?

24 MR. HAYHOE: Can I comment on that, Jim?

25 MR. MELTON: Yes, sir.

1 MR. HAYHOE: Again, Jim Hayhoe.

2 I think what Mr. Butler just mentioned is a
3 great idea. But also we had the fire marshal, the
4 county fire marshal, out to talk to us in Picacho
5 Hills in April or May of 2014. I think also the
6 county fire marshal came out and met with Jennifer
7 and some of the board about that same time.

8 It's my impression that the county fire marshal
9 actually volunteered services out at some of the
10 volunteer fire departments, specifically Fairacres,
11 to help with some of the evaluation of the fire
12 hydrants and fire-suppression systems in Picacho
13 Hills, and that offer was turned down.

14 It seems to me that that is a great opportunity
15 that Mr. Butler said. Let's get the County
16 involved. Let's take the pressure off of you all.

17 MR. MELTON: Thank you.

18 Yes, sir?

19 MR. WILES: My name is John Wiles. I'm a
20 member. I happen to be a member here of Doña Ana
21 Water over on Calle Sereno. I also live up on the
22 hill, and I have a subdivision on Tierra Alta which
23 has two water systems on the same street. And the
24 Organ Water System put in fire hydrants, and we're
25 waiting for the first house to burn down in the

1 Moongate system to see if we can use their fire
2 hydrants.

3 But more seriously, with 4,000 members, a
4 quorum is 1 percent. Why don't we have more people
5 here? It's always been a continuing problem.

6 I guess the reason this meeting has been
7 reconvened is there wasn't a quorum the first time?

8 MR. MELTON: There was not a quorum the
9 first time. That's correct.

10 MR. HAYHOE: A couple of suggestions. Why
11 don't we, when you advertise -- and I appreciate the
12 automated telephone call. I assume all 4,000 people
13 got that automated system. And then I got one of
14 the personal calls from the ladies.

15 When you publish the thing, let's put an
16 intermission section in there, and we'll have
17 entertainment. And there will be dancing girls and
18 dancing boys for the ladies. I'm sure we can get
19 two or three of the staff to do some two-stepping up
20 here for 15 minutes.

21 And then I think more importantly, we've got to
22 put a big bullet in there, "Pending litigation," in
23 quotation marks and in red letters because people
24 always get excited about the dirt that's going to
25 come about.

1 But just some suggestions to motivate the
2 membership. You can throw in things like "Rate
3 Increases." That's all I have.

4 MR. MELTON: Okay. Thank you. That is a
5 problem that we fight continuously, is trying to
6 interest the membership to come out to attend one of
7 these things. And, you know, what's really
8 unfortunate about this whole situation is the fact
9 that water is something that we can live without --
10 human beings can live without for a very, very short
11 period of time. You can live a lot longer without
12 food than you can without water.

13 We are facing a water crisis in the
14 Southwestern United States particularly and in this
15 area specifically today. I mean it's not -- it's
16 not coming. It is here. And it's probably not
17 going to do anything but -- get better unless
18 somebody can figure out how to implore the spirits
19 to hit us with the proverbial hundred-year flood or
20 something because we're running very, very -- we're
21 running critically low on water resources, and it's
22 something that this board is looking into and is
23 very active in.

24 You know, you can have water rights, but what
25 good is a right if you don't have water? And there

1 are far more water rights assigned than there are
2 gallons of water to pump. So we're concerned about
3 water, and we're concerned about conserving it.
4 We're concerned about -- we would like to get our
5 membership concerned about it.

6 We would like to get them concerned about the
7 business of this operation because we are a
8 business. You know, this started with less than 100
9 members in the little Village of Doña Ana back in
10 1974; right? And now we are in fact the largest
11 mutual domestic in the state of New Mexico.

12 We feel like we are trying to -- actually,
13 we're trying to transition from a small neighborhood
14 or a small community operation into a business and
15 yet retain the concern about our members because our
16 members are, in fact, our customers as well. And we
17 have a service to sell, you know. We have a mandate
18 to provide a service by the law. That's why we
19 exist.

20 So that being the case, if we don't have input
21 from our membership, then we have to kind of fumble
22 along in the dark, as it were. As I've pointed out
23 previously, we hold meetings every second and fourth
24 Tuesday, and we welcome the public to come to them.
25 We welcome public input here.

1 I will personally pledge to you -- and I think
2 there are some people in this room that have
3 encountered the situation -- that if you come to me
4 with a question, I will get you an answer. It may
5 not be the answer you want, but I will get you an
6 answer.

7 Anyone else? Anyone else with comments? If
8 not, we would like to thank State Representative
9 John Zimmerman for attending with us this evening.
10 He is the representative from this area, and he also
11 is a member from Picacho Hills. Thank you, John.

12 If there's no one else that has any business
13 for the Association, then I'll entertain a motion to
14 adjourn.

15 MR. ZIMMERMAN: John Zimmerman, so moved.

16 MR. MELTON: Representative Zimmerman made
17 the motion.

18 MR. HOKKANEN: Second.

19 MS. HORTON: Name?

20 MR. HOKKANEN: Jack Hokkanen.

21 MR. MELTON: Jack Hokkanen seconded. It's
22 been moved and seconded that we adjourn.

23 Is there any discussion? If not, I'll accept a
24 voice vote.

25 (All say aye.)

1 MR. MELTON: Opposed? Motion carried.

2 I would like to remind you to mark your
3 calendars tonight. The annual meeting is scheduled
4 for the last Wednesday night in the month of January
5 2016.

6 (The proceedings concluded at 9:02 p.m.)

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1 DOÑA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION
2 ANNUAL MEMBERSHIP MEETING

3

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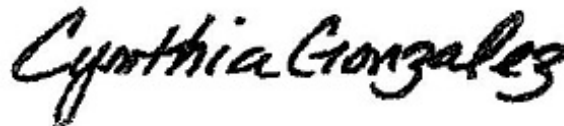
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